



Lead-Time Reference Guide

FREQUENTLY ASKED QUESTIONS

Question: How is the Delivery Requested Date calculated?

Answer: The Delivery Requested Date is calculated by adding the lead-time to the date that the order is placed. The Delivery Requested Date is the date that we expect the product to arrive at the Lowe's store or the Customer's Home.

This date is not:

- ✘ Ship date** – The ship date should be calculated by subtracting the transit time from this estimated arrival date. If the estimated arrival date is Friday and the transit time is 4 days, then the ship date should be no later than Monday.
- ✘ DC arrival date** - If the SOS order is cross-docked through one of Lowe's RDC's, this date is not the date that the product should arrive at the DC. Expect a 2-3 day RDC cycle time for SOS cross-dock orders. So if the transit time to the store is 4 days without cross-dock, expect the transit time to the store to be 7 days with cross-dock.

Question: Are the lead-times quoted as calendar or business days?

Answer: Lead-times are quoted to the customer as calendar days. The only exception to this is if the quoted date falls on a Saturday or a Sunday. If this occurs, the system automatically bumps the date to the following Monday. For example:

Order Date	Lead-time	Calculated Arrival Date
Saturday	7	Monday (The original date was Saturday, but was bumped to the following Monday)
Friday	7	Friday (Still a 7 day lead-time even though it went <u>over</u> a weekend.)

Question: How do I populate the lead-time field in my SOS eCat data for Lowe's?

Answer: Enter the number of calendar days necessary for the vendor to ship the product from the date of the customer's order to the date of arrival of shipment. DO NOT SPECIFY A RANGE OF DAYS but rather the maximum of a range. For example, a valid number for a 10-14 day lead-time would be '14'

$$\text{Vendor Cycle Time} + \text{Longest Transit Time} + 3 \text{ Day RDC Cycle Time (if SOS Cross-dock)} = \text{Lead-time}$$

Question: My lead-times vary by 7 or more days because I have only one ship-from location. What do I enter as my lead-time?

Answer: The lead-time should be entered as the maximum calendar days required from date of order to date of receipt by the store or the customer. For example, if your ship location is in North Carolina and it takes you 10 days from order placement to order receipt for stores in Washington State, then your lead-time should be 10 days even though the lead-time is less for other states.

Question: We don't pull orders or ship product on the weekends or holidays. Does your system take this into account?

Answer: No. Orders transmitted on the weekend or on holidays are under the same lead-time expectations as orders transmitted during the week. Your lead-time should accommodate this. We recommend adjusting your shipping hours of operation to accommodate weekends if your heaviest order volume occurs on the weekend. Many times this can be accomplished with no additional labor costs by using temporary, seasonal and part-time labor.



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Question: Can an order be marked as late if it arrived in-store on time, but was not received by the store until a day or two later, after the scheduled arrival date for the customer?

Answer: The report's on-time calculation is based on the received date-stamp at the store. SOS PO's typically arrive via LTL or Parcel carriers and are taken off the trailer and received immediately by a dedicated receiving staff. The only exception to this is on the weekend for stores that do not have 7 day receiving. But in these cases Genesis takes this into account before presenting the estimated date to our customer and bumps the estimated date to Monday if it falls on a weekend. The on-time report uses this logic as well.

Question: Can an order be counted twice if it contains product for more than one Merchandising Division?

Answer: No. Our system determines the Merchandising Division for an order based on which Division has the highest percentage on the order. For example, if a PO contains a Major Appliance model with a \$300 cost and a Fashion Lighting model with a \$100 cost, the PO will be reported under Major Appliances because that category represents the majority (75%) of the order.

Question: Will an order be marked late even if the vendor sends part of the order and it is partially received at the store on-time?

Answer: Yes, the PO is still considered late because it did not meet the original date that we promised our customer for the entire order.

Question: Will an order be marked late even though an EDI 870 document was sent with a date change due to an out-of-stock condition?

Answer: Yes. While we require that 870 (or webforms) status messages are sent in the cases of issues that require a date change so that we can promptly notify our customer, the PO is still considered late because it did not meet the original date that we promised our customer.