



# Product Support Materials Shipping and Labeling Guidelines

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## I. Product Support Materials

Product support materials consist of displays, signage, POP, racking, fixtures, graphics, and any other non-sellable items used as selling aids for the services, special order, and take-with items in a Lowe's store.

### **Overview**

#### **Item Packaging**

- Contains Lowe's Item # (if Lowe's Mexico provided), Description, UOM, & Bar Code (VSG barcode or Lowe's scannable UPC bar code acceptable)
- Green Tape - Affixed by vendor – "**Signage Fixture & Display**"
- Department Label – color coded by department for Product Support Materials and affixed by consolidator, or vendor, if shipping Vendor Direct

#### **Project Placard**

- RED for project oriented materials
- RED 8 ½ inches X 11 inches – Affixed to palletized product. For usage on Displays, Fixtures, and / or Signage.
- Affixed by Consolidator, or Vendor, if shipping Vendor Direct
- Lists project specifics (see example)

## II. Label Requirements

### Carton Identification

All labels must be GREEN in color, matching Pantone 375 Green, and all TYPE must be in BLACK. (Font minimum of ½ inch tall / 36 pts). Labels must be placed on all parcels, both MASTER cartons and individually packed items.

### Item Packaging

- Individual items must be clearly identified with item number (if provided), item description, UOM, and appropriate Barcode. Product Support Materials that are shipped into a consolidator will be required to include the Lowe's scannable UPC barcode along with the VSG Barcode, if applicable.
- Instruction Sheet, detailing installation location and mounting directions, must be included in each individual carton.
- Lowe's Green tape must be applied so that the tape is visible from all four sides.

### KIT

- If a KIT involves numerous bar code (component) numbers, use the first (lowest numerical value) bar code in the sequence for printing the label. (This applies only when a KIT does not have its own assigned bar code).
- Carton must be clearly identified with kit item number, brief description, UOM (1 kit per carton), and appropriate Barcode.
- Instruction Sheet, detailing installation location and mounting directions, must be included in each individual carton.
- Lowe's Green tape must be applied so that the tape is visible from all four sides.

### Multiple Item Order/Master Carton/Small Parcel

- Each master carton should have a packing slip affixed to the exterior of the carton and should have green tape applied so that it is visible from all four sides.
- Palletized items (whether it be one item or multiple items on pallet) will require **RED** shrink wrap and will not require green tape on the outside of the **RED** shrink wrap as long as the tape on individual package(s) is visible on all four sides through the shrink wrap.

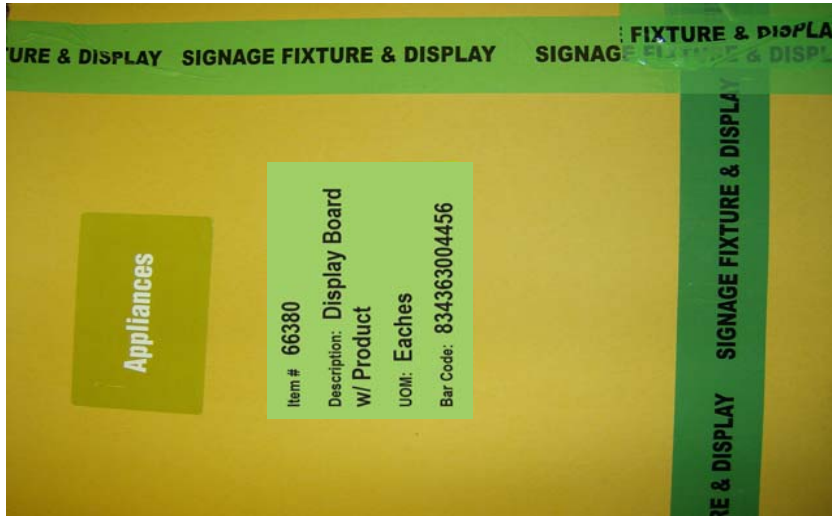
### Tape

Each package must be **easily** identified by using Lowe's customized green tape (printed with "Signage Fixture & Display"). Specifications and order information is listed below.

- Tape must encircle the carton, or be placed so that it is visible from all sides/angles.
- Tape Specs = 2" x 110 yards per roll
- Material= Polypropylene
- Color = PMS 375 Green w/ Black type
- Verbiage = "**Signage Fixture & Display**"
- Rolls per case = 36. (Sold in case lots only.)
- Available sources: *Crown Packaging* @ PH: 1-800-541-1992, *Label Tech* @ PH: 1-800-359-2155. (You may use other sources to print this customized tape, as long as it matches specifications listed above).

### III. Packaging Examples:

**Item Packaging:** Includes Departmental Color Coded label, Item label, and Green tape.



**Project Labeling:** Includes Red Project Placard and Green tape. RED Shrink wrap must extend over the pallet.



## IV. Project Placard Requirements

The product support materials project placard attached assists the TRUCKING TERMINALS with identifying product support materials shipments for a specific new store or merchandising project and aids the store's Receiving personnel in identifying the area of the store to hold the product until a dedicated set team can arrive to set the product. The project placard also assists the store with expediting the receipt of product support materials.

The fields on the project placard are as follows:

- Store #** - Lowe's Mexico store number
- Store Name** – Lowe's Mexico store name
- Attn** - \_\_\_\_\_  
Example: Store Manager, Project Manager, Product Service Associate, etc
- Dept #** - Lowe's store retail department number (Refer to "Department ID Matrix" located within this document)
- Dept Id** - Lowe's abbreviation for the retail department this product is located within (Refer to "Department ID Matrix" located within this document)
- PO#** - Lowe's Mexico Purchase Order Number
- Supplier** – Actual shipper of the Product Support Materials
- Supplier Phone #** - Contact for problems with the shipment
- Barcode** – Easily identifiable for printing the label
- Purpose** – **Example: New Store Set, Remerchandising, Reset, Fulfillment, etc. (PROJECTS ONLY)**
- Set Date** – Date the dedicated set team will set the product area (a range of dates can be provided as well)
- Set Name** – Name of reset or planogram (Contact Merchandising for the name to use (ex. Faucet Reset))
- Set Provider** – Dedicated service company to set / re-merchandise this product category
- Set Provider Phone #** - Phone number of the primary contact that can assist with the project
- PROJECT ID #** - This is only applicable if the shipment is being sent to the Product Service Associate (PSA) and it is related to a Project.
- Pallet Count / Box or Carton Count** – Pallet count of the total pallets on the shipment (carton count can be used if shipment is not palletized)
- Notes area** – Typical verbiage should reflect **Place Product Support Materials in the designated staging area, or if space is not available, in overhead of the bay(s) to be set**, but verbiage can be modified depending on the project

### Field Requirements

- The placard stock must be **RED** in color and the label size should not be larger than 8 ½ inches X 11 inches or as large as the carton will allow. All type must be in black. Paper can be purchased from any office supply company. The Arial font style must be used for the font type on the placard.
- The actual contents of the "store #", "store name", "dept #", and "dept id" must be bolded to assist the carrier and store with quick visuals. The minimum font size for the contents of these fields needs to be 28 pts.
- The "set date", "set name", "set provider", and "set provider #" are required fields for resets. For major remerchandising and new store events, these fields become optional. If these fields are not used, then the font sizes and placement of the other fields should be spread evenly across the placard.

### Placard Placement

The Placard must be placed inside the **RED** shrink wrap visible from all four sides of the shrink-wrapped pallet to ensure the store continues to have the label on the product when the pallet is moved from the receiving dock to the sales floor. If the product is not palletized due to the type of product, then a placard should be placed on each carton.

### Multiple Orders

If multiple orders are on the same pallet, please reference all Purchase Order numbers on the placard to assist with the proper receipt of the product.

- v. **Project Placard Example: Should be visible from all four sides/angles.**

<b>Product Support Materials</b>	
Store #	<b>1234</b>
Store Name	<b>Lowe's of City, State</b>
Attn	
Example: Store Manager, Project Manager, Product Service Associate, etc.	
Dept #	<b>14</b>
Dept ID	<b>TOOL</b>
PO #	<b>12345</b>
Supplier	<b>ABC Company</b>
Supplier Phone #	<b>(704) 555-1234</b>
Barcode	<b>TL02112701</b>
-----	
Purpose	
Example: New Store Set, Remerchandising, Reset, Fulfillment, etc.	
Projects ONLY	
Set Date	<b>8/1/2009</b>
Set Name	<b>OPEN TOOL WORLD PROJECT</b>
Set Provider (if applicable)	<b>ABC Service Company</b>
Set Provider Phone # (if applicable)	<b>(704) 555-5678</b>
Project ID # (if applicable)	<b>300125</b>
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Staging of PSM	___ of ___ Pallets
<b>Place Product Support Materials in the designated staging area, or if space is not available, in overhead of the bay(s) to be set.</b>	

## VI. Dept ID Matrix

Below is the department identification matrix that provides the department identification abbreviation to use on the placard. For questions regarding labels please call *i-Print* @ PH: 1-763-862-1051.

Zone #	Ret Dept #	Ret Dept Descr	Department Name	PMS / Pantone Shade Desc
1	4	LIGH	FASHION LIGHTING	021
1	5	ELCR	ROUGH ELECTRICAL	Rhodamine Red
1	6	PLBF	FASHION PLUMBING	574
1	7	PLBR	ROUGH PLUMBING	375
1	16	NURS	LG-NURSERY	072
1	16	NURS	SEASONAL	549
1	17	OPE	OUTDOOR POWER EQUIP	2705
1	16	NURS	LAWN AND LANDSCAPE	1895
2	8	APPL	APPLIANCES	1245
2	10	KITC	CABINETS	Black / White Letters
2	12	HOME	WALLS/WINDOWS	Cool Gray 8
2	18	FLR	FLOORING	4625
2	13	PNT	PAINT	3282
2	19	STOR	HOME ORGANIZATION	Pantone Green
2	8	APPL	HOME ENVIRONMENT	277
3	1	LUMB	LUMBER	636
3	2	BLDM	BUILDING MATERIALS	493
3	3	MILL	MILLWORK	136
3	11	HDWR	HARDWARE	3145
3	14	TOOL	TOOL WORLD	227
4	98	SERV	PRE-STORE SET UP	2572
4	98	SERV	OVERALL STORE	484
4	98	SERV	FRONT END	White / Black Letters
4	98	SERV	EXTERIOR SIGNAGE	582
4	98	SERV	SOS KIOSK	288
4	98	SERV	TRAINING & RECRUITMENT	806
4	98	SERV	SAFETY	805
4	99	MIXED	COMMERCIAL SALES	109
4	99	MIXED	INSTALLED SALES	Process Yellow



## VII. Shipping Requirements / Documentation

Lowe's Mexico requires all imported products must be classified before purchase order is generated. Please contact your Lowe's Mexico Supply Chain analyst to provide necessary information (material, specifications, dimensions, use, final project, pictures, installation instructions, etc.) to assign the proper HTS Code.

For Customs purposes, Lowe's Mexico prefers to work and clear the products using the complete project, not the component items. This means, Lowe's Mexico will work with vendors, after the classification process, to provide details about how the shipment and products will be received, worked and cleared.

Example:

Commercial desk furniture can contain 10 different components.

Lowe's Mexico will receive information (for furniture and components) from vendor, work with Customs broker to assign HTS Code and confirm if furniture or components will be the product that will be worked and declared.

### **Certificate of Origin:**

Lowe's Mexico requires vendors to provide a Certificate Of Origin (country of manufacturing) with the correct format (NAFTA format for US, CA and MEX items, or Free format for any other country of origin) for all the products Lowe's Mexico will be working and clearing (based on the classification process, in the previous point) before purchase order is generated.

- To obtain a NAFTA format, please download this document from the US Customs and Border Protection webpage: [http://forms.cbp.gov/pdf/CBP\\_Form\\_434.pdf](http://forms.cbp.gov/pdf/CBP_Form_434.pdf)

Lowe's Mexico requires vendors fill the Certificate of Origin out using the confirmed product in the classification process.

Certificate of Origin must be completed and signed by a legal representative of your company.

Lowe's Mexico requires vendors to provide Certificates of Origin with validation for one year using Gregorian calendar (1/1/09 to 12/31/09) and renew the Certificate 45 days (November 15 of each year) before expiration.

Please refer to "Cross Border Requirements" located in Lowe's Mexico Partnership Book or contact your Lowe's Mexico Supply Chain Analyst.

For new stores, ship Product Support Materials to arrive at the designated location when required by Lowe's Mexico. Shipments will be based on the assigned ship date for each store location.

### **Invoice:**

Lowe's Mexico requires vendors to provide a Commercial Invoice to your Lowe's Mexico Supply Chain Analyst as soon as product is shipped.

For Customs purposes, Lowe's Mexico requires vendors to provide an Invoice with the confirmed product in the classification process.

Please refer to "Payment Information" located in Lowe's Mexico Partnership Book to review details related to Invoices or contact your Lowe's Mexico Supply Chain Analyst at [MexicoSC@lowes.com](mailto:MexicoSC@lowes.com).

### **Packing Slip or Packing List:**

Packing Slip or Packing List must contain the following information:

- Ship To:** Store Number, Address, Attn: Store Manager
- Order #** Lowe's Mexico PO Number
- Ship Date:**
- Ship Via:** Lowe's Mexico Core Carrier
- Lowe's Item Number (if applicable):**



- Item Description:
- Order Qty:
- UOM Qty:
- UOM Description:
- Ship Qty:
- Backorder Qty:

**General Packaging:**

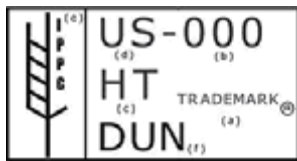
Vendors are responsible for ensuring that packaging is sufficient enough to prevent damage to materials while in transit. Please refer to Lowe’s Mexico Packaging Guidelines found on [www.loweslink.com](http://www.loweslink.com) or contact your Lowe’s Mexico Vendor Supply Chain Analyst at MexicoSC@lowes.com.

**Wood Pallets:**

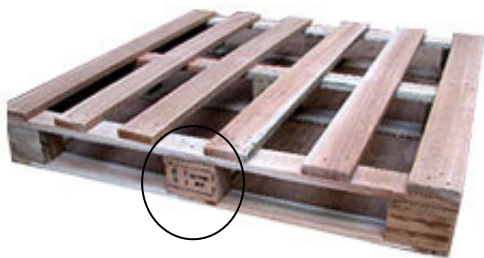
International Plant Protection Convention adopted new regulatory standards in March 2002 for the treatment of wood packaging material used in international trade.

These standards affect all wood packaging material used in exporting/importing that contains unprocessed, raw wood. Pallets made of solid wood account for 80 percent of all packaging material used by both small and large exporters in the United States and are therefore subject to these standards.

Wood pallets must be treated with one of the acceptable treatments and marked with the appropriate IPPC (International Plant Protection Convention) symbol.



The following examples illustrate the appropriate marking for acceptable treatments wood pallets:



Lowe’s Mexico requires vendors to ship products using fumigated wood pallets with correct marking or any other non-wood pallet (plastic, etc.)

**VIII. LABEL TEMPLATE:**

**Item #**

**Description:**

**UOM:**

**Bar Code:**

IX. RED PROJECT PLACARD TEMPLATE:

<b>Product Support Materials</b>	
Store #	_____
Store Name	_____
Attn	_____
	_____
Dept #	_____
Dept ID	_____
PO #	_____
Supplier	_____
Supplier Phone #	_____
Barcode	_____
-----	
Purpose	_____
	Example: New Store Set, Remerchandising, Reset, Fulfillment, etc.
Projects ONLY	_____
Set Date	_____
Set Name	_____
Set Provider (if applicable)	_____
Set Provider Phone # (if applicable)	_____
	_____
Project ID # (if applicable)	_____
	_____
-----	
Staging of PSM	_____ of _____ Pallets
<b>Place Product Support Materials in the designated staging area, or if space is not available, in overhead of the bay(s) to be set.</b>	