

Advance Auto Parts Factory Direct Ordering Program Business Guidelines

Preparing and Testing EDI

- EDI (Electronic Data Interchange) is the communications method to transfer information between AAP and each vendor. The following EDI documents are required for set up:
 - 850 – Purchase Order
 - 856 – ASN
 - 810 – Invoice
 - 997 – Acknowledgement (system generated)
- Prior to SKU set-up, a complete testing of each EDI transmission type will be conducted to ensure system compatibility.

Uploading SKU Data

- SKU Data must be formatted to comply with the Automotive Aftermarket Industry Association (AAIA) standard Product Information Exchange Standard (PIES) layout.
- Prior to uploading SKU data, a data review will be scheduled to indicate any needed data cleansing.
- SKU attributes and image(s) will be uploaded to a secure FTP site.

Receiving and Filling an Order

- All orders will be sent via an 850 EDI order transmission. Orders are transmitted as they are received.
- Based on your input, each item is assigned a lead time which creates a shipping window date range in which the order must be packed and shipped.
- On-time order fill rate performance must exceed 98.5% within 60 days of the start of FDO order fill.
- Orders must be fulfilled with entire order quantity, otherwise order must be canceled. Orders cannot be partially filled or held for inventory to become available at a later date.

Preparing a Packing Slip and Packaging an Order

- An Advance Auto Parts branded packing slip must be included in each order. The packing slip includes the following information:
 - Sold to info (name, address, phone #)
 - Ship to info (name, address, phone #)
 - Manufacturer, Part #, Description, Quantity
 - Warranty information
 - Unit price, total price
 - If web order, order number and date
 - Ship method
 - Advance Auto Parts logo and 1-877-Advance (238-2623)
- The packing slip will be sent to AAP as part of the EDI testing process.

- Special packaging requirements
 - Include a copy of the Advance Auto Parts Return Policy and Instructions
 - A 3"x 5" red label (below) must be placed on the outside of each package to alert the customer of the receipt of their order.



Shipping an Order

- Orders are to be shipped via UPS using the AAP 3rd part billing account.
- Orders addressed to a Post Office or Military Address (APO) cannot be delivered via the standard UPS delivery service. Options for delivery are:
 - United States Postal Service (USPS)
 - FedEx Smart Post
 - UPS Mail Innovations
- Costs for these shipments are to be billed back to AAP as an additional line item on the EDI 810 invoice.
- The following guidelines apply to UPS ground shipments:
 - Packages can be up to 70 lbs
 - Packages can be up to 165 inches in length and girth combined.
 - Packages can be up to 108 inches in length.
 - Packages with a large size-to-weight ratio require special pricing and dimensional weight calculations.
- For those packages exceeding the above specifications, ship via LTL (Estes is the preferred carrier). LTL tracking information must be sent to Advance twice daily.
- Orders specified for 'next day' delivery will be shipped 'standard overnight delivery'.

Updating Inventory On-hands

- Vendor must choose from four methods to update inventory on-hands
 - Update manually through the Advance Hosted website
 - Transmit directly to the Advance Hosted website FTP site
 - Transmit EDI 846
 - IPO (Internet Parts Ordering, the AAIA standard)
- Inventory data must be uploaded at least once daily with an updated file containing the inventory level at that time for all part numbers that are assigned an AAP SKU. Please deduct allocated inventory from your on-hand data. Submit a record for each part number AAP offers, even if the on-hand = 0. For higher volume SKUs, inventory may need to be updated multiple times daily.
- Inventory data that is not updated for 72 hours will be purged from the system and set to 0. This will bar a customer from having visibility to your product. Once the inventory is updated, customer visibility will be restored.

Handling Customer Returns

- Customers will return products they do not want to the AAP store they purchased it through or to a centralized return warehouse for orders purchased through ecommerce. Products shipped to our DCs by our stores or customers will be shipped back to your distribution center via a return authorization.

Handling Canceled Orders

- When there is no inventory available to fulfill an order, you must send a communication to alert us in the form of an 856 ASN with a ship quantity of zero (0). This will trigger our systems to communicate directly with the store or customer who purchased the product. Following the transmission of the ASN, the inventory must be updated to reflect the zero (0) quantity on-hand.
- When the customer initiates the cancelation, a message will be sent to you to create the 856 ASN with the zero (0) quantity to negate the purchase order in your system and in the AAP system.

Responding to Customer Issues

- 'Service is our best part' is our promise to our customers and drives our relentless focus on execution. To best service our customers, response to customer issue communications must be responded to within 2 hours. These emails will come to you addressed from the FDO Support Team.
- Carrier claims will be handled by the vendor organization. As originator of the package delivery, you have the specific information pertaining to that order.

Invoicing

- Following the delivery of the 856 ASN, an 810 Invoice will be submitted electronically to AAP for payment.