



# **856 ADVANCE SHIP NOTICE**

## **BEST PRACTICES AND COMMON ERRORS**

**MODIFIED: 9/21/2015**

Many of you know why it is important to build the perfect ASN. As a recap, the ASN tells us

- when the order will be shipped,
- which items are being shipped,
- how much of each item is being shipped,
- how is the shipment unitized, and
- which mode of transportation is being used along with carrier details.

More importantly, we get this valuable information from the ASN before the shipment arrives. It can be used for re-ordering purposes and verifying against receiving, invoicing, and the overall product flow. Additionally, with the perfect ASN, there are no data errors and no research or follow-up required. The accuracy and timeliness of the ASN are vital to its usefulness. Please apply these 'best practices' to ensure you are submitting the perfect ASN.

This chart provides a quick reference on the EDI 856 ASN and GS1-128 labeling business requirements. Please use all of the EDI ASN documentation provided in the 856 section on [Lowe'sLink® EDI section](#) for specific details on these requirements.

<b>ASN Requirements by PO Type - 10/12/11</b>					
<b>PO Type - All Locations</b>	<b>PO Shipped on Pallets Only (single/mixed items)</b>	<b>PO Shipped in Cartons Only (single/mixed items)</b>	<b>PO Shipped on Both Pallets &amp; Non-Palletized (floor-loaded) Cartons</b>	<b>Multiple POs Shipped on One Pallet</b>	<b>PO Shipped with Slip Sheet Units</b>
Stock - Lowe's Owned	EDI ASN with Pallet Detail and unique GS1-128 applied to each Pallet	Summary EDI ASN without GS1-128 labeling*	Summary EDI ASN without GS1-128 labeling**	Each sub-pallet requires an EDI ASN with Pallet Detail for each PO and unique GS1-128 label applied to each sub-pallet	One EDI ASN is required with Pallet Detail for the PO and unique GS1-128 label applied to each slip sheet
RDC Vendor-Prepared Cross-Dock					
Consignment					
Display					
Promotional					
Over-the-Road Import					
Free Goods					
*Vendor may opt to send the Detail ASN at the Carton Level and apply GS1-128 labeling; this is acceptable. Lowe's will not utilize the GS1-128.					
**Vendor may opt to send the Detail ASN at both the Pallet Level and the Carton Level for non-palletized cartons; this is acceptable. Lowe's will not utilize the GS1-128 at the carton level.					
<b>PO Type - ASN Not Required</b>					
SOS - All Special Orders (ASN Optional)					
Reverse PO					
Ocean Import (ASNs handled thru GXS)					
FDC Vendor-Prepared Cross-dock (EDIASN Optional)					
Live Plants					
Repair Product Purchase Orders					
Sample Product Purchase Orders (ASN Optional)					
PO Diverted Internally within Lowe's					

Please reference Lowe's Partnership Manual for instructions on sending the Manual ASN Spreadsheet for both RDC and FDC vendor prepared cross-dock orders. This is required in addition to the EDI 856 ASN for RDC Vendor Prepared Cross-Dock Shipments.

**BEST PRACTICES**

- **Use Lowe's 856 specs** - When setting up the ASN to test with Lowe's, confirm your map matches our ASN specifications. Keep in mind if you already have an ASN map built for another customer, they may not require the same variables for the ASN as required by Lowe's. Additionally, their ASN structure may be different. Lowe's can accept only a Pick and Pack Structured ASN which is basically Shipment/Order/Pallet/Item. By reviewing this, it will save time to correct structural errors before testing. If you are already in production and are receiving errors from Lowe's on the ASN, please review the 856 specs to ensure your document is mapped correctly.
- **For FDC vendors, use FDC EDI ASN Supplement** - For vendors that ship to Lowe's Flatbed Distribution Centers (FDCs), also reference specific FDC EDI ASN requirements outlined in the FDC EDI ASN Specifications Supplement on [www.loweslink.com](http://www.loweslink.com), under the EDI tab. These requirements apply to both Lowe's Owned and Consignment shipments to Lowe's FDCs.
- **How are shipments unitized** – Before you build your ASN map, review the shipment process with your operations area. Find out how the product will be packaged – pallet only, carton only, or both pallet/carton. Build your ASN map based on how your shipments will be unitized as outlined in Lowe's EDI 856 ASN Implementation Guide on [www.loweslink.com](http://www.loweslink.com). See the ASN Business Rules in the 856 Implementation Guide for specific requirements.
- **GS1-128 Bar Code Labels** - Also determine if GS1-128 bar code labels will be adhered to the ship units. See the ASN Business Rules in the EDI 856 ASN Implementation Guide as well as the Bar Code Guidelines for more information on the GS1-128 labeling requirements. Lowe's does not require the GS1-128 at the carton level. If the ASN is sent with Pack (carton) level detail, it will be validated with the same rules that apply for Tare (pallet) level detail ASNs.
- **Detail versus Summary Level ASNs** – See the ASN Business Rules in the EDI 856 ASN Implementation Guide.
- **Scan the product** - Are you scanning the master carton I2of5 bar code or the individual selling unit UPC bar code as you are building the shipment and capturing the data to create your ASN? This is one of the best processes that you can implement to ensure the ASN matches the shipment. Remember, Lowe's prefers to receive the Lowe's item number in the ASN LIN03, and the number of selling units should be included in the ASN SN102.
- **Scan the GS1-128 bar code label** – If you are applying the GS1-128 bar code label, are you scanning it to ensure the bar code information provided in the ASN matches the unit it is adhered to? Keep in mind that we use this bar code to extract the items linked to it in the ASN so its accuracy is very important.
- **Capture accurate data** – There is no better way to capture accurate ASN data other than by scanning the goods. If you are not doing this today, we strongly suggest getting this procedure established.
- **Sum the total quantity for an item** – For ASNs with pallet level detail, the same Lowe's item number should not be included more than once within a pallet loop. For Summary ASNs without GS1-128 bar code information, the Lowe's item number must also be included only once. Always sum the total quantity for an item within its parent hierarchical level and include it only once as outlined here as well as in our EDI 856 ASN Implementation Guide. Remember to

include the number of selling units per item in the ASN SN102; do not include the number of master cartons.

- **Elements from the PO** – For Lowe's Owned shipments, make sure your systems accurately transfer the Purchase Order data you receive from Lowe's to the Ship Notice. For example, PO #, Store # from the PO; if the shipment is a cross-dock order, be sure to include both locations from the PO.
- **Match what is shipped** - Above all, the ASN must match the shipment. Hopefully, this also matches what was on the PO for Lowe's owned shipments. This defeats the purpose of the ASN if at point-of-receipt we find the ASN does not match the shipped goods. If the data contents of the ASN are incorrect, this causes discrepancies throughout the pipeline.
- **Send it timely** - Additionally, the ASN is of no use if you send it after the shipment has been received. For Lowe's owned shipments, we suggest sending the ASN as soon as the truck is sealed or before the shipment leaves your facility. The requirements for sending the ASN for FDC shipments are outlined in the FDC EDI ASN Specifications Supplement on [www.loweslink.com](http://www.loweslink.com), under the EDI tab.
- **ASNs Required for All Orders?** – Send an ASN for all shipments as outlined in the EDI 856 ASN Implementation Guide.
- **Consignment Shipments & Lowe's Owned Shipments to Lowe's FDCs** - Please use the EDI 856 Implementation Guide along with the FDC EDI ASN Specifications Supplement on [www.loweslink.com](http://www.loweslink.com), under the EDI tab, to ensure your ASNs for all FDC shipments are built correctly and are submitted as required. This supplement also includes information on ASNs for FDC Vendor Prepared Cross-Dock shipments. Please reference Lowe's Partnership Manual for instructions on sending the Manual ASN Spreadsheet for both RDC and FDC vendor prepared cross-dock orders. This is required in addition to the EDI 856 ASN for RDC Vendor Prepared Cross-Dock Shipments.
- **Lowe's Owned Shipments & Vendor Prepared Cross-dock Shipments to Lowe's RDCs** Please use the EDI 856 Implementation Guide on [www.loweslink.com](http://www.loweslink.com), under the EDI tab, to ensure your ASNs for all RDC shipments are built correctly and are submitted as required. Please reference Lowe's Partnership Manual for instructions on sending the Manual ASN Spreadsheet for both RDC and FDC vendor prepared cross-dock orders. This is required in addition to the EDI 856 ASN for RDC Vendor Prepared Cross-Dock Shipments.
- **One ASN per PO** - Multiple shipments of a Purchase Order are not allowed thus one ASN per ORDER is permitted.
- **One ASN Shipment ID per PO** – A unique Shipment ID must be used for each PO when sending the ASN. The Shipment ID is entered in the BSN02 in the ASN. This ID is used as a key by Lowe's to house your ASN data along with the PO and Store information. The same Shipment ID must be repeated in subsequent ASNs transmitted for a shipment. The BSN02 is used to communicate the consignment PO # for FDC Consignment ASNs.
- **Original versus Replacement ASN** – For Lowe's owned shipments, Lowe's prefers to receive one Original ASN that is accurate and timely. If a correction is needed to the ASN, Replacement ASNs are allowed. Keep in mind, with a Replacement ASN, be sure you are using the same Shipment ID as sent in the Original ASN (BSN02). Don't forget to include the replacement code (05) in the BSN01. Using the same Shipment ID as the Original and including the replacement

code in the Replacement ASN will allow us to link the ASNs submitted for an order and pull the latest ASN. If you are continually sending Replacement ASNs, you may want to determine why this is happening. See the FDC EDI ASN Specifications Supplement on [www.loweslink.com](http://www.loweslink.com), under the EDI tab, for information on sending the Early Consignment ASN for Truck Consignment shipments into Lowe's FDCs as well as for all types of shipments to Lowe's FDCs. The same trading partner's EDI ID is required on Original and Replacement ASNs.

- **Match the Invoice** – For Lowe's owned shipments, use the ASN data to build your invoice. Remember, by scanning the goods to build the ASN, you know what you shipped and this guarantees the ASN and invoice match the shipment.
- **Order Changes** – Today, changes to Lowe's owned purchase orders are communicated either verbally or by email/fax from Lowe's. Be sure to apply those changes to the shipment and adjust the ASN as needed.
- **Send only ASNs 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 an 810 Invoice and an 856 ASN in different GS loops within an interchange; you will receive an error on both documents. For the ASN, if it was an Original ASN, you will receive an Original Sent Out of Sequence error since we processed the Original ASN twice. If this occurs, you are not required to send a Replacement ASN. If the ASN was a Replacement ASN, Lowe's will process it twice and we will not issue an error.

### **HOW DO YOU KNOW IF YOUR ASN DATA IS IN COMPLIANCE?**

Are you receiving an EDI 824 transaction from your ASN data? If so, that means your ASN needs review. The 824 is used to communicate back to your company when we could not process your ASN data successfully. The 824 should help you pinpoint the data discrepancy with each ASN transaction. It is important that you pinpoint what is causing the data errors and eliminate the issue.

- **Warning Errors** - If we could process the data but wanted to alert you about the data included in the transaction, we will send a 'warning' type error in the 824. An example of a warning would be if you are including an item in the ASN that was not on the PO. Granted this is a major issue in regards to the ASN not matching the PO, but the EDI group is the conduit for getting the data and passing it to our internal applications. For errors where you are shipping something on the order that is not on the PO, this is more of a product compliance issue and not one that keeps us from processing the ASN transaction. For warning type errors, we do not require the ASN to be resent. If you choose to send a corrected ASN to eliminate the warning error associated with the shipment's ASN, we will process the ASN.
- **Reject Errors** - If we have an error such as not being able to find the PO number sent in the ASN within our systems or the store number in the ASN does not match the one on the PO, or the ship date is invalid, then the ASN will be rejected. When you receive a 'reject' type error in the 824, you will need to send a Replacement ASN.
  - **We ask our trading partners to send Replacement ASNs within 24 hours of receiving the reject status in the 824.**
  - When you receive an 824 data error, please perform these steps.
    - 1) Use the 824 to identify the error being reported. The 824 indicates whether the ASN has a reject status or a warning status. Use the 824

Implementation Guide to interpret the location of the data errors in the 856 transaction.

- 2) Compare the raw ASN 856 data to the 856 Business Examples on [www.loweslink.com](http://www.loweslink.com) under the EDI tab. Use the 856 Implementation Guide to research the data segment/element in question.
  - 3) Review the 824 Best Practices and Common Errors for additional information on addressing the error. This document resides on [www.loweslink.com](http://www.loweslink.com), click the EDI tab, select Lowe's EDI Specifications and Business Examples, in the 824 Application Advice section.
  - 4) If the ASN rejected, a Replacement ASN is required within 24 hours from your receipt of the 824. Remember, to send the same Shipment ID in the BSN02 as sent in the Original ASN and include the correct Replacement value of '05' in the BSN01. Be sure to include all of the shipment information for the entire order in Replacement ASNs.
  - 5) If the ASN was accepted with warning errors, determine if a Replacement ASN is needed.
  - 6) Once you have addressed the data error, take the necessary steps to eliminate it from occurring with future ASNs.
- **997** - Do not use the 997 to determine if the ASN was valid. It should be used for the purpose of confirming Lowe's received the 856. If you do not get a 997, we did not get the 856.
  - **Perform Audits** – Periodically audit the shipments, comparing the ASN data you have prepared to the actual shipment. Run queries against the ASN data you have sent to the PO you received from Lowe's to review the match between what was ordered to what was shipped. Additionally, look at the timeliness of the shipments to ensure your shipment matches the requested ship and delivery dates on the PO. Talk with your operations team to determine if audits can be performed to measure the accuracy of the shipment from the PO to the ASN. Find solutions for issues found during the audit, such as
    - If you find you are not shipping all of the items on the PO, research what is causing this.
    - If you find the ship quantity does not match the requested quantity on the PO, you may want to ensure the order quantity matches the case quantity, or find out why there are discrepancies.
    - If you are shipping later than requested, is there a need to change the ship window with Lowe's.
    - Let's do what it takes to ensure your ASNs are accurate and timely ASN's.

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**WHERE TO FIND HELP TO IMPROVE THE ASN – TAKE A LOOK AT [www.LowesLink.com](http://www.LowesLink.com)**

- Use our LowesLink® website to review our EDI 856 Specifications under the EDI tab.
- Also use the FDC EDI ASN Specifications Supplement on [www.loweslink.com](http://www.loweslink.com), under the EDI tab, to review the ASN requirements for FDC Lowe's Owned and FDC Consignment shipments.
- Compare your ASN to the ASN Business Examples that can also be located under the EDI tab.
- Review the 824 Best Practices and Common Errors under the EDI tab.
- Locate Lowe's Bar Code Guidelines to find information on the GS1-128 labeling as well as the UPC and I2of5 requirements. These can be located under the Partner Information tab.

***See 'Common Errors' and 'FAQ' sections below for additional information.***

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**COMMON ERRORS**

Are you receiving one of the following errors via the 824? Of course, all ASN data errors should be eliminated; however, these particular errors need your attention as these are our top reject errors. The following is a brief overview of what causes the error. For more detailed information on each error as well as the action needed, please review the 824 Best Practices and Common Errors on [www.loweslink.com](http://www.loweslink.com) under the EDI tab. Please eliminate these errors for future ASNs.

***PO-Store not found, Invalid Cross-Dock***

- The ASN does not include both the distribution center cross-dock location number and the final ship to location number as communicated in the purchase order.

***Invalid Item Number, UPC Number***

- Only the UPC is given and we cannot match it to a Lowe's item number.
- Both the Lowe's item number and UPC are given and both are not in Lowe's files.
- When the Item # and UPC Code are both given in the ASN but we do not have those two values linked in our system.
- The LIN segment is missing.
- The LIN segment is sent at another level other than Item level.
- The value in the LIN02 is not equal to the codes in Lowe's 856 specs.
- The LIN02 item qualifier was sent but the item number was not sent in the LIN03.

***UPC Code Not Found***

- Lowe's prefers to receive Lowe's item number in the LIN segment. If you choose to also send the UPC, we will verify the UPC is on file in Lowe's system. The UPC in the LIN segment is not in Lowe's system.

***PO-Store Not Found***

- Using a combination of the Purchase Order number and Store Location number in the ASN, Lowe's will attempt to find a match on our Purchase Order Table. If no match is found for these two fields, the ASN cannot be processed. When you identify the issue with the ASN, you may want to visit the invoice document as well.

***Invalid PO Number***

- Purchase Order number is not numeric or is greater than 9 digits in length.
- The Purchase Order number is not sent at the Order level.

***Item Loop Error***

- No Item HL is included in the ASN.
- When the BSN05=0001, the Item HL must be preceded by either a Tare or Pack HL loop.
- If BSN05=0004, Lowe's accepts only the shipment/order/item structure for an ASN.

***Invalid Lowes Item Number***

- More than one LIN segment is sent within an Item loop.
- LIN data is not sent at the Item HL level.
- Item # is not numeric or is not greater than zero.
- Item # is not in Lowe's item file.
- Both the item # and UPC are given and Lowe's Item # is not found in our table or is invalid but the UPC is found.

***Hierarchical Loop Sequence Error***

- This error can occur when you are supplying the detail-level ASN (BSN05=0001) and

- The Tare HL segments are not included.
- The MAN01 has a bad qualifier or is missing.
- The MAN segment is not included.
- It can also be given when you are supplying the summary level ASN (BSN05=0004), and
  - The Item HL segments are not included (remember Tare segments should not be included for the Summary ASN).
- Lowe's will also issue this reject error when
  - The BSN05 value and the HL's do not match.
  - The HL01 is missing.
  - The HL01 is invalid.
  - The HL01 is equal to zeroes.
  - The HL numbers are not in sequential sequence.
  - The HL02 or HL03 is missing or invalid.

***Invalid Ship To***

- A single-digit store number was included; however, a minimum of two-digits is required.
- N1\*ST is not sent at the Shipment or Order level in the 856.
- N101 is missing or the code sent in the N101 is not in the 856 specifications.
- N103 is not equal to 94 for N1\*ST.
- N104 is missing or invalid.

***Invalid Item Ship Unit Detail***

- SN1 segment is not sent at the Item Level.
- SN102 is not numeric.
- The code sent in the SN103 is not in our specs.

***See 'FAQ' section below for additional information.***

**FREQUENTLY ASKED QUESTIONS (FAQs)**

This section is provided to domestic vendors for researching EDI ASN related questions. All replenishment/carrier related questions should continue to be handled in the current manner as instructed by Lowe's replenishment/transportation teams.

- 1) [Does the vendor have to send the detail ASN if they ship on pallets but are not setup to apply the GS1-128 label?](#)
- 2) [Is the detail ASN and GS1-128 label required for vendor prepared cross-dock shipments \(VPXD\)?](#)
- 3) [Can the vendor send a detail ASN for stock shipments, but a summary ASN for VPXD?](#)
- 4) [Does the GS1-128 label on the pallet replace the I2of5?](#)
- 5) [If the vendor's ship unit changes, is any action required?](#)
- 6) [Why does Lowe's have an EDI Production Team and an EDI Implementation Team contacting vendors about various ASN issues?](#)
- 7) [If the vendor's GS1-128 bar code label does not scan or does not match the ASN, how is this resolved by the facility receiving the shipment?](#)
- 8) [The vendor's ASN items/quantities should match what was shipped but the Lowe's facility receiving the shipment reports receiving different items/quantities. Who should the vendor contact?](#)
- 9) [For vendors receiving an ASN Performance Report from Lowe's and has questions, who can help address the vendor's questions?](#)
- 10) [Lowe's Replenishment Team called the vendor and changed the ship/delivery dates for a purchase order. Now, the vendor is receiving non-compliance notifications related to this shipment for a missing ASN. Why?](#)
- 11) [Lowe's carrier cannot pick up the shipment as required in the EDI PO. If the vendor receives ASN non-compliance emails, what action is needed from the vendor?](#)
- 12) [The carrier the vendor planned to use for their shipment cannot deliver the purchase order as requested by Lowe's. What action is needed by the vendor when this occurs?](#)
- 13) [Lowe's Replenishment Team called the vendor and added items and changed quantities for other items on the purchase order previously transmitted to the vendor. The vendor shipped as requested by Lowe's but the vendor received a warning message related to the additional items added to the purchase order. Why is this occurring?](#)

- 14) [If the vendor cannot ship the entire PO in one truck, is it acceptable for them to send two ASNs for the same PO or to send a Replacement ASN when the second truck has shipped?](#)
- 15) [If the vendor has the same BOL for two Purchase Orders, can the vendor send one ASN for both purchase orders?](#)
- 16) [If the vendor sends an ASN by mistake and has not shipped the PO, how can the vendor correct the ASN?](#)
- 17) [Can the vendor cancel an ASN?](#)
- 18) [If the vendor has an item that is split across several pallets, can the vendor send it once with the quantity for one pallet bar code and exclude it from the other pallets or include it for the other pallets with a quantity of zero?](#)
- 19) [If the vendor receives a rejected error message in the EDI 824 for the EDI 856 ASN, what action is needed from the vendor?](#)

**Remember, transmitting good, accurate and timely ASNs are critical to the overall purchase order processes.**

\*\*\*\* This section includes the Questions & Answers for the Question Hyperlinks above \*\*\*\*

- 1) Does the vendor have to send the detail ASN if they ship on pallets but are not setup to apply the GS1-128 label?
  - a) *Yes; however, both are required. The vendor should begin to apply the GS1-128 bar code label to the pallet and communicate that bar code number in the ASN along with the item/quantity detail for those pallets. The vendor should also coordinate any change to the ASN format with Lowe's EDI Implementation Team.*

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- 2) Is the detail ASN and GS1-128 label required for vendor prepared cross-dock shipments (VPXD)?
- a) *Yes, if shipping on pallets. If the VPXD shipments are not on pallets, a summary ASN can be used.*

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- 3) Can the vendor send a detail ASN for stock shipments, but a summary ASN for VPXD?
- a) *If the product is shipped on pallets, the detail ASN and GS1-128 label is required. Only with approval from Lowe's Inventory Planner, can the summary ASN be submitted for pallet VPXD shipments.*
  - b) *Please remember, the manual ASN for VPXD shipments should be emailed to the facility in addition to transmitting the EDI 856 ASN until further notice.*

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- 4) Does the GS1-128 label on the pallet replace the I2of5?  
a) *No. The GS1-128 is used for receiving and the I2of5 is used for inventory purposes until the shrink wrap is broken.*

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- 5) If the vendor's ship unit changes, is any action required?
- a) *If the vendor's product shipping unit changes from pallet to carton or carton to pallet, this will require the vendor to re-visit their ASN format.*
  - b) *Please review the EDI ASN Implementation Guide introductory section for information.*
  - c) *The vendor will need to work with Lowe's EDI Implementation Team to revise the ASN. Please send an email to [EDI-Implementation@Lowes.com](mailto:EDI-Implementation@Lowes.com).*

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- 6) Why does Lowe's have an EDI Production Team and an EDI Implementation Team contacting vendors about various ASN issues?
- a) *Lowe's Implementation Team will work with the vendor initially to setup the EDI 856 ASN and EDI 824 with Lowe's.*
  - b) *After the EDI 856 ASN and EDI 824 are implemented, then Lowe's EDI Production Team will monitor the ASN data flow to ensure the vendor's transactions are received and passed to Lowe's system applications. This team ensures the vendor's ASNs are accurate and timely so Lowe's facilities have an ASN on file when the shipment arrives at Lowe's facilities.*

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- 7) If the vendor's GS1-128 bar code label does not scan or does not match the ASN, how is this resolved by the facility receiving the shipment?
- a) *The shipment will have to be received manually by utilizing the ITF-14 and UPC. The GS1-128 bar code exception will be reported to the vendor by Lowe's.*

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- 8) The vendor's ASN items/quantities should match what was shipped but the Lowe's facility receiving the shipment reports receiving different items/quantities. Who should the vendor contact?
- a) *First, Lowe's recommends the vendor to perform an audit on the EDI ASN and shipment for the next purchase order before transmitting the ASN.*
    - i) *Using the vendor's existing process, the vendor should create the EDI ASN and build the shipment as normal without advising their operations team of the planned audit.*
    - ii) *The vendor should compare the EDI ASN to the actual shipment to confirm the ASN matches the items/quantities.*
    - iii) *After the vendor confirms the EDI ASN and shipment contents match, the vendor should email EDI-Production@Lowe.com the purchase order number and include a statement indicating the audit has confirmed the items/quantities match between the EDI ASN and the shipped product.*
  - b) *Second, Lowe's EDI Production Team can review what occurs after the shipment is received.*
    - i) *Using weekly queries to compare the ASN items/quantities to the received items and quantities, Lowe's can determine if the audited shipment shows a variance.*
    - ii) *The shipment can also be audited within the Lowe's location without their prior knowledge of the planned audit following their receiving process.*
    - iii) *Lowe's EDI Production Team will email their findings to the vendor following the audit of the shipment at the receiving location.*

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- 9) For vendors receiving an ASN Performance Report from Lowe's and has questions, who can help address the vendor's questions?
- a) *The vendor should review the Report Guidelines under the EDI tab and 856 ASN section on [www.loweslink.com](http://www.loweslink.com). If there are additional questions, the vendor should email [EDI-Production@Lowe.com](mailto:EDI-Production@Lowe.com).*

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10) Lowe's Replenishment Team called the vendor and changed the ship/delivery dates for a purchase order. Now, the vendor is receiving non-compliance notifications related to this shipment for a missing ASN. Why?

- a) *The vendor should ship as instructed by Lowe's Replenishment Team. The ASN non-compliance email is being sent to the vendor as notification that Lowe's has not received the ASN based on the delivery date included in the purchase order. No action is needed on the ASN until the vendor has shipped.*

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11) Lowe's carrier cannot pick up the shipment as required in the EDI PO. If the vendor receives ASN non-compliance emails, what action is needed from the vendor?

- a) *When the shipment is picked up, the vendor should send the ASN at that time. No action is needed on the ASN until the vendor has shipped.*

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12) The carrier the vendor planned to use for their shipment cannot deliver the purchase order as requested by Lowe's. What action is needed by the vendor when this occurs?

- a) *The ASN should be sent when the shipment leaves the vendor's facility or sent when the truck is sealed. If the ASN is sent when the truck is sealed and the ship/delivery dates change, a Replacement EDI 856 ASN is needed.*

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- 13) Lowe's Replenishment Team called the vendor and added items and changed quantities for other items on the purchase order previously transmitted to the vendor. The vendor shipped as requested by Lowe's but the vendor received a warning message related to the additional items added to the purchase order. Why is this occurring?
- a) *The ASN warning message notifies the vendor that the ASN includes items not currently included in the PO that exists in Lowe's system. No action is needed by the vendor. Lowe's Replenishment Specialist should revise the PO with the PO changes they requested.*

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14) If the vendor cannot ship the entire PO in one truck, is it acceptable for them to send two ASNs for the same PO or to send a Replacement ASN when the second truck has shipped?

- a) *No, only one ASN should represent one PO for one shipment. The vendor should contact Lowe's Replenishment Specialist to determine the PO adjustments needed for the PO to be shipped on one truck. An additional PO with a new PO number should be released by Lowe's Replenishment Specialist for the adjusted items as needed.*

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15) If the vendor has the same BOL for two Purchase Orders, can the vendor send one ASN for both purchase orders?

- a) *No, only one ASN should represent one PO for one shipment. This also means that the BSN02 Shipment ID should not include the BOL as the Shipment ID must be unique for an ASN per PO.*

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- 16) If the vendor sends an ASN by mistake and has not shipped the PO, how can the vendor correct the ASN?
- a) *If the ASN matches what will be shipped and no changes are needed to the ASN, no action is needed by the vendor.*
  - b) *A Replacement EDI ASN is needed if the ASN does not match the actual shipment and it should be transmitted before the shipment leaves the vendor's facility.*

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17) Can the vendor cancel an ASN?

- a) *No, if the ASN does not represent an actual PO that will be shipped to Lowe's, no action is needed by the vendor.*
- b) *If only a change is needed to the ASN, the vendor should submit a Replacement EDI ASN.*

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18) If the vendor has an item that is split across several pallets, can the vendor send it once with the quantity for one pallet bar code and exclude it from the other pallets or include it for the other pallets with a quantity of zero?

- a) *Each pallet loop included in the EDI ASN should include the items and quantities on the individual pallet. Keep in mind, when the Lowe's receiver scans the GS1-128 label applied to the pallet, the bar code is linked to the ASN which will then extract the items and quantities on the individual pallet.*

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19) If the vendor receives a rejected error message in the EDI 824 for the EDI 856 ASN, what action is needed from the vendor?

- a) *Only one Original EDI ASN should be transmitted for a PO. Please review the EDI 824 Best Practices document for information on sending the Replacement EDI ASN.*  
<http://www.loweslink.com/llmain/pubdocuments/edi824BestPracticesandCommonErrors-APPADV.pdf>. Also review the EDI 856 Implementation Guide for additional information <http://www.loweslink.com/llmain/pubdocuments/8564010Specs.pdf>. For Replacement ASNs, the BSN01 should include a value of 05 and the BSN02 must include the same value as sent in the original EDI ASN, and the information for the entire shipment should be included.

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