



Vendor Information Guide

Corporate Payables

Last Revised – April 2014

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Please pass this booklet to the appropriate people in your organization.

This booklet can be viewed on-line at www.loweslink.com under "Existing Partner Information," "Corporate Trade Payables," "Vendor Information Guide."



TO: LOWE'S VENDORS / SUPPLIERS / CONTRACTORS

Lowe's Companies Inc. and its subsidiaries (Lowe's) have a solid reputation for honesty, social responsibility and ethical dealings, and we are justifiably proud of this reputation. We believe everyone doing business with Lowe's should be aware of our Company's policies regarding ethical behavior in business relationships. I've enclosed our Statement of Business Ethics in order to familiarize you with our standards, and to emphasize our commitment to these standards. Please make certain that all representatives of your company who deal with Lowe's are also aware of our policies.

The enclosed policy emphasizes a number of specific requirements that must be complied with by all Lowe's personnel. These requirements also extend to members of their immediate family. Lowe's personnel are expected to exercise sound judgment in the areas covered in the Policy Statement, and at all times avoid any situation that might be subject to question.

I know you will agree that we share a mutual responsibility to maintain a high standard of business conduct. Our internal efforts and policies require your support. Public confidence in business institutions and practices, and the strengthening of this public confidence, is essential. I ask for your understanding and cooperation as our employees seek to comply with Lowe's standards. If you are aware of any deviations from the enclosed policy by our employees or any individual or organization, please contact Lowe's Internal Audit Department at (704) 758-2634 or contact our independent business abuse information clearinghouse at (800) 784-9592 or www.ethicspoint.com.

I look forward to a long and prosperous relationship with your organization.

Sincerely,

Lowe's Companies, Inc.

A handwritten signature in black ink, appearing to read "R. Niblock". The signature is written in a cursive, slightly stylized font.

**Robert A. Niblock
Chairman and CEO**

LOWE'S COMPANIES, INC. AND SUBSIDIARIES

STATEMENT OF BUSINESS ETHICS

LOWE'S POLICY STATEMENT: All employees of Lowe's are expected to be honest and act in good faith, and to conduct themselves in such a manner to avoid any situation in which his or her interest or the interest of his or her family might adversely affect the best interests of the Company. The following statements support this policy. ***All vendors and suppliers are also expected to support and comply with these policies. Failure to do so may result in discontinuance of business relationships.***

1. BUSINESS INTERESTS - Employees and their immediate family are prohibited from having any personal financial dealings with any individual or business organization furnishing or seeking to furnish merchandise, supplies, property or services to Lowe's, other than ownership of a small minority equity interest in a publicly traded company. Additionally, Employees should not act on behalf of Lowe's in any transaction with another organization in which their immediate family member has a material financial interest or by which an immediate family member is employed in a management or sales and marketing position. Immediate family includes parents, children, spouses, siblings, in-laws and anyone (other than a domestic employee) who shares an Employee's home.

2. ACCEPTANCE OF GIFTS OR OTHER BENEFITS - Lowe's has a policy on conflicts of interest that is part of Lowe's Code of Business Conduct and Ethics that provides, in general, that Employees and members of their immediate families should not request or accept gifts or other personal benefits from any of Lowe's vendors or service providers. For information regarding this policy, persons doing business or seeking to do business with Lowe's should consult the Code of Business Conduct and Ethics that is posted on Lowe's corporate website.

<http://phx.corporate-ir.net/phoenix.zhtml?c=95223&p=irol-govconduct>.

3. CORPORATE FUNDS - Lowe's employees are prohibited from maintaining or authorizing disbursements of Company funds that are not recorded on its books and records. Any Lowe's liability to the supplier is to be satisfied only by submission of an appropriately detailed invoice to Lowe's.

4. CORPORATE SOURCING POLICY - It is corporate policy that Lowe's only purchase products and services from vendors whose labor force is made up of employees with a minimum age of no less than 16 years, and that its vendors' or suppliers' labor in producing the goods is not furnished, wholly or in part, by convicts or prisoners, except convicts or prisoners on parole, supervised release, or probation, or in any penal or reformatory institution.

All vendors and suppliers are expected to comply with all applicable laws and regulations in the conduct of their business with Lowe's.

If you are subjected to or are aware of a violation of this policy, please report it by contacting our independent business abuse information clearinghouse at 1-800-784-9592 or www.ethicspoint.com.



Valued Vendor Partner:

Congratulations on becoming a Lowe's Trading Partner!

The Corporate Payables department is committed to continually developing and implementing processes to ensure the timely and efficient payment of invoices. Compliance with Lowe's requirement of electronic transmission of purchase orders and invoices (standard EDI or WebForms), Electronic Funds Transfer (EFT), and LowesLink.com can reduce the cost of processing invoices for you and for us. Our partnership will develop through effective communication between the two parties. Keep this guide accessible as a reference tool to determine whom to contact should you have questions.

We thank you for your role in providing Lowe's customers quality and value. Corporate Payables goal is to support you by providing superior customer service. Please join us in our efforts to make the payment process more efficient for all.

Thank you,

A handwritten signature in black ink that reads "Linda Coffey". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Linda Coffey
Vice-President, Corporate Payables



TO: LOWE'S NEW VENDOR/CREDIT MANAGER

FROM: Lowe's Corporate Payables/Margin and Cost Accounting Management Team

Re: Invoice Payment/ Corporate Information Updates

Positive business relationships are built around mutual understanding and compliance to negotiated agreements and guidelines. Our objective is to ensure Lowe's adheres to the terms of sale established between our two companies.

Invoice billing exceptions are obstacles which prevent us from meeting this objective. Regardless of the reason, these situations not only delay payment, but also *increase non-value added expenses for both firms.*

By using the tools outlined in this booklet and complying with our payment guidelines, you will receive prompt and accurate payment of your invoices. Please remember that adherence to our "Statement of Ethics" is mandatory.

Sincerely,

Eric Jones, Director
Corporate Payables - Vendor Solutions

Jody Brown, Sr. Mgr.
(Kitchen & Bath, Building & Outdoor Products, Debit Balance, Recons, Point of Sale, Supply Chain Financing)

Brooke Cox, Sr. Mgr.
(Import Administration)

Beth Oller, Sr. Mgr.
(SOS, Payables Contact Center, Projects & Reporting)

Kenny Wise, Mgr.
(Home Décor, Outdoor Products, RTM Chargebacks, TP Correspondence/RRA, Supply Chain Financing)

John Manna, Vice President
Margin and Cost Accounting

Mark Kelley, Director
Krystal Clonch, Mgr.
(Home Décor)

Ryan Icenhour, Mgr.
(Building and Maintenance)

Rebecca Rainey, Mgr.
(Seasonal)

Ismael Rodriguez, Mgr.
(Vendor Funds Processing/Recovery, SOX Control)

Dave Baummer, Director
Corporate Payables - Payment Services

Andrea Dezern, Mgr.
(RTM, Payment Audit, Statement Review)

Kim Gambill, Mgr.
(Corporate Freight Payment, Audit & Claims)

Johnna Hayes, Mgr.
(Corporate Card, T&E Admin and Audit, Projects, Data Entry)

Linda Coffey, Vice President
Corporate Payables

Sheila McVicker, Mgr.
(CP Administration & Control)

Corporate Payables Organization

Corporate Payables (CP) has three divisions to provide superior customer service and to ensure timely and accurate payment to your account.

CP Administration and Control establishes and activates Vendor Master File accounts, maintains Vendor Master File details, and validates vendor tax information. In addition, CP Administration and Control monitors departmental controls, performs various audit functions, and conducts Sarbanes Oxley compliance testing.

Payment Services ensures accurate payment to all suppliers (stock, special order, freight carriers, importers, and installers), and debit balance collections.

Vendor Solutions is aligned with Lowe's merchandise divisions and each team is responsible for specific merchandise divisions. This alignment with merchandise divisions provides Corporate Payables the opportunity to:

- (1) Reduce recurring issues.
- (2) Increase bottom-line savings.
- (3) Become solution providers to our merchants and vendors.

This guide will outline in further detail how these functions increase our efficiencies in processing your account promptly and accurately.

Lowe's Contacts

Area of Responsibility	Contact Person	Telephone #/Email
Allowance Programs <ul style="list-style-type: none"> • Advertising • New Store • Rebate • Sustained Growth Incentive • Store Service Request for allowance program debit memo backup or copies not located on LowesLink	Krystal Clonch (Home Décor) Ryan Icenhour (Building and Maintenance) Rebecca Rainey (Seasonal) Ismael Rodriguez (Vendor Funds Processing/Recovery, SOX Control)	704-758-2654 704-758-2338 704-758-4211 704-758-4230 704-757-0663 – fax PAVENINQ@Lowes.com
AP Audit	AP Audit Department	704-757-2201 Audit@Lowes.com
Credit (Vendor Debit) Collections	Payables Contact Center	336-658-2121, Option 1 Debit.Balance@Lowes.com
Electronic Data Interchange Rejections	Payables Contact Center	336-658-2121, Option 6 VendorInquiry@Lowes.com
Electronic Data Interchange, Electronic Funds Transfer, and LowesLink®	EDI Quick Reference	http://www.loweslink.com/llmain/pubdocuments/EDI_QUICK_REFERENCE.pdf
Expense Payables	Payables Contact Center	336-658-2121, Option 1, Option 3 Expense.Payables@Lowes.com
Corporate Freight Payment & Audit and Carrier Claims: <ul style="list-style-type: none"> • TL Freight Payment • LTL Freight Payment • Freight Claims • Freight Audits 	Payables Contact Center	336-658-2121, Option 1, Option 4 Freight@Lowes.com
Import Administration	Payables Contact Center	336-658-2121, Option 1, Option 5 Import.Admin@Lowes.com
Installed Sales	Payables Contact Center	336-658-2121, Option 1, Option 2

Lowe's Contacts

Price Discrepancies	Merchant	855-658-2700
Recovery AP and Freight Recovery AP	Recovery AP Department	704-757-8166 recoveryap@Lowes.com FreightRecovery@Lowes.com
Return to Manufacturer (RTM)	Payables Contact Center	336-658-2121, Option 2 RTMVendor@Lowes.com
Special Order Sales (SOS)	Payables Contact Center	336-658-2121, Option 2 SOSaccounting@Lowes.com
Vendor Set Up & Maintenance Vendor Terms	CP Administration & Control	336-658-5254 336-658-2041 – fax VendorMaintenance@Lowes.com
Vendor Credit Applications	Administrative Specialist	336-658-2922 – fax
Vendor Funds Recovery	Accounting Manager	704-758-2338 PAVENINQ@Lowes.com
Vendor Inquiry <ul style="list-style-type: none"> • Unpaid Invoices • Payment Status • Deduction Chargebacks 	Payables Contact Center	336-658-2121, Options page 10 336-658-7122 – fax VendorInquiry@Lowes.com
Vendor Solutions <ul style="list-style-type: none"> • Problem Invoices • Deduction Chargebacks • SOS Accounting • Debit Balance Resolution 	<p>Jody Brown (Kitchen & Bath, Building & Outdoor Products, Debit Balance, Recons, Point of Sale, Supply Chain Financing)</p> <p>Beth Oller (SOS, Projects and Reporting, Payables Contact Center)</p> <p>Kenny Wise (Home Décor, Outdoor Products, RTM Chargebacks, Correspondence/Receiving Report Adjustments, Supply Chain Financing)</p>	<p>336-658-3095</p> <p>336-658-4831</p> <p>336-658-4341</p>

Payables Contact Center

The Lowe's Payables Contact Center (336-658-2121) is available Monday through Friday, from 8:00 a.m. to 5:00 p.m. Eastern Standard Time.

336-658-2121

Option 1: Invoices

- 1. Product Vendor**
- 2. Installer**
- 3. Expense Vendor**
- 4. Freight Vendor**
- 5. Import Vendor**

Option 2: Deductions & Chargebacks

Option 3: LowesLink® Support

- 1. Vendor Inquiry**
- 2. Vendor Financial Information**

System Support

Email: LowesLink@Lowe.com

Option 4: 1099

Option 5: *EFT Sign-up/Bank Changes*

Option 6: EDI Rejects

Installer Insurance

Email: VendorInsurance@Lowe.com

Billing Requirements

Lowe's Corporate Payables department has automated systems in place to promptly and accurately process invoices that meet our billing requirements (Note: There are [additional requirements](#) to support shipments that cross borders where LGS or Lowe's Canada is the importer of record). Invoices that do not meet the requirements fall out of the automated stream and run the risk of being paid late or being returned to the vendor.

Lowe's Billing Requirements:

- Vendor name and remittance address on all invoices
- Terms consistent with our buyers' purchase agreement or stores' expectations
- One invoice per purchase order; one purchase order per invoice
- No back orders – only one shipment per purchase order
- Vendor number assigned to you by Lowe's on all invoices
- Lowe's store name, store number, and address on invoice
- Lowe's purchase order number on invoice – no names please
- F.O.B. (freight on board) terms stated (collect or prepaid)
- Bill only for merchandise shipped
- Bill and ship in the same unit of measure as ordered
- Provide Lowe's item numbers on invoice in the same sequence as ordered
- Include applicable allowances or charges in line item prices unless otherwise advised
- Compute and provide applicable discounts on the invoice
- Credit memos must reference Lowe's store name, number and address, purchase order number or return material report number, rebates, allowances, debit memo number, original invoice number, etc., and should be on company stationery inclusive of vendor's letterhead
- Notify the Merchandiser of any price discrepancies on the purchase order prior to shipping and invoicing

Electronic invoicing is our preferred method of receiving invoices (see Electronic Data Interchange in this guide for requirements) for domestic shipments (Note: There are [additional requirements](#) to support shipments that cross borders where LGS or Lowe's Canada is the importer of record). Once electronic invoicing is established, any paper invoices received will be assessed a \$10 administration fee. In addition, Lowe's expects all Electronic Commerce vendors to receive payments via Electronic Funds Transfer (EFT). WebForms are an alternative to paper invoicing. WebForms allow vendors that are not Electronic Data Interchange (EDI) capable to use a web browser to interact with our EDI system and submit invoices electronically over the internet.

If you do send **paper invoices**, submit the original invoice only (Note: Please do not send multi-part invoices). All transactions regarding merchandise for resale should be mailed to:
Discounted terms less than 15 days All other paper invoices:

Lowe's Companies, Inc.
Attn: Special Handling
P.O. Box 2068
North Wilkesboro, NC 28659

Lowe's Companies, Inc.
Attn: Vendor Invoice Payment
P.O. Box 1765
North Wilkesboro, NC 28659

Payment Information

Invoices that cannot be processed for failure to comply with any of the above requirements may be returned for rebilling. Applicable discounts are taken when delays are caused by billing non-compliance. Vendors with continual billing problems are subject to a processing/handling charge per transaction.

- **Payment Terms:** Lowe's is diligent in honoring all agreed and properly approved payment terms that are billed within billing requirements. All payment terms must be negotiated and approved by Lowe's Merchandising and communicated in writing (email preferred) with the approval of both parties and with effective dating prior to the submission of invoices with the agreed terms. Unapproved payment terms that result in loss of payment days/use of funds (when compared to properly documented and approved payment terms) will be subject to a pro-rated fee of 1% per month (12% per annum) of the amount paid early. Unapproved changes that result in a loss of payment discount will be subject to a fee equal to the discount + 1%.
- **Discounts:** Any adjustment used to calculate the discount amount must be stated on the invoice. Unless specifically noted on the Vendor Information Sheet, the calculation basis for cash discounts will be gross purchases. Any adjustment used to calculate the discount amount must be stated on the invoice. Explicitly show the due date and/or the net due date.
- **Due Date:** Lowe's interprets payment due date as the business day following the generation of payment/remittances.
- **Debit Balances:** Due to changing business relationships or seasonal business, we sometimes find a vendor in a debit balance position (vendor owes Lowe's). If this occurs and Lowe's determines there are not sufficient outstanding orders to offset the balance, the vendor will be contacted and given 15 days to remit payment by check to cover the balance. Lowe's will also not lose any applicable cash discounts on invoice payments delayed due to debit balances.
- **Pricing Exceptions:** Disputed pricing discrepancies deducted for **stock** product should be returned to Lowe's and will be forwarded to your Merchandising representative for review. Please review disputed pricing discrepancies for **special order sales (SOS)** product with the store. Obtain a signed copy of the SOS Work Order Sheet from the store and send the copy in with the deduction letter mailed to you from Lowe's.
- **Statements:** Lowe's pays by invoice and not statement. Do not attach invoices to monthly statements. Vendor statements are not reconciled on a monthly basis, but are reviewed on a regular basis.

Payment Information

- **Account Inquiries:** Payment history and rejected invoice information are available on www.Loweslink.com. To begin using this valuable reconciliation tool, go to www.Loweslink.com and select the "Getting Started –Register Here" link and follow the steps to sign up for Vendor Inquiry Access. If you have questions related to registration, please contact our EDI Team at loweslink@lowes.com. If you have questions related to the Vendor Inquiry Application, please call (336) 658-2121.
- **Supporting Documentation:** Please do not send paper documents unless requested by someone in Corporate Payables. Requested back up paper documents for Vendor Inquiries should be emailed to: VendorInquiry@Lowes.com.
- **Remit to Address Changes:** Requests to change remit to address information must be submitted in writing on letterhead to the Vendor Maintenance team by an authorized representative of vendor. Request may be submitted by mail (to the address below), fax (336-658-2041), or email (letterhead image must be included to VendorMaintenance@Lowes.com).

Lowe's Companies, Inc.
Attn: Vendor Maintenance (APS3)
1605 Curtis Bridge Road
Wilkesboro, NC 28697

Receipt Discrepancies & Liability Guidelines

Lowe's Companies, Inc. realizes the importance of liability properly being applied during the collection of receipt discrepancies (shortages, damages, and overages). All Lowe's locations are instructed to verify at the point of receipt the amount tendered to Lowe's by the delivering carrier (i.e. pieces, pallets, or sealed trailer) and note any discrepancies to the quantity. With this in mind, the following guidelines have been developed to document Lowe's position and commitment to our vendor/carrier partners on how the liability of receipt discrepancies is applied.

- Receipt discrepancies found on trailers sealed prior to leaving a vendor's location (both prepaid and collect) and arriving at Lowe's with the seal intact will be the liability of the shipping vendor.
- Receipt discrepancies found on "wrap intact" pallets will be the liability of the shipping vendor.
- Receipt discrepancies found on collect shipments tendered as a piece count will be the liability of the delivering carrier, unless the carrier can prove that liability was passed in some other manner (i.e. shipper load and count and said to contain).
- Receipt discrepancies found within a master carton after the initial point of receipt will be the liability of the shipping vendor.
- Visible damages discovered at the point of receipt for prepaid shipments will be the liability of the shipping vendor.
- Visible damages discovered at the point of receipt for collect shipments will be the liability of the delivering carrier, with the exception of sealed trailers.
- Concealed damages discovered and reported within 15 days of the initial date of receipt (except appliances) will be communicated to the delivering carrier and/or shipping vendor. These damages will be the liability of the shipping vendor for prepaid shipment or the delivering carrier for collect shipments, with the exception of sealed trailers and wrap intact pallets. Concealed damages discovered on sealed trailers and/or wrap intact pallets will be the liability of the shipping vendor.
- Discrepancies discovered on collect shipments that were not routed through a Lowe's preferred carrier will be the liability of the shipping vendor.
- Vendor must provide proof-of-pick up when requested on collect shipments.

Please remember that all chargebacks must be submitted through LowesLink®. Please do not mail or fax supporting documents. These must be uploaded as an attachment on LowesLink® when the chargeback is submitted. Lowe's reserves the right to impose cost recovery penalties for the actions of vendors and carriers that contribute to excessive administrative cost.

Electronic Data Interchange (EDI)

When it comes to invoicing, www.loweslink.com is your "link to information." If you are transacting via EDI with Lowe's, the specifications and business examples can be found under the EDI tab on the home page. These guides are listed by vendor type. As an added bonus, Lowe's also offers a web based solution called WebForms. Go to www.loweslink.com, and click WebForms for the WebForms demo, frequently asked questions (FAQ), and the registration form. Please note vendors shipping product through the Lowe's distribution centers may be required to use traditional EDI instead of WebForms to support ASN requirements.

All vendors should register for Vendor Inquiry via LowesLink®. This tool will provide the capability to view invoice status, aid in resolution of discrepant invoices, and disputed deductions. It takes two business days for the invoices to appear in our payables system. This is a great tool to ensure your invoice is in our payables system awaiting payment. Always check this screen for invoice status. If you receive a rejection on your 810 (invoice), please reference the 810 FAQ under the EDI tab. If your error message is not contained within that document, please contact Lowe's Payables Contact Center at (336) 658-2121 option 6 or VendorInquiry@Lowes.com.

Note: Vendors not in compliance with policy are subject to a processing penalty.

ELECTRONIC FUNDS TRANSFER (EFT)

Electronic funds transfer (EFT) is essentially a direct deposit of your payments from Lowe's. The benefits are listed below:

- Payments are automatically deposited
- Eliminates lost or stolen checks
- Enables automatic application of remittance to Accounts Receivable
- Enhances cash flow management

The use of EFT is yet another way of taking cost out of the payment process. If you are interested in receiving your payment via EFT, an owner, executive or authorized agent of a company must complete the [VFI authorization form](#) granting access to a user and fax it to 877-856-6061. Please review the [VFI FAQ](#) and [Terms and Conditions](#) located on LowesLink, under "Existing Partner Information, Corporate Trades Payables".

To use the application, two checks must have been received from Lowe's. If not, registration can be completed by sending an email to EFTSetup@Lowe.com. A representative will respond to provide additional information and begin the setup process.

Below are the training documents on LowesLink® Vendor Financial Information located under "Existing Partner Information, Corporate Trade Payables".

[LowesLink® Vendor Financial Information – Steps to Obtain Access](#)

[LowesLink® Vendor Financial Information – Login Steps](#)

[LowesLink® Vendor Financial Information – Tax ID Steps](#)

[LowesLink® Vendor Financial Information – EFT Setup](#)

[LowesLink® Vendor Financial Information – Bank Change](#)

EFT Inquiries: 336-658-2121 Option 3, Option 2

VFI Inquiries: 336-658-2121 Option 5

LowesLink® Vendor Inquiry

Payment information for US and Canada Lowe's locations is readily available for self-service by vendors using the Vendor Inquiry application.

- Check remittance and invoice information are available for two years.
- Problem invoices are available until resolution or up to sixty days.
- Deduction details are available for thirteen months from date of last activity.
- RTM details are available up to six months.

The Vendor Inquiry data on LowesLink® can be saved to various software applications allowing your company to download the data to your current systems.

To obtain access to LowesLink®, your company must register online (follow the steps under the "Getting Started – Register Here" at www.LowesLink.com). We highly recommend you utilize LowesLink®.

Below are the training documents for LowesLink® Vendor Inquiry listed under "Existing Partner Information, Corporate Trade Payables".

[Application Overview](#)

[Check Search](#)

[Invoice Search – Paid & Setup](#)

[Invoice Search – Problem](#)

[Deduction Search](#)

[Deduction Search – AD](#)

[Deduction Search – RTM](#)

[RTM Search](#)

[Attachments](#)

Vendor Inquiries: 336-658-2121 Option 3, Option 1

Invoice - Problem Code Descriptions

Problem Code	Description	Action
ACT	VENDOR PROFILE UNDER REVIEW	Vendor action required only if requested in correspondence instructions.
ADM	PENDING AUTO DEDUCTION - PRICING AND QUANTITY	Verify invoiced price/quantity and re-transmit invoice if incorrect. No further vendor action is necessary at this time if vendor invoice is correct.
ADP	PENDING AUTO DEDUCTION - PRICING	Verify invoiced price with your Lowe's Merchandising representative. Re-transmit invoice if vendor pricing is incorrect. No further vendor action is necessary at this time if vendor pricing is correct.
ADQ	PENDING AUTO DEDUCTION - QUANTITY	Verify invoiced quantity with proof of delivery. Re-transmit invoice if vendor quantity is incorrect. No further vendor action is necessary at this time if vendor quantity is correct.
ADU	PENDING AUTO DEDUCTION - UNMATCHED ITEMS	Verify invoiced item numbers match purchase order. Re-transmit invoice if incorrect. No further vendor action is necessary at this time if vendor invoice is correct.
ANC	ANTICIPATED ALLOWANCE NOT PROVIDED ON INVOICE	Check merchant agreement, contact Lowe's Merchandising representative, and re-transmit invoice if necessary.
APP	INVOICE AWAITING LOWE'S APPROVAL FOR DELETION OR PAYMENT	Vendor action required only if requested in correspondence instructions.
CCC	QUANTITY AND/OR PRICING DISCREPANCY BETWEEN INVOICE AND RECEIPT AND/OR PURCHASE ORDER	Vendor action required only if requested in correspondence instructions.
CRE	VENDOR CREDIT	Vendor action required only if requested in correspondence instructions.
DSP	DISPLAY INVOICE	Vendor action required only if requested in correspondence instructions.
DTC	VENDOR PROFILE UNDER REVIEW	Vendor action required only if requested in correspondence instructions.
DUP	DUPLICATE INVOICE NUMBER	Internal Lowe's code, no action necessary. Duplicate will be deleted.
ECT	ELECTRONIC ORDER WITH QUANTITY AND/OR PRICING DISCREPANCY BETWEEN INVOICE AND RECEIPT AMOUNT.	Verify invoiced price/quantity and re-transmit invoice if incorrect. No further vendor action is necessary at this time if vendor invoice is correct.
EDI	VENDOR PROFILE UNDER REVIEW	Vendor action required only if requested in correspondence instructions.
EST	FREIGHT ESTIMATE MISSING	Vendor action required only if requested in correspondence instructions.
FCR	FREIGHT CLAIM REVIEW	Vendor action required only if requested in correspondence instructions.
FRT	INVOICE FREIGHT TYPE DOES NOT MATCH LOWE'S PO FREIGHT TYPE	Vendor action required only if requested in correspondence instructions.
IMP	IMPORT PURCHASE ORDER NUMBER	Vendor action required only if requested in correspondence instructions.
MCT	ELECTRONIC ORDER WITH QUANTITY AND/OR PRICING DISCREPANCY BETWEEN INVOICE AND RECEIPT AMOUNT.	Vendor action required only if requested in correspondence instructions.
MIS	REPLACEMENT/EXPENSE PART OR OUT-FOR-REPAIR INVOICE.	Vendor action required only if requested in correspondence instructions.
MIX	PURCHASE ORDER CONTAINS BOTH DISPLAY AND STOCK PRODUCT	Vendor action required only if requested in correspondence instructions.

Problem Code	Description	Action
MRR	MULTIPLE RECEIVING REPORTS PROCESSED FOR A GIVEN STORE/PURCHASE ORDER	Internal Lowe's code, no action necessary. Lowe's will manually match to correct receiver.
NCT	ELECTRONIC ORDER WITH QUANTITY AND/OR PRICING DISCREPANCY BETWEEN INVOICE AND RECEIPT AMOUNT	Vendor action required only if requested in correspondence instructions.
OPN	RECEIPT OF PRODUCT NOT ACKNOWLEDGED BY LOWE'S LOCATION	No vendor action necessary at this time. Lowes is awaiting receipt by location.
PRC	PRICING DISCREPANCY BETWEEN INVOICE AND PURCHASE ORDER	Verify price with Lowe's merchandising representative. Re-transmit invoice if vendor pricing is incorrect. No further vendor action is necessary at this time if vendor pricing is correct.
PVR	MULTIPLE INVOICES RECEIVED FOR LOCATION/PURCHASE ORDER COMBINATION - REFER TO BILLING REQUIREMENTS	For all invoices billed for this location/po combination, provide signed proof of delivery (POD) and bill of lading for prepaid shipments or proof of pickup (POPU) and bill of lading for collect shipments. ASN also required for crossdock shipments.
QTY	QUANTITY DISCREPANCY BETWEEN INVOICE AND RECEIPT BY LOWE'S LOCATION	Vendor action required only if requested in correspondence instructions.
RAP	INVOICE AWAITING LOWE'S APPROVAL FOR DELETION OR PAYMENT	Vendor action required only if requested in correspondence instructions.
RNF	LOCATION AND PURCHASE ORDER NUMBER COMBINATION NOT FOUND IN LOWE'S SYSTEM	Re-transmit EDI invoice or submit response with updated information. If location/po is correct, provide bill of lading and signed POD for prepaid shipments/proof of pickup for collect shipments. ASN also required for crossdock shipments.
RPS	REPLACEMENT PARTS	Vendor action required only if requested in correspondence instructions.
TOL	INVOICE OUT OF BALANCE TO PURCHASE ORDER	Internal Lowe's code, no action necessary.
TWO	MULTIPLE INVOICES RECEIVED FOR LOCATION/PURCHASE ORDER COMBINATION - REFER TO BILLING REQUIREMENTS	Vendor action required only if requested in correspondence instructions. To expedite payment of future invoices, submit one invoice per location/po combination. Refer to Lowe's billing requirements.
UAB	INVOICE CONTAINS CHARGE(S) BEING RESEARCHED BY LOWE'S	Vendor action required only if requested in correspondence instructions.
VOD	PURCHASE ORDER CANCELLED/VOIDED	Please provide a signed proof of delivery (POD) and bill of lading for prepaid shipments or a proof of pickup (POPU) and bill of lading for collect shipments. ASN also required for crossdock shipments.
WRO	QUANTITY AND/OR PRICING DISCREPANCY BETWEEN INVOICE AND RECEIPT AND/OR PURCHASE ORDER	Vendor action required only if requested in correspondence instructions.
XXX	SYSTEM CODE	Vendor action required only if requested in correspondence instructions.

Deduction – Source Code Descriptions

DM# Sequence	Example	Location #	Purchase Order #	Source Code	DM Description	Contact Information
AD+6digits	AD329339	Various	Various		Issued by Corporate Payables for invoice discrepancies	VendorInquiry@Lowe.com
DM+AL & Vendor Not = 1000 - 9999	DM1234AL	998	00000	RTM	Issued by RTM Automated System (RTMs "allowance" deduction detail–available on LowesLink®)	PAVENINQ@Lowe.com
DM+AL & Vendor = 1000 - 9999	DM1234AL	998	00000	RTM	Issued by RTM Automated System (RTMs "Buyback" deduction detail–available on LowesLink®)	RTMvendor@Lowe.com
DM+4digits DM+4digits+P	DM5354 DM5354P	Various	Various		This style of debit could be issued by any area in Lowe's	Contact name on debit copy
DM+4digits+DA	DM7874DA	998	00000	RTM	Issued by RTM Automated System (RTMs consolidated on composition list – available on LowesLink®)	VendorInquiry@Lowe.com
DM+5digits	DM62774	Various	RTM Number	RTM	RTM Manual System (single RTM involving quantity or price adjustments)	VendorInquiry@Lowe.com
DM+6 digits, DM+5 digits+NP, DM+5 digits+PP	DM98703PP	Various	Various	FPD	Issued by Freight Payables for various Lowe's Routing Guide violations	Freight@lowes.com
DM+6digits+P (first digit will not be a 0)	DM982364P	998	Various	6NO, AWY, CPG, M20, PAC, REC	Issued by Product Accounting for vendor funded programs/ allowances Vendor Funds Recovery	PAVENINQ@lowes.com
DME+4digits	DME3289	998	00001		Issued by EDI section	Contact name on debit copy
DMH+5digits DM+6digits	DMH24978 DM002694	Various	Various Various	DT	Issued by Corporate Payables due to pricing, receipt, or SOS issues	Contact name on debit copy
DML+5digits+P	DML12345P	998	Various	VLS	Issued by Logistics for vendor fines and penalties	Contact name on debit copy
DMQ+4digits	DMQ8264	Various	10	BCC	Issued by Corporate Payables for Bar Code Quality, etc.	Contact name on debit copy
DMS+5digits	DMS35864	Various	Various		Issued by shrinkage control area of Inventory Control, authorized by Merchant	Contact name on debit copy
F+5digits FR+5digits	F31840 FR31840	998	Various	AUD	Issued by AP Audit Department	Audit@lowes.com
TR+5digits	TR67279	998	Various	TRF	Issued by Traffic department for loading detention	Contact name on debit copy Freight@lowes.com
EC + 6 digits	EC123456	Various	Various	SOS	Issued by Corporate Payables for invoice discrepancies on electronically ordered purchase orders	EcatVendor@Lowe.com
CC+5digits CF+5digits	CC12345 CF67891	998	Various	CAP	Issued by Recovery AP Department	recoveryap@lowes.com FreightRecovery@Lowe.com

Note: Lowe's reserves the right to charge an administrative fee for excessive debit memo copy requests.

Auto Deduction

Lowe's strives to improve processes by automating manual tasks where applicable. Lowe's has the ability to provide our EDI Trading Partners with more precise and descriptive information regarding receipt and pricing deductions due to discrepancies as we have automated the process. This automation eliminates keying errors and provides a more timely response to billing discrepancies.

Auto Deduction Process Flow:

- The EDI information you provide is systemically compared to our Lowe's purchase order. If the invoice matches, it clears for payment.
- If the information does not match, the problem is systemically identified. Reference the [LowesLink Vendor Inquiry – Invoices Search – Problem](#) section for additional information.
- Deductions are systematically for the discrepancy. Refer to the [LowesLink Vendor Inquiry – Deduction Search – AD](#) for additional information.

Electronic Catalog Deduction

SOS electronic catalog (e-catalog) vendors are subject to an automatic e-catalog deduction when the invoice amount is greater than the purchase order received amount. The invoice will be short paid for the received amount. The vendor will receive notification of the short pay and the check remittance will show the deduction amount above the invoice paid via LowesLink®.

Refer to the [LowesLink Vendor Inquiry – Deduction Search](#) for additional information.

Return To Manufacturer (RTM)

The report detailing consolidated RTM deductions is available to our vendor partners through the Vendor Inquiry application on LowesLink®. Lowe's issues RTM deductions and the supporting documentation is available through the RTM Search option in the application. RTM deductions can easily be identified on check remittances (4 digit number plus "DA" – example: DM1234DA). **The RTM Search offers an option to download the item level detail to Excel by selecting "Download RTM List" from the "Return to Manufacturer (RTM) Detail" screen.**

Lowe's Companies, Inc. issues debit memos against vendors' payables accounts for RTM's generated by our stores involving product (defectives, buybacks, etc.) **and customer complaints** (including monetary reimbursement settlements). Defective and buyback product RTM's result from agreements between Lowe's Merchandising Team and our Vendor Partners (Note: Receipt of stock product into our stores' inventory is a prerequisite to the generation of a stock product RTM). Customer complaint labor RTM's are identifiable by Lowe's item numbers 99401 or 88970.

Explanation of Debit Memo Pricing: Unless otherwise specified, Lowe's RTM Debit Memo Pricing will be on Lowe's valuation method for inventory. Lowe's basis for the valuation of inventory includes all costs for placing inventory in a saleable position within our stores. This includes, but is not limited to, inbound freight charges and distribution or warehousing costs incurred within the distribution center/store. If vendor allowance programs exist for the vendor and the items were originally purchased from the vendor, Lowe's will include an add-on percentage to offset any reduction in inventory valuation related to vendor allowance programs. Additionally, add-on's will be assessed for those policies requiring Lowe's to provide return authorizations or prepaid freight to the vendor.

Purchase Orders (PO): Lowe's system does not track stock product RTM's to a PO. Only Special Order Sales (SOS) RTM's will have the original PO available on the report.

Chargebacks: RTM chargebacks must be submitted through Vendor Inquiry Deduction Search under LowesLink® applications. Discrepancies should be reported within **60** days of deduction date. Lowe's will provide information supporting denial or issue repayment within 30 days of chargeback receipt date.

Requests for Proof of Delivery (POD): Requests for POD will be denied for returns shipped collect or picked up by the vendor. Please contact your internal Freight Payables Department for POD. Requests for POD on prepaid shipments will be fulfilled; however, Lowe's reserves the right to discontinue research on repetitive requests after a representative sample has been provided.

Restocking: Payment requests for restocking will be denied for all defective RTM's. Either the Lowe's merchant or store must approve other circumstances in writing.

Note to Defective Allowance Vendors: Supporting documentation for amount posted to the account is also available (recognized by 4 digit number plus "AL" – example: DM1234AL). Please note that vendors with defective allowances which are insufficient to cover the actual defective return rate for the year will be responsible for funding these excess defective items.

Audit Confirmation Requests from Vendor Accounting Firms

Lowe's Companies, Inc. no longer accepts audit confirmation requests from vendor accounting firms (submitted via US Mail or by email). To receive a response to an audit confirmation request, submit the request in the Accounts Receivable Section at www.confirmation.com. For more information about Confirmation.com, please visit their website or call 1-888-716-3577.

Note the following information regarding audit confirmation requests.

- Lowe's will not confirm account or statement balances.
- Lowe's will not provide statements or other documentation.
- Lowe's will verify a maximum of 20 specific invoices per vendor

Canada Disclaimers

Lowe's processes for Canada locations are the same as US locations with the following exceptions:

- Lowe's must have a valid GST/HST Registration Number on file, if applicable.
- GST/HST will need to be broken out from the merchandise amount.
- All SOS and Installed Sales must be billed in CAD Currency.
- Transaction currency will need to be noted on all paper invoices for processing.
- If paper check is the payment method, these payments are only issued once a week.

If you do send paper invoices, submit the original invoice only (Note: Please do not send multi-part invoices); should be mailed to the address below.

Lowe's Companies, Canada, ULC
PO Box 1941
North Wilkesboro, NC 28659