

EDI Rejections from LYNX Services:

What is Retailer vehicle does not match dispatched vehicle mean?

This rejection message means that the NAGS Carid that is being sent does not match the vehicle that LYNX Services has on the dispatch. Check that on your invoice, the correct vehicle was dispatched.

What if I have the wrong vehicle on my invoice?

Always use the NAGS vehicle lookup in the software to make corrections. If you manually change any of the vehicle information the software will not change the NAGS Carid it is sending, by using the vehicle lookup the NAGS Carid will be corrected.

What if the vehicle is not yet a part of the NAGS data?

If the vehicle is not in the NAGS data you must manually key in all of the vehicle information. In this case, do not use the vehicle lookup.

Why is LYNX rejecting my invoice for incorrect list price?

This could mean that there has been a NAGS update that is not loaded in your software, or if there has been a recent NAGS update LYNX pays by dispatch date not invoice date so you will need to use the NAGS pricing as of the dispatch date.

What do I do if LYNX dispatches me an authorized part that will not fit in the part number field on the invoice?

If you have an Authorized part from LYNX Services that will not fit in the Part number field you can type in AUTHPART in the Invoice part number field and then in the part description field type in the authorized part number ONLY. This must be entered EXACTLY as LYNX has authorized.

How do I enter AUTH-MISC-LABOR from LYNX Services on my invoice?

On the invoice, first you must list the glass, then the kit, and then the authorized labor. In the part number and part description fields you must enter AUTH-MISC-LABOR with 0.00 dollars in both the list and amount fields. On the line directly below it you must enter LABOR in both the part number and part description fields with the amount authorized in both list and amount. Any moldings, freight, crate or miscellaneous parts must be listed after AUTH-MISC-LABOR.

How do I include a Repair Credit on my invoice?

On the last line of your invoice type ZZZ in the part number field, type in Repair Credit or Failed Repair in the part description field, under the list and amount enter the amount of the credit. You will need to enter a minus sign (-) before amount.

What does Invoice Accepted upon TPA Review mean?

This means that LYNX has sent the invoice to be reviewed, you will have to contact LYNX for further information.

Why has my invoice not been paid when it shows that it has been accepted?

Quest does not have anything to do with the LYNX payment process. All questions regarding payments will need to be directed to LYNX Services.

Why was my Invoice short paid?

LYNX Services will charge a manual fee if the EDI invoice has not been successfully submitted with all correct information on the 3rd attempt. Any questions regarding a short pay should be directed to LYNX Services.