

# Planogram Department

## Bay or Space Reservation Overview



It is Lowe's standard practice to provide a facility for merchants and vendors to review product, displays, and signage. All facilities are expected to provide a clean, neat, and safe environment for merchants and vendors. Operational expectations include but are not limited to the following:

### How do my vendor's or I reserve space at the Planogram Facility?

**Process: Merchant or Vendor** makes reservation via Planogram Scheduling Mailbox @ [Planogram.Scheduling@Lowes.com](mailto:Planogram.Scheduling@Lowes.com) with the following information.

Requested Information	If you are a <b>Lowe's Employee</b> requesting space for multiple vendors, please fill out detailed information needed below.
Requester Name	Vendor Name/Tele #/E-Address/# of Bays Needed
Requester Phone #	Vendor Name/Tele #/E-Address/# of Bays Needed
Requester Company	Vendor Name/Tele #/E-Address/# of Bays Needed
Lowe's Merchandise Director	Vendor Name/Tele #/E-Address/# of Bays Needed
Merchandise Division	Vendor Name/Tele #/E-Address/# of Bays Needed
POG Use (US, CA, or Both)	Vendor Name/Tele #/E-Address/# of Bays Needed
Start Date	Vendor Name/Tele #/E-Address/# of Bays Needed
End Date	Vendor Name/Tele #/E-Address/# of Bays Needed
Product	Vendor Name/Tele #/E-Address/# of Bays Needed
Standard Bay Sizes Available: Wth 84", 97", 102" x Dph 28", 34", 42" x Hght 12ft or 16 ft Please specify size desired :  Other if not listed:	Vendor Name/Tele #/E-Address/# of Bays Needed
Total # of Bays Needed	Vendor Name/Tele #/E-Address/# of Bays Needed
Endcap (Yes/No and Width)	Vendor Name/Tele #/E-Address/# of Bays Needed
Product Disposal after Review	Vendor Name/Tele #/E-Address/# of Bays Needed

## FAQ'S

## Is there a Facility charge?

**There is no charge for utilizing the Troutman Planogram facility**

## What are the Facilities Hours of Operation?

### Meeting rooms and warehouse

7:30 a.m. – 6:30 p.m., Monday - Thursday; 7:30 a.m. – 5:30 p.m., Friday

Closed on Lowe's corporately observed holidays

### **Can I work evenings and weekends?**

- No, the facility is closed to Lowe's Merchants and Vendors after the hours of operation!

### **Will my sets be secure?**

- The facility will maintain security cameras, motion sensors, and alarms on all exterior doors.
- Each secured racked display room will be wrapped in a 9' tarp to prohibit any one from seeing what is set inside a specific room. Within a room you will have the ability to block off specific bays inside an aisle if requested by the Merchandise team.
- Vendors will be required to provide picture identification, business card and merchant approval before being allowed to work in the facility. You will be given a **key card in exchange** to allow you into an assigned 'Section' of the building. Each section will be individually secured with a security card monitored system. Vendors will only be authorized access to the racked room that they have an active set in and may only obtain access to one room at a time.
- ALL NON-LOWE'S EMPLOYEE'S **MUST SIGN IN UPON ARRIVAL AND SIGN OUT UPON DEPARTURE EACH DAY DURING THEIR VISIT TO THE FACILITY.** If the merchant escorts a vendor through the facility; the vendor **MUST** have an appropriate lanyard that correlates with the appropriate zone they are being escorted to, (EX. Purple Zone – Purple Lanyards).
- No cameras for photography will be allowed in the facility without a Lowe's merchant present, or a Planogram staff member present that has received permission from the Lowe's merchant. Anyone taking photos outside these guidelines will be asked to delete the data and leave the premises.
- No cell phones, I-Pods or other electronic devices are allowed in the Lowe's Planogram Facility. These items are to be left in the vendor's vehicle for the duration of the visit.
- Proper footwear is required to enter into the Planogram Facility Warehouse. (No Open-Toe footwear)

### **What happens to the product after the review?**

- The facility staff is responsible for ensuring proper product disposition as per vendor or merchant directive within the predetermined timeframe.
- NO product will be removed without merchant authorization.
- Products donated to Lowe's will be sold through the Planogram Department's on-going On-Line Auction Sale to benefit the LCEF or donated to Habitat for Humanity.

### **What are the receiving hours?**

- Consolidated receiving and shipping will be manned and remain secure during normal business operating hours. All shipments will be labeled and staged for easy access by vendor and/or merchant.

### Receiving

8:00 a.m. - 4:30 p.m., Monday - Friday

Closed on Lowe's corporately observed holidays

### Address

Lowe's Planogram Building  
286 Houston Road  
Troutman, NC 28166

(704) 528-2865 office  
(704) 528-2990 fax (front office)  
(704) 528-2992 fax (shipping dept.)

## Will I have all of the bay steel for setting the planograms?

- Facility has been designed to accommodate all current merchandising executions.
- Facility will provide all necessary steel for set up and modifications
- Facility will provide and maintain all facility power equipment
- Facility will provide electrical power as required by set or project

## Will there be staffing at the facilities?

- Front Lobby area will be covered during normal business operating hours, including lunch
- Facility staff will not provide services for a fee
- Facility staff will provide contacts for additional resources for temp labor to assist in setting bays or displays

## Will there be offices at the facility?

- 15 Hotel cubes are available for Lowes Merchants
- 1 Printer and 1 Multifunction Printer are available

## Additional Points:

- 24 Conference rooms will be available to be scheduled through Outlook
- The Planogram Facility is wireless and supports both the Guest and Lowes Networks similarly to the CSC
- Limited break room available
- Vendors are responsible for preparing all out bound shipments

## PLEASE NOTE:

**ALL NON-LOWE'S EMPLOYEES; CELLPHONES, BLACKBERRIES and CAMERAS  
WILL NOT BE ALLOWED INSIDE OF THE FACILITY!!!  
NO EXCEPTIONS.**