

PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

POM FILE: 500
Rev. 0

01/01/2022

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Greg Wood

Credit Requests

When submitting credit requests for RC billing issues - PLEASE FOLLOW THE LINK to <https://www.RCDchannel.com> to submit your request on line.

No paper copies will be accepted.

1. This procedure is used to submit credit claims into the credit website (www.RCDchannel.com) by the RC customer when requesting a credit for reasons detailed below.

2. Reasons for a Credit Request

- Miss-shipment - i.e. Shortage(s)
 - i. If overages, contact RC Customer Service
 - ii. If received incorrect part, contact RC Customer Service
- Pricing error
- Tax adjustments
- Freight charged incorrectly
- Freight and premiums for emergency-ordered parts with known quality issues

Note - Claims for freight reimbursement associated with emergency orders for planned parts which have gone into backorder will be considered on a case-by-case basis

3. Credit Requests that will not be accepted:

- *RC will not honor any requests for credit involving freight damaged compressors shipped where the customer requested UPS or FedEx as a shipping method.*
- *Requests for returned material need to be completed thru Salesforce. Refer to POM 501 for the procedure. If instructions are needed to use Salesforce for returns, please contact the RM Coordinator in customer service.*



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4. Credit Request Requirements

- Requests must be entered into RCDchannel.com within **30 days** of invoice date (requests received after this date will be rejected).
- The required fields are noted with a red asterisk (*).
- The requester should attach any supporting documentation such as freight bill, delivery receipt, packing list, pictures, etc. to help process your request timely. Also, write any notes in the description section.

For help entering a Ticket (Credit request) log into <https://www.RCDchannel.com> and hover over the Credit Requests tab, a drop down menu will appear, click on “help” option and scroll down to **5.2** “Add Tickets” to get assistance with the specific type of credit request you need help entering into the web site.

5. New users can request access to RCDchannel.com by using the “Register link on the main page. **New user** requests will require C10 parent code and users email address to start the process.

6. Credit Request Status

Approved claims will be processed for payment once all approvals and audits are complete. For information as to the status of a credit request; log into RCDchannel.com and refer to your claim ticket under review/search credit tickets on the Credit Request drop down menu.

7. Replacement Parts

When a Carrier/RC error is made, replacement parts are not automatically shipped. If replacement parts are needed, a new order must be entered.

