

# HOW TO SUBMIT A CORE RETURN FOR SHIPMENTS UNDER 500 LBS



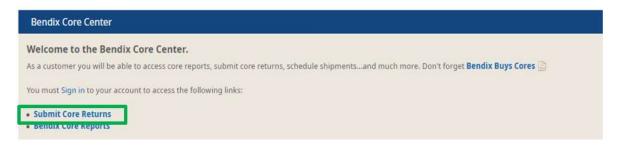
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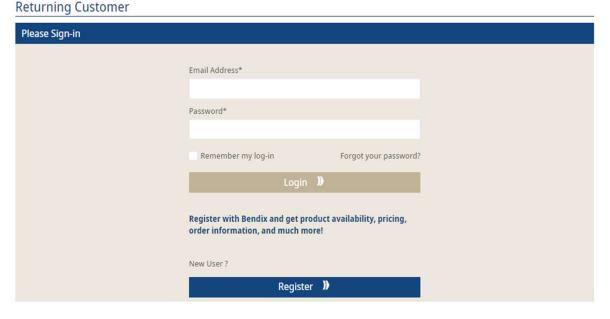
# Filling out the Core Return Form

- Go to <u>www.bendixcorefreight.com</u>.
- Click Submit Core Returns



You must be signed in to submit a core return

Returning Customer



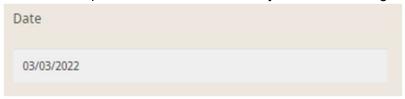


• Your return should be packaged and ready when you submit this form. You do have the option to save before submitting.

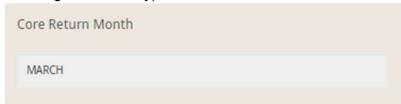
### Please Note

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

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

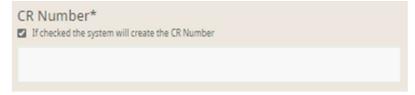


• Core Return Month: This is prefilled based on the date you are submitting your request. Shipments submitted after the 15th of the month are considered next month of business (unless the 15th falls on a weekend or holiday, in which case anything shipped after the next following business day).

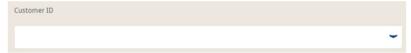


• CR Number: This number will be used for your core acknowledgment and reconciliation purposes. If you do not provide one, the system will automatically assign you a number numerically. You do have the option to provide your own CR# by unchecking the box and entering it in this field.

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



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





- Contact Information:
  - o **Name:** This is the name of the account user and cannot be changed.
  - o **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.



- Under 500lbs: If you are shipping less than 500lbs or 100 brake shoes, ship your return PREPAID
  on the carrier of your choosing. Please make sure this is selected before continuing.
  - Over 500lbs or 100 brake shoes

    Under 500lbs (please arrange your own shipment)
- Product Information:
  - o 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 Class: Select the core class of the core group you just selected.

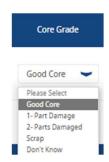






o Core Grade: Select the condition of the material you are returning.

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

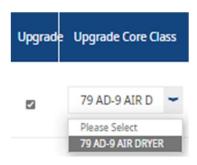


o **Quantity:** Enter the quantity you are returning of this core group and class.



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

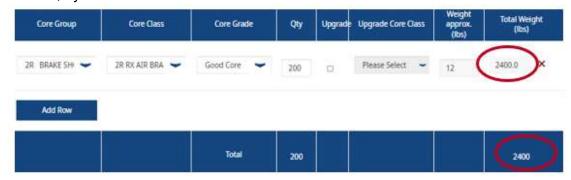
Please ensure each core you are upgrading also has an orange upgrade tag attached to the part. Contact <a href="mailto:cores@bendix.com">cores@bendix.com</a> if you need additional tags.



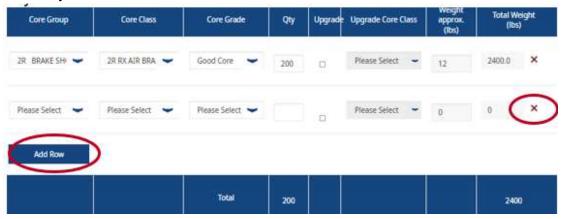




 Weight: This is an estimated weight, calculated for you based on the quantity that you entered, by row and for the total of the return.



• 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.



• **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."* 



 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.



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 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.



• 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.



- 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 <a href="here.">here.</a>
- **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.



- 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 <u>packaged and</u> <u>ready for pickup</u>.

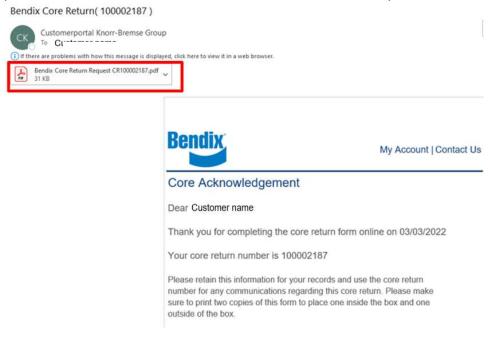




- You will see a green box at the top to show this was successfully submitted. Click the link to go to your Core Return Search.
- You will then receive a copy of your core return form emailed to the email address you provided.
   Please print the attachment you receive in that email and include copies of this on the inside and outside of each box or pallet you are shipping.



 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.

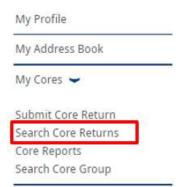




## **Accessing Saved Returns:**

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

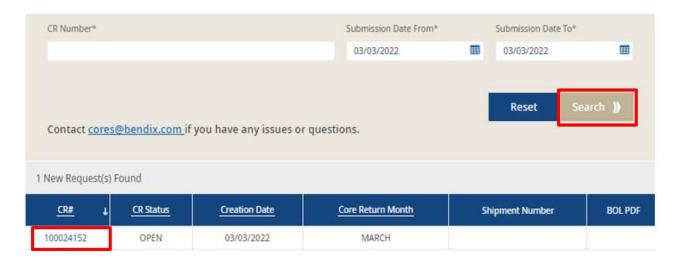
# My Account



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



- 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</u>, <u>but not</u> <u>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.

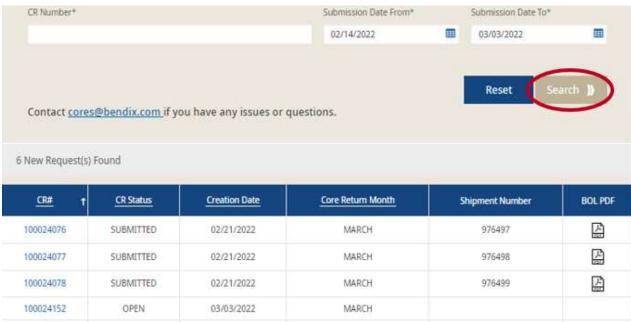




In the drop down, select the account you just submitted your core return under.



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.

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

