



A LowesLink® digital certificate is required for a Lowe's Vendor or Factory to access [TradeStone Software](#).

This document is similar to the text document of the setup instructions, except this document includes screen shots to assist the user during the setup process.

Vendor User

Vendor can do all vendor activities related to Sourcing and PO side (including the Factory Role).

Factory User

In TradeStone Software for Purchase Order Management (POM), under the authorization from the vendor, factory user:

CAN

- (a) Create AMS - Advanced Manifest System
- (b) Create PL - Packing List

Can NOT

- (a) See pricing information
 - (b) Review LC/OA
 - (c) Create CI - Commercial Invoice
 - (d) Submit documents
-

You may NOT share your LowesLink® digital certificate (it is user-specific). Sharing a digital certificate is grounds for revocation.

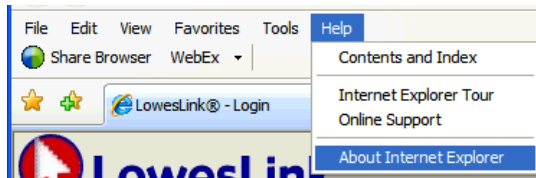
Although starting this digital certificate process should only take a few minutes, the overall LowesLink® digital certificate – TradeStone Software setup process could take several days (depending on your response time and the response time from LowesLink® & TradeStone support).

Instructions

Note that LowesLink® and TradeStone support teams only provide **Microsoft Internet Explorer** web browser version 7 & 8 documentation and support.

1) **TradeStone Web Browser System Requirements** – Microsoft Internet Explorer non-OEM

- Ensure that your version of the Internet Explorer web browser is **NOT** an original equipment manufacturer (**OEM**) installation.
 - Help > About Internet Explorer – to check if web browser is OEM



- OEM Internet Explorer Version should be uninstalled and reinstalled directly from the Microsoft Website.



2) LowesLink® System Requirements – please check your computer:

- English version: <http://www.loweslink.com/llmain/systemrequirements.htm>
- Chinese version:
<http://www.loweslink.com/pubdocuments/tdsLowesLinkSysReq.pdf>

LowesLink®
What's New Getting Started Partner Information Lowe's Canada Product Information EDI Home Login

Good Afternoon!
Welcome to LowesLink®, your business connection to Lowe's Home Improvement Warehouse.

LowesLink® Getting Started
How to sign up for LowesLink access.
Recommended for all Lowe's approved vendors.
→ [Register Here](#)
→ [LowesLink® System Requirements](#)
→ [LowesLink® FAQ's](#)

TradeStone
Click [here](#) for more information about TradeStone.

Recent Activity

Get **ADOBE® READER®**

Make everyone on your list happy on any

LowesLink®
What's New Getting Started Partner Information Lowe's Canada Product Information EDI Home Login

LowesLink® Digital Certificate System Requirements

To ensure that your certificate installs with ease, please be sure that your computer meets the following conditions

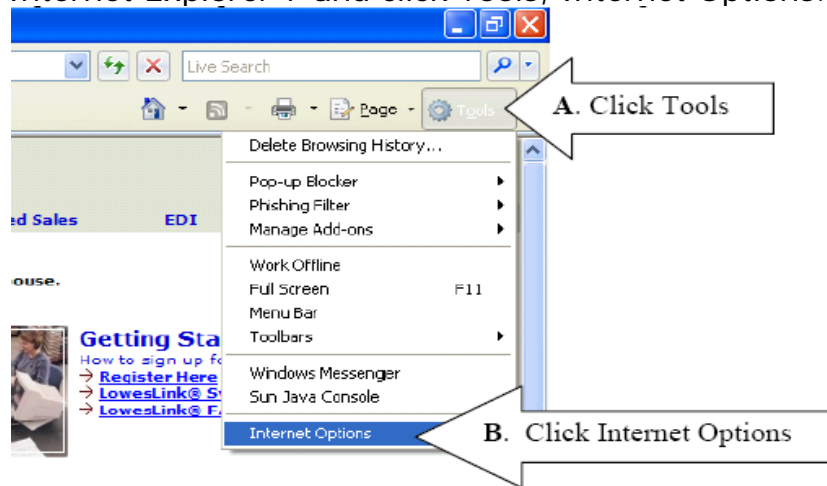
- Your Internet browser is **Internet Explorer Version 6** or later. [Click here to check](#)
 - ****NOTE: IF YOU ARE USING INTERNET EXPLORER VERSION 7 or VERSION 8 YOU MUST FOLLOW THESE INSTRUCTIONS TO USE LOWESLINK®: [Click here to use Internet Explorer 7 or 8](#)**
 - ****NOTE: LOWESLINK DOES NOT SUPPORT IE9 AT THIS TIME.**
- You have installed the latest **Java** software from Sun Microsystems. It is highly recommended that you remove any previous versions that you do not need. If in doubt, please contact your own IT help desk.
 - [Sun Java Installation Guidelines](#)
 - Get the latest Java from <http://www.java.com/en>
 - [Disable the Java NextGeneration Plug-in](#) (Skipping this step will cause failure to recover and/or install your certificate)
- You have **administrative rights** to your computer with permission to install the software and the certificate.

If you meet these requirements, continue to submit your online registration for access to secure LowesLink®

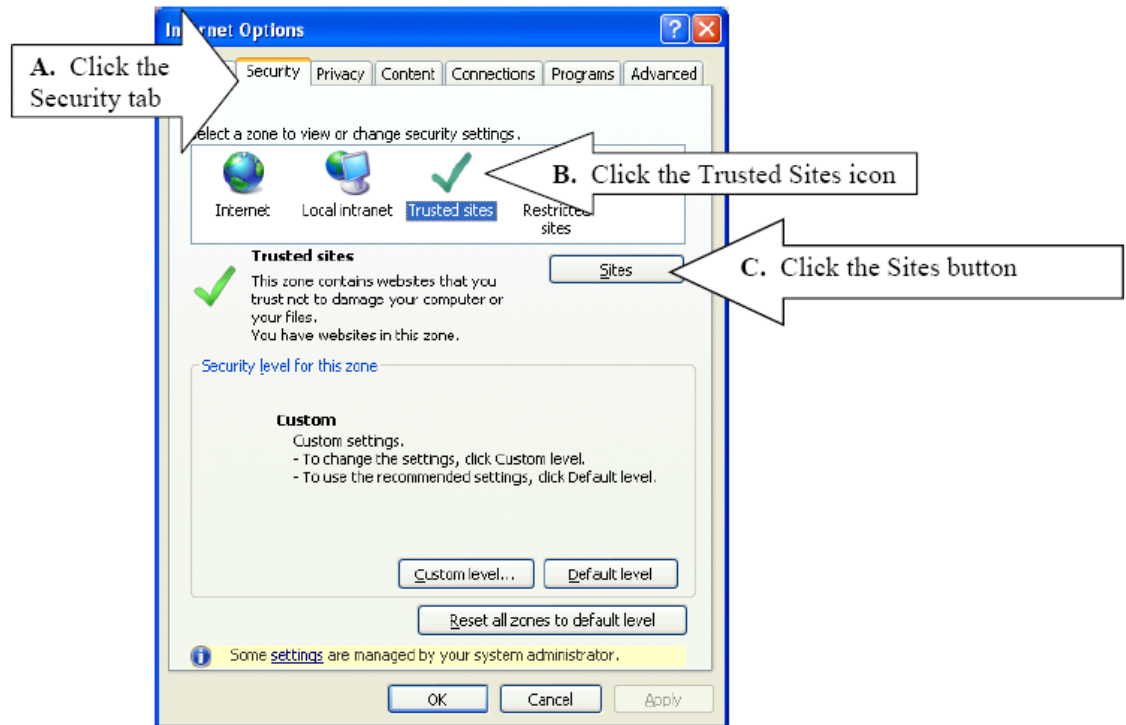
- Doing business with **Lowe's USA** or **Lowe's Canada**? [CONTINUE HERE >>](#)
- Doing business with **Lowe's Mexico**? [CONTINUE HERE >>](#)

- **Administrative rights will be required** on your computer to continue with these instructions. If in doubt, contact your organization's IT help desk.
- **Java** software from Sun Microsystems – latest version is needed.
 - i) Sun Java Installation Guidelines -
http://www.loweslink.com/java_install_guide.htm
 - ii) Get the latest Java from <http://www.java.com/en>
 - iii) Disable the Java NextGeneration Plug-in from the Control Panel (**Skipping this step will cause failure to recover and/or install your certificate**)
 - More details, see
<http://www.loweslink.com/pubdocuments/IIDisablingNextGenPlugin.pdf>
- **Trusted Sites**
 - i) Tools > **Internet Options**

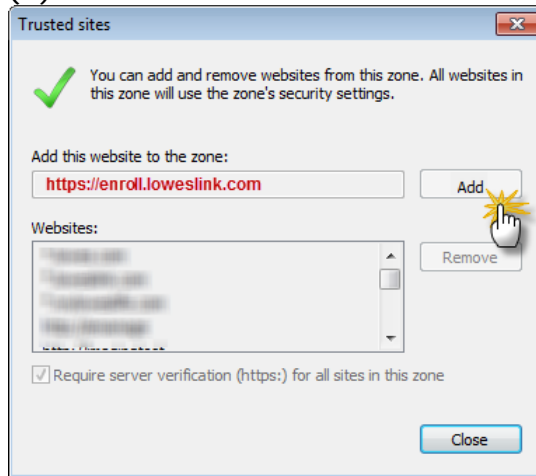
a. Open Internet Explorer 7 and click Tools, Internet Options.



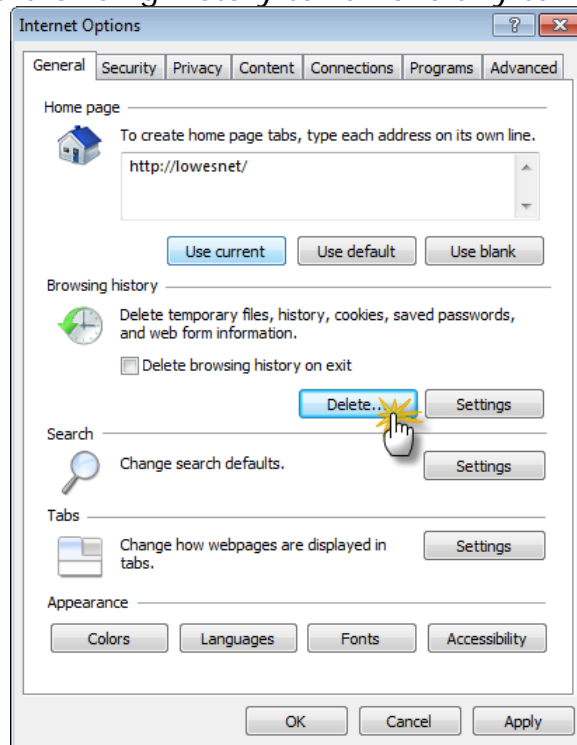
- b. **Internet Options**, click:
- A.) **Security** tab
 - B.) **Trusted Sites** icon
 - C.) **Sites** button as shown below.



c. Complete the four (4) additions below under **Trusted Sites > Websites, Add:**



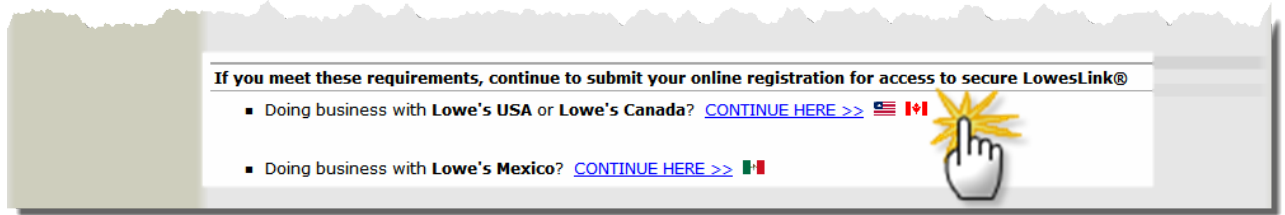
- i. Type **https://enroll.loweslink.com** in the “**Add this website to the zone:**” field and click **Add**.
 - ii. Type **https://tlogin.loweslink.com** in the “**Add this website to the zone:**” field and click **Add**.
 - iii. Type **https://secure.loweslink.com** in the “**Add this website to the zone:**” field and click **Add**.
 - iv. Type **https://secure2.loweslink.com** in the “**Add this website to the zone:**” field and click **Add**.
- d. **Close** to continue
- e. At the **General** tab
- i. Delete browsing history to remove any temporary data



f. Click **OK** on the Internet Options window and then restart your browser.

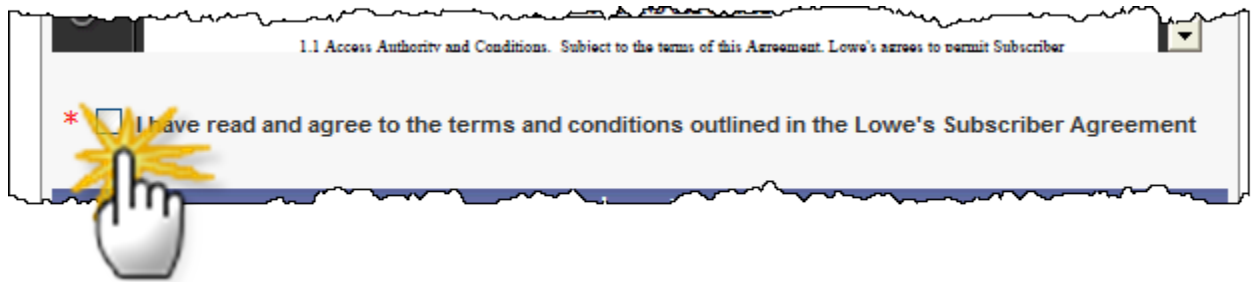
Once the above requirements are met:

- Return to LowesLink® System Requirements page at <http://www.loweslink.com/systemrequirements.htm>.
- Submit your online registration by **selecting the appropriate country CONTINUE HERE >>** link, as seen in the screen shot below.



3) Certificate Agreement tab

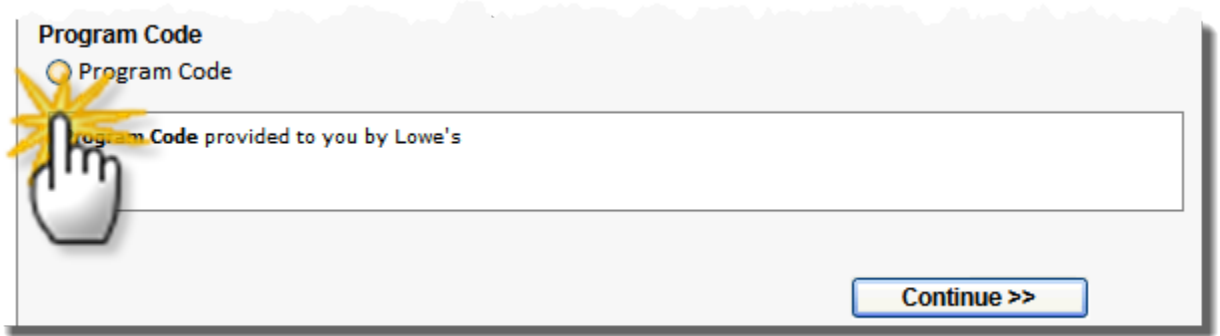
- **Check the box** to indicate that you agree to the terms and conditions of the Lowe's Subscriber Agreement.



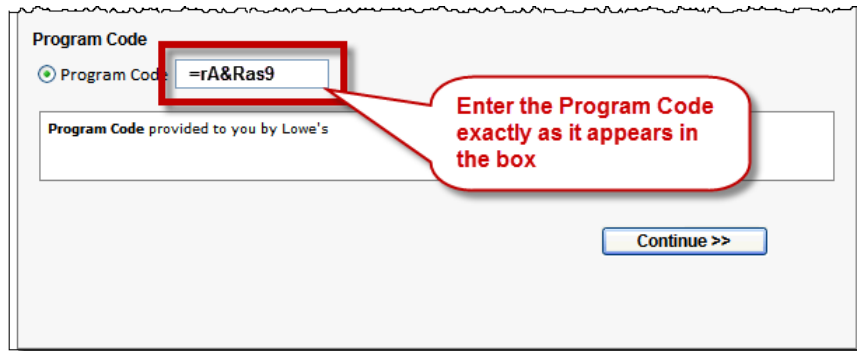
- **Do NOT** select a **Vendor Type**



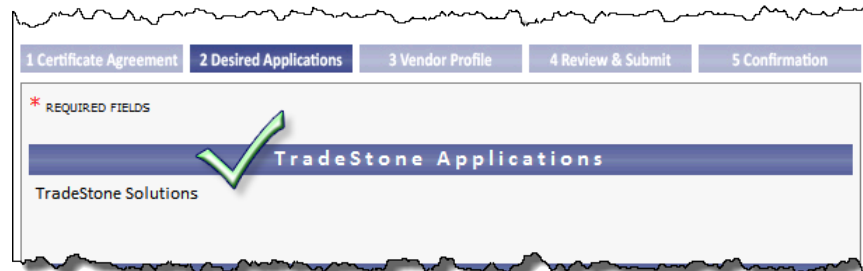
- Click the radio button for the **Program Code**



- **Program Code**
 - **=rA&Ras9** as seen in the screen shot below.



- If a space is included in the program code when it is copied/pasted (before or after), it will invalidate the program code
- Click **Continue >>**
- If you do NOT see the option for **TradeStone Solutions** on the **Desired Applications** tab, the Program Code was not entered correctly.



- Click **Continue >>**

4) **Vendor Profile** tab. See page 1 for Vendor / Factory user descriptions.

- **Vendor or Factory** user, enter the **Home Office** Company, Address, and your Contact Information
- **Vendor Numbers**
 - Enter the **Lowe's import home office vendor number**.
- **Comments**
 - i) **Factory User** –enter **Factory** in the Comments box



The screenshot shows a web form titled "Comments" with a blue header bar. Below the header is a text input field containing the word "Factory". A hand cursor icon is positioned over the text field. At the bottom of the form are two buttons: "<< Back" on the left and "Continue >>" on the right. The "Continue >>" button is highlighted with a yellow background.

- Click **Continue >>**

5) Review & Submit your information

- Click **Submit**

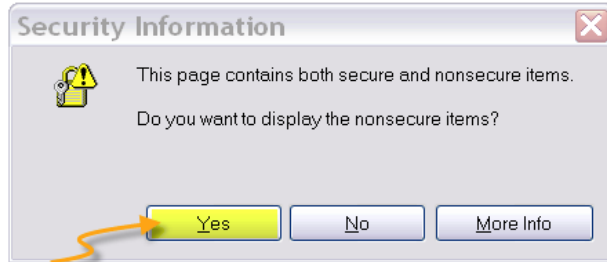
6) **Registration number** is provided.

- Write down or print this registration number for step #7
- You will not be able to retrieve your certificate if you do not have the registration number.

7) Once you receive the email from LowesLink® stating that your registration has been approved (Step 8), to retrieve your digital certificate; you will need to use the registration number from step #6, along with the onetime password that is included in the email from LowesLink®. The email from LowesLink® will contain your user ID, one-time password, and enrollment link. You will need the **registration number**, **NOT the User ID**, along with the onetime password, to retrieve the certificate.

8) Go to **https://enroll.loweslink.com/custom/app/enroll/partner/capi**

- You will see this Security Information box if you have Internet Explorer 7. Always choose YES.

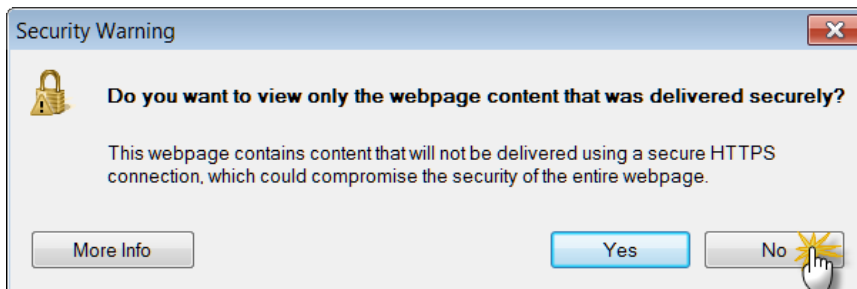


If you have Internet Explorer 7 choose YES

•

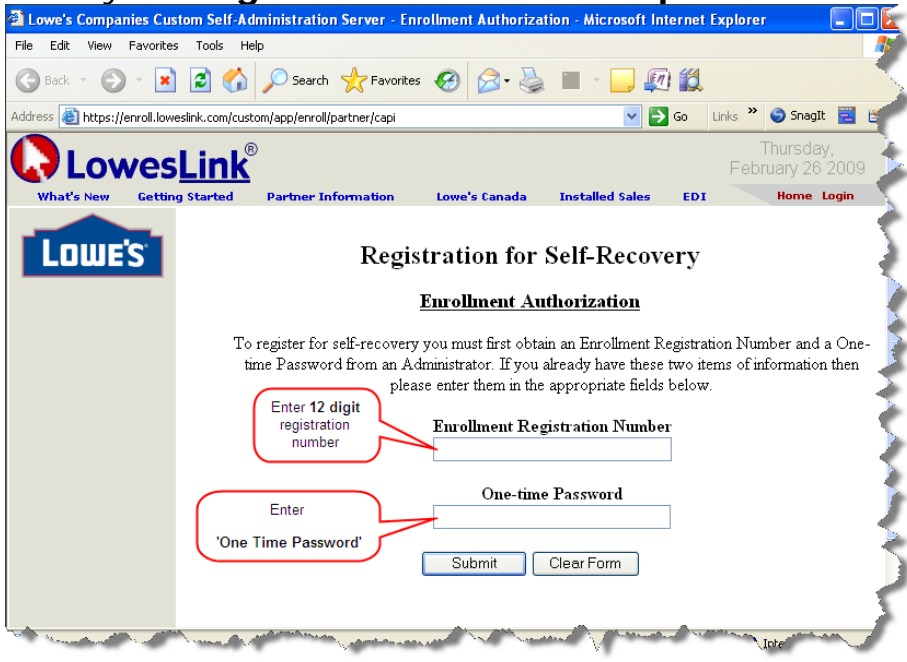
OR

- You will see this Security Warning box if you have Internet Explorer 8. Always choose NO.



•

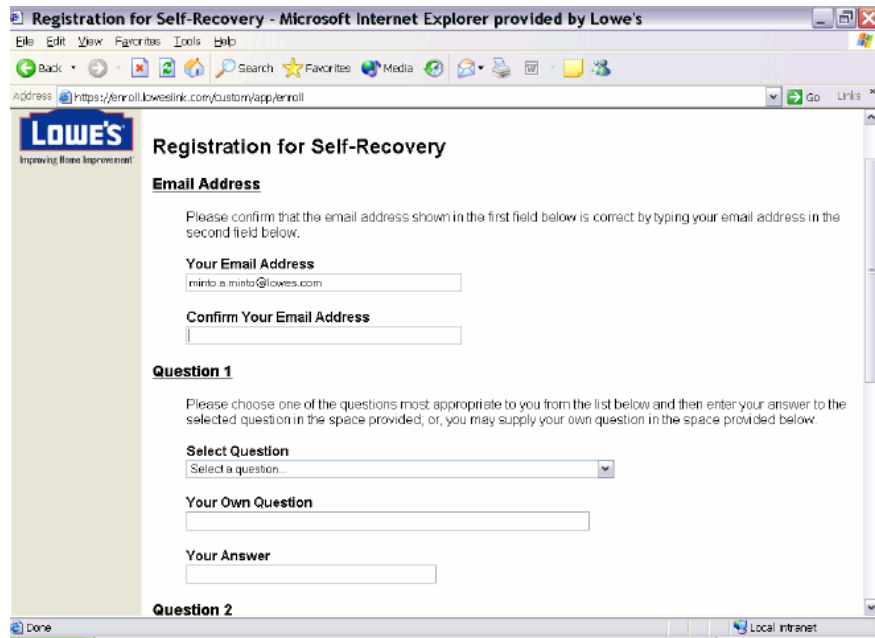
9) Enter your **Registration number** and **password**. **Submit**.



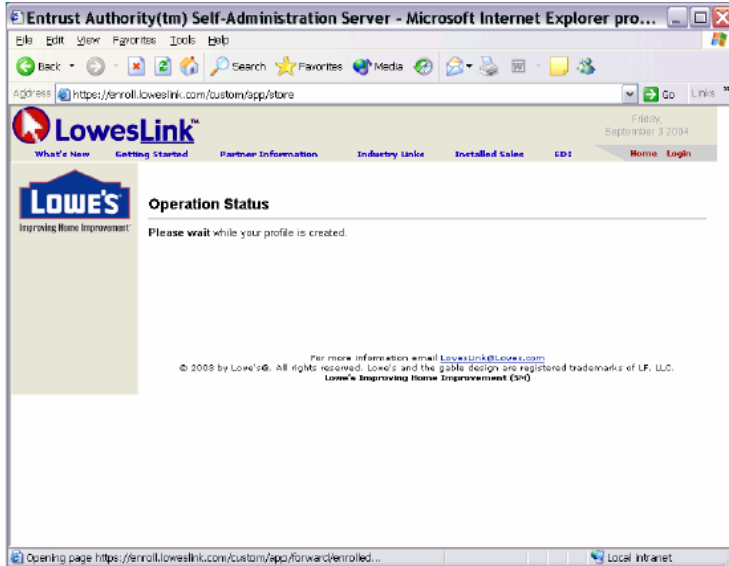
One-time password can only be used once!

If you try to retrieve your digital certificate using your registration number and miss-key the password, your account will be locked and you will need to contact Lowe'sLink® at LowesLink@Lowes.com to reset your account.

10) Enter your email address in **Confirm Your Email Address** field. Select a question from **Select Question** option **or** create your own question and enter the answer in **Your Answer** field. After answering all three questions, click on the **Submit** button.



- 11) Confirm your Questions and Answers. If you would like to make any changes you can click on the Back button and make the change. Before confirming your answers **please print this page** and click on **Submit** button.
- 12) You may see "The application's digital signature has an error." Choose RUN.
- 13) You will see "Please wait while your profile is created." This may take from one to three minutes.



- 14) You may get asked to install the Certificate. Choose YES.



- 15) There is a successful message show up if the certificate is completely installed.

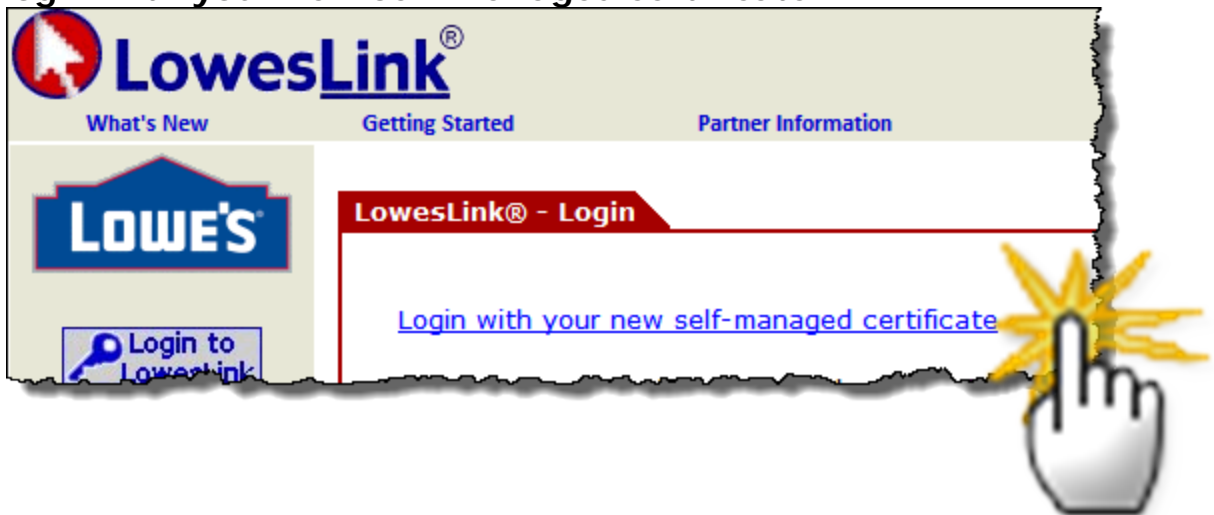
Verification

To verify that you can successfully retrieve your LowesLink® digital certificate, follow the steps below.

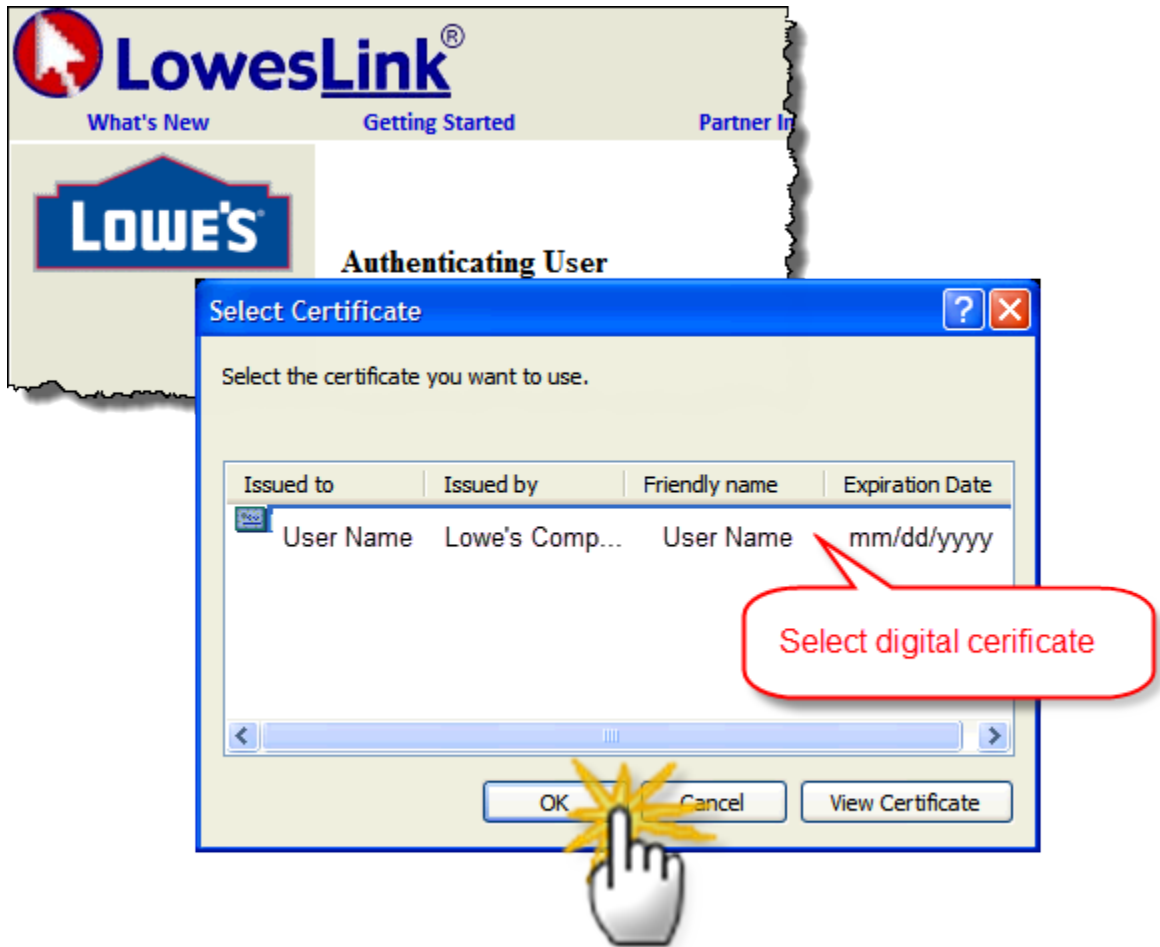
- Go to <http://www.loweslink.com/>
- **Login to LowesLink**



- Click **Login with your new self-managed certificate**.

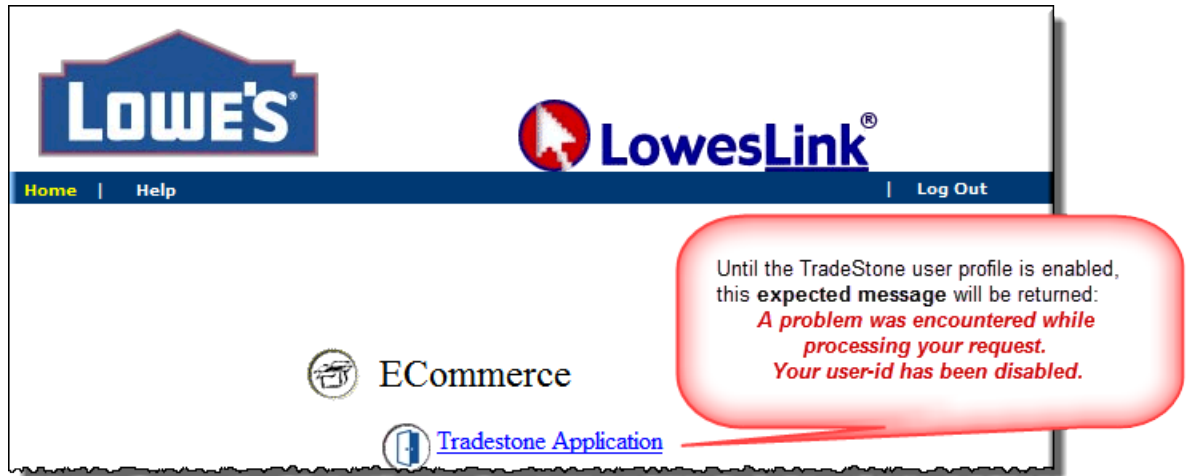


- Select your **digital certificate** from the popup window
- Click **Ok**



- Once you have successfully logged on to LowesLink®, the ECommerce page will appear with two (2) new links:

- [TradeStone Application](#) (initially this link is disabled; however, it will eventually be enabled as your link to the TradeStone Dashboard)



- A user will see the following screen if you select the 'TradeStone Application' link. **This is expected.**



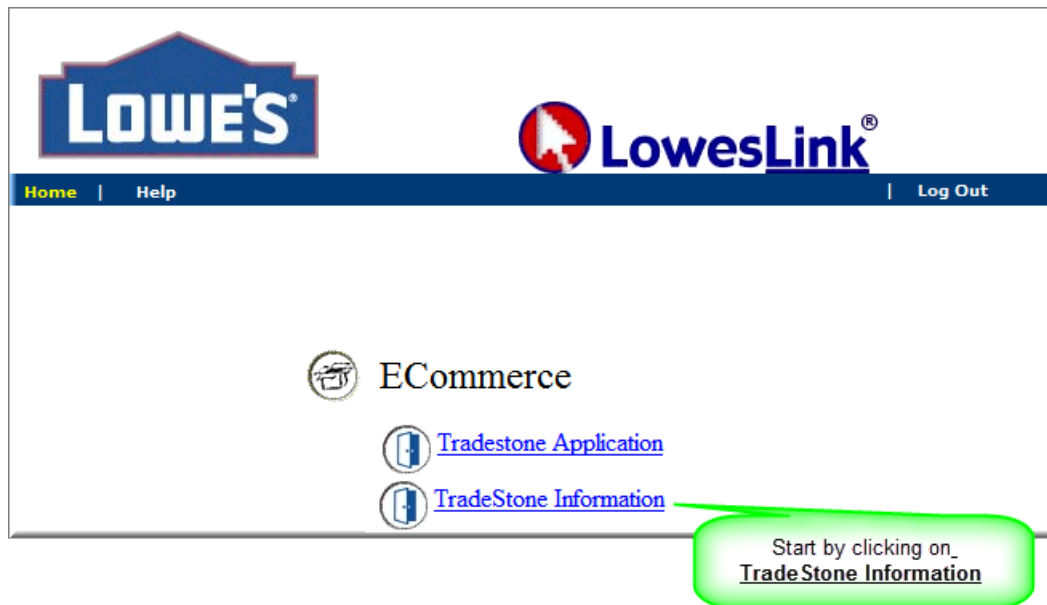
All users will be initially disabled... until:

- Validation of TradeStone user
- Successful completion of POM training

An email will be sent when the TradeStone user profile is enabled for access to your TradeStone dashboard.

Start your introduction at the second ECommerce link, **TradeStone Information**.

2. [TradeStone Information](#)



- Your introduction to TradeStone Software (TSS) should include a review of:
 - (1) Basics of TradeStone Software
 - (2) Training Modules
 - (3) Standard Operating Procedures (SOPs)
 - (4) Frequently Asked Questions (FAQs)

Frequently Asked Questions (FAQs)

- LowesLink® - <http://www.loweslink.com/llmain/pubdocuments/LowesLinkFAQ.pdf>
- Lowe's Global Sourcing - <http://www.loweslink.com/lgs.htm>

HELP contacts

- LowesLink@Lowe.com or 800-811-8401 7:00 a.m. to 7:00 p.m. (EST)
- US, Mexico, or other countries not listed - TradeStone@Lowe.com or 704-757-8777 (8:00 a.m. to 5:00 p.m. (EST))
- Hong Kong, Vietnam, Taiwan, & India - TradeStone-HongKong@Lowe.com or 852-3423-6386
- Shanghai - TradeStone-Shanghai@Lowe.com or 86-21-51162215

Disclaimer: All of the information related to the TradeStone system is proprietary to Lowe's Companies, Inc. and/or one or more of its wholly owned subsidiaries (collectively "Lowe's"). You agree to protect the proprietary information, but in no event, less than a commercially reasonable degree of care. You shall not reproduce, copy, disclose or use the this proprietary information in anyway except for the benefit of Lowe's nor shall you reproduce, copy or disclose the proprietary information to any third party or permit any third party to use the proprietary information. If you become aware of any unauthorized use of this information, you must immediately notify Lowe's in writing. LowesLink® is a registered trademark of LF, LLC. All Rights Reserved.