



Lowe'sLink[®]
Spend Management (SM)
Login Password Issues

Updated: July, 2017

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Agenda

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Expectations

- **Oracle Login ID's and Passwords should not be shared.**
- Each user should have their own Login ID and Password.
- If not setup with an Oracle Login ID and Password, please complete the [Vendor User Enablement Form](#) found at www.LowesLink.com > Existing Partner Information > Spend Management Expense Vendor Information > For New Vendors.
- Email the completed form to ExpenseSSI@lowes.com.

LowesLink[®]

Go to www.loweslink.com

Click “Login to LowesLink”
or click the word “Login”

The screenshot shows the LowesLink website interface. At the top left is the LowesLink logo. At the top right, the date 'Monday, March 6, 2017' is displayed, with 'Home' and 'Login' links below it. The 'Login' link is highlighted with a red box. A red arrow points from the 'Login' link to a 'Login to LowesLink' button in the left sidebar, which is also highlighted with a red box. Below the sidebar is an Adobe Reader icon. The main content area features a 'Good Morning!' greeting and a welcome message. It is divided into a grid of eight sections, each with an image and a title:

- LowesLink[®] Getting Started**: New to LowesLink[®]? [Click here](#) to get started!
- New Partner Information**: Valuable Lowe's trading partner information. → [Lowe's Vendor Code of Conduct - Spanish / Chinese](#) → [Onboarding Checklist for New Vendors](#)
- Existing Partner Information**: Valuable Lowe's trading partner information. → [Vendor Recognition Programs](#)
- Import Vendor Partner Information**: → [TradeStone](#) → [LG Sourcing](#)
- Product Information**: Click [here](#) for further details on Data Synchronization and the new Marketing Data Tool Initiative.
- Electronic Data Interchange (EDI)**: → [WebForms](#) → [Traditional EDI](#)
- Lowe's Canada**
- Lowe's Mexico**: → [Proveedores Mexicanos entrar aqui](#)

At the bottom, there is a footer with contact information and legal notices:

For more information email LowesLink@Lowes.com
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Lowes Improving Home Improvement (SM)

LowesLink®

Select “Click Here to login to secure LowesLink®”.

LowesLink® Monday, March 6 2017
Home Login

LOWE'S

LowesLink® Login

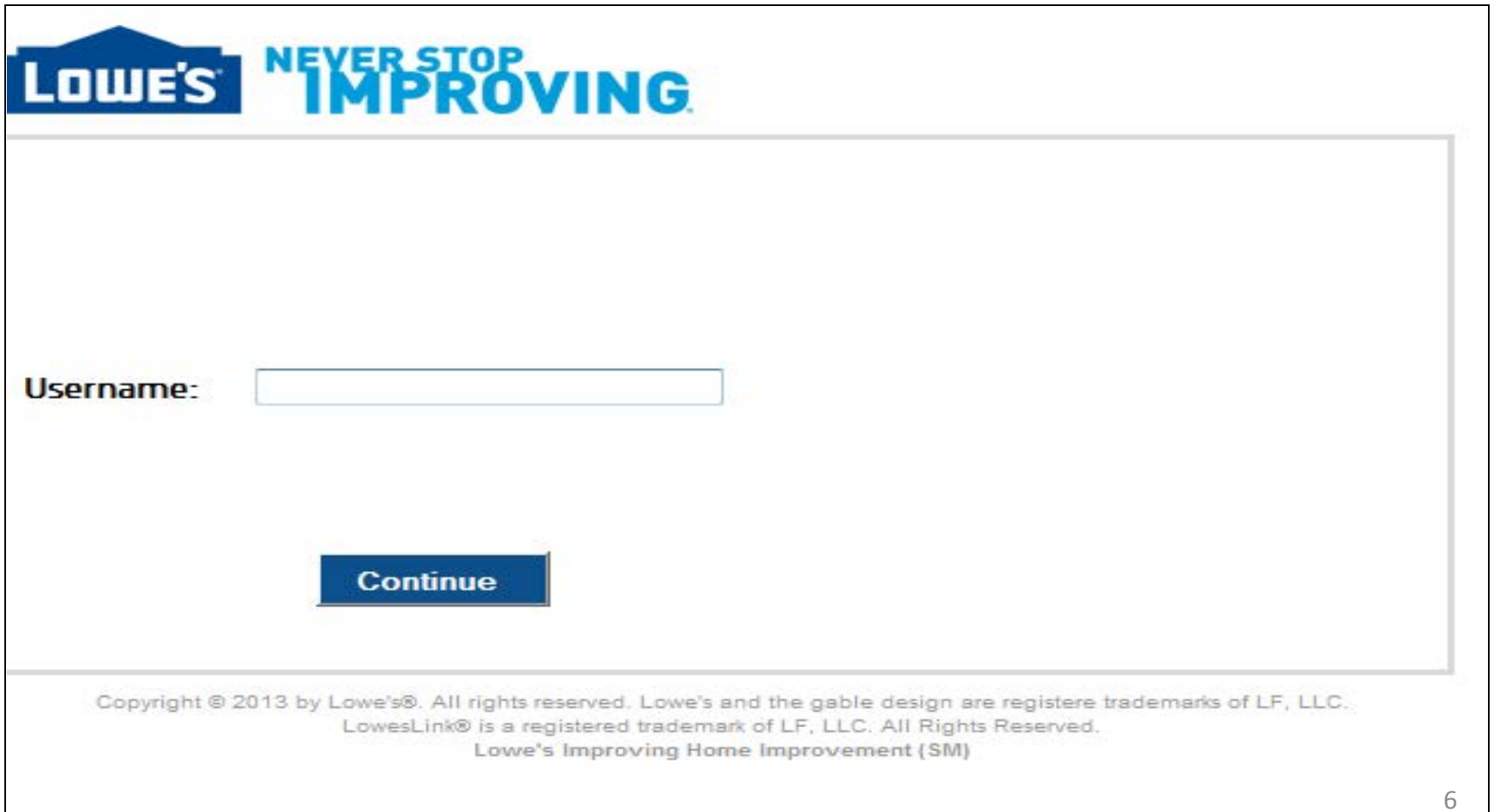
The login option below will ALWAYS require you to enter your Lowe's User ID/User Name. If you do NOT know your user id please send an email to LowesLink@Lowe.com with your name, your company name and your Lowe's vendor number. We will respond with your user id.

[Click Here](#) to login to secure LowesLink®.

For more information email LowesLink@Lowe.com
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LowesLink[®] Log In

Login using assigned LowesLink[®] User ID.



The image shows a login form for LowesLink. At the top left is the Lowe's logo with the tagline "NEVER STOP IMPROVING". Below the logo is a large empty rectangular box. In the lower-left area of this box, the text "Username:" is followed by a text input field. Below the input field is a blue button with the text "Continue". At the bottom of the page, there is a copyright notice: "Copyright © 2013 by Lowe's®. All rights reserved. Lowe's and the gable design are registered trademarks of LF, LLC. LowesLink® is a registered trademark of LF, LLC. All Rights Reserved. Lowe's Improving Home Improvement (SM)".

LOWE'S NEVER STOP IMPROVING

Username:

Continue

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LowesLink® Log In Password

- Login using LowesLink® Password.
- If having issues **logging into LowesLink®**, please email LowesLink@Lowe.com for assistance.



LowesLink® Authentication

User ID:

Please enter your Password and click the Submit button.

Password:

Submit

[Forgot Your Password](#)

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Application Menu

Select “Spend Management US & Canada”.

- Spend Management not listed? Email LoweLink@lowes.com for assistance.

The screenshot shows the Lowe'sLink application interface. At the top, there is a dark blue header with the Lowe's logo and the slogan "NEVER STOP IMPROVING" on the left. The "Lowe'sLink" logo is centered in the header, and the text "Welcome <your name here> !! Monday, 06 March, 2017 - 06:25:31" and a "Logout" link are on the right. Below the header is a main content area with a left sidebar labeled "Tools". The sidebar contains a list of menu items: "Change My Access" (with a key icon), "Change My Profile" (with a person icon), "Lowe's Store Lookup", "Quality Assurance", "Spend Management US & Canada" (highlighted with a red arrow), "Supply Chain Information", "Transportation Information", "Vendor Information", and "Vendor Inquiry". A vertical scrollbar is visible on the right side of the main content area. At the bottom of the page, there is a dark blue footer with the text "© 2017 Lowe's Companies, Inc. All rights reserved."

Oracle Login Screen

- Login with Oracle User ID/Password.
- If having issues **logging into Oracle**, please see the next slide.

Lowe's Peoplesoft Financials 9.2 Production System

Login

Sales ID or User ID

Password

Submit

Click [here](#) if you forgot your password.

Application Availability		
Day	Module	Time (EST)
Sunday	All Modules	No Access
Monday - Friday	Spend Management	7:00 AM - 11:00 PM
	Project Costing	
	Accounts Payable	
	AM, GL & Expense PO	
Saturday	Project Costing	6:00 AM - 5:00 PM
	All Other Modules	7:00 AM - 5:00 PM

Options for Password Assistance

- There are two options available for password assistance that will be reviewed on the following slides:
 1. Obtaining a new password:
 - “Click here if you forgot your password” option on the Oracle login page (this option can be used if a security question has been previously setup in the My System Profile option).
 2. Getting the password reset:
 - Call our Lowe’s IT Service Desk at 800-964-3375.

First Option: Request Password via Email

- **Note:** This option can only be used if a security question has been previously setup in the My System Profile option.
 - After you're able to login to Oracle again, for assistance with setting up the security question for future use, please see the guide called *Change Password & Password Help*.
- Click the link in "Click here if you forgot your password" and follow the prompts to request a new password be emailed to you.

Lowe's Peoplesoft Financials 9.2 Production System

Login

Sales ID or User ID

Password

Submit

Click [here](#) if you forgot your password.

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	Accounts Payable	
	AM, GL & Expense PO	
Saturday	Project Costing	6:00 AM - 5:00 PM
	All Other Modules	7:00 AM - 5:00 PM

Second Option: Call for Password Reset

- For issues with **Oracle password**, please follow these steps:
 1. Call our Lowe's IT Service Desk at 800-964-3375.
 2. At the beginning of the call, it will prompt for a Lowe's Sales ID.
 - Enter supplier vendor number (10 digit limit, leading zeroes not required).
 3. Select option #3 for Password Support. You will hear the following message but please hold for the next available agent.
 - Message states "If you are calling to reset your Genesis password, press #1. Otherwise, please hold".

Login Password Issues Recap:

- LowesLink[®] Password Issues:
Email LowesLink@Lowe.com
- Oracle Password Issues:
 - Use link on Oracle login screen to request via email or
 - Call Lowe's IT Service Desk at 800-964-3375 and select the option for **Password Support**.
- If not setup with an Oracle Login ID and Password, please see the next slide.

Spend Management Access Setup

- If not already setup with access to work in Spend Management, please complete the following steps:
 1. Go to www.LowesLink.com.
 2. Navigate: Existing Partner Information > Spend Management Expense Vendor Information.
 3. Complete the Lowe's Expense Vendor Setup Request Form and the Spend Management Access Request Form.
 4. Go to ww.IRS.gov.
 5. Fill out respective W8 (for USA) or W9 (if Canada) form.
 6. Email **all 3 completed forms** to ExpenseSSI@Lowes.com. The team will submit the forms to the appropriate areas to have Spend Management Access setup.

For Assistance with Login Password Issues:

Email ExpenseSSI@lowes.com

or

Call our Finance Resource Center at 336-658-2121,
select option 3 for LowesLink[®] then
select option 3 for Spend Management (Expense SSI)