



**REPLACEMENT COMPONENTS
PARTS OPERATION MANUAL**
POM: 24-500

Totaline Credit Request

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Effective Date: January 1, 2024
Supersedes Date: January 1, 2023

APPLICABLE BUSINESS:
Replacement Components



**REPLACEMENT
COMPONENTS**

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Highlight of Changes:

- **No Process Changes**

The interface for credit requests has been upgraded. You will use RC invoices – then review the entire invoice and choose all short shipped parts on the same claim. There can only be one ticket per invoice for the same claim type.

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

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

- Parts Shortage (did not receive anything)
 - i. If overages, contact RC Customer Service for a manual billing.
 - ii. If received incorrect part, contact RC Customer Service for a RM to return the part AND receive credit.
- 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 through Salesforce. If assistance is needed for the return material in sales force, contact the RM coordinator. Refer to POM 501 for the procedure to claim for miss-shipments. Once the incorrect part is returned, a credit can be issued.*

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 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”.

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

6. Credit Request Status

Approved claims will be processed for payment once reviewed and all approvals 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.