1. Each time you punchout you be required to enter a Destination Zip Code (where the product will be delivered or picked up).

2. Click “Set As My Store” to shop from that location.


4. Check Availability and see Delivery Options.

5. Check Store Availability shows the quantity at the 5 nearest stores. If store is changed for one item it will be changed for entire order.

6. Available Fulfilment Methods vary by product. Verify the method by product in the Cart. Parcel shipping is not available for all items.
7. Select Parcel Shipping Options in the Secure Check out. Parcel shipping is not available for all items.

8. Confirm everything on your order is correct. Once it is Submitted back to your system for approval it cannot be edited or modified.

9. Your Confirmation Email indicates that Lowe’s has successfully received your order. When picking up an order in store, please be sure to have the Lowe’s Order Number and a Company ID. All pick ups will be done at the Internet Fulfillment Pick-Up desk.

Important: Lowe’s does not receive notification of cancelled orders in Jaggaer, to cancel an order, contact the store in which was placed, please provide the Lowe’s order number.

Order or Technical Questions should be directed to: eProSupport@Lowes.com
Purchasing Quick Tips

• When picking up an order in store:
  – Buyers will go to the Internet Fulfillment Pick Up desk at the front of the store
  – Buyers will have a copy of the Lowe’s order confirmation
  – Buyers should have a School ID, but should not be turned away if they do not

• When picking up an order at the store, if additional items are needed, please do not add items to the PO. Additional items should be purchased only through the portal or by using another form of payment.

• There are no change orders allowed on Lowes POs. A return or new PO will need to be processed for the change.

• If an item or order needs to be cancelled or not available:
  – No substitutions are allowed
  – If item cannot be fulfilled, buyer will be contacted, the line must be cancelled on both Lowe’s and BobcatBUY
  – All cancellations will be communicated back to buyer so a new PO can be submitted for replacement or substitute items
Invoicing Quick Tips

• When invoices are submitted into the portal, the format we submit them will include a preceding ‘9’.
  – Example: ‘9’12345

• Lowe’s will occasionally recycle invoice numbers. In the event that an invoice is duplicated on our side, we will submit the invoice into the portal with an 8-digit date at the end of the invoice number.
  – Example: 912345’08152018’ <- Date is 08/15/2018

• When a return is processed at the store, the associated PO should also be presented at the time of the return. Or, during a return, please request to have the Lowe’s employee look up the PO to include on the return. This will make it easier to match credits to debit charges.

• Sometimes an order will be split resulting in multiple invoices on one 1 Purchase Order

• Can a credit invoice be accepted if Lowe’s submits it through the portal?
  – When an order is canceled, it will generate a debit and credit. If Lowe's invoices the credit and the debit on the same PO, the customer can take the credit against the debit. Or Lowe’s can have Synchrony apply the credit to the debit on the back end to ‘WASH’ the entire transaction for cancelled orders.

• Business purchases can be made using the Ohio University contract at the local retail stores using your pcard. OHIO buyers must request a Lowes key fob from the Purchasing Department. The key fob will give the buyer a 7% discount on top of sale prices. When checking out and presenting your key fob, you will receive the discount. You must also remind the cashier that this purchase is tax exempt.
Using Lowes Punch-out Catalog

The next few slides will provide a more detailed guide to using the functionality in the punch-out catalog.

Topics include:

- Store locator start page
- Welcome page
- Search filters
- Product detail page
- Check store availability
- Fulfillment methods by Item
- Secure Checkout
- Confirmation email
• Each time you punchout you be required to enter a Destination Zip Code (where the product will be delivered or picked up)

• Click “Set As My Store” to shop from that location
Welcome Page

- Begin your Search by Keyword or SKU, or search your past orders and frequently ordered items
- Additional options are available for your convenience
- All Order and Technical questions should be directed to eProSupport@lowes.com
• Use the filters on the left side to narrow down your search results

• To filter items stocked at that store, check “View In-Stock Products”
Contract Price

Indicator

Click to see how many are in stock at current and surrounding stores

When / How can I get it?

View contract pricing
Check store availability

See fulfillment methods for the item
Lead time for the item (times can vary by product)
• Shows the available quantity at the 5 nearest stores

• If store is changed for one item it will be changed for entire order

• **System will not allow an order for more than what is available when choosing store pickup or delivery**

• Choose Parcel Shipping and allow our systems to source for you
Available fulfillment methods vary by product

Choose a fulfillment method across the entire order with one click

Choose the same fulfillment method for the entire order with one click

Each item may have a different default Fulfilment Method. Make sure you validate the correct method has been chosen.
• Parcel Shipping Options:
  – Standard shipping is free for all orders
  – Expedited services available at an discounted rate

• Confirm everything on your order is correct. Once it is Submitted back to your system for approval it cannot be edited or modified
• Once Lowe’s successfully receives your order, you will receive a confirmation email.

• When contacting the store about your order, please reference the Lowe’s Order Number.

• Please bring a copy of the Email Confirmation or Lowes Order Number along with your official Company ID to pick up your order at the Internet Fulfillment Pick Up desk.