



MPC Lowes Tutorial

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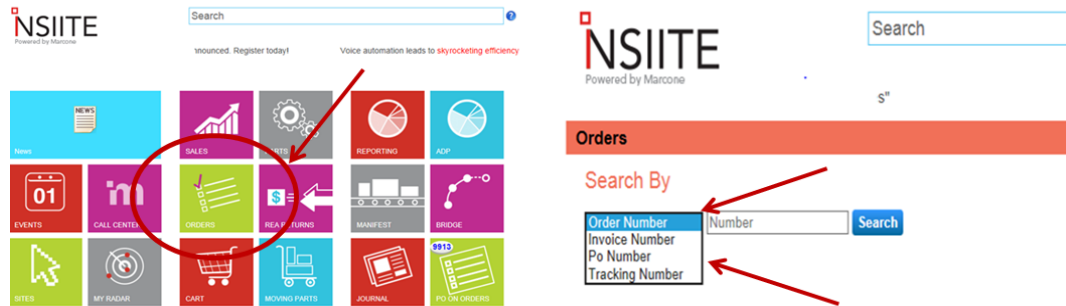
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Lowe's Retail Order Policies

1. Opening greeting: *"Thank you for calling Lowe's Parts may I please have your model or part number?"*

SCRIPT: *Thank you for calling Lowe's Parts may I please have your model or part number? (For service call 888-775-6937)*
124159 Account Information

2. Close call with: *"Thank you for calling Lowe's Parts"*
3. Customer calling for a product we don't handle: refer them to the local Lowe's store or LOWES.COM/TOOLS
4. Customer in need of Lowe's Warranty or Service info: transfer to 888-775-6937 opt. 1 service/warranty OR opt.2 parts
5. Direct number for appliance parts: 800-476-8160
6. Customer in need of information on an order already placed: verify it was placed by Marcone before transferring to customer service (ask for order # or look up phone #)



7. Retail customer- Account # 124159
8. Lowe's Employee calling for a Retail customer- Account # 124159 (follow Retail guidelines)
9. Lowe's Employee wants a part for themselves- Account # 111024 (input store# & employee ID# in 'Cart Comment' field)
10. Per Lowe's: we **CANNOT** offer Water filters as an Upsell
11. Lowe's Employee needs to reorder business cards: they contact the supply distributor for paper towels, toilet paper etc.
12. Call Center line is open Monday thru Sunday 8 a.m. to 9 p.m. EST.
13. Per Lowe's: we **CANNOT** offer a discount on any order

1. We only accept major credit cards for orders (Visa, Mastercard, AMEX or Discover)
2. Quote ETA from RDC TRANSIT MAP on INSIITE> CALL CENTER TILE (Date range i.e. 1-2 business days, **NEVER** 'guarantee' an ETA)
3. Only ship from a RDC, **NO** local pickup, **NO** Drop Ship and **NO** International shipping
4. Additional \$10.00 shipping to Alaska and Hawaii, **NO** quote for ETA
5. Cleaners and liquids **CANNOT** ship via Air (**NO** International, 2nd day, Overnight etc.)
6. Ship via FedEx (PO Boxes: **CANNOT** ship via Ground or Air, **ONLY** Smartpost/Economy from Louisville)
7. Quote 7-10 business days when 0 inventory (check availability on manufacturer B2B websites before quoting backorder ETA)
Refer to FACTORY LINKS (UN & PW) located on INSIITE> CALL CENTER TILE
8. Cannot give part numbers unless part is discontinued (*only* offer part number; **DO NOT** provide other companies or websites)
9. Always read part notes and relay to customer if a change has been made
10. Do not offer a Marcone LTW
11. Part coded 'Drop Ship Only': refer customer to manufacturer

Name: Cart ID: 20149688 **8**

Bill To	Ship To
CUSTOMER'S NAME	Name: CUSTOMER'S NAME
CUSTOMER'S ADDRESS	Address 1: CUSTOMER'S ADDRESS
SUITE OR APT #	Address 2: SUITE OR APT #
C/O LINE	Addr3/Attn.: C/O LINE
CUSTOMER'S CITY MO ZIP CODE	City/State/Zip: CUSTOMER'S CITY MO ZIP CODE

Same as Bill-To **9**

**RACK COMES WITH CUP HOLDER, TINES & CLIPS
DOES NOT COME WITH ADJUSTERS OR ROLLERS MUST BE
ORDERED SEPARATELY PER FACTORY 01/10KC**

Cross Reference:

Bin Locations: 4C3400 4C27

Model Number	Part Number	Make	Qty	Reference	Warehouse (Default 301)	LTW
CSPN	8268805	WPL	1		LOUISVILLE	10

Description: **USE WPL 8519681** **10**

MSRP: \$137.77

Price: \$137.77 **DISCONTINUED**

LTW: \$20.67

Description	Handling	Availability
FIP LH IW FOAM DR ASSY-CONT 11		Drop Shipped

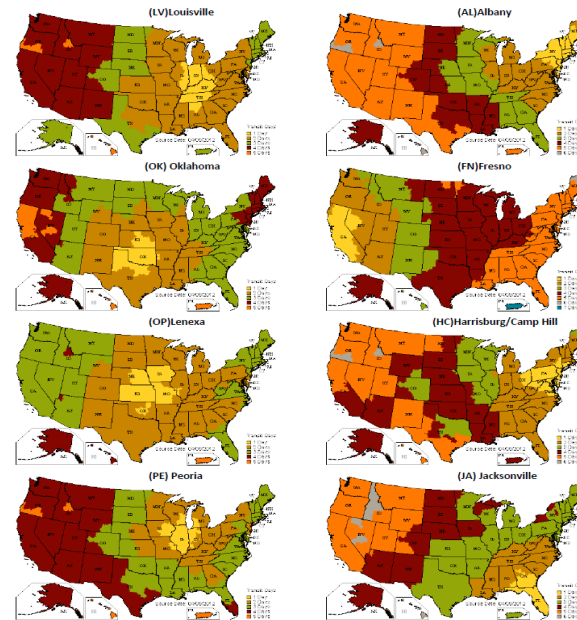
Model Number	Part Number	Make	Qty
KBLS20ETSS01	13023843SQ	WPL	1

Description: **FIP REF DR FOAM ASSY-36L**

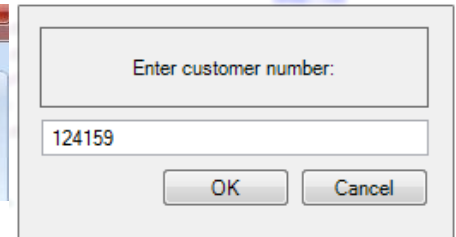
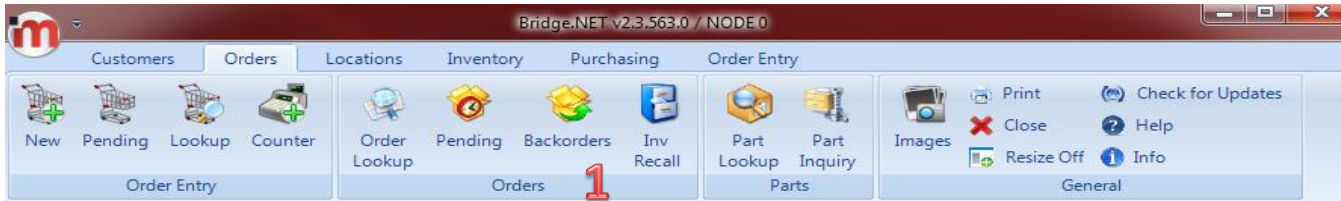
MSRP: \$360.50

Price: \$360.50 **Override** \$0.00 \$0.00 \$0.00

LTW: **\$54.08**



1. Select 'New' and Input Lowe's account #124159 into Bridge.net to create new order



2. Input Customer's shipping information (where part will be shipped) under 'Ship To'

3. Input Customer's contact number to 'PO Number' field (123456789 format- NOT 123-456-7890 format)

4. Input Customer's billing information (matches credit card used on order) in credit card screen

5. Input Customer's Email address in 'Order Confirmation Email' screen

6. Refer to MODEL FIELD BRIDGE.NET on INSIITE> CALL CENTER TILE on how to input 'Model Number' field

MPC LOWE'S - (124159) **No prepay amount**

APW Customer #: 98888

General Items

Name: Cart ID: 0

Bill To

MPC LOWE'S
NO ADDRESS
NORTH WILKESBO NC 28656

Ship To **2** [Ship-Tos](#)

Name:	CUSTOMER'S NAME
Address 1:	CUSTOMER'S ADDRESS
Address 2:	SUITE OR APT #
Addr3/Attn.:	C/O LINE
City/State/Zip:	CUSTOMER'S CITY ST ZIP CODE

Same as Bill-To

PO Number: **3**

Payment Type:

Shipping: Tax Exempt

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Model Number	Part Number	Make	Qty	Reference
CSPN	4396508		1	

Visa MasterCard Discover AMEX

Name:

Address 1:

Address 2:

City, State, Zip:

Card Number:

Expiration Date: MM/YYYY

Security Code: **4**

Order Confirmation Email

May I have your email address for order and tracking purposes? (Click 'Cancel' if no email address provided)

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Lowe's XP Order Policies

1. Lowe's XP Fax # 800-888-7137
2. Lowe's Employee wants a part shipped to the store – Account # 111022 (XP order, must fax)
3. Lowe's Employee wants a part shipped to the customer – Account # 111023 (XP order, must fax)
4. Ask if Employee needs assistance filling out XP form
5. Vendor account # **69664**
6. If order is over \$100 – must have manager's approval
7. Add \$45.00 to Freight charge for each oversized part
8. Add \$16.95 for 2nd Day Air- with manager's approval
9. Add \$ 34.95 for Next Day Air- with manager's approval
10. Quote part number and Lowe's cost for XP form: **NOT MSRP**

NOTES:

1. Always add Store number and contact number to the XP form
2. We cannot process RP orders
3. We cannot substitute an XP order for an RP order

Store Number (1) XP (2)
USE FORMAT: RP-1234

Date Received: ___/___/___

PURCHASE ORDER WORKSHEET
NOT TO EXCEED \$100 WITHOUT STORE MANAGER APPROVAL

Customer Name _____ Vendor (3) **69664**

Customer Phone # _____ Vendor Phone # (4)

Date Ordered (5) / / _____ Cost Quoted by (6)

Ordered by (7) _____ Freight Charge \$ _____

Approved by (8) _____ Original P.O. # _____
(If Over \$100) (If SOS)

ITEM DESCRIPTION	QUANTITY ORDERED	QUANTITY RECEIVED	QUOTED COST	INVOICED COST *
<u>(9)</u>	<u>(10)</u>		<u>(11)</u>	

* Invoice cost can be obtained from the Dash-7.

IF YOUR INVOICED COST DOES NOT MATCH YOUR QUOTED COST:

1. Research the cause of the cost discrepancy (salesperson error, vendor error, freight charges, etc.) and explain it below.

2. If vendor error, indicate what steps you have taken to get credit. If salesperson error, indicate what steps you have taken to prevent future errors. Provide copy of this worksheet to salesperson.

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OFFERING A Cart ID

1. When giving a Cart ID to a customer make sure the following information is added to the cart
 - A. Customer's name
 - B. Customer's phone number
 - C. State part will be shipped to or picked up at (to calculate correct tax)
 - D. 'Model Number' field is complete (refer to MODEL FIELD BRIDGE.NET located on INSIITE> CALL CENTER TILE
 - E. Part number(s)
 - F. Quoted price
 - G. Cart comments (if necessary; input Comments/Serial number to 'Cart Comment' field)
 - H. Don't forget to **ADD** then **SAVE** before closing the order

Save Get Quote Import Add Promo Validate Address Cart Comment Print Close Resize Off Help

Cart (90101) | STL CALL CENTER - (90101) No prepay amount User Id: 1693 Owner Category: Retail RST: N/A Account Owner: Retail Outbound Marketing

General Items

Name: Cart ID: 20149688

Bill To: CUSTOMER'S NAME

Ship To: Name: Address 1: Address 2: Addr3/Attn.: City/State/Zip: Same as Bill-To

PO Number: 1234567890

Payment Type: CREDIT CRD

Shipping: FEDEX GROUND RESIDENTIAL Tax Exempt

Model Number	Part Number	Make	Qty	Reference	Warehouse (Default 301)	LTW
UNIV	4396808	WPL	1		ST. CHARLES	

Description: 16OZ CLEANER FOR 50# ICE More...

MSRP: \$16.01

Price: 14.41 Percent \$0.00 \$0.00 \$0.00

LTW: \$2.40

ST 20 OP 99 LV 0 PE 14 OK 99 AL 1 HC 0 JA 99 FN 53 SA 8

Add Cancel