Vendor Frequently Asked Questions

Important Contact Information

Application Support – If you experience issues with LowesLink or Spend Management, please contact one of the following:

For LowesLink® – loweslink@lowes.com
For the Spend Management system:
E-Mail eprocurement@lowes.com or by phone: Procurement Hotline - (336) 658-4180

Procurement Support Hours of Operation: Monday – Friday 8:00 A.M. – 6:00 P.M. EST/EDT

General

1. **How do I obtain LowesLink® access? How do I obtain digital certificates for additional users?**
    a. Follow the LowesLink® registration process found at Loweslink.com. If you have any problems during this process, email the LowesLink® team at loweslink@lowes.com.

2. **How do I obtain a PeopleSoft Login ID for my users?**
    a. Go to www.Loweslink.com and navigate to Partner Information > Spend Management Expense Vendor Information
    b. Under Spend Management Expense Vendor Information (US eCommerce) locate the Vendor User Enablement Form
    c. Download this form, fill in the appropriate information, and email this form to your Buyer at Lowes requesting that a new ID be created.

3. **Who should we contact if we have an issue with the application? Processing issues, access to the system, etc.?**
    a. Contact the Procurement Hotline identified in the "Important Contact Information" listed at the top of this page.

4. **Why can't we log into the system when previously we could?**
    a. Make sure that you are entering your user ID and password correctly as passwords are case sensitive
    b. If you are sure that the user ID and password are being entered correctly your password may have expired or your account may be locked out. To have your password reset or to have your account unlocked, contact the Procurement Hotline: (336) 658-4180.

5. **How do I change my PeopleSoft password?**
   a. Login to PeopleSoft using your User ID and current password
   b. In the Menu bar, navigate down to "-Change Password"
   c. Enter Your Current Password in the Current Password field
   d. Enter your new password in the new password field
   e. Re-Enter your new password in the confirm password field
   f. Click "Change Password"

6. **Where can I find reference materials for the eSettlements, eSupplier and Strategic Sourcing modules?**
   a. Go to www.Loweslink.com
   b. Navigate to Partner Information > Spend Management> Expense Vendor Information
   c. On the Spend Management Expense Vendor Information page, locate the Spend Management Expense Vendor Information (US eCommerce) section
   d. Under this section you will find quick reference guides

E-Supplier (Manage Orders)

7. **How do I update my address and contact information?**
   a. Click on Maintain Supplier Information in the menu bar
   b. Select "Addresses" or "Contacts"
   c. Add a new Address or Contact or Select and Address or Contact that you would like to update
   d. Update your information and Click Save.

8. **Why are we required to submit Purchase Order Acknowledgements (POAs)?**
   a. Lowes requires that their suppliers provide acknowledgements that they have received the purchase orders that have been dispatched to them.

9. **Why are we required to submit Advance Shipment Notices (ASNs)?**
   a. Lowes requires that their suppliers provide advance shipment notices so that they know when the items that they have ordered will be shipped.

10. **When should we create an ASN for a purchase order?**
    a. ASN's should be created at the same time or immediately after the order has been shipped.

11. **Why am I not able to see any line items to select for the ASN that I am creating?**
    a. Make sure that you have selected a Purchase Order and that the date range is correct for that Purchase Order.

12. **I added some line items from a purchase order to my ASN, how can I add additional items from another PO to the same ASN?**
    a. You cannot add line items from multiple Purchase Orders on one ASN.

13. **I've selected a Purchase Order to add to my ASN but I cannot see any line items. What might be the cause of this?**
    a. The Purchase Orders line items may be on a schedule. Please make sure that your selection criteria for the date range are correct.

14. **I don't want to send my ASN now, can I save it?**
    a. No, there is not an option to save an ASN.

15. **What are the POA statuses and what do they mean?**
    a. <u>New</u> - The purchase order has not been acknowledged, or has been re-dispatched because of a change order and requires new acknowledgement.

    b. <u>Supplier Review</u> - The supplier is working on the POA, which cannot be viewed or edited by anyone else at this stage.

    c. <u>Supplier Responded</u> - The supplier has saved and submitted the POA with changes, which can now be viewed by the supplier, or edited by the buyer.

    d. <u>Buyer Accepted</u> - Both buyer and supplier can only view the POA, which is ready to be processed by Change Request Load process if it includes changes. This is also the default status when a supplier submits the POA without any changes.

16. **When can I confirm that my POA change is accepted?**
    a. Navigate to Manage Orders > Purchase Orders
    b. Enter Search criteria and click Search
    c. When the PO List displays, check the POA Status under the Acknowledgement Status column

17. **When can I ship an order?**
    a. If the purchase order has been fully acknowledged then the items can be shipped right away.
    b. If the purchase order has been acknowledged with changes, then you should wait for the change order before shipping.

18. **I am not sure about the invoice number, BOL or pro numbers to put on the ASN. What shall I do? Shall I use the numbers that I think are correct?**
    a. If you are not sure what the invoice #, bill of lading #, or pro-numbers are, leave this information blank.

19. **Where can we find training materials or job aides for the supplier portal?**
    a. Refer to the eSupplier Quick Reference Guide
    http://www.loweslink.com/pubdocuments/spmPeopleSoft_QR_Vendor_Functions.pdf

E-Settlements (Vendor Invoice tool)

20. How do I create Invoices?

a. Navigate to eSettlements > Self-Service Invoice
b. Select the Create Invoice link
c. Refer to the eSettlements Quick Reference Guide for more details
http://www.loweslink.com/pubdocuments/spmPeopleSoft_QR_Vendor_Functions.pdf

21. How do I review Invoices?

a. Navigate to eSettlements > Self-Service Invoice
b. Select the View Invoices link to view and modify invoices that have not become vouchers in the system before 5 PM EST.
c. Select the Invoice ID you would like to review.
d. Refer to the eSettlements Quick Reference Guide for more details
http://www.loweslink.com/pubdocuments/spmPeopleSoft_QR_Vendor_Functions.pdf

22. How do I review Payments?

a. Navigate to eSettlements > Payments > Review Payments
b. Select the payment reference link.
c. Refer to the eSettlements Quick Reference Guide for more details
http://www.loweslink.com/pubdocuments/spmPeopleSoft_QR_Vendor_Functions.pdf

23. How do I review Balances?

a. To review Invoice balance, Past Due invoices, and Invoices in Dispute, Navigate to eSettlements > Supplier Dashboard
b. To Review Receivables Aging Balances, Navigate to eSettlements > Invoices > Receivables Aging Balance
c. Refer to the eSettlements Quick Reference Guide for more details
http://www.loweslink.com/pubdocuments/spmPeopleSoft_QR_Vendor_Functions.pdf

24. Where can I find the Buyer/Supplier agreement?

a. Navigate to eSettlements > Supplier Information > Review Agreement Details
b. Enter search criteria for Buyer and Agreement Status and click Search
c. Refer to the eSettlements Quick Reference Guide for more details
http://www.loweslink.com/pubdocuments/spmPeopleSoft_QR_Vendor_Functions.pdf

Strategic Sourcing (Manage and Place Bids)

25. Why can’t I see sourcing events?

a. If you are having trouble viewing sourcing events, try changing your default search criteria to “SELL” events and search again.
b. Also, it may be possible that the event may not have opened yet.

26. Why can’t I post anything on the discussion forums?

a. Suppliers have read only access to the discussion forums.

27. How do I submit questions for RFX and auction events?

a. If you have questions pertaining to an RFX or Auction event, please email your Buyer directly. They will post the question and responses to the discussion forum.

28. If my internet is down, how can I submit my bid?

a. If your internet is down and you need to submit a bid, please call your Buyer immediately and they will place a bid on your behalf.

29. How can I work on my bid outside of PeopleSoft and resubmit at a later date and time?

a. If available, you can down load the .XML version of the event. Contact your Buyer for details.

30. How will I know if my bid has been accepted or rejected?

a. Your Buyer will contact you directly or you may receive a notice from the Strategic Sourcing system.

31. How do I submit a bid?

a. Access the **Manage Events and Place** bids link from your main menu. Then Go to View **Events and Place Bids**.

32. How do I submit changes to contract documents?

a. Make changes to the MS Word document and then save it as an .XML file. Email the newly saved file as an attachment to your Buyer.

33. What is a counter bid?

a. A counter bid is an offer from the buyer asking you meet or beat the current lowest price they have received. You can accept the counter at that price or counter the offer and lower your bid. You may also reject the counter from the buyer.

34. How do I decline a counter offer?

a. There is a dropdown menu on the bid screen with **Accept, Counter** and **Reject** options. Select **Reject** in order to decline the counter offer from the buyer.