

# Lowe's Publishing Issues? We're Here to Help.



Syndigo   
Products Move When Content Flows™

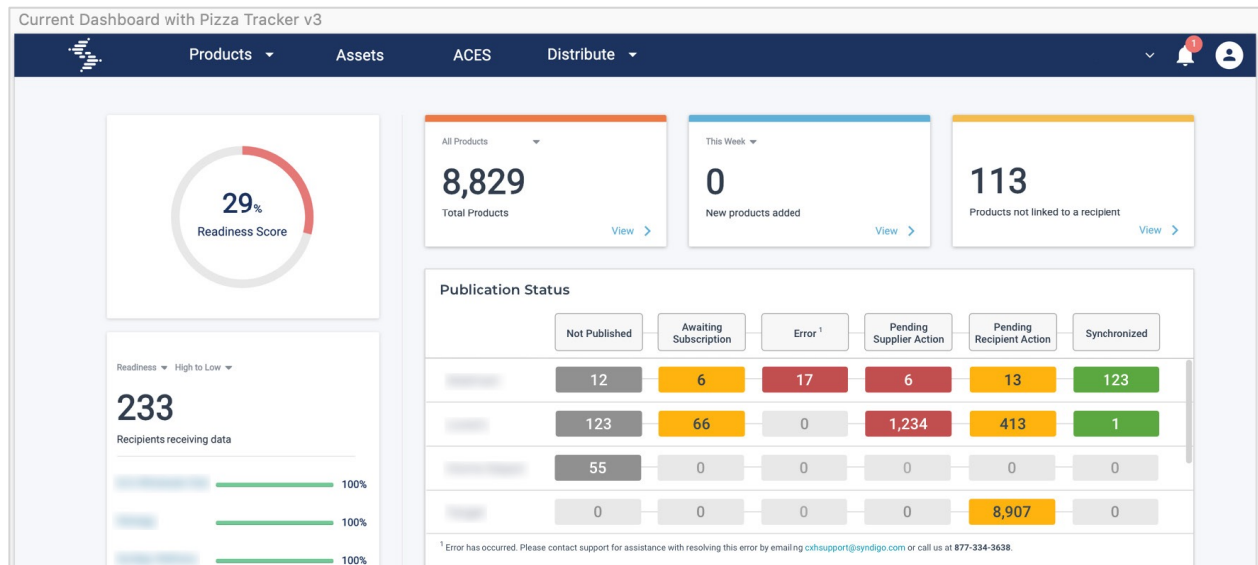
Syndigo and Lowe's are committed to improving the efficiency of product data collection and distribution. However, the complexity related to proper content management sometimes can slow down implementation. Together Syndigo and Lowe's are working to improve our processes to be more efficient. Here are a few things suppliers can do to ensure their data is published in the most efficient way.

## What We Are Seeing

### Here are some of the key tips to help you with the process:

- Make sure you complete Initiate data first
  - ! *Initiate MUST be completed before Lowe's will place subscriptions for new items!*
- Marketing or GDSN data needs to be uploaded, then published
  - ! *Make sure to hit the Publish button!*
- Spreadsheets that are uploaded still may need follow up
  - ! *After uploading, please review your products for completeness and errors.*
- Publishing to Lowe's is an initial step -feedback or error alerts may be posted later
  - ! *Check your product status regularly to make sure all data is submitted correctly!*
- Taxonomy can change for both new and existing items
  - ! *Lowe's frequently updates category requirements. Products must be 700% complete to publish successfully. We recommend checking your product readiness score on a regular basis.*

# Publishing to Lowe's



## What We Are Doing to Help

- Added new filters to make it easier for suppliers to identify incomplete or unpublished products  
**! Completed!**
- Added publication status and date to the Lowe's requirement sets  
**! Completed!**
- Updating CXH email notifications to better highlight work to do  
**! Early November**
- Adding graphical status-tracker display for current product delivery status  
**! Early November**
- Moving additional data validations directly into CXH to significantly reduce rejection from Lowe's  
**! Ongoing**
- Enhanced training/ education program  
**! Coming Soon!**



## Some Common Questions Raised about Lowe's Item Setup Process Flow

Here are a few clarifications to help make the Item Setup Process easier. For a more complete list, please visit [www.syndigo.com/lowes](http://www.syndigo.com/lowes).

### Q. Why can't Lowe's see my data? I submitted my information but Lowe's can't see it.

A. There may be several reasons for this.\* The most common are:

- Suppliers have not yet begun the Initiate process before submitting
- Suppliers have not selected the "publish" option after uploading data
- Lowe's may have made changes to a product taxonomy based on Lowe's classifications. We have recently completed a more proactive notification system to help with this, but it's always good to check as well.

### Q. How can I confirm if my data has been sent to Lowe's?

A. Syndigo and Lowe's have implemented a Syndigo Status Tracker with filters and status indicators, to closely monitor the progress of your data along the way. Now, there will be no confusion on the status of any data in process.

*\* Even accurate and validated data may not show up immediately due to Lowe's system processes.*