

## Overview

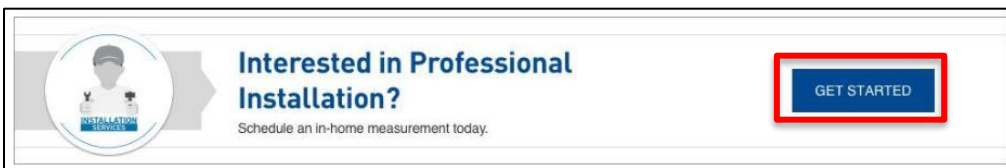
This job aid details how the customer will be able to purchase and schedule their flooring detail on Lowes.com. After logging into their MyLowe's account, customers will be able to:

- Schedule and purchase their flooring detail
- View their purchased detail history
- Reschedule their flooring detail online (except within 24 hours of the detail appointment). If within 24 hours, the customer will be directed to call the store for assistance.

In addition, the customer will receive email confirmations at each stage of the detail process.

## Scheduling the Detail

Customers will see the "Interested in Professional Installation?" banner on flooring category page, product detail pages, and list pages.



The **Get Started** button will direct customers to the installation services page.

The Customer will be provided a list of what to expect during this process prior to being zipped into a store. They will need to click **Select Your Store to Get Started** to begin.

A section titled "Ready for a New Floor?" with the subtext "Schedule your in-home measurement or call 1-877-GO-LOWES for more information." On the left, a vertical list of six steps, each with a blue checkmark icon: 1. "Schedule your in-home measurement or visit your local Lowe's to talk with a flooring specialist." 2. "Shop for flooring that's right for your home (we can help)." 3. "An independent installer will reach out to confirm your in-home measurement appointment." 4. "After your measure, we'll follow up with a quote for your project." 5. "The independent installer will reach out to schedule your installation once your flooring or carpet has been delivered." 6. "The independent installer will install your beautiful new floors!" On the right, there is a blue speech bubble icon, the text "Connect with a Lowe's associate about your installation or project.", and a blue button with the text "SELECT YOUR STORE TO GET STARTED" in white, highlighted with a red rectangular border.

The Customer will be provided a list of what to expect during this process once/if they are zipped into a store. They will need to click **Schedule Now** to get started.

### Ready for a New Floor?

Schedule your in-home measurement or call 1-877-GO-LOWES for more information.

- ✓ Schedule your in-home measurement or visit your local Lowe's to **talk with a flooring specialist**.
- ✓ **Shop for flooring** that's right for your home (we can help).
- ✓ An independent installer will reach out to confirm your **in-home measurement appointment**.
- ✓ After your measure, **we'll follow up with a quote** for your project.
- ✓ The independent installer will reach out to **schedule your installation** once your flooring or carpet has been delivered.
- ✓ **The independent installer will install your beautiful new floors!**

**Schedule Your In-Home Measurement Online**

To get started, log in to MyLowe's or sign up for an account to conveniently schedule your measurement.

**SCHEDULE NOW**

Customers are required to sign into MyLowe's or create a MyLowe's account to continue with the scheduling process.

Open until 9PM  
TEST 6738 INDIANAPOLIS

DepartmentsSearch for it here...🔍

## Sign In to MyLowe's

Sign In to mylowes

**Email Address:**

**Password:**

[Forgot your password?](#)

Remember me.

**SIGN IN**

Create Account

Don't have a mylowes account?

**JOIN NOW**

A mylowes account is the easiest way for you to keep track of all your purchases.

Customers will complete the **Measurement Details** form and then click **Continue**.

They will see:

1. Mileage Fee Disclosure
2. Lead Fee Disclosure
3. Fields to enter Installation address.

The customer's local store may be updated/optimized to match with the closest installer based on the **Address** entered. Store optimization logic will update the store selected to the closest local store based on the installation address zip code.

**Note:** Customers cannot change the store once it has been optimized.

If the store is changed, a message will appear to the customer after they click the continue button.

Customers will schedule their Detail appointment.

They will:

- Select a Date, Time Frame, and Schedule.

### Schedule Appointment

Select a date and the best time frame for your in-home measure

#### Project Details

Testing Job 6525 Zionsville rd Indianapolis, IN 46268 3035222608 testingjob@gmail.com	Bedrooms 2 area(s) Carpet
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#### What to Expect

- 1 Before the Installer arrives they'll confirm your measurement appointment and arrival time by phone based on the time frame you selected.
- 2 After the measurement has been taken and products have been selected, you'll receive your inclusive quote. To speed up the process, please include your product selection in the Additional Information section.
- 3 Once the quote has been accepted, and products and services purchased, the independent installer will contact you to schedule the installation.

ⓘ Please note: For your safety and the installer's, Lowe's doesn't allow the removal of vinyl flooring from homes built before 1986. Installation fees will be and additional charges may be based on total flooring recommended by the installer (based on the installer's assessment of unique characteristics of your project). The installer's recommendation will include waste and will exceed actual room square footage.

#### Select an Appointment Date and Time Frame

The measurement will take an average of 30 minutes to 1 hour to complete, depending on the number of areas you specified. The installer will arrive during the time frame you select.

Pick a Date

February 2018

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

Pick a Time Frame

MORNING 8 A.M. - NOON

AFTERNOON 1 P.M. - 5 P.M.

EVENING 5 P.M. - 8 P.M.

ⓘ Please note: If you have questions about the available dates, please call your local store.  
[Find Your Nearest Lowe's](#)

Feb 24, 2018

Afternoon 1 p.m. - 5 p.m.

SCHEDULE

**Note:**

- Customers are directed to contact their local store with questions.
- Customers will see only availability greater than 24 hours in advance.
- If no dates are available, the customer will be instructed to call their local store. The store can help the customer schedule and sell the detail in ISST/Genesis.
- Appointments will visible within a 30-day timeframe.

Customers will provide Payment for a \$35 Flooring Detail Fee with the customer's card authorized 24-48 hours prior to appointment.

### Payment

There is a one-time service fee that will be credited to your final installation project purchase. This fee does not include any additional charges, such as mileage or lead assessment fees.

#### Payment Method

Use Saved Credit Card

VIEW CREDIT CARDS

New Credit Card

Visa, Mastercard, Discover, Amex

#### Billing Address

Use Project Location

Testing Job  
6525 Zionsville rd,  
Indianapolis, IN 46268

Use Different Address

#### Order Summary

**Total \$35.00**

SUBMIT ORDER

Test	
1 area(s)   Tile	
February 24, 2018 Afternoon 1 p.m. - 5 p.m. (Edit)	
Service Total	\$35.00
Lead Assessment ⓘ	\$0.00
Mileage Fees ⓘ	\$0.00
Tax ⓘ	\$0.00
<b>Total</b>	<b>\$35.00</b>

Scheduling & Purchasing a Flooring Detail on Lowes.com

May/2018

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Customers will receive an Order Confirmation.

**Note:** Online details are sold using Sterling. Once the online detail is sold, the "Confirm Appointment" activity will trigger in IMS for the Independent Contractor.

**Thank you for your order: #359715523**  
An email confirmation has been sent to you. Check your order history for status.

**Project Details**

Testing Jrob 6525 Zionsville rd, Indianapolis, IN 46268 testingjrob@gmail.com   303-522-2608 <a href="#">View Project</a>	Bedroom 3 area(s) Vinyl
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**Order Summary**

Service Total	\$35.00
Lead Assessment ⓘ	\$0.00
Mileage Fees ⓘ	\$0.00
Tax ⓘ	\$0.00
<b>Total</b>	<b>\$35.00</b>

**Appointment Details**  
 February 28, 2018  
 5 pm - 8 pm

**Payment & Billing**

**Payment**  
 Master Card ending in 5454

**Billing Address**  
 Testing Jrob  
 6525 Zionsville rd,  
 Indianapolis, IN 46268

**Note:** For a Flooring Detail Fee promotion, the Order Summary will note the charge of \$0.

**Thank you for your order: #362036949**  
An email confirmation has been sent to you. Check your order history for status.

**Project Details**

Agalmathi pon 1530 n meridian st, indianapolis, IN 46202 agalmathi.pon@gmail.com   720-234-1908 <a href="#">View Project</a>	test the detail promo 5 area(s) Tile
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**Order Summary**

Service Total	\$0.00
Lead Assessment ⓘ	\$0.00
Mileage Fees ⓘ	\$0.00
Tax ⓘ	\$0.00
<b>Total</b>	<b>\$0.00</b>

**Workflow Process**

- After the detail is scheduled and sold online or in store, the Independent Contractor will receive an activity in IMS to confirm the detail appointment with the customer.
- During the in-store detail selling process, the store can inform the customer that they will be able to see their detail purchase in MyLowe's if the customer provides their MyLowe's card or phone number associated with the MyLowe's account at the register.
  - In addition, customers will be able to manage details that originated in the store through their MyLowe's account e.g. reschedule their detail (outside of 24 hours from the appointment), etc.

**Central Quoting (CQ) Process**

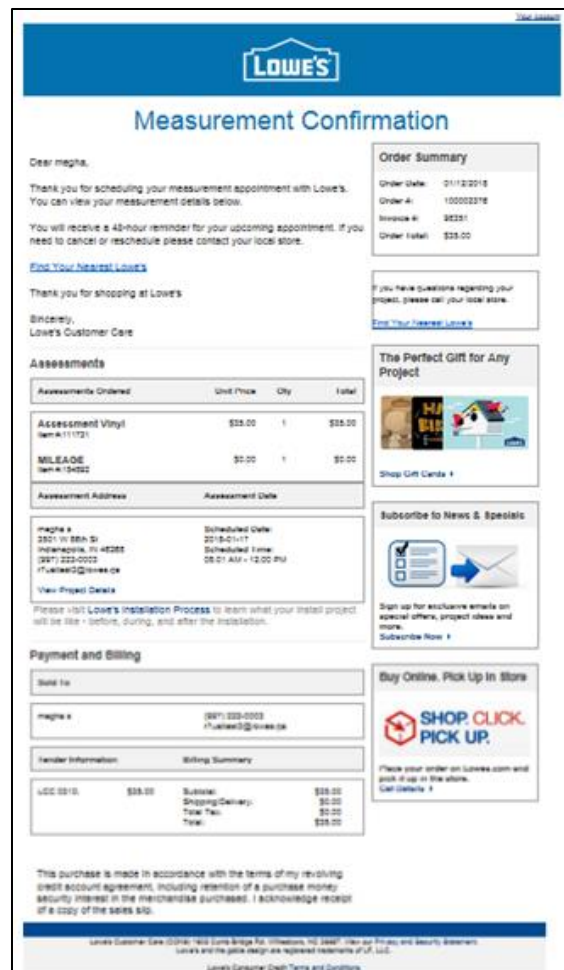
- After the detail measure is completed, the Independent Contractor uploads documents into IMS; this triggers an activity to the Central Quoting (CQ) team called "Review Documents."
  - CQ team reviews information and will approve if all requirements are met.
  - This approval also triggers payment to the Independent Contractor for the detail measure.
- Once CQ completes this activity, the next IMS activity called "Create Quote" is triggered for CQ
  - CQ uses information from the Independent Contractor and creates initial quote in ISST.
- Once "Create Quote" is completed in IMS, the "Finalize Quote" activity is triggered for the store.

**How to Purchase a Quote**

- Sales associates will receive a Finalize Quote activity in IMS. Stores continue to own the responsibility for assessing customer's needs and identifying product as needed. The sales associate will finalize the quote in ISST, complete the Finalize Quote activity, and sell the install.
- A quote built from a deductible detail fee originating online will show the deduction in ISST and will show as deducted when the quote is tendered.
- Customer pays for quote at the register

**Customer Emails**

Customers receive **Measurement Confirmation** email immediately after completing detail purchase.



Customers receive the **Measurement Appointment Reminder** email 48 hours before the scheduled Detail appointment with Independent Contractor information and the Appointment window.

Customers receive **Flooring Measurement Complete** email.

Email is triggered after the Independent Contractor completes the IMS "Appointment Complete" activity.

Email notifies customer that the detail is complete along with **Next Steps**.

**Note:** To sell the Install to the customer:

- Customers will need to select products with sales specialist
- Sales specialist builds product into the initial quote created by the Central Quoting team (CQ).

## Scheduling & Purchasing a Flooring Detail on Lowes.com, Continued

Customer's MyLowe's home screen will have an **Installation & Services** section of records.

The screenshot shows the MyLowe's home interface. At the top left is a navigation menu with 'myLowe's', 'Purchases', 'Installations & Services', 'Lists', and 'Preferences'. The main content area features a promotional banner for '2 DAYS ONLY 10% OFF FOR LOWE'S CARDHOLDERS' with an 'APPLY NOW' button. Below this is a 'Recent Purchases' table with columns for Purchase Date, Order #, Items, Order Total, and Status. A red box highlights the 'Installation & Services' section, which includes a 'VIEW ALL PROJECTS' button. Below that is a 'Lists' section with a 'VIEW ALL LISTS' button and a message: 'You have no items saved to Lists. Learn more about Lists. >'.

Purchase Date	Order #	Items	Order Total	Status
05/01/2018	352584372 (Purchase Details)	2	\$135.00	Unknown
05/01/2018	352584368 (Purchase Details)	1	\$35.00	Unknown
04/30/2018	352584364 (Purchase Details)	1	\$35.00	Unknown
04/30/2018	352584363 (Purchase Details)	1	\$0.00	Unknown
04/30/2018	352584360 (Purchase Details)	2	\$135.00	Unknown

Customers will see an **Installation & Services** tab to access those records.

This screenshot shows the navigation menu on the MyLowe's app. The menu items are: Home > MyLowe's, myLowe's, Purchases, Installations & Services (highlighted with a red box), Home Profile, Lists, Reminders, and Preferences.

Customers will see their purchased Details in the **Installation & Services** tab.

The screenshot shows the 'Installations & Services' page. The navigation menu on the left has 'Installations & Services' highlighted with a red box. The main content area has a title 'Installations & Services' and a 'Back to MyLowe's Home' link. Below is a table of project details with columns for Date, Project Name, Type, and Status. A red box highlights the table.

Date	Project Name	Type	Status
02/13/2018	Bedroom	FLOOR - CARPET	In Progress
02/12/2018	Bedroom	FLOOR - CARPET	In Progress
01/31/2018	Worksheet Test 5	FLOOR - CARPET	In Progress
01/31/2018	Worksheet Test 4	FLOOR - VINYL	In Progress

Customers click on a Project Name to see the Detail Information.

s & Services > Job Detail

## Bedroom

[Back to Installations & Services](#)

Project Overview	
<b>Location</b> Testing Jrob 6525 Zionsville rd Indianapolis, IN 46268	<b>Contact Information (Edit)</b> (303) 522-2608 R7UATest1@lowes.qa
<b>Details</b> 3 area(s) Carpet Can photos be taken? Yes	<b>Comments</b> test

Measurement Appointment	
<b>Status: In Progress</b> Scheduled Date: 02/17/2018 Scheduled Time Frame: Afternoon 1 p.m. - 5 p.m. KELLER INTERIORS INC <a href="#">Reschedule</a>	

**Please Note**  
 If you need to cancel or reschedule within 24 hours of your appointment, or for additional account assistance, please call your local store.  
[Find Your Nearest Lowe's](#)

Customers can:

- Edit **Contact Information**.
- See their **Independent Contactactor's Name**.
- Reschedule their **Detail Measurement Appointment**.
- Contact their local Store to Reschedule or Cancel within 24 hours of their appointment.

**Note:** The **Reschedule** link will disappear 24 hours to the appointment.

**Editing Contact Information**

Customers can update their Contact Information by entering the appropriate information and click **Save Changes**.

### Edit Contact Information

[Back to Project Details](#)

<b>Phone Number</b> <input type="text" value="(303) 522-2608"/>	<b>Email address</b> <input type="text" value="R7UATest1@lowes.qa"/>
<input type="button" value="SAVE CHANGES"/>	

**Reschedule  
Detail  
Appointment**

Customers can click on Reschedule to reschedule outside of the 24 hour window.

**Measurement Appointment**

Status: In Progress

Scheduled Date: 02/17/2018

Scheduled Time Frame: Afternoon 1 p.m. - 5 p.m.

KELLER INTERIORS INC

Reschedule

Customers will select a new **Date, Time Frame** and **Save Changes**.

### Reschedule Your Measurement Appointment

[Back to Project Details](#)

**Current Appointment Details**  
 Scheduled Date: 02/17/2018  
 Scheduled Time Frame: Afternoon 1 p.m. - 5 p.m.

**Select a New Date**

Pick a Date

February 2018 >

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

Pick a Time Frame

MORNING 8 A.M. - NOON

AFTERNOON 1 P.M. - 5 P.M.

EVENING 5 P.M. - 8 P.M.

📅

Feb 16, 2018

🕒

Evening 5 p.m. - 8 p.m.

SAVE CHANGES

**Note:**

- The reschedule link will disappear 24 hours prior to the appointment.
- Customers will see only availability greater than 24 hours in advance.
- Appointments will be visible within a 30-day timeframe; Independent Contractors load their own availability into IMS.
- If no dates are available, the customer will be instructed to call their local store. The store can help the customer to request a reschedule in IMS through the Reschedule link and choosing Take Appointment Later.

Customers will be notified that changes to the Appointment were successfully made.

✔ Appointment Successfully Updated ✕

## Bedroom

[Back to Installations & Services](#)

**Project Overview**

<b>Location</b>	<b>Contact Information (Edit)</b>
Testing Jrob 6525 Zionsville rd Indianapolis, IN 46268	(303) 522-2608 R7UATest1@lowes.qa
<b>Details</b>	<b>Comments</b>
3 area(s) Carpet Can photos be taken? Yes	test

**Measurement Appointment**

**Status: In Progress**

Scheduled Date: 02/16/2018  
 Scheduled Time Frame: Evening 5 p.m. - 8 p.m.  
 KELLER INTERIORS INC  
[Reschedule](#)

### Customer Reschedule Email

Customers receive a **New Appointment** email indicating that a new appointment has been scheduled.

## You've Rescheduled Your Appointment

New Appointment

Friday  
23  
 FEBRUARY

**KELLER INTERIORS INC**

will be coming to measure!

Evening 5 p.m. - 8 p.m.

**What to Expect**

<p style="text-align: center; font-weight: bold; font-size: 1.5em;">1</p> <p>Before the installer arrives, they'll confirm your measurement appointment and arrival time based on the time frame you selected.</p>	<p style="text-align: center; font-weight: bold; font-size: 1.5em;">2</p> <p>After the measurement has been taken and products have been selected, we'll send your inclusive quote.</p>	<p style="text-align: center; font-weight: bold; font-size: 1.5em;">3</p> <p>Once the quote has been accepted, and products and services purchased, the installer will contact you to schedule the installation.</p>
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**Before Your Appointment**

— Please put away any pets. It will help the installer take measurements efficiently and accurately.  
 A responsible party over 18 must be available and present during the entire appointment.  
 Get any project questions ready for the installer to answer during the appointment.

**After Your Appointment**

— If you haven't done so already, please visit your local store to select your desired product.

**Need Help?**

— If you have questions regarding your project, please call your local store.

Lowes's Customer Care (CCM) 1806 Curtis Bridge Rd, Wilkesboro, NC 28697. View our Privacy and Security Statement.  
 Lowes's and the gable design are registered trademarks of LF, LLC.  
[Find Your Nearest Lowes](#)

**View Detail History**

Customers click **Purchases** to view purchased Details.

Home > MyLowe's

myLowe's

- Purchases**
- Installations & Services
- Home Profile
- Lists
- Reminders

Recent Purchases	
Purchase Date	Order #
02/13/2018	<a href="#">359713444 (Purchase Details)</a>
02/12/2018	<a href="#">359713263 (Purchase Details)</a>
01/31/2018	<a href="#">100003486 (Purchase Details)</a>
01/31/2018	<a href="#">100003485 (Purchase Details)</a>
01/31/2018	<a href="#">100003484 (Purchase Details)</a>

Customers click **Purchase Detail** to view more information on the Detail.

Customers must call the store to cancel a Detail.

**Note:** Once the customer cancels the order, the refund is completed by Sterling.

**Purchase Details**

[Back to Find Purchase](#)

Purchase Details			
Date:	02/12/2018	Order #:	359713263
Type:	Online	Status:	In Process
		Total:	\$40.00

In Process			
	<b>Assessment Carpet</b>	Unit Price	Qty
	Item #: 111630   Model #:	\$40.00	1
	This product is currently unavailable online		Total
	<a href="#">ADD TO</a>		\$40.00

Payment Information		
<b>Payment Method:</b>	Subtotal:	\$40.00
Master Card	Tax:	\$0.00
*****5454	<b>Total</b>	<b>\$40.00</b>