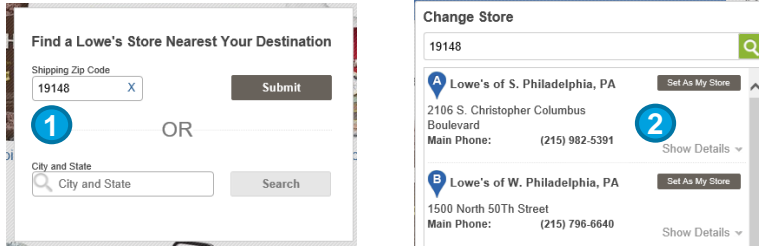


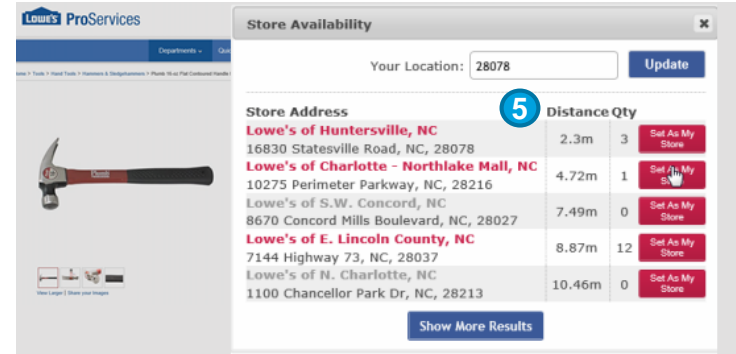


1. Each time you punchout you be required to enter a Destination Zip Code (where the product will be delivered or picked up)
2. Click "Set As My Store" to shop from that location.



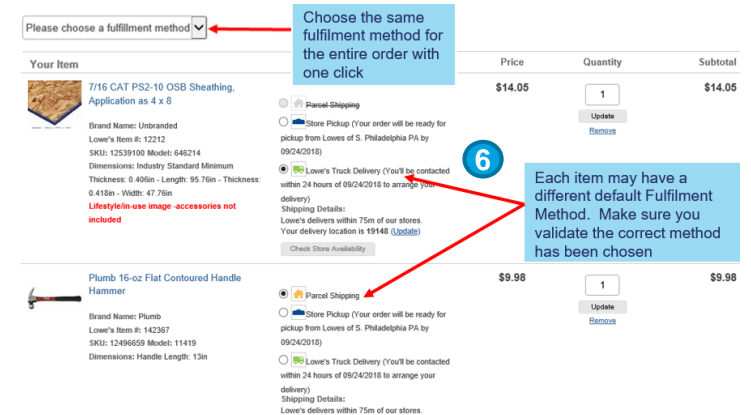
3. View the Contract Price on the Item Detail Page.
4. Check Availability and see Delivery Options.

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.



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

6. Available Fulfillment 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.**

Shipping & Pickup Policy | Return Policy | Privacy Statement | Email Cart

1.844.569.4776

Secure Checkout

Shipping Cart | Shipping Address | Review & Pay

Billing Summary

|                               |        |
|-------------------------------|--------|
| Item Total                    | \$8.98 |
| Shipping                      |        |
| - Parcel                      |        |
| Select a Shipping Option Here |        |
| Standard Shipping - FREE      |        |
| Two Day Shipping - 12.99      |        |
| Next Day Shipping - 19.99     |        |
| Total                         | \$8.98 |

\*Your Cart does not include taxes or fees, which will be calculated and added to your order after you submit a shipping address in your purchase order submission.\*

Submit Punchout Order

Shopping Cart Summary

Plumb 16-oz Flat Contoured Handle Hammer

SKU: 1249659 | Lowes Item #: 142367 | Model: 11419  
Dimensions: Handle Length: 13in

Quantity: 1  
Price Each: \$8.98

Shipping: Parcel Shipping  
Expected to ship: Mar 30th - Apr 3rd

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.

LOWE'S NEVER STOP IMPROVING

Lowes Order Number

Order #: 353180447  
Invoice #: 98765  
Order Date: 7/13/2018  
Order Total: \$399.48

### Your Order Is in Process

Page 1 of 2

Lowes Delivery

| Products Ordered                      | Item # | Model # | Unit Price | Quantity | Total    |
|---------------------------------------|--------|---------|------------|----------|----------|
| Chateau White/walnut 4-Shelf Bookcase | 727950 | W15373  | \$133.16   | 3        | \$399.48 |

Delivery To: ABC University, 123 Main St, Facilities Department, Anytown, ST 12345

Delivery Date: 07/24/2018, 08:00 AM - 08:00 PM

Your scheduled arrival time will be refined to a 2-hour window and provided to you the evening prior to or morning of your delivery. Your driver will call you when they are in transit to your destination. Actual delivery completion may extend past the scheduled arrival time. If you have any questions, please call Lowe's Delivery Services at 1-800-810-6102 or email us at lowesdeliveryservices@lowes.com.

| Order Level Charges   |                    | Billing Summary           |          |
|-----------------------|--------------------|---------------------------|----------|
| Sold To               | Tender Information |                           |          |
| ABC University        | LAR 1234           | \$399.48 Subtotal:        | \$399.48 |
| 555-555-5555          | PO #:              | ABC1234 pping / Delivery: | \$0.00   |
| janedoe@abc.edu       |                    | Total Tax:                | \$0.00   |
| Tax Exempt # 11111111 |                    | Total:                    | \$399.48 |

**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**



- When 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



- 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



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

**Find a Lowe's Store Nearest Your Destination**

Shipping Zip Code  
19148 X

OR

City and State  
City and State

**Change Store**

28117

- A** Lowe's of Mooresville, NC   
509 River Highway  
Main Phone: (704) 660-7177
- B** Lowe's of Troutman, NC   
1041 Charlotte Highway  
Main Phone: (704) 980-5000
- C** Lowe's of Huntersville, NC   
16830 Statesville Road  
Main Phone: (704) 892-9449
- D** Lowe's of E. Lincoln County, NC   
7144 Highway 73

Paint  
Caulk  
Cleaning Cloths  
Spray Paint  
Stains & Sealers

Fluorescent Lighting & Accessories  
LED Light Bulbs

Refrigerators



- 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](mailto:eProSupport@lowes.com)

The screenshot shows the Lowe's ProServices website interface. At the top left is the Lowe's ProServices logo. The top right shows the user's location (My Store: Lowe's of Mooresville NC), email (eProSupport@lowes.com), and account information (Welcome LFP Account). Below this is a navigation bar with 'Departments' and 'Quick Orders' dropdowns, a search bar with 'Search for products' and a 'GO' button, and a 'National Account Manager: Gene Moseley' link. The main content area is divided into sections: 'Your Links' (Your Orders, Your Catalogs, Frequently Ordered, Quick Order List), 'Popular Categories' (Paint, Light Bulbs, Kitchen & Appliances, Cleaning Supplies), and 'Welcome LFP Admin'. Red arrows point from text boxes to specific elements: 'Find order information' points to 'Your Links'; 'What store did I choose?' points to the location dropdown; 'Search by SKU or Keyword' points to the search bar; 'Order Support Contact' points to the 'National Account Manager' link; and 'My Account Manager' points to the same link.

**Find order information** → Your Links  
Your Orders  
Your Catalogs  
Frequently Ordered  
Quick Order List

**What store did I choose?** → My Store: Lowe's of Mooresville NC

**Search by SKU or Keyword** → Search for products

**Order Support Contact** → National Account Manager: Gene Moseley

**My Account Manager** → National Account Manager: Gene Moseley

**Popular Categories:**

- Paint:** Caulk, Cleaning Cloths, Spray Paint
- Light Bulbs:** Commercial Outdoor Ceiling Lights, Commercial Outdoor Lighting, Fluorescent Lighting & Accessories
- Kitchen & Appliances:** Freezers, Ranges, Refrigerators
- Cleaning Supplies:** Buckets, Carpet & Floor Cleaners, Cleaning Tools



- 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”

The screenshot shows the Lowe's ProServices website interface. At the top, there is a navigation bar with the Lowe's ProServices logo on the left, a location indicator for "My Store : Lowe's of Huntersville NC" and an email address "eProSupport@lo" on the right, and a "Contract: No C" label. Below the navigation bar is a search bar with the text "Search for products" and a green "GO" button. The breadcrumb trail reads "me > Tools > Hand Tools > Hammers & Sledgehammers".






## Hammers & Sledgehammers

**Narrow Your Search**

**Brand**

- Vaughan & Bushnell... (31)
- Kobalt (25)
- Estwing (20)
- NUPLA (18)
- Stanley Tools (10)
- JC Hammer (8)
- WORKPRO (5)
- Irwin Tools (5)
- Plumb (3)
- K Tool International (2)

**Popular Hammers & Sledgehammers Categories**

-  Sledgehammers
-  Claw Hammers
-  Ball & Peen Hammers
-  Vaughan & Bushnell Mfg.
-  Kobalt

**View In-Stock Products (82)**  
Mooreville, NC

1 - 40 of 135 /





- View contract pricing
- Check store availability
- See fulfillment methods for the item
- Lead time for the item (times can vary by product)



My Store : Lowe's of Mooresville NC | eProSupport@lowes.com | Account | Shopping Cart

Departments | Quick Orders

Search for products

Home > Tools > Hand Tools > Hammers & Sledgehammers > Plumb 16-oz Flat Contoured Handle Hammer

## Plumb 16-oz Flat Contoured Handle Hammer

by Plumb  
★★★★★ (7) Customer Reviews | Write a Review

Pro Price **\$8.98**

Contract Price Indicator

Lowe's Item # 142367 | Mfr Part # 11419

Check Store Availability

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

Shipping Available!

FREE Store Pickup 4 available today at Lowe's Of Mooresville, NC

Delivery Available as soon as tomorrow

When / How can I get it?



Quantity:

[Shipping Policy](#) | [Return Policy](#)



[View Larger](#) | [Share your Images](#)



- 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

**Store Availability**

Your Location:  [Update](#)

| Store Address   | Distance | Qty |                                 |
|---|----------|-----|---------------------------------|
| <b>Lowe's of Huntersville, NC</b><br>16830 Statesville Road, NC, 28078                | 2.3m     | 3   | <a href="#">Set As My Store</a> |
| <b>Lowe's of Charlotte - Northlake Mall, NC</b><br>10275 Perimeter Parkway, NC, 28216 | 4.72m    | 1   | <a href="#">Set As My Store</a> |
| Lowe's of S.W. Concord, NC<br>8670 Concord Mills Boulevard, NC, 28027                 | 7.49m    | 0   | <a href="#">Set As My Store</a> |
| <b>Lowe's of E. Lincoln County, NC</b><br>7144 Highway 73, NC, 28037                  | 8.87m    | 12  | <a href="#">Set As My Store</a> |
| Lowe's of N. Charlotte, NC<br>1100 Chancellor Park Dr, NC, 28213                      | 10.46m   | 0   | <a href="#">Set As My Store</a> |

[Show More Results](#)



- Available fulfillment methods vary by product
- Choose a fulfillment method across the entire order with one click

can choose a different method for each product in the section below

Please choose a fulfillment method ▼

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

|   | Price          | Quantity  | Subtotal       |
|---|----------------|---|----------------|
| <div style="display: flex;"> <div style="width: 25%; border-right: 1px solid #ccc; padding-right: 10px;"> <p><b>Your Item</b></p> <p><b>7/16 CAT PS2-10 OSB Sheathing, Application as 4 x 8</b></p> <p>Brand Name: Unbranded<br/>Lowe's Item #: 12212<br/>SKU: 12539100 Model: 646214<br/>Dimensions: Industry Standard Minimum<br/>Thickness: 0.406in - Length: 95.76in - Thickness: 0.418in - Width: 47.76in<br/><b>Lifestyle/in-use image -accessories not included</b></p> </div> <div style="width: 75%; padding-left: 10px;"> <p><input type="radio"/> Parcel Shipping</p> <p><input type="radio"/> Store Pickup (Your order will be ready for pickup from Lowes of S. Philadelphia PA by 09/24/2018)</p> <p><input checked="" type="radio"/> Lowe's Truck Delivery (You'll be contacted within 24 hours of 09/24/2018 to arrange your delivery)<br/>Shipping Details:<br/>Lowe's delivers within 75m of our stores.<br/>Your delivery location is 19148 <a href="#">(Update)</a></p> <p style="text-align: center; border: 1px solid #ccc; padding: 2px;">Check Store Availability</p> </div> </div> | <b>\$14.05</b> | <input type="text" value="1"/><br><input type="button" value="Update"/><br><a href="#">Remove</a> | <b>\$14.05</b> |
| <div style="display: flex;"> <div style="width: 25%; border-right: 1px solid #ccc; padding-right: 10px;"> <p><b>Plumb 16-oz Flat Contoured Handle Hammer</b></p> <p>Brand Name: Plumb<br/>Lowe's Item #: 142367<br/>SKU: 12496659 Model: 11419<br/>Dimensions: Handle Length: 13in</p> </div> <div style="width: 75%; padding-left: 10px;"> <p><input checked="" type="radio"/> Parcel Shipping</p> <p><input type="radio"/> Store Pickup (Your order will be ready for pickup from Lowes of S. Philadelphia PA by 09/24/2018)</p> <p><input type="radio"/> Lowe's Truck Delivery (You'll be contacted within 24 hours of 09/24/2018 to arrange your delivery)<br/>Shipping Details:<br/>Lowe's delivers within 75m of our stores.<br/>Your delivery location is 19148 <a href="#">(Update)</a></p> <p style="text-align: center; border: 1px solid #ccc; padding: 2px;">Check Store Availability</p> </div> </div>   | <b>\$9.98</b>  | <input type="text" value="1"/><br><input type="button" value="Update"/><br><a href="#">Remove</a> | <b>\$9.98</b>  |

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 a 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

Shipping & Pickup Policy | Return Policy | Privacy Statement | Email Cart

**LOWE'S** ProServices 1.844.569.4776

## Secure Checkout

Shopping Cart  Shipping Address  Review & Pay

### Billing Summary

|              |   |
|--------------|---|
| Item Total   | \$8.98  |
| Shipping     |   |
| • Parcel     |   |
|              | <div style="border: 1px solid black; padding: 2px;">Select a Shipping Option Here</div> |
|              | Standard Shipping - FREE  |
|              | Two Day Shipping - 12.99  |
|              | Next Day Shipping - 19.99   |
| <b>Total</b> | <b>\$8.98</b>   |

\*Your Cart does not include taxes or fees, which will be calculated and added to your order after you submit a shipping address in your purchase order submission.\*

**Submit Punchout Order**

### Shopping Cart Summary [Edit Cart](#)

|  |   |
|--|---|
|  | <b>Plumb 16-oz Flat Contoured Handle Hammer</b> |
|  | SKU: 12496659 Lowes Item #: 142367 Model: 11419 |
|  | Dimensions: Handle Length: 13in                 |
|  | Quantity: <b>1</b>                              |
|  | Price Each: <b>\$8.98</b>                       |
|  | Shipping:                                       |
|  | Parcel Shipping                                 |
|  | Expected to ship: Mar 30th - Apr 3rd            |



- 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 Lowe's Order Number along with your official Company ID to pick up your order at the Internet Fulfillment Pick Up desk



Lowe's Order Number

Order #: 353180447  
 Invoice #: 98765  
 Order Date: 7/13/2018  
 Order Total: \$399.48

## Your Order Is in Process

Page 1 of 2

### Lowe's Delivery

| Products Ordered                      | Item # | Model # | Unit Price | Quantity | Total    |
|---------------------------------------|--------|---------|------------|----------|----------|
| Chateau White/walnut 4-Shelf Bookcase | 727950 | WIS373  | \$133.16   | 3        | \$399.48 |

**Delivery To**  
 ABC University  
 123 Main St  
 Facilities Department  
 Anytown, ST 12345

### Delivery Date

07/24/2018  
 08:00 AM - 08:00 PM

Your scheduled arrival time will be refined to a 2-hour window and provided to you the evening prior to or morning of your delivery. Your driver will call you when they are in transit to your destination. Actual delivery completion may extend past the scheduled arrival time. If you have any questions, please call Lowe's Delivery Services at 1-800-810-6102 or email us at lowesdeliveryservices@lowes.com.

### Order Level Charges

| Sold To         | Tender Information |      | Billing Summary           |                 |
|-----------------|--------------------|------|---------------------------|-----------------|
| ABC University  | LAR                | 1234 | \$399.48 Subtotal:        | \$399.48        |
| 555-555-5555    | PO #:              |      | ABC1234 pping / Delivery: | \$0.00          |
| janedoe@abc.edu |                    |      | Total Tax:                | \$0.00          |
|                 |                    |      | <b>Total:</b>             | <b>\$399.48</b> |

### Billing Information

Charges will apply to your credit card at time of fulfillment. Picked up or shipped orders will be charged when pickup or shipping processes begin. Lowe's delivery orders will charge up to 48 hours before your scheduled delivery. For installation projects, see contract for details. If any part of your order is canceled prior to fulfillment your pending charges will be adjusted. If you have any questions about your order please call Customer Care