

# LFP TEMS

02/03/2017

# INDEX

**01** DASHBOARD

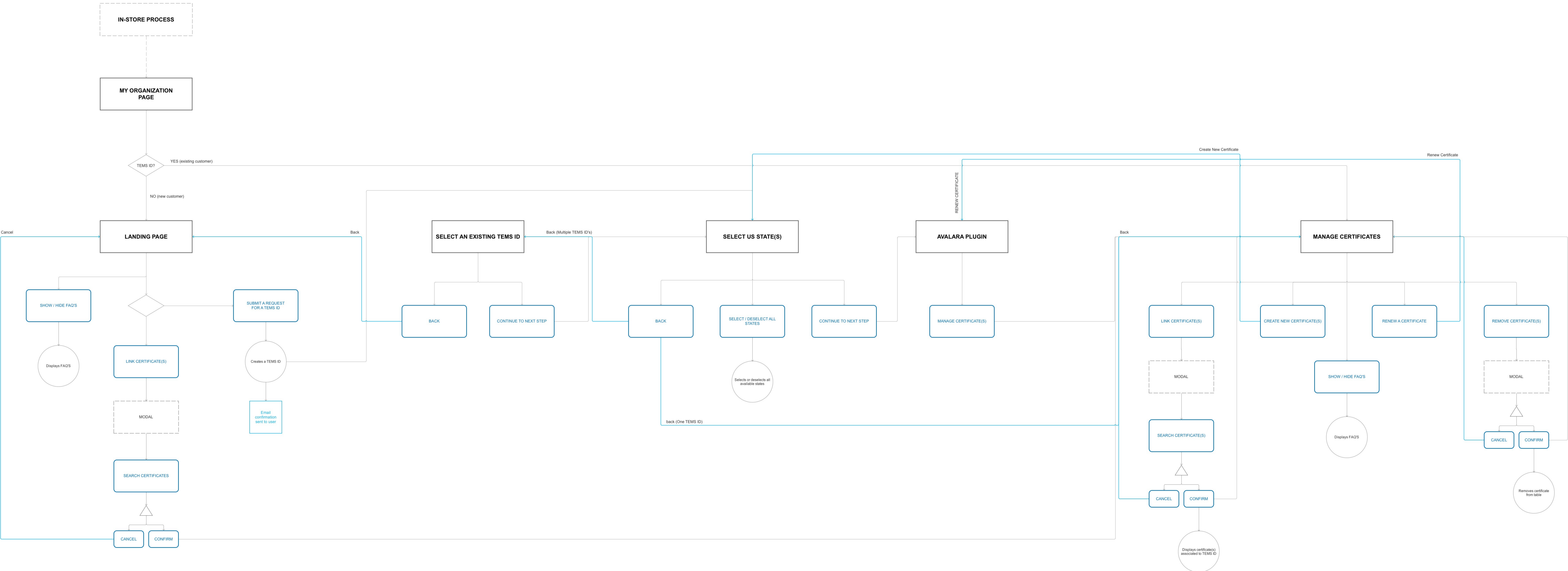
**02** TEMS LANDING  
PAGE

**03** CREATE NEW  
CERTIFICATE

**04** MANAGE  
CERTIFICATES

# CHANGE LOG

# TEMS FLOW



SECTION  
**01**

---

**DASHBOARD**

# 01a. Dashboard\_Functionality

## Desktop

Welcome, Find a Store Lowe's Business Credit | Need Help? 1 (844) 569-4776

SEARCH: Search for it here... HELLO JOHN, MY ACCOUNT QUICK ORDER LIST

NAVIGATION: MY ORGANIZATION | USERS | GROUPS | CATALOGS | MEMBERS

### Richmond Redevelopment and Housing Authority, Inc.

A Member of [GPO Name]

- Address Book**: Securely add, edit and store shipping addresses.
- Accounts Receivable**: Streamline your finances using the LAR business credit center.
- Tax-Exemptions**: Make seamless tax-exempt purchases in-store and on lowesforpros.com.

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#### Contact Info

<b>Pro Account Manager</b> Sammie Huntington <a href="mailto:Sammie.Huntington@Lowe.com">Sammie.Huntington@Lowe.com</a> (555) 321-3453 x1234	<b>Address</b> 1000 Kiser Corner Lane Suite 200 South Mooresville, NC 28036	<b>Phone Number</b> (555) 123-3453 x1234
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#### Account Info

<b>Organization Type</b> Business	<b>Pro Account ID</b> 12345678	<b>Registered Date</b> 01/01/2016
<b>Contract Type</b> TCPN	<b>GPO Member</b> Richmond Redevelopment and Housing Authority, Inc.	

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#### Purchasing Info

<b>Purchase Limit</b> \$100,120,500.00	<b>PO Number</b> Not Required	<b>Purchase From Catalog</b> Not Required
<b>E-procurement</b> Ariba		

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Account Overview

100,000  
Users

100,000  
Groups

100,000  
Catalogs

100,000  
Members

## Mobile

Welcome, Find a Store

NAVIGATION: MY ORGANIZATION

### Richmond Redevelopment and Housing Authority, Inc.

A Member of [GPO Name]

- Address Book**: Securely add, edit and store shipping addresses.
- Accounts Receivable**: Streamline your finances using the LAR business credit center.
- Tax-Exemptions**: Make seamless tax-exempt purchases in-store and on lowesforpros.com.

---

#### Contact Info

**Pro Account Manager**  
Mike White  
[Sammie.Huntington@Lowe.com](mailto:Sammie.Huntington@Lowe.com)  
(555) 123-3453 x1234

**Organization Address**  
1000 Kiser Corner Lane  
Suite 200  
South Mooresville, NC 28036

**Phone Number**  
(555) 123-3453 x1234

---

#### Account Info

**Organization Type**  
Business

**Pro Account ID**  
12345678

**Registered Date**  
01/01/2016

**Contract Type**  
TCPN

**GPO Member**  
Richmond Redevelopment and Housing Authority, Inc.

---

#### Purchasing Info

**Purchase Limit**  
\$100,120,500.00

**Po Number**  
Not required

**Purchase From Catalog**  
Not required

**E-Procurement**  
Ariba

---

#### Account Overview

100,000 Users	100,000 Groups
100,000 Catalogs	100,000 Members

## Overview

Synopsis:

## Functionality

- 1. PRIMARY LINK**  
Sends user into **TEMS Landing page** if they do not have a TEMS ID. **(02a. TEMS Landing Page\_Functionality)**  
If customer has a TEMS ID, they will be linked to the **Manage Certificate page**. **(04a. Manage Certificate\_Functionality)**

## Design

- 1. REFER TO ORG B**  
Please refer to Org B for all design specifics

SECTION

**02**

---

**TEMS LANDING  
PAGE**

# 02a. TEMS Landing Page\_Functionality

## Desktop

Welcome, Find a Store

Lowe's Business Credit | Need Help? 1 (844) 569-4776

HELLO JOHN, MY ACCOUNT

QUICK ORDER LIST

SEARCH FOR IT HERE...

MY ORGANIZATION

USERS

GROUPS

CATALOGS

MEMBERS

1. < Back

### Tax-Exemption Management System

Tax-Exempt customers can create a new Tax Exempt Management System (TEMS) ID and/or update their existing account to make tax-exempt purchases on LowesForPros.com and at any Lowe's store location.

#### Need a Lowe's TEMS ID?

Get one here and start creating certificates.

2. GET STARTED

Please note: the approval process may take up to 60 days. While pending, you can shop tax-exempt on LowesForPros.com.

#### Already have a Lowe's TEMS ID?

You can link current certificates and/or create new ones by clicking the button below.

3. LINK CERTIFICATE(S)

4. Read our FAQs >

## Mobile

Welcome, Find a Store

MY ORGANIZATION

< Back

### Tax Exemption Management System

Tax-Exempt customers can create a new Tax Exempt Management System (TEMS) ID and/or update their existing account to make tax-exempt purchases on LowesForPros.com and at any Lowe's store location.

#### Need a Lowe's TEMS ID?

Get one here and start creating certificates.

GET STARTED

#### Already have a Lowe's TEMS ID?

You can link current certificates and/or create new ones by clicking the button below.

LINK CERTIFICATE(S)

Read our FAQs >

## Overview

**Synopsis:** Customer will land on this page if (1) of the following applies to them.

1. Customer was directed from Lowe's stores associate to sign up for a TEMS ID

2. Customer needs to create a TEMS ID or link their current TEMS ID to manage their certificates

Once (1) of the 2 scenarios are completed the customer will NEVER see this landing page again. They will be linked to Manage Certificates page directly from the LFP dashboard.

### Notes:

#### What is a TEMS ID?

TEMS is an acronym for *TAX EXEMPT MANAGEMENT SYSTEM*.

Lowe's backend generates a TEMS ID for the customer to use in order to link their (individual state) certificates too.

The customer has to have a TEMS ID to manage their certificates to shop tax exempt of LowesForPros.com.

## Functionality

1. **BACK BUTTON**  
sends user back to LFP dashboard

2. **GET STARTED**  
Links customer to **Create New Certificate page** with list of all states that require Tax Exempt Certificates. (pg. 03c. Create New Certificate\_Functionality)

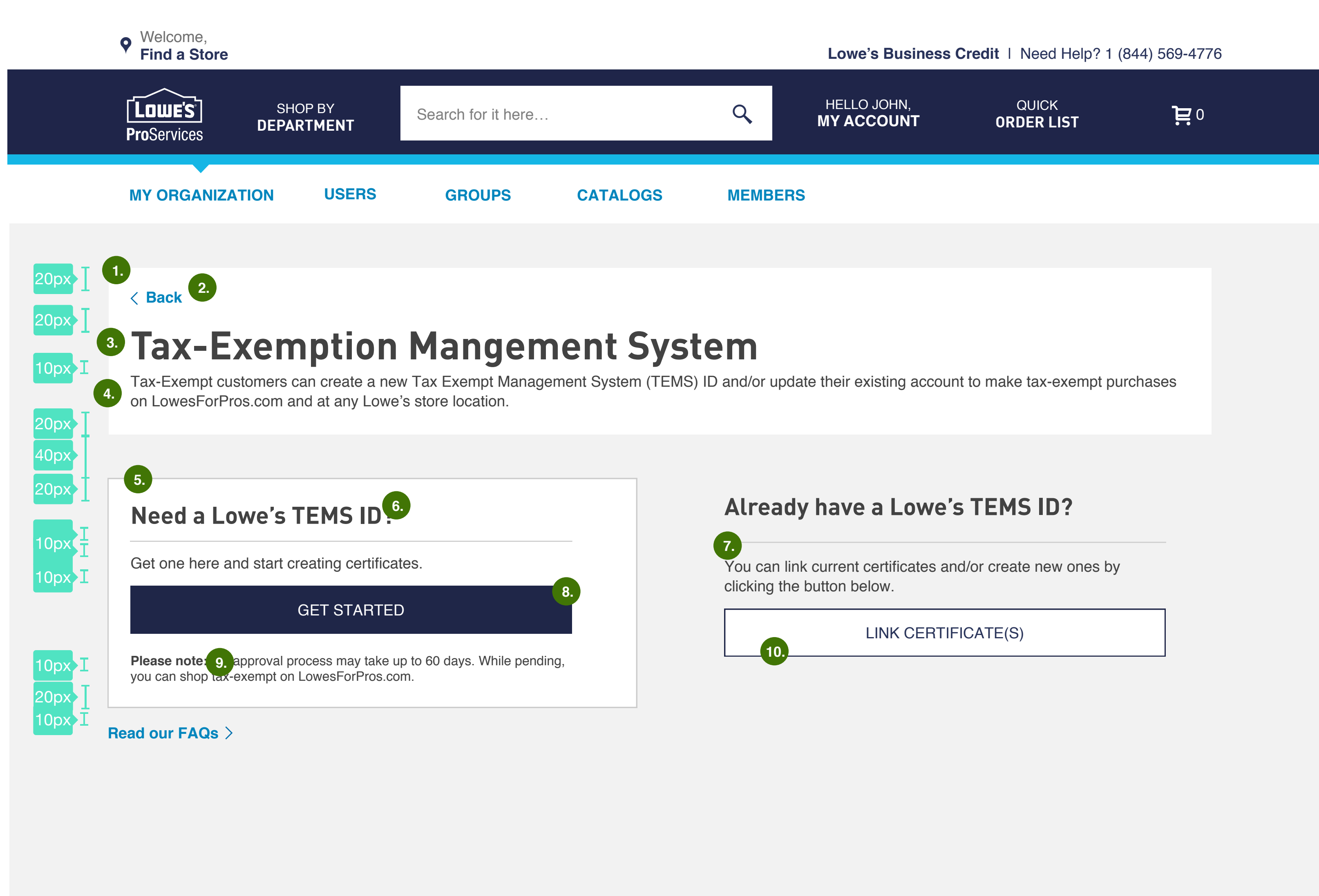
3. **LINK CERTIFICATES**  
Activates **Link Certificate Page** (pg. 02d. Link Certificate Page\_Functionality)  
(pg. 02f. Link Certificate Page Confirmation Modal\_Functionality)  
(pg. 02h. Link Certificate Page Error\_Functionality)

4. **READ OUR FAQs ...**  
Link to sends user to **FAQs page**. (pg. 02c. FAQ Page\_Design)

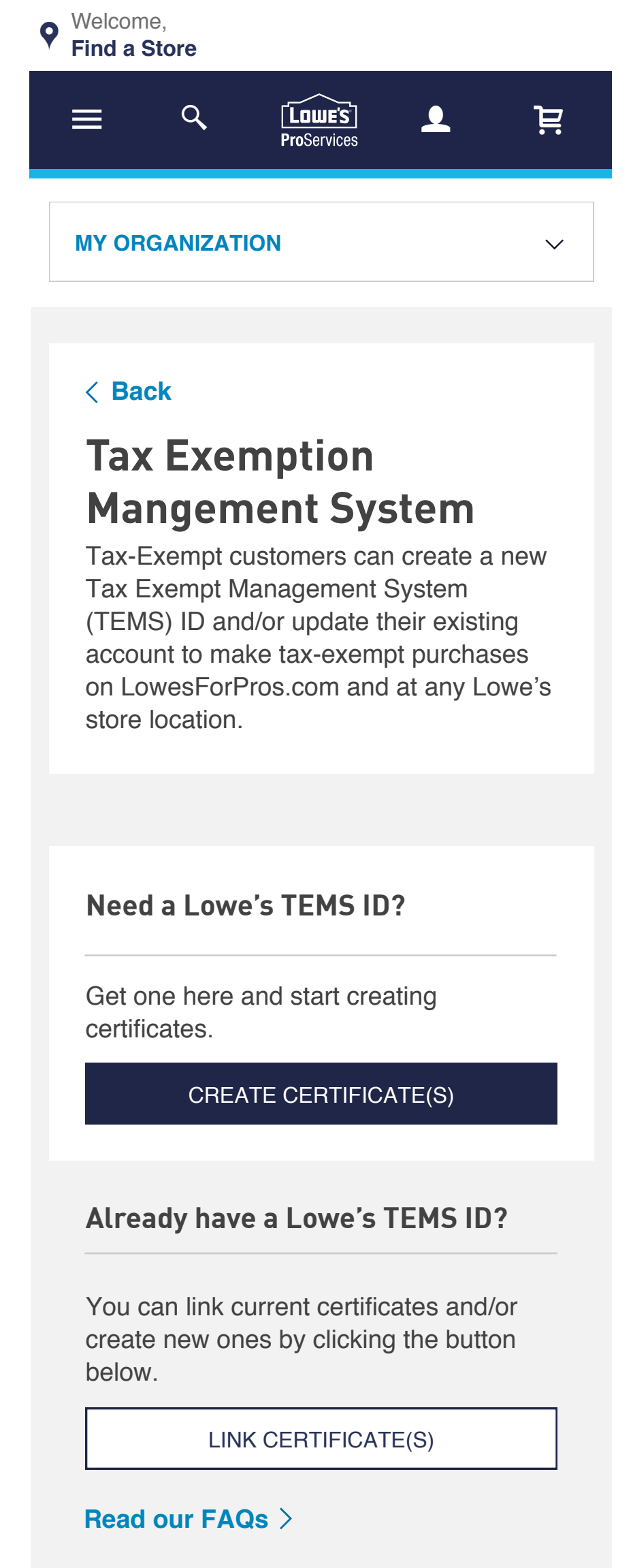


# 02b. TEMS Landing Page\_Design

## Desktop



## Mobile



## Design

1. TRENCH  
UX-SPI-01
2. PRIMARY LINK  
UX-LNK-01
3. HEADER 1  
UX-HD-01
4. PARAGRAPH TEXT  
UX-PA-01
5. TRENCH  
UX-SPI-01
6. HEADER 4  
UX-HD-01
7. HR BASE  
UX-HR-01
8. PRIMARY BUTTON  
UX-BU-01
9. BOLD HELPER TEXT  
UX-PA-01
10. SECONDARY BUTTON  
UX-BU-01

# 02c. FAQ Page\_Design

## Desktop

Welcome, Find a Store

Lowe's Business Credit | Need Help? 1 (844) 569-4776

LOWE'S ProServices SHOP BY DEPARTMENT Search for it here... HELLO JOHN, MY ACCOUNT QUICK ORDER LIST 0

MY ORGANIZATION USERS GROUPS CATALOGS MEMBERS

1. < Back

## TEMS FAQs

20px 1. **How do I register with as tax exempt?**  
Get a Lowe's Tax-Exempt Management System (TEMS) ID online or register at the ProServices desk at your local Lowe's store. You can then use your TEMS ID to add on and/or link certificates for purchases on LowesForPros.com an in Lowe's stores.

2. **Do I have to register at every Lowe's store where I shop?**  
No. You only need to register at one Lowe's store or on LowesForPros.com, and your TEMS ID will be honored on all purchases when you select delivery or pickup in the state where your exemption applies.

**What if my company is tax-exempt in more than one state?**  
You can register your organization for a multi-state exemption online, or at the ProServices desk at your local store.

**I am taxable on some purchases and exempt on some purchases. Can I link a tax exemption to my profile and indicate some of the purchases are taxable?**  
Yes. At checkout, you can remove your tax exemption. Please note: the entire order will either be tax-exempt or taxed.

**What if I make purchases in states where my tax exemption isn't valid?**  
If you make purchases in states where your tax exemption isn't valid, you'll be charged sales tax.

**If I need to submit a required document, can I still get a TEMS ID online?**  
Yes. If a document is required, you'll be prompted to download and/or print your certificate with submission instructions. A sample image of the required document will be provided as part of the certificate setup process.

**How long is the approval process?**  
Approval can take up to 60 days as we review your submission in accordance with state and local laws. While your request is pending, you can still create certificates and make purchases on LowesForPros.com

**Couldn't find the answer to your question?**  
Call customer service at 1-844-569-4776.

## Mobile

Welcome, Find a Store

LOWE'S ProServices

MY ORGANIZATION

< Back

## TEMS FAQs

**How do I register with as tax exempt?**  
Get a Lowe's Tax-Exempt Management System (TEMS) ID online or register at the ProServices desk at your local Lowe's store. You can then use your TEMS ID to add on and/or link certificates for purchases on LowesForPros.com an in Lowe's stores.

**Do I have to register at every Lowe's store where I shop?**  
No. You only need to register at one Lowe's store or on LowesForPros.com, and your TEMS ID will be honored on all purchases when you select delivery or pickup in the state where your exemption applies.

**What if my company is tax-exempt in more than one state?**  
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**I am taxable on some purchases and exempt on some purchases. Can I link a tax exemption to my profile and indicate some of the purchases are taxable?**  
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**What if I make purchases in states where my tax exemption isn't valid?**  
If you make purchases in states where your tax exemption isn't valid, you'll be charged sales tax.

**If I need to submit a required document, can I still get a TEMS ID online?**  
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Approval can take up to 60 days as we review your submission in accordance with state and local laws. While your request is pending, you can still create certificates and make purchases on LowesForPros.com

**Couldn't find the answer to your question?**  
Call customer service at 1-844-569-4776.

## Design

1. **BOLD PARAGRAPH TEXT**  
UX-PA-01
2. **PARAGRAPH TEXT**  
UX-PA-01

## Functionality

1. **BACK BUTTON**  
sends user back to **TEMS Landing** page or **Manage Certificate** page.  
(02a. TEMS Landing Page\_Functionality)  
(04a. Manage Certificate\_Functionality)

# 02d. Link Certificate Page\_Functionality

## Desktop

The desktop screenshot shows the top navigation bar with the Lowe's ProServices logo, a search bar, and user account information. Below the navigation bar, there are tabs for MY ORGANIZATION, USERS, GROUPS, CATALOGS, and MEMBERS. The main content area features a 'Back' link, the title 'Link Certificate(s)', and a search form with the text 'Insert your Lowe's TEMS ID below to search for available job certificates.' The search form contains the input field with the value '123456789' and a 'SEARCH' button.

## Mobile

The mobile screenshot shows a similar layout to the desktop version but with a more compact design. It includes a 'Back' link, the title 'Link Certificate(s)', and a search form with the text 'Insert your Lowe's TEMS ID below to search for available job certificates.' The search form contains the input field with the value '123456789' and a 'SEARCH' button.

## Overview

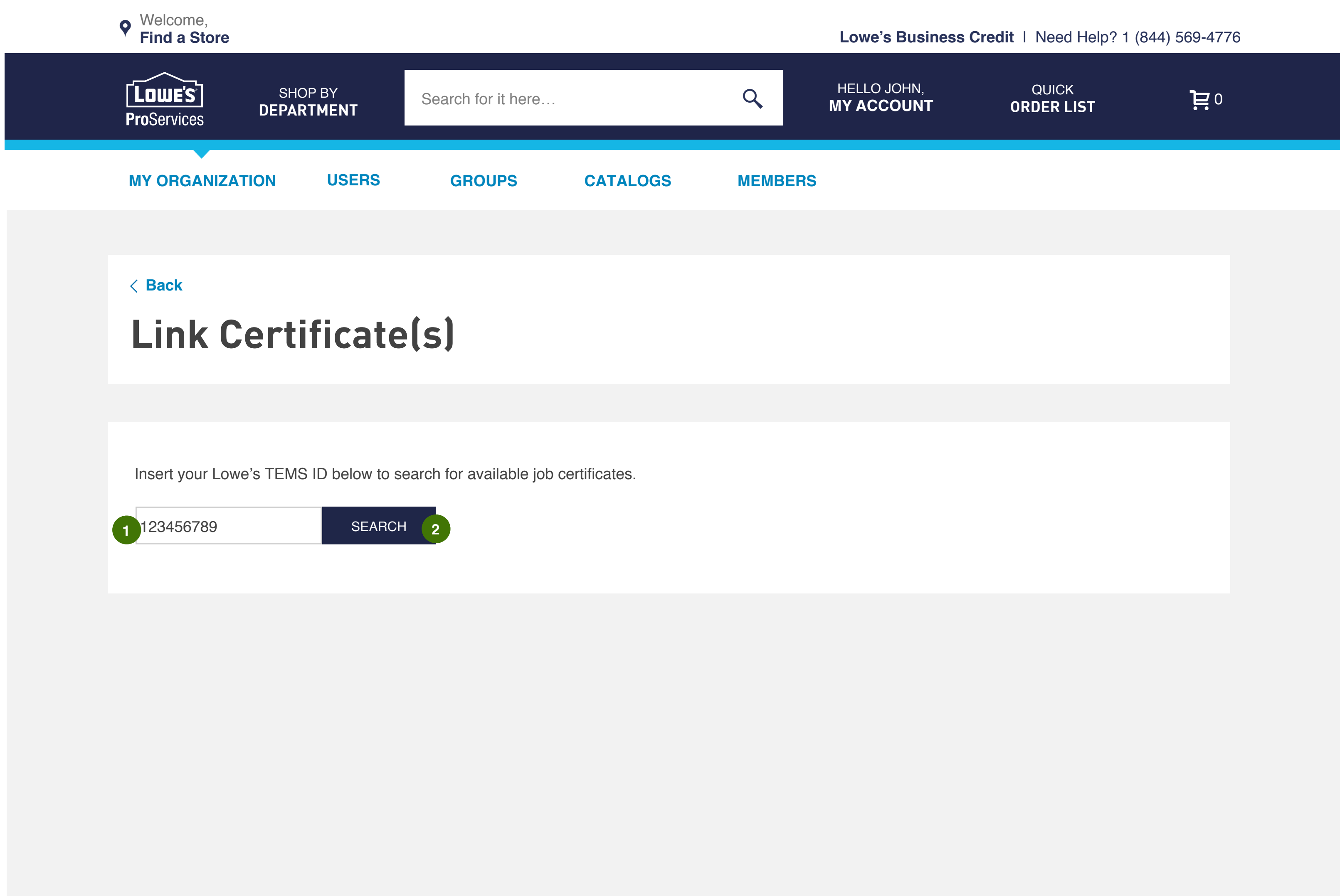
**Synopsis:** Once the customer activates the Link Certificate page by clicking the Link Certificate(s) button from the (pg. 02a. TEMS Landing Page\_Functionality) the customer enters their TEMS ID that they would like to search to link their current certificates too.

## Functionality

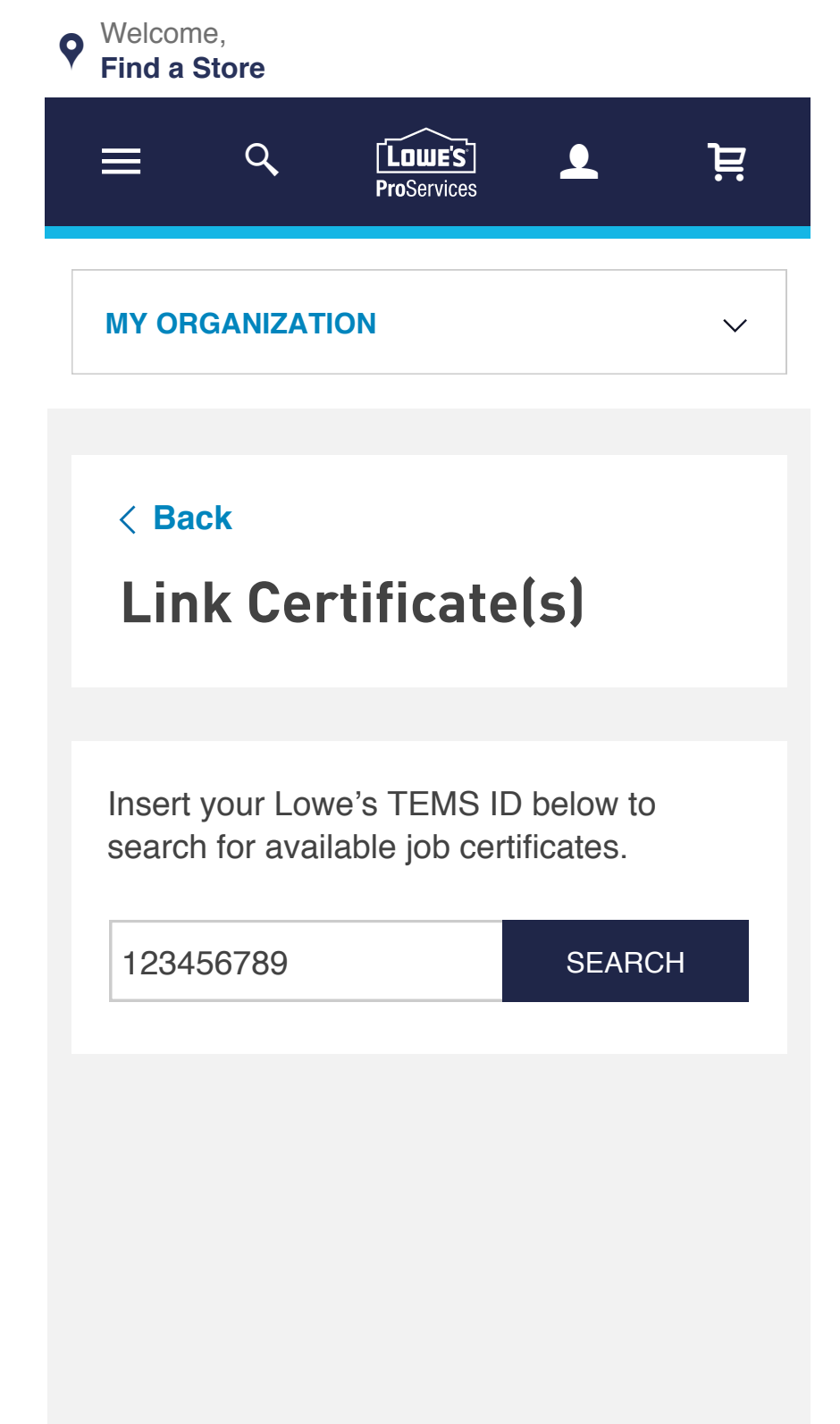
- 1. SEARCH FOR CERTIFICATION**  
Searches for users certification - If search detects correct [company name] search will initiate (pg. 02f Link Certificate Modal Confirmation) or error message will display on the same page, if the search does not recognize the users TEMS ID. (pg. 02h Link Certificate Modal Error\_Functionality)

# 02e. Link Certificate Page\_Design

## Desktop



## Mobile

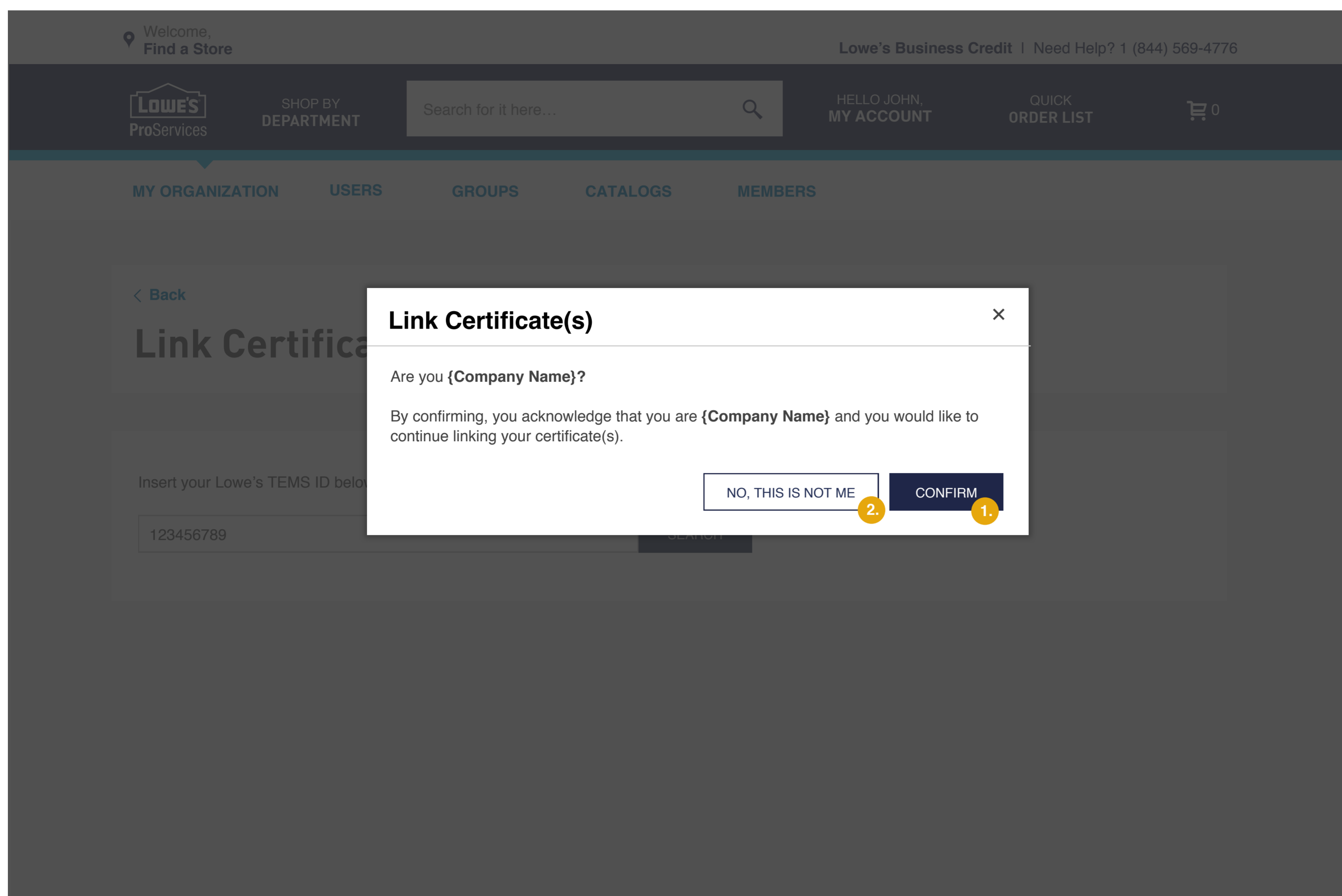


## Design

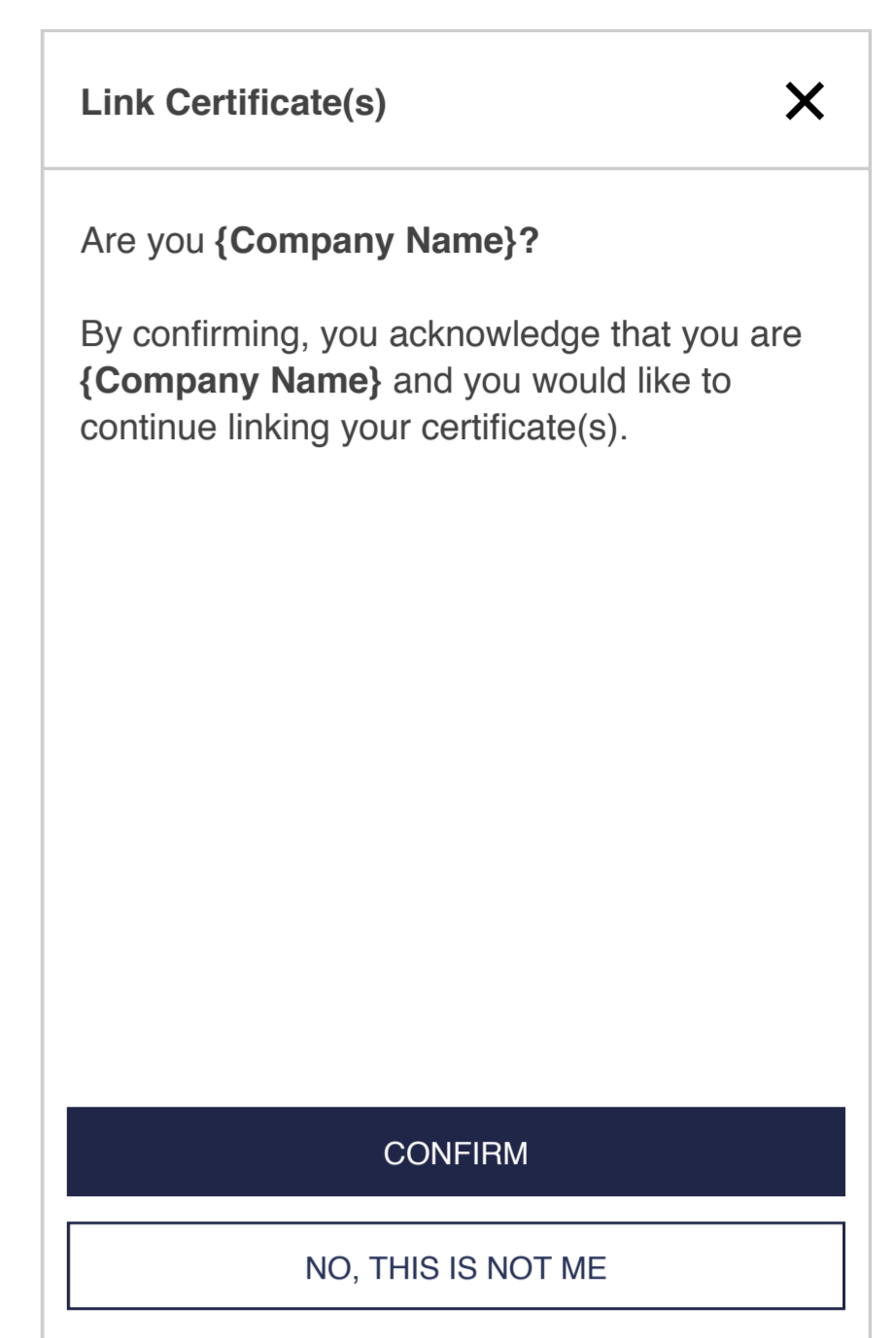
- 1 INPUT FIELD  
UX-FO-01
- 2 PRIMARY BUTTON  
UX-BU-01

# 02f. Link Certificate Confirmation Modal\_Functionality

## Desktop



## Mobile



## Overview

### Synopsis:

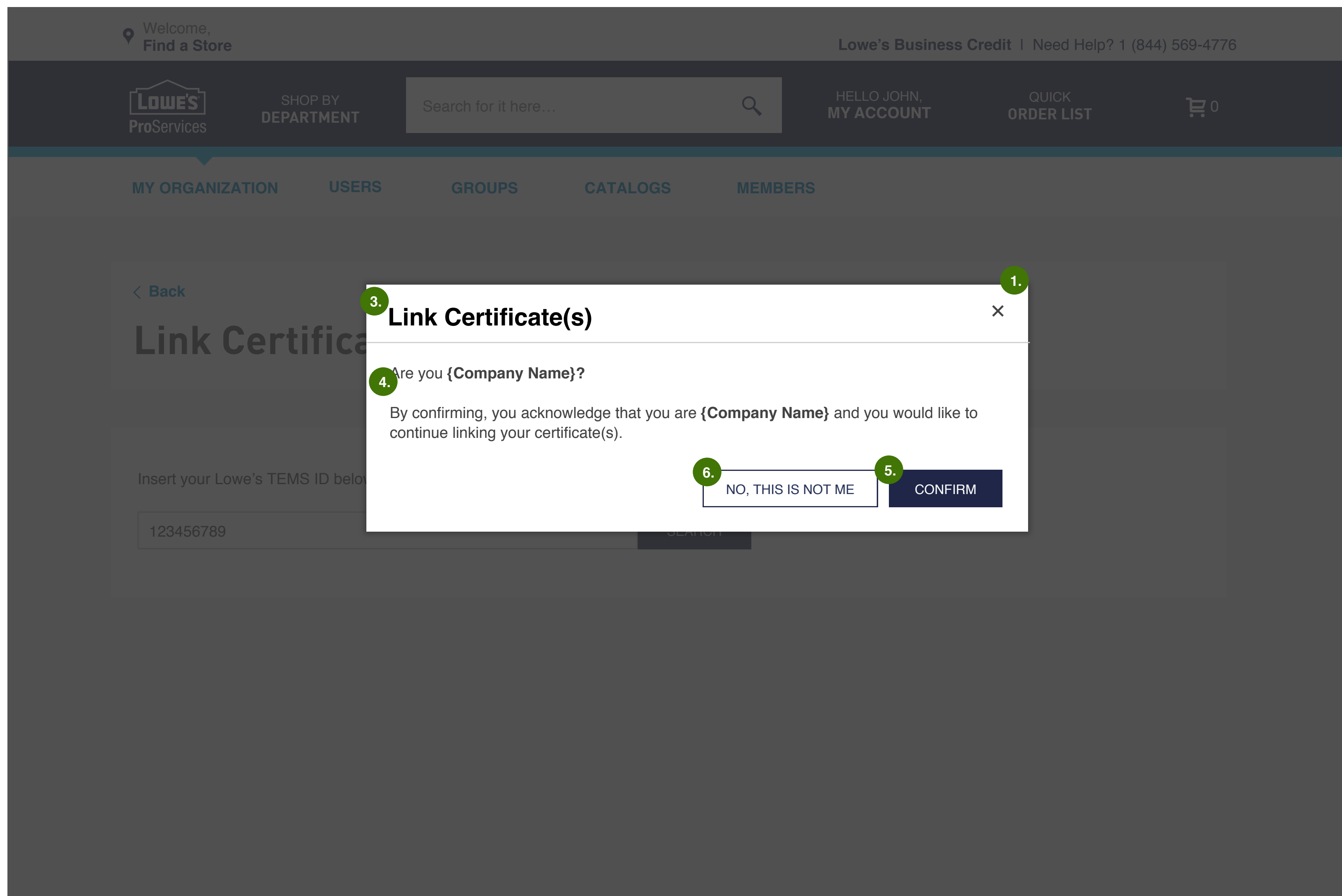
If the search is successful, (pg. 02f. **Link Certificate Confirmation Modal\_Functionality**) modal will appear allowing the customer to confirm or deny the company name that the system recognized the TEMS ID to be associated with the account. CONFIRM button links to (pg. 04a. - 04d. **Manage Certificate(s)\_Functionality**) NO THIS IS NOT ME button directs user back to (pg. 02d **Link Certificate Page\_Functionality**).

## Functionality

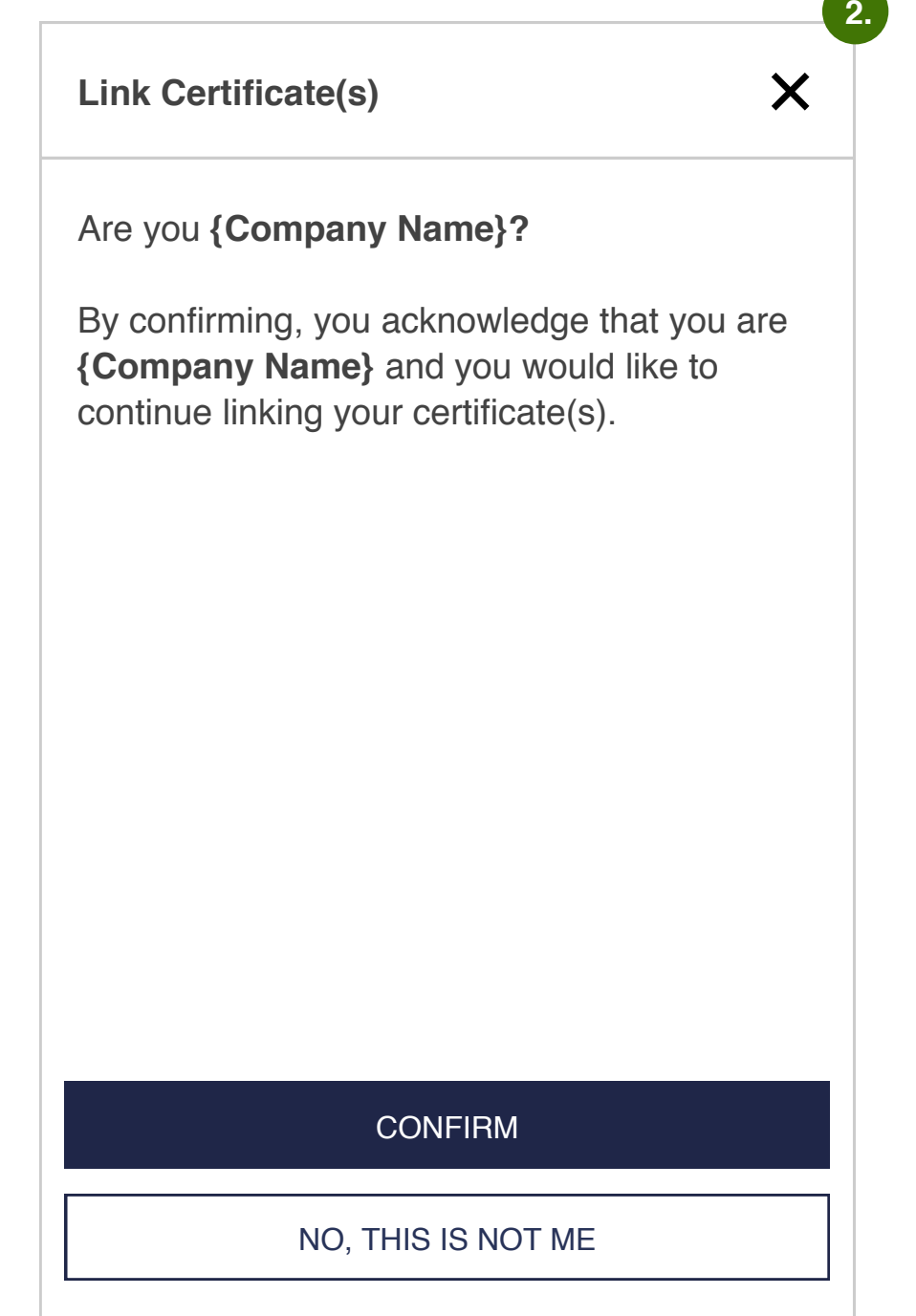
- 1. CONFIRM**  
Initiates **Manage Certificate page** and adds certificates to table on manage certificate page (**04a. Manage Certificate\_Functionality**)
- 2. NO, THIS IS NOT ME**  
Directs you back to (**pg. 02d. Link Certificate Certificate Page\_Functionality**)

# 02g. Link Certificate Confirmation Modal\_Design

## Desktop



## Mobile



## Overview

**Synopsis:** Error message displays, if the search does not recognize the users TEMS ID.

## Functionality

- 1. DEFAULT MODAL**  
UX-MO-01
- 2. FULL WIDTH MODAL**  
UX-MO-01
- 3. HEADER 4**  
UX-HD-01
- 4. PARAGRAPH TEXT**  
UX-PA-01
- 5. PRIMARY BUTTON**  
UX-BU-01
- 6. SECONDARY BUTTON**  
UX-BU-01

# 02h. Link Certificate Error\_Functionality

## Desktop

Desktop view of the Link Certificate(s) page. The page features a dark blue header with the Lowe's ProServices logo, a search bar, and navigation links for 'HELLO JOHN, MY ACCOUNT' and 'QUICK ORDER LIST'. Below the header is a navigation menu with 'MY ORGANIZATION', 'USERS', 'GROUPS', 'CATALOGS', and 'MEMBERS'. The main content area has a 'Back' link and a title 'Link Certificate(s)'. Below the title is a search form with the text 'Insert your Lowe's TEMS ID below to search for available job certificates.' and a 'SEARCH' button. An error message is displayed below the search form, indicating that the search did not recognize the user's TEMS ID.

## Mobile

Mobile view of the Link Certificate(s) page. The page features a dark blue header with the Lowe's ProServices logo, a search bar, and navigation links for 'HELLO JOHN, MY ACCOUNT' and 'QUICK ORDER LIST'. Below the header is a navigation menu with 'MY ORGANIZATION', 'USERS', 'GROUPS', 'CATALOGS', and 'MEMBERS'. The main content area has a 'Back' link and a title 'Link Certificate(s)'. Below the title is a search form with the text 'Insert your Lowe's TEMS ID below to search for available job certificates.' and a 'SEARCH' button. An error message is displayed below the search form, indicating that the search did not recognize the user's TEMS ID.

## Overview

**Synopsis:** Error message displays, if the search does not recognize the users TEMS ID.

## Functionality

- 1. Error Messaging UX-FO-01

SECTION

03

---

CREATE NEW  
CERTIFICATE



# 03a. Create New Certificate\_Functionality

## Desktop

Welcome, Find a Store

Lowe's Business Credit | Need Help? 1 (844) 569-4776

SHOP BY DEPARTMENT

Search for it here...

HELLO JOHN, MY ACCOUNT

QUICK ORDER LIST

0

MY ORGANIZATION USERS GROUPS CATALOGS MEMBERS

< Back

### Create New Certificate(s)

Which TEMS ID would you like to use for your new certificate? The number of active certificates are displayed beside each TEMS ID.

**Please note:** each state you select will create a new certificate with its own paperwork.

TEMS ID	Number of Certificates
<input type="radio"/> 123456789	10
<input checked="" type="radio"/> 123456789	1
<input type="radio"/> 123456789	2

CONTINUE

## Mobile

Welcome, Find a Store

MY ORGANIZATION

< Back

### Create New Certificate(s)

Which TEMS ID would you like to use for your new certificate? The number of active certificates are displayed beside each TEMS ID.

**Please note:** each state you select will create a new certificate with its own

TEMS ID	Certificate
<input type="radio"/> 123456789	10
<input type="radio"/> 123456789	1
<input type="radio"/> 123456789	2

CONTINUE

## Overview

**Synopsis:** Customer will be sent to this page from (04a. Manage Certificate\_Functionality) if they already have multiple TEMS IDs associated with their account. From here the customer needs to select the TEMS ID they wish to link their new certificate too.

## Functionality

- 1. RADIO BUTTON**  
Select specific TEMS ID
- 2. CONTINUE BUTTON**  
Select specific TEMS ID to continue to **Create New Certificate page (03c. Create New Certificate\_Functionality)**
- 3. NUMBER OF TEM's ID's**  
All TEM's ID's are listed vertically, scrolling up and down to view full list

# 03b. Create New Certificate\_Design

## Desktop

Welcome, Find a Store Lowe's Business Credit | Need Help? 1 (844) 569-4776

LOWE'S ProServices SHOP BY DEPARTMENT Search for it here... HELLO JOHN, MY ACCOUNT QUICK ORDER LIST 0

MY ORGANIZATION USERS GROUPS CATALOGS MEMBERS

[Back](#)

### Create New Certificate(s)

Which TEMS ID would you like to use for your new certificate? The number of active certificates are displayed beside each TEMS ID.

**Please note:** each state you select will create a new certificate with its own paperwork.

TEMS ID	Number of Certificates
<input type="radio"/> 123456789	10
<input checked="" type="radio"/> 123456789	1
<input type="radio"/> 123456789	2

## Mobile

Welcome, Find a Store

☰ 🔍 LOWE'S ProServices 👤 🛒

MY ORGANIZATION ▾

[Back](#)

### Create New Certificate(s)

Which TEMS ID would you like to use for your new certificate? The number of active certificates are displayed beside each TEMS ID.

**Please note:** each state you select will create a new certificate with its own

TEMS ID	Certificate
<input type="radio"/> 123456789	10
<input type="radio"/> 123456789	1
<input type="radio"/> 123456789	2

## Functionality

- 1. RADIO BUTTON**  
UX-BU-01
- 2. PRIMARY BUTTON**  
UX-BU-01

# 03c. Create New Certificate\_Functionality

Desktop

## Deselected

Welcome, Find a Store

Lowe's Business Credit | Need Help? 1 (844) 569-4776

HELLO JOHN, MY ACCOUNT QUICK ORDER LIST 0

MY ORGANIZATION USERS GROUPS CATALOGS MEMBERS

1. < Back

### Create New Certificate(s)

You must create certificates for each state where you will make tax-exempt purchases.

20px 20px

2. Select one or more states where you would like to provide a tax-exempt certificate:

Select All

<input type="checkbox"/> Alabama	<input type="checkbox"/> Hawaii	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> North Carolina	<input type="checkbox"/> Utah
<input type="checkbox"/> Alaska	<input type="checkbox"/> Idaho	<input type="checkbox"/> Michigan	<input type="checkbox"/> North Dakota	<input type="checkbox"/> Vermont
<input type="checkbox"/> Arizona	<input type="checkbox"/> Illinois	<input type="checkbox"/> Minnesota	<input type="checkbox"/> Ohio	<input type="checkbox"/> Virginia
<input type="checkbox"/> Arkansas	<input type="checkbox"/> Indiana	<input type="checkbox"/> Mississippi	<input type="checkbox"/> Oklahoma	<input type="checkbox"/> Washington
<input type="checkbox"/> California	<input type="checkbox"/> Iowa	<input type="checkbox"/> Missouri	<input type="checkbox"/> Pennsylvania	<input type="checkbox"/> West Virginia
<input type="checkbox"/> Colorado	<input type="checkbox"/> Kansas	<input type="checkbox"/> Nebraska	<input type="checkbox"/> Rhode Island	<input type="checkbox"/> Wisconsin
<input type="checkbox"/> Connecticut	<input type="checkbox"/> Kentucky	<input type="checkbox"/> Nevada	<input type="checkbox"/> South Carolina	<input type="checkbox"/> Wyoming
<input type="checkbox"/> D.C.	<input type="checkbox"/> Louisiana	<input type="checkbox"/> New Jersey	<input type="checkbox"/> South Dakota	
<input type="checkbox"/> Florida	<input type="checkbox"/> Maine	<input type="checkbox"/> New Mexico	<input type="checkbox"/> Tennessee	
<input type="checkbox"/> Georgia	<input type="checkbox"/> Maryland	<input type="checkbox"/> New York	<input type="checkbox"/> Texas	

3. CONTINUE

## Selected

Welcome, Find a Store

Lowe's Business Credit | Need Help? 1 (844) 569-4776

HELLO JOHN, MY ACCOUNT QUICK ORDER LIST 0

MY ORGANIZATION USERS GROUPS CATALOGS MEMBERS

1. < Back

### Create New Certificate(s)

You must create certificates for each state where you will make tax-exempt purchases.

Select one or more states where you would like to provide a tax-exempt certificate:

2.  Select All

<input checked="" type="checkbox"/> Alabama	<input checked="" type="checkbox"/> Hawaii	<input checked="" type="checkbox"/> Massachusetts	<input checked="" type="checkbox"/> North Carolina	<input checked="" type="checkbox"/> Utah
<input checked="" type="checkbox"/> Alaska	<input checked="" type="checkbox"/> Idaho	<input checked="" type="checkbox"/> Michigan	<input checked="" type="checkbox"/> North Dakota	<input checked="" type="checkbox"/> Vermont
<input checked="" type="checkbox"/> Arizona	<input checked="" type="checkbox"/> Illinois	<input checked="" type="checkbox"/> Minnesota	<input checked="" type="checkbox"/> Ohio	<input checked="" type="checkbox"/> Virginia
<input checked="" type="checkbox"/> Arkansas	<input checked="" type="checkbox"/> Indiana	<input checked="" type="checkbox"/> Mississippi	<input checked="" type="checkbox"/> Oklahoma	<input checked="" type="checkbox"/> Washington
<input checked="" type="checkbox"/> California	<input checked="" type="checkbox"/> Iowa	<input checked="" type="checkbox"/> Missouri	<input checked="" type="checkbox"/> Pennsylvania	<input checked="" type="checkbox"/> West Virginia
<input checked="" type="checkbox"/> Colorado	<input checked="" type="checkbox"/> Kansas	<input checked="" type="checkbox"/> Nebraska	<input checked="" type="checkbox"/> Rhode Island	<input checked="" type="checkbox"/> Wisconsin
<input checked="" type="checkbox"/> Connecticut	<input checked="" type="checkbox"/> Kentucky	<input checked="" type="checkbox"/> Nevada	<input checked="" type="checkbox"/> South Carolina	<input checked="" type="checkbox"/> Wyoming
<input checked="" type="checkbox"/> D.C.	<input checked="" type="checkbox"/> Louisiana	<input checked="" type="checkbox"/> New Jersey	<input checked="" type="checkbox"/> South Dakota	
<input checked="" type="checkbox"/> Florida	<input checked="" type="checkbox"/> Maine	<input checked="" type="checkbox"/> New Mexico	<input checked="" type="checkbox"/> Tennessee	
<input checked="" type="checkbox"/> Georgia	<input checked="" type="checkbox"/> Maryland	<input checked="" type="checkbox"/> New York	<input checked="" type="checkbox"/> Texas	

3. CONTINUE

Mobile

## Deselected

Welcome, Find a Store

MY ORGANIZATION

< Back

### Create New Certificate

Select one or more states where you would like to provide a tax-exempt certificate:

Select All

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- D.C.
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Nebraska
- Nevada
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming

CONTINUE

## Selected

Welcome, Find a Store

MY ORGANIZATION

< Back

### Create New Certificate

Select one or more states where you would like to provide a tax-exempt certificate:

Select All

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- D.C.
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Nebraska
- Nevada
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming

CONTINUE

## Overview

**Synopsis:** All checkboxes will be deselected by default. User will have to click each check box separately or click on the SELECT ALL checkbox. If user chooses to deselect check boxes, they can simply click on the DESELECT checkbox. CONTINUE button links customer to the Avalava Plugin (pg. 03e. Avalava Plugin).

## Functionality

1. **BACK LINK**  
Returns user to LFP Dashboard page or Manage Certificate page  
(01a. Dashboard\_Functionality)  
(04a. Manage Certificate\_Functionality)
2. **SELECT ALL / DESELECT ALL CHECKBOX**  
Selects all states or deselects all states
3. **CONTINUE**  
Initiates Avalava Plugin page  
(pg. 03e. Avalara Plugin\_Functionality)

# 03d. Create New Certificate\_Design

Desktop

Deselected

Welcome, Find a Store

Lowe's Business Credit | Need Help? 1 (844) 569-4776

SHOP BY DEPARTMENT

Search for it here...

HELLO JOHN, MY ACCOUNT

QUICK ORDER LIST

0

MY ORGANIZATION USERS GROUPS CATALOGS MEMBERS

< Back

## Create New Certificate(s)

You must create certificates for each state where you will make tax-exempt purchases.

Select one or more states where you would like to provide a tax-exempt certificate:

Select All

<input type="checkbox"/> Alabama	<input type="checkbox"/> Hawaii	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> North Carolina	<input type="checkbox"/> Utah
<input type="checkbox"/> Alaska	<input type="checkbox"/> Idaho	<input type="checkbox"/> Michigan	<input type="checkbox"/> North Dakota	<input type="checkbox"/> Vermont
<input type="checkbox"/> Arizona	<input type="checkbox"/> Illinois	<input type="checkbox"/> Minnesota	<input type="checkbox"/> Ohio	<input type="checkbox"/> Virginia
<input type="checkbox"/> Arkansas	<input type="checkbox"/> Indiana	<input type="checkbox"/> Mississippi	<input type="checkbox"/> Oklahoma	<input type="checkbox"/> Washington
<input type="checkbox"/> California	<input type="checkbox"/> Iowa	<input type="checkbox"/> Missouri	<input type="checkbox"/> Pennsylvania	<input type="checkbox"/> West Virginia
<input type="checkbox"/> Colorado	<input type="checkbox"/> Kansas	<input type="checkbox"/> Nebraska	<input type="checkbox"/> Rhode Island	<input type="checkbox"/> Wisconsin
<input type="checkbox"/> Connecticut	<input type="checkbox"/> Kentucky	<input type="checkbox"/> Nevada	<input type="checkbox"/> South Carolina	<input type="checkbox"/> Wyoming
<input type="checkbox"/> D.C.	<input type="checkbox"/> Louisiana	<input type="checkbox"/> New Jersey	<input type="checkbox"/> South Dakota	
<input type="checkbox"/> Florida	<input type="checkbox"/> Maine	<input type="checkbox"/> New Mexico	<input type="checkbox"/> Tennessee	
<input type="checkbox"/> Georgia	<input type="checkbox"/> Maryland	<input type="checkbox"/> New York	<input type="checkbox"/> Texas	

1. CONTINUE

Selected

Welcome, Find a Store

Lowe's Business Credit | Need Help? 1 (844) 569-4776

SHOP BY DEPARTMENT

Search for it here...

HELLO JOHN, MY ACCOUNT

QUICK ORDER LIST

0

MY ORGANIZATION USERS GROUPS CATALOGS MEMBERS

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## Create New Certificate(s)

You must create certificates for each state where you will make tax-exempt purchases.

Select one or more states where you would like to provide a tax-exempt certificate:

Deselect All

<input checked="" type="checkbox"/> Alabama	<input checked="" type="checkbox"/> Hawaii	<input checked="" type="checkbox"/> Massachusetts	<input checked="" type="checkbox"/> North Carolina	<input checked="" type="checkbox"/> Utah
<input checked="" type="checkbox"/> Alaska	<input checked="" type="checkbox"/> Idaho	<input checked="" type="checkbox"/> Michigan	<input checked="" type="checkbox"/> North Dakota	<input checked="" type="checkbox"/> Vermont
<input checked="" type="checkbox"/> Arizona	<input checked="" type="checkbox"/> Illinois	<input checked="" type="checkbox"/> Minnesota	<input checked="" type="checkbox"/> Ohio	<input checked="" type="checkbox"/> Virginia
<input checked="" type="checkbox"/> Arkansas	<input checked="" type="checkbox"/> Indiana	<input checked="" type="checkbox"/> Mississippi	<input checked="" type="checkbox"/> Oklahoma	<input checked="" type="checkbox"/> Washington
<input checked="" type="checkbox"/> California	<input checked="" type="checkbox"/> Iowa	<input checked="" type="checkbox"/> Missouri	<input checked="" type="checkbox"/> Pennsylvania	<input checked="" type="checkbox"/> West Virginia
<input checked="" type="checkbox"/> Colorado	<input checked="" type="checkbox"/> Kansas	<input checked="" type="checkbox"/> Nebraska	<input checked="" type="checkbox"/> Rhode Island	<input checked="" type="checkbox"/> Wisconsin
<input checked="" type="checkbox"/> Connecticut	<input checked="" type="checkbox"/> Kentucky	<input checked="" type="checkbox"/> Nevada	<input checked="" type="checkbox"/> South Carolina	<input checked="" type="checkbox"/> Wyoming
<input checked="" type="checkbox"/> D.C.	<input checked="" type="checkbox"/> Louisiana	<input checked="" type="checkbox"/> New Jersey	<input checked="" type="checkbox"/> South Dakota	
<input checked="" type="checkbox"/> Florida	<input checked="" type="checkbox"/> Maine	<input checked="" type="checkbox"/> New Mexico	<input checked="" type="checkbox"/> Tennessee	
<input checked="" type="checkbox"/> Georgia	<input checked="" type="checkbox"/> Maryland	<input checked="" type="checkbox"/> New York	<input checked="" type="checkbox"/> Texas	

CONTINUE

Mobile

Deselected

Welcome, Find a Store

MY ORGANIZATION

< Back

## Create New Certificate

Select one or more states where you would like to provide a tax-exempt certificate:

Select All

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- D.C.
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Nebraska
- Nevada
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming

CONTINUE

Selected

Welcome, Find a Store

MY ORGANIZATION

< Back

## Create New Certificate

Select one or more states where you would like to provide a tax-exempt certificate:

Deselect All

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- D.C.
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Nebraska
- Nevada
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming

CONTINUE

## Design

1. PRIMARY BUTTON  
UX-BU-01

2. CHECK BOX  
UX-FO-01

# 03e. Avalara Plugin

## Desktop

The screenshot shows a desktop view of the 'Create New Certificate(s)' page. At the top, there is a navigation bar with the Lowe's ProServices logo, a search bar, and user account information. Below the navigation bar, there are tabs for 'MY ORGANIZATION', 'USERS', 'GROUPS', 'CATALOGS', and 'MEMBERS'. The main content area features a breadcrumb trail with a '< Back' link and the title 'Create New Certificate(s)'. Below the title, there is a sub-header 'Purchaser Information' and a form with the following fields: Name (Bryan Smith), Address (1000 Lowes Blvd), City (Mooresville), State (North Carolina), Country (United States), and Zip (28117). A 'Save and Continue' button is located at the bottom right of the form. Above the form, there is a progress indicator with four steps: a person icon, a folder icon, a pencil icon, and a checkmark icon.

## Overview

**Synopsis:** User will be guided through the iframe Avalara Plugin.

## Functionality

- 1. SAVE AND CONTINUE BUTTON**  
Sends user through plugin steps according to the states they selected from (03c. Create New Certificate\_Functionality)

# 03f. Avalara Plugin Confirmation

Desktop

The screenshot shows a desktop view of the 'Create New Certificate(s)' page. At the top, there is a navigation bar with the Lowe's ProServices logo, a search bar, and user account information. Below the navigation bar, there are tabs for 'MY ORGANIZATION', 'USERS', 'GROUPS', 'CATALOGS', and 'MEMBERS'. The main content area features a breadcrumb trail with a 'Back' link. The title 'Create New Certificate(s)' is prominently displayed, followed by a sub-header: 'Fill in the information below for the purchaser who will be using this certificate.' Below this, there is a 'View Certificates' link. A progress indicator shows four steps: a person icon, a folder icon, a pencil icon, and a checkmark icon. The final step is highlighted with a blue checkmark. A large grey box contains the text 'Congratulations! You have successfully created a document for customer 500017877.' and a 'Print/Download Certificates' button.

## Overview

**Synopsis:** User will be guided through the iframe Avalara Plugin. Once user has completed all forms and requires from Avalara plugin a confirmation screen will display. They will be able to download/print certificates from the iframe. The user will only be able to link to/back **(04a. Manage Certificate\_Functionality)** from **(03f. Avalara Plugin\_Functionality)**

## Functionality

- 1. BACK LINK**  
Returns user to Manage Certificate page  
**(04a. Manage Certificate\_Functionality)**
- 2. VIEW CERTIFICATE LIINK**  
Returns user to Manage Certificate page  
**(04a. Manage Certificate\_Functionality)**

SECTION

**04**

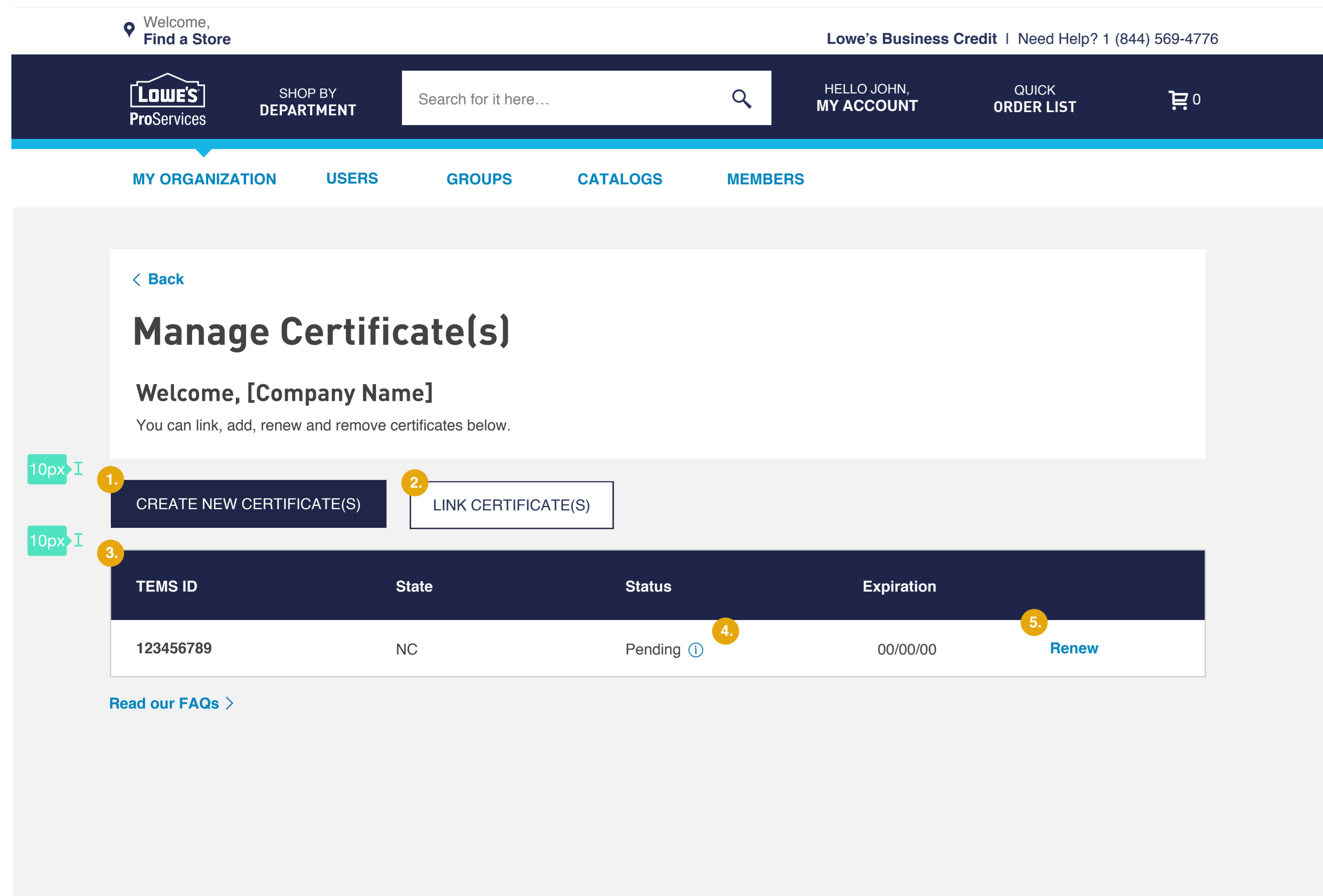
---

**MANAGE**

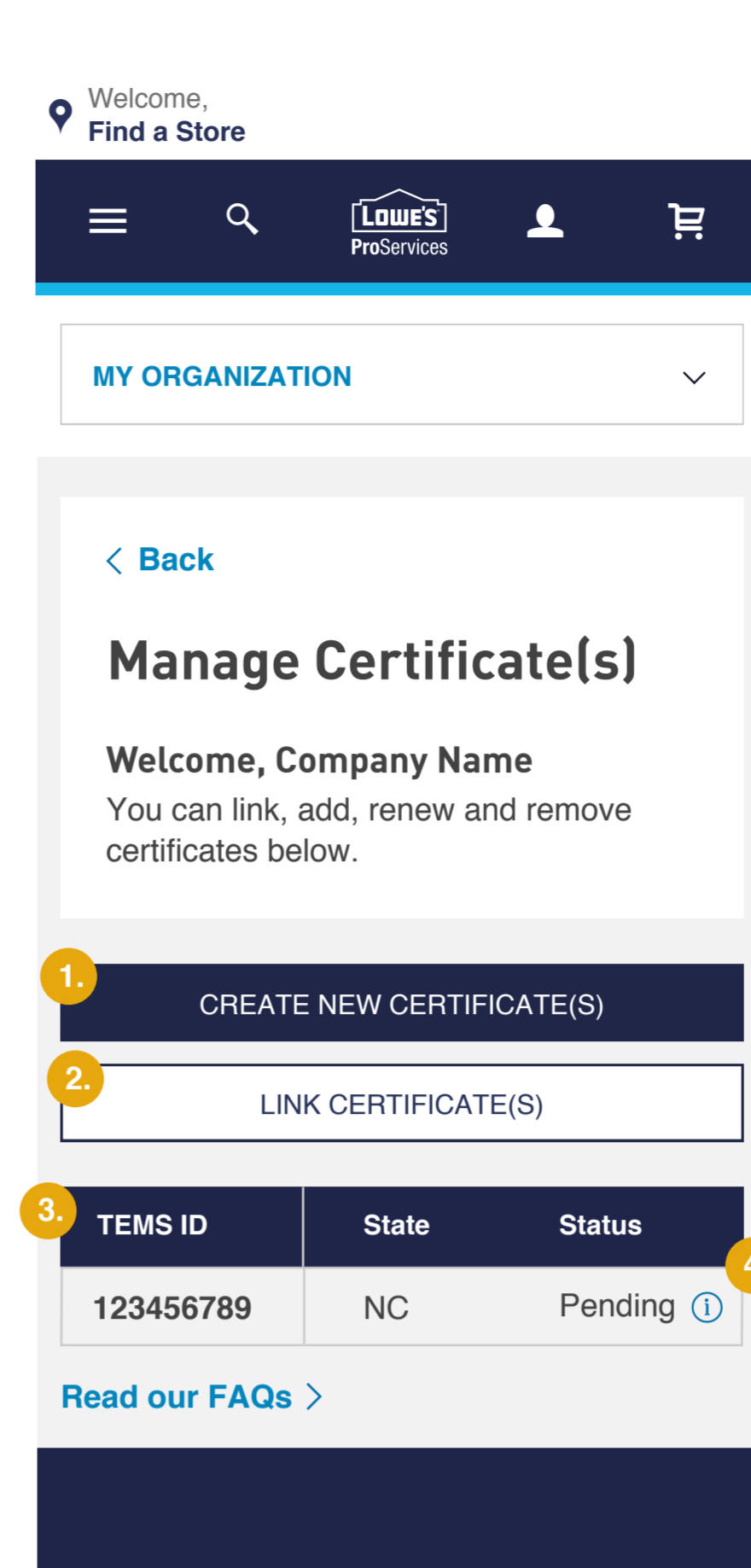
**CERTIFICATES**

# 04a. Manage Certificate(s)\_Functionality

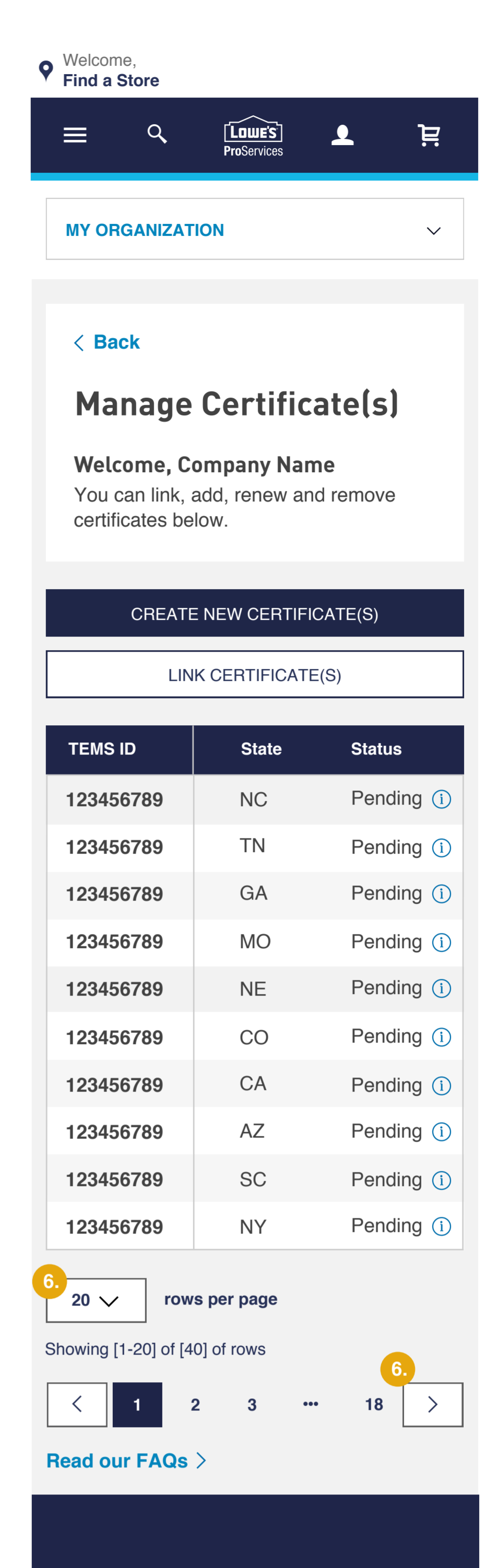
## Large & Medium - Single Certificate



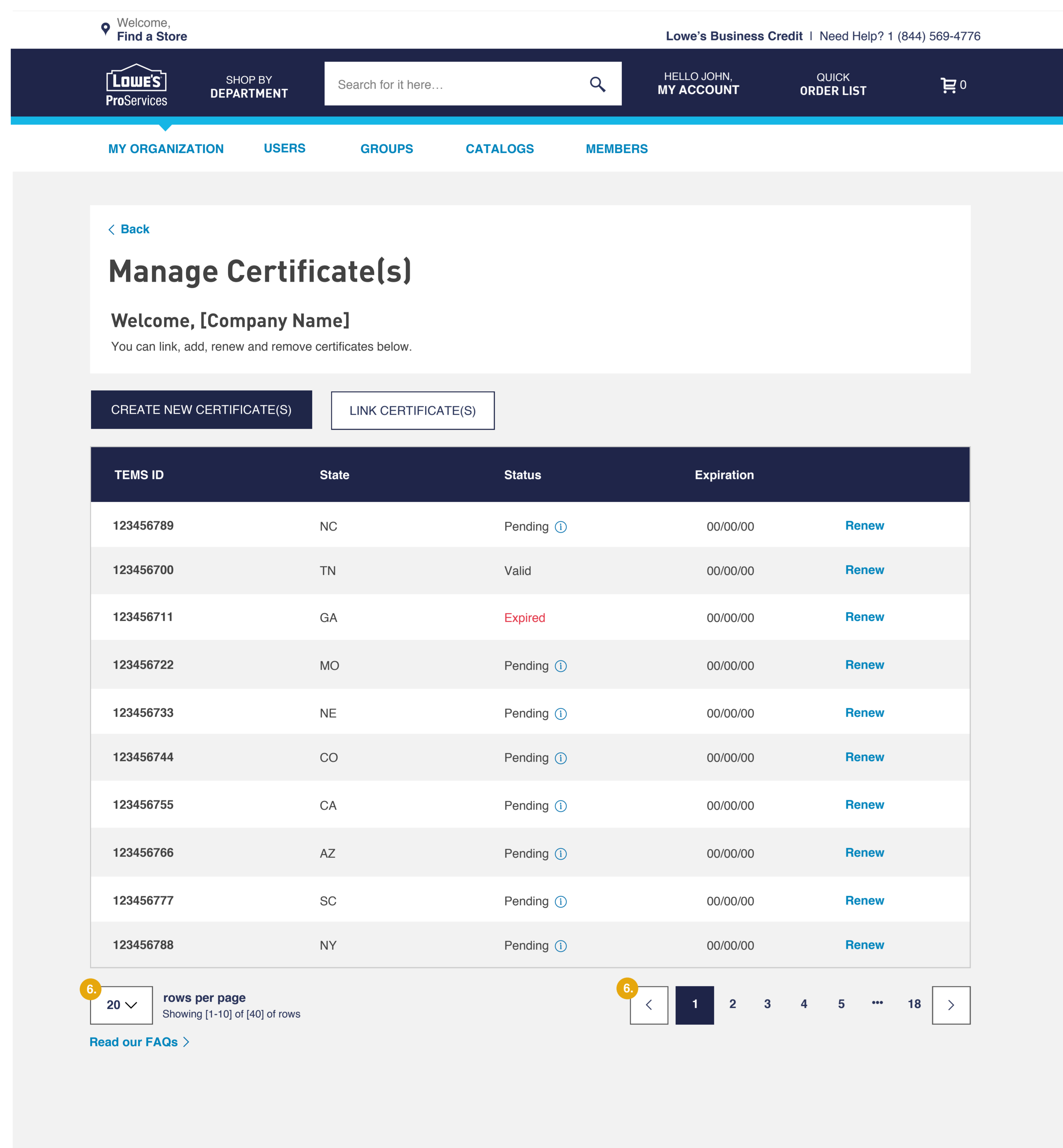
## Small - Single Certificate



## Small - Multiple Certificates



## Large & Medium - Multiple Certificates



4  
ⓘ Your account is being reviewed in accordance with state and local laws. This can take up to 60 days for approval. In the meantime, you may use this TEMS ID on qualified tax-exempt purchases.

## Overview

**Synopsis:** Here the user will be able to view all their certificates that are linked to all their TEMS ID's. The user has the ability to 'CREATE NEW CERTIFICATE(S)' or 'LINK CERTIFICATE(S)' located at the top of the table.

**Create New Certificate Button:**  
- If the user has multiple TEMS ID's linked to their account and click on 'CREATE NEW CERTIFICATE(S)' they will be linked to (03a. Create New Certificate\_Functionality).

- If the user does not have multiple TEMS ID's linked to their account and clicks on 'CREATE NEW CERTIFICATE(S)' they will be linked to (03c. Create New Certificate\_Functionality).

**Link Certificate Button:**  
- If the user clicks on 'LINK CERTIFICATE(S)' they will be linked to (02d. Link Certificate Page\_Functionality).

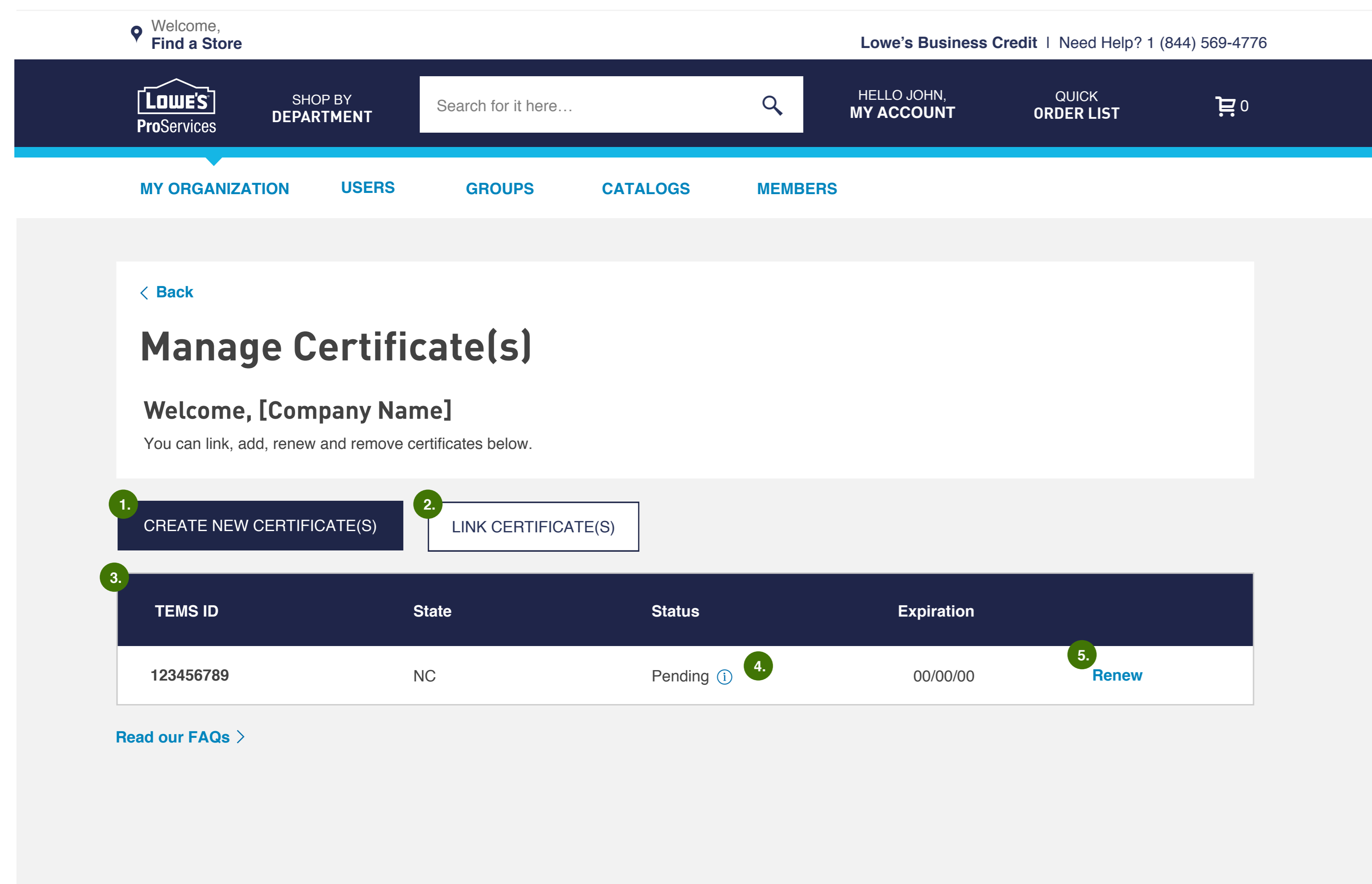
## Functionality

- 1. CREATE NEW CERTIFICATE(S)**  
Initiates Create New Certification page  
(pg. 03c. Create New Certificate\_Functionality)  
  
(if user has more than one TEM ID, they will be linked to (pg. 03a Create New Certificate\_Functionality)  
  
(if user has only one TEM ID, they will be linked to (pg. 03c Create New Certificate\_Functionality)
- 2. LINK CERTIFICATES**  
Activates Link Certificate Page  
(pg. 02d. Link Certificate Page\_Functionality)  
(pg. 02f. Link Certificate Page Confirmation Modal\_Functionality)  
(pg. 02h. Link Certificate Page Error\_Functionality)
- 3. TABLE**  
Refer to table documentation
- 4. TOOL TIP**  
Explanation if the TEMS ID has been expired, valid or pending.
- 5. RENEW LINK**  
Initiates Avalara Plugin page  
(pg. 03e. Avalara Plugin\_Functionality)
- 6. PAGINATION**  
Navigation between table. Initiates when 20 or more rows are displayed.

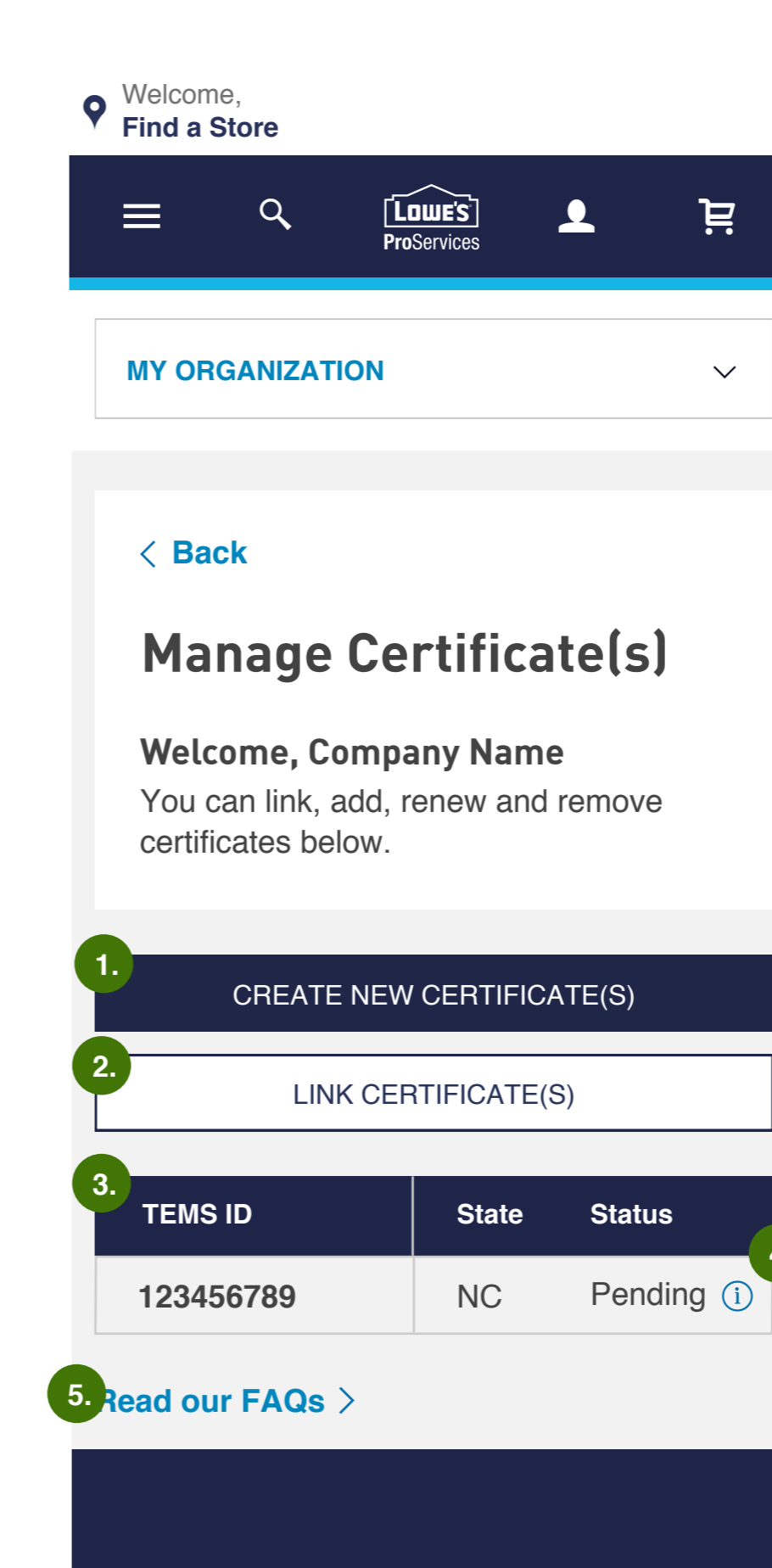


# 04b. Manage Certificate(s) \_Design

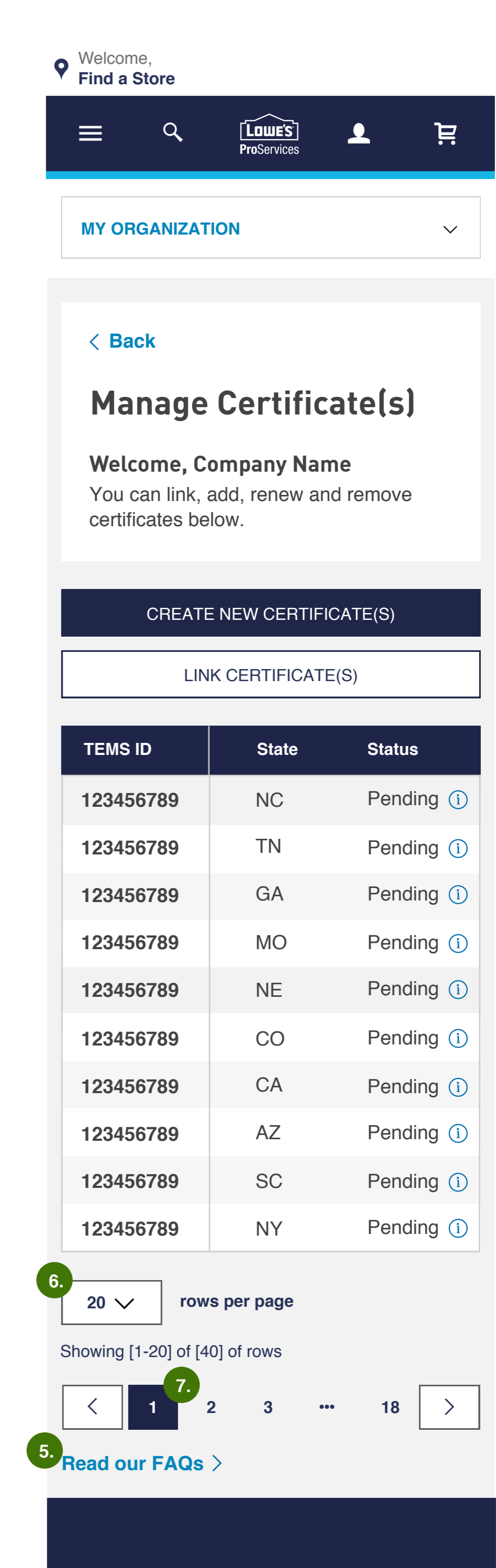
## Large & Medium - Single Certificate



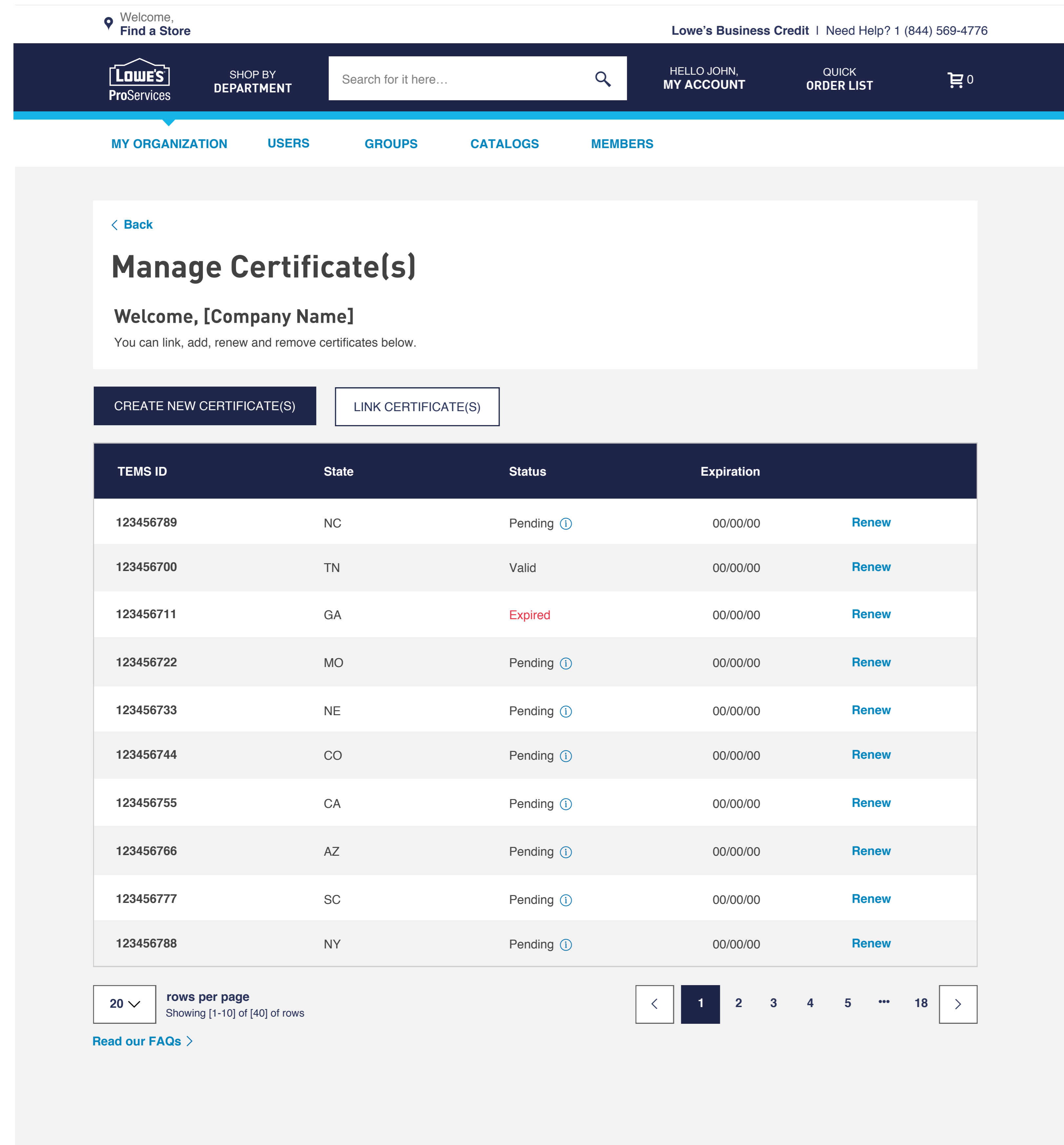
## Small - Single Certificate



## Small - Multiple Certificates



## Large & Medium - Multiple Certificates



4. Your account is being reviewed in accordance with state and local laws. This can take up to 60 days for approval. In the meantime, you may use this TEMS ID on qualified tax-exempt purchases.

## Design

- 1. PRIMARY BUTTON  
UX-BU-01
- 2. SECONDARY BUTTON  
UX-BU-01
- 3. TABLE  
UX-TBL-01
- 4. TOOL TIP  
UX-TT-01
- 5. PRIMARY LINK  
UX-LNK-01
- 6. ROW COUNT  
UX-??-01 - Plugin
- 7. PAGINATION  
UX-??-01

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