Welcome to Lowe’s Quotation Center

Whether you just need a quote or are ready to place an order, there’s no easier, faster way to get the job done than at Lowe’s Quotation Center.

Place a quote request or order online at the Lowe's Quotation Center
Lowe’s Quotation Center (LQC) Process Overview

- The following terms will be referenced throughout the user guide.

  Terminology key:
  - **Customer**- The company as a whole with one main point of contact
  - **User** – All individual users authorized to make purchases for this customer/company

- Customer will place orders/quotes directly through LowesQuotes.com
- Lowe’s provides a single National ID and the customer will use this to log into the website and register
- The customer may share the registration information with all users within the company
- Customer price will be noted as “Contract Price” in LQC
- If the user is looking for an item on the website and cannot find the item, the user can enter the description and a dedicated Lowe’s team member will contact them for more detail to ensure the correct product is ordered/quoted
- Each quote or order is assigned a project name by the user. To help with the ordering or quoting process, the project name should be referenced for any questions
- Orders can be delivered directly or can be picked up at the local store
  - All orders placed before 3 pm can be picked up in 2 hours
  - All orders placed by 6 pm will be ready for 7 am pickup the next day
- For questions or issues related to LQC and the process to submit a quote or order, please call 1-704-757-4141 option 3 or email commercialsales@lowes.com for assistance. For questions related to an order that has already been picked up or delivered, please contact the Commercial Sales Desk at the Lowe’s Store that serviced the order.
- Any special delivery requirements (i.e. loading dock availability, signing instructions, etc.) must be included in the “Delivery Details” box on the “Order Profile” page
Create a New Profile

- Each user must establish an account
- To establish an account, go to www.lowesquotes.com and select “Go National”
Account Sign-In

- The National ID is only required for initial account setup
- Enter the National ID in the box below and set up the profile as directed (see next slide)
Register User Account

- If you already have a LQC account, select the link at the top of the page to sign in using your username and password.
- If you do not already have a LQC account, complete the registration form below including all required fields denoted with “*”. Select “Create new account” after entering the required information.
- **Important:** Once you select “Create new account,” an email will be sent to the email address used to setup your Lowe’s Quotation Center Account. To verify your account, you must log in by selecting the link provided in the email and enter the username and temporary password provided. You will be prompted to enter a new password.
Already a Registered User, Log In

- After profile is setup, enter your Username and Password
- Select “Submit”
Request a Quote or Order/ Check an Existing Quote or Order

- Requesting a quote or an order is fast and easy. Select “Request A Quote” or “Request An Order” button
- Check an Existing Quote/Order under “My Quotes/My Orders”
- Note: The following pages illustrate “Request an Order” but the same steps apply to “Request a Quote”.
Request an Order- “Select Store”

- Enter a zip code and then select “GO”.
- Note: This step is only required on your first order. All sequential orders default to your preferred store however you will have the ability to edit on Steps 2 and 3 (noted by the Progress Tracker below).
Request an Order- “Select Store” continued

- Select preferred Lowe’s Store from the list provided and select “Select Preferred Store”. 
Request an Order - Step 1 "Order Details"

- Enter the items and quantities you need. While only the detailed “Description” and “Quantity” fields are required, enter “Item #” if you know it.
- Utilize the Keyword/Item Search field to find items/descriptions. Select “Add” / “Remove” to add or delete items from the order form. Once you select “Add”, the item(s) will be added to the order form where the quantity needed for each item can be entered. The search tool will display “Current Price”, “Contract Price” and “Projected Inventory”.
- You can enter up to 20 items, to add more items to your order, select “More Items”.
- To proceed, select “Continue”.

![Order Details](image-url)
Request an Order- Step 2 “Order Profile”

- Complete the order form. Fields denoted with an asterisk (*) are required.
- To change your preferred store, select “Change Store”.
- Select “Tax Exempt” Status from the drop down box
  1. Answer all questions to complete this section
  2. If not already registered as tax exempt with Lowe’s, customers will need to bring their tax exempt certificate to the local Lowe’s store to make a copy and there is a tax exempt form at the Customer Service desk to complete and sign.
- Select “Payment Type” from the drop down box
  1. For Purchase Orders (PO) and Blanket Purchase Order (BPO), complete the required fields. Use the “Browse” function to upload a PDF version of the PO or BPO
     Note: If a purchase order number is assigned after the quote is accepted, it can be added by editing the quote
  2. Please allow a minimum of 24 hours to process orders being paid with a purchase order
- Select “Delivery” or “Pickup”.
  - If you select “Delivery” a box for “Deliver to” will appear. Complete the required fields and select “Generate Directions” button to automatically populate directions from the store to the delivery location
  - Special delivery requirements (i.e. loading dock availability, signing instructions, etc.) must be included in the “Delivery Details” field
- To proceed, select “Review Order”.

![Order Profile Screen](image-url)
Request an Order- Step 3 “Order Confirmation”

- Confirm your order by reviewing all the information
- To change your profile or store preferences, select “Edit Profile Info”.
- To change your Tax Exempt status or update Payment information, select “Edit Payment Info”.
- To change your Delivery information, select “Edit Delivery Info”.
- To change item description or quantities or to add/edit comments, select “Edit Order”.
- To proceed, select “Submit Order”.

![Image of Order Confirmation page from Lowe's Commercial Services website]
Request an Order- Step 4 “Order Submission”

- Order Submitted to the Lowe’s Store you selected.
- Edit your order via “My Quote/My Orders” from the main page (select “LQC Home”).
- The Commercial Sales team will contact you to finalize the order.
Create Similar Quote/Order

- You can open any completed quote/order and use it as a starting point to create a comparable new project. To do this, follow these five steps:
  - Under “My Quotes/Orders,” select the completed project you want to view.
  - Review the “Order Details” form. Select “Create Similar Quote/Order.”

- A new “Order Details” form, filled out with the entire old project’s information, will display. **Important:** Give the quote/order a new name.

- Make necessary changes to the “Order Details” form, such as personal information, preferred store, and item description/quantities. To proceed, select “Submit Quote/Order.”

- The Commercial Sales team will contact you to finalize the order.
Order a Save Quote

- Open any saved quote and submit it as an order. To do this, follow these four steps:
  - Under “My Quotes/Orders,” select the saved quote name.
  - Review the “Order Details” form. Select “Edit Quote” to make necessary changes to the “Order Details” form, such as personal information, preferred store, and item description/quantities.
  - To proceed, select “Order this Quote” to submit it as an order.
  - Order is submitted to the Lowe’s Store you selected. The Commercial Sales team will contact you to finalize the order.