

Syndigo How To: Entering selling age & shipping restrictions for Lowe's items.



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).

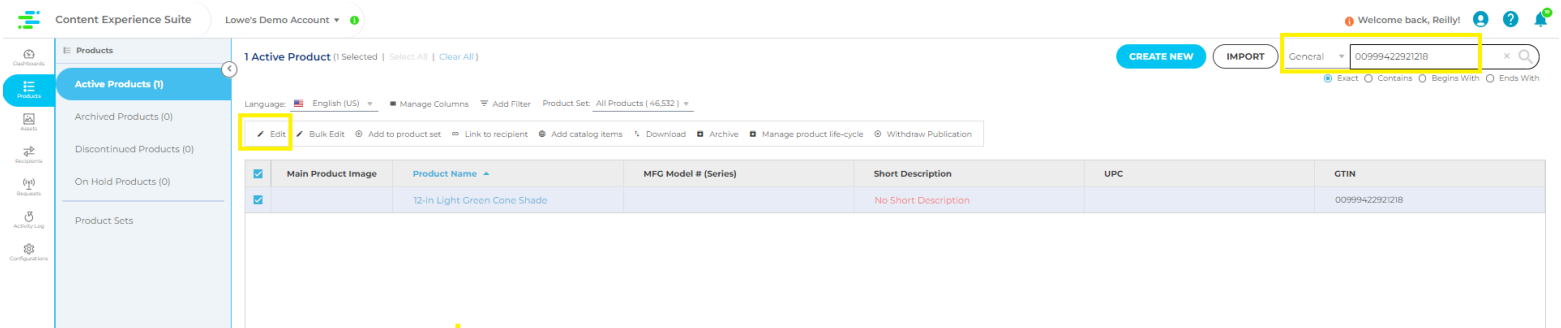
Background

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 Single or Bulk Item Edit options, the process within the Syndigo platform is the same.

1. 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)**

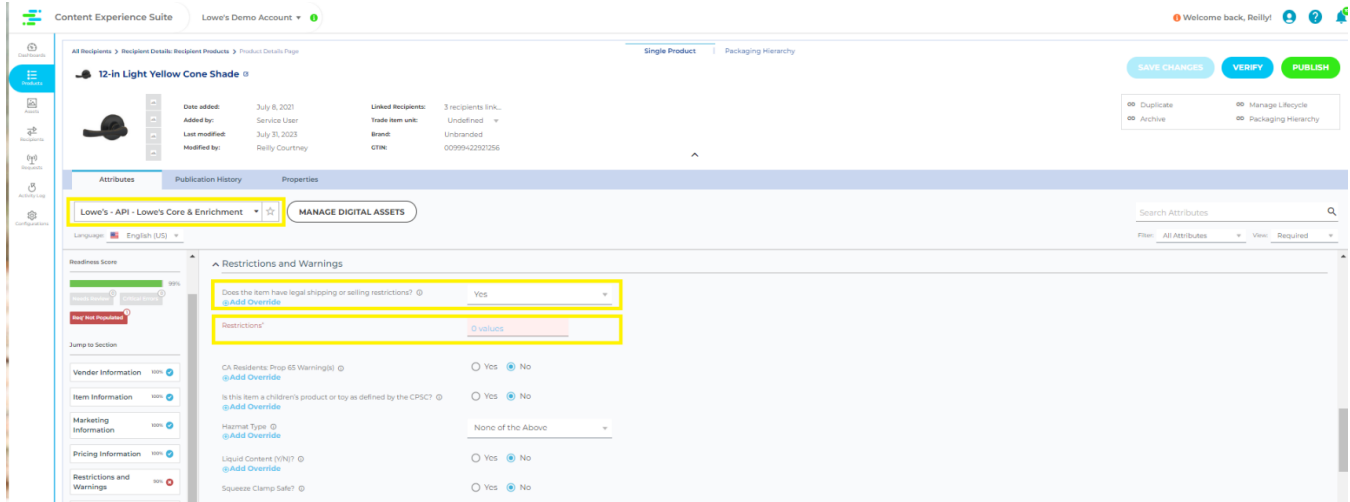


The screenshot shows the Syndigo Content Experience Suite interface. The top navigation bar includes 'Content Experience Suite' and 'Lowe's Demo Account'. The main header displays '1 Active Product (1 Selected | Select All | Clear All)'. A search bar contains 'General' and '00999422921218'. A table of products is visible, with the first row highlighted. The 'Edit' button in the table's action column is highlighted with a yellow box.

Main Product Image	Product Name	MFG Model # (Series)	Short Description	UPC	GTIN
	12-in Light Green Cone Shade		No Short Description		00999422921218

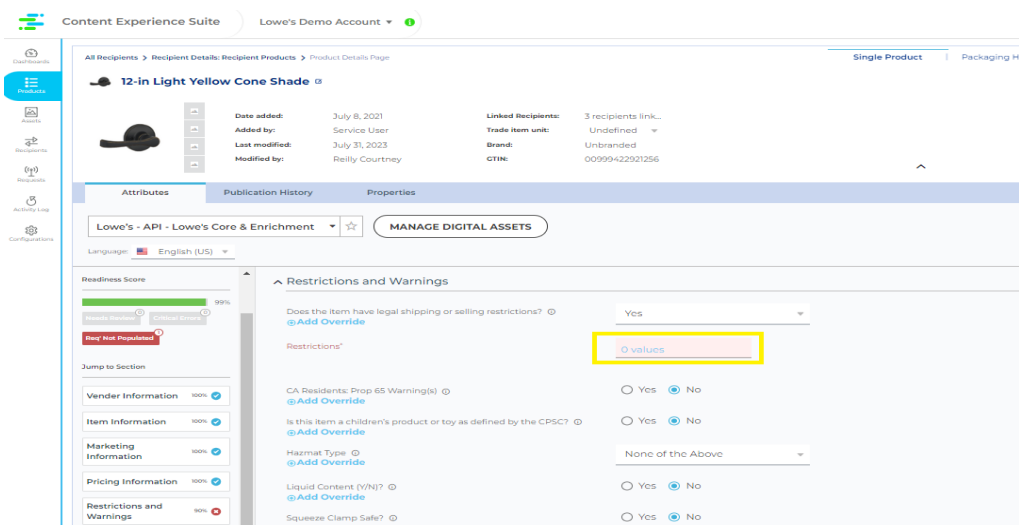
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2. Navigate to the **Lowe's-API > Lowe's Core & Enrichment** data section for the item(s) you selected.

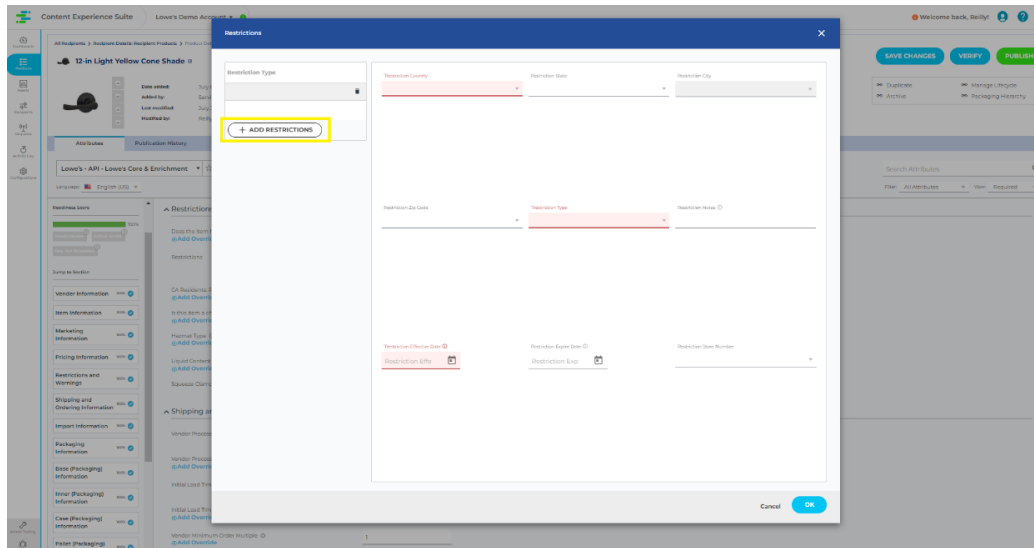


3. Notice that the attribute ***Does the item have legal shipping or selling restrictions?*** requires a **Yes** or **No** response for all Lowe's items: See below

- 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 **0 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 [MORE INFO ON RESTRICTION TYPES](#)
- **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)

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- **Restriction Effective Date (required)** – Must be “today's” date or future dated, cannot be a date in the past.
- **Restriction Expire Date (optional)** – Can leave blank if the restriction will be effective in perpetuity.
- *Important Note:* 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.

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Restriction Types

Restriction Type	Restriction Reason Type	Notes
Selling Restriction	Legal Restriction	This item has a local/regional legal restrictions that does not allow the sale of this item.
Pick Up Only	18 & Above	This item has local/regional age restrictions. You must be 18 years or older 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.

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- **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.