



**Manager:** Barbara-Anne Harvill

**Effective Date:** 07/01/2015 – 06/30/2025

**Number:** E & I CNR-01375

**Commodity:** Building Supplies and Other Products

### **Contract Details:**

Preferred vendor contract for building and construction supplies.

### **Frequently Asked Questions**

#### **Who do I contact for assistance?**

Lowe's Representative:

Christian Senn

Phone Number: 205-335-5772

Email: christian.e.senn@lowes.com

Representative for instore orders and pick-up at Opelika store ONLY

Sharon Dexter

Phone Number: 334-745-8007

Email: Sharon.D.Dexter@store.lowes.com

#### **Will my Lowe's For Pros Key fob will it still work?**

No, effective 05/01/2023 the key fobs will no longer work. You must have a Lowe's For Pros Account set up under the university account.

#### **How to register for a Lowe's for Pro Account?**

1. Go to Lowes.com and select Create Account.
2. Choose Business Account and select Continue.
3. Enter Pro Account ID: C94827E023 in the Join Existing field and select Next.
4. Enter all required fields to create login and password.
5. Go to My Account and select Wallet.
6. Under Payment Methods, click + Add New Card and enter your Auburn University PCard information.

How can I tell if my Lowe's For Pros Account is under the universities Lowe's For Pros Business Account? Go to Lowes.com and select "Organization Settings" then select "Organizational Settings", you should see Auburn University and the ProAccount ID# C94827E023 (See screenshot for example.)

The screenshot shows the 'Organization Settings' page for Auburn University. At the top, there is a navigation bar with 'Account Home / Organization Settings'. Below this is a header section with a grid icon and the title 'Organization Settings'. Underneath the header are three tabs: 'Organization Information', 'Groups', and 'Users'. The 'Organization Information' tab is active. Below the tabs is a profile card for Auburn University, featuring a circular logo placeholder (150px X 150px), the name 'Auburn University' with an 'Edit' link, and statistics: '680 Users', '0 Groups', and '0 Catalogs'. Below the profile card is an 'Upload (5mb)' button. The main content area is divided into three columns: 'Organization Information', 'Address', and 'Purchasing Settings'. The 'Organization Information' column shows: Pro Account ID: C94827E023, Organization Type: Govt/Non-Profit, Branch Name: Purchasing, Contract Name: E&I Cooperative Services, and Account Manager: Deborah Lawson. The 'Address' column shows: 212 Ingram Hall, Auburn, AL 36849, 334-844-7771, and an 'Update address in address book' link. The 'Purchasing Settings' column shows a 'Purchase Limit (optional)' field, two checkboxes for 'Allow Payment During Approval' and 'All Purchase Require a PO#', and a 'Save' button.

**Do I need to make an account if I am only making in-store purchases?**

Yes, your AU-issued PCard must be set up in the ewallet of your Lowe's Auburn University business account online to be eligible for tax exempted purchases in store and online.

**My order is not showing up as tax exempt when I am checking out.**

- Your AU-issued PCard must be set up in the ewallet of your Lowe's Auburn University business account online to be eligible for tax exempted purchases in store and online.
- Order must be delivered or picked up in the state of Alabama. Auburn University tax exempt certificate is only good for orders picked up and delivered in the state of Alabama.

**What phone number is tied to the Lowes For Pros for tax exemption?**

334-844-7771

**What phone number is tied to the Lowes for Pros account for use at self-checkout?**

334-844-7771

**My order is over \$1,500, am I eligible for a volume discount?**

If your purchases total \$1,500 or more, stop by the Pro desk before you check out and request a customized quote or for orders being placed online email Clay Hewett for a customized quote. today. Receive discounts up to 20%. Ideal for lumber, appliances, building materials, electrical and more.

Please contact Barbara-Anne Harvill at [bzb0082@auburn.edu](mailto:bzb0082@auburn.edu) in PBS or call 844-3633, if you have any additional questions.