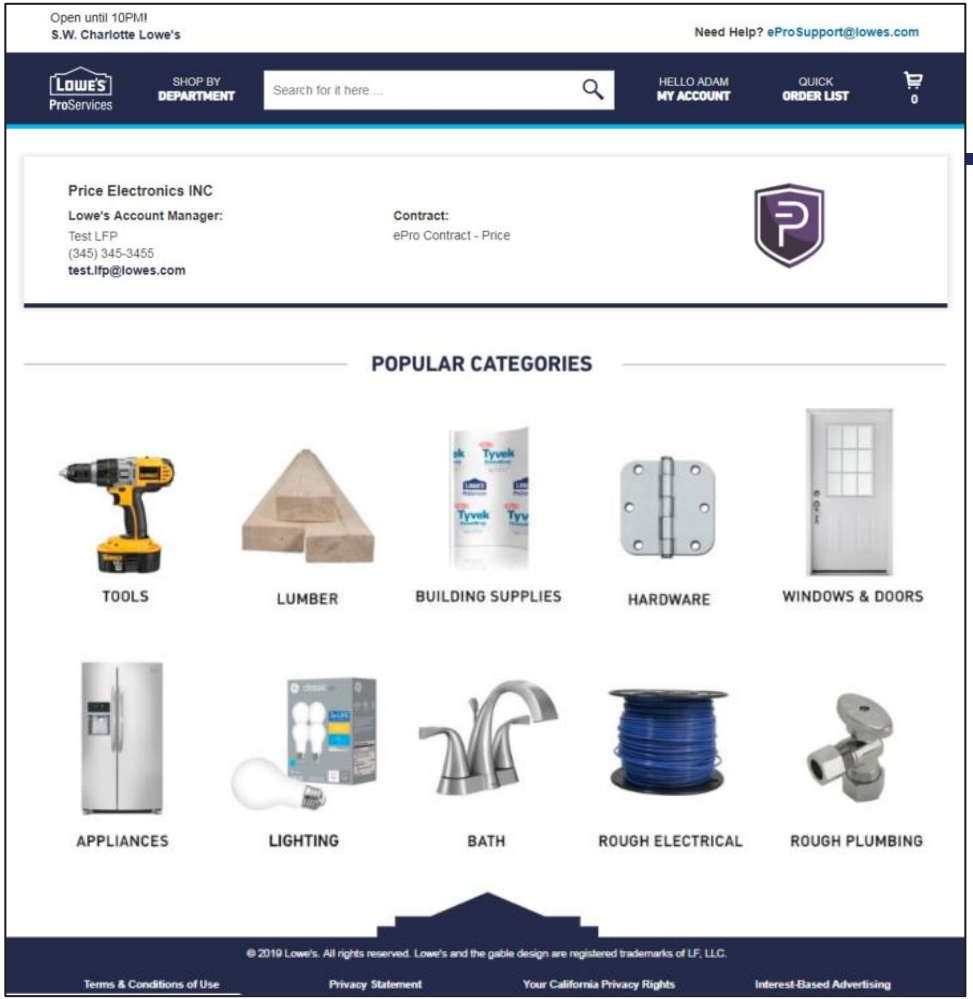
Lowe’s New Punchout Site

The business impacts of the replatform



The New Site

New look,
same great site!

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Key Changes To The New Site

Overall, the new site has a more modern and streamlined look. Some key changes include:

- Replatform efforts allow for migration from ATG technology to the Lowe's technology stack
- Improved search, availability and stability by shifting to Lowe's technology stack
- New and improved Organization Dashboard
- Ability to recall previously zipped in store location during return visits
- Shop by Category navigation differs from existing site
- New order status and tracking available in Order History
- Ability to email the Lowe's Account Manager or eProcurement Support Team directly from the homepage or profile card

In addition to this slide, key changes can be identified by red bubbles used throughout the PowerPoint.

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Selecting a Store

Select a Store

To select a store, or to shop a different store at anytime during your session, click on Find a Store in the upper left corner of the page, this button is available throughout the site.

Selecting and confirming the appropriate store based on your order's final destination zip code is **very important** because it allows you to accurately see pricing, availability and fulfillment options of the product you wish to purchase.

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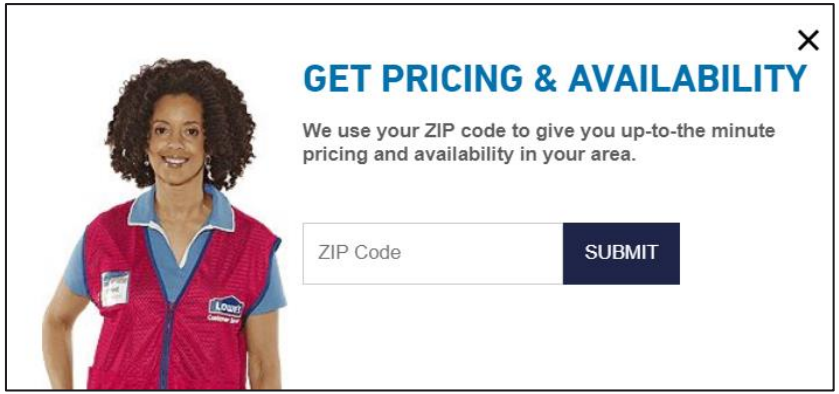
First Sign In

The first time you log in, if you do not select a store before any of the following scenarios occur, you will be prompted to select your Lowe's store via the pop up shown below by entering in a zip code.*

- On the third page you visit
- When you request pricing
- On a product detail page



*Selecting and confirming the appropriate store based on your order's final destination zip code is **very important** because it allows you to accurately see pricing, availability and fulfillment options of the product you wish to purchase.

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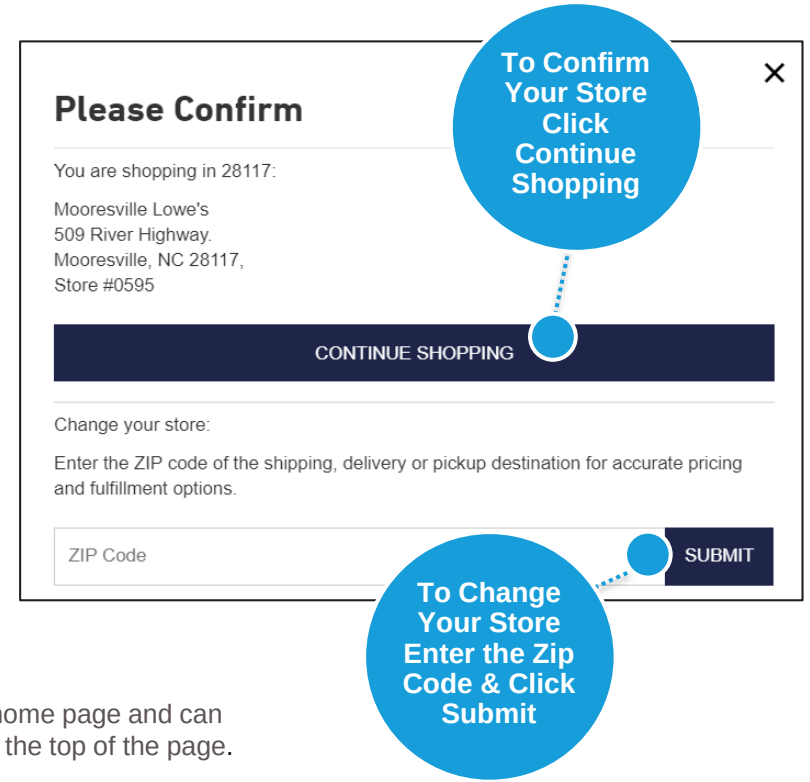
Confirm Store

Lowe's will retain the store that you shopped in during your last visit to the site, unless you clear your browser history/cache, come into Lowe's Punchout via a new browser, or are using our=== new Punchout site for the first time, in those cases you will go through the First Sign In process.

When a store has been retained you will see this pop up and have the option to either confirm that you want to shop from the same location or enter in a different zip code to shop from a different store. It is **very important** to be zipped into the appropriate store for each order to ensure that:

- Your items may be delivered to their intended destination or picked up at the correct store
- To see accurate pricing and availability of products



Note: If you change your store there is not a confirmation modal, you will revert to the home page and can ensure you are shopping from the correct location in the store locator area to the left at the top of the page.

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Store Details

Once you are zipped into a store, you will be able to see the store you are shopping in and that store's hours in the upper left corner.

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Organizational Dashboard

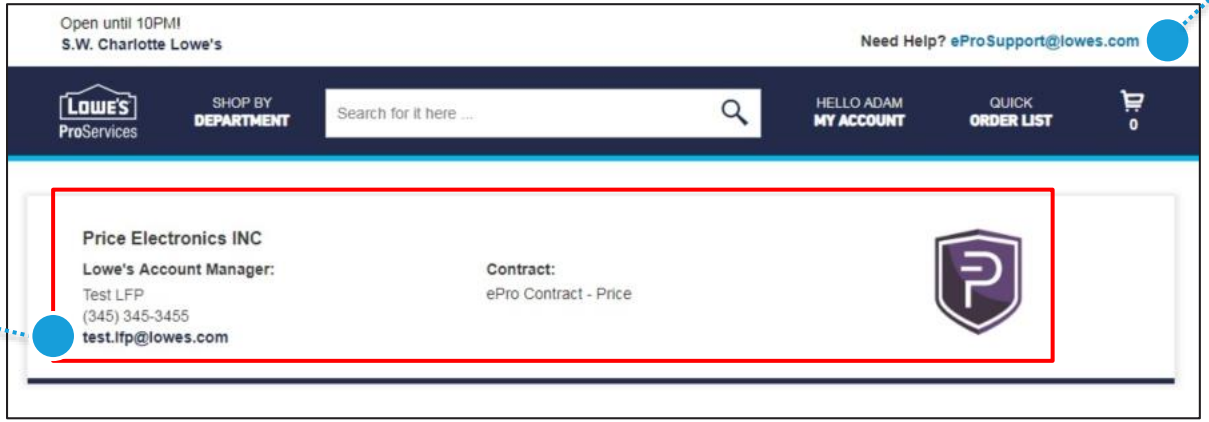
Organizational Dashboard

The new dashboard houses your:

- Organization's name & logo
- Lowe's account manager name & contact information
- Purchasing contract name, if applicable

If you need any support including order information, technical support, etc., click here to email the Lowe's ePro Support Team

If you would like to email your Lowe's Account Manager just click on their email shown here



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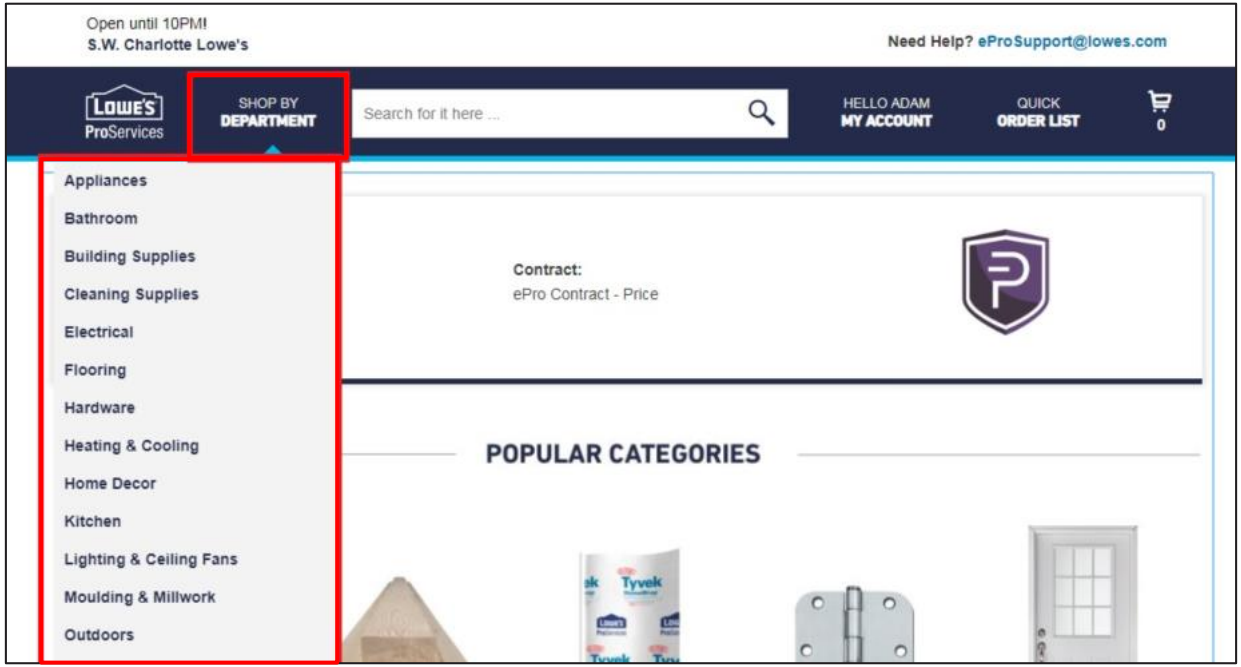
How to Shop

Department Drop Down Menu

To shop by department, simply hover over the Shop By Department drop down menu and select a department.



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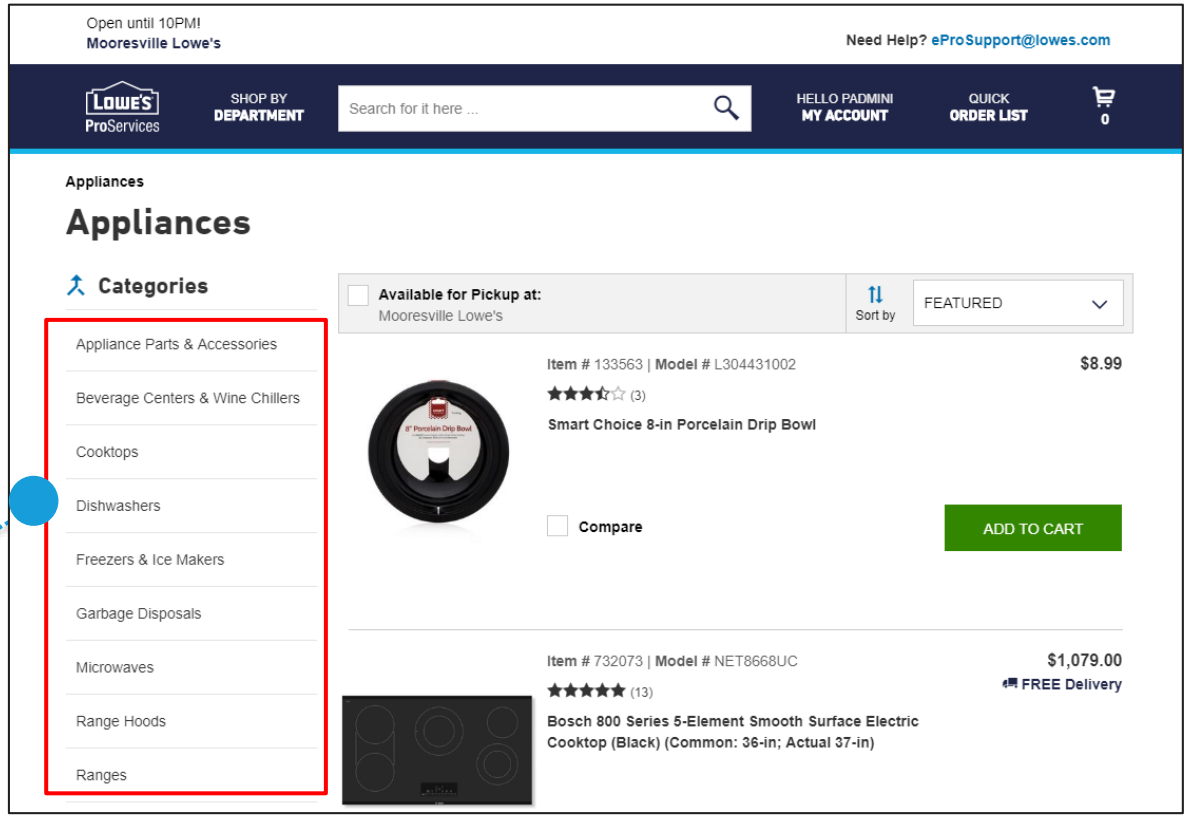
Product List Page

If you select a category from the drop down menu or the popular categories section on the home page, you will be directed to that categories product list page.

You can refine the product list by selecting from the available filters



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Popular Categories

For your convenience, some of Lowe's most popular categories will be listed on the home page, simply click on one of the available popular categories to go to that Product List Page.

Note: These are subject to change with shopping trends.

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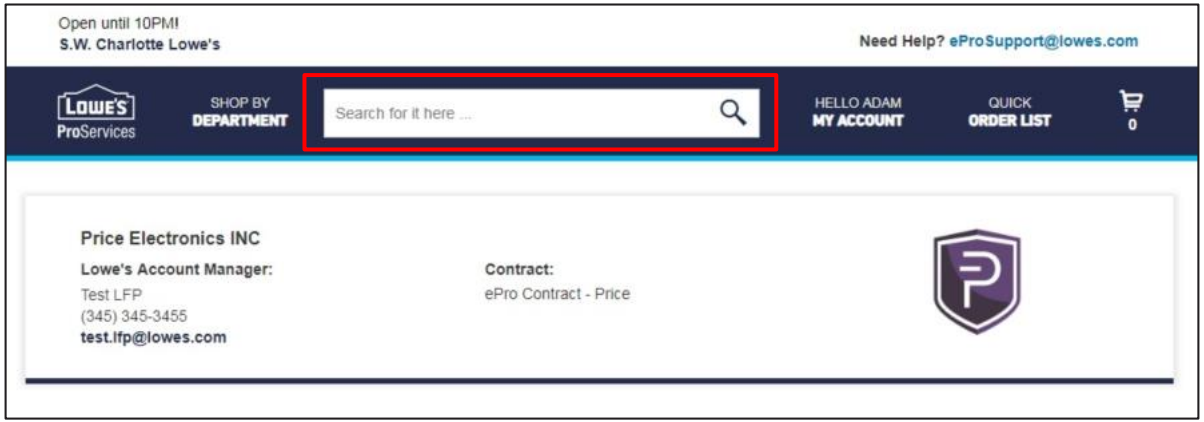
Search Bar

You can also search for an item by entering the item number, product name or product description in the search field.



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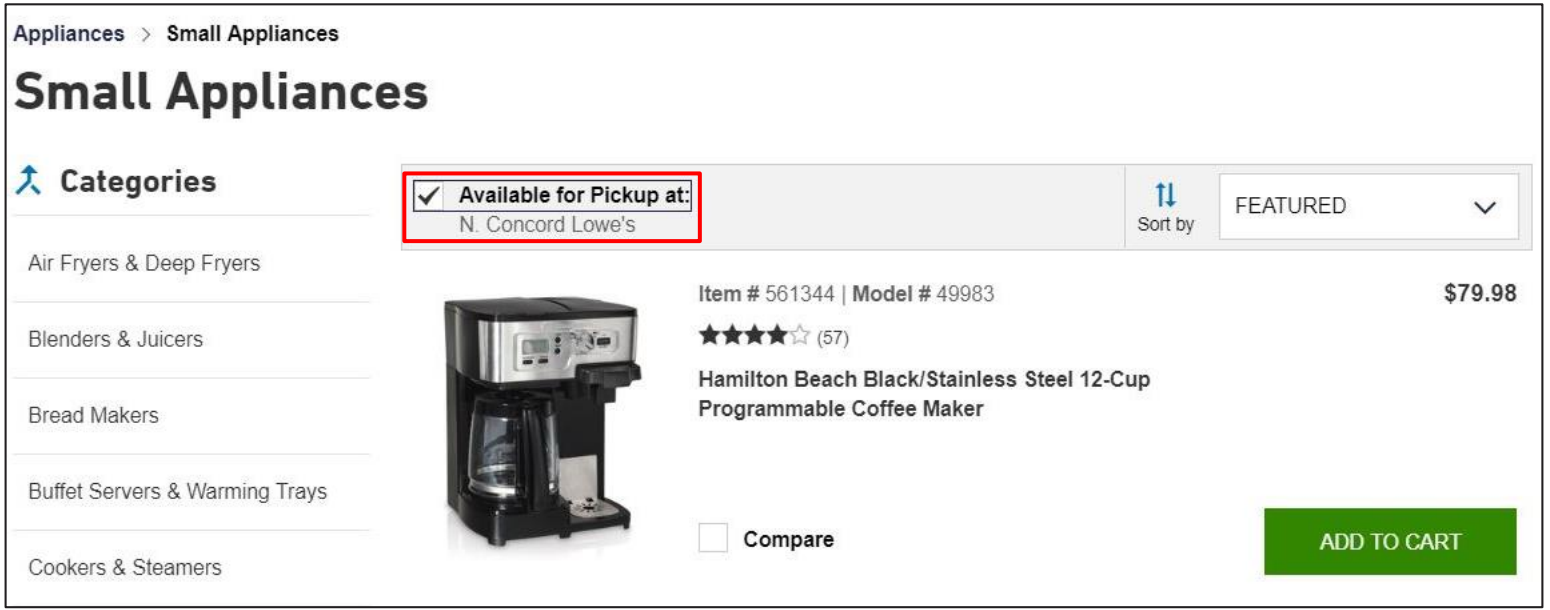
Product List Page: Available For Pickup

To refine your list to products that are currently available for pickup from the store you are zipped into, check the Available for Pickup box found at the top of your product list. Please note that store inventory can change at any time.



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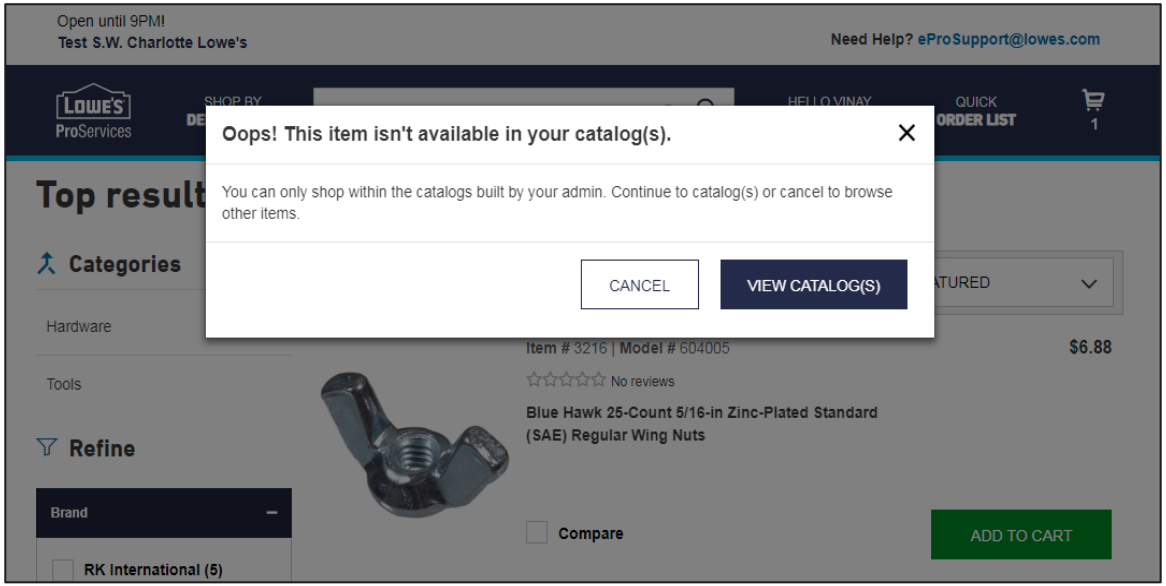
Product List Page:
In Stock Restricted Item

If you add an item to your cart from the Product List Page that is restricted by your purchasing department, you will get the below pop up.

To add items to a catalog, please contact your purchasing department



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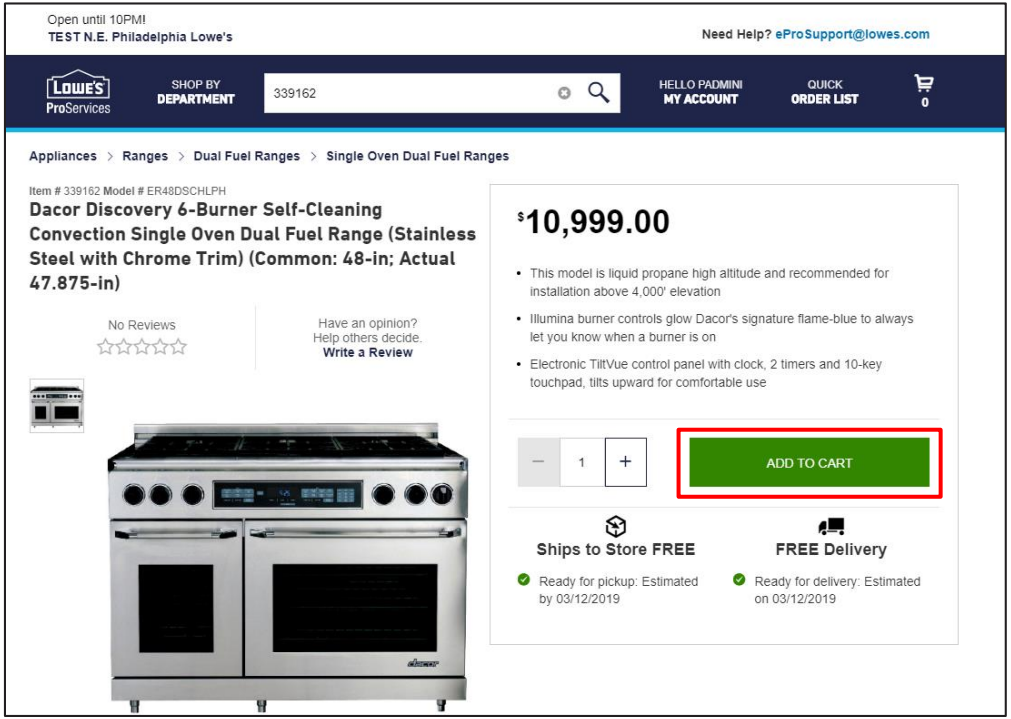
Product Detail Page: In Stock Item



When selecting an item from the product list page or by searching for an item using the search bar, you will be directed to the product detail page. If the item is in stock and not restricted you will see the Add to Cart button.

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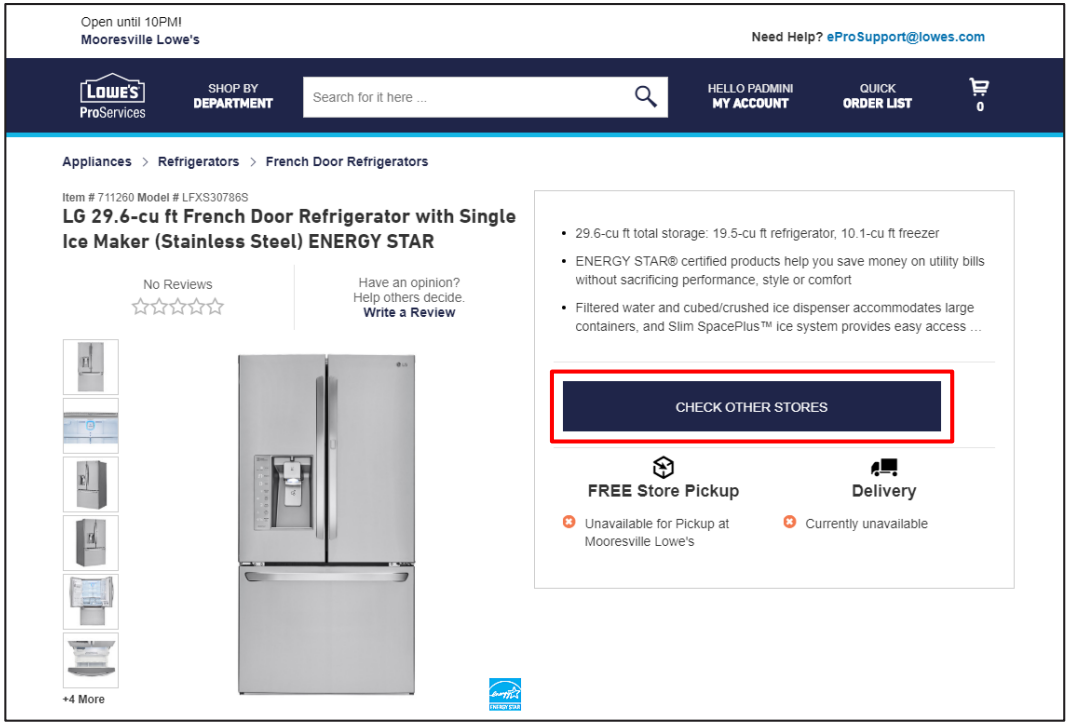
Product Detail Page: Out of Stock Item

If an item is not in stock, click on Check Other Stores to find a store that has the available inventory you need. If one does have what you need you may select that store. However, the fulfillment location for all products in your existing order will change to that selected location as well.



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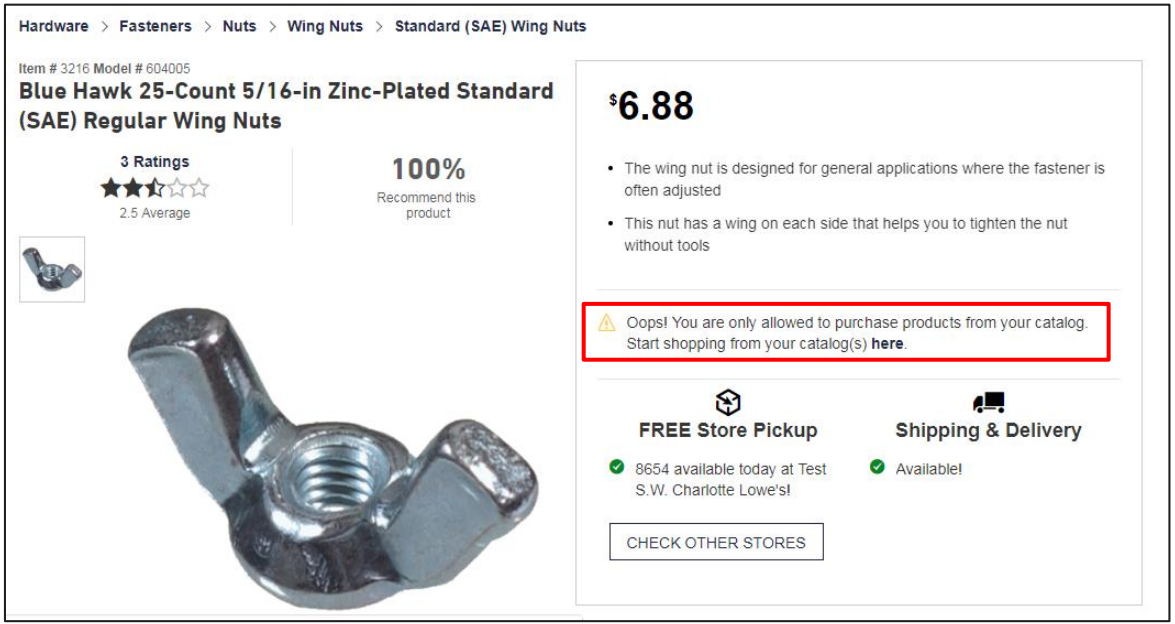
Product Detail Page:
In Stock Restricted Item



If you select an item that is restricted by your purchasing department, you will see the item restriction message shown here.

To add items to a catalog, please contact your purchasing department.

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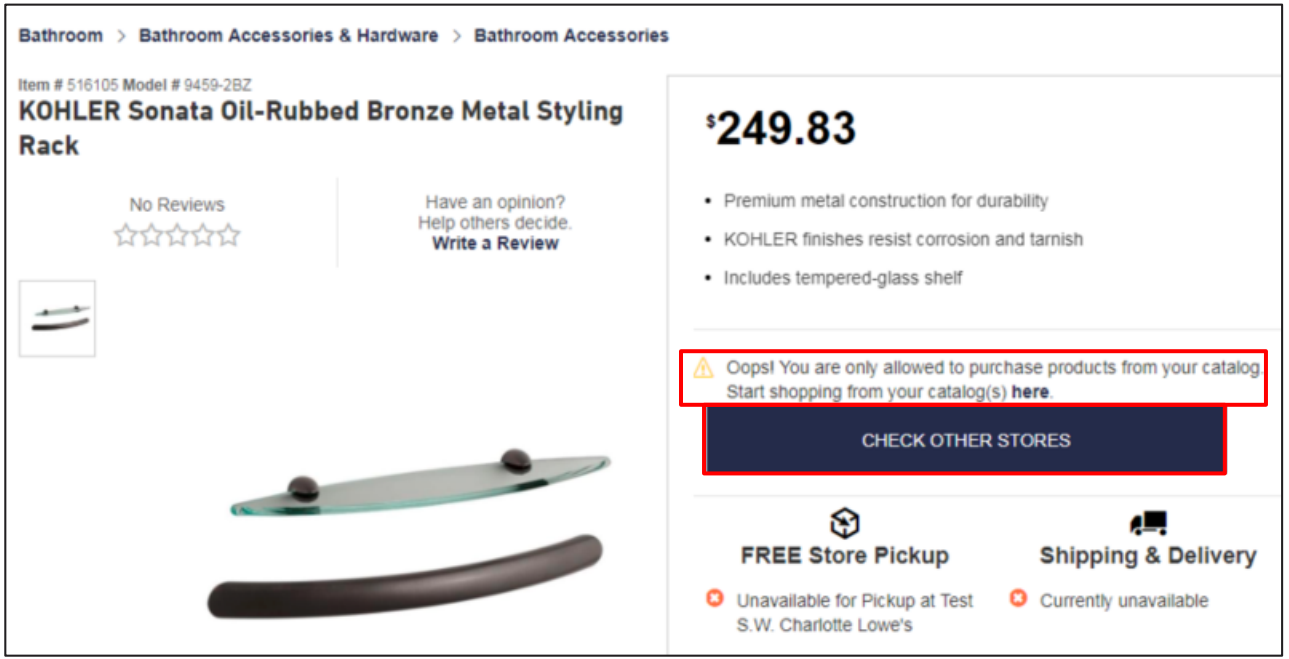
Product Detail Page:
Out of Stock Restricted Item

If you select an item that is restricted by your purchasing department and out of stock in your preferred Lowe's store, you will still see the same message, but you will also see the Check Other Stores button shown to the right, however, you will not be able to purchase the product from any location.



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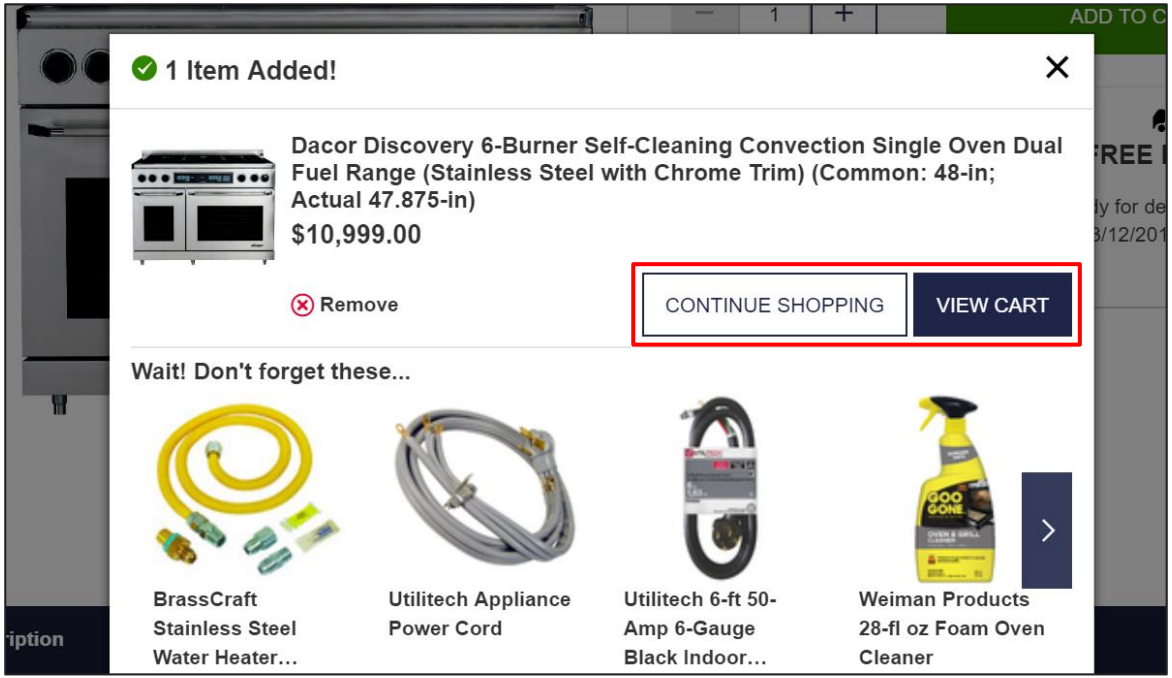
Item Added to Cart

When you add an item to your cart, you will see the pop up below and be able to choose to either continue shopping or go to your cart.



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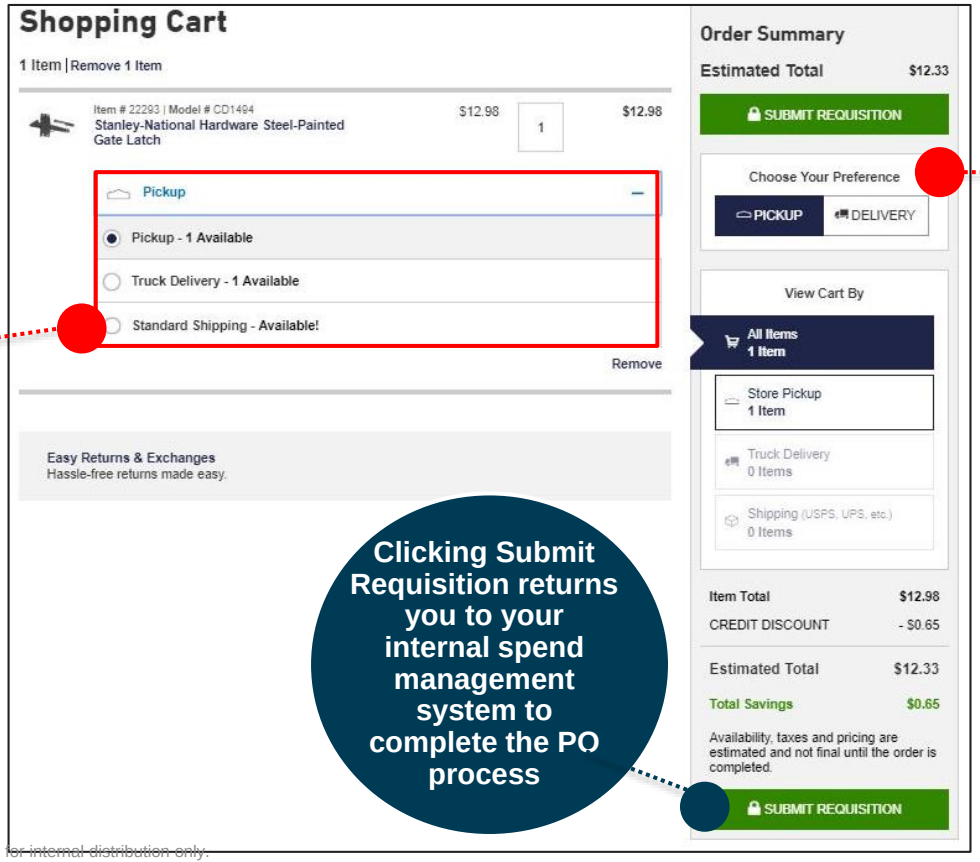
Cart

In the cart you will be able to select your fulfillment option.



2nd day & next day shipping will not be available

Clicking Submit Requisition returns you to your internal spend management system to complete the PO process

If you select pickup or delivery in this section, it will change fulfillment for all items in your cart and cannot be reverted back

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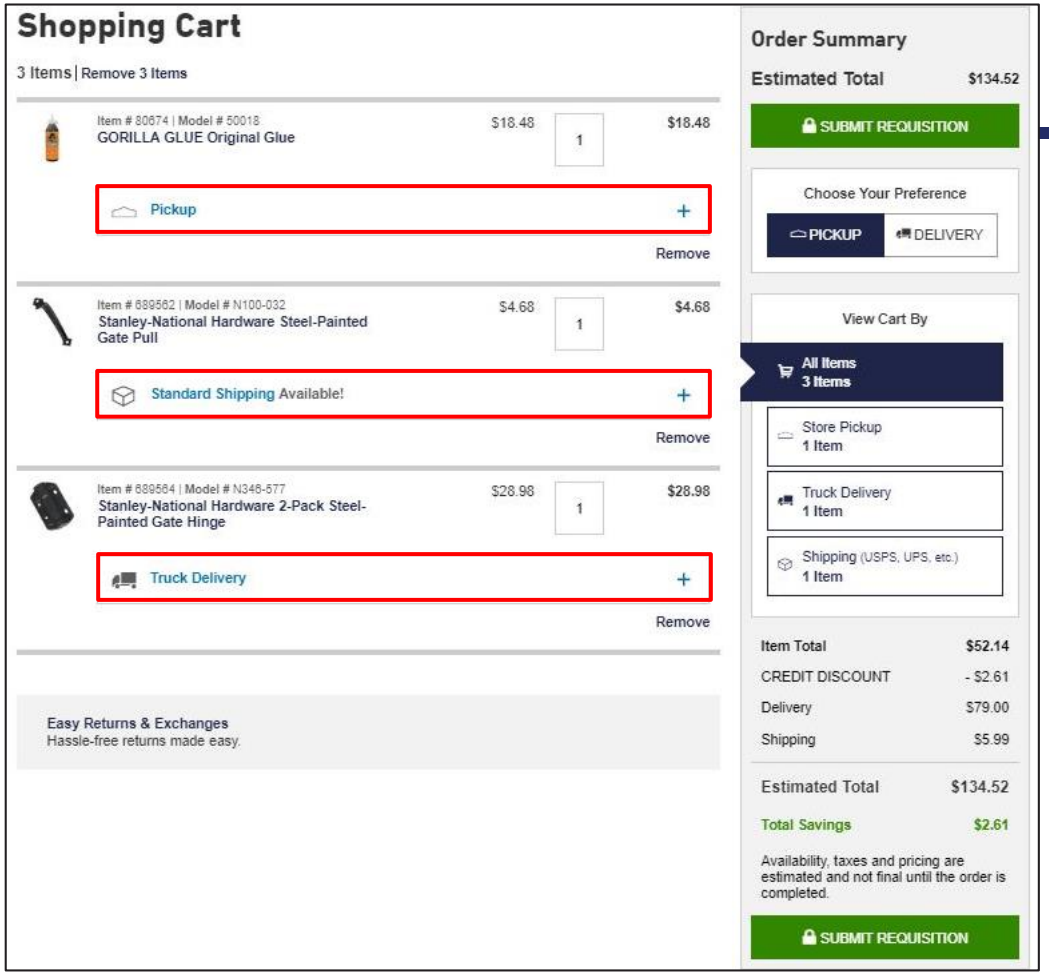
Cart



You are able to choose different fulfillment options for different items within the same order, but you cannot choose different fulfillment locations.

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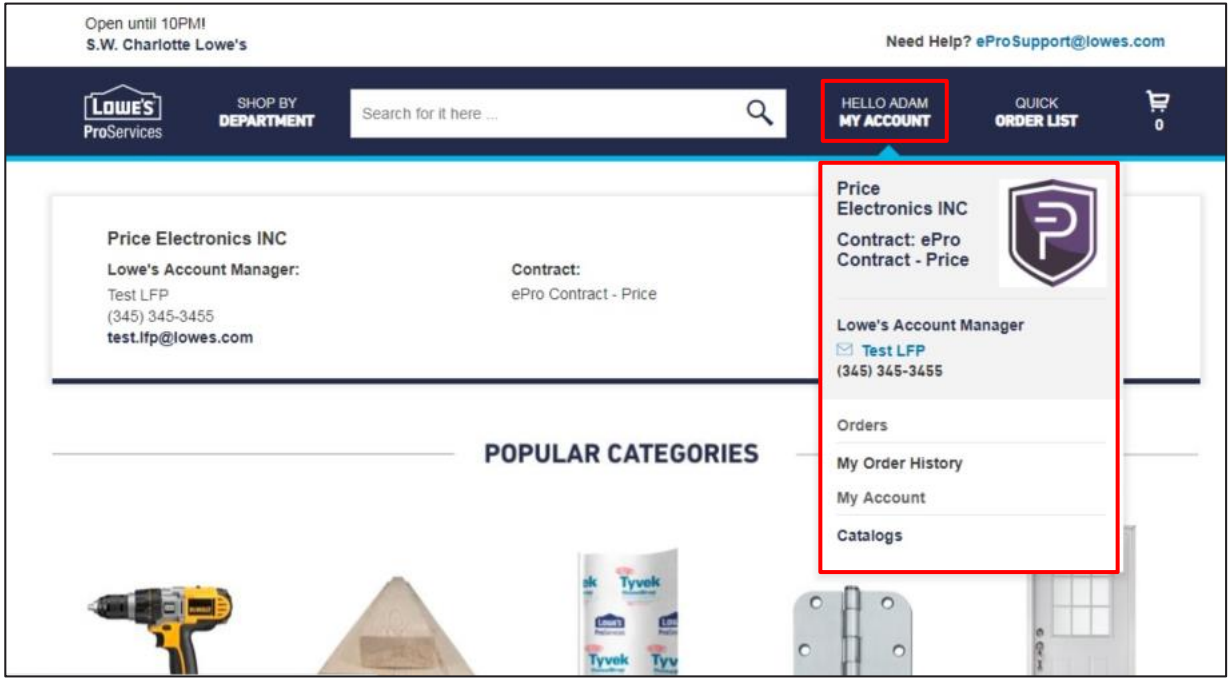
My Account

My Account Drop Down Menu

Hovering over My Account will drop down your profile card which includes your organizational information and links to your order history and your organization's Catalogs (if applicable).



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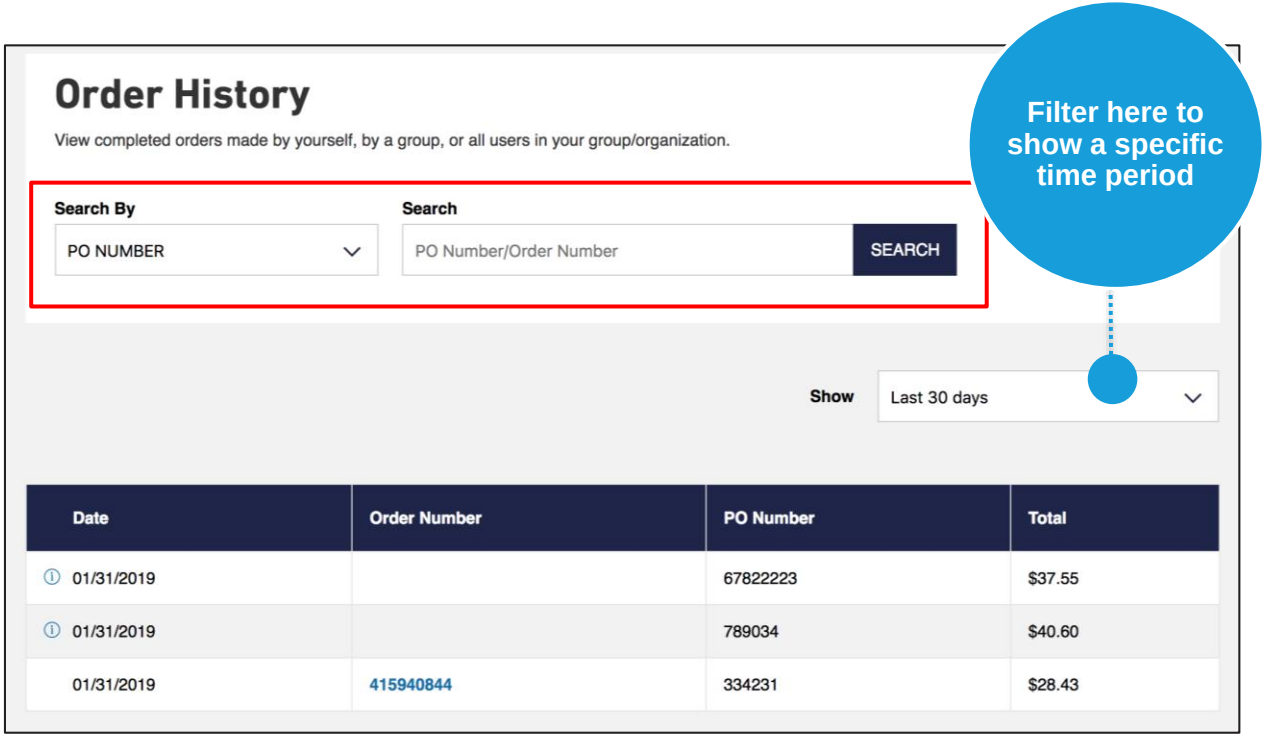
Order History



If you click on Order History from your My Account drop down menu, you will be directed to a list of your previous orders, regardless of order status, that you can search by PO Number or Order Number.

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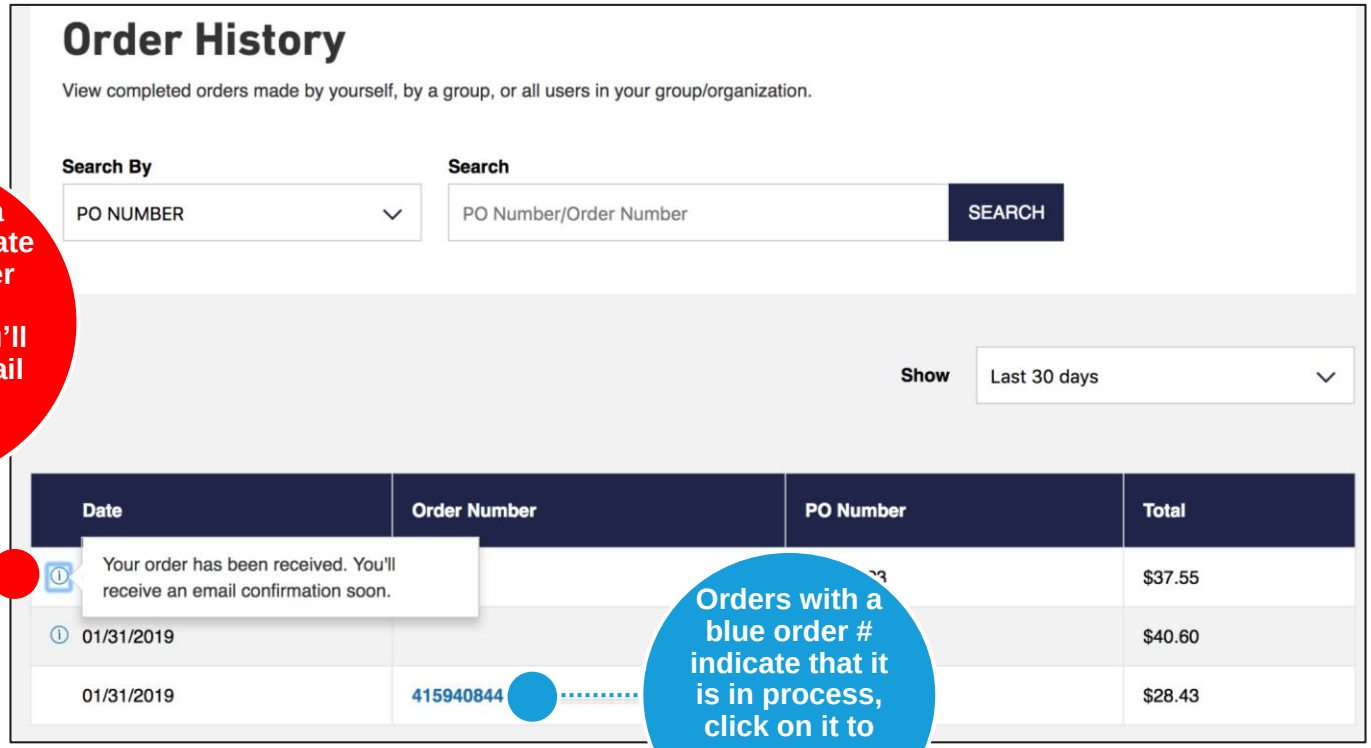
Order History



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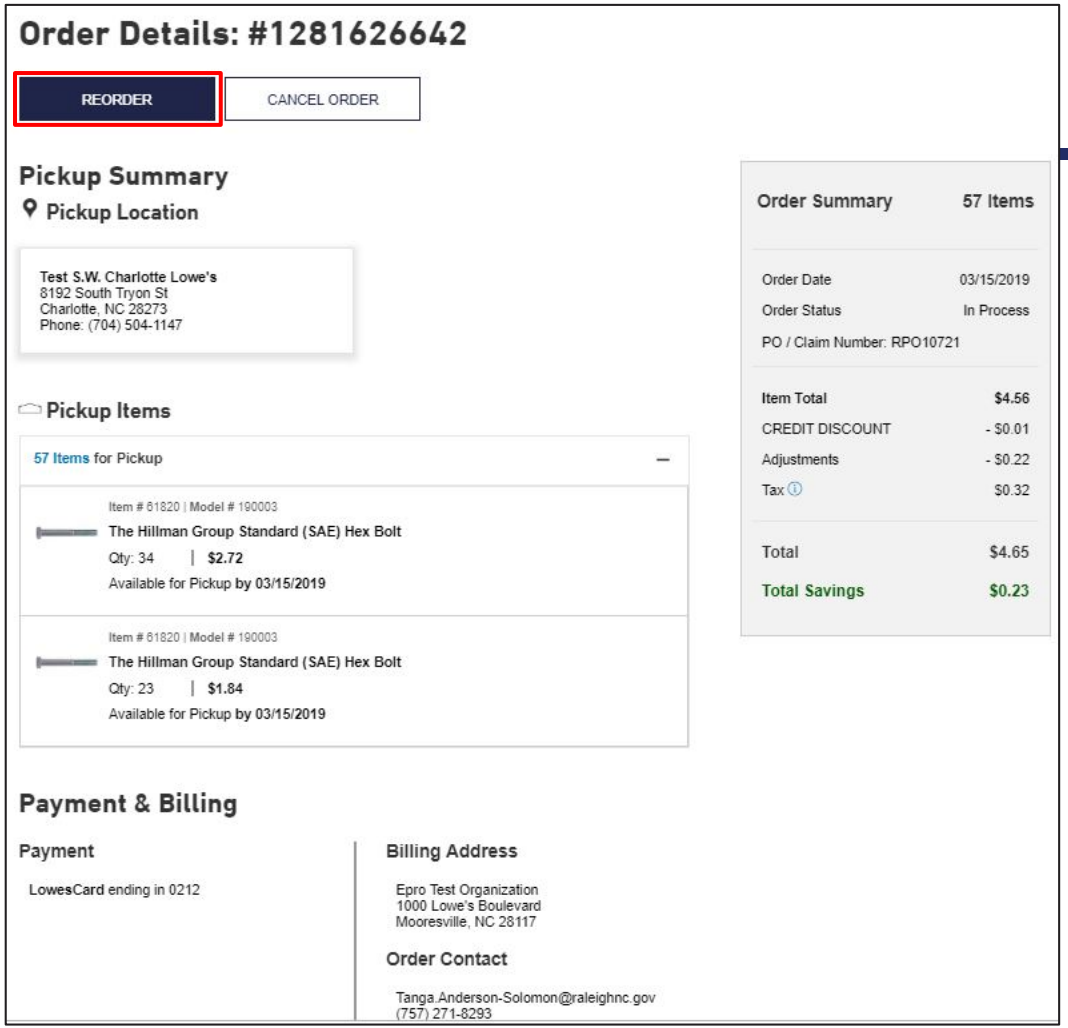
Order Details



If you click on a blue order number within your Order History, you will be directed to the Order Details page like the one shown to the left.

For your convenience, you may click the Reorder button at the top left of the page to add the same items to your cart again.

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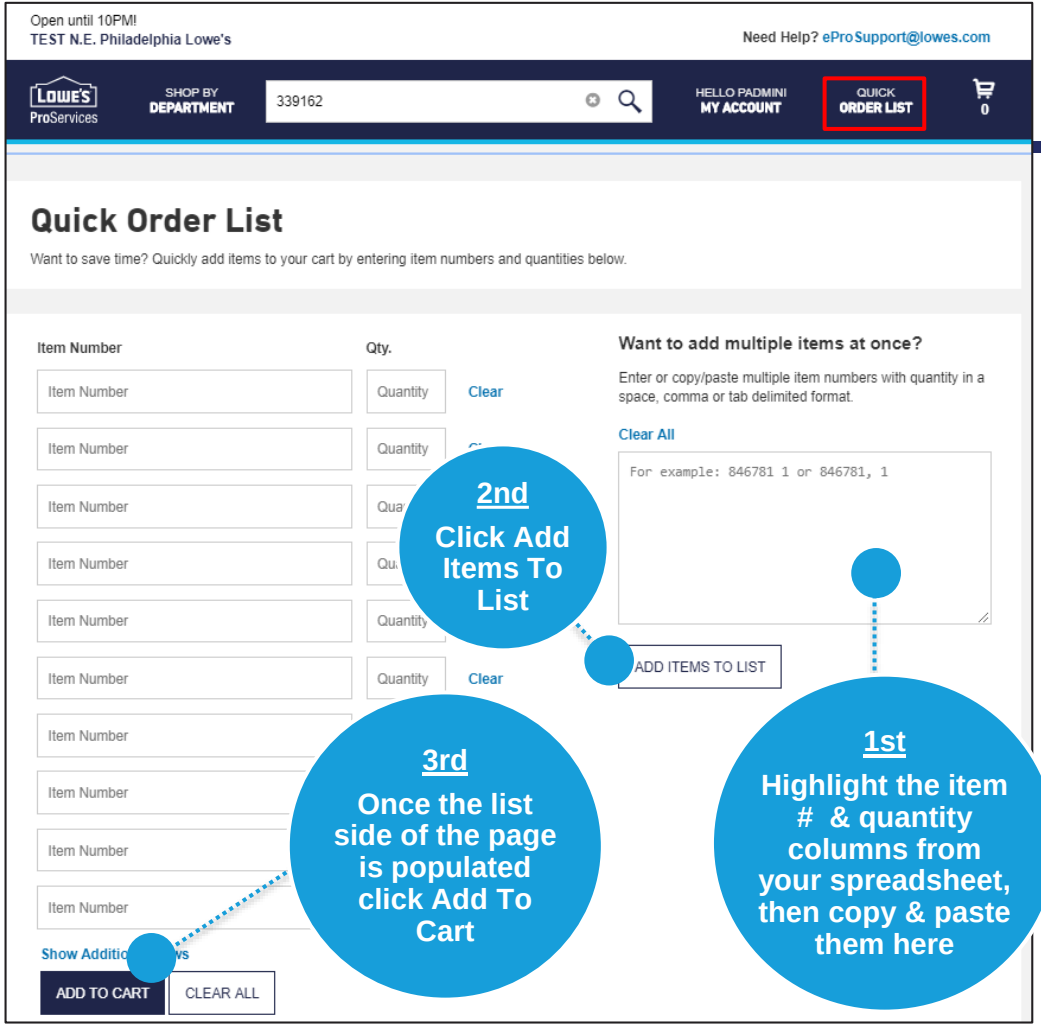
Quick Order List



To use the quick order list feature, click on Quick Order List in the header. You will be directed to the page shown here, where you can copy & paste multiple items from an Excel spreadsheet at one time and add them all to your cart within seconds by following the steps shown.

Note: Your list will **not** be saved for future orders.

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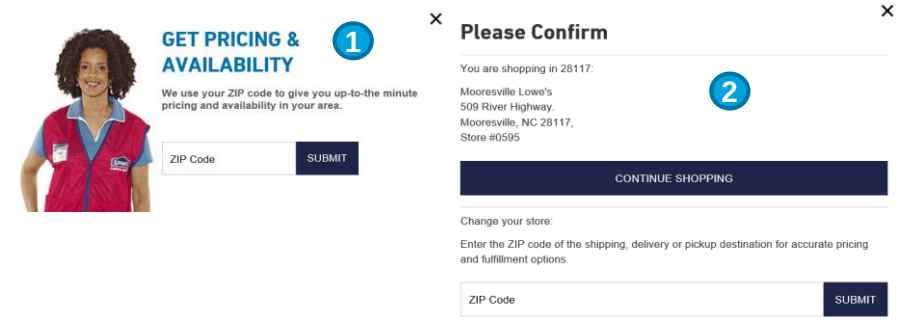
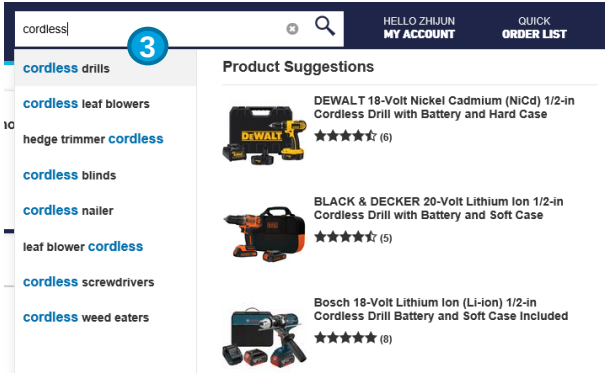
Lowes Punchout Quick Tips

1. Choose the Zip Code of the location where you want to shop. This will be where the product will be delivered or picked up.

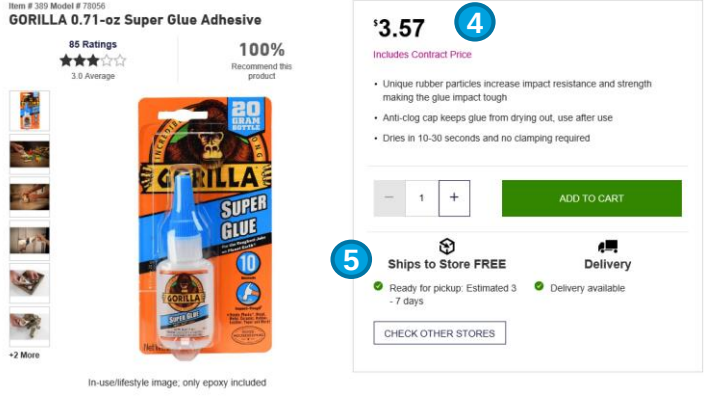


2. On every return visit, you can Confirm Your Location or enter the Zip for a new shipping location.

3. Begin Searching by entering a Keyword. Suggested terms will auto-populate. Select the term to search or hover to view product detail.



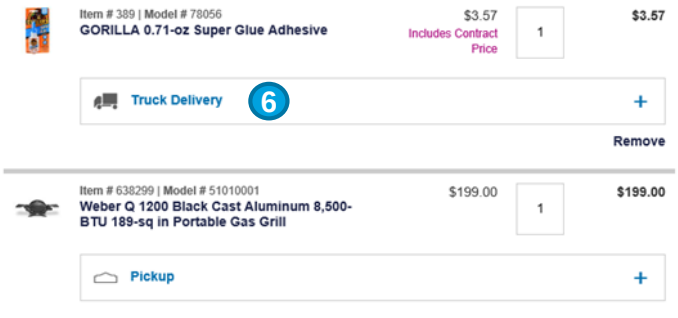
4. View the Contract Price on the Item Detail Page



5. Check Availability and see Delivery Options

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

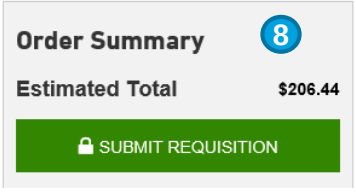
6. Available Fulfilment Methods vary by product. Verify the method by product in the Cart



Lowes Punchout Quick Tips

7. Select Shipping Options for your entire order in the Secure Check out.

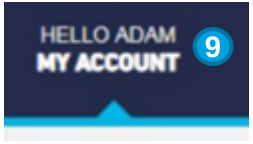
8. Confirm everything on your order is correct. Clicking Submit Requisition will return the order back to your procurement system.

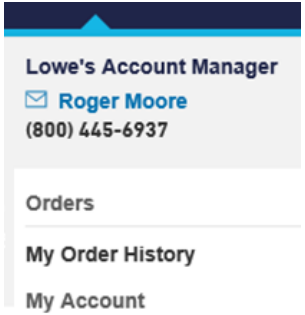


9. View your Account details in My Account including:

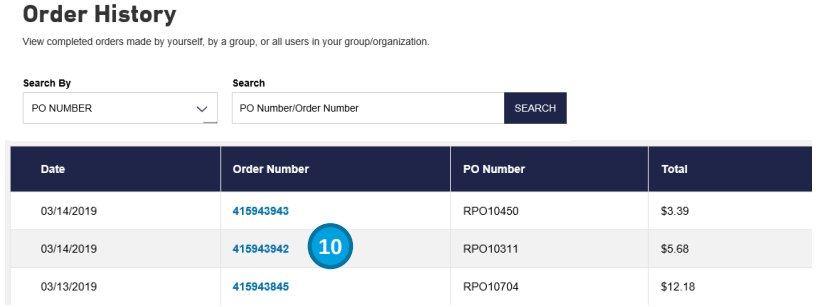
- Your Account Manager

- Order History

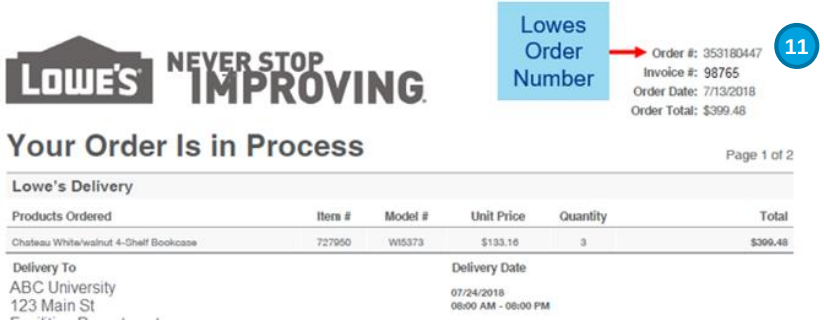




10. Search by PO and view all orders that have been submitted and received by Lowe's. View shipment details by order.



11. Your Confirmation Email indicates that Lowe's has successfully received your order. Please be sure to have the Lowe's Order Number and ID when picking up your order at the Pro Desk.



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