



**990 (TRANSPORTATION) RESPONSE
TO A LOAD TENDER**

**BEST PRACTICES
AND
COMMON ERRORS**

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Many of you know why it is important to send the 990 (Response to Load Tender) on time and in the correct format. As a recap, the 990 tells Lowes

- If the load tender will be A- accepted or D- declined.
- Optional- the 990 can tell Lowes the carriers PRO/Invoice number.

BEST PRACTICES

- **Use Lowe's 990 specs** - When setting up the 990 to test with Lowe's, confirm your map matches our 990 specifications. Keep in mind if you already have a 990 map built for another customer, they may not require the same variables for the 990 as we do.
 - Lowes 990 specs and business examples are located on www.loweslink.com under the EDI tab > Lowes EDI Specifications and Business Examples > Transportation Carrier > 990 Response to Load Tender > Implementation Guide or Business Examples.
- **Elements from the 204** - Make sure your systems accurately transfers BOL and SCAC data to the 990.
- **Send it timely** - Additionally, the 990 is of no use to Lowes if you send it after the load has been verbally accepted and delivered. We suggest sending the 990 as soon as you have confirmed the load will can be picked up and delivered per the information sent on the EDI 204.
**It is very important for the 990 to be sent no later than 2 hours after the 204 has been created.*
- **990s Required for All loads?** – YES, it is best to send a 990 on for loads. It is very important to send a declined 990 even if you will not be able to haul the load.
- **Send only 990s within one Interchange** - Our communication package cannot handle multiple GS's in the same ISA. Because of this, we ask you to only send 990 s within one interchange. If more than one EDI document type is sent within an interchange, it will cause the documents within the interchange to be processed twice. For example, if you send both a 990 and a 214 in different GS loops within an interchange; you may receive errors on both documents or we may not be able to process the second document within the transaction.
- **Pull data from Lowes as often as possible**- We treat EDI 204s and 990s as "fast batch" meaning we process them every 15 minutes. We would like carriers to pull/send this data as often as possible.
- **Use JDA website (Networks Carrier) when EDI is down**- As a backup when EDI is down, you can get access to JDA website to receive and send information. Lowes prefers all EDI data, but you can use JDA website as a backup if needed. If you don't have access to JDA website, you can contact your Lowes carrier relations representative for instructions on how to get setup. A list of Lowes carrier relations representatives are located on www.loweslink.com under Partner Information > Transportation Information > Lowes Load Planning Map

HOW DO YOU KNOW IF YOUR 990 DATA IS IN COMPLIANCE?

- Our transportation department will send out Response Expired automatic emails if the 990 has not been received and matched in our system. If you are getting these messages, there may be a problem with your 990s. Please check the time the 990 was sent to Lowes according to the EDI 204 and also the BOL and SCAC in the 990. If you have checked all possible errors and do not see an issue with your EDI 990, please contact your Lowes EDI contact for more information.
- **997** - Do not use the 997 to determine if the 990 was valid. It should be used for the purpose of confirming Lowes received the 990. If you do not get a 997, we did not get the 990.

WHERE TO FIND HELP TO IMPROVE THE 990 – TAKE A LOOK AT www.LowesLink.com

- Use our LowesLink® website to review our 990 Specifications and Business Examples, at www.loweslink.com > EDI Tab > Lowes EDI Specifications and Business Examples > Transportation Carrier > 990 Response to Load Tender.

COMMON ERRORS

A common error on 990s is the carrier not returning the exact BOL and SCAC that was sent in the EDI 204.

- In the EDI 204, the BOL is sent in the B2-04 element and should be returned in the EDI 990 in the B1-02 element.
- The SCAC is very important as well, as if you don't send the correct SCAC back in the 990, the response to the load will become expired. Lowes system matches the BOL and the SCAC and without both matching exactly the response to the load will become expired. The SCAC is sent in the EDI 204 in the B2-02 element and should be returned in the EDI 990 in the B1-01 element. The accuracy and timeliness of the 990 are vital.

Below is example of a Response Expired notification sent from our transportation area. If you get this message, please inspect your 990 and make sure you have sent the 990 on-time and in the correct format.

Example

Lowes's Shipment Tender - Response Due

```
> -----
>
> We have not received a response to our original tender.
> Shipment Information:
> -----
> BOL: 00012345678M
> Location Information:
> -----
> 1 PK 123456 Best Vendor Ever 12345 N USA Street PITTSBURG KS 66762 USA
```

336-658-4000 Jane Smith

> 2 DL 00027498909S L1440 LOWE'S ROCKFORD, IL RDC 2801 SOUTH SPRINGFIELD
AVENUE ROCKFORD IL 61102 USA 815-721-8260

> -----

>

> Do not respond to this message. This alert was generated by an automated
process.

Remember, transmitting good, accurate and timely 990s are critical.