



Lowe'sLink®
Vendor Inquiry (VI)
Application Overview

Revision Date: June, 2016

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Vendor Self-Service Tool

Payment information for US and Canada Lowe's locations is readily available for self-service by vendors using the Vendor Inquiry application.

- Check remittance and invoice information are available for two years.
- Problem invoices are available until resolution or up to sixty days.
- EDI 810 Rejections are available for sixty days.
- Deduction details are available for thirteen months from date of last activity.
- RTM details are available up to six months.

Data Retention

- Check Search 2 Years
- Invoice Search 2 Years
 - Problem Invoices Up to 60 Days
 - EDI 810 Rejections 60 Days
- Deduction Search 13 Months
- RTM Search 6 Months

Vendor Inquiry - Home



Vendor Inquiry

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Home

Welcome to Vendor Inquiry. Research payment remittance information by check or invoice, view and respond to problem invoices and deductions, and view Return to Manufacturer (RTM) item level details for both United States and Canada locations. Training documents located under Existing Partner Information - Corporate Trade Payables.

Vendor Inquiry is available to view payment information except during the hours of 1:00 AM to 6:00 AM EST. Problem Invoice and Deduction responses should only be submitted between the hours of 8:00 AM and 6:30 PM EST.

Check Search
Invoice Search
Deduction Search
RTM Search

Email [Vendor Inquiry](#) if additional information required
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Note: Vendor.Inquiry@Lowes.com is the email address referenced on all screens

Availability

Application location:

www.LowesLink.com

Hours of Availability:

6:00 AM – 1:00 AM

Eastern Standard Time

Location of LowesLink® Training Documents:

On www.LowesLink.com, navigate:

Existing Partner Information > Corporate Trade Payables

- LowesLink® Vendor Inquiry – Application Overview
- LowesLink® Vendor Inquiry – Steps to Obtain Access
- LowesLink® Vendor Inquiry – Check Search
- LowesLink® Vendor Inquiry – Invoice Search – Paid & Setup
- LowesLink® Vendor Inquiry – Invoice Search – Problem
- LowesLink® Vendor Inquiry – Invoice Search – EDI 810 Rejections
- LowesLink® Vendor Inquiry – Deduction Search
- LowesLink® Vendor Inquiry – Deduction Search – AD
- LowesLink® Vendor Inquiry – Deduction Search – RTM
- LowesLink® Vendor Inquiry – RTM Search
- LowesLink® Vendor Inquiry – Attachments

For Assistance

Please contact the Payables Contact Center by:

Email: Vendor.Inquiry@Lowes.com

Phone: (336) 658-2121, Option 3 then Option 1

Payables Contact Center Hours of Operation:

Monday – Thursday from 8:00 AM – 5:00 PM EST

Friday from 8:00 AM – 2:00 PM EST