

COMPLIANCE LINK
Frequently Asked Questions (FAQs)
PEP BOYS Testing (Replenishment and Special Order)

Q: What if I have a question about the Compliance Link testing with Pep Boys who do I contact?

A: For Compliance Link testing questions, please call 1.800.334.2255 option 1, then 2, or you can send an e-mail to compliance2@gxs.com. Support has a 24-hour turn around time for all requests. Office hours are from 9am to 6pm EST.

Q: We are already sending ASNs to Pep Boys for warehouse orders. What has changed to send an ASN for special orders?

A: There are additional notes in the updated ASN guidelines. For example, the Carrier's Ref Number is required for Special Orders. The store number location code sent from the PO is 4-digits.

For more information, please check the guidelines under the Project Library in Compliance Link (if testing) or the special order mapping guidelines at info.pepboys.com (for vendor inquiries).

Q: What is our PBY code and vendor number with Pep Boys?

A: This information was sent to you on the invitation e-mail. If you no longer have a copy, please send an e-mail to compliance2@gxs.com.

Q: We have completed the open tasks in the Onboarding Tasks List, what's next?

A: There are tasks that are assigned for Pep Boys or Compliance Link team to complete. You will be receiving notification e-mails when they have been closed and new tasks will be opened for you.

Q: We are using a third party for our EDI solution. Can they accomplish the testing for us?

A: Yes, they can. Please send your third party's contact information (Name, E-mail address, Phone number) to compliance2@gxs.com so that they can be added to your profile in the Compliance Link website.

Q: The 856 specifications say that the Bill of Lading is required. What can we use in this field to move forward with the testing?

A: You can use the tracking number for the Bill of Lading field. The map will accept duplicate tracking numbers in the REF segments.

For the REF CN, please make sure to use the complete tracking number as Pep Boys need this information to be valid. Only the Bill of Lading can be truncated.

Q: Will the ASN for non-special orders be accepted if there is more than one REF segment?

A: Yes, it will be accepted. The ASN map can accept up to three REF segments.

Q: We do not use SSCC-18 code. What can we use for the MAN02 segment in the ASN?

A: You can use a generic code as long as it is 18 to 20 digits. Zero values can also be accepted.

Q: We have transmitted the 846 test file but there is no update yet. Who do we contact to check on this?

A: Please ensure that your test 846 file was sent to the Test ID provided to you (**01:007914401T**). Once Pep Boys has completed their tasks you will receive a notification.

If you had sent it to the correct test mailbox, please contact Compliance Link so they can request for your file to be tracked.

Q: What do I do if my company is making an EDI ID change and what should I expect?

A: Please complete the replenishment EDI sign off form and return to suppliercompliance@pepboys.com. You will receive an e-mail to begin testing with GXS soon after that.