

LowesLink® - Vendor Inquiry – Problem Invoices (US Only)

“Best Practices” for Vendors

(Revision: April 27, 2009)

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- Check Vendor Inquiry application on www.LowesLink.com for problem invoices daily. Application will be available from 8:00 AM – 6:30 PM EST.
- Search criteria selected must indicate “Invoice Status” of “Problem”.
- Search for a specified invoice date range by selecting “Invoice Date from” and “to” from calendar icons. If opting to search by invoice number, the search format must match the original invoice submission format (i.e. include leading zeros or special characters).

The screenshot shows the 'Accounts Payable Lookup - Vendor Inquiry' page. The 'Invoice Search' section is active, with the following fields and options:

- * Company: Lowe's-US (dropdown)
- * Vendor: (dropdown)
- Store Number: (text input)
- * Invoice Status: All, Setup, Paid, Problem
- By Invoice: Invoice Number From, To; Purchase Order Number From, To; Invoice Date From: 4/1/2009, To: 4/24/2009
- By Check: Check Date From, To; Check Number

Buttons at the bottom: Search, Download, Reset. A red box highlights the 'Menu' on the left, and a red box highlights the 'Invoice Date' range. An arrow points from the 'Invoice Date' range to the 'Problem' status checkbox.

- Respond to Lowe’s ASAP via LowesLink on all invoices showing “Action Required” as “Vendor”.

The screenshot shows the 'Problem Invoice List' page. The table below displays the results of the search:

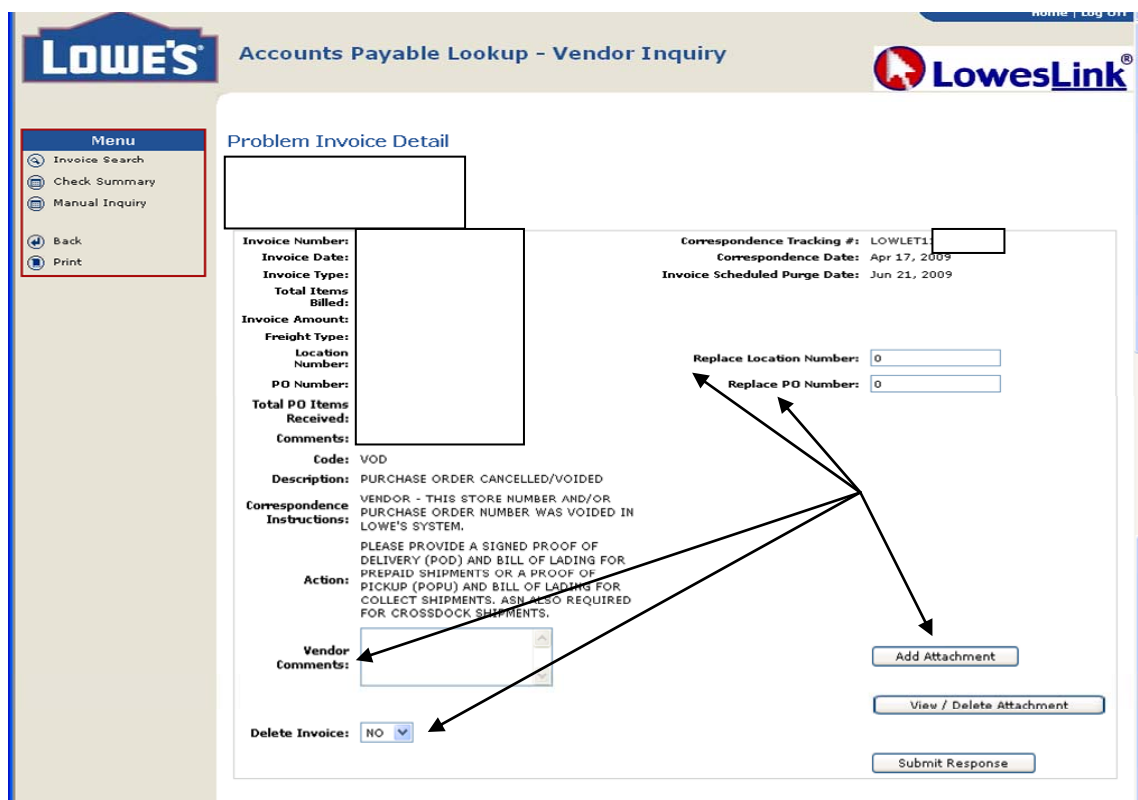
Invoice Number	Invoice Date	Invoice Amount	Location Number	PO Number	Problem Code	Action Required
						VENDOR
						VENDOR
						VENDOR
						VENDOR
						VENDOR
						VENDOR
						VENDOR
						VENDOR

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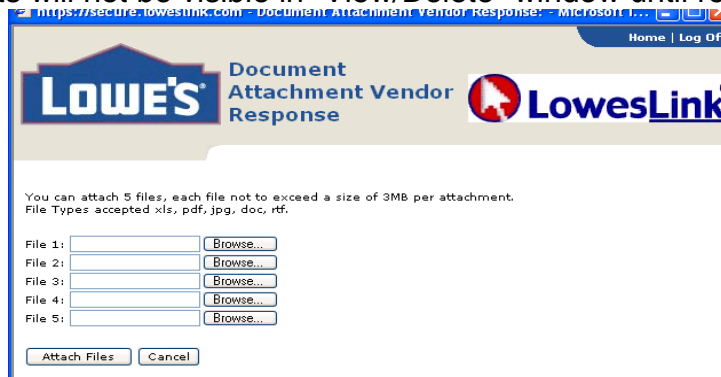
Buttons: View Regular Invoices, Download Invoice List. A red box highlights the 'Menu' on the left, and a red box highlights the 'Download Invoice List' button. An arrow points from the 'Download Invoice List' button to the 'Action Required' column header.

- Download “Problem Invoice List” to Excel using the Menu option located to the left of the “Problem Invoice List”. Invoice detail is located on the second sheet of the spreadsheet labeled “Problem Invoice Listing”. Use as a guide for working through problem invoice list and documenting responses to Lowe’s.

- Invoices without response within 65 days of “Correspondence Date” will be purged from Lowe’s system. Purge date is documented on each problem invoice. Further action on purged invoices requires re-submission of invoice to Lowe’s.
- “Replace Location Number” must be numeric and cannot exceed 4 digits. Do not include leading zero(s).
- “Replace PO Number” must be numeric and cannot exceed 9 digits. Do not include leading zero(s).
- “Vendor Comments” is limited to 500 characters. Use file attachments to communicate comments exceeding this limit.
- Changing “Delete Invoice” to Yes will deactivate attachment window and prevent replacing location and/or PO. Deleted invoices will be purged from the Lowe’s system nightly.



- “Add Attachment” can be utilized to transmit up to 5 documents to Lowe’s. Each attachment is limited to 3MB. File types accepted are doc, jpg, pdf, rtf, and xls. File names must not include special characters (i.e. apostrophe, number sign, etc). Close “Attachment” window to prevent confusion caused by “hiding” in the background. “Submit Response” from “Problem Invoice Detail” screen. Attachments will not be visible in “View/Delete” window until response is submitted.

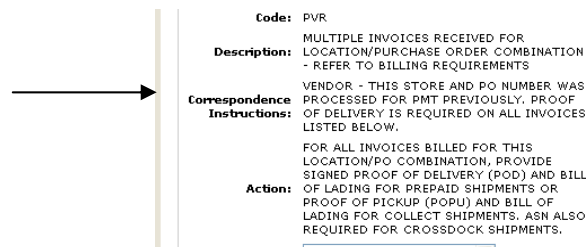


- “Submit Response” is required after each action. Failure to “Submit Response” will result in information not transmitting to Lowe’s.
- Successful update to Lowe’s is confirmed by a “Response Submitted Successfully” message in green font displayed to the right of vendor name.
- Unsuccessful updates will be communicated by messages in red font. Follow instructions in error messages closely.
- If technical error message is received, try following the steps below.

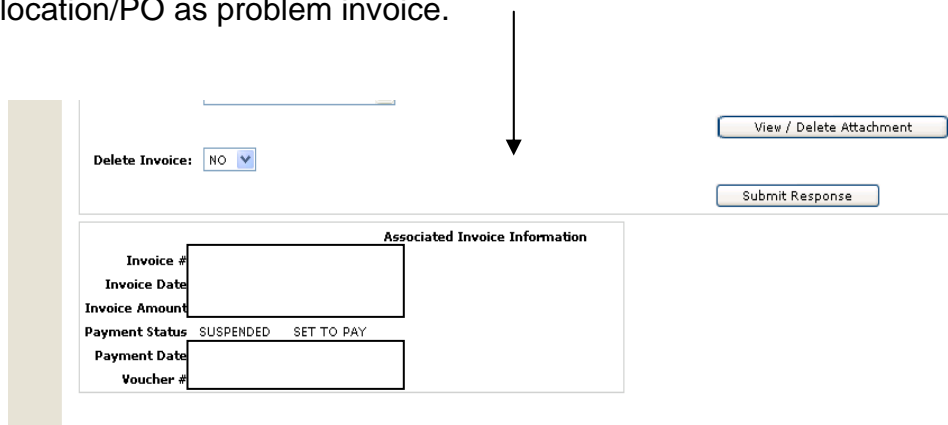
- >Tools
- >Internet Options
- >General tab
- >Click on Delete Files and Delete Cookies.
- >Click OK and close all browser (Internet Explorer) windows
- >Open a new Internet Explorer window
- >Type www.loweslink.com in the web address line
(do NOT choose from your Favorites or cached addresses)

If issue not resolved by above steps, email a screen print of error message to LowesLink@Lowe.com.

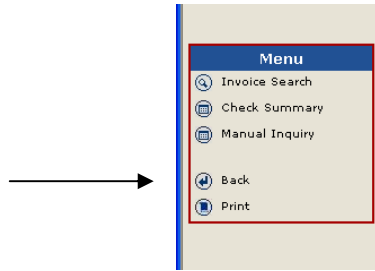
- “Correspondence Instructions” result from a manual review of the problem invoice by a Lowe’s specialist. These instructions should take precedence over “Action” comments which are generic to the specific problem code assigned to the invoice.



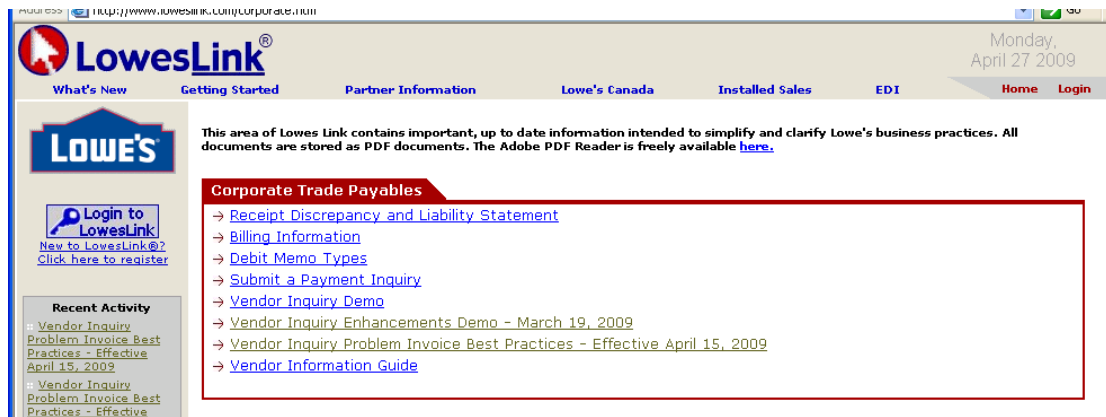
- “Associated Invoice Information” will only be displayed if Lowe’s history file has a previous record on same location/PO as problem invoice.



- Use “Back” in Menu located to the left of the “Problem Invoice Detail” to continue review of invoices.



- If invoice in “Vendor” status does not have response options available, email LowesLinkAP@Lowe.com.
- Training documents are available on LowesLink – Partner Information – Corporate Trade Payables.



- All users with Vendor Inquiry access will continue to have “Composition List” under ECommerce in order to review RTM detail.
- All users with Vendor Inquiry access will automatically receive access to “Vendor Inquiry Deduction Review / Response” once it is available (late May / early June 2009).
- Email LowesLinkAP@Lowe.com with questions or comments regarding Vendor Inquiry enhancements.