

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 item restriction information in the Syndigo Content Experience Hub (CXH).

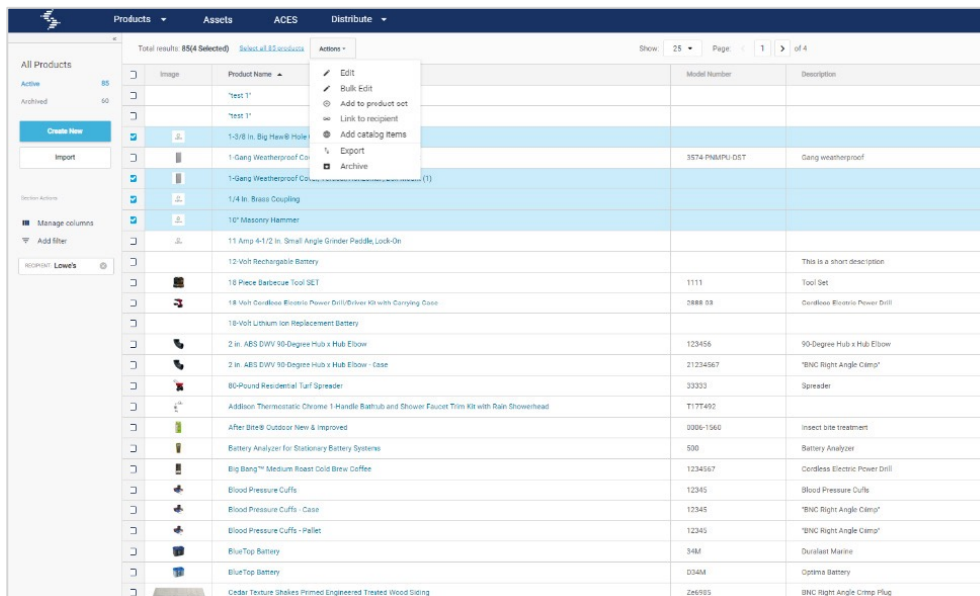
Background

Vendors are interacting with the CXH platform daily to enter vital compliance related restrictions for approximately 40,000 products sold in 1,750 store locations, as well as hundreds of thousands more sold on Lowes.com. 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 CXH 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 supplier portal is the same.

1. From the **All Products** page, select the desired product(s) and click the **Actions > Edit (or Bulk Edit)**

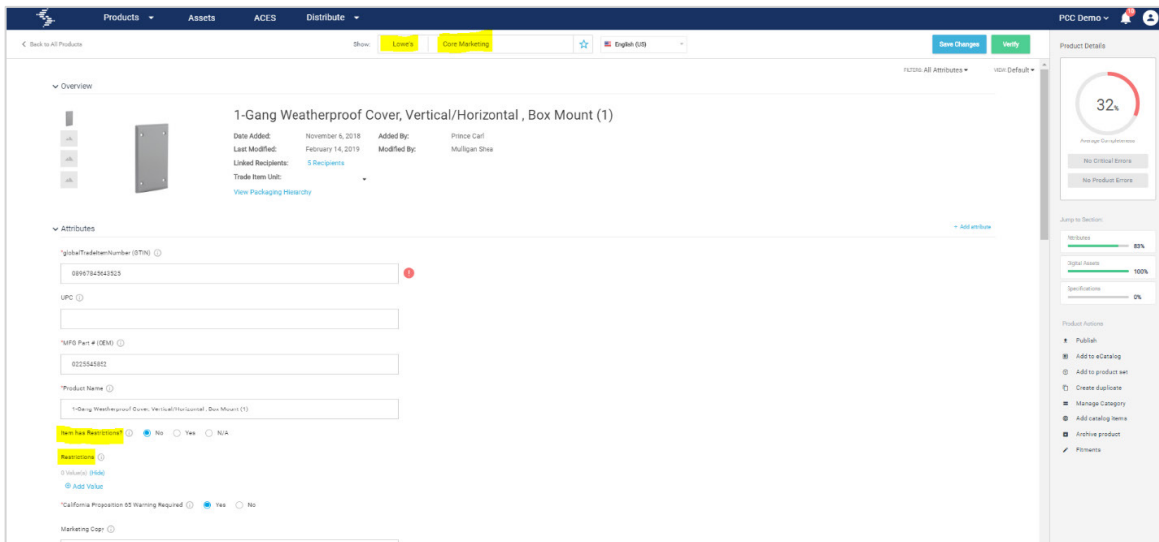


The screenshot shows the Syndigo CXH interface with a list of products. The 'Actions' menu is open over the '1-3/8 in. Big Hawk Hole' product. The menu options are: Edit, Bulk Edit, Add to product set, Link to recipient, Add catalog items, Export, and Archive. The product list includes columns for Image, Product Name, Model Number, and Description.

Image	Product Name	Model Number	Description
	"test 1"		
	"test 1"		
	1-3/8 in. Big Hawk Hole		
	1-Gang Weatherproof Co.	3574 PNBPU-DST	Gang weatherproof
	1-Gang Weatherproof Co.		(1)
	1/4 in. Brass Coupling		
	16" Masonry Hammer		
	11 Amp 4-1/2 in. Small Angle Grinder Peddle Lock-On		
	12-Volt Rechargeable Battery		This is a short description.
	16 Piece Barbecue Tool SET	1111	Tool Set
	18 Volt Cordless Electric Power Drill/Driver Kit with Carrying Case	3888 53	Cordless Electric Power Drill
	18-Volt Lithium Ion Replacement Battery		
	2 in. ABS DWV 90-Degree Hub x Hub Elbow	123456	90-Degree Hub x Hub Elbow
	2 in. ABS DWV 90 Degree Hub x Hub Elbow - Case	21234567	"90C Right Angle Clamp"
	80-Pound Residential Turf Spreader	33333	Spreader
	Addison Thermostatic Chrome 1 Handle Bathub and Shower Faucet Trim Kit with Rain Showerhead	T177492	
	After Bite® Outdoor New & Improved	0006-1560	Insect bite treatment
	Battery Analyzer for Stationary Battery Systems	590	Battery Analyzer
	Big Bang™ Medium Roast Cold Brew Coffee	1234567	Cordless Electric Power Drill
	Blood Pressure Cuffs	12345	Blood Pressure Cuffs
	Blood Pressure Cuffs - Case	12345	"90C Right Angle Clamp"
	Blood Pressure Cuffs -Pallet	12345	"90C Right Angle Clamp"
	BlueTop Battery	34M	Durabest Marine
	BlueTop Battery	D040X	Optima Battery
	Cedar Texture Shakes Premed Engineered Treated Wood Siding	246595	90C Right Angle Clamp Plug

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2. Navigate to the **Lowe's > Lowe's Core Marketing** data section for the item(s) you selected. Please refer to the *Lowe's Marketing Data Guide* to link your product(s) to the appropriate Requirement Set if you are having trouble finding this Requirements



3. Notice that the attribute **Item has 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 **+Add Value** link under the **Restrictions** attribute.

Restrictions ⓘ

1 Value(s) (Hide)

• Restriction Country ⓘ

Please select an item

Restriction State ⓘ

Please select an item

Restriction City ⓘ

Please select an item

• Restriction type ⓘ

Please select an item

• Restriction Notes ⓘ

• Restriction Effective Date ⓘ

Restriction Expire Date ⓘ

X Remove Restrictions

+ Add Value

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4. Populate the Required attributes below via the Restrictions Module

- **Restriction Country (required)** – Start typing the appropriate country for your restriction, and make your selection (*type United States, not USA*).
- **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 Type (required)** – Select the appropriate type of restriction. [SEE BELOW FOR MORE INFO ON RESTRICTION TYPES](#)
- **Restriction Notes (required)** – Enter a brief description of your note. (i.e. 18+ pickup only)
- **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.

To remove a Restriction, simply click “Remove Restriction” in the top right-hand corner of the Restriction Module.

5. Repeat steps by clicking **+Add Value** 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.

The screenshot displays the Syndigo product management interface. At the top, there's a navigation bar with 'Back to All Products', 'Lowe's', 'Core Marketing', and 'English (US)'. The main content area is titled 'Overview' and shows details for '1-Gang Weatherproof Cover, Vertical/Horizontal, Box Mount (1)'. It includes a product image, a metadata table with columns for 'Date Added', 'Last Modified', 'Linked Recipients', and 'Trade Item Unit', and a 'View Packaging Hierarchy' link. Below this is the 'Attributes' section, which contains several input fields: 'Yield/TradeItemNumber (DTM)' with a red error message 'Please enter no more than 14 characters.', 'UPC', 'SKU Part # (SKU)', and 'Product Name'. A 'Publish' button is located at the bottom right of the form area. On the right side of the interface, there's a 'Product Details' sidebar with a '32%' completion indicator and a 'Publish' button.

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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.
Selling Restriction	Restricted Content/Material	This item has a local/regional selling restriction due to the content/material; therefore cannot be sold.
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 GDSN setup.