



810 INVOICE

BEST PRACTICES AND COMMON ERRORS

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This document will tell you how to get your invoices into Lowe's for payment, and what to do if it rejects from our system.

BEST PRACTICES

- **Use Lowe's 810 specs** - When setting up the invoice to test with Lowe's, confirm your map matches our invoice specifications.
- **Review the 997** – When sending any document to Lowe's, you should always monitor the receipt of the 997.
- **Credit Memos** – To send a Credit memo to Lowe's, place a CR in the BIG07. The amounts within the document should be positive numbers as the CR will tell our system that they are a credit amount.
- **Debit Memos** – Debit memos are not accepted by vendors. In order to challenge a deduction taken by Lowe's, the proper procedures must be followed. If you are unsure which department you will need to work with, please contact our vendor inquiry department at 336-658-2121 or vendoringquiry@lowes.com.
- **Email Notifications** – Monitor your inbox for email notifications of rejected invoices. Always make sure the EDI department has the most up to date information in their contact list. If more than 2 people need to be notified, you may need to create an internal email distribution list.
- **Rejection Notifications** – Listed below are the rejection reasons and appropriate actions that should be taken. Pay close attention to the retransmit column. If the retransmit column is No, this means the invoice is already in our system.

Rejection Reasons - Are you receiving an email containing an invoice rejection? If so, that means your invoice needs to be reviewed.

- **Store number consists of invalid values** – This invoice could not be processed by our system. The store number that should be located in the N104 segment is blank or invalid. This segment should contain the 4 digit Lowes location number.
- **Freight type invalid** – This error concerns the FOB segment. This segment must match the freight type on the purchase orders. The normal options for this field are prepaid or collect. This segment is mandatory and will reject if it is missing or does not match PO.
- **Purchase Order number consists of invalid values** – The purchase order number in the BIG04 segment is incorrect. It could be missing, contain all zeros or contain alpha characters. The Lowe's purchase order number is all numeric up to 9 digits.
- **Amount invoiced as zero** – Our accounts payable system does not want to receive zero dollar invoices. If this should have been a true dollar amount, you will need to correct and retransmit. Otherwise, you will need to clear this invoice internally.
- **Invoice amount does not total detail amount** – The line items (IT1 segments) do not add up to total the TDS segment. The TDS segment should be the total of

all IT1 segments as well as the SAC segment (deduct for allowance, add for charge). Please note, our payables system is very precise. This error message can be caused by as little as \$.01.

- ***Invoice number not provided*** – The invoice number has not been provided in the EDI transmission. This number goes in the BIG02.
- ***Date shipped not numeric*** – The DTM011 should be an 8 digit date. If not, this rejection occurs. The date should be CCYYMMDD (20081231)
- ***Date shipped not a valid date*** – DTM011 is not a valid. It could be an invalid date or a date before the purchase order date.
- ***Company is invalid*** – This should only occur on invoices for our US business. In the Lowe's payables system for trade vendors, profiles have been created. If an invoice tries to come into the system and no profile has been created, this rejection will occur. An example of this could be a new vendor number for an SOS vendor when the old one was deactivated. If the new invoice tried to come in on the old number, the profile has been deleted, therefore, the invoice rejects. Retransmissions should be accepted once the correction has been made in the Lowe's system. Vendormaintenance@lowes.com can make such said corrections.
- ***Invoice date not numeric*** – The BIG01 should be an 8 digit date. When this message is received, there is a character within the date that is not numeric. This will need to be corrected and retransmitted.
- ***Invoice date not a valid date*** – Types of errors for this reason could be the invoice date being before the purchase order date. It could be a truly invalid date such as 20080431 when April only has 30 days. This will need to be corrected and retransmitted.
- ***Duplicate vendor/invoice from vendor*** – We have received this invoice number before. Invoice numbers cannot be recycled for 24 months. You will need to change the invoice number and retransmit.
- ***This invoice contains an install labor item take to correct store for processing*** – An item number is being used on this invoice that is tied to an install item in the Lowe's system. All installs must be billed by the store. This is based on the Lowe's item number, not the vendor's model number. If the model number is put in the item number position, it can cause our system to look up the wrong information.
- ***Invoice has been set to pay*** – The invoice has previously been received and accepted by payables. It is in the system for payment and should be paid accordingly. If this invoice has never been transmitted to Lowe's, you will want to verify the invoice number (remember not to recycle invoice numbers for 2 years) and retransmit only if you find due cause.
- ***Invoice previously paid*** – Lowe's has received and paid an invoice with the same invoice number in the past 24 months for your company. If you feel you have received this message in error, you will need to verify the invoice number. You can

also do a search on www.loweslink.com under the vendor inquiry option to see on which check this invoice was paid.

- ***Invoice has been received and is being reviewed*** – The invoice in question here has been sent in previously and made it through the EDI process. It may not be visible on www.loweslink.com at this point, but is in the payables system. When receiving this message, the invoice is in a file in payables to be reviewed for quantity or pricing. Do not retransmit this invoice.
- ***Remit To Vendor Number is missing or invalid*** – Your N1 segment with the RI qualifier is missing or invalid. The remit to vendor number is checked within the Lowe's system. If it is not correct, the invoice will reject. Please correct the vendor number in this segment and retransmit. If you are unsure about what the remit to vendor number should be, please contact your merchandising assistant.
- ***Currency sent on invoice does not match remit to and/or purchase order currency*** – The currency code sent in the CUR segment must match that of the purchase order and the remit to vendor number. If you are being paid in USD, but you send the currency code in at CAD, the invoice will reject. Please note – this field is case sensitive usa, usd, cad will not work, it must be USD or CAD depending on the country.
- ***This invoice is for an Import PO which is paid by letter of credit, do not invoice Lowe's*** – Some import invoices are paid by letter of credit. The invoices should not be sent over to Lowe's for payment.
- ***This invoice is for free goods and Lowe's should not be invoiced for these*** – This PO contains free goods. Please clear this invoice from your system.
- ***This PO has been cancelled in Lowe's system and should not be invoiced*** – If the PO has been cancelled after product has been shipped, you will need to manually send in this invoice to our International Accounting team. The fax number is 336-903-7397.
- ***Store/PO combination on your invoice is not valid in Lowe's system*** – Please check the store number and PO number within the data. If you feel they are correct, you may need to retransmit. Remember, alpha characters are not allowed in these fields. This can often cause these types of errors.
- ***Past due invoices*** – The EDI department cannot help with past due invoices. If you have transmitted the invoices EDI and not received a rejection, you will need to work with the vendor inquiry team at vendorinquiry@lowes.com.

COMMON ERRORS

Not having the current map in place can cause rejections to occur. Always make sure to check our specifications periodically to ensure the most up to date map.

- While it is a good practice to monitor the 997, do not use this as an acceptance of the invoice, but as an acknowledgment of receipt. The invoice could still reject even if you receive a 997 with no errors.
- Tax is currently paid for Canadian stores. This is in the form of the TXI segment that should be included in your TDS segment.
- Fuel Surcharge – This is a charge that is by approval only. If Lowe's does not recognize you as an approved vendor, it will be reported back to you.

Example: **SAC*C*D270***675*****06***FUEL SURCHARGEI**

For a current copy of the specifications and business examples, you can visit www.LowesLink.com.