

| Corporate Mailboxes (Vendor Use) | |
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| Mailbox | Subject |
| 907 and All Direct to Consumer Fulfillment | |
| DirectConsumerSubmissions@lowes.com | <ul style="list-style-type: none"> • For Vendors and Lowes Employees • Manages Direct To Customer fulfillment channel availability (Parcel, Buy Online Pick Up In Store, etc.) for both Stock and SOS programs • Works with teams to enable e-commerce fulfillment solutions, and acts as resource for Lowe’s parcel guidelines, restrictions, and parcel eligibility questions and requests. • Services stocking/nonstocking requests and other inquiries for 907 |
| Archway (Signage/Display Orders) | |
| LowesPSM@Archway.com | <ul style="list-style-type: none"> • For stores only • Addresses shipping and tracking inquiries for Archway items |
| eCat | |
| eCatUpload@lowes.com | <ul style="list-style-type: none"> • For vendors (new and existing) and Lowe's employees (Product Info. and Merchandising) • Accepts submissions for eCat costs uploads and overrides, as well as model changes, adds, and in some cases deletes. • Works with Vendors as well as Merchandising to provide active item eCat reports upon request. |
| EDI and Webforms | |
| EDI-Implementation@Lowes.com | <ul style="list-style-type: none"> • For existing product & Expense vendors primarily (merchants may submit e-mails on vendor's behalf with vendor's EDI contact copied) • Accepts submissions for EDI Setup(via registration form on www.loweslink.com) and services questions regarding EDI setup and testing |
| EDI-Production@Lowes.com | <ul style="list-style-type: none"> • Also seen as vendor.support@lowes.com • For existing product & Expense vendors (merchants may submit e-mails on vendor's behalf with vendor's EDI contact copied) • Services questions for active EDI vendors |
| EDI-Transportation@lowes.com | <ul style="list-style-type: none"> • For Existing Freight Carriers • Accepts submissions for and services questions regarding implementation & production EDI issues |
| WebForms@Lowes.com | <ul style="list-style-type: none"> • For Existing Product Vendors • Accepts submissions for (via registration form on www.loweslink.com) and services questions regarding WebForms EDI setup and testing (an option for vendors unable to use traditional EDI) |
| IRIS | |
| IrisVendorInquiry@lowes.com | <ul style="list-style-type: none"> • Accepts submissions for any vendor interested in having a device work with Iris |
| Loweslink | |
| LowesLink@Lowes.com | <ul style="list-style-type: none"> • For All Existing Vendors • For troubleshooting log in issues & general questions relating to www.loweslink.com |

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| LowesLinkAP@lowes.com | <ul style="list-style-type: none"> • Submission of technical issues involving LowesLink® applications owned by Corporate Payables (Vendor Inquiry and Vendor Financial Information) • Send Customer Service Surveys related to Corporate Payables to Vendors |
| MCTC | |
| MCTCPURCHASING@LOWES.COM | <ul style="list-style-type: none"> • Also seen as SignageSupport@Lowes.com • Used by 3rd party vendors such as carpentry or electrical for Merchandising Resets to send labor invoices or to request POGs or CAD drawings • Should NOT be utilized to support signage re-orders- those should be sent to LowesPSM@Archway.com. |
| PCM | |
| PCMsupport@lowes.com | <ul style="list-style-type: none"> • Vendors (new and existing, import and domestic) and Lowe's employees (various) • Services questions regarding: -PCM -PCM Role Requirements -PI Builder File -Submitting Items (New or Updating) -New Vendor Onboarding -Training/Support for New Employees of Existing vendors |
| Planograms (POGs) | |
| Planogram.Support@Lowes.com | <ul style="list-style-type: none"> • For internal use • Accepts submissions from stores regarding planograms (outside of questions for specific resets) • Specific reset questions (includes promo & flex endcaps too) regarding planograms and blueprints are to be sent through the ISV (In Store Viewership) webpage |
| Quality Assurance (Stop Sales) | |
| QualityAssurance@Lowes.com | <ul style="list-style-type: none"> • For internal and external use (merchants, vendors, DC and store employees) • Accepts requests for stop sales. Notify immediately if there are any possible safety or regulatory issues with products. • Accepts Store inquiries such as “what is that status of this stop sale”, or “what am I supposed to do with this stopped product” i.e. disposition PREFERRED METHOD OF CONTACT: Utilize the QA Contacts by Category resource to directly contact the Vendor Quality Manager (VQM) or Engineer (SQE or QE) that supports the product. FOR DISPOSITION INFORMATION: E-mail disposition of Stop Sale product to QualityAssurance@lowes.com and the appropriate Vendor Quality Manager (VQM) or Engineer (SQE or QE). The QA Resource Tool linked HERE will be updated so stores can easily find disposition information. FOR SELLING RESTRICTIONS (NOT STOP SALES) Contact SellingRestrictions@lowes.com |
| RTM (Defective Return Policies, Vendor Deductions) | |
| rtmvendor@Lowes.com | <ul style="list-style-type: none"> • For RTM Chargeback Team use • Used to send/request additional information pertaining to chargebacks (Vendors should use Loweslink to submit deductions and inquiries need to go to Vendor.Inquiry@lowes.com) |

| Selling Restrictions | |
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| Sellingrestrictions@lowes.com | <ul style="list-style-type: none"> • For Vendors in need of updating current selling restrictions • Store associates with questions on items with restrictions • Corp/Call Center associates with questions around Selling, Age, Shipping Restrictions (SAS) • Not for stop sale questions- those should be directed to QualityAssurance@Lowe.com |
| SOS | |
| SpecialtySalesSystemSupport@lowes.com | <ul style="list-style-type: none"> • Used by m2o vendors or IT only- supported by m2o CSC team. Stores should contact the IT support center line for m2o support incidents. • Used to communicate that a new/updated m2o catalog has been loaded to an external site for m2o team to pull and begin testing • Occasionally used by IT Support to send tier 3 support questions for m2o |
| Tradestone | |
| TradeStone@Lowe.com | <ul style="list-style-type: none"> • For international merchandising team, sourcing, and vendors • Services any inquiry regarding Tradestone, ex: uploading docs, PO info |
| Translations | |
| Translation.Management@lowes.com | <ul style="list-style-type: none"> • For vendors and Lowe's employees • Accepts submissions for questions regarding Lowe's translation policy |
| Transportation | |
| <p>Transportation Contacts: Go to Loweslink.com > Supply Chain Information > Transportation > Lowe's Domestic Transportation Operations Contacts</p> | <ul style="list-style-type: none"> • For vendors, carriers, stores, and CSC personnel • Services questions regarding: parcel accounts/parcel shipping, LTL or TL carrier info, shipping requirements, damage claims, collect vs prepaid freight issues, store delivery issue (ex: missed appointments, shortages), locating a PO |
| Vendor Insurance | |
| CertRequest@lowes.com | <ul style="list-style-type: none"> • Seen as "Insurance Request" in Outlook • Accepts submissions for any questions regarding vendor insurance |
| lowes@ebix.com | <ul style="list-style-type: none"> • Accepts submissions for certificates of insurance- for merchandising vendors |
| Vendorapplications@lowes.com | <ul style="list-style-type: none"> • For New Service Vendors Only (not used for merchandising vendors) • Accepts submissions for (via onboarding application process) and services questions regarding Insurance Certificate Renewals |
| VendorInsurance@lowes.com | <ul style="list-style-type: none"> • For Existing Service Vendors Only (not used for merchandising vendors) • Accepts submissions for certificates of insurance (renewals) and questions for service vendors only |
| Vendor Setup, Maintenance, and Support | |

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| <p>EFTSetup@Lowe.com</p> | <ul style="list-style-type: none"> • EFT (Electronic Funds Transfer) Vendor Setup Request/Inquiries • VFI Portal Access Questions/Inquiries • Systematic Notification emails from VFI (Vendor Funded Inventory) – Vendors Access Request flow here • NOC Bank Rejection Notification from Internal Team |
| <p>Vendor.Dart@Lowe.com</p> | <ul style="list-style-type: none"> • For vendors who utilize the Vendor DART application • Accepts submissions relating to the Vendor DART tool, EDI 852 transmissions, and Supply Chain Vendor on-boarding |
| <p>Vendor.Inquiry@Lowe.com</p> | <ul style="list-style-type: none"> • For external and internal use (Vendors, Installers, Product Accounting, Merchandising, etc.) • Accepts submissions for ANY type of vendor or installer related question as it relates to finance (invoices, checks, etc.) |
| <p>Vendor.Maintenance@Lowe.com</p> | <ul style="list-style-type: none"> • Supports EXISTING vendors for Trades Vendor Maintenance documents (VIS, Terms Change Forms, etc.) and questions |
| <p>Vendor.Support@Lowe.com</p> | <ul style="list-style-type: none"> • Also seen as EDI-Production@lowes.com • For existing product & Expense vendors (merchants may submit e-mails on vendor's behalf with vendor's EDI contact copied) • Services questions for active EDI vendors |
| <p>VendorSetup@Lowe.com</p> | <ul style="list-style-type: none"> • Supports NEW vendors for Trades Vendor Setup documents (VIS, W-9, etc.) and questions • Systematic emails are sent to this mailbox once a request for a new VBU is flagged in Lowe Client Server |