



1SYNC Data Accuracy Scorecard for Lowe's Supplier Frequently Asked Questions

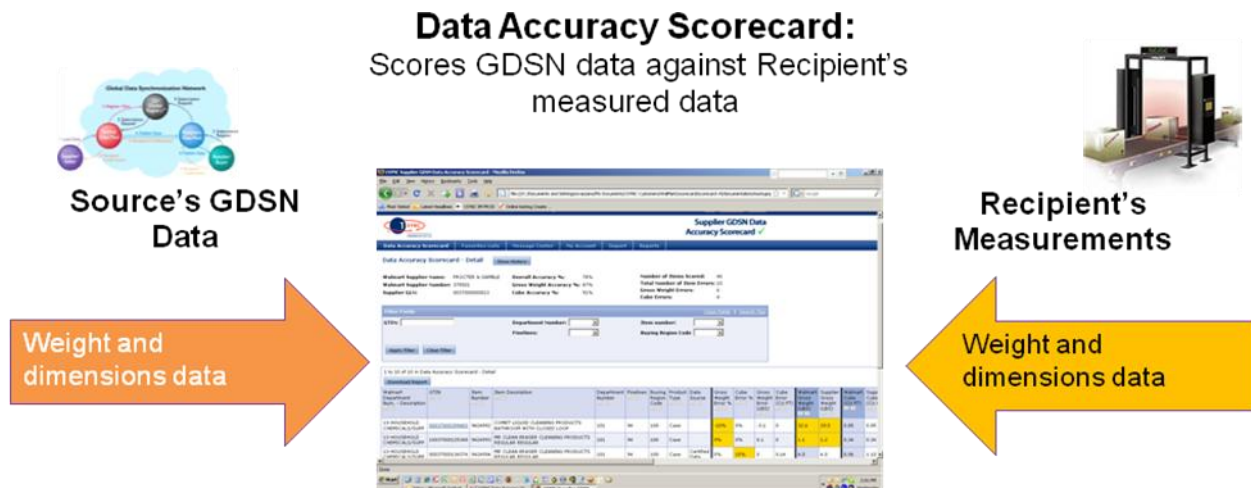
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Program Details

1. What is the Lowe's 1SYNC Data Accuracy Scorecard solution?

The Data Accuracy Scorecard provides the ability to measure the accuracy of data provided by the supplier to Lowe's via the Global Data Synchronization Network (GDSN). The data received through GDSN is then compared to Lowe's measured data.



2. How will the Scorecard help my business?

By bringing visibility to the accuracy of data synchronized in the GDSN. Improved data accuracy leads to:

- Increased trailer utilization and transportation cost savings
- Reduced supply chain disruptions
- Order Accuracy and decreased cost/time of reworking invoices and PO's
- Decrease lead time for your products
- Improved trading partner relationships
- Savings throughout the supply chain

3. Who can use the Data Accuracy Scorecard?

- Retailers: Retailers will issue their scorecard to their suppliers.
- Supplier: For a Retailer using the Data Accuracy Scorecard, all of their suppliers that belong to a certified data pool can have access to the scorecard. All suppliers must sign a contract for the Data Accuracy Scorecard.

Lowe's Program

4. When will the Data Accuracy Scorecard for Lowe's be available?

5. Lowe's has rolled out to a subset of suppliers, and expects to roll-out to their entire community. How will the scorecard program and roll-out be communicated?

Suppliers will receive an invitation letter from Lowe's if a supplier wants to participate in the scorecard program in advance of receiving an invitation; they should contact Noah Kays at Noah.F.Kays@lowes.com

6. Where will the Data Accuracy Scorecard be located?

- Direct link is provided through the Lowe's site:
- <http://www.loweslink.com/>
- Navigate from www.gs1us.org/dascorecard
 - Click the Data Accuracy Scorecard LOGIN button on the bottom of the webpage.
 - Web page also contains the Application Form, and general information.
- Bookmark the URL directly: <https://dataaccuracyscorecard.prod.1sync.org>

7. Does the Data Accuracy Scorecard apply to me?

Once you have been invited to participate the scorecard applies to all products synchronized in the US for which Lowe's has physically measured.

8. Who should I contact if I discover that my case weight or dimensions are incorrect and correcting the data will result in more (or less) cases shipped on current or future orders to Lowe's (e.g. "full-truck" orders)?

Lowe's suppliers should contact Toby Tomlin, Supply Chain Project Manager at Lowes (704-758-6898 or Toby.C.Tomlin@Lowes.com).

9. Discontinued Items are displayed in my scorecard, how do I get them removed?

Contact Noah Kays at Noah.F.Kays@lowes.com to notify him of the issue.

10. If the Supplier disagrees with the Lowe's weight or cube measurement, how is this resolved?

Measure. The supplier should physically measure any item that appears in error on the scorecard, update their GDSN data with the physical measurements, and synchronize the new measurements to Lowe's through the GDSN using the existing GDSN process.

Certify (optional). The data source can **optionally** choose to certify their product measurements. This is currently offered by GS1 US Measurement Services and through GS1 US Certified Data Quality Solution Partners. To use GS1 US Measurement Services you will send a case sample of the item to GS1 US for measurement by GS1 US standards experts (certified data). The certified data will be entered into the data accuracy scorecard and will be used in the calculation of the accuracy in place of the retailer's measurements. These records will appear in the scorecard with a "Certified Data" notation. There is a \$10 per case fee for this service. This certified data will be used for all retailers who have implemented the scorecard. If the supplier's GDSN data does not align with the certified data, the supplier will still need to update their GDSN data so it is accurate.

Dispute. If a supplier believes the Lowe's measurements are incorrect, supplier should contact Toby Tomlin, Supply Chain Project Manager at Lowes (704-758-6898 or Toby.C.Tomlin@Lowes.com) to resolve the issue.

11. What tolerances are applied?

- Gross Weight: 4%
- Cube: 4%

General FAQ's

12. Will I need to sign an agreement?

Yes, suppliers will need an agreement with 1SYNC for Data Accuracy Scorecard services.

- All current 1SYNC members will have to sign an amendment to their current contract in order to utilize the scorecard.
- All non-members (member of another data pool for data synchronization services) will have to sign an agreement.

13. Are there any fees?

No, there are not any fees for utilizing the Data Accuracy Scorecard.

14. How do I get started?

Suppliers must fill-out an Application Form at 1sync.org\dataaccuracyscorecard (see below)

- Application will include basic information such as Company and contact information, GLN, etc. Instructions direct supplier to return the completed form to scorecard@1sync.org.



15. What are the pre-requisites for getting access to the scorecard?

A supplier must:

- Be a member of a GDSN data pool and synchronizing product to the Retailer
- Be authorized to access the Data Accuracy Scorecard. (e.g., for Lowe’s: must have access to PCM or a 1SYNC user in UMA).
- Sign a 1SYNC contract for Data Accuracy Scorecard Services
- Have a user id and password granted to you by 1SYNC.

16. I filled out my Application Form, now what?

Following are the steps in the process before a supplier has access to the scorecard:

- Submit Application Form
 - 1SYNC authorizes user (confirms PCM access, or current 1SYNC IM user)
 - 1SYNC determines appropriate contract to send (1SYNC amendment or full contract)
- Receive contract via email and submit
 - 1SYNC processes contract
 - 1SYNC sets up access to scorecard
- Receive access. Welcome letter sent with user ID.
 - Welcome letter is sent via email.

17. What can a user see in the scorecard?

- As a Retailer, the user can see the scores for all their suppliers.

- As a Supplier, the user can see the score for their organization only.

18. Which products will be scored?

All products that a Retailer has provided measurements for will be scored. It is possible that certain items have not been measured by the retailer. In this case, such products will not be included in the scorecard.

19. What is measured?

For all Case GTINs (product type = Case), the Gross Weight and the Cube (Height * Width * Depth) is measured by the Retailer. These measured values are provided to 1SYNC. 1SYNC will compare the Retailers values to those values supplied through data synchronization and provide a score.

20. What is scored?

- % Items Synchronized
- Gross Weight Accuracy
- Cube Accuracy
- Overall Accuracy (an item that passes all three criteria will be counted as accurate)

21. What training is available?

The scorecard is a simple, online report and no specific training is needed in order to get started. However, the following materials are available, through the Scorecard's online Help function:

- Online User Guide
- Training Video

Access Information

22. What can I see as a Data Accuracy Scorecard User.

As a supplier, the scores for your GLN will be available. A user id can tie to one or more GLNs. A "Select GLN" function is available for those suppliers that have multiple GLNs. A user can also use the search criteria, or may use a "favorites list", to narrow the view of the data to only that which is relevant to them (for example, a particular department or category).

23. Is there a single sign-on to Data Accuracy Scorecard?

Yes. If a user already has access to the additional solutions of Rapid Recall Exchange (RRE), Product Introduction (PI), or Item Management (IM), the same user ID and password will apply.

- Resetting a password for one 1SYNC solution resets the password for ALL 1SYNC solutions.

24. Will I have access to create my own users?

Yes. A user admin will be created. That user admin administers all users for the Data Accuracy Scorecard for their company. Instructions are contained in the User Guide, which is available in the Online Help (top right of the screen) of the Scorecard

25. Can I reset my own password?

Yes. A "forgot password" function is available on the Data Accuracy Scorecard login screen. Note that when re-setting the password, a user with access to more than one of Data Accuracy Scorecard, Rapid Recall Exchange (RRE), Product Introduction (PI), or Item Management (IM) will re-set their password for all.

Contact Information

26. Who can I contact if I have any questions?

1SYNC Customer Support is available to support you at scorecard@1sync.org or +1 937.610.4238.

Scorecard Measurements and Tolerances

27. Where do the retailer's measurements come from?

The retailer has physically measured a case. This measurement is often taken the first time the item was received at a distribution center.

28. What measurement tolerances are used by the scorecard in determining if an item is accurate?

The GS1 GDSN Package Measurement Standard specifies a tolerance of +/- 4% on Gross Weight and dimensions for most types of items. The scorecard uses a default tolerance of +/- 4% on Gross Weight and on Cube (Height x Width x Depth).

29. What if I believe that the GS1 Standard specifies a different tolerance for an item?

You may contact [a GS1 US](#) or a GS1 US Certified Data Quality Solution Provider to verify the correct tolerance for your item and request that a different tolerance be applied to an item. The certified solution provider will provide the appropriate tolerance along with the certified measurements for loading into the scorecard. See below for how to use GS1 US Measurement Services. The list of GS1 US Certified Data Quality Solution Providers can be found at https://www.gs1us.org/partnerssolution_partners/gs1_us_solution_partners/find_a_solution_partner/certified_data_quality_solution_partners

GS1 US Measurement Services

30. What does a Supplier need to do in order to send a case to GS1 US for Certified Data?

Go to the following link: www.1sync.org/dataaccuracycorecard, and download the Product Measurement Services Letter of Understanding. Read the instructions, and complete the document. A copy of the document must be included with **every case** of product to be measured. Follow the instructions, Completing the document for **every case** of product to be measured.

31. Where do I ship my product(s) for measurement by GS1 US?

The address for product shipment is:

GS1 US Dimensioning Services, 1009 Lenox Drive, Suite 202, Lawrenceville, N.J. 08648

32. What will be measured?

Height, Width, Depth, and Gross Weight of the Case will be measured.

33. What Happens to my product after it is measured?

The Product Measurement Services Letter of Understanding contains a section with options for **disposition** of measured samples. If items are to be returned, prepaid shipping label(s) must be included with the shipment. You are also responsible for providing insurance if required. All items not designated for return will be donated to local charities or food banks, or properly destroyed at the discretion of GS1 US.

34. Can you handle frozen or refrigerated products?

Yes, GS1 US will measure frozen or refrigerated products, but these products require special coordination and handling. In addition, the only accepted product disposition is for the product to be properly destroyed based on

food safety precautions. To schedule refrigerated or frozen products contact Rich Richardson at 609.620.4526 or Mary Wilson at 609.620.4516

35. What happens with the product measurement results? Do I receive a copy of the results?

The GS1 US measurement results become the measurements of record in the scorecard within ten business days of the receipt of your product for measurement. You do not receive the results directly.

36. What if I want more than just the case measurements?

GS1 US provides a variety of measurement services depending on the data that you require, and the volume of products that require measurement. Please visit www.gs1us.org/dimserv, click on “Measurement Services” and click on the hyperlink for “Contact a Data Quality Expert”, and you will be contacted to discuss your specific requirements.

Help with Achieving Accurate Data

37. What help is offered to ensure I am synchronizing accurate case measurements and weights?

The following steps can ensure that all of your case measurements and weights are accurate

- Visit www.gs1us.org/standards/data_quality and click on the hyperlink for “Package Measurement Standards”. Download the package measurement standards and utilize them to recheck your product measurements.
- Document any corrections to measurements in your system of record, and publish the corrected measurements to your trading partners.

If you need further assistance in regard to the measurement of your products, 1SYNC Customer Support is available to support you at scorecard@1sync.org or +1 937.610.4238.