

How to Do Freightliner CORE Returns

RPA's

6/14/06

Step 1 - Print off **NETPRO** CORE OWED Information to determine what CORES we have eligibility to return. [Web Link to NETPRO](#)

Login **qpdrdd01**

P/W **truck**

Go to **F4** Parts Systems

Go to **F6** Reman Tracking

Go to **F4** Program Roll

Here is where you see what we owe that is as current as Freightliner has inputted info - which is outstanding returns, warranty claims, ect....

Caution: be aware that if any outstanding returns or warranties have not been processed it may affect our return eligibility. **WE CANNOT OVER RETURN ANY CORES TO FREIGHTLINER.**

Step 2 - Build return using the **CORE FORMS** available on www.accessfreightliner.com - (1) form for each vendor.

Login qpdrdd01

p/w jaxtnt500

tools & service

cores information & forms

core return forms

[Must pack all vendors separately - can be on same pallet but packed separately]. Examples:
Many different core forms.....

- ✓ Carlisle Brake Shoes
- ✓ Fuller Transmissions
- ✓ Meritor
- ✓ Horton

Fill out core forms and total your weight.

Step 3 - Contact Freightliner Core Management Department at phone number **1-866-843-6049** [Lou or Christine] and let them (both ladies) know what cores you have to return [using your core forms as a reference].

Can also correspond at e-mail core@freightliner.com

They will issue an RPA # (that needs to be on all paperwork including core return forms and internal core forms) that will be used in the core process with the CMCS return center. [Our contact there is Becky - **Phone: 740-435-0263**]

Step 4 - Fill out BOL referencing RPA# - correctly with 3rd party billing info and correct freight carrier. (If return is over 20,000 lbs must ship different carrier)

Note: We can combine CMCS (Detroit) Returns with Freightliner (RPA) Vendor Returns but we must cross-reference CMCS packing slip # and RPA numbers to ensure shipments are properly received. DO NOT MIX DETROIT CORES AND FREIGHTLINER CORES in the packaging process. All boxes must be labeled reflecting RPA# or CMCS #. Need (2) Packing slips - (1) Copy inside a box and (1) copy on outside of A BOX - Mark it appropriately (Packing slip enclosed).

Step - 5 - Call Freight Carrier and have picked up and turn in all paperwork (copies) to parts office. Keep CORE SHOP copy in appropriate file for future reference.

Step 6 - CMCS will fax in a CORE INSPECTION REPORT that we must APPROVE and fax back. Examine and protest if needed - APPROVE and fax back. Communicate any changes to parts office.