



## Billing Requirements and Payment Information

Lowe's Payables department has automated systems in place to promptly and accurately process invoices that meet our billing requirements (Note: There are [additional requirements](#) to support shipments that cross borders where LGS or Lowe's Canada is the importer of record). Invoices that do not meet the requirements fall out of the automated stream and run the risk of being paid late or being returned to the vendor.

Lowe's billing requirements are as follows:

- Vendor name and remittance address on all invoices
- Terms consistent with our buyers' purchase agreement or stores' expectations
- One invoice per purchase order; one purchase order per invoice
- No back orders – only one shipment per purchase order
- Vendor number assigned to you by Lowe's on all invoices
- Lowe's store name, store number, and address on invoice
- Lowe's purchase order number on invoice – no names please
- F.O.B. (freight on board) terms stated (collect or prepaid)
- Bill only for merchandise shipped
- Bill and ship in the same unit of measure as ordered
- Provide Lowe's item numbers on invoice in the same sequence as ordered
- Include applicable allowances or charges in line item prices unless otherwise advised
- Compute and provide applicable discounts on the invoice
- Credit memos must reference Lowe's store name, number and address, purchase order number or return material report number, rebates, allowances, debit memo number, original invoice number, etc., and should be on company stationery inclusive of vendor's letterhead
- Notify the Merchandiser of any price discrepancies on the purchase order prior to shipping and invoicing

Electronic invoicing is our preferred method of receiving invoices (refer to the Electronic Data Interchange section in the Vendor Information Guide for requirements) for domestic shipments. Note: There are [additional requirements](#) to support shipments that cross borders where LGS or Lowe's Canada is the importer of record. Once electronic invoicing is established, Lowe's expects all Electronic Commerce vendors to receive payments via Electronic Funds Transfer (EFT). WebForms are an alternative to paper invoicing. WebForms allow vendors that are not EDI capable to use a web browser to interact with our EDI system and submit invoices electronically over the internet.

If you do send **paper invoices**, have only one original invoice (do not send multi-part invoices). All transactions regarding merchandise for resale should be mailed to:

Discounted terms less than 15 days  
**Lowe's Companies, Inc.**  
**Attn: Special Handling**  
**P.O. Box 2068**  
**North Wilkesboro, NC 28659**

All other paper invoices  
**Lowe's Companies, Inc.**  
**Attn: Vendor Invoice Payment**  
**P.O. Box 1765**  
**North Wilkesboro, NC 28659**

Invoices that cannot be processed for failure to comply with any of the above requirements may be returned for rebilling. Applicable discounts are taken when delays are caused by billing non-compliance. Vendors with continual billing problems are subject to a processing/handling charge per transaction.

## **Billing Requirements and Payment Information (continued)**

- **Payment Terms:** Any deviation from agreed upon standard payment terms (agreement) must be communicated in writing prior to invoicing. Lowe's will be diligent in meeting the approved terms billed within guidelines.
- **Discounts:** Any adjustment used to calculate the discount amount must be stated on the invoice. Explicitly show the due date and/or the net due date.
- **Due Date:** Lowe's interprets payment due date as the following business day from when payment/remittances are generated.
- **Debit Balances:** Due to changing business relationships or seasonal business, we sometimes find a vendor in a debit balance position (vendor owes Lowe's). If this occurs and the balance will not be or has not been cleared in 45 days by ongoing business, Lowe's requires the vendor to refund the debit balance by check. In situations where debits result in invoices being paid beyond the normal payment terms, Lowe's will still take any applicable discounts.
- **Pricing Exceptions:** Disputed pricing discrepancies deducted for **stock** product should be returned to Lowe's and will be forwarded to your Merchandising representative for review. Please review disputed pricing discrepancies for **SOS** (special order sales) product with the store. Obtain a signed copy of the SOS Work Order Sheet from the store and send the copy in with the deduction letter mailed to you from Lowe's.
- **Statements:** Lowe's pays by invoice and not statement. Do not attach invoices to monthly statements. Vendor statements are not reconciled on a monthly basis, but are reviewed on a regular basis.
- **Account Inquiries:** For your convenience, payment history and rejected invoice information are available on [www.Loweslink.com](http://www.Loweslink.com). To begin using this valuable reconciliation tool, go to [www.Loweslink.com](http://www.Loweslink.com) and select the "Getting Started –Register Here" link and follow the steps to sign up for Vendor Inquiry Access. If you have additional questions please contact our EDI Team at [loweslink@lowes.com](mailto:loweslink@lowes.com)

Please do not send paper documents unless requested by someone in Trade Payables after our template process has been conducted. Our template can be accessed via LowesLink® or a copy will be furnished to you by submitting a request to: [vendorinquiry@lowes.com](mailto:vendorinquiry@lowes.com).

Our Vendor Solutions section handles inquiries from our stores, vendors, and our merchandising department regarding unpaid invoices or payment problems. If you have questions about the handling of your account that can not be answered through the template process, please call 336-658-2121.

Requested back up paper documents for Vendor Inquiries should be mailed to:

**Lowe's Companies, Inc.**  
**Attn: Vendor Payment Inquiry**  
**P.O. Box 1813**  
**North Wilkesboro, NC 28659**