



PEP BOYS SUPPLIER COMPLIANCE

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, 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.