



IN THE NEWS

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## **Lowes Honors GXS with Customer Service Award**

*GXS' Catherine Turcotte Receives Award at Lowes Transportation Annual Carrier Meeting*

GXS, a leading provider of business-to-business (B2B) e-commerce solutions, today announced that it has been awarded the prestigious Customer Service Award from Lowes, the second-largest home improvement retailer in the world. The Customer Service Award is given at the Lowes Transportation Annual Carrier Meeting to the top performers serving Lowes' global logistics and transportation needs.

GXS Logistics Visibility service is a key component of Lowes' logistics operations, enabling the company to gain real-time insight into order fulfillment and global shipment activities as they occur. Catherine Turcotte is a senior technical support specialist from GXS who has worked closely with Lowes for more than six years to ensure GXS' software-as-a-service (SaaS)-based solution is helping Lowes achieve exceptional data quality for logistics transactions and performance scorecards.

"Coordinating Lowes' logistics and shipment processes is a herculean task that transcends countries, time zones and transportation modes," said Dean Tracy, director of Import Transportation at Lowes. "GXS Logistics Visibility service helps keep our logistics processes running smoothly and gives our Transportation Group up-to-the-minute knowledge of shipment arrivals, customs clearances and store delivery operations."

Supported by GXS Trading Grid®, GXS' unique, global B2B integration services platform, GXS Supply Chain Visibility services are SaaS-based offerings that provide the highest level of shared, real-time visibility into all stages of the supply chain for retailers, suppliers and manufacturers. GXS Logistics Visibility service supports a variety of supply chain and retailing functions including retail merchandising; warehouse receiving; direct store delivery; advanced ship notice data quality; direct to consumer shipments; exports of finished goods; and aftermarket parts visibility.

"Receiving this award from Lowes is a tremendous honor for GXS and is a testament to our relentless commitment to our customers," said Bob Segert, CEO of GXS. "It also speaks to the fact that GXS is not just services and technology; it is people like Catherine Turcotte whose commitment to our customers is what enables us to exceed their expectations. GXS has many successes among its customer base and we're proud of this special recognition from Lowes."

GXS' suite of on-demand visibility solutions on GXS Trading Grid provide customers and their global trading partners an on-demand, Web-based view into all aspects of the supply chain including trading partner networks and transactions, order lifecycles, logistics networks and inventory status. GXS Trading Grid visibility solutions enable customers to rapidly respond to changing customer demand signals and optimise sales through increased product availability and improved promotional planning.

### **About Lowes**

With fiscal year 2007 sales of \$48.3 billion, Lowes Companies, Inc. is a FORTUNE® 50 company that serves approximately 14 million customers a week at more than 1,550 home improvement stores in the United States and Canada. Founded in 1946 and based in Mooresville, N.C., Lowes is the second-largest home improvement retailer in the world. For more information, visit [Lowes.com](http://Lowes.com).

## About GXS

GXS is a leading global provider of B2B e-commerce solutions that simplify and enhance business process integration and collaboration among trading partners. Organisations worldwide, including 75 percent of the Fortune 500, leverage the on-demand services on GXS Trading Grid® to extend supply chain networks, optimise product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. GXS Managed Services, GXS' B2B outsourcing solution, empowers customers with the expertise, technical infrastructure and program support to conduct B2B e-commerce with trading partners globally.

Based in Gaithersburg, Md., GXS has an extensive global network and has local offices in the Americas, Europe and Asia-Pacific regions. GXS can be found on the Web at [www.gxs.co.uk](http://www.gxs.co.uk).

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