



MEMA Financial Services Group, Inc. Channel Partner Portal Information

The channel partner portal information below was provided by the members of various credit discussion groups of MEMA Financial Services Group, Inc. (MFSG). Please understand the data and opinions provided below are not that of MFSG but of their members, so please use this for informational purposes only.

Channel Partner: **The Pep Boys – Manny,. Moe and Jack**

Pep Boys has two portals so we will cover both portals one at a time. The portals are:

- Compliance Portal
- Supplier Link Portal

Portal Name: Compliance Portal

Portal URL: <https://pep.compliancenetWORKS.com/v2/home>

Customer Contact for Portal:

- Diane Pizzarelli

Portal Benefits:

- Finding compliance related claims and progress made on these claims

Portal Drawbacks:

- Portal is new so there are many bugs to be worked out
- Have to download an entire list of claims to find the one you need
- There are multiple reference numbers per claim so it's difficult to know which to use and when
- Pep Boys AP is not familiar with all the reference numbers so they can't use the same ones when communicating to us
- Not the easiest portal to work with
- Although we are required to communicate with Pep Boys AP via the portal they don't always respond to it
- Sometimes receive email responses outside the portal so the history of the claim is not being kept all in one place – which was the reason for the portal

Tips / Tricks:

Portal Name: Supplier Link Portal

Portal URL: <https://www.pbysupplierlink.com/>

Customer Contact for Portal:

- Sylvita Chudnoff

Portal Benefits:

- Looking up invoices to determine when they are being paid
- Can also see if Pep took any quantity deductions



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Portal Drawbacks:

- On occasion, it is hard to locate the item we are looking for and what numbers to use to locate certain invoices
- Not an easy portal to work with
- Although we are required to communicate with Pep Boys AP via the portal they don't always respond to it
- Sometimes receive email responses outside the portal so the history of the claim is not being kept all in one place – which was the reason for the portal

Tips / Tricks: