

New Vendor On-Boarding Process

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How Do I Get Started?

- Contact your Lowe's Merchandising team so that they can submit a request for a Master Standard Buying Agreement (MSBA).
 - Please be sure to provide your company name, state of incorporation and the authorized signer of the document.
 - If you wish to sell a licensed product through Lowe's, this will also need to be documented.
- Once you have received the MSBA, please sign two original copies and return to the Lowe's Merchandising team by mail.
 - All questions on the MSBA should be submitted directly to Merchandising; they will consult Lowe's legal team if necessary.
- Complete the Vendor Information Sheet (VIS) and e-mail this information to Merchandising.
- Once you are assigned a vendor number (VBU), you will need to access LowesLink® (LowesLink.com) and begin the process of requesting access to the Lowe's systems.

Getting Started in LowesLink®

After login on to the LowesLink® Web site, you will need to confirm your PC meets the [System Requirements](#), and then click "Continue Here" to initiate the certificate process.

- To obtain your digital certificate, you will need to know your Lowe's assigned vendor number, as well as the systems that you will need to access, which are as follows:
 - Product Content Management (PCM), Store Look Up, Marketing Data Tool (MDT) and E Commerce. Additional information listed here: [Gain Access to PCM](#)
- Obtain a GLN through GS1 at the website: www.gs1us.org/standards/barcodes/ean_upc. If you have any GLN questions, more information can be found here: www.gs1us.org/standards/identification_numbers/global_location_number.
- Once your access to PCM has been confirmed, login to PCM to activate your vendor number in the system. Also add your GLN after logging into PCM, click "Stock Registration" and Select GLN information. Add the GLN in the text box next to the Home Office Location and click "ADD" and Save.
 - Make sure your brand name is listed on the [Lowe's Controlled Brand List](#). If not, you will need to submit request to have it added.
 - Please see [How to Add or Update a Brand](#) for additional information and instruction on completing this process if necessary.

Getting Started with Item Set-Up in PCM

By now you should have access to PCM and secured a Solution Provider to assist you through this process, and you can begin item set-up and data synchronization process.

- **Data Pool Vendor** – Product data is shared electronically with Lowe’s and other retailers through the Global Data Synchronization Network (GDSN). This is preferred and ideal for vendors supplying data to more than one retailer in the GDSN, and/or vendors supplying multiple products to Lowe’s.
 - ❖ See here for list of [Solution Providers](#).
- **Web Vendor** – Product data is manually entered directly into Lowe’s PCM application for Lowe’s use only. This is an acceptable approach for small suppliers providing very few products (10 or less) exclusively to Lowe’s.
 - ❖ See here for detailed info – [How to Synchronize Data and Setup New Items](#).
 - ❖ **NOTE: Access to PCM Webform requires Product Information management approval**
- Request an Item Set-Up Sheet (ISS) from your Merchandising Specialist (MS) for the items that will be sold by Lowe’s. Be sure to fill out all your GTIN information before you submit your information.
 - **Data Pool Vendors** must complete and publish their item information before submitting the Item Set-Up Sheet.
 - **NOTE: For new item set-up, your ISS must be sent along with your Marketing Data Spreadsheet (MDS). Please see the section on “Marketing Data” before submitting your ISS to Merchandising.**
 - **Web Vendors** will need to submit the Item Set-Up Sheet, and then the subscription will be issued. The item(s) will show up in their WorkList Task once the subscription is issued. Please enter all the required GTIN information and submit.
 - **NOTE: For new item set-up, your ISS must be sent along with your Marketing Data Spreadsheet (MDS). Please see the section on “Marketing Data” before submitting your ISS to Merchandising.**
- Once you’ve completed your item information either in PCM or with a Solution Provider, the information is then transmitted to Product Information for final approval and item number assignment.
 - **Data Pool Vendors** should be sure and check with their Solution Provider to ensure that the items are accepted by the Lowe’s system. If an item fails validation, you will need to correct the data and resubmit.
 - **Web Vendors** should check their WorkList Task in PCM daily during the item set-up process.
- **For Special Order items only**, the vendor has to complete SOS costs, lead time, direct delivery, etc. All information on how to complete this is listed on LowesLink®: <http://www.loweslink.com/sos.htm>. You must submit a cost spreadsheet to eCatUpload@Lowes.com and it must be accepted in **30 days** from the time the GDSN data is synchronized with Lowe’s.
 - Please copy your MS so that he/she can assist with any issues you may encounter.
- For any questions on the PCM process, please submit a ticket through the Product Information Support Portal (formerly FootPrints) at the Web site: <http://lowespcm.nfpondemand.com>.

Marketing Data

Marketing data consists of product-specific attributes that detail feature benefits and specifications. This information is utilized in Lowe’s downstream selling tools, including Lowes.com, Selling Center and print advertising.

- Login to LowesLink® using your digital certificate and navigate to the Marketing Data Tool (MDT) application.

- Reference the guidelines and Lowe’s standards, and watch the video series to familiarize yourself with the marketing data collection process. This information is found behind the secured portion of LowesLink®. To access, you must login with your digital certificate and select the Marketing Data Tool application.
- Download the Builder 2012 to your desktop. Generate the applicable Marketing Data Spreadsheet (MDS) for your product category and complete it according to the guidelines outlined in the supporting documentation and within the MDS itself.
- Upload your digital assets (supporting documents and images) directly into PCM prior to submitting your MDS. Please note: the file name(s) used to upload your digital asset(s)/image(s) must match **EXACTLY** what you enter on your MDS.
- For new item set-up, your ISS must be sent along with your Marketing Data Spreadsheet (MDS) to your Merchandising Specialist. If these are not new items, submit your MDS via the Product Information Support Portal (FootPrints): <http://lowespcm.nfpondemand.com>.
 - If Lowe’s has already requested the data through a ticket; **DO NOT** open a new ticket. Please respond to the existing ticket and attach the MDS.
 - If Lowe’s has not requested the data, please submit a new ticket and include your vendor number in the subject line.
- For any issues or questions about PCM or MDT, contact Product Information via <http://lowespcm.nfpondemand.com>. You may also visit its product page at the Web site: <http://www.loweslink.com/productinformation.htm>.

Receiving Orders

All lead times are managed by the vendor within the PCM system and should be updated regularly. Lowe’s goal is to have all vendors performing on-time deliveries 95% of the time.

- Orders can be submitted one of two ways: using any of Lowe’s electronic selling tools requires participation in Lowe’s EDI SOS program. Vendors may elect to participate in this program using either traditional EDI or Lowe’s SOS Web forms.
 - **Traditional EDI** – All orders will be submitted through the electronic system. Lowe’s requires additional EDI testing for drop-ship programs. Please reference the Web site: <http://www.loweslink.com/edi.htm>.
 - **Lowe’s SOS Web Forms** – Used for vendors with a low-order volume, lacking system capabilities or the resources to develop. Designed to allow you to receive orders and send order statuses via LowesLink® secure business portal without the cost of investing in additional software. Please see the Contacts page for more information.

Shipping

- **Order Fulfillment** – There are two fulfillment options available for SOS and Lowes.com programs. Customers ordering online or through in-store SOS will be given both options:
 - **Store Pickup** – Product delivered to the store.
 - **Direct Delivery (DD)** – Product delivered to the customer’s home.
- **Packing Slip** – Lowe’s encourages all vendors to use a standard packing slip for special orders. The format resembles a bill of lading and can be used for all shipments either to the store or direct to the customer’s home.

- For direct delivery orders, the packing list will provide the customer with a Lowe's branded packing list and the necessary information if there is an issue with the order.
- The [Packaging List Invoice](#) can be found here.

NOTE: All orders should be shipped using either UPS or FedEx so that they are able to be tracked if needed.

Returns

- There are several options when it comes to processing returns for SOS and Lowes.com items. Ultimately, the decision on what occurs with your returns is decided by you when you fill out the VIS. Please consult with your Merchandising team for suggestions or questions. If you chose, you can have a separate return policy for non-defective returns.
 - **Option 1** – Product will be destroyed in the field by store personnel. No inspection or authorization will be required by vendor. The store will bill the vendor for full credit and a consolidated monthly debit memo will be issued by Corporate Trade Payables using the Actual Cost Layered Inventory pricing.
 - **Option 2** – Product will be returned freight collect to location designated by vendor. If product can be returned by parcel carrier, the vendor's shipper number must be provided to be communicated to all Lowe's stores. The store will bill the vendor for full credit and a consolidated monthly debit memo will be issued by Corporate Trade Payables using the Actual Cost Layered Inventory pricing.
 - ❖ If vendor opts to require Lowe's to call for authorization, a five percent add-on will be applied to the value of each RTM. (Add-on will be waived if vendor provides a blanket authorization.)

Helpful Links/Contacts

- **Accounting**
 - Phone: SOS Debits (336) 658-2090
- **EDI Webforms**
 - Implementation
 - edi@lowes.com
 - Production Support
 - vendorsupport@lowes.com
 - Web Form Information
 - www.loweslink.com/llmain/pubdocuments/SOSWebformVendorPacket.pdf
 - Web Form Demo/Tutorial
 - www.loweslink.com/SOSWebFormsDemo/splashIntro.html
 - EDI Contact List
 - http://www.loweslink.com/pubdocuments/EDI_QUICK_REFERENCE.pdf
- **Electronic Catalog (eCat) Program**
 - <http://www.loweslink.com/sos.htm>.
 - **Submit cost spreadsheets to :** eCatUpload@lowes.com
- **Display and Fixture Questions**
 - Display/Fixture.Support@Lowes.com
- **LowesLink®**
 - www.loweslink.com
- **Lowe's Controlled Brand Process**
 - <http://www.loweslink.com/llmain/pubdocuments/pcmAddorUpdateBrandName.pdf>

- **Lowe's Customer Care (LCC) Line**
 - CustomerCare@lowes.com
- **Lowe's Payables Support Hotline**
 - Phone: (336) 658-2121 Available M-F 8:30 a.m. to 5:00 P.M. EST. Press "7" for SOS Invoice questions
- **Packing Slip**
 - <http://www.loweslink.com/llmain/pubdocuments/sosSOSDirectDeliveryVendorInvoice.pdf>
- **Product Information**
 - Product Information Support Portal
 - <http://lowespcm.nfpondemand.com> - Phone: (866) 808-7104
 - LowesLink® Product Page
 - <http://www.loweslink.com/productinformation.htm>
 - Product Information New Vendor Link
 - http://www.loweslink.com/llmain/product_information_newvendor.htm
 - Item Set-Up instructions
 - <http://www.loweslink.com/llmain/pubdocuments/pcmSyncGDSNData.pdf>
 - References & Reports
 - http://www.loweslink.com/llmain/product_information_referencesandreports.htm
 - Marketing Data Tool New Item Guidelines
 - https://secure.loweslink.com/llmain/product_information/privdocuments/pcmMDTVendorInstructions.pdf
- **SOS Fulfillment**
 - SOS&EcommerceFulfillment@lowes.com
- **SOS Paper Catalog Program**
 - SOS.Operations@lowes.com
 - **SOS Departmental Fax:**(704) 757-0518
- **Vendor Set-Up Information**
 - <http://www.loweslink.com/pinfo.htm>