

How to Place Special Orders Using Lowe's E-Catalog.

How to place a Special Order:

To enter order manually, go to 1.4 Genesis screen, enter Rust-Oleum model #. All information will come up automatically. If Rust-Oleum model # is unknown, enter either 89137 (spray) or 89115 (all other products). A listing of all items in e-cat will be available to choose from.

How to place a Manual Special Order:

If item is not in Lowe's SOS e-catalog, store can enter order manually. Store will need item #, store cost & Lowe's retail price.

To enter order manually, go to 1.4 Genesis screen, enter 89137 (spray) or 89115 (all other products). Then, enter Rust-Oleum model number. Do not select a vendor, F12 past any vendor it tries to select. Enter store cost, model #, model description, load type (PL=pick up later), lead time (7-10 days), price authorized by (type in vendor). Tab past vendor name and manually enter Rust-Oleum vendor # 38419. Lastly, process customer information.

Special order help desk:

For Store 800-445-6937

For RO: 855-658-2700

Questions? Call Sindy Duha 877-385-8128 or 847-813-2299