

GLOSSARY OF TERMS

ACE	ACE is the EPC currently being used in Exploris locations and some Independent locations.
Add Order Dashboard	The Add Order Dashboard is for placing requests for inventory and/or store supplies.
ADVANCE AUTO PARTS CHEER	The Advance Cheer is for all of our Team Members to engage in one activity, at the same time, in the same way...what a powerful action.
ADVANCE AUTO PARTS CULTURE	The work environment and behaviors in which we attach meaning to actions, to include: Company Values, Company Vision, Company Cheer, Language, Systems, Icons and Graphics, and how Team Members interact with each other, our customers and with stakeholders.
ADVANCE AUTO PARTS VALUES	INSPIRE and build the self-confidence of every Team Member. SERVE our customers better than anyone else, help them to succeed. GROW our business and profitability with integrity.
ACC Advance Commercial Credit	Advance Commercial Credit (ACC) refers to the company's commercial credit team available to support all of your credit, cash, collections, and credit integration needs. The Credit team partners with field team members to provide individualized support in resolving any credit issues, needs and requests.
APRO Advance Professional (AdvancePro)	AdvancePro is our primary professional customer online ordering website with access to our best in class online catalog, market availability connectivity across Advance, CARQUEST and WorldPac.
ADVANCE SALVAGE	The Advance Salvage program provides a way to order used and new parts through a network of dependable used parts suppliers using an Advance-approved website. The Advance Salvage website can be accessed through Starting Line, Web Link or APEX EPC to select and order parts, then the POS system to SELL the part using Advance Salvage SKU numbers.
APAL	APAL is the term used for the POS system that is currently being used with the APEX system. Two of the most commonly used programs of the APAL system are the POS and the inventory management functions.
APEX	APEX is the next generation computer system that is currently being rolled out. The most commonly used program of the APEX system is the Electronic Parts Catalog (EPC)
ASN Advance Shipping Notice	An ASN is a downloadable list of products that are being shipped IN to your store from various places. A paper copy of the ASN can be used to reference products are being sent in. An electronic copy, once confirmed, will update the receiving store's on-hand quantities.
ATI Adjustment To Inventory	An ATI (Adjustment To Inventory or Automated Transfer Invoice) is a store-generated list of products that are being shipped OUT of your store to various places. A paper copy of the ATI is used to reference products that are being sent out. An electronic copy, once confirmed, will update the sending store's inventory programs.
AI Autopart International	Autopart International was founded in 1957 by Stephen Patkin as an import part specialist based in Norton, MA and they are part of the Advance Auto Parts family. AI supports wholesale customers and professional installers. AI has over 160 stores in 14 states, spanning the eastern seaboard and as far west as Ohio.
BACKOFFICE PROGRAM	BACKOFFICE is the operations side of the APAL computer system. It can be launched from the Server in the office or by F-11 Main at the front counter. Please note, the FUNDS portion of the system can only be altered from the back office terminal and not the counter.

BACKSTOCK	BACKSTOCK are the products that will not fit on the sales floor selling location, up to the Maxi or order point.
BACKSTOCK PROGRAM	The BACKSTOCK program is a process that allows us to serve our customers better by keeping products on the sales floor replenished. A Pending Backstock is displayed on the RF Scanner and can be completed at anytime of the day to replenish the sale floor.
BATCH COUNT	A BATCH count is a type of cycle count that can be created with the RF Scanner to fix on-hand quantities.
BCF BEST CASE FULFILLMENT	Program used to order out of stock or non-stocked products from a local Store, a HUB, a PDQ or Factory Direct.
BKO CYCLE COUNT	The BKO (back office) is a type of cycle count that is created by a Team Member from the cycle count menu in the BackOffice program.
B2B Business to Business	This refers to any company or business who offers products or services to other business locations.
B2C Business to Consumer	This refers to any company or business offering products or services directly to an end user consumer
Buy On Behalf Of	This is a term used to refer to a team member being able to log in to a professional customers online ordering program to place on order for them on their behalf.
BuyerQuest	This is the system in which some locations order store supplies. Login through OKTA using the Oracle Cloud application.
CARQUEST	CARQUEST Auto Parts, was founded in 1961 by O. Temple Sloan Jr. and is a part of the Advance Auto Parts family. CARQUEST provides OE and quality aftermarket parts for both the professional installer and the DIY markets.
CTI+WTI CARQUEST Technical Institute + WorldPac Training Institute	CARQUEST Technical Institute and WorldPac Training Institute joined forces to offer the most comprehensive technical and business training in the automotive aftermarket. CTI+WTI Provides industry leading training solutions to meet the needs of our professional customers.
CALLBACK	A CALLBACK is a directive from the home office to return certain products back to the Distribution Center.
COD Cash on Delivery	This term refers to a customer who will be paying cash for a product or service at the time the product or service is delivered.
CHECK AVAIL	CHECK AVAIL in the APAL POS means the part is made but Advance Auto Parts does not carry that part, and the vendor is not yet a member of our FDO Program. This part MAY be available through Starting Line's Second Source, Advance Salvage or the Customer Contact Center.
Claim Files	Claim Files is how Exploris stores verify that the store has received credit for the DC, Worldpac and Vendor returns. Access using CQ Link and log in from the Instant Access portal.
COB Close of Business	This refers to the closing time at the end of a business day.
CLR FRONT TAGS	CLR means clearance. These downloaded tags reflect products that have been discontinued. Clearance items should be printed on Red Front Tags.
CCDB Commercial Customer Database	A central database for tracking Professional customer purchases in different stores and with different payment methods.

CPP Commercial Parts Pro	Professional level sales position capable of supporting advanced functions of the professional side of the business. The CPP is responsible for profitable growth of commercial business including customer retention and growth. They have an expert knowledge of automotive systems and parts sourcing.
COMMUNICATION CENTER	The COMMUNICATION CENTER is an area of the store that Team Members can find updated operational information.
CONFIRM WITH & CONFIRM WITHOUT DEPOSIT	Confirm With Deposit is when 'full deposit' is taken when ordering parts for a Customer. Confirm Without Deposit is when 'NO deposit' is taken when ordering parts for a Customer.
CORE	Simply stated, a CORE is a rebuildable part. These parts will be returned to the remanufacturer to be rebuilt or remanufactured.
Core 4	Core 4 refers to the management team in the store usually consisting of the key holders like GM, AGM (if applicable), RPP, CPP, and or MOD.
Core 4 (Pro)	Corporately owned Firestone, Goodyear, Monroe and Mavis locations.
CORE BANKING	A program for approved Professional Customers to BANK (hold) cores without a core deposit being applied to the transaction. These cores will be cleared from their Core Bank as the cores are returned or purchased.
CTRL T	Control – T is a 'clock-out' process that is performed at the Front Counter after the End Of Day has been executed. To load the 'time clock', hold the Ctrl key down then press the T on the keyboard. At times, you may have to hold Alt and Tab to bring it to the front of the screen.
CAM Customer Account Manager	A Customer Account Manager (CAM) sells or oversees the selling of automotive products for repair or distribution to automotive repair shops and other professional businesses. The CAM must be committed to inspiring our team, helping our professional customers succeed, and growing the business and profitability with integrity
Customer Insights	Customer Insights are opportunities or leads generated based on customer performance. The Insights are broken between 2 parts. Recovery Insights - Indicates when a customer has stopped purchasing a category from us. 2. Growth Insights - Indicates what other products a customer is likely to purchase from us.
CSM Customer Sales Manager	A Customer Sales Manager (CSM) is the senior leader for professional sales in a designated area. The CSM must be knowledgeable of all facets of professional sales while overseeing a group of CAMs, in order to grow professional market share. Each CSM must be committed to leading and inspiring our team, helping our professional customers succeed, growing sales and profitability with integrity
CQ Independents	Stores that are privately owned and operated with an agreement to operate as an Independent CARQUEST Auto Parts Store.
CQ Link	CQ Link is the Intranet (internal informational website) for Exploris stores and is one of the communication vehicles for all Team Members.
CYCLE COUNT	A CYCLE COUNT is a program designed to change electronic on-hand quantities to match actual on-hand quantities.
Daily Operations Checklist	Daily Operations Checklist provides a list of daily opening, operating hours and closing activities that are to be assigned to all Team Members working that day.