

PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

POM FILE: 501
Rev 0

01/02/2021

Page 1 of 11
Greg Wood

Returned Material Requests

All RC Return Material (RM) requests are required to be submitted electronically either through NxTrend or direct into C10 with one request per invoice.

All Return Material requests must receive authorization from RC before physically shipping any product for return.

Unauthorized returns will be shipped back to customer – Freight Collect.

Following is a matrix that provides guidance of what information is required for each type of Return Material (RM) Request.

Important Notes:

- All RM Requests require the RM Requestor's email address to be entered on the first line of your RM Comments/Notes.
- Any RM requests for New and Unused, Customer Cancellations and Customer Error must meet the \$200 minimum (in aggregate of the invoice) requirement; otherwise RM will be rejected.
- RM requests for New and Unused, Customer Cancellations and Customer Error must be in new and unused condition and in its original packaging.
- For damage caused during transit, you will need to file a Freight Claim with the Freight Carrier; RM requests for Freight Damage will be rejected
- Failure to supply the information listed in the following matrix may result in rejection of your Return Material Request.



PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

POM FILE: 501
Rev 0

01/02/2021

Page 2 of 11
Greg Wood

Returned Material Requests

Reason Code	Reason Code Description	In addition to the RM Requestor's email address, include the following information in your Comments/Notes on your RM request:	Restocking Fee
A	New & Unused/Surplus	<ul style="list-style-type: none">Any information you may have to support your return	Yes
E	Miss-shipment / Short Shipment	<ul style="list-style-type: none">Include the part number that was ordered/invoiced and the part number that was received (if known)If relevant, include information pertaining to incorrect labelingAny information you may have to support your return	No
M	Damaged/Defective	<ul style="list-style-type: none">Provide detailed information of what the damage/defect is (i.e., bolts missing; blade bent; etc.)If relevant to a special PMB issue, include the PMB #Any information you may have to support your returnFor requests over \$200, pictures of the damage/defective item need to be emailed to RM Coordinator (gpcarrmcoordinator@carrier.utc.com—include the RM number in the subject line). Note: If pictures are not received within 5 days, your RM may be rejected.	No
N	EPIC/Catalog Error	<ul style="list-style-type: none">Provide Model and Serial Number of the Unit with the failed partAny information you may have to support your return, including a Case # if relevant to this return	No
X	Customer Cancelled	<ul style="list-style-type: none">Any information you may have to support your return (i.e., customer no longer needs; part no longer needed as unit was replaced; etc.)	Yes
4	Customer Error	<ul style="list-style-type: none">Any information you may have to support your return	Yes
7	Customer Service Error	<ul style="list-style-type: none">Identify if RC error or if an error was made at your distributorshipAny information you may have to support your return, including a Case # if relevant to this return	TBD



PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

POM FILE: 501
Rev 0

01/02/2021

Page 3 of 11
Greg Wood

Returned Material Requests

Reason Code	Reason Code Description	In addition to the RM Requestor's email address, include the following information in your Comments/Notes on your RM request:	Restocking Fee
Q	Core Return	<ul style="list-style-type: none">Used for a Commercial Applied VFD core return/rebate only; any questions regarding this type of a return should be directed to your Customer Service Representative	TBD

1. Typical reasons for Returned Material Request:

- Miss-shipments (overages or incorrect part shipped on order)
- Miss-shipment – customer didn't order shipment (i.e. miss-tagged address label)
- Concealed damaged material (not related to freight damage)
- Other parts which have failed (per SMB's) which RC or Service Engineering has requested to be returned for inspection, statistical analysis, or supplier follow-up purposes.
- Customer Order Error
- New and unused returns
- Defective Part
- Rebalance Program (See POM 502)



PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

POM FILE: 501
Rev 0

01/02/2021

Page 4 of 11
Greg Wood

Returned Material Requests

Requests for returns are reviewed and in some cases rejected

- a. RC may not accept any parts back for return that fall into any of the following categories:
 1. Obsolete
 2. Superseded
 3. Hazardous Materials. *
 4. Parts with a shelf life (gaskets, etc.)
 5. Parts in Less than Standard Pack
 6. Return requests for parts that are less than \$200 per invoice and were not due to an RC error.

*Note: There is a cost associated with the disposal of hazardous materials and customers will be billed back for any disposal costs/fees incurred by RC for any unauthorized hazardous parts returned.

- b. Requests for new and unused parts that are eligible for return will be accepted up to sixty (60) days from the original invoice date with a 25% restocking charge. Beyond sixty (60) days, return authorization will be issued at the discretion of RC.
- c. Additionally, RC Materials group reserves the right not to authorize the return of parts that are shipped direct from RC vendors, non-stock items or parts that were in stock at the time of order and shipped over 60 days from the date of invoice.

Returns must be in a new an unused condition (available for resale):

All Returns must be received in new and unused condition which includes original packaging. If material is not received in a new and unused condition, the request for credit will be denied and product will be returned to customer at their expense.

The RM Coordinator in Customer Service will communicate to the original RM requestor.

Any requests for credit other than the reasons listed above should be filed thru totalchannel.com (Refer to POM 500 for complete instructions).

Note: New & Unused Return Material Requests under \$200 (in aggregate of the invoice) will be rejected.

All other Approved Return Material Requests (ex. damaged, defective) under \$200 will be approved as field scrap and should not be returned to RC unless requested by the RM Coordinator in your official RM document.



PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

**POM FILE: 501
Rev 0**

01/02/2021

**Page 5 of 11
Greg Wood**

Returned Material Requests

Defective Part Returns

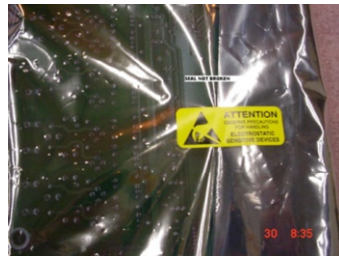
When requesting authorization for the return of a defective part, a detailed description of the defect and / or symptoms must be included. Failure to do so may result in rejection of return authorization or the issuance of credit.

Circuit Boards

- A. To be considered for credit on a “new and unused” return, all circuit boards must be returned in the original anti-static packaging and with the protective seal intact.
- B. Once the seal is broken, RC cannot put these back to stock because:
 - I. We cannot determine what handling was done.
 - II. We cannot determine if the part experienced any exposure to static.

Therefore, if the bag is opened, the part cannot be considered new and unused and no credit will be issued.

ACCEPTABLE



UNACCEPTABLE:



Refused shipments and other unauthorized returns:

If the customer refuses a shipment or returns any unauthorized parts to RC or an RC Vendor, the product will be returned freight collect and **NO** credit will be issued.



PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

POM FILE: 501
Rev 0

01/02/2021

Page 6 of 11
Greg Wood

Returned Material Requests

Returning the Shipment:

- A. All materials authorized for return should be sent to RC in one shipment. Return material requests will be closed once the material is received by RC even if the entire amount authorized on the RM has not been received.
- B. Authorized returns must be received at the correct return warehouse within **45 days** of the authorization date or the RM will be void. Parts returned after the RM is void will be returned to the customer freight collect.
- C. All items being returned that are not a result of a Carrier error must be shipped "F.O.B. Destination". Collect freight charges on any shipments received (other than cases where Carrier was at error) will be charged back to the Distributor. When returning material due to a Carrier error, do *not* send by air freight. Please utilize the appropriate return material freight method for your returns. *See routing instructions at the end of this section.*
- D. An entire parts delivery to be returned due to a miss shipment (did not order) requires a Call Tag. Contact RC Customer Service at (315) 432-7278 who will provide pickup instructions.
- E. All material must be properly packaged to ensure that it will not be damaged during shipment. Tag the outside of each carton clearly with the RM # provided; and safeguard the integrity of the packaging to ensure a "New and Unused" Status. (See reference above).
- F. Ship goods to the appropriate facility as marked in the upper right corner of the RM form. Parts shipped to the wrong designated location will be returned to the customer "Freight Collect" and the RM will be void.
- G. If there is a determination that product will need to be returned directly to our supplier; you will receive a copy of an FSO. (Factory Shipping Order) along with a Return Material authorization form. The FSO is to be used as the packing slip and is to be placed in the carton of material being returned to the supplier.
- H. When shipping parts with the FSO, send RC Accounting a copy of the Bill of Lading and a copy of the RM as proof that the parts have been shipped back. Once shipping information has been received by RC Accounting, your credit can be processed (unless credit pending upon inspection of part returned). Failure to send proof of delivery will delay processing of the credit memo.

RM Status

When a RM request is received, it is entered directly into C10 so that you can track the status through the entire process from paperwork receipt, through receipt of the material, to credit memo processing. Use your Sales Order Status screen (option #4 on your c10 menu) and enter the RM number into the CUSTOMER PO field to view the status of your RM.



PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

POM FILE: 501
Rev 0

01/02/2021

Page 7 of 11
Greg Wood

Returned Material Requests

If you have any questions then please contact your RC Customer Service Representative at (315) 432-7278.

Credit Reductions

The following items will reduce the amount of allowable credit:

- A. "Collect" in-bound freight charges (except in the case of Carrier errors).
- B. The replacement value of parts which fail to pass inspection or are broken, missing, damaged, or worn beyond economical repair.
- C. Restocking charges will be assessed at 25% of invoice value. Restocking charges are not assessed on returns due to RC errors.
- D. Any freight charges billed on the original invoice will be reimbursed if the return is due to a Carrier error.

Exceptions

Any request for exceptions to this procedure shall be referred to the Accounting Department in Syracuse, NY for an exception review. Customer Service will coordinate the customer request with the Accounting Department Analyst and Accounting Manager.

Freight Routing General Instructions are to be utilized when Carrier-RC is responsible for freight charges.

Authorized returns to CHATTANOOGA, TN Please use:

- A. **PARCEL:** Use FedEx when the maximum weight per piece is 150 lbs. and the total shipment weight is a maximum 150 lbs. (more than one piece). The length cannot exceed 108 inches, and the combined length and girth must be a maximum 165 inches [L+2W+2H]. The shipment must be non-palletized and individually packaged and labeled. FedEx is to be utilized on ground packages only. Send freight collect to the Carrier location. You do not need the Carrier Corp FedEx receiver account number because that number is scanned upon delivery to Carrier Corp.

****Note – These instructions do not apply to New and Unused Compressors – Which must be returned via LTL Delivery Services. – See POM 402**

- B. **WEIGHT AND SIZE LIMIT** - A single LTL shipment cannot exceed 12,000 lbs. in weight or occupy the full visible capacity of a trailer (to the extent that no other freight can be loaded in the trailer). If a single shipment exceeds one or both limits, contact Carrier's corporate logistics department at 315-432-6217 for truckload routing instructions.



PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

POM FILE: 501
Rev 0

01/02/2021

Page 8 of 11
Greg Wood

Returned Material Requests

C. Carrier's authorized transportation routings must be used and that any usage of a non-authorized provider would result in excess freight charges being charged back to the distributor.

D. Less Than Truckload (LTL) - See Listing (per Carrier Transportation & Logistics department). CHATTANOOGA LTL is listed below:

Return Freight Carriers

Origin State	City	Zip	Primary Provider	Provider
AL	CHATTANOOGA	37419	SEFL	SOUTHEASTERN FREIGHT
AR	CHATTANOOGA	37419	SEFL	SOUTHEASTERN FREIGHT
AZ	CHATTANOOGA	37419	RDWY	YRC FREIGHT
CA	CHATTANOOGA	37419	RDWY	YRC FREIGHT
CO	CHATTANOOGA	37419	RDWY	YRC FREIGHT
CT	CHATTANOOGA	37419	RDWY	YRC FREIGHT
DC	CHATTANOOGA	37419	RDWY	YRC FREIGHT
DE	CHATTANOOGA	37419	RDWY	YRC FREIGHT
FL	CHATTANOOGA	37419	SEFL	SOUTHEASTERN FREIGHT
GA	CHATTANOOGA	37419	RDWY	YRC FREIGHT
IA	CHATTANOOGA	37419	HMES	USF HOLLAND
ID	CHATTANOOGA	37419	RDWY	YRC FREIGHT
IL	CHATTANOOGA	37419	HMES	USF HOLLAND
IN	CHATTANOOGA	37419	HMES	USF HOLLAND



PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

POM FILE: 501
Rev 0

01/02/2021

Page 9 of 11
Greg Wood

Returned Material Requests

KS	CHATTANOOGA	37419	RDWY	YRC FREIGHT
KY	CHATTANOOGA	37419	SEFL	SOUTHEASTERN FREIGHT
LA	CHATTANOOGA	37419	SEFL	SOUTHEASTERN FREIGHT
MA	CHATTANOOGA	37419	RDWY	YRC FREIGHT
MD	CHATTANOOGA	37419	RDWY	YRC FREIGHT
ME	CHATTANOOGA	37419	RDWY	YRC FREIGHT
MI	CHATTANOOGA	37419	HMES	USF HOLLAND
MN	CHATTANOOGA	37419	HMES	USF HOLLAND
MO	CHATTANOOGA	37419	HMES	USF HOLLAND
MS	CHATTANOOGA	37419	SEFL	SOUTHEASTERN FREIGHT
MT	CHATTANOOGA	37419	RDWY	YRC FREIGHT
NC	CHATTANOOGA	37419	SEFL	SOUTHEASTERN FREIGHT
ND	CHATTANOOGA	37419	RDWY	YRC FREIGHT
NE	CHATTANOOGA	37419	RDWY	YRC FREIGHT
NH	CHATTANOOGA	37419	RDWY	YRC FREIGHT
NJ	CHATTANOOGA	37419	RDWY	YRC FREIGHT
NM	CHATTANOOGA	37419	RDWY	YRC FREIGHT
NV	CHATTANOOGA	37419	RDWY	YRC FREIGHT
NY1	CHATTANOOGA	37419	RDWY	YRC FREIGHT
NY2	CHATTANOOGA	37419	RDWY	YRC FREIGHT



PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

POM FILE: 501
Rev 0

01/02/2021

Page 10 of 11
Greg Wood

Returned Material Requests

OH	CHATTANOOGA	37419	HMES	USF HOLLAND
OK	CHATTANOOGA	37419	SEFL	SOUTHEASTERN FREIGHT
OR	CHATTANOOGA	37419	RDWY	YRC FREIGHT
PA	CHATTANOOGA	37419	RDWY	YRC FREIGHT
RI	CHATTANOOGA	37419	RDWY	YRC FREIGHT
SC	CHATTANOOGA	37419	SEFL	SOUTHEASTERN FREIGHT
SD	CHATTANOOGA	37419	RDWY	YRC FREIGHT
TN	CHATTANOOGA	37419	SEFL	SOUTHEASTERN FREIGHT
TX	CHATTANOOGA	37419	SEFL	SOUTHEASTERN FREIGHT
UT	CHATTANOOGA	37419	RDWY	YRC FREIGHT
VA	CHATTANOOGA	37419	SEFL	SOUTHEASTERN FREIGHT
VT	CHATTANOOGA	37419	RDWY	YRC FREIGHT
WA	CHATTANOOGA	37419	RDWY	YRC FREIGHT
WI	CHATTANOOGA	37419	HMES	USF HOLLAND
WV	CHATTANOOGA	37419	RDWY	YRC FREIGHT
WY	CHATTANOOGA	37419	RDWY	YRC FREIGHT
AB	CHATTANOOGA	37419	RDWY	YRC FREIGHT
BC	CHATTANOOGA	37419	RDWY	YRC FREIGHT
MB	CHATTANOOGA	37419	RDWY	YRC FREIGHT
NB	CHATTANOOGA	37419	RDWY	YRC FREIGHT



PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

POM FILE: 501
Rev 0

01/02/2021

Page 11 of 11
Greg Wood

Returned Material Requests

NF	CHATTANOOGA	37419	RDWY	YRC FREIGHT
NL	CHATTANOOGA	37419	ABFS	ABF FREIGHT
NS	CHATTANOOGA	37419	RDWY	YRC FREIGHT
ON	CHATTANOOGA	37419	RDWY	YRC FREIGHT
PE	CHATTANOOGA	37419	RDWY	YRC FREIGHT
QC	CHATTANOOGA	37419	RDWY	YRC FREIGHT
SK	CHATTANOOGA	37419	RDWY	YRC FREIGHT

