



## PEP BOYS SUPPLIER COMPLIANCE - CHARGE BACKS

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Effective July 17<sup>th</sup> 2008 Supplier Compliance Chargeback Notifications will now be sent via the email address "[compliance@pepboys.com](mailto:compliance@pepboys.com)" **Please do not respond to this email as it will not be monitored. Please ensure your company is able to accept an email from this email address.**

All compliance violation disputes MUST be forwarded to [suppliercompliance@pepboys.com](mailto:suppliercompliance@pepboys.com) within 30 days of the notification e-mail transmission to the compliance contacts at your company. The specific charge back number must be included in the subject line of your dispute e-mail. **Multiple chargeback disputes contained within the same email will no longer be processed.** Each chargeback dispute must be sent via a separate email.

In preparation for automating, the entry of your dispute into our system and providing timely responses all chargeback "**dispute resolutions**" will now be communicated on a weekly basis via a "Dispute Resolution Summary" report. The report will be emailed to the compliance mail address(es) each Thursday. You will not receive a report if there were no resolutions completed. Email resolutions will no longer be sent via the supplier compliance mailbox. **There will be no communication via the supplier compliance mailbox in regards to disputes.** You must follow the dispute process outlined below. **Automated acknowledgements in response to your dispute email will continue to be sent.**

### Steps to be followed in the Dispute Process

- Email should be sent to [suppliercompliance@pepboys.com](mailto:suppliercompliance@pepboys.com) for each charge back you are disputing. Spreadsheets any other listing of chargeback numbers will not be accepted.
- Individual Chargeback Number should be in the subject line of your email.
- The body of the email must include a valid reason for disputing the charge; disputes without a valid dispute reason will not be accepted.
- **Supporting Documentation:** Supporting documentation must be attached to your dispute e-mail.
  - **For example:** When disputing Compliance Rule 105: Freight bill missing total carton count, please provide the signed copy of the delivery receipt that shows the Pepboys DC signature or stamp.
  - **For example:** When disputing a Compliance Rule 705 Late charge please provide the following:
    - Collect Shipment- A copy of the Transplace release screen showing the release date of PO.
    - Prepaid- Copy of the signed delivery receipt showing trailer arrival date.
  - Charges disputed because of exempted shipments must include a copy of the exemption form that was submitted. Charges without proper documentation will not be accepted.
  - Only disputes submitted to the Supplier Compliance mailbox through the process outlined above will ensure your dispute being accepted with an appropriate review and response.
- If your dispute does not meet the above criteria, it will be reported as "denied, insufficient information to support the dispute". You may resubmit the dispute with additional information within the original 30 - day timeframe.
- Please do not re-dispute a claim that was found to be valid and denied. Should you resubmit a dispute; an additional \$25.00 handling fee will be applied if the charge is again found to be valid.

## Dispute Updates / Questions

As part of the new dispute process described above, the procedure for handling vendor requests for dispute updates and general questions has been changed to expedite a reply to your inquiry. Requests will be managed according to the parameters described below:

**DISPUTE UPDATE REQUESTS** - Beginning in July 2008 request for updates on open disputes will be provided at the vendor's request via an "Open Compliance Dispute" report once every calendar month. The Open Compliance Dispute report contains a list of all open compliance disputes and includes other detailed information regarding the status of a disputed chargeback. Important - The request must come from an existing Compliance Contact and must be submitted via e-mail to the Supplier Compliance mailbox at [suppliercompliance@pepboys.com](mailto:suppliercompliance@pepboys.com), the words "Update Request" should be in the subject line of the email.

**Requests for updates on charge back disputes that are less than 45 days old will not be processed.**

Please refer to the Resolved Compliance Disputes report for updates on resolved charge back disputes. If you are looking for a charge back dispute status, which is not on either of the reports listed above, please refer to a compliance resolution e-mail that was sent prior July 17, 2008. Note- if a charge back was never disputed, it will not appear on either of these reports.

**QUESTIONS** – Experience has proven that most compliance questions can be answered by referring to the documentation posted at Pep Boys Supply Chain website at <http://info.pepboys.com/>. Refer to this site for questions about compliance charges, the dispute process, exemption requests, Transportation and Shipping requirements, Warehouse Direct, Bar Code and EDI Compliance. Non-compliance questions must be directed to the correct department. Freight questions must be sent to Transportation & Shipping, purchase order questions must be directed to your Supply Chain Replenishment Manager, and accounting questions must be sent directly to the Accounts Payable Department.

## CHARGE BACK COPY REQUESTS

In order to accommodate your supplier compliance chargeback request, the following procedure must be followed or your request will not be acknowledged and chargeback copy will not be sent. The chargeback you are requesting has already been transmitted to your Pep Boys compliance contact. Please check with them before requesting a copy.

To request a chargeback copy(s) please follow the criteria below.

1. Please fill out all information on the Chargeback Request Form and attach via e-mail to with the words "chargeback copy request" in the subject line to [suppliercompliance@pepboys.com](mailto:suppliercompliance@pepboys.com)
2. Excessive requests for chargebacks will be provided at an additional fee per chargeback request
3. Please note chargeback copies can only be sent to the original recipient of the chargeback as listed in our Compliance Management System. Copies that need to be sent to an additional contact will be delayed due to the fact that this is a manual process. \* It is important to keep your company's compliance contact up to date by sending contact information to [suppliercompliance@pepboys.com](mailto:suppliercompliance@pepboys.com)  
**We strongly recommend that vendors setup an e-mail hub so all parties can retrieve their documents and keep their contact information current**
4. If you request a chargeback copy and are not listed as a contact you will be setup to receive all future chargeback copies
5. All chargeback copy requests will be processed on Tuesdays and should be received on the following Wednesday. RTV invoicing and pricing deductions need to be addressed to our AP Compliance department at [apcompliance@pepboys.com](mailto:apcompliance@pepboys.com)
6. Chargeback copies can only be disputed if it is received within the 30 days of the original transmission of the chargeback as stated in our supplier compliance dispute procedure.