



## **855 Reverse Purchase Order**

# **BEST PRACTICES AND COMMON ERRORS**

**MODIFIED: 6/12/2017**

The 855 reverse PO will allow the vendor to create, modify or delete a PO via EDI. The 855 reverse PO is typically used by and has the largest impact on our live nursery area. However, other areas use this as well for example: appliance, lumber, and building materials.

It is important to transmit a perfect 855 reverse PO. By doing so, there are no data errors and no research or follow-up required. The accuracy and timeliness of the reverse PO is vital to the store's ability to receive the product when it arrives.

## **BEST PRACTICES**

### ***Original PO***

- ***Use Lowe's 855 specs*** - When setting up the 855 to test with Lowe's, confirm your map matches our 855 specifications. If you are already in production and are receiving errors from Lowe's on the 855, please review the 855 specs and business examples to ensure your document is mapped correctly.
- ***RP reference number*** - When Lowe's receives an original 855 reverse PO, it must contain the RP reference number. We will bounce the 855 reverse PO against the RP/MP combination and verify:
  - Store number is valid for the RP
  - Item is valid for the RP/MP
  - Price matches the MP
- ***Ship date*** - The ship date is requested for collect and prepaid orders but this is not mandatory.
- ***Store/PO/Vendor Number*** - We use the store/PO/Vendor Number combination to locate a PO and apply a change reverse PO against it. Since we find the original and write over top of it, the vendor is not allowed to change a store/PO/Vendor Number. If they send in a valid store number but it's the wrong store number, they must void the PO. Then they need to send in a new original PO with the correct store number.

### ***Change/Void***

- ***Allowed changes*** - The vendor will be allowed to make the following changes.
  - Add or Delete SKU(s)
  - Change the SKU quantities
  - Change the Arrival Date to today's date or out one full year
  - Change the Ship Date to today's date or out one full year
  - Change the cross-dock location (must be a valid DC location)
  - Void the Purchase Order
- ***Sending a change*** - When a change is sent, the vendor is required to include the entire PO, not just what is changing.
  - We will find the original PO, validate the change, and write over top of it with the changed PO.
  - Multiple changes can be made to the same PO at one time.
  - The vendor can send original and change the same day.
  - None of the items on the change have to match the items that were previously on the purchase order.

- If an arrival date is sent in that is less than the ship date (arrival date < ship date), a warning message will go to the Replenishment Specialist and the arrival date will not be updated.
  - If the vendor sends in a change to add an item number that is "0", the Replenishment Specialist will receive an error and the item will not post to the order.
  - If the vendor sends in a change for an item with a quantity less than "0" (ie: -8), a warning message will go to the Replenishment Specialist and the item will post to the PO with a quantity of "0".
  - If a change is sent in to delete an item off the PO, the quantity will be zero the next day. The store will also show a zero quantity for the item the next day after the change is sent in.
- **PO already exists in system** - If the PO already exists in our system, the vendor can send a replace or cancellation against the 850 PO or the 855 reverse PO the next day. (i.e., A PO created today will not be in the system before the 855 Reverse PO is processed. Therefore, the vendor cannot make a change to a stock PO created that day).
  - **Store/PO/Vendor Number** - We use the store/PO/Vendor Number combination to locate a PO and apply a change reverse PO against it. Since we find the original and write over top of it, the vendor is not allowed to change a store/PO/Vendor Number. If the vendor sends in a valid store number but it's the wrong store number, they must void the PO. Then they need to send in a new original PO with the correct store number.
  - **Cannot modify** - The vendor may not modify any Purchase Order that has been vouchered, invoiced, voided or received.
  - **Multiple line items** - If the 855 contains multiple line items for the same item number, (i.e. different color daisies), then our system will add up all the line items and then group them under one item number. This causes an issue with the Canadian Payables System as the system does line by line matching. The vendor must submit the invoice with 1 line item total to match the PO in our system.
  - **Using a different RP number** - If the vendor sends in a change for an 850 (a PO that was originated from Lowe's) and uses a different RP reference number than the original order was placed under, Lowe's will find the original RP and use the reference number on that RP to post the change. Note: This will not work if the RP has been deleted.
  - **Cancellations** - For cancellations, the entire PO needs to be resent to delete the order. For a replacement change, the entire order needs to be resent with the changes included. If an item is left off of the change, it will be deleted off the PO.

## **PO RESERVATION**

- **LowesLink®** - There is a document on LowesLink®, under the EDI tab, listed with the 855 Reverse PO Implementation Guide and Business Examples that explains the PO Reservation process.
- **Who needs PO Reservation?** - PO Reservation is only needed for traditional EDI vendors. Our WebForm application will assign a PO number for trading partners who use this application.

- **How does the system know the PO was assigned to the correct vendor?** - We assign a block of PO numbers to a specific vendor number. We do an edit check to make sure that the vendor who was assigned the PO number is the vendor who actually transmitted it to us. If they used a PO assigned to a different vendor, they will receive an error message. It is possible for a vendor with multiple vendor numbers to send in a PO number for one vendor number that was assigned to one of their other vendor numbers. If this occurs, this will cause an error message.
- **PO numbers** - Each vendor is allowed to reserve up to 75% of the total PO count used for the previous 12 months. They can reserve these numbers themselves.
  - PO numbers last for a year. They are then rolled off at the end of the fiscal month they expired.
  - If a PO number has been assigned by PO Reservation, it can not be manually keyed into the system by the Lowe's Replenishment Specialist.
  - If the Lowe's Replenishment Manager has a new vendor or a vendor who needs a larger total PO count than was used in the previous year, the Replenishment Manager can increase the total PO count for the vendor.

## **824 APPLICATION ADVICE**

There are two types of 855 data errors that will be reported in the 824:

- 1) ACCEPTED WITH ERRORS (WARNING) – do not need to resend 855.
- 2) REJECTED – 855 must be resent to be visible in Lowe's system.

After the Original 855 is transmitted, all subsequent 855s should be sent as a 855 Change ONLY IF the Original 855 rejected and did not post to Lowe's systems.

For both warning & reject 855 errors, vendors should identify what caused the error and make the necessary system application changes to eliminate the error in future 855 EDI transactions.

If there are data discrepancies with the 855 data, the 997 that Lowe's returns for the 855 may indicate the 855 was Accepted but the 824 will include the data discrepancies. Note, Lowe's will always send an E in the 997 to indicate 855 data that was rejected or was processed with warnings. Both the 997 and 824 documents sent by Lowe's should be used to address any data discrepancies with the 855.

For 855s that are rejected, a Replacement 855 is required within 24 hours of the rejected status being communicated to your company via the EDI 824 document.

## **WHY DOESN'T THE LOWE'S STORE HAVE THE PO?**

- Is this a timing issue? Was the 855 Reverse PO sent after the 7PM processing run?
- Did you receive the 997, Functional Acknowledgment from Lowe's? We confirm all 855 reverse PO's with a 997, Functional Acknowledgment. If you didn't receive a 997 from us, we didn't receive the 855 reverse PO and you should retransmit the order.
- If the 997 was received, have you looked for an 824 Application Advice for error messages?

**COMMON ERRORS*****Error codes***

- RO - Reject Original - the vendor must fix and resend
- RC - Rejected Change - the vendor must fix and resend
- WO - Warning Original - the vendor does not have to fix the PO but may need to make changes before submitting the invoice. Example: pricing errors.
- WC - Warning Change - the vendor does not have to fix the PO but may need to make changes before submitting the invoice.

**855 Reverse PO Original error messages** - We are currently working with IT to obtain a current list of original error messages. We will have these listed for your convenience in the near future.

**855 Reverse PO Change error messages** - The vendor can receive the following error messages if their 855 Change Reverse PO is not correct.

- (Rejected Changes/Cancellations - Vendor is asked to Research)
  - RC - PO ALREADY PAID, CHANGE/CANCEL NOT PROCESSED
  - RC - PO ALREADY PAID, CHANGE/CANCEL NOT PROCESSED
  - RC - PO ALREADY VOIDED, CHANGE/CANCEL NOT PROCESSED
- (Rejected Changes/Cancellations - Vendor is asked to Resend as Change/Cancellation)
  - RC - CROSSDOCK LOCATION. NOT VALID DC -RESEND AS CHANGE
  - RC - PO DID NOT CONTAIN ANY ITEMS -RESEND AS CHANGE
  - RC - REFERENCE NUMBER INVALID -RESEND AS CHANGE\CANCELLATION
  - RC - VENDOR NOT VALID FOR RP -RESEND AS CHANGE\CANCELLATION
- (Rejected Changes/Cancellations - Vendor is asked to Call Buyer)
  - RC - CANNOT CHANGE/CANCEL SOS PO -CALL BUYER
  - RC - CANNOT FIND UNIQUE MATCH FOR PO -CALL BUYER
  - RC - ITEM NOT ON LOWE'S MP -CALL BUYER
  - RC - NOT AN ACTIVE LOWE'S ITEM, ITEM DROPPED -CALL BUYER
  - RC - NO SELLING SHIFT, ITEM DROPPED FROM PO -CALL BUYER
  - RC - PO NOT FOUND -CALL BUYER
- (Rejected Change-Vendor is asked to Resend As Original)
  - RC - NO VALID ITEMS ON PO, PO VOIDED - RESEND AS ORIGINAL
- (Rejected Change - Misc)
  - RC - PO ALREADY DISPATCHED - CHANGES CANNOT BE MADE
- (Warnings - 855 Changes/Cancellations)
  - WC - ARRIVAL DATE < 30 DAYS AGO OR > 1 YEAR -RESEND AS CHANGE
  - WC - ARRIVAL DATE < SHIP DATE - DATE CHANGES IGNORED
  - WC - QUANTITY IS LESS THAN ZERO -RESEND AS CHANGE
  - WC - ITEM NOT IN CONVERSION FACTOR, ITEM POSTS -CALL BUYER
  - WC - I TEM NOT ON LOWE'S RP, ITEM PROCESSED -CALL BUYER
  - WC - ITEM NOT ON STORE STOCK MASTER, ITEMS POSTS -CALL BUYER
  - WC - NO MP COST FOUND FOR ITEM, ITEM POSTS -CALL BUYER

- WC - QUANTITY IS LESS THAN ZERO -RESEND AS CHANGE
- WC - SHIP DATE < 30 DAYS AGO OR > 1 YEAR -RESEND AS CHANGE
- (Price Discrepancy)
  - PO CHANGE: USED AVG COST
  - PO CHANGE: USED PO MASTER PRICE - HIGHER VENDOR P
  - PO CHANGE: USED MP COST
  - PO CHANGE: USED 'MP POOL COST
  - PO CHANGE: USED 'STORE AVG

**TRANSMISSION TIMES**

We process the 855 Reverse PO transactions daily at approximately 8pm. 855 Reverse PO originals, changes and voids are collected throughout the day and processed after our last inbound run each night. Partners should have their Reverse POs to Lowe's by 6:30pm ET to insure they are processed each night. Any Reverse POs received after 6:30pm ET will be processed the following night.

**Remember, transmitting good, accurate and timely 855's are critical to the overall store receiving process. If the PO is not in the store system, the store cannot receive the product when it arrives.**