



**Lowe's Partner:**

Lowe's Corporate Payables has a self-service application on LowesLink for EFT (Electronic Funds Transfer) signup and EFT or ACH updates called Vendor Financial Information (VFI). We believe that this tool will be more convenient for our partners while also increasing the security for updating sensitive information.

Please read the FAQ below and fax the completed, signed VFI authorization form to 877-856-6061 or Email to [EFTSetup@Lowe.com](mailto:EFTSetup@Lowe.com)

### **Frequently Asked Questions**

#### **How does a user get access to the Vendor Financial Information (VFI) application on LowesLink?**

An Owner, Executive or Authorized Agent of a company must complete the attached VFI Authorization Form granting access to a user and fax this to 877-856-6061 or Email to [EFTSetup@Lowe.com](mailto:EFTSetup@Lowe.com).

If the user has an existing LowesLink registration, request access to Vendor Financial Information application by selecting "Change My Access" and clicking on the option labeled "Vendor Financial Information".

If the user has not completed a LowesLink registration then they will be required to do so by visiting <http://www.loweslink.com> and select "Click Here to Register". Then follow the steps above to request access to Vendor Financial Information after receiving your User ID.

#### **How do I sign up for EFT on Vendor Financial Information portal?**

- If you are an authorized user of VFI and Lowe's has a tax ID in our system then you will have a menu option labeled "EFT Signup" in the VFI application.
- If Lowe's does not have a TAX ID in our system then you will be required to provide this information using the "Associate Tax ID" menu before you can sign up for EFT.

Along with inputting information for EFT into the VFI application you must complete and sign the EFT Setup Form. The form can be accessed within the VFI application by clicking on the link labeled "EFT Setup Form" and printing the document. Please complete form including signatures, scan and save to your computer; then click the "Add Attachment" button to upload the completed document.



### **How do I know if my EFT information was received?**

When you submit an EFT Signup or EFT Change using the VFI application you will receive an email confirming the information was submitted. You can also click on the VFI application and review the Change History.

### **EFT Signup Pre-note**

#### **Selling to Lowe's US locations:**

If you requested a Pre-Note confirmation during EFT signup then you will see verification against your account within 15 days.

#### **Selling to Lowe's Canada locations:**

If you requested a Pre-Note confirmation during EFT signup then you will see verification against your account within 15 days.

### **How do I verify my EFT Signup is approved?**

Select "View Change History" from the Main Menu and then select "EFT Signup" from the drop down. You will see the 5 most recent activities. You can also select "EFT Signup" from the main menu and you will see a status in the upper right corner of the most recent request until it is completed.

After it reaches "Complete" the status can only be viewed in "View Change History".

- If the status is "Lowes" the request is in process.
- If the status is "Complete" it means the request is finalized.
- If the status is Rejected it means you need to review the comments from Lowes, make change and resubmit the request.

You can cancel your request by Clicking "Cancel" at the bottom of the EFT signup or EFT Change page until the status says "Completed". The status will not show "Completed" until 2 Days after submitting your request.



### **EFT Change**

Changes will be applied as soon as completed form is received, request is reviewed and approved. This typically occurs within 2 business days of submitting the information.

### **How do I verify my EFT Change is approved?**

The easiest method is to select "View Change History" from the Main Menu and then select "EFT Change" from the drop down.

### **How do I know my information is secure?**

Lowe's had made significant efforts to prevent unauthorized access to the application.

1. A user is required to be registered with LowesLink to access the VFI site.
2. Authorized by their company to have access to VFI application within LowesLink.
3. A security challenge question must be answered at each login
4. Additional confirmation processes are utilized within the application.
5. The 5 most recent changes by Type can be viewed in "Change History"
6. Email notification to requestor and digital certificate owner when EFT signup or Change is requested
7. Connection secured via HTTPS. Hypertext Transfer Protocol Secure (HTTPS) is a combination of Hypertext Transfer Protocol (HTTP) with SSL/TLS protocol. It provides encrypted communication and secure identification of a network web server.

If you have any concerns at any time about unauthorized use please contact Lowe's Data Security.

If you have any concerns about unapproved changes then please contact [VendorMaintenance@lowes.com](mailto:VendorMaintenance@lowes.com).