HOW TO SUBMIT A CORE RETURN

Contents

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Document.	*Revision*	*Language*

Filling out the Core Return Form

- Go to www.bendixcorefreight.com.
- Click **Submit Core Returns**

- You must be signed in to submit a core return

- **Your return should be packaged and ready when you submit this form.** You do have the option to save before submitting.

Please Note

Please fill in all required information once your return is **packaged and ready** for pickup to ensure an efficient core return process.

- **Date:** This is prefilled based on the date you are submitting the request.

Date

03/03/2022

- **Core Return Month:** This is prefilled based on the date you are submitting your request. Shipments submitted after the 15th of the month are considered next month of business (unless the 15th falls on a weekend or holiday, in which case anything shipped after the next following business day).

Core Return Month

MARCH

- **CR Number:** This number will be used for your core acknowledgment and reconciliation purposes. If you do not provide one, the system will automatically assign you a number numerically. You do have the option to provide your own CR# by unchecking the box and entering it in this field.

This can be a reference number that you are already tracking internally, but you cannot use the same CR# more than once.

CR Number*
☑ If checked the system will create the CR Number

- **Customer ID:** Select from the drop down the location that is submitting the core return.

Customer ID

- **Contact Information:**
  - **Name:** This is the name of the account user and cannot be changed.
  - **Phone Number:** In the event we have questions regarding this return, we will contact this number or the email address below.
  - **Confirmation Email Address:** This email address will also receive a copy of this core return form.

First Name	Last Name
Caitlyn	Lewis
Phone*	**Confirmation email address***
440-329-9298	cores@bendix.com

- **Over 500lbs:** If you are shipping over 500lbs or 100 brake shoes, Bendix will cover the cost of the freight for shipments following these instructions. Select Over 500lbs or 100 brake shoes. This will open up additional fields, starting with Pickup Address.

  - ● Over 500lbs or 100 brake shoes
  - ○ Under 500lbs (please arrange your own shipment)

- **Pickup Address:** You have the option to select from the drop down or add a new address.

Pickup Address

Select a pick-up address below:

Please Select

If the pickup address is not provided in the selection list above, please add a new address below:

☐ Add a new Address

Company Name*	Address*

- Checking "**Add a New Address**" will allow you to enter the information in these fields.

☑ Add a new Address

Company Name*   Address*

Address 2   City*

- **Alternate Contact:** If you would like to add a contact person other than what appears above (account user contact), enter that here. This person will also receive a copy of the core return form if you complete the email address field. <u>Please ensure you also provide them with a copy of the BOL (made available after you submit) if necessary.</u>

If contact person is different from the person above add below:

First Name | Last Name

Phone | Email

- **Product Type:** This ensures your return is shipped to the appropriate address for processing.

Product Type*

Please Select

Please Select
ANY CORES (EXCEPT DRUM BRAKE SHOES)
DRUM BRAKE SHOES ONLY
MIXED DRUM BRAKE SHOES AND OTHER CORES
STEERING GEARS ONLY

- **Product Information:**
  - **Core Group:** Select the core group from the drop down.

    *If you are unsure, please refer to the **Material/Core Group Search** function at the bottom of the B2Bendix Cores Center, where you can enter your part number for the core group and class.*

    Core Group

    09 AD-9 AIR [

    Please Select
    01 FLANGE COMPRESSORS
    03 BRAKE VALVES
    04 AIR DRYER CART
    05 D2 GOVERNORS
    06 AD COVER/PURGE VLV
    09 AD-9 AIR DRYERS

o **Core Class:** Select the core class of the core group you just selected.

Core Group	Core Class
09 AD-9 AIR D ▼	29 AD-9 AIR DI ▼

Please Select
11 AD-4 AIR DRYER
29 AD-9 AIR DRYER

o **Core Grade:** Select the condition of the material you are returning.

Our core inspectors will make the final determination upon receipt of your return.

Core Grade
Good Core ▼

Please Select
Good Core
1- Part Damage
2- Parts Damaged
Scrap
Don't Know

o **Quantity:** Enter the quantity you are returning of this core group and class.

Qty
1

o **Upgrade:** If your are upgrading the core, click the upgrade box and select the core group you are grading to.

Please ensure each core you are upgrading also has an orange upgrade tag attached to the part. Contact cores@bendix.com if you need additional tags.

Upgrade	Upgrade Core Class
☑	79 AD-9 AIR D ▼

Please Select
79 AD-9 AIR DRYER

o **Weight:** This is an estimated weight, calculated for you based on the quantity that you entered, by row and for the total of the return.

Core Group	Core Class	Core Grade	Qty	Upgrade	Upgrade Core Class	Weight approx. (lbs)	Total Weight (lbs)	
2R BRAKE SH⊽	2R RX AIR BRA ⊽	Good Core ⊽	200	☐	Please Select ⊽	12	2400.0	✕
Add Row								
		Total	200				2400	

- If you have additional products to return, click **Add Row**. A new line will be available for you to enter. Add as many rows as needed. If you need to delete a line, click the **red x** to the right of the line that you would like to delete.

Core Group	Core Class	Core Grade	Qty	Upgrade	Upgrade Core Class	Weight approx. (lbs)	Total Weight (lbs)	
2R BRAKE SH⊽	2R RX AIR BRA ⊽	Good Core ⊽	200	☐	Please Select ⊽	12	2400.0	✕
Please Select ⊽	Please Select ⊽	Please Select ⊽		☐	Please Select ⊽	0	0	✕
Add Row								
		Total	200				2400	

- **Warranty:** If you are including warranty items with your return, check this box. *Please ensure your warranty items are boxed separately and cleared marked "warranty."*

☑ Warranty Material Included?
Please clearly label the parts "warranty material"

- **Actual Weight:** If you have the ability to weigh your return and it is <u>different</u> from the total estimated weight above, please enter that here. If you do not have the ability to weigh your return, please leave this blank and we will use the estimated weight above.

Actual weight ⑦ 2550   Actual weight ⑦ 0.0

- **Package Type:** Select the package type you are returning.

  Pallets should be standard size, less than 48" tall and under 2,000lbs per pallet.

  Package Type ⑦ Pallet ⌄

- **Package Qty:** Enter the total number of <u>boxes</u> or <u>pallets</u> you are shipping here. *This is <u>not</u> the total number of cores, which is calculated for you above based on the quantities you enter for each core group.*

  Package Qty 1

- **Save:** If you need to pause, click save to return at a later time to complete your form. **This will be available only to you and will not be submitted to Bendix until you return and click submit.**

  See page 8 below for steps to access your saved returns.

  Save   Final Review   Submit

  ⓘ You are saving this core return to be completed at a later date or when your shipment is ready for pickup.
  To open a saved form, go to Search Core Returns under My Account here.

- **Final Review:** Click this when you have entered all the products you are returning. **No changes can be made after this form has been submitted.**

  Final Review   Submit

  ⓘ Please review your form prior to submitting. You will be unable to edit your form after it has been submitted.
  Thank you, Your Bendix Core Team

- **Submit:** Click this after you have reviewed your core return and your shipment is **packaged and ready for pickup**.

- You will see a green box at the top to show this was successfully submitted. Click the link to go to your **Core Return Search** for your core return form and BOL.

  You can also follow the steps on page 8 to reach your Core Return Search.

Thank you for submitting your core return request.

If your shipment is over 500lbs or 100 brake shoes, a bill of lading will be available here.

If your shipment is under 500lbs. please ship **PREPAID** to the appropriate address below.please include a copy of the Bendix core return form.

CANADA:
Bendix CVS LLC / FastFrate
9701 Hwy 50
Woodbridge, ON L4H 2G4
***The core return documents must also be emailed for <500 lb. Canadian shipments.

US:
Bendix CVS LLC
1850 Riverfork Dr.
Huntington, IN 46750
***UPS packages should be marked CORE on the outside

- In the drop down, select the account you just submitted your core return under.

Customer ID

- You can either enter the core return number or search by date. Click **Search** and the results will show below.

- The **CR#** column will show your **core return numbers**, whether you created your own number or allowed the system to generate. You can click this link to open a copy of your core return form.
  - **Print** and include copies of your core return form on the inside and outside of each box or pallet you are returning.

    This form is also sent via email attachment after you click submit.

- The **CR Status** column will show **OPEN** for core returns that have been saved, but not submitted.
- The **CR Status** column will show **SUBMITTED** for core returns that have been submitted, both under and over 500lb shipments.
- The **Creation Date** column will show the date your core return was **created**.
- The **Shipment Number** column will show your shipment number for core returns that have been submitted, over 500lbs.
- The **BOL PDF** column will show a **PDF icon** for core returns that have been submitted over 500s, **if your BOL is now available**. Click this icon and it will open your BOL.

Please print as many copies as needed for the carrier.

- If you see **REQUEST BOL** in this column instead of a PDF icon, we are still working on your BOL. Please wait a few moments and click this link. If it is now available, it will be replaced with the PDF link, which you can click to open and print your BOL. If it is not, please give more time and return, **clicking the link** to retrigger. If you do not see your BOL available for more than 30 minutes, please reach out directly to Bendixcores@argus.com

- Your **core return form** will <u>also</u> be emailed as an attachment to the email address/addresses you provided. Your BOL will not be emailed and will need to be printed from the screen shown above.

Bendix Core Return(100002187)

CK   Customerportal Knorr-Bremse Group
To   Customer name

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

📄 Bendix Core Return Request CR100002187.pdf
31 KB

Bendix

My Account | Contact Us

Core Acknowledgement

Dear Customer name

Thank you for completing the core return form online on 03/03/2022

Your core return number is 100002187

Please retain this information for your records and use the core return number for any communications regarding this core return. Please make sure to print two copies of this form to place one inside the box and one outside of the box.

- By completing this process, the shipment will be tendered to the carrier. You will not need to contact the carrier for pickup. The carrier will not provide advanced noticed for pickup, your core return should be ready for transit when your core return is submitted. Use this Bendix BOL to ship your return. Do not reuse a previous BOL.

Accessing Saved Returns:

- On the left, under **My Account**, click **My Cores** and then click **Search Core Returns.**

My Account

My Profile

My Address Book

My Cores ⌄

Submit Core Return
Search Core Returns
Core Reports
Search Core Group

- Select the account you submitted the return under from the drop down.

Customer ID

- You can either enter the core return number or search by date. Click Search and the results will show below. The CR Status will show **OPEN** for core returns that have been <u>saved, but not submitted.</u> Click the CR# of the return you would like to open and complete. From there you can adjust your information provided, complete your final review, and submit.

CR Number*

Submission Date From*   03/03/2022

Submission Date To*   03/03/2022

Reset   Search))

Contact cores@bendix.com if you have any issues or questions.

1 New Request(s) Found

CR# ↓	CR Status	Creation Date	Core Return Month	Shipment Number	BOL PDF
100024152	OPEN	03/03/2022	MARCH		

If you have any questions or need further assistance please reach out to the Bendix Core Team at cores@bendix.com