



PEP BOYS SUPPLIER COMPLIANCE

Compliance Research and Dispute Process

Effective July 2009, Pep Boys introduced the Vendor Compliance Web Portal – The portal enables you to view compliance issues, download the details, submit compliance disputes and view the status of those disputes on line. We ask you to use the [Vendor Portal](#) exclusively for submitting compliance disputes, status updates or looking up chargeback copies.

Your User ID and Password were sent to you in a previous email from the compliancenotifications@pepboys.com email address. Use the link below to access the portal with your user ID and Password.

<https://www.tradingpartnerinsight.com/pepboys/Login.aspx>

If you cannot locate the email with your User ID and Password – please send a request to suppliercompliance@pepboys.com – Include in the subject line – “Portal USER ID RESET REQUEST”. Include your name and email address, vendor name and vendor number(s) that you will need to access.

Steps to be followed in the Dispute Process

- Log on to the trading partner insight website within 30 days of chargeback transmit date. The transmit date is listed on the chargeback detail report. Disputes logged more than 30 days after the chargeback transmit date may be denied when age of charge is outside 30 day dispute window.
- Spreadsheets or any other listing cannot be processed. Only supplier compliance issues can be entered at this site. Pricing or quantity discrepancies should be sent to AP_Compliance@pepboys.com.
- You will be prompted if Supporting Documentation is required. Currently only jpg file extensions can be attached to the on line dispute. Instructions to convert your document to a jpg file extension can be found at the trading partner insight home page –listed under the FAQ section.
 - **Examples of Required Support Documents:** When disputing a Compliance Rule 705 Late charge please attach the following using the browse button:
 - 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 should include a copy of the exemption form that was submitted. Charges without proper documentation will not be processed through the Portal and will display the message “File Required”.
- If your dispute does not meet the above criteria, it can not be processed through the web portal.
- Disputes found to be valid and denied – can not be processed again – as they have been closed.