



Quality Assurance Wood Sourcing Frequently Asked Questions

Wood Sourcing FAQs

Q. Why does Lowe's require me to complete the Wood Sourcing survey?

A. As a leading North American home improvement company, Lowe's recognizes the importance the world's forests have on ecological and climate processes upon which biodiversity and human life depend. Lowe's collects data on the wood products sold to ensure wood is responsibly sourced.

Q. Does Lowe's have a Wood Sourcing Policy?

A. Yes, all vendors are required to adhere to Lowe's [Wood Sourcing Policy](#)

Q. How will I know when my Wood Sourcing survey is ready to complete?

A. You will receive an email from LoweWoodSourcing@Lowe.com informing you the survey is open. You will access the survey via LowesLink.

Q. Why did I receive a Wood Sourcing survey?

A: You received a survey based on these qualifications:

- Items are marked as "Contains Wood" in GDSN
- Product was received between November 2019 - October 2020

Q. What is GDSN?

A. GDSN is the Global Data Synchronization Network; often referred to as item setup.

Q. What if an item in my list does not contain wood?

A. Select the item(s) in your survey list and click the "Does Not Contain Wood" button. You will need to update the item information in GDSN.

Q. What information do I need to complete the Lowe's Wood Sourcing Survey?

A. To complete the Wood Sourcing Survey you will need to know the following information:

- Wood species
- Country and region of origin
- Certification
- Quantity
- Wood volume by cubic feet

Q. Why am I unable to update my total PO Quantity?

A. The PO quantity based on the items received date. Small discrepancies between Lowe's and Vendor data is normal due to store received date.

Q. Can I upload my information using a spreadsheet?

A. Not currently but we hope to have this feature in the future.

Q. I am a new vendor and do not have access to LowesLink, how do I request access?

A. You can request instructions on how to gain access to LowesLink via LoweWoodSourcing@Lowe.com

Q. When I login to LowesLink I do not see the Wood Sourcing Survey application as an option, how do I gain access to the application?

A. You can request instructions on how to gain access to the application via LoweWoodSourcing@Lowe.com.

Quality Assurance Wood Sourcing Frequently Asked Questions, Continued

Q. This is my first time completing a Wood Sourcing survey. Does Lowe's have a tutorial or instructions on how to complete the survey?

A. Yes, there is a training document located in "Survey Help" on the home page in the Wood Sourcing application (top left-hand corner).

Q: Will I have to provide this information every year?

A: Yes, this is an annual survey.

Q. Why did I receive follow-up questions?

A. The most common reasons for follow-up questions include:

- The item dimensions or total cubic feet calculation appears to be incorrect
- Additional information is needed on the certification since it was identified as "Other"
- Country/region is at risk
- The survey is incomplete

Q. What will happen if my company does not complete the Wood Sourcing Survey?

A. Failure to complete the Wood Sourcing survey may result in cancellation of future purchase orders.

Q: What does Lowe's do with the information provided?

A: Lowe's combines all vendor data and publishes the results in our Corporate Sustainability Report (CSR). You can review all our CSR reports using this [link](#).

Q. Who can I contact if I have any questions about Lowe's Wood Sourcing Policy or Survey?

A. Questions should be directed to LowesWoodSourcing@Lowe.com.