Shopping the Lowe’s Pro Punchout Catalog
What’s different in UD Exchange?

Buying from Lowe’s store

Previously, to buy at a Lowe’s store, the user needed a p-card for standard pricing, or authorization for a blanket order.

Now, in UD Exchange, a user can place an order with our UD pricing, have it approved, and pick it up in the store at the Lowe’s Pro desk.
Select the **Lowe's Pro** punchout tile from your **Shopping Home Page**.
You may be asked to confirm or even select a store. Even if you are having items shipped, it will come from the store and availability will be shown.
From the Lowe’s Pro Homepage you can shop by department, search for specific items, review your order history, view your shopping cart, and create a Quick Order List.
Shop for the item you want and click the ADD TO CART button.
You have the option to click CONTINUE SHOPPING, or if you have finished shopping, you can click VIEW CART.
You can select your pickup/delivery preference by item or for the entire cart.

Pickup is the DEFAULT setting; items will be held at the store unless delivery is selected.
Enter the name of the person who will be picking the order up from the store if applicable.
Click Submit Requisition to place your order.
Name your cart (changes will save automatically)
1. To add information such as a detailed business justification, scroll down to line details and complete **Internal Note/Business Justification**
2. When done, click **Proceed to Checkout**
1. Enter additional information to complete each section on the Draft Requisition Page (See Adding Details to Shopping Carts for additional info)

2. Note that if you indicated In-Store Pick-up on the Lowes site, your items will not be shipped to your campus address but you still need to enter a ship to address if one does not default for you.

3. When done:
   - If you are a Requester, click **Place Order**
   - If you are a Shopper, click **Assign Cart** to assign it to a Requester
Lowe’s Pro Details

- Next day in-store pickup is available for in stock items.
- You can call the store directly for curbside pickup or same-day rush orders.
  - Recommended timeframe is between 8am-3pm
- In-person pickup is located at the Pro Desk, not the general Customer Service Pickup area.
  - Applies to all stores, not just the Newark, DE location.
- For pickup, just bring a copy of the order and your ID (UDID is acceptable).
- Users will receive an email order confirmation and an email when the item is ready for pickup.
The Lowe’s order confirmation will be sent to the “Prepared For” user’s email address. The user will receive another email when the order is ready to be picked up, and another email when it has been picked up.

If the Shopper or Requester cannot pick up the order, they can send someone else as long as that person has ID and the order confirmation.
Returning items and Invoices/Credits

- To return an item, take it back to the store with the original order email/documentation.
- All Lowe’s purchases are charged/credited to a central purchasing card. We automatically create invoices for Lowe’s, so it will show in your payment data before it is picked up and charged.
- If you have returned an item, or the order was canceled because it wasn’t picked up, Lowe’s sends us a weekly report for our AP team to adjust purchase orders and vouchers. Please put a comment on the PO and tag Procurement Help if you don’t see a credit but have documentation for the return or cancellation.
Local Lowe’s Pro Contact Information

**Newark, Delaware**
Main 302-781-1154
Pro Desk 302-781-1182
Pro Mobile 302-268-0070
Pro Supervisor:
Phillip Clay  phillip.clay@store.lowes.com

**Lewes, Delaware**
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Main 302-536-4000
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Pro Mobile 302-396-3289
Pro Supervisor:
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**Millsboro, Delaware**
Main 302-934-3740
Pro Desk 302-934-3768
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Pro Supervisor:
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Resources

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