

## TOP 10 ERRORS IN PCM

The purpose of this document is to provide you a list of the most recurring supplier PCM validation errors with suggested corrections. If you continue to have an unsuccessful publication to Lowe's, your first point of contact with issues should be your solution provider. If you find you need further assistance, please feel free to contact us via email at:

<http://lowespcm.ecusthelp.com/>

New users will be required to undergo a very brief registration process.

We also have a support telephone number – 866-808-7104.

PCM ERROR NOTIFICATION	HOW TO FIX
New Product CIN for high level GTIN ^ already exists in PCM Staging system.	Vendor needs to send an Item Modify CIN instead of New or Initial Load CIN
CIN for high level GTIN ^ does not have a valid hierarchy to correct.	Vendor must Republish (using Republish NOT Publication ADD) as New or Initial Load
The Effective Date for this DATA_CHANGE CIN is not later than the current Effective Date for this packaging hierarchy.	Vendor must send an Item Modify CIN with the effective date greater than the original CIN that passed Lowe's validation and is either synchronized or pending merchandise approval
Withdraw CIN for high level GTIN ^ did not contain an End Availability Date that was in the future.	Vendor can ignore this PCM error message
GTIN[^] was registered as SOS item in PCM SOS Registration excel sheet upload. Available for special order indicator must be true.	Vendor needs to send an Item Modify CIN with isTradeltemAvailableForSpecialOrder= true for all SOS registered GTINs
A packaging hierarchy must contain at least one ^ that is set to Y (TRUE).	Vendor needs to modify the item so that each of the following indicators has a value of True in at least one GTIN in the hierarchy: isTradeltemADespatchUnit isTradeltemAnOrderableUnit isTradeltemAnInvoiceUnit
Selling Unit of Measure is required at the consumer unit level and at the variable unit level.	Vendor needs to modify the GTIN with a valid selling unit of measure value
Vendor Model Number [^] is associated with a different item.	Vendor needs to modify the GTIN with the correct model number
^ Measurements exceed 20% change.	Vendor will need to send in one item modify per day that is less than 20% until value is corrected. Lowe's will be removing this restriction in the future.
CIN for high level GTIN [^] contains a changed GTIN Effective Date [^] that was not in the future.	Vendor must send an Item Modify CIN with the effective date greater than the original CIN that passed Lowe's validation and is either synchronized or pending merchandise approval

### PCM Coordinator Contact Information

Area	Division	Coordinator	Phone #
Hardlines	Hardware	Christine Curatolo	866-808-7104 option 1.2.2
	Rough Plumbing	Christine Curatolo	866-808-7104 option 1.2.3
	Rough Electrical	Jenny Joines	866-808-7104 option 1.2.4
	Tools	Jenny Joines	866-808-7104 option 1.2.1
Outdoor Living	Lawn and Landscape	Beth Pilger	866-808-7104 option 1.4.3
	Nursery	Beth Pilger	866-808-7104 option 1.4.1
	Seasonal Living	Tula Alexander	866-808-7104 option 1.4.2
	OPE	Tula Alexander	866-808-7104 option 1.4.4
Kitchen and Bath	Fashion Plumbing	Teresa Williams	866-808-7104 option 1.5.1
	Major Appliances	Rachel Shore	866-808-7104 option 1.5.2
	Home Environment	Teresa Williams	866-808-7104 option 1.5.3
	Cabinets/Countertops	Rachel Shore	866-808-7104 option 1.5.4
Home Décor	Flooring	Roy Helms	866-808-7104 option 1.3.4
	Fashion Lighting	Chrissy Howell	866-808-7104 option 1.3.3
	Paint	Roy Helms	866-808-7104 option 1.3.2
	Home Style & Org.	Chrissy Howell	866-808-7104 option 1.3.1
Building Products	Lumber	Sametta Moss	866-808-7104 option 1.1.2
	Millwork	Charles Shepherd	866-808-7104 option 1.1.1
	Building Materials	Charles Shepherd	866-808-7104 option 1.1.3

