



#### Purpose

This purpose of this document is to provide Lowe's vendors with a step-by-step guide for adding selling restriction information in the Syndigo Content Experience Suite (CES).

#### Background

This information is critical from both a compliance and legal perspective and vendors should fully understand how to properly add the appropriate restriction information for all applicable items in the CES Platform.

#### Adding, Editing, & Removing Restrictions

Vendors can add Restrictions information using a Syndigo Spreadsheet template, but most users prefer to add/edit this data inside the platform. Whether using the Singe or Bulk Item Edit options, the process within the Syndigo platform is the same.

 From the All Products page, search by applying a filter, or searching for a single item in the search box, and click the Actions > Edit (or Bulk Edit)





 Navigate to the Lowe's-API > Lowe's Core & Enrichment data section for the item(s) you selected.



- Notice that the attribute *Does the item have legal shipping or selling restrictions?* requires a Yes or No response for all Lowe's items: See below
  - If your item doesn't have any compliance restrictions (Selling, Shipping, or Legal), simply select
     No for your item(s).
  - If your item does require that you populate Restriction information, select Yes and click the blue
     Values link under the Restrictions attribute.

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- 4. Populate the Required attributes below via the Restrictions Module
  - Restriction Country (required) "USA" is the only valid Restriction Country for Lowe's
  - **Restriction State (optional)** If the restriction only applies to a specific state, city, or location, start typing the state name and make your selection (type Tennessee, no TN).
  - **Restriction City (optional)** If applicable, type the full name of the city where your restriction applies here (no predictive text will show, must type full city name)
  - Restriction Zip Code (optional) If the restriction applies to certain postal code(s), select the appropriate codes from the available list
  - **Restriction Store Number (optional)** If the restriction applies to certain Lowe's stores, select the appropriate store numbers from the available list
  - Restriction Type (required) Select the appropriate type of restriction. SEE BELOW FOR
     <u>MORE INFO ON RESTRICTION TYPES</u>
  - **Restriction Notes (optional)** Enter a brief description of your note. Please note, this information is not sent to Lowe's. (i.e. 18+ pickup only)



- Restriction Expire Date (optional) Can leave blank if the restriction will be effective in perpetuity.
- <u>Important Note:</u> Any of the below values/combinations will provide a successful restriction addition/alteration. Only one of the following options can be included in each entry in the CES platform.
  - State ONLY
  - State & City
  - Zip Code(s)
  - Store Location(s)

To remove a Restriction, simply click the trash can icon in the top left-hand corner of the Restriction Module.

- 5. Repeat steps by clicking +ADD **RESTRICTIONS** to add additional restrictions
- 6. Remember to **Publish** your product once you have added all the required information so that Lowe's can receive your updated restriction information.





#### **Restriction Types**

<b>Restriction Type</b>	Restriction Reason Type	Notes
Selling Restriction	Legal Restriction	This item has a local/regional legal restrictions that does not allow the sale đ this item.
Pick Up Only	18 & Above	This item has local/regional age restrictions. You must be 18 years <b>or older</b> to pickup this item. Be prepared to show a photo ID.
Pick Up Only	21 & Above	This item has local/regional age restrictions. You must be 21 years or older to pickup this item. Be prepared to show a photo ID.
Pick Up Only	Shipping Restriction	Due to local/regional restrictions, this item is not allowed to be shipped.
Pick Up Only	Licensing Requirement	This item has a local/regional license restrictions; therefore additional in- store verification is needed.



- Selling Restrictions pertain to items that Lowe's cannot sell in a particular location due to regional restrictions on the product. Items with a selling restriction will be prohibited from being sold, shipped and stocked in the designated locations.
- Age Restrictions apply to items that Lowe's may sell in that location, but require Lowe's to validate the age of the customer.
- Shipping Restrictions pertain to items that cannot be shipped due to a legal restriction on the shipment of a product. This does not include Hazmat or carrier limitation restrictions as that information is already collected during item setup.

