



**Document Direct**  
[www.loweslink.com](http://www.loweslink.com)

## **Welcome to LowesLink™**

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10/18/04

### Welcome to LowesLink **Document Direct for viewing 855 Exceptions**

Lowe's Document Direct Application allows our trading partners to review 855 Reverse Purchase Order Exceptions through LowesLink. Document Direct is intended to automate the notification process to our vendors on errors with their 855 data, with our ultimate goal to eliminate 855 errors altogether. Providing access to Document Direct for our vendors will allow for faster resolution to the 855 exceptions and should eliminate delays in processing shipments at our stores and distribution centers. This application is not intended to verify Lowe's has received our vendor's 855 documents. It is necessary for the vendor to continue verifying they receive the 997 Functional Acknowledgement document from Lowe's to confirm we have received their 855 documents.

The exceptions displayed on Document Direct represent the prior day's 855 Reverse Purchase Orders that were transmitted to Lowe's prior to our cut-off time that day. All of the 855 Reverse Purchase Order Exceptions must be resolved the same day as displayed on Document Direct, prior to delivery of the shipment, and the 810 Invoice document should not be submitted to Lowe's until the 855 exceptions are resolved. Resolving all 855 exceptions before submitting the 810 Invoice will eliminate exceptions with the 810 Invoice as well.

This package has been designed to provide the vendor with the requirements necessary to begin utilizing the 855 data exceptions through Document Direct.

### **Vendor Requirements**

Vendors, excluding vendors using Webforms, who are submitting 855 Reverse Purchase Orders to Lowe's are automatically candidates for Document Direct. **It is of vital importance to the vendor and to Lowe's for the vendor to resolve these errors daily. The vendor must resolve these errors prior to delivery of the shipment, and prior to submitting the invoice to Lowe's.**

### **GETTING SET UP ON DOCUMENT DIRECT**

Lowe's requires all Document Direct users to complete a Vendor Registration Form and return a Subscriber Agreement to gain access to any protected application within LowesLink. The steps and instructions to complete these two documents can be found by using the following link.

<http://www.loweslink.com/llmain/pubdocuments/LowesLinkRegistration-VendorInstr.pdf>



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Upon submission of the registration, you will receive a registration number. This number must be retained to retrieve and install your digital certificate. Each user at your company must complete a separate registration and receive their own digital certificate in order to gain access to the requested application on LowesLink. This certificate can be installed on multiple computers for the exclusive use of the certificate owner. If there is more than one person working from a computer and both need access to LowesLink, each person must have their own certificate. Multiple digital certificates can be installed on one computer.

Once you have completed the registration and certificate retrieval process, the following events will take place.

- 1) Lowe's Inventory Specialist and Merchandising Assistants will be notified by Lowe's EDI Coordinator to discontinue sending Reverse Purchase Order errors to the vendor.
- 2) Now that the vendor is authorized to use Document Direct, you should review the section on "Using Document Direct" for instructions on using the application.
- 3) When Lowe's is unable to process the vendor's 855 data without errors, an email will be sent to the vendor notifying them to view the errors on Document Direct. The vendors are asked to work these errors daily to eliminate delays in processing their data and receiving their shipments, with our ultimate goal being to eliminate your 855 errors altogether.

The email will include this message along with a link to Document Direct:

**Subject:** *New 855 Reverse Purchase Orders Exceptions on Document Direct for (Vendor Name – Vendor EDI ID)*

*Vendor – (Vendor Name) Vendor number – (#####)*

*"Your recent 855 Reverse Purchase Orders that you transmitted to Lowe's had errors.*

*Please review the errors on Document Direct and take the appropriate action for the orders to be processed today.*

*Click on this link to Document Direct. Thank you for your assistance in eliminating 855 errors."*

*<https://secure.loweslink.com/cgi-bin/getAccess/applist.gas.bat>*



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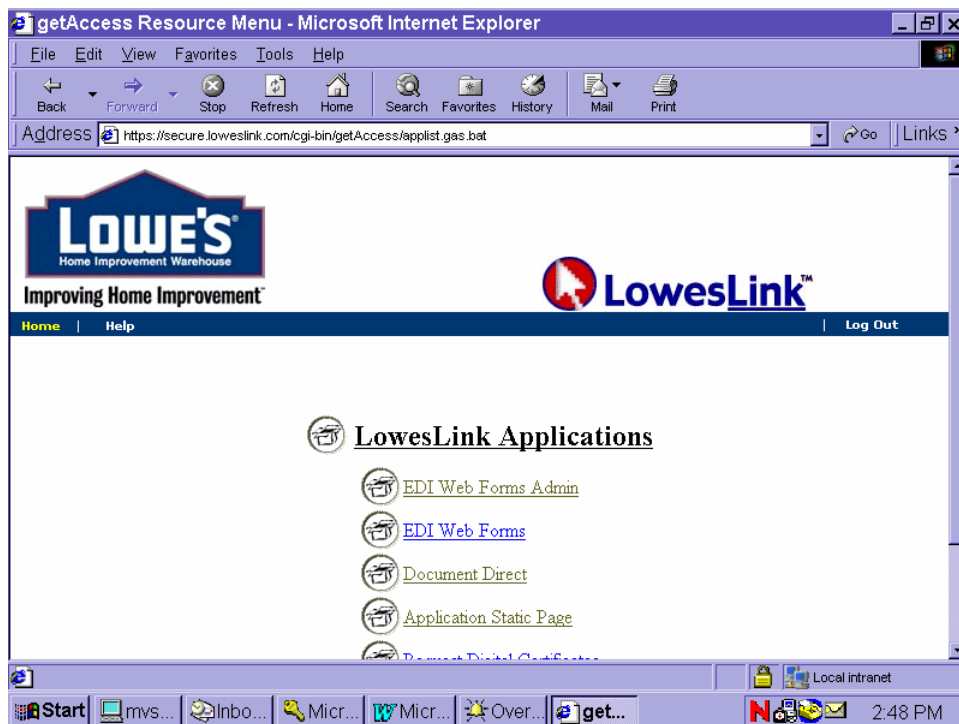
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### USING DOCUMENT DIRECT

The following steps will walk you through using Document Direct to view your 855 Reverse Purchase Order Exceptions.

- 1) Open [www.loweslink.com](http://www.loweslink.com) and click on the "Login" tab at the top of the page.
- 2) From here you will be admitted to LowesLink using your Digital Certificate.
- 3) Next you will be welcomed to LowesLink, click OK.
- 4) Enter your password that you used when setting up your certificate, and click OK.
- 5) Now you should have a screen showing "LowesLink Applications", click on "Document Direct".



- 6) Next you will be welcomed to Document Direct for the Internet. Click on the hand-pointer symbol beside "Start Online Report Viewing".

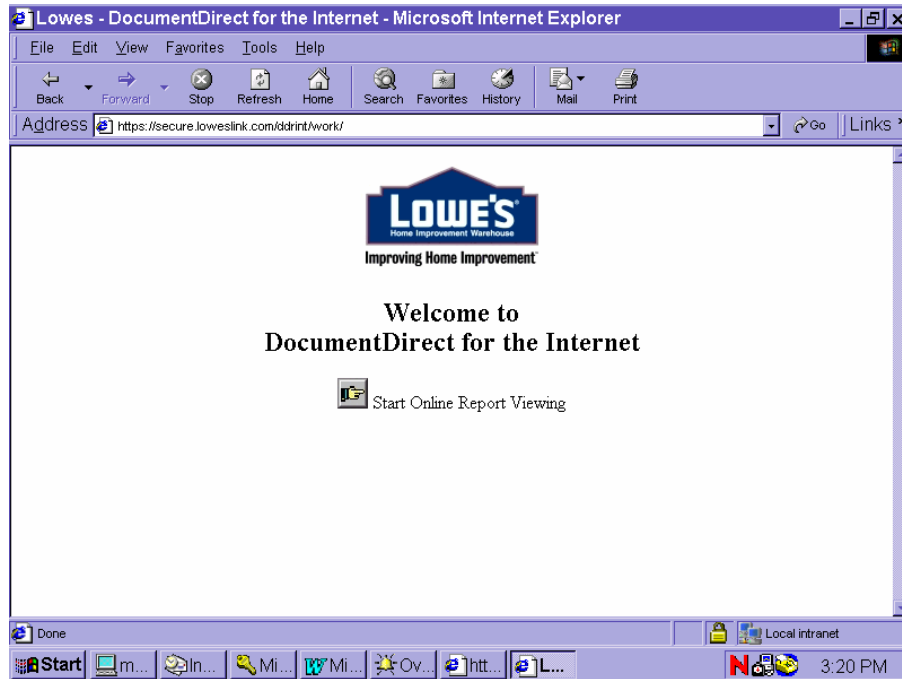


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7) The next screen will display

Online Report Viewing  
- Report  
+ PORR420V

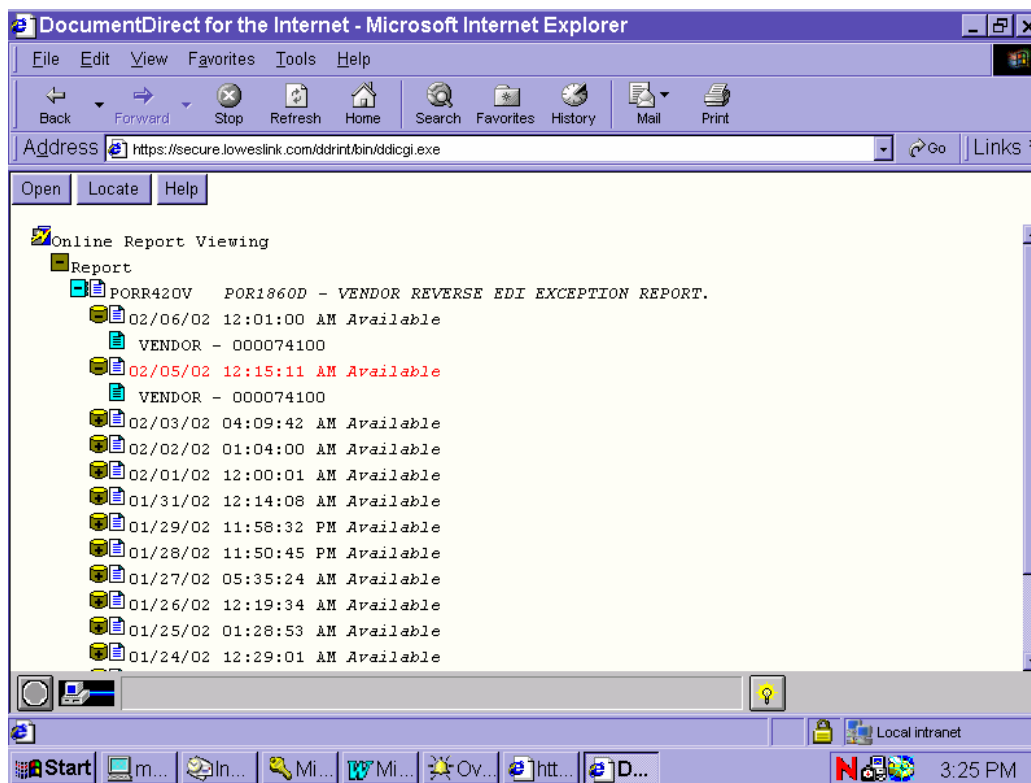
Click on the plus sign (file) beside PORR420V to expand the 855 Reverse PO Exception Report Dates.

- 8) Immediately below PORR420V individual report files will be listed showing the date and time the report file was available for viewing. Click on the plus sign (report file) beside the date you want to open.
- 9) Immediately below the date file, you will see your vendor number(s) listed that had errors for that date. If there are no errors for you for that date, you will not see any vendor numbers listed and will receive a message “You have no pages to view in this version.”



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- 10) Click on the document beside the wording “Vendor” to view the errors for that date. If you have more than one vendor number listed, you will need to click on each one to view all errors for that date. The report for that vendor number will be displayed. This is a screen print of the hierarchy in selecting the reports.





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11) This is a screen print of the Report, with details following it on the report layout.

REPORT NAME - PORR420V LOWES COMPANIES INC.  
PAGE NO - 1 VENDOR EDI REVERSE PURCHASE ORDER EXCEPTION REPORT

RO -REJECTED ORIGINAL  
RC -REJECTED CHANGE/CANCELLATION  
WO -WARNING ORIGINAL, PO PROCESSED WITH ERRORS THAT REQUIRE RESEARCH  
WC -WARNING CHANGE, PO PROCESSED WITH ERRORS THAT REQUIRE RESEARCH

VENDOR - 000074100 - COLOR SPOT

BUYER NAME - BRENDA HAYES

RP - NURSERY 2001 PREPAID MP - WAYMIRESPRINGNURSERY2001

REFNO	PO NUMBER	STORE	ITEM	ERROR
50334	19995	790	HEADR	RC -PO ALREADY RECEIVED
50334	65200	56	HEADR	RC -PO ALREADY RECEIVED
50334	65200	250	HEADR	RC -PO ALREADY RECEIVED

RP - 2002 NURSERY PREPAID MP - WC SPRING/NURSERY 2002

REFNO	PO NUMBER	STORE	ITEM	ERROR
43004	10002	1026	HEADR	RC -PO ALREADY RECEIVED
43004	10003	208	HEADR	RC -PO ALREADY RECEIVED
43004	10005	714	HEADR	RC -PO ALREADY RECEIVED

Report: PORR420V Version: 02/06/02 12:01:00 AM Section: VENDOR - 000074100 Page 1 of 7

a) Buttons at the top of the screen:

- i) **Previous Page** and **Next Page** – allow you to move backward and forward within the report.
- ii) **Print** and **Print Current Page** – allow you to print the entire report or to print only the current page. If you are unable to print when you select the Print button, a printing module plug-in must be allowed to download the first time printing is attempted. This requires the Web Browser security be set to Low, specifically the ActiveX Controls must be enabled to allow downloads. From the Web Browser top row menu bar select:

### Tools

#### Internet Options

Security (Then set the security level to LOW)



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Once the plug-in module is downloaded you may change the security back to its previous level if you desire.

- iii) **Download** – allows you to download the data to a file.
- iv) **Search** – allows you to search for a specific word or number within the report.
- b) At the Bottom of the screen, information about the report is displayed:
  - i) **Report: PORR420V** – the 855 Reverse PO Exception Report id is PORR420V.
  - ii) **Version: Date / Time** – this is the date of the report you are viewing and the time the report was made available for viewing.
  - iii) **Section: Vendor Number** – this is the vendor number the data is being reported for in the report.
  - iv) **Page Numbers** – the page number of the report you are viewing is the first number displayed and the next number is the number of pages in the report.
- c) **“X”** in the upper right-hand corner – closes the report.
- d) **Legend** – at the top of the report page you will see this legend that will be helpful in identifying how to handle the error and whether you were sending an Original, a Change, or a Cancellation document.

*RO -REJECTED ORIGINAL* - In the Error Column of the report, if the error message is preceded by “RO”, this means we Rejected the 855 Original and requires your identifying the problem and resending the 855 as an Original.

*RC -REJECTED CHANGE/CANCELLATION* – In the Error Column of the report, if the error message is preceded by “RC”, this means we Rejected the Change or Cancellation and requires your identifying the problem and resending the 855 as a Change or Cancellation.

*WO -WARNING ORIGINAL, PO PROCESSED WITH ERRORS THAT REQUIRE RESEARCH* - In the Error Column of the report, if the error message is preceded by “WO”, this means we Processed the 855 Original but there were errors that require your resolving the errors with the 855 Original, and may require your sending an 855 Change.

*WC -WARNING CHANGE, PO PROCESSED WITH ERRORS THAT REQUIRE RESEARCH* - In the Error Column of the report, if the error message is preceded by “WC”, this means we Processed the 855 Change or Cancellation but there were errors



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that require your resolving the errors with the 855 Change or Cancellation, and may require your sending an 855 Change or Cancellation.

- e) **Buyer Name or Merchandiser Name** – If you are unable to identify what is needed to correct the error, the name of the person to contact is listed in this section of the report. Please note your report may have various buyer/merchandiser names. Be sure to call the person listed immediately above the error in question.
- f) **Reference Number / PO Number / Store Number / Item Number** - The information in these columns will help to identify which 855 had the error.
- g) **Error** – This column provides specific information on what caused the error and on its resolution. If it is necessary to call Lowe's Inventory Specialist (Buyer as referred to on the report) or Lowe's Merchandising Assistant (Merchandiser as referred to on the report), they have access to the same 855 errors as you are viewing on Document Direct. This may be helpful in discussing the reports.
- h) **Price Discrepancy Report** – This section of the report displays any price discrepancies by line item from your 855 to our price used in posting the 855. It is important for you to resolve these discrepancies in order for your Invoice to be processed. Please research these errors before you submit the Invoice to Lowe's so that your invoice price matches the price Lowe's posted on the 855.

The reports will remain on Document Direct for a period of six months.

- 12) Once you have resolved all errors and discrepancies on the report, please correct the source causing these problems so there are no additional 855's submitted with these same type of errors. If you and Lowe's can correct the source causing these errors, it will allow your data to be processed without interruption the day you submit it and be available to the store the next business day. This will also enhance our 855 program with you by allowing our stores to process your shipments upon receipt and will eliminate the research time required to resolve the 855 errors. Additionally, this will facilitate expediting invoice processing and payments.

### ADDITIONAL INFORMATION

#### **Resolving errors:**

The error messages given in the Error field, should identify the problem with the 855 data and give information to assist in resolving the problem. Here are additional hints for problem resolution.



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- If you can determine what caused the error such as a typo and the Error field indicates to call the Buyer, this isn't necessary. You would determine whether it is necessary to resend the 855 as an original or as a change in order to correct the error.
- If you send an original 855 and the error for the 855 has a value of "RO", this would indicate you need to correct the problem and resend the 855 as an original 855.
- If you send an original 855 and the error for the 855 has a value of "WO", review the error to determine if it is necessary to send the 855 as a Change 855 to correct the error. Remember when submitting Change 855 documents, the entire purchase order must be transmitted.
- If you send a Change 855 and the error for the 855 has a value of "RC" or a value of "WC", this would indicate you need to determine if it is necessary to resend the 855 as a Change 855.
- Pricing discrepancies – If our price varies from what you transmit, the price Lowe's will post for the line item is displayed on the report. This is the amount Lowe's will pay you for the goods. If the "Price Used" value is incorrect, it is important you work with Lowe's Merchandising Assistant to correct the pricing discrepancies before you submit the invoice to Lowe's.
- Review the errors on Document Direct from one day to the next to verify the problem has been corrected that are causing the errors. This will be of great benefit to you and to Lowe's for processing future 855's, receiving your product without delays, and ensuring there are no delays in issuing payment to your company.

### Terms to know:

- **Buyer** – refers to Lowe's Inventory Specialist.
- **Reference Number** – this is the number that identifies your company at Lowe's and links your 855 to Lowe's replenishment program. This number must be accurate in the 855 or the 855 will not be processed. It is of vital importance that you confirm with each new season that you are using the correct reference number by verifying this with Lowe's Inventory Specialist.
- **RP** – Lowe's Inventory Specialist creates a Replenishment Program for your company used to replenish our inventory at our stores and distribution centers.
- **MP** – Lowe's Merchandising Assistant creates a Merchandising Program for your company which identifies the product we are going to be purchasing from your company.

**Thank you for improving Reverse Purchase Orders with Lowe's!**