



Billing Requirements

Lowe's Transactional Accounting department has automated systems in place to promptly and accurately process invoices that meet our billing requirements (Note: There are [additional requirements](#) to support shipments that cross borders where LGS or Lowe's Canada is the importer of record). Invoices that do not meet the requirements fall out of the automated stream and run the risk of delayed payment or being returned to the vendor.

Lowe's Billing Requirements:

- Vendor name and remittance address on all invoices.
- Terms consistent with our buyers' purchase agreement or stores' expectations.
- One invoice per purchase order; one purchase order per invoice.
- No back orders – only one shipment per purchase order.
- Vendor number assigned to you by Lowe's on all invoices.
- Lowe's store name, store number, and address on invoice.
- Lowe's purchase order number on invoice – no names please.
- F.O.B. (free on board) terms stated (collect or prepaid).
- Bill only for merchandise shipped.
- Bill and ship in the same unit of measure as ordered.
- Provide Lowe's item numbers on invoice in the same sequence as ordered.
- Include applicable allowances or charges in line item prices unless otherwise advised.
- Compute and provide applicable discounts on the invoice.
- Credit memos must reference Lowe's store name, number and address, purchase order number or return material report number, rebates, allowances, debit memo number, original invoice number, etc., and should be on company stationery inclusive of vendor's letterhead.
- Notify the Merchandiser of any price discrepancies on the purchase order prior to shipping and invoicing.

For shipments originating either in the United States or Canada, invoices are required to be submitted electronically either through the Lowe's provided invoice webforms or through traditional Electronic Data Interchange (see Electronic Data Interchange in this guide for requirements). Webforms are an alternative to paper invoicing which allow vendors that are not Electronic Data Interchange (EDI) capable to use a web browser to interact with our EDI system and submit invoices electronically over the internet. Note: There are [additional requirements](#) to support shipments that cross borders where LGS or Lowe's Canada is the importer of record. In addition, Lowe's expects all Electronic Commerce vendors to receive payments via Electronic Funds Transfer (EFT).

If you are instructed by the Lowe's Transactional Accounting team to send paper invoices for a special situation, please submit the original invoice only and mail to the address below:

Lowe's Companies, Inc.
Attn: Transactional Accounting (APS3)
1605 Curtis Bridge Road
Wilkesboro, North Carolina 28697



Trades (Direct) Payment Information

Invoices that cannot be processed for failure to comply with any of the above requirements may be returned for rebilling. Applicable discounts are taken when delays are caused by billing non-compliance. Vendors with recurring billing problems are subject to a processing/handling charge per transaction.

- **Payment Terms:** Lowe's is diligent in honoring all agreed and properly approved payment terms that are billed within billing requirements. All payment terms must be negotiated and approved by Lowe's Merchandising and communicated in writing (email preferred) with the approval of both parties and with effective dating prior to the submission of invoices with the agreed terms. Unapproved payment terms that result in loss of payment days/use of funds (when compared to properly documented and approved payment terms) will be subject to a pro-rated fee of 1% per month (12% per annum) of the amount paid early. Unapproved changes that result in a loss of payment discount will be subject to a fee equal to the discount + 1%.
- **Discounts:** Any adjustment used to calculate the discount amount must be stated on the invoice. Unless specifically noted on the Vendor Information Sheet, the calculation basis for cash discounts will be gross purchases. Any adjustment used to calculate the discount amount must be stated on the invoice. Explicitly show the due date and/or the net due date.
- **Due Date:** Invoice due date is calculated by adding the number of agreed payment terms days to the product receipt date or invoice receipt date whichever is later. Payment is considered to have been made on time if payment is created (on average) by the due date. Float will be added to all EFT payments unless other arrangements have been agreed and coordinated with Lowe's Transactional Accounting, Lowe's Merchandising, and Vendor. Float will naturally occur with paper checks due to handling, mail time, and bank processing.
- **Debit Balances:** Due to changing business relationships or seasonal business, we sometimes find a vendor in a debit balance position (vendor owes Lowe's). If this occurs and Lowe's determines there are not sufficient outstanding orders to offset the balance, the vendor will be contacted and given 15 days to remit payment by check to cover the balance. Lowe's will also not lose any applicable cash discounts on invoice payments delayed due to debit balances.
- **Pricing Exceptions:** Disputed pricing discrepancies deducted for **stock** product should be returned to Lowe's and will be forwarded to your Merchandising representative for review. Please review disputed pricing discrepancies for **special order sales (SOS)** product with the store. Obtain a signed copy of the SOS Work Order Sheet from the store and send the copy in with the deduction letter mailed to you from Lowe's.
- **Statements:** Lowe's pays by invoice and not statement. Do not attach invoices to monthly statements. Vendor statements are reviewed on a periodic basis.



Trades (Direct) Payment Information

- **Account Inquiries:** Payment history and rejected invoice information are available on www.LoweLink.com. To begin using this valuable reconciliation tool, go to www.LoweLink.com and select the "Getting Started – Register Here" link and follow the steps to sign up for Vendor Inquiry Access. If you have questions related to registration, please contact our EDI Team at LoweLink@lowes.com. If you have questions related to the Vendor Inquiry Application, please call 336-658-2121 then select option 3 for LoweLink® then option 1 for Vendor Inquiry.
- **Third Party Inquiries:** Lowe's does not provide information to a third party unless the vendor being represented provides a signed document indicating approval for Lowe's to discuss their account. Third parties are not authorized to access LoweLink®. Vendor is required to access LoweLink® and provide the third party with the desired information. (Note: Third parties include, but are not limited to: Factoring Companies and Collection Agencies.)
- **Supporting Documentation:** Please do not send paper documents unless requested by someone in Transactional Accounting. Requested back up paper documents for Vendor Inquiries should be emailed to: Vendor.Inquiry@lowes.com.
- **Remit to Address Changes:** Requests to change remit to address information must be submitted in writing on letterhead to the Vendor Maintenance team by an authorized representative of vendor. Request may be submitted by email (letterhead image must be included to VendorMaintenance@Lowe.com which is the preferred method), mail (to the address below), or fax (336-658-2041).
Lowe's Companies, Inc.
Attn: Vendor Maintenance (APS3)
1605 Curtis Bridge Road
Wilkesboro, NC 28697
- **Register for Electronic Funds Transfer (EFT) or Change EFT Payment Information:** Refer to page 16 of the Vendor Information Guide for detailed instructions on registering for Electronic Funds Transfer.

Expense (Indirect) Payment Information

Billing Information for Indirect spend is located at [Spend Management Expense Vendor Information](#).