Lowe's MESC Contract 09T-LOWES-0406
Order Process

Member establishes an account on www.lowesquotes.com

Mohave will email the unique ID needed to setup a Lowe's Quotation Center Account. Account set-up instructions are in Mohave's Lowe's contract tutorial.

Member obtains contract prices

Phone (888-310-7791)
Member requests a Mohave contract quote from the Commercial Sales Team.
Commercial Sales Team provides quote to member.

Fax (336-651-3300)
Member faxes a request for Mohave contract quote to the Commercial Sales Team.
Commercial Sales Team provides a quote to member.

www.lowesquotes.com Quote
Member logs into www.lowesquotes.com.
Member adds required items to a shopping cart.
If an item cannot be found on the website, member may obtain help by clicking the "Need Help" button.
For member generated quotes and orders, it is essential that lowesquotes.com be used to ensure contract pricing and compliance.

Member places order directly with Lowe's

Place order via phone (888-310-7791), fax (336-651-3300), or lowesquotes.com.
Phone & fax orders must reference the Lowe's quote and Mohave contract number.
Prior to delivery, direct order questions to 888-310-7791 or mohave@lowes.com.

Lowe's processes the order

Materials may be picked up at the local store or delivered directly to the member.

Member receives and verifies the order

Member contacts Lowe's store directly to resolve order discrepancies, returns, damage, etc. Member or Lowe's may request Mohave's assistance.

Lowe's invoices member

Payment may also be by Pcard..

Member pays Lowe's

Payment includes MESC's admin fee.

Lowe's sends admin fee payment and reconciliation report to MESC

MESC audits reconciliation report and sample of member orders for the period

Discrepancies, if any, addressed

End

Rev. 4/30/10, JTP