



August 18, 2015

Subject: **WebForm SOS Order Status Milestones**

Hello SOS WebForm Partners,

Are you meeting the required WebForm Order Status Milestones for WebForm Special Order (SOS) POs from Lowe's? Please take a look at these documents for guidelines.

http://www.loweslink.com/llmain/pubdocuments/SOS_WebForms_Order_Status_Milestones.pdf

http://www.loweslink.com/llmain/pubdocuments/SOS_WebForms_Order_Status_Matrix.pdf

If the answer is No, we need your assistance.

It is important we are receiving the WebForm Order Statuses for each stage of the SOS PO. These Order Statuses are being relayed to our customers and ensures we are getting your special order items to our customers.

All of our SOS documentation on LowesLink® includes some additional requirements such as sending the first Order Status (Approved or New Delivery Date) within 24-hours of the PO Date, sending the second Order Status (Committed) within 48-hours of the PO Date, always sending the Shipped Status by the PO Requested Delivery Date, always sending the Delivered Order Status for Customer Direct shipments, and processing the SOS PO Cancellations at different stages of SOS POs based on PO Type.

<http://www.loweslink.com/llmain/pubdocuments/SOSWebformVendorPacket.pdf>

Please monitor the SOS WebForm POs along with your SOS WebForm Order Statuses. Please ensure your company understands when and why it is necessary to submit the required Order Statuses.

If you haven't already, you will soon receive reporting to identify when your WebForm Order Statuses are not being sent as required. Hopefully, your Order Statuses are timely and accurate so you never receive Order Status non-compliance reporting.

Thank you for submitting the SOS WebForm Order Statuses and supporting our Special Order Sales initiative.

No reply to this email is needed from your company at this time. If you have questions on the SOS WebForm Order Statuses, please contact your Lowe's EDI Coordinator.

Lowe's EDI Support Team

http://www.loweslink.com/llmain/edi_webforms.htm