

Troubleshooting Lowe's Initiate



- 1 Verify You are Editing the Lowe's Initiate Requirement Set:** Check the Recipient Requirement Set show bar to verify it reads "Lowe's Initiate-Lowe's Initiate (USA or CAN)". If it does not, click the show bar, select the "Lowe's" recipient and "Lowe's Initiate (USA or CAN)".
- 2 Verify You are Editing the Proper Lowe's Initiate Requirement Set:** Complete "Lowe's Initiate USA" for items being sold in the USA, and complete "Lowe's Initiate CAN" for items being sold in Canada.
- 3 Verify Lowe's Initiate is 100% Complete:** While viewing the Lowe's Initiate requirement set, verify the Readiness Score reads 100%. If it does not, complete all required attributes until the Readiness Score is 100%.
- 4 Check for Feedback and Errors in Lowe's Initiate:** While viewing the Lowe's Initiate requirement set, if the "Needs Review," "Critical errors," or "Required Not Populated" buttons are highlighted red, there are errors that need to be corrected to successfully publish. Click each button to identify the needed changes.
- 5 Verify No Lowe's Marketing Subscriptions Exist for the Items:** Click the Properties tab and click "Lowe's" in the Recipient section of the screen. If a Subscriptions section is visible and has a status of "Active," the item has an active marketing subscription for Lowe's. Initiate data will not publish if there are active marketing subscriptions, even if the readiness is at 100% readiness. Lowe's will need to remove the marketing subscription for the Initiate data to be retrieved.
- 6 Verify Initiate Data is Not Already Synchronized:** On the left side of the screen, just under the readiness score, you will see the publication status. If the status is "Synchronized" Lowe's has already received the initiate data. Any modifications needed will need to be addressed with Lowe's.

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- 7 Check for ID Changes in Syndigo Default:** If no errors are found, check the "Syndigo-Syndigo Default" requirement set. Click "Needs Review" if it is highlighted in red. If the "Needs Review" message starts with "Error!" and references an Identifier, open a Syndigo Support case.
- 8 Ensure Publication was Made to Lowe's Initiate Recipient:** While Viewing the Lowe's Initiate requirement set, click the "Publications" tab. Here you will see a history of the publication statuses for the product. If the publication date precedes the date the changes were made, or there is no publication date, the product will need to be republished.