



Vendor Forum

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Introduction to Special Order Sales (SOS)

A customer's purchase with Lowe's should be a great shopping experience with no issues. When a customer orders product that is not stocked in any store, Lowe's works closely with our vendor partners to have the SOS order shipped to the customer's home (direct delivery) or the customer's local store. In order to provide a seamless shopping experience for the customer, it's important our vendor partners and Lowe's work collaboratively to ensure the behind-the-scenes requirements are accurate and up-to-date.

This document has been created to help Lowe's vendor partners better understand the SOS process when working with the Lowe's team. Specifically, the tools Lowe's currently offers vendors to manage their individual SOS business, and ways to better manage the vendor business is defined in this document.

SOS Reporting:

Monthly SOS vendor reporting:

On a monthly basis, Lowe's generates reporting to determine each SOS vendor's SOS on-time shipment performance for the last month, previous month and YTD SOS on-time information. This report goes to all SOS vendors that receive orders via EDI going direct to the Lowe's store. If you or your vendor team currently does not receive this communication, please email "SOS&EcommerceFulfillment@lowes.com" to be added to the distribution list (only SOS EDI vendors will receive this report). This report allows vendors to better manage their SOS business. Vendors should take advantage of this report by reviewing where SOS orders are late and trying to improve internal process and procedures within their individual organizations. Also, the report shows on the attached document each month a "Details" tab that shows each PO's system SOS lead-time. This is a great opportunity for vendor to review monthly SOS system lead-times. If the SOS lead-times don't look accurate, please notify your merchandising team.

How to Calculate SOS lead-times:

For the SOS Vendor Performance report Lowe's calculates based on calendar days not business days. Also, if orders are scheduled to arrive on a weekend date we adjust the lead-times accordingly to ensure product is received Monday-Friday. Below you will find a model on how to calculate lead-time. Just let me know if you have any questions.

Lead-Time Field:

Lead-time must be entered as the maximum calendar days required between 1) date of order by the customer and 2) date of receipt by the store or the customer. For example, if the vendor's ship location is in Ohio and it takes 10 days from order placement to order receipt for stores in Oregon, then lead-time should be 10 days even though the lead-time is less for other states. Below is a grid that can help you calculate lead-time based on the time required to get the order out (Processing Time) and the maximum time needed for transit to the Customer's local store or home (Transit Time). It has been completed with an example processing time of 3 days for models stocked in a warehouse and 14 days for models that is not stocked or is custom made. It uses a maximum transit time of 7 days for parcel and 14 days for LTL.



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High Velocity Product		Low Velocity / Custom Product	
(Models stocked in facility)		(Models non-stocked in facility or custom built)	
Days Required for Processing: 3		Days Required for Processing: 14	
Maximum Parcelable Transit: 7	Maximum LTL Transit: 14	Maximum Parcelable Transit: 7	Maximum LTL Transit: 14
Total: 10 days (3+7)	Total: 17 days (3+14)	Total: 21 days (14+7)	Total: 28 days (14+14)
<p>Note: In order for Lowe's to stay competitive within the market place, some lead-times will be dictated by Lowe's corporate merchandising teams. In these cases, lead-times will not be adjusted, and vendors will be expected to perform to set expectations. This may require shorter processing times and/or transit times.</p>			

SOS Opportunities

Plant Closing: Holidays, Inventory, Switching Facilities, etc.

Anytime a manufacturing facility is going to be shut down for more than a day whether it be holidays, closing for inventory, or moving from one plant facility to another, the vendors are responsible for notifying their individual merchandising teams and the **"SOS&EcommerceFulfillment@lowes.com"** mailbox to make certain the appropriate steps are taken to ensure the committed arrival date to the customer is accurate.

Peak Selling Season/Promotions

Vendors should monitor on-hand SOS inventory on a weekly basis to ensure SOS products are never out of stock. Peak selling seasons vary from vendor to vendor, but vendors should prepare accordingly for these seasons. If for any reason the vendor is out of stock on any of the components for the SOS order, the vendors are responsible for notifying their individual merchandising teams and the **"SOS&EcommerceFulfillment@lowes.com"** mailbox to make certain the appropriate steps are taken to ensure the committed arrival date to the customer is accurate.

Lowe'sLink®

Where to find information on Lowe'sLink®

Under Partner Information tab Special Order Sales Information has detailed Special Order Sales information. Located in this area is very specific information to help vendors manage their SOS business with Lowe's. There are several reference documents located on the SOS page that will assist new and existing vendors with various Lowe's departments. Also, the Special Order Sales Vendor Guide is a comprehensive document for vendors to follow when setting up a new program or for existing vendors to utilize as a reference guide.



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Direct Delivery

Why Direct Delivery

The Special Order Sales Vendor Guide posted on LowesLink® is available vendors and merchants to use when discussing direct delivery. The document provides detailed information on “Why Direct Delivery” and the benefits of Direct Delivery.

[Lowe’s Packing Slip Template](#) is also posted on LowesLink®. Vendors are required to include a Lowe’s packing slip with every direct delivery shipment. The merchant may save a copy of the Lowe’s packing slip template from MARS to provide to the vendor the most up to date example of how to format the packing slip.

Packing List

A packing list should be placed in every special order box leaving the vendor facility. The packing slip must include specific information to ensure the customer understands the product was purchased from Lowe’s. Below you will find a sample packing slip that should be inserted in ever box going to a customer.

LOWE'S

Packing List

SPECIAL ORDER
Pedido especial

Ship To

Sales Order #	
Ship #	
Printed	00/00/00 00:00:00
Page	0 of 0

ORDER DATE	REQ. DATE	SHIP DATE	LOWE'S CUSTOMER PO NUMBER
SALES ASSOCIATE		STORE #	CONTACT (Phone)
FREIGHT TERMS (if Applicable)		JOB NUMBER	SHIP VIA

PO Line #	Lowe's Item #	Model #	Description	Unit of Measure	Qty Ordered	Qty Shipped
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Vendor Responsibility

Vendor Must Complete the Following for Proper Direct Delivery Setup:

- ‘Available For Special Order’ indicator must be set to ‘Yes’ **by the vendor in PCM**
- ‘Available For Direct to Consumer Delivery’ indicator may be set to ‘Yes’ **by the vendor** if capable of shipping directly to the customer



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How to update Direct Delivery Flag and SOS lead-times in PCM

INSTRUCTIONS FOR UPDATING SOS LEAD TIME AND DIRECT DELIVERY THROUGH PCM

The following instructions are separated by vendor type. Please direct any questions to <http://lowespcm.ecusthelp.com>.

Data Pool Vendors:

- Log into your data pool/solution provider application
- Select the GTIN and attributes that need modification
- Update attributes and publish data to 1SYNC or your data pool
- **Attribute:** Direct to Consumer Delivery Indicator
 - **Definition:** Identifies whether the Vendor supports direct-to-consumer delivery for this trade item.
 - **Extension xpath:**
/tradeItem/extensions/lowes:lowesTradeItemExtension/lowes:lowesTradeItemIndicator/lowes:isItemAvailableForDirectToConsumerDelivery
 - **Validations:** None. TRUE indicates that the Vendor does support direct-to-consumer delivery for this trade item, FALSE indicates that they do not support this.
- **Attribute:** Special Order Lead Time
 - **Definition:** The normal delivery time for a special order, as measured from receipt of the special order by the seller until the trade item is delivered.
 - **Extension xpath:**
/tradeItem/extensions/lowes:lowesTradeItemExtension/lowes:lowesTradeItemIndicator/lowes:specialOrderInformationType/lowes:specialOrderQuantityLeadTime
 - **Validations:**
 - If Available for Special Order =TRUE, this data attribute is required.
 - Where present, must be a positive integer not exceeding 5 digits.
 - Where present in more than one level of the hierarchy, the values for this attribute must be consistent across all levels.

Data Pool Plus Web and Web Forms Vendors:

- Log into PCM
- Select "Update product data" from the left navigation bar
- Enter item number or barcode
- Select "Ordering and distribution" for lead time updates
- Enter in correct SOS lead time and click "submit"
- For direct delivery updates, select "Indicators/Identifiers"
- Select yes for "Direct to consumer delivery"
- Click "submit"



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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 over 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'

Vendor Cycle Time + Longest Transit Time +3 Day RDC Cycle Time (if SOS Cross-dock) = 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.



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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.

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.