



**NEVER STOP  
IMPROVING™**

**Lowe's Canada  
Vendor Requirements**



# Agenda

## 1. Introduction

- Vision Statement
- Code of Ethics

## 2. LowesLink@ setup

- Start with LowesLink.com
- EDI
- Canadian Standard Certification
- Item Setup

## 3. Supply Chain Process

- Phase 1: Before shipping
- Phase 2: Ready to Go
- Phase 3: Shipping Method & Channel Selections
- Phase 4: After Delivery



# Agenda

## 4. Future expectation

- Vendor On Boarding Checklist
- Operating Requirement
- Business Alignment

## 5. Final Q&A



# Introduction

## Vision Statement

We will provide customer-valued solutions with the best price, products and services to make Lowe's the first choice for home improvement.

## [Code of Ethics](#)



# LowesLink Setup

- **Start with LowesLink**
- **EDI**
- **Canadian Standard Certification**
- **Item Setup**





## **LoweLink ®**

- **Informational web tool available for Lowe's vendors**
- **A primary method of communication for all business areas**
- **Key Documentations:**
  - Transportation Routing Guide
  - Distribution & Packaging Requirements
  - Barcoding Requirements
  - Packaging Requirements
  - HAZMAT
  - Vendor Compliance
  - IT Requirements
- **Key Applications:**
  - Electronic Data Interchange – View purchase orders and invoices
  - Product Content Management - flow & accuracy of product data
  - Vendor Inquiry - vendor payment information and history
  - Store Lookup – store location information



# LowesLink®

- **To Register:**
  - [www.loweslink.com](http://www.loweslink.com)
  - click Register Here under *Getting Started*
- **The registration section includes:**
  - System Requirements
  - Digital Certification Agreement
  - Registration Form
  - Your vendor number is also required to register

**Important: It is the vendors responsibility to stay up to date with information posted on LowesLink®**

**For more detailed information about LowesLink®, please see the FAQ at:**  
[www.loweslink.com/pubdocuments/Canada%20FAQs.pdf](http://www.loweslink.com/pubdocuments/Canada%20FAQs.pdf)





## EDI

- **Vendors are required to have EDI capability**
  - Exceptions will be made if minimal negative impact will result
  - Exception vendors must use Lowe's EDI web forms
- **Stock & SOS Purchase Orders**
  - POs can be issued via EDI several times each day
  - Vendors are required to check for POs at least once a day to ensure lead times are adhered to
- **Advance Shipping Notice (ASN)**
  - Lowe's Canada will require ASN's for all shipments
  - Vendor's will be communicated to in advance of this requirement

**All EDI information is available on LowesLink ®**

**[www.loweslink.com/edi.htm](http://www.loweslink.com/edi.htm)**



# EDI – New Vendors

- **To Register:**
  - All existing & new Lowe's vendors are required to register for Canada
  - Click **EDI Vendor Registration** under EDI on LowesLink ® :  
[www.loweslink.com/pubdocuments/EDI\\_VENDOR\\_REGISTRATION.xls](http://www.loweslink.com/pubdocuments/EDI_VENDOR_REGISTRATION.xls)
- **The following information is required to register:**
  - Vendor Home Office & Remit Numbers
  - Are you a consigned inventory vendor?
  - Are you a reverse PO vendor?
  - Are you shipping VPXD?
  - Are you transacting in CDN or USD currency with Lowe's Canada?

**For more information, visit *Communication to New Vendors:***

[www.loweslink.com/pubdocuments/Letter\\_to\\_New\\_Vendors.pdf](http://www.loweslink.com/pubdocuments/Letter_to_New_Vendors.pdf)



## **EDI – Existing Vendors**

- **Type 1 – NOT changing sender/receiver ID's**
  - Retest NOT required
- **Type 2 – Changing sender/receiver ID's**
  - Retest required
  - Submit an EDI Vendor Registration Form

**Visit Communications for Existing Vendors on LowesLink®**

[www.loweslink.com/pubdocuments/Letter\\_to\\_Existing\\_Vendors.pdf](http://www.loweslink.com/pubdocuments/Letter_to_Existing_Vendors.pdf)



# EDI Setup & Testing

**Lowe's EDI team will contact you once registration is complete**

- **Vendors will be required to test 4 documents**
  - PO
  - Invoice
  - ASN
  - EFT
- **EDI team will walk vendor through requirements**
- **An “Invoicing Agreement” to sign and return will be issued once a clean test occurs**
- **For EDI questions and support, refer to the EDI Quick Reference guide in [Lowe'sLink.com](https://www.lowes.com/edi-quick-reference-guide)**



# EDI Web Forms

**Web forms gives non EDI vendors a web based solution for receiving POs and submitting Invoices**

- **To Register:**
  - Online registration at [www.loweslink.com](http://www.loweslink.com) under Getting Started
  - Complete and submit the Subscriber Agreement
  - Your vendor number is required to complete this form
  - Each subscriber receives a digital certificate number allowing only them to view on-line information
- **EDI team will contact vendor to validate test POs and Invoices**
- **The Subscriber Agreement as well as other information can be found at the following site:**

[www.loweslink.com/pubdocuments/WebForm\\_Intro\\_FAQ.pdf](http://www.loweslink.com/pubdocuments/WebForm_Intro_FAQ.pdf)



# Canadian Standard Certification

**Vendors are legally obliged to comply with all Canadian Laws and Standards**

## **Certifying goods:**

Recommended for vendors new to Canada

Vendors must submit products to a nationally recognized testing lab:

CSA (Canadian Standards Association)

UL (underwriters lab)

Intertek testing services

**Article 8 of your Master Standard Buying Agreement (MSBA)  
contains details of your agreement with Lowe's Canada**



# Item Setup

- **PCM**
- **Ordering and Pricing**
- **Bar Coding Requirement**



# Product Content Management

- **Product Information collects, maintains and distributes complete and accurate product data for Lowes.com, advertising, in-store signage and selling tools. Vendors submit GDSN data, marketing data and digital assets through the Product Content Management (PCM) and Marketing Data Tool (MDT) applications.**
- **As of June 1, 2012, all content previously stored on the Product Information website has been moved to the Marketing Data Tool website. To access this content, please login to LowesLink® using your digital certificate. Select "Marketing Data Tool" from your list of applications.**





# Product Content Management

- **Refer to the “Product Information” “PCM Canada” and “New Vendor On-Boarding Checklist” for more detail guide and setup access.**
  - *Product Information:*  
[http://www.loweslink.com/product\\_information.htm](http://www.loweslink.com/product_information.htm)
  - *PCM Canada:*  
[http://www.loweslink.com/LowesCanada\\_PCM.htm](http://www.loweslink.com/LowesCanada_PCM.htm)
  - *Checklist:*  
<http://www.loweslink.com/llmain/pubdocuments/pcmNewVendorChecklist.pdf>



# Barcoding

**Lowe's uses both UPC & I 2 of 5 bar codes at its stores and DC's  
All items sold to Lowe's must have valid bar codes**

## **Bar Code Issues:**

60 day advance notice required for all bar code changes or additions  
Report problems with barcodes immediately to your Merchant

**Lowe's Barcoding guidelines can be found on LowesLink ® :**

<http://www.loweslink.com/llmain/pubdocuments/BarCodeGuidelines.pdf>



## Barcoding – UPC's

- Each sellable unit at Lowe's stores requires a UPC label UPC's must have legible numbers, scan bar, and description 100% scan rate is required on all UPC labels
- Vendors are expected to follow specifications set out by the uniform code council
- UPC Barcoding requirements can be found on Loweslink ®(2-7):

<http://www.loweslink.com/llmain/pubdocuments/BarCodeGuidelines.pdf>



## Barcoding – I 2 of 5's

**Standard shipping containers must be labeled with I 2 of 5 codes**

- **A standard shipping container is anything greater than a selling unit and contains fixed multiples of the same item:**
  - Master cartons
  - Bundles
  - Inner packs
  - Pallets
- **100% Scan rate is required**
- **Vendors must follow specifications set out by the uniform code council**
- **Only one standard ship unit per vendor, per item, will be accepted at our distribution center**

**I2of5 Barcoding requirements can be found on Loweslink ® (Pg 8-12):**

**<http://www.loweslink.com/llmain/pubdocuments/BarCodeGuidelines.pdf>**



# Contact Information and Reference Links

- **Lowe'sLink:**  
[www.Lowe'sLink.com](http://www.Lowe'sLink.com)  
*Lowe's.Link@Lowe's.com*
- **EDI:**  
[www.Lowe'sLink.com/edi.htm](http://www.Lowe'sLink.com/edi.htm)
- **Ordering:**  
[www.loweslink.com/llmain/pubdocuments/Ordering.pdf](http://www.loweslink.com/llmain/pubdocuments/Ordering.pdf)
- **Pricing:**  
[http://www.loweslink.com/llmain/pubdocuments/canPricing\\_2012.pdf](http://www.loweslink.com/llmain/pubdocuments/canPricing_2012.pdf)
- **Barcoding:**  
[www.loweslink.com/llmain/pubdocuments/BarCodeGuidelines.pdf](http://www.loweslink.com/llmain/pubdocuments/BarCodeGuidelines.pdf)
- **PCM Contact:**  
[PCMSupport@Lowe's.com](mailto:PCMSupport@Lowe's.com)



# Supply Chain Processes

- **Phase 1: Before shipping**
- **Phase 2: Ready to Go**
- **Phase 3: Shipping Method & Channel Selections**
- **Phase 4: After Delivery**

# **Phase 1: Before shipping**

- **DC information and Store Information**
- **Packaging Requirement**
- **Domestic Palletizing and Shipping Requirement**
- **Import Container Loading**
- **Loss Prevention and Risk Management**



# Distribution Centre Information

- An advantage for a Lowe's business partner is the broad geographic distribution which their products enjoy. Lowe's provides regional centralized distribution capabilities and access to transportation capacities through Lowe's established carrier network. The advanced logistics capability enable Lowe's to present your products for sale in markets which range in size from markets to the large metropolitan markets throughout Canada.

***Distribution Centre information***





# Store Information

- Go-To [LowesLink.com](https://LowesLink.com)
- Use your user name and password to login to check all the detail store information.



# Packaging & Unitizing

- **Packaging requirements are intended to minimize damage and enhance stocking and appearance at the store.**
  - Shrink wrap specifications
  - Slip sheet specifications
  - Corrugate access holes & tear away requirements
  - Desiccant specifications
  - Corrugate specifications

# Packaging & Unitizing

- **Unitization requirements are intended to simplify the receiving process which will minimize OS&D claims and costs**
  - Trailer loading specifications
  - Pallet tier and content specifications
  - Master carton content specifications

**Click to the [Canadian Partnership Book](#) and find Packaging Section for more detail requirements and information.**

# Multilingual Requirement

- Any vendor wishing to be considered for distribution in Lowe's Canadian stores will be required to provide packaging that is compliant with Canadian Packaging Laws.
- Lowe's will require that all vendors either provide fully trilingual packaging OR that they maintain two different bilingual packages.

*Refer to [Canada Visual Standards Guide](#) for more detail requirements and information:*

Also check [loweslink.com/translations](https://www.loweslink.com/translations) for translation support

# Labeling

- **Informational labeling is required on many types of product to ensure proper identification and priority handling.**
- **Product requiring special labeling includes:**
  - NEW STORE
  - SAMPLES
  - VPXD
  - SOS
  - Multi-Boxed Items

***Refer to [Canadian Partnership Book](#) for more detail requirements and information in different product handling stages.***



# Domestic Palletizing and Shipping Requirements

**Vendors are required to follow the requirements identified in the palletization guidelines.**

- **By following the methods outlined in the document vendors will be able to :**
  - minimize freight costs (for both Freight Collect and Freight Prepaid shipments)
  - minimize the potential for damages during transport
  - improve receiving efficiency to help products reach store shelves more quickly.

*Refer to Canadian Partnership Book "[Canada Domestic Palletizing and Shipping Requirements](#)" for more detail information*

The Lowe's Supply Chain Analyst (SCA) for your program can help answer questions you may have about the information in this document.



# Loss Prevention & Risk Management

- **Hazmat Product**
- **Product Liability Insurance**
- **Product source tagging submission form**
  - EAS Source Tagging
    - US
    - China
    - Mexico



# Hazmat Product & Insurance

- **Hazmat Identification**
  - Lowe's will not deliver or store Level 3 or 4 items. These items must be delivered to Lowe's Prepaid Direct to Stores
  - Vendors are responsible for identifying Hazardous products according to the codes provided in [Hazmat Product](#) document.
- **Product Liability Insurance**
  - Lowe's requires product liability insurance from all vendors selling; manufacturing or distributing products to Lowe's, such insurance shall include Lowe's Companies, Inc. and any and all subsidiaries as additional insured.

Check [Hazmat Product](#) and [Product Liability Insurance](#) under Canadian partnership Book to find more detail requirements and information.





# EAS Source Tagging

## Lowe's Source Tag Commitment Statement

- Lowe's has implemented source tagging as part of our corporate strategy to increase sales and decrease shrinkage.
- Lowe's has made a significant investment and commitment to source tagging. We appreciate the cooperation of our vendors in this venture as we both experience the benefits source tagging offers.

*Refer to Canadian Partnership Book “[EAS Source Tagging](#)” and “[Source Tagging Guidelines](#)” for more detail information.*

Also check the product submission forms (select based on where product is produced)

- [US](#)
- [HongKong](#)
- [Mexico](#)



## Phase 2

- **Cross Border Requirement**
- **Transportation**
- **Planogramming**



# Cross Border Requirements Documentation

- **The following documents are required to clear product across the US/Canada border:**
  - Commercial Invoice (Vendor)
  - Canada Customs Invoice (Vendor)
  - Packing List (Vendor)
  - Bill of Lading (carrier)
  - Manifest or Cargo Control Document (carrier)
  - NAFTA Certificate (Vendor)

Please refer to Canada Border Services Agency for more details and qualification requirements at <http://www.cbsa-asfc.gc.ca/>



# Cross Border Requirements

- **Prepaid Freight**
  - Vendor is the importer/exporter of record
  - Vendor must ensure they:
    - Properly classify product
    - Obtain the appropriate governmental status & business numbers
    - Provide appropriate documentation to accompany shipments
    - Establish required brokerage services
  - All costs are assumed to be imbedded in pre-paid pricing quotes
- **Collect Freight**
  - Lowe's Canada is the importer/exporter of record
  - Vendor's must ensure they:
    - Share accurate item attributes with Lowe's to assist in classification
    - Establish appropriate paperwork to accompany shipments
    - Lowe's will establish required brokerage services
  - No duty or brokerage costs should be imbedded in collect price quotes



## **Cross Border Requirements – HTS Classification**

- **Lowe's will be classifying all items shipping from the U.S. OTR via Freight Collect**
  - Ensure proper duty payment and satisfy Canada Customs compliance
- **Item specific info will be requested to properly classify each item**
- **The material is time sensitive**
- **Accuracy is essential**
- **Lowe's has contracted UPS-SCS for the classification process**
- **UPS-SCS may contact vendors for further information**
- **Vendor contact information will be shared with UPS-SCS**

For further questions, please email:

[CanadaVendorCompliance@lowes.com](mailto:CanadaVendorCompliance@lowes.com)

Also refer to *Canadian Partnership Book* "[Cross Border documentation and transportation guideline](#)" for more detail information



# **Scheduling Requirements Routing Guides**

**Lowe's Canada will publish a routing guide that outlines:**

- Core carriers for all LTL & small parcel shipments (US & Can)
- LTL carriers are assigned by shipping lane
- Receiving schedules at Stores & DC

**Vendors must ensure that core carriers are used for all Shipments**

**Benefits include:**

- Decreased dock congestion
- Improved cross border efficiencies and costs
- Improved receiving efficiencies

**Lowe's routing guide will be available on LowesLink ®**

# **Pick-up & Delivery Appointments**

- Lowe's Canada will require all deliveries to have receiving appointments at both the DC and Stores**
- Some vendors may be invited to participate in a drop trailer program at our DC, however this will be limited**
- Responsibilities for creating pick-up and delivery appointments is dependent on freight method for each given PO – please refer to the chart in next slide.**



# Routing Requirements Overview

	Who Selects Carrier?	Pick Up Responsibilities	Delivery Responsibilities
TL Collect	Lowe's	Carrier will schedule pickup with Vendor	Carrier contacts Lowe's DC or Stores 24 hrs prior to delivery for appointment
		Vendors to notify Lowe's if appointment is NOT made by noon the day before the scheduled ship date	Carrier may drop trailer at DC if approved for drop trailer program
TL Prepaid	Lowe's	Vendor must use core TL carrier for all RDC shipments	Carrier contacts Lowe's DC or stores 24 hrs prior to delivery for appointment
		Carrier pickups to be scheduled by vendor for scheduled ship date	Carrier may drop trailer at DC if approved for drop trailer program
LTL Collect	Lowe's	Vendor must use core LTL carrier	Core Carriers have standing appointments at DC and stores
		Vendor schedules pickup for ship date on the PO	
		Vendors to notify Lowe's if appointment is NOT made by noon the day before the scheduled ship date	
LTL Prepaid	Lowe's	Vendor schedules pickup for ship date on the PO	Core Carriers have standing appointments at DC and stores
		Vendor must use core LTL carrier	





# **Scheduling Requirements – Small Parcel**

## **Small Parcel**

<235 lbs

<11 packages

Not >150lbs in an individual package

Not > 108" in length

**U.S. – Canada Shipments – FedEx or UPS**

**Domestic Canada Shipments - UPS**



# Planogramming

- **Planogram is Lowe's standard practice to provide a facility for merchants and vendors to review product, displays, and signage.**
- **Merchandising teams will conduct line reviews at the Lowe's Canada Planogram Facility.**
- **The facility is expected to provide a clean, neat, and safe environment for merchants and vendors.**

Refer to Canadian Partnership Book "[Planogramming section](#)" for more detail requirements and information.



## **Phase 3: Shipping Method and Channel Selection**

- **Product Flow Type**
- **Product Flow Cost**
- **VPXD**
- **SOS**

The Lowe's Supply Chain Analyst (SCA) for your program can help answer questions you may have about the information in this document.



# Product Flow Types

- **Stock**
  - Product is shipped to a Lowe's RDC and stored in a location in the facility
  - When demand exists for the product, it is picked from the storage location and shipped from the RDC to a Lowe's store
- **100% Cross Dock (1XD)**
  - Product is not stored in a location in the facility. It is ordered based on demand at the store level. Upon arrival at the RDC, it is received and then immediately moved via conveyor, forklift, or squeeze clamp truck to the outbound trailer dock door. It is then shipped from the RDC to a Lowe's store.



# Product Flow Types

- **Vendor Prepared Cross Dock (VPXD)**
  - Individual Store Purchase Orders grouped together for shipment in Truckload volume to the Lowe's RDC that supports those stores. VPXD orders are not received at the RDC. Upon arrival at the RDC, orders are immediately processed for shipment to the Lowe's store
- **Store Direct Flow**
  - Some programs that do not flow through a Lowe's Distribution Center; instead they ship directly from the vendor to a Lowe's store. This is known as Store Direct flow.



# Product Flow Cost

- **DOMESTIC**
  - *DC Collect - F.O.B. Origin, Freight Collect to the DC*
  - *Store Direct Collect - F.O.B. Origin, Freight Collect to the Store*
  - *DC Prepaid - F.O.B. Destination, Freight Prepaid to the DC*
  - *Store Direct Prepaid - F.O.B. Destination, Freight Prepaid to the Store*
- **Provide any DC Specific or Patch/Region Specific Pricing**  
***Supply chain Analyst will analyze, validate, and negotiate pricing alternatives***

# VPXD

- **WHAT IS VENDOR PREPARED CROSS-DOCK (VPXD)?**
  - Vendor Prepared Cross-Dock (VPXD) orders are store-specific Purchase Orders that are aggregated into Truckload groupings for shipment to the Lowe's Regional Distribution Center (RDC) that services the designated group of stores.
- **VPXD is the prefer channel for resets product.**
- **VPXD can benefit and improve your overall program profitability with Lowe's:**
  - Lower freight costs
  - Improved tracking and visibility of shipments
  - Potential to reduce damages



# VPXD

- **Product can flow through Lowe's Regional Distribution Centers in one of three methods**
  - Stock
  - 100% Cross-Dock (1XD)
  - Vendor Prepared Cross-Dock (VPXD)
- **VPXD has some specific requirements for shipping, palletizing, labeling and RDC service area changes in:**

Vendors can use VPXD for regular replenishment, small parcel replenishment (Case VPXD), promotions and special order sales VPXD. Lowe's Canada encourages vendors to use VPXD for major resets and sidestacks. Check with your supply chain analyst for more detail instructions.



# VPXD

- ***VPXD document also includes:***
  - **EDI requirements for vendor prepared cross-dock**
  - **ASN requirements for vendor prepared cross-dock**
  - **Bill of lading requirements for vendor prepared cross-dock**
  - **Packing list requirements for vendor prepared cross-dock**
  - **Liability for damages**

*Refer to Canadian Partnership Book “[Canada Domestic VPXD for RDC shipment](#)” for more detail information*



# SOS

- **Special Order items refer to items not stocked in our stores. Special Order items are presold to Lowe's Canada customers and then ordered and shipped from the vendor's facility directly to the Lowe's store where the order originated or to the customer's home.**

***Refer to Canadian Partnership Book "SOS" for more detailed information:***

**<http://www.loweslink.com/llmain/pubdocuments/canCanadianVendorSpecialOrderSalesGuide2012.pdf>**



## **Phase 4: After Delivery**

- **Vendor compliance Policy**
- **Payment Information**
- **Ontario Exempt Certification**
- **Contact Information**

# Vendor Performance Requirements

- **Purpose of Performance Requirements:**
  - Ensure smooth flow of product through the overall supply chain
  - Ensure product availability to the end consumer
  - Minimize total costs in order to offer lowest prices possible
- **Lowe's Vendors are required to operate above minimum standards**
- **Metrics important to Lowe's Supply Chain are:**
  - On-time shipment
  - Quantity fill rate
  - Barcoding & Packaging
  - Core Carrier Compliance
- **Specific metrics are outlined in our vendor requirements document which be made available via email or Loweslink ®**



# Vendor compliance Policy

- **Lowe's will encourage vendors to meet performance requirements as outlined in the vendor compliance policy**
- **The policy outlines the following:**
  - Resolution process to resolve compliance issues
  - Financial cost recovery for failed performance
- **Canadian vs. US Policy**
  - Compliance is tracked separately for the two businesses
  - Policies differ slightly due to differences in business needs
- **Lowe's Canada Compliance Policy will be made available via email or Loweslink ®**



# Vendor Compliance Communication

- **2 reports sent to all vendors**
  - Shipment Performance
  - Fill Rate History
- **3 reports sent only if compliance failures occurred**
  - Misrouted PO's
  - PO's Shorted
  - Late PO's

*All other compliance communication will occur as required by Supply Chain Analyst*



# Payment Information

- **Electronic Funds Transfer EFT – preferred method of payment**
  - Payments are generated Sunday through Thursday
  - Funds are good three days from payment release date
  - Paper checks will not be issued for EFT compliant vendors
  - Canadian Installers - The required payment method is EFT
- **Payments generated based on payment due date**
  - Invoice date plus vendor terms
- **Invoices to Lowe's Canada will be paid separately from Lowe's US**
- **Invoice currency must match PO currency for all orders**
  - Currency agreements can be validated with your merchant
  - SOS product must transact in Canadian Dollars



## EFT

- **To Register:**
  - EFT registration instructions will be sent when EDI registration is complete
  - Complete the EFT registration form
  - A penny voucher will be sent to ensure account activation
- **EFT Production Date will be communicated via email or phone**
- **For issues with EFT and for ongoing support, send requests to:**

[canadaap@lowes.com](mailto:canadaap@lowes.com)





# Invoice Processing

- **Invoices are required to be submitted via EDI/ Web Forms, if compliant**
- **If not EDI/ Web Forms compliant, paper invoices will be accepted**
- **One invoice per purchase order**
- **Invoice only for merchandise received**
- **Credit memos must reference**
  - Lowe's store name, number and address,
  - purchase order
  - the original invoice that the credit is applied to provided on vendor's letterhead
- **Paper Invoices and all credit memos can be mailed to:**
  - Lowe's Companies Canada, ULC**
  - Attn: Vendor Invoice Payment**
  - P.O. Box 1941**
  - North Wilkesboro, NC 28659**
- **Product must be received prior to payment being issued**



## **Discrepancy Resolution**

- **Lowe's will identify deductions and will mail a letter to the vendor to start the process**
- **Deductions issued with payment when a pricing or quantity discrepancy is identified**
  - Vendor invoiced for full order but short shipped
- **Deduction Dispute Process:**
  - Letter explaining why you disagree with the deduction
  - Include the original deduction letter
  - Include copy of purchase order, proof of delivery and bill of lading
  - Send dispute package to:

**Lowe's Companies Canada, ULC**

**Attn: Vendor Invoice Payment**

**P.O. Box 1941**

**North Wilkesboro, NC 28659**



# 852 POS Report

- **Vendor Dart /Dart Lite**
  - Application offered to Lowe's US vendors currently
  - Application will NOT be available for Lowe's Canada vendors at startup
- **852 POS data available to share POS information**
  - Contains sales by item by store (daily, weekly, monthly)
  - Requires EDI capabilities
  - This report contains non-formatted data that will require manipulation
- **To register: go to the EDI tab on Loweslink and choose POS Setup request**

[http://www.loweslink.com/llmain/pubdocuments/852\\_ProductActivityData\\_POSSetupRequest\\_3\\_.pdf](http://www.loweslink.com/llmain/pubdocuments/852_ProductActivityData_POSSetupRequest_3_.pdf)



# Lowe's Business Locations

## **Sold To:**

Lowe's Companies Canada, ULC  
5160 Yonge Street  
Suite 200, P.O. Box 25  
North York, Ontario M2N 6L9

## **Payer Bill To:**

Lowe's Companies Canada, ULC  
EPCA  
PO Box 1941  
North Wilkesboro, NC 28697

## **Resale Tax ID #:**

Lowe's GST Number: 843347741 RT0001

## ■ **DC Ship To:**

**DC# 1469**  
**2750 Peddie Road**  
**Milton, Ontario L9T 6Y9**

## ■ **Store Ship To:**

**TBD as stores are opened**



# Exempt Certification

***Refer to Canadian Partnership Book “Ontario Exempt Certification” and “Saskatchewan Exempt Certification” for more detail information:***

## **Ontario Exempt Certification**

***[www.loweslink.com/pubdocuments/canOntarioRetailSalesTaxExemptionCertificate.pdf](http://www.loweslink.com/pubdocuments/canOntarioRetailSalesTaxExemptionCertificate.pdf)***

## **Saskatchewan Exempt Certification**

***<http://www.loweslink.com/llmain/pubdocuments/canSaskatchewanRetailSalesTax-Exemption.pdf>***

# Returns and Recalls

- **The following options are available to Lowe's Canada vendors for handling RTMs from Lowe's stores and DC**
- **Option 1:**
  - Destroyed in field by store personnel or donated or marked down
  - Store will bill vendor for full credit
  - Option is not available for HAZMAT items
- **Option 2:**
  - Returned to vendor via freight collect
  - Store will bill vendor for full credit
  - Shipper Number to be provided to all stores if returned via parcel carrier

## Notes:

Return authorization requirement will result in 5% add on to each RTM  
Lowe's CAN will not return goods to US location and vendor must arrange for freight pick up of goods from Lowe's facility

# Returns and Recalls

- **Lowe's Merchandising Return Agreement must be signed by both the vendor and the merchant**
- **Mandatory information:**
  - Return method (destroy, donate or collect)
  - Return location
  - Estimated value and payment method
  - Items involved
  - Authorization
  - Timeframe
- **Unique program tracking number is given to each buyback**

*Refer to Canadian Partnership Book "[Returns and Recalls](#)" for more detail information*



# Process for Recalls

- **Vendors first contact Quality Assurance to begin the recall process**

Via Email: [qualityassurance@lowes.com](mailto:qualityassurance@lowes.com)

Via Phone: 704.757.7472

- **Quality Assurance team will support vendor through recall process**
- **Vendor must inform the merchant that will be affected**
- **Legal implications of the recall process are outlined in Article 7 of MSBA**





## **Contact Information and Reference Links**

- **SCA**
- **DC**
- **Transportation**
- **Payment Information**
- **Returns and Recalls**



# Future Expectations

- **Vendor On Boarding Checklist**
- **Operating Requirement**
- **Business Alignment**



# Vendor On Boarding Checklist

- **A checklist will be sent out to all vendors that summarizes the tasks required to complete prior to start**
- **Collect and Prepaid vendors will receive different checklists**
- **Checklist will help Lowe's ensure vendors understand business requirements**



# Operating Requirements

- **PO Backorders**
  - Lowe's does not accept back orders on Purchase Orders
  - Product missing from original PO receipt will be treated as a shortage and subsequent shipments for that PO will be refused
- **Item Substitutions**
  - Requires pre-approval from a Lowe's Merchant and SCA
- **Adding Items to shipments (not on PO)**
  - Requires pre-approval from SCA
  - Non Stock Items will be returned via freight collect
- **Expected Delays**
  - 30 Day notification to your SCA is required of any anticipated delays to avoid compliance failures



# Business Alignment

- **Discontinued SKUs**
  - Minimum 90 Day written notice to your merchant
  - Vendor will agree to buy back discontinued inventory that was purchased within 60 days of discontinuation notice
  - Lowe's has 60 days to return goods to vendor at vendors cost
  - Markdown monies accepted if agreed upon by both parties
- **Price Changes**
  - 60 day written notice of any price increase