



# Reporting ServiceNow Registration Guide

Please follow the registration steps below for ServiceNow

To begin, copy this customer registration link into **Google Chrome**: [https://lowesprod.servicenow.com/scm?id=csm\\_registration](https://lowesprod.servicenow.com/scm?id=csm_registration)

## Customer Registration Form:

1. Please enter your full name, and the business email associated with your company (non-company email addresses will not be accepted)
  - The registration code must be your Ship-From-VBU (please do not use your Home Office VBU number to register unless it is the same as your companies Ship-From-VBU). Your Ship-From-VBU can be found on any PO.
  - You only need to register once per email address. This will give you full access to submit tickets for any of your companies VBU's.
  - Once your ServiceNow registration has been submitted, log in credentials will be sent to the email used to complete registration information within 24-48 hours. Please make sure to also check spam folders for this email.

Customer Registration


First Name

Last Name

Business Email

Registration Code

I agree to the [Privacy Policy](#) and Community [Terms and Conditions](#)

Security Code  I'm not a robot 

Submit

***Please note - If you have registered in ServiceNow to submit rebuttals, the same account will work for Vendor Dart support requests.***

2. Once you have received your account login information, you may submit your requests under **Vendor DART Inquiry**.



## Vendor Dart Inquiry

Submit a request to the Vendor Dart Team for New User Access, VBU, Exception Item Uploads, and General Reporting Questions or Issues.

Please be sure to provide all the requested information on this form:

- VBU (use your Home Office VBU)
- Vendor Name

## ServiceNow Registration Guide, Continued

- Vendor Dart User ID
- Merchant or Supply Chain Planner partner name
- Issue type and details
- Please provide additional detail like Item numbers, report names, screen shots of the issue etc.
  - If submitting a new user request, please attach the New User Request Form: [Click Here](#)
  - If submitting a request for incorrect or missing item data, please attach the Item Exception Template: [Click Here](#)

The more details you can provide the better support we will be able to provide.

### Vendor Dart Inquiry

Vendor Dart Inquiry

The Vendor Dart Inquiry Form is used to send a request to the Vendor Dart Team for New User Access, VBU, Exception Item Uploads, and General Reporting Questions or Issues; the request should receive a response/update within 5 business days. If you have any questions pertaining to 852 feed setup and historical requests, please email EDI Production and reference your Case Number in the email subject.  
[Vendor.Support@lowes.com](mailto:Vendor.Support@lowes.com)

Lowe's Vendor Dart Team

\* Vendor Business Unit (VBU)

\* Vendor Name

\* Vendor Dart User ID

Merchant/ Planner Partner

\* Issue Type

Please provide additional details if necessary

*The Vendor Dart Inquiry form is used to send a request to the Vendor Dart support team for New User Access, VBU, Exception Item Uploads, and General report questions or issues.*

*The request should receive a response/update within 5 business days.*

*If you have any question pertaining to 852 feed setup and historical requests, please email EDI Production and reference your Case Number in the email subject at [EDI-Production@Lowes.com](mailto:EDI-Production@Lowes.com)*