

EDI Rejections from Safelite Glass Corporation:

How do I enter OE parts for my Safelite Invoice?

Refer to SGC document on OE parts.

What does invalid Vendor/AIC # specified mean?

This message indicates that Quest does not have a Safelite Parent ID number on your account. You will need to contact Safelite to obtain your Parent ID number and get that information to Quest Technical support for them to add it your account.

What is Referral to program id mismatch, Invalid Parent ID Match/Incorrect shop on Referral mean?

This message indicates the referral number on your invoice, does not match up to the referral Safelite assigned to your shop.

What is Incorrect Program-ID; see Fax?

This message indicates that the referral number on your invoice does not match up to the EDI Carrier Number you have on the Bill To of your invoice.

How do I change the referral date on my invoice, if Safelite tells me that my referral date needs to be changed?

Quest does not send a separate referral date; the invoice date is the referral date. You will have to edit the Invoice date if Safelite requests a change to the referral date.

Why was my Safelite Invoice short paid?

Any questions regarding payment of invoices should be directed to Safelite.