

<b>Corporate Mailboxes (Vendor Use)</b>	
<b>Mailbox</b>	<b>Subject</b>
<b>907 and All Direct to Consumer Fulfillment</b>	
<b>DirectConsumerSubmissions@lowes.com</b>	<ul style="list-style-type: none"> <li>• For Vendors and Lowes Employees</li> <li>• Manages Direct To Customer fulfillment channel availability (Parcel, Buy Online Pick Up In Store, etc.) for both Stock and SOS programs</li> <li>• Works with teams to enable e-commerce fulfillment solutions, and acts as resource for Lowe’s parcel guidelines, restrictions, and parcel eligibility questions and requests.</li> <li>• Services stocking/nonstocking requests and other inquiries for 907</li> </ul>
<b>Archway (Signage/Display Orders)</b>	
<b>LowesPSM@Archway.com</b>	<ul style="list-style-type: none"> <li>• For stores only</li> <li>• Addresses shipping and tracking inquiries for Archway items</li> </ul>
<b>eCat</b>	
<b>eCatUpload@lowes.com</b>	<ul style="list-style-type: none"> <li>• For vendors (new and existing) and Lowe's employees (Product Info. and Merchandising)</li> <li>• Accepts submissions for eCat costs uploads and overrides, as well as model changes, adds, and in some cases deletes.</li> <li>• Works with Vendors as well as Merchandising to provide active item eCat reports upon request.</li> </ul>
<b>EDI and Webforms</b>	
<b>EDI-Implementation@Lowes.com</b>	<ul style="list-style-type: none"> <li>• For existing product &amp; Expense vendors primarily (merchants may submit e-mails on vendor's behalf with vendor's EDI contact copied)</li> <li>• Accepts submissions for EDI Setup(via registration form on <a href="http://www.loweslink.com">www.loweslink.com</a>) and services questions regarding EDI setup and testing</li> </ul>
<b>EDI-Production@Lowes.com</b>	<ul style="list-style-type: none"> <li>• Also seen as <a href="mailto:vendor.support@lowes.com">vendor.support@lowes.com</a></li> <li>• For existing product &amp; Expense vendors (merchants may submit e-mails on vendor's behalf with vendor's EDI contact copied)</li> <li>• Services questions for active EDI vendors</li> </ul>
<b>EDI-Transportation@lowes.com</b>	<ul style="list-style-type: none"> <li>• For Existing Freight Carriers</li> <li>• Accepts submissions for and services questions regarding implementation &amp; production EDI issues</li> </ul>
<b>WebForms@Lowes.com</b>	<ul style="list-style-type: none"> <li>• For Existing Product Vendors</li> <li>• Accepts submissions for (via registration form on <a href="http://www.loweslink.com">www.loweslink.com</a>) and services questions regarding WebForms EDI setup and testing (an option for vendors unable to use traditional EDI)</li> </ul>
<b>IRIS</b>	
<b>IrisVendorInquiry@lowes.com</b>	<ul style="list-style-type: none"> <li>• Accepts submissions for any vendor interested in having a device work with Iris</li> </ul>
<b>Lowe'sLink®</b>	
<b>Lowe'sLink@Lowes.com</b>	<ul style="list-style-type: none"> <li>• For All Existing Vendors</li> <li>• For troubleshooting log in issues &amp; general questions relating to <a href="http://www.loweslink.com">www.loweslink.com</a></li> </ul>

<b>LowesLinkAP@lowes.com</b>	<ul style="list-style-type: none"> <li>• Submission of technical issues involving LowesLink® applications owned by Corporate Payables (Vendor Inquiry and Vendor Financial Information)</li> <li>• Send Customer Service Surveys related to Corporate Payables to Vendors</li> </ul>
<b>MCTC</b>	
<b>MCTCPURCHASING@LOWES.COM</b>	<ul style="list-style-type: none"> <li>• Also seen as <a href="mailto:SignageSupport@Lowes.com">SignageSupport@Lowes.com</a></li> <li>• Used by 3rd party vendors such as carpentry or electrical for Merchandising Resets to send labor invoices or to request POGs or CAD drawings</li> <li>• Should NOT be utilized to support signage re-orders- those should be sent to <a href="mailto:LowesPSM@Archway.com">LowesPSM@Archway.com</a>.</li> </ul>
<b>PCM</b>	
<b>PCMsupport@lowes.com</b>	<ul style="list-style-type: none"> <li>• Vendors (new and existing, import and domestic) and Lowe's employees (various)</li> <li>• Services questions regarding: -PCM -PCM Role Requirements -PI Builder File -Submitting Items (New or Updating) -New Vendor Onboarding -Training/Support for New Employees of Existing vendors</li> </ul>
<b>Planograms (POGs)</b>	
<b>Planogram.Support@Lowes.com</b>	<ul style="list-style-type: none"> <li>• For internal use</li> <li>• Accepts submissions from stores regarding planograms (outside of questions for specific resets)</li> <li>• Specific reset questions (includes promo &amp; flex endcaps too) regarding planograms and blueprints are to be sent through the ISV (In Store Viewership) webpage</li> </ul>
<b>Quality Assurance (Stop Sales)</b>	
<b>QualityAssurance@Lowes.com</b>	<ul style="list-style-type: none"> <li>• For internal and external use (merchants, vendors, DC and store employees)</li> <li>• Accepts requests for stop sales. Notify immediately if there are any possible safety or regulatory issues with products.</li> <li>• Accepts Store inquiries such as “what is that status of this stop sale”, or “what am I supposed to do with this stopped product” i.e. disposition</li> </ul> <p>FOR SELLING RESTRICTIONS (NOT STOP SALES) Contact <a href="mailto:SellingRestrictions@lowes.com">SellingRestrictions@lowes.com</a></p>
<b>RTM (Defective Return Policies, Vendor Deductions)</b>	
<b>rtmvendor@Lowes.com</b>	<ul style="list-style-type: none"> <li>• For RTM Chargeback Team use</li> <li>• Used to send/request additional information pertaining to chargebacks (Vendors should use LowesLink® to submit deductions and inquiries need to go to <a href="mailto:Vendor.Inquiry@lowes.com">Vendor.Inquiry@lowes.com</a>)</li> </ul>

<b>Selling Restrictions</b>	
<b>Sellingrestrictions@lowes.com</b>	<ul style="list-style-type: none"> <li>• For Vendors in need of updating current selling restrictions</li> <li>• Store associates with questions on items with restrictions</li> <li>• Corp/Call Center associates with questions around Selling, Age, Shipping Restrictions (SAS)</li> <li>• Not for stop sale questions- those should be directed to QualityAssurance@Lowe.com</li> </ul>
<b>SOS</b>	
<b>SpecialtySalesSystemSupport@lowes.com</b>	<ul style="list-style-type: none"> <li>• Used by m2o vendors or IT only- supported by m2o CSC team. Stores should contact the IT support center line for m2o support incidents.</li> <li>• Used to communicate that a new/updated m2o catalog has been loaded to an external site for m2o team to pull and begin testing</li> <li>• Occasionally used by IT Support to send tier 3 support questions for m2o</li> </ul>
<b>TradeStone</b>	
<b>TradeStone@Lowe.com</b>	<ul style="list-style-type: none"> <li>• For international merchandising team, sourcing, and vendors</li> <li>• Services any inquiry regarding TradeStone, ex: uploading docs, PO info</li> </ul>
<b>Translations</b>	
<b>Translation.Management@lowes.com</b>	<ul style="list-style-type: none"> <li>• For vendors and Lowe's employees</li> <li>• Accepts submissions for questions regarding Lowe's translation policy</li> </ul>
<b>Transportation</b>	
<p><b>Transportation Contacts:</b>  <b>Go to Loweslink.com &gt; Supply Chain Information &gt; Transportation &gt; Lowe's Domestic Transportation Operations Contacts</b></p>	<ul style="list-style-type: none"> <li>• For vendors, carriers, stores, and CSC personnel</li> <li>• Services questions regarding: parcel accounts/parcel shipping, LTL or TL carrier info, shipping requirements, damage claims, collect vs prepaid freight issues, store delivery issue (ex: missed appointments, shortages), locating a PO</li> </ul>
<b>Vendor Insurance</b>	
<b>CertRequest@lowes.com</b>	<ul style="list-style-type: none"> <li>• Seen as "Insurance Request" in Outlook</li> <li>• Accepts submissions for any questions regarding vendor insurance</li> </ul>
<b>lowes@ebix.com</b>	<ul style="list-style-type: none"> <li>• Accepts submissions for certificates of insurance- for merchandising vendors</li> </ul>
<b>Vendorapplications@lowes.com</b>	<ul style="list-style-type: none"> <li>• For New Service Vendors Only (not used for merchandising vendors)</li> <li>• Accepts submissions for (via onboarding application process) and services questions regarding Insurance Certificate Renewals</li> </ul>
<b>VendorInsurance@lowes.com</b>	<ul style="list-style-type: none"> <li>• For Existing Service Vendors Only (not used for merchandising vendors)</li> <li>• Accepts submissions for certificates of insurance (renewals) and questions for service vendors only</li> </ul>

<b>Vendor Setup, Maintenance, and Support</b>	
<b>EFTSetup@Lowe.com</b>	<ul style="list-style-type: none"> <li>• EFT (Electronic Funds Transfer) Vendor Setup Request/Inquiries</li> <li>• VFI Portal Access Questions/Inquiries</li> <li>• Systematic Notification emails from VFI (Vendor Funded Inventory) – Vendors Access Request flow here</li> <li>• NOC Bank Rejection Notification from Internal Team</li> </ul>
<b>Vendor.Dart@Lowe.com</b>	<ul style="list-style-type: none"> <li>• For vendors who utilize the Vendor DART application</li> <li>• Accepts submissions relating to the Vendor DART tool, EDI 852 transmissions, and Supply Chain Vendor on-boarding</li> </ul>
<b>Vendor.Inquiry@Lowe.com</b>	<ul style="list-style-type: none"> <li>• For external and internal use (Vendors, Installers, Product Accounting, Merchandising, etc.)</li> <li>• Accepts submissions for ANY type of vendor or installer related question as it relates to finance (invoices, checks, etc.)</li> </ul>
<b>Vendor.Maintenance@Lowe.com</b>	<ul style="list-style-type: none"> <li>• Supports EXISTING vendors for Trades Vendor Maintenance documents (VIS, Terms Change Forms, etc.) and questions</li> </ul>
<b>Vendor.Support@Lowe.com</b>	<ul style="list-style-type: none"> <li>• Also seen as <a href="mailto:EDI-Production@lowes.com">EDI-Production@lowes.com</a></li> <li>• For existing product &amp; Expense vendors (merchants may submit e-mails on vendor's behalf with vendor's EDI contact copied)</li> <li>• Services questions for active EDI vendors</li> </ul>
<b>VendorSetup@Lowe.com</b>	<ul style="list-style-type: none"> <li>• Supports NEW vendors for Trades Vendor Setup documents (VIS, W-9, etc.) and questions</li> <li>• Systematic emails are sent to this mailbox once a request for a new VBU is flagged in Lowe Client Server</li> </ul>