



## Special Order Sales (SOS) Contact Information

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### SOS and Internet (Lowe.com) Store, Field and Corporate Communications

- Store Communications
  - BTV
  - EMS
  - Store and Corporate Training Programs
  - Lowedown, Monthly Sales Planner, Focus on Operations
  - [SOSSales@lowes.com](mailto:SOSSales@lowes.com) & [InternetSupport@lowes.com](mailto:InternetSupport@lowes.com)
- } (704) 758-3937
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### Paper Catalogs

- Questions and PDF submissions: [SOS.Operations@lowes.com](mailto:SOS.Operations@lowes.com)
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### Accounting:

- SOS Combine & Clear:
  - SOS Accounting:
  - SOS Debits:
  - SOS RMRs:
- } (336) 658-2090
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### Electronic Data and In-store Selling Tools

- m2o questions: [m2oCatalogSupport@lowes.com](mailto:m2oCatalogSupport@lowes.com)
  - m2o catalog update requests [LWRT](#)
  - eCat data submissions and inquires: [eCatUpload@lowes.com](mailto:eCatUpload@lowes.com)
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SOS Departmental Fax: (704) 757-0527

\*\*\*All emails will be responded to within 24 hours of receipt M-F. Weekend requests will be responded by Tues.\*\*\*