

Getting Started with FDO – Version 1.0



# Getting Started with Factory Direct Ordering (FDO)

Advance Auto Parts Confidential  
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## 1.0 Purpose

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This document outlines the requirements and expectations of suppliers participating in the FDO Program at Advance Auto Parts.

## 2.0 Stakeholders

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- 2.1 **Vendor Contracts-** Handles the initial vendor number creation from the signed agreements
- 2.2 **Vendor Management-** Will be your point of contact during the onboarding process
- 2.3 **FDO Support-** Assists with HVS inventory submission process and day to day orders
- 2.4 **EDI Team-** Will be your point of contact during the onboarding process for any EDI trading information and packing slips.
- 2.5 **PIM Team-The Project Information Management** team assists with anything related to basic item set up information. ie: ACES, PIES and PILS data

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## Inventory Data

### I. Hosted Supplier Option

1. Refer to the FDO Hosted Vendor Solution Quick Start Guide for detailed information
2. Choose **ONLY** one option from the following inventory feed mechanisms:
  - a) FTP directly to Advance Hosted Web-site
  - b) IPO – Contact FDO Support for additional details
3. All inventory data must be uploaded a minimum of 3 times daily. Updated inventory file must contain the current inventory level at the time of the upload. More frequent uploading could be required depending on frequency and degree of inventory level changes.
4. When creating your inventory file, include zero “0” availability quantity records.
5. Only one record per Manufacturer Part Number
6. Must contain **ALL** part numbers that are SKU'ed by AAP including part numbers stocked by Advance Auto
7. If unable to upload inventory data contact Advance Auto FDO Support immediately at [FDOSupport@advance-auto.com](mailto:FDOSupport@advance-auto.com)

### II. IPO Supplier Option

1. IPO is more IT dependent on both parties behalf
  - a) Not the preferred method as inventory visibility on our side is a challenge
2. IPO vendors must maintain greater than 99% system up-time 24/7.
3. Any disruption of service must be communicated 2 weeks prior to a planned outage.

## 3.2 Order Fulfillment

### I. General Information

1. Warehouse replenishment orders may be multi-line orders and may be filled partially on the ASN.
2. **Single customer orders are considered “Fill or Kill”** – if the entire quantity on the order cannot be shipped, the supplier must cancel the order. **DO NOT HOLD FDO ORDERS.** Partial shipments are not permitted for single customer ship-to-home (BEG02 Order Type = DS) or ship-to-shore (BEG02 Order Type – DR) orders.
3. A separate PO will be transmitted for each different part number ordered.
4. Each PO with multiple quantities of the same part number **MUST BE** packaged and shipped together, within reason.
5. Transaction acknowledgment (997) must be sent for every FDO PO that goes through EDI.
6. The FDO Support team will address any missing 997s for FDO 850 POs.
7. ASNs (856 transaction type) must be sent by the vendor for each FDO PO as soon as the product is shipped.
8. Invoices must be sent via EDI in an 810 transaction type
9. Vendor must monitor for 997s and correct and resend any rejected 810s
10. Vendor must monitor for email alert notifications of failed transactions and correct and resend those EDI transactions
11. Advance Auto Parts will process inbound transactions as they are received
12. For vendors live on the transaction type, an 855 must be sent to communicate acceptance or rejection of a PO within 24 hours of PO transmission
13. Vendor will provide timely responses (2 hour max) to the following e-mail communications requested from the FDO Support team:
  - a) Orders at Risk
  - b) Unacknowledged Orders
  - c) Inventory Purged
  - d) Cancelled Orders

## 3.2 Order Fulfillment (Cont.)

### I. EDI Data

1. EDI Purchase Order will contain the following information:
  - a) Message/Comments field will consistently contain the following values:
    1. **Message 1** = Shipping Method
    2. **Message 2** = Customer/Store Phone # based on order generation location
  - b) Message 1 field will contain one of the following constants:
    1. UPS 2<sup>nd</sup> day air
    2. UPS ground
    3. UPS next day air saver
    4. UPS next day air
    5. USPS
    6. LTL (via ESTES)
    7. Vendor carrier
  - c) The N104 “Ship to” segment will contain one of the following values:

**Ordering store or warehouse location ID**
  - d) 855 and/or 865 – rejection or acceptance must be transmitted to AAP within 24 hours of order receipt.
  - e) ASN document must have the N104 segment populated with the N104 ST from the PO 850 document
  - f) ASN document must have the PRF01 segment populated with the PO number. The PO number is passed in the PO 850 document in the BEG03 field.
  - g) If order is shipped USPS, please return the verbiage “USPS” in REF 02 field on the ASN.
  - h) Review AAP EDI specification documents and guidelines to assist you in building your internal validations to ensure EDI transactions are not sent to AAP with missing or bad data

### 3.3 Shipping Information

- I. All factory direct orders are required to be shipped via UPS using 3<sup>rd</sup> party billing account 403AE2 unless other arrangements are approved by Advance Management. Contact the [FDOSupport@advance-auto.com](mailto:FDOSupport@advance-auto.com) any variation exists from UPS rule.
- II. Orders shipping to an APO/FPO or PO Box addresses are required to be shipped via USPS Priority Mail with Delivery Confirmation, FedEx Smart Post or UPS Mail Innovations. Costs for these shipments are to be billed back to AAP via a SAC line at the summary level on the EDI 810 Invoice.
- III. Additional services that are available include shipments via, LTL (ESTES preferred), UPS Ground, 2<sup>nd</sup> Day or Next Day within the continental United States, Alaska and Puerto Rico.
  1. If Next Day is the chosen method use “Standard” service. If “Standard Overnight” service is unavailable, upgrade to “Priority Overnight” service.
  2. Puerto Rico shipments will also use UPS delivery methods UPS Ground (3 days with commitment to deliver no later than 5 PM) or UPS Next Day air (Overnight delivery with a commitment between 2 PM and 5 PM).
- IV. **If the primary customer service representative is out of the office, the secondary customer service representative must continue to fulfill orders and provide tracking information within 24 hours of order receipt. Shipments requested as OVERNIGHT must return tracking information within 2 hours of receipt of the request.**
- V. Advance Auto Store number must be included on all shipping labels.

### 3.3 Shipping Information

VI. Customer's name must be included on all shipping labels. This will be located in the N1 segment:

**SHIPMENT to STORES:**

**Store #: Advance Auto**

**Attn: Customer Name**

**Store Street Address 1**

**Store Street Address 2, Store Street Address 3**

**City, State, Zip**

**Store Phone number**

**DROP SHIPMENTS to CUSTOMER:**

**Customer Name**

**c/o Advance Auto Parts**

**Street Address 1**

**Street Address 2, Street Address 3**

**City, State, Zip**

### 3.3 Shipping Information

- VII.** Purchase Order number must be included in the Reference field on all shipping labels beginning in position 1. Enter the prefix PO and then the PO number without spaces (ex. PO12345678). The PO number must be entered into the first, second, third or fourth Reference field on the UPS shipping label.
- VIII.** If your warehouse management system feeds your shipping system, ensure that you have programmed your system to prefix the purchase order number with PO (Ex: PO 12345678).
- IX.** All claims for Carrier Lost Merchandise will be handled by the Advance Auto Special Order department by contacting 800-310-4243 or [FDOSupport@advance-auto.com](mailto:FDOSupport@advance-auto.com).
- X.** Any shipments sent to Puerto Rico must include your Support Center phone number on the shipping label.
- XI.** **Tracking information, including PO # and Pro #, needs to be sent via e-mail to [FDOSupport@advance-auto.com](mailto:FDOSupport@advance-auto.com) for all LTL shipments at minimum of 3 times daily – supplier open of business, 12:00-2:00 EST and supplier close of business.**
- XII.** On time order fill rate performance must exceed 98.5% within 60 days of commencement of FDO shipping.



### 3.4 FDO Pack Slip Requirements


- I. Pack slips included by vendors when fulfilling FDO E-commerce orders must contain the following minimum requirements:
  1. Quantity
  2. Manufacturer
  3. Part #
  4. Description
  5. Sold to info (name, address, phone #)
  6. Ship to info (name, address, phone #)
  7. Web Order Number
  8. Web Order Date
  9. Shipment Method (Next Day Air, Ground, USPS)
  10. 1-877-ADVANCE (238-2623)
  11. Include Advance Auto Parts logo (prefer 4 color logo but black & white is acceptable)

**\*\*Please Note:**

1. During the EDI document testing phase, the supplier will need to generate a test packing slip with the test 850 (web order) and send it to [EDISupport@advance-auto.com](mailto:EDISupport@advance-auto.com) for approval.
2. For web orders, suppliers will need to have the Web Order Number {REF02 element (WO qualified) on the 850 document} populated on the packing slip document in the Advance order #: field instead of the purchase order # transmitted on the BEG03 element.
3. Packing List should never include any pricing information.

### 3.4 FDO Pack Slip Requirements

II. Below is a screenshot of the AAP Branded packing slip for all vendors to use.



Shipment Receipt  
Customer Copy

Vendor Company Logo if possible in this section

Advane Order #:  
Order Date:  
Shipping Method:

Qty	Manufacturer	Part #	Description/Warranty
<p>Customer Service may be reached at 1-877-ADVANCE (238-2623) or webcare@advance-auto.com</p> <p>(RETURNS: Separate this form along perforation. Keep top copy for your records, include bottom copy with return.)</p> <hr style="border-top: 1px dashed black;"/> <p style="text-align: center;">Return Copy (See Reverse for Return Instructions)</p> <p>Sold To: _____ Ship to: _____</p>			

Advane Order #:  
Order Date:  
Shipping Method:

Reason	Qty	Action	Manufacturer	Part #

Advanceautoparts.com  
1675 U.S. 42 South  
Delaware, OH 43015

Order \_\_\_\_\_

### **3.5 Returns Information**

- I.** All factory direct products will be returned through the Advance Auto Distribution Centers.
- II.** Factory direct returns can be included as part of a larger return, example “Callback”.
- III.** For Ecommerce orders an additional insert must be put into the shipment by the vendor providing return instructions. It needs to be in the format below, and can be cut and pasted for ease of use. The vendor may print copies to insert in the shipment. Printed copy should be included in the box on a sheet at least 4” x 6” but no larger than 8½” x 11” (see PDF below).



**Advance auto Parts Return Policy and Instructions**

You may return merchandise to any Advance Auto Parts Store or to our returns center within 90 days from the date of purchase. A completed Merchandise Return form (below) is required for all returns. All refunds will be credited back to you via the same payment method used for your original order. To see the complete AdvanceAutoParts.com return policy, visit [www.AdvanceAutoParts.com/returns](http://www.AdvanceAutoParts.com/returns).

**Please follow these steps if returning a product or CORE item.**

- Repack merchandise in the original shipment container with the original packing materials.
- Include completed Merchandise Return Form below:
- Ship to: **Advance Auto Parts**  
1675 U.S. 42 South  
Delaware, OH 43015

**Core Return Guidelines** – if returning a core item, please also follow these additional guidelines:

- Remove any items from the core that may be needed for proper installation of a new replacement part.
- Empty fluid and enclose core in a plastic bag and seal in box.

**Warranty Return Guidelines** – can be found at [www.AdvanceAutoParts.com/returns](http://www.AdvanceAutoParts.com/returns).

**How to fill out the Merchandise Return Form**

1. Please write in the appropriate Reason code next to the item/part # if you are returning
  - DS – Damaged in shipping      WY – Warranty Return      CR – Core Return
  - OE – Ordered wrong part      WP – Wrong part sent      BA – Bad address
  - DF – Defective product      DN – Did not need      OP – Overpriced
  - SE – Too long to ship      CS – Dissatisfied with product
2. Identify quantity being returned
3. Please write in the appropriate Action Code next to the item/part # you are returning
  - a. EX – Please exchange this defective damaged or warranty item for a duplicate (no new shipping charges will apply).
  - b. RF – Please refund my money (original retail value + sales tax will be refunded to your account).

Questions call us at 1-877-ADVANCE (238-2623)

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<b>Merchandise Return Form</b>	Ship to:
<b>Advance Order #:</b>	Advance Auto Parts 1675 US 42 South Delaware, OH 43015
<b>Reason Code</b>	<b>Quantity</b>
	<b>Action</b>
	<b>Part #</b>

- I. All new/sellable factory direct product will be labeled at store level, label will identify product as "FDO Return".



- II. All defective factory direct product will be labeled at store level, label will identify product as "Defective".



- III. Customer has 30 days to pick up factory direct order, after 30 days product will be returned.

### 3.6 Accounting Information

- I. 3<sup>rd</sup> party billing is required for factory direct shipments
- II. Billings should be made to following, for FDO shipments **ONLY**:

Account #: **403AE2**

Address: **Advance Auto Parts  
6002 Airport Road  
Roanoke, VA 24012**

- III. In the event Advance Auto Parts is put on credit hold, FDO orders must continue to ship without disruption. Notification should be provided to the [FDOSupport@Advance-Auto.com](mailto:FDOSupport@Advance-Auto.com) e-mail group of any credit hold issues.

### 3.7 Product Information

- I. All product information will need to be provided in a PIES or PILS file with digital asset information and the corresponding images.

### 3.8 Contact Information

- I. Initial onboarding process contact AAP PIM Team via e-mail [AAPPIMTEAM@advance-auto.com](mailto:AAPPIMTEAM@advance-auto.com) and FDO Support via e-mail [FDOSupport@advance-auto.com](mailto:FDOSupport@advance-auto.com).
- II. After set up process has been completed:
  1. Order inquiries and inventory file issues contact FDO Support team [FDOSupport@advance-auto.com](mailto:FDOSupport@advance-auto.com).
  2. Questions concerning PIM information contact AAP PIM Team [AAPPIMTEAM@advance-auto.com](mailto:AAPPIMTEAM@advance-auto.com).
  3. Questions concerning EDI structure or content contact Advance Auto Parts EDI team [EDISupport@Advance-Auto.com](mailto:EDISupport@Advance-Auto.com)