

Product Information Support Portal Job Aid

Accessing Portal and Viewing Request Tickets

ABOUT THIS JOB AID

The Product Information Support Portal (FootPrints) is a system designed to house requests, track each ticket and send out confirmation emails to everybody attached to the ticket. Currently, the Product Information Support Portal is the preferred way to handle all PCM issues.

PURPOSE OF JOB AID

The purpose of this job aid is to provide an overview of how to use the Product Information Support Portal.

1. [Accessing Portal](#)
2. [Responding Viewing / Editing Request Tickets](#)
3. [Key Terms](#)

1. ACCESSING PORTAL

Step	Action / Screen						
Go the Product Information Support Portal webpage - http://lowespcm.nfpondemand.com	<div data-bbox="646 919 998 1144" data-label="Image"> </div> <table border="1" data-bbox="646 1155 1299 1354"> <thead> <tr> <th data-bbox="646 1155 958 1207">If...</th> <th data-bbox="958 1155 1299 1207">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="646 1207 958 1291">You are a New User</td> <td data-bbox="958 1207 1299 1291">Select Create a new account to register</td> </tr> <tr> <td data-bbox="646 1291 958 1354">You are a returning user</td> <td data-bbox="958 1291 1299 1354">Enter you User Name and Password</td> </tr> </tbody> </table>	If...	Then...	You are a New User	Select Create a new account to register	You are a returning user	Enter you User Name and Password
If...	Then...						
You are a New User	Select Create a new account to register						
You are a returning user	Enter you User Name and Password						
If you are a New User, Complete all New User Registration fields to generate a User ID and Password.	<div data-bbox="646 1371 1518 1711" data-label="Form"> <p>New User Registration</p> <p>Account Setup</p> <p>Email Address* <input type="text"/></p> <p>Password* <input type="password"/></p> <p>Re-Enter Password* <input type="password"/></p> <p>Password Retrieval Question* <input type="text" value="[Choose a question to answer]"/></p> <p>Your Answer* <input type="text"/></p> <hr/> <p>Personal Data</p> <p>Last Name* <input type="text"/> First Name* <input type="text"/> Company* <input type="text"/></p> <p>Vendor Type* <input type="text" value="Make a Selection"/> Phone Number* <input type="text"/></p> <p>Lowe's Vendor Number* <input type="text"/> PCM User ID <input type="text"/></p> </div>						

Product Information Support Portal Job Aid continued

2. RESPONDING / VIEWING / EDITING REQUEST TICKETS

Once you have submitted your request ticket for New Item Setup and your Builder is approved, the Item Setup Specialist will make the Merchandise Specialist (MS) the Contact. As the Vendor, you will be Cc'd on all further communication as he or she works on the request.

RESPONDING TO REQUEST TICKETS VIA EMAIL

Step	Action / Screen
<p>Type a response to a Cc'd email above the line indicated in email.</p> <p>NOTE: Any additions to the text below the indicated line will not be visible to those involved.</p>	<p>When replying, type your text above this line.</p> <p>Notification of Inquiry Registration</p> <p>Workspace: Vendor PCM Support Inquiry: New Item Set Up Help Request Inquiry Number:147423 Status:New</p>

VIEWING / EDITING REQUEST TICKETS

Prior to submitting your Builder file FootPrints request ticket, there are three options to view tickets.

Step	Action / Screen
<p>Option 1:</p> <p>Select Description for a quick pop-up view.</p> <p>Select Previous or Next to view other tickets.</p> <p>NOTE: You cannot edit a ticket in this view.</p>	
<p>Option 2:</p> <p>Select Details to view and edit the trail of a ticket.</p>	<p>Subject of Ticket Per the issue be weight capacity attribute. [...less] Descriptions Details Edit</p> <p>Edit Details Copy/Move</p> <p>Inquiry ##### in Vendor PCM Support</p>
<p>Option 3:</p> <p>Select Edit to reply to a ticket, add attachments, or update information.</p>	<p>Subject of Ticket Per the issue be weight capacity attribute. [...less] Descriptions Details Edit</p>
<p>Select Save (for all options) when you are finished editing to reroute the ticket.</p>	<p>SAVE</p>

Product Information Support Portal continued

3. KEY TERMS

Definitions of terms used in Subject Lines and Merch Responses

Term	Definition
CIS	Centralized Item Setup - Tickets that require Item Setup will get routed to the Items Setup Specialist
MKT	Marketing Data - Tickets that require new and updated Marketing Data will get routed to the Marketing Data Specialist
PSSA	Product Specific Selling Attribute - Vendor will make a PSSA request to the PI Taxonomy Team
CC	Customer Care Issue - Errors found on Marketing Data Information will get sent to the Vendor to correct
Past Due	Tickets are marked Past Due when Merchandising or Vendors are not responding and are past SLA timelines
Merch Approval Needed	Requires Merchandising's approval for Item Setup
Merch Response Needed	Requires a response from Merchandising
Vendor Response Needed	Requires a response from the Vendor NOTE: Merchandising may be asked to intervene if the Vendor is non-responsive
Solution Provider Response Needed	Contact from the Solution Provider will be added to the CC to assist with troubleshooting item setup issues
LGS Response Needed	Requires a response from the Import Merchant
PI Response Needed	Used when PI needs to escalate ticket to a PI Analyst or Manager