

# **Lowe's Companies, Inc.**



## **Footprints Vendor Onboarding**

**October 28, 2009**

# Introduction

## Purpose of Document

The purpose of this document is to outline how a vendor will enter a ticket into Footprints.

## What is footprints:

- Footprints is a system designed to house requests, track each ticket and send out confirmation emails so the end user can see where the request is at any given time.
- URL: <http://lowespcm.nfpondemand.com>
- If they are a first time user they will need to: Click on “Sign up here”



- Next, they will complete the user registration info to generate your user ID and password.

## New User Registration

Account Setup	
<b>Email Address*</b>	<input type="text"/>
<b>Password*</b>	<input type="text"/>
<b>Re-Enter Password*</b>	<input type="text"/>
<b>Password Retrieval Question*</b>	[ Choose a question to answer ] <input type="button" value="v"/>
<b>Your Answer*</b>	<input type="text"/>

*Enter your complete email address in the format bsmith@yourdomain.com. Whatever you enter now will become your FootPrints User ID.*

*case sensitive*

*case sensitive*

*This question will help us verify your identity if ever you should forget your password.*

Personal Data			
<b>Last Name*</b>	<input type="text"/>	<b>First Name*</b>	<input type="text"/>
<b>Vendor Type*</b>	Make a Selection <input type="button" value="v"/>	<b>Phone Number (xxx-yyy-zzzz)*</b>	<input type="text"/>
<b>Home Office Vendor Number*</b>	<input type="text"/>	<b>Company*</b>	<input type="text"/>
		<b>PCM User ID</b>	<input type="text"/>

 **GO**

- After completing Registration, they will be automatically logged into Footprints. Note that the email you entered will now be your Footprints User ID.
- They will Select “Submit Request” icon in the middle of the window.

User

 Search [Advanced](#)

Welcome to Product Content Management! A list of the most popular solutions for Vendor PCM Support can be found below. If you don't find the answer to your question there, use the buttons here to search the knowledge base or to submit a new request to Vendor PCM Support. If you experience any problems using Product Content Management, please call 866-808-7104.



**Browse Knowledge Base**



**Submit Request**



**View My Requests**

- Footprints will provide the following page:

**Submit a new Request – General Information**

**Subject\***  ABC

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**Your Personal Information\***

Update your personal information ?

**Last Name\***       **First Name\***       **Company\***

**Email Address\***       **Vendor Type\***       **Phone Number (xxx-yyy-zzzz)\***

**PCM User ID**       **Home Office Vendor Number\***

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**Inquiry Information\***

**Division\***       **Issue Type\***

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**Description\***

ABC

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**Attachments**

**Last Attachment**

1. They will populate the following fields:

Attribute	Required	Example
Subject	Yes	Lowe's Validation Questions
Division	Yes – User selects applicable division	20-Millwork
Issue Type	Yes – User selects applicable issue type	GDSN Datapool
Last Name	Yes – Defaulted, editable	Smith
First Name	Yes – Defaulted, editable	Joe
Company	Yes – Defaulted, editable	Joe's Supply
Email address	Yes – Defaulted, editable	<a href="mailto:JoeSmith@anywhere.com">JoeSmith@anywhere.com</a>
Vendor Type	Yes – Defaulted, editable	Data pool Vendor
Phone Number	Yes – Defaulted, editable	212-555-5555
PCM User ID	Optional, Defaulted, editable	ABCWE02
Home Office Vendor Number	Yes – Defaulted, editable	12345
Description	Yes – End User provides information regarding their inquiry	I have a question regarding the validation failure "Effective Date must be in the future". Can you provide additional details regarding this error?
Attachments	Optional	
Notifications	Optional – not shown but end user can enter in additional email addresses	
Save	Yes – button that the End User must click to initiate the inquiry creation	Button click

2. Upon clicking the "Save" button, the system will:

- a. Create the ticket

- b. Send a confirmation email to the end user
  - c. Send a notification email to the assignee/PCM coordinator.
3. At this time, both the end user and coordinator may choose to use either email or Footprints to process the inquiry.