

## State of Maryland – Account Set Up Procedures for State Agencies

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### Account Set Up-

- I have included (attachment #1) the Omnia Partners Cooperative Program PDF that we use to update the customers that the State of Maryland Contract Program (BPO-001B1600305) is supported with the Omnia Partners Cooperative Rebate Program (outlined in the PDF). The Rebate Program is a tiered rebate based on calendar year spend.
- We register the customer on the Omnia Partners Cooperative Program - State of Maryland Program
  - See Link – [www.lowes.com/omnia](http://www.lowes.com/omnia) to get customer registered
- Lowes Government Team communicates internally to have the account added to the Omnia Partners Rebate Program. Lowes Internal Administration adds the Omnia Rebate Program for the customer.

### Online Account Set Up-

- We set customers up for a LowesForPros Online Account. This online account offers streamlined order functionality and a variety of account set up processes based on what the customers need and want for their account. For example we can add additional account Administrators, Buyers, Department, Locations, etc. We can create spend limits for Buyers and can set up an order flow approval process. The online account allows us to set up Tax Exemption for the account. We can set up recurring product buys. There are a number of features that make it smooth and easy for the customer to use.
- The online ordering allows the customer to set up their order for in-store pick up or for delivery. The online ordering gives the customer the ability to see what products are in stock in their local store and even the five closest stores to their home base local store. The online ordering brings up the contract price for the customer so they have real time pricing and delivery for their orders.

### Account Payment Options-

- We have 3 ways to set up payment methods (form of tender) for the customers using their LowesForPros Online Account.
- Option #1 – they can use a P-Card (Purchase Card) which can be entered either transactionally at time of order checkout or can be pre-loaded to their account by our Wallet feature which automatically bills the customer order to their P-Card.
- Option #2 – an LCA (Lowes Commercial Account) Account  
An LCA Account can be set up using the Letterhead Instructions (see attachment #2). The customer follows these instructions and submits them back to Lowes on customer letterhead. This is sent to Synchrony Financial (our 3<sup>rd</sup> party financial partner) and a line of credit and an LCA Account is opened with Synchrony. We then go through a process where we link the LCA Account to the LowesForPros Online Account. When the accounts are linked the LCA can become the “form of tender” for the LowesForPros Online Account. At the time of checkout the customer will have an option to choose to use their LCA Account as a payment method, there is one more verification step to check the customer is set up as an Authorized Buyer and they can place their order and bill to the LCA Account.

- The LCA Account provides more E-Services / Credit Options for the customer. They can have consolidated billing, extended terms, electronic invoices, account and credit lookup for reconciliation, and a web based tool that the customers can use to manage its account credit reviews.
  - An LCA Account also provides the option to set up Parent Account / Child Account processes that are used by bigger customers who want to have a flow down from a Central Account to Sub Accounts (usually used for departments or multiple locations).
- Option #3 – an LPS (Lowes Pro Supply) Account  
An LPS Account can be set up using the Government Account Registration Form (see attachment #3). The customer fills this out and submits back to Lowes. We forward the Government Account Registration Form to LPS Credit Services. A Credit Line and LPS Account is opened up for the customer with a net 30 day billing Credit Line with Lowes. After this is completed we have the customer order Convenience Cards for the LPS Account. Once they receive their Cards we load their Convenience Card information into the Wallet feature of their LowesForPros Online Account and that allows them to bill their order to their LPS Credit Line.