

CNH CoreView Tutorial



November 2016

Log In to CNH Dealer Portal / CoreView



Access to the Core Returns Management Site is located on the CNH Dealer Portal.

<https://portal.cnh.com/DPLogin/>

Click on 'Parts' tab, then under the links on the right hand side, click on "CNH Core View-Reman Core and Reman Warranty Shipments" to be directed to CoreView.

If you have any problems connecting to the CoreView portal, please contact the CNH Core Center at 888-678-8070 or the Reman Tech Center at 888-949-7362.

A screenshot of the CNH Dealer Portal interface. The top header features the 'CASE III AGRICULTURE' and 'CASE CONSTRUCTION' logos. Below the logos is a navigation bar with tabs for 'Wholegoods', 'Precision Tools', 'Parts' (highlighted in green), 'Service', and 'CNH Industrial Capital'. A 'My Profile' link is visible in the top right corner. Below the navigation bar, there are two red buttons labeled 'eCommerce' and 'Highlights'. A yellow notice box on the right side contains the text: 'Notice: WebAcademy Outage Alert -- The CNHi training team is performing maintenance to the WebAcademy performing the maintenance over a weekend for North America and prior to the scheduled maintenance of the system.' Below the notice, there is a 'ParTech' section with a 'Question Number' input field. On the left side, there is an 'Attention' section and an 'Events' section. The 'Events' section shows a calendar for 'Today is November 22, 2016'. A sidebar menu on the right side contains a 'More Information...' link, a highlighted link for 'CNH Core View-Reman Core and Reman Warranty Shipments', and a description of the service: 'CNH Core View-Reman Core and Reman Warranty Shipments Create, Submit and Ship Reman Core and Reman Warranty returns to the Core View Return Center. Core View allows you to view the status of the return at each stage of the process.' Another 'More Information...' link is at the bottom of the sidebar.

CoreView Portal



This is the initial screen you will see when you are directed to the portal. The screen will give you a quick glance at your return status along with the ability to create additional returns, add to existing returns, see what's on the hot list, and view your purchase and return history.

Please verify your information and contact your administrator if incorrect.

CNH COREView.com

YOUR INFORMATION

ACCESS

- Log Out
- Your Information**
- Tell Us What You Think

RETURNS

- Create A New Return
- [7] Open Returns
- [50] Submitted Returns
- [0] Return EPA Core
- Reprint Packing/Labels

PART INFO & HISTORY

- Material Identification
- Purchase History
- Return History
- [323] Your Core List
- [330] Hot List

Welcome to CNH COREVIEW...
You have TWO ways of creating a return.
Choose CREATE A NEW RETURN on the left and begin adding parts.
• Select YOUR CORE LIST further down and choose the parts you want to return.
If you've already started a return choose OPEN RETURNS and choose the return you want to add more parts to.

Dealer ID:

Dealer Name:

Address:

Phone Number:

Fax Number:

STATE	RETURNS
OPEN RETURNS	7
SHIPPED	0
RECEIVED	1
INSPECTED	0
CREDITED	49

[TELL US WHAT YOU THINK](#)

Announcements, Information etc.

Your Core List / Eligibility



The easiest way to create a return or add to an existing return is to click on 'Your Core List', under Part Info & History. This will take you to a list displaying all the material you are eligible to return.

Once your core list is displayed you can check the box next to the part number(s) you wish to return and choose the quantities from the drop down box. This screen shows weights and values for the core.

Once you have selected all the parts you want to return, click on the drop down next to 'A New Return' to select an existing return or simply click "Add To" to create a new return.

The screenshot shows the 'CORE LIST' web application interface. On the left is a navigation menu with sections: ACCESS (Log Out, Your Information, Tell Us What You Think), RETURNS (Create A New Return, 7 Open Returns, 50 Submitted Returns, 0 Return EPA Core, Reprint Packing/Labels), and PART INFO & HISTORY (Material Identification, Purchase History, Return History, 323 Your Core List, 330 Hot List, Core Bank Statement, Manage Core Bank). The main content area is titled 'CORE LIST' and includes a 'Managing your Core List...' information box with a note: 'NOTE: This is just one way to create a return. If you want to add more parts to this list you can select OPEN RETURNS from the menu on the left, locate the return you had created and add more parts.' Below this is a table with columns: PART, WEIGHT, QTY (UNUSED, ON A RETURN), CORE PRICE, and VALUE (UNUSED, ON A RETURN). A dropdown menu is open over the table, showing 'ADD TO A NEW RETURN' and 'EXISTING RETURNS' with a list of return IDs and part counts. The table contains 12 rows of data for Rotating Electrical parts.

PART	WEIGHT	QTY		CORE PRICE	VALUE	
		UNUSED	ON A RETURN		UNUSED	ON A RETURN
103B04A1	11.40	6	0	\$30.00	\$180.00	\$0.00
103B07A1	13.42	17	0	\$35.00	\$595.00	\$0.00
104017A1	21.20	2	0	\$25.00	\$50.00	\$0.00
104208A1C	62	2	0	\$100.00	\$200.00	\$0.00
104210A1C	62	2	0	\$100.00	\$200.00	\$0.00
104211A1C	52.47	1	0	\$100.00	\$100.00	\$0.00
104213A1C	62.83	1	0	\$65.00	\$65.00	\$0.00
104215A1C	64	1	0	\$30.00	\$30.00	\$0.00
104221A1C	23	1	0	\$30.00	\$30.00	\$0.00
104253A1C	48	1	0	\$100.00	\$100.00	\$0.00
104254A1C	66	1	0	\$110.00	\$110.00	\$0.00

Reference Information



Once you have added the parts you will utilize this screen to select which type of return each unit will be (core or warranty), capture serial numbers, and add any references you want to track.

You will also be required to enter your claim number for warranty returns.

After all information is entered, click 'Add to Return' at the top right.

ADD PARTS TO RETURN

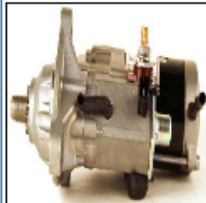

DEALER ID:
DEALER:
RETURN:

CREDIT CALCULATOR
- Estimate the estimated return value.
- Calculations are not final and may be adjusted upon inspection.

ADD TO RETURN **CANCEL**

NOTE - YOU MUST HIT THE ADD TO RETURN BUTTON ON THE RIGHT OF THIS PAGE TO FINISH THIS PROCESS AND TO ADD PARTS TO THE RETURN.

i This is YOUR field. What do you want to remember about this part?

PART	QTY	RETURN TYPE	SERIAL #	REFERENCE	\$	CREDIT EST.
 Rotating Electrical	1	WARRANTY	987654	Bob's Garage	90	
		CNH CLAIM #: 201612345678				
	1	CORE	ABCXYZ	W/O 159	1	

Add or Delete Parts



If you want to add more parts to the return, click on the 'All Parts' to type in the part number or 'Eligible Parts' to see what is on your core list.

You can also delete any part from a return by checking the box next to the part number, then selecting the 'Delete Line' in the drop down under 'Print Label' and click 'Selected'.

OPEN RETURNS

DEALER ID:


RETURNS: 820723

DATE: 11/23/2016

INFO/NOTE:

[CLICK TO MANAGE CONTACTS](#)

84224787C
Gearbox Assembly



[Click to PRINT LABEL / DELETE LINE](#) [CLICK TO EDIT FIELDS \(in RED\)](#) [PRINT CURRENT LIST NOT A PACKING SLIP](#)

	TYPE	PART #	DESCRIPTION	SERIAL #	REFERENCE #	QTY	WEIGHT	VALUE	EST.	
<input type="checkbox"/>	CORE	84224787C	Gearbox Assembly	ABCXYZ	W/O 159	1	190.50 ea. 190.5	1	1.00	
<input type="checkbox"/>	WARRANTY	504106753C	Starter Motor	987654	Bob's Garage	1	23.97 ea. 24.0	90	90.00	201612345678
TOTALS:						2	214.5	91.00	↑	

Check / Uncheck ALL

You can place a checkbox next to the item you want to print or delete, then choose from the drop down and hit SELECTED.

Label printed at least once.

Never printed.

Printing Labels



This screen allows you to print labels and add any additional information you want to capture on the return. You can also see the weights and values for each item on the return.

To print labels, simply check the box next to the part and click selected.

OPEN RETURNS

DEALER ID:



RETURNS: 820723

DATE: 11/23/2016

INFO/NOTE:

[CLICK TO MANAGE CONTACTS](#)

504106753C
Starter Motor



[Click to PRINT LABEL / DELETE LINE](#) [CLICK TO EDIT FIELDS \(in RED\)](#) [PRINT CURRENT LIST NOT A PACKING SLIP](#)

	TYPE	PART #	DESCRIPTION	SERIAL #	REFERENCE #	QTY	WEIGHT	VALUE	EST.	
<input checked="" type="checkbox"/>	CORE	84224787C	Gearbox Assembly	ABCXYZ	W/O 159	1	190.50 ea. 190.5	1	1.00	
<input checked="" type="checkbox"/>	WARRANTY	504106753C	Starter Motor	987654	Bob's Garage	1	23.97 ea. 24.0	90	90.00	201612345678
TOTALS:						2	214.5	91.00	↑	

Check / Uncheck ALL

You can place a checkbox next to the item you want to print or delete, then choose from the drop down and hit SELECTED.

Label printed at least once. Never printed.

Shipment Policies



- LTL Carrier pickups for load 150lbs or more will be provided as a service using CoreView.
- Warranty returns under 150lbs will be picked up by UPS.
- NON warranty returns less than 150lbs will require you to make your own pickup arrangements.

Shipment Details / Finalize Return



To finalize your return, click the 'Complete' button and fill out all the pertinent information for your shipment to be set up.

- Determine disposition if no credit
- Total number of packages or pallets
- Total weight including pallets and packaging material
 - Part weight already provided
 - If small parcel, container dimensions and weights will be required for each
- Contact information
- Set your pick up and closing times
- Check the box that all parts are properly labeled or return will not finalize

Once you have finalized the details you will be given all documents necessary to ship the material, including customs paperwork if outside the US.

LTL Carrier pickups for loads of 150 lbs or more will be provided as a service using COREVIEW.
Warranty returns under 150 lbs will be picked up by UPS.
Non warranty returns less than 150 lbs will require you to make your own pickup arrangements.

CLICK TO **COMPLETE** YOUR RETURN
Finalize and ship your load by clicking this button.

PLEASE PROVIDE US WITH ADDITIONAL INFORMATION TO COMPLETE YOUR SHIPMENT

If no credit is allocated to a part:
 Scrap at Site Freight Collect Return

Provide us details of what you're shipping:
CONTAINERS / PALLET: TOTAL WEIGHT: LBS

PLEASE VERIFY CONTAINERS AND TOTAL WEIGHT

In case we need to contact you please provide us contacts (click below to manage):

MANAGE CONTACTS
CURRENT LIST
andrew.nevala@torgerson.biz
dora.wirtzberger@torgerson.biz

When will the load be ready? When do you close?

All parts have been properly & individually tagged (please verify & check to proceed).

This will complete your return. Provide the information above and choose **FINALIZE** to complete this return. You will be directed to the documents you'll need to print for the load.

FINALIZE or **CANCEL**

Shipment Labels / Documentation





Ensure you print all labels associated with your return.


Be sure to print a Commercial Invoice if you are located outside of the US.


If for some reason your UPS label, shipping document, and packing slip do not appear in your return, please contact the Core Return Center at 888-678-6070 and they will provide documents via email or fax.

THANK YOU FOR USING COREVIEW!
PLEASE PRINT THE DOCUMENTS BELOW AND INCLUDE THEM IN YOUR RETURN.
DEALERSHIPS ARE RESPONSIBLE FOR THE COSTS OF TRANSPORTING LOADS UNDER 150 LBS (except warranty)


 **PRINT DOCUMENTS**

 **SHIPPING DOCUMENT**
CLICK TO PRINT

 **PACKING SLIP**
CLICK TO PRINT

 **PART LABELS**
CLICK TO PRINT

Please PRINT and INCLUDE the documents above in your load.

 **CONTACT US**

TRANSPORTATION QUESTIONS
PHONE: 855-479-9565
EMAIL: freight@srclogisticsinc.com

SYSTEM ISSUES
PHONE: 888-949-7362

Your shipment will be picked up soon after the date you selected [12/9/2016] (usually the day of or the day after).

[RETURN HOME](#)

Printing Shipping Document / BOL



Example Shipping Document or Bill of Lading (BOL) needs to be printed off and given to the driver for all LTL shipments.

If your BOL does not print, please contact the Core Center Customer Service for a copy to be emailed or faxed.

SRC ogistics		Bill of Lading						
Shipment ID / BOL Number SW00181423		Pickup Carrier Name FEDEX FREIGHT Phone: 406-761-0977 Fax No: 406-761-4810						
Selected Service Type is Economy - Standard LTL								
Ready Date:		12/9/2016						
Shipper Name: Address: City: Contact:								
Destination Name:		CNH Reman Core Return Center Address: 2085 E. PYTHIAN STREET City: Springfield State: MO Zip: 65802 Contact: Freight Phone: (855) 479-9565 Fax: (417) 861-5815						
Pieces	Container	Description	Item Reference	Dimensions	CL	NMFC #	Cubic Feet	Weight
1	Pallets	Used Tractor Parts		N/A	85	120790 -1		250
1	Total							250
SPECIAL INSTRUCTIONS:								
REFERENCE NUMBERS: SHIPPER REF # CNH# '820723								
ADDITIONAL SERVICES:								
Liability Limitation for loss or damage on this shipment may be applicable. See 49 U.S.C. § 14706(c)(1)(A) and (B).								
RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classification and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations. Shipper certifies that the bill of lading is completed accurately and that the shipment is in proper condition for shipping.								
Bill freight charges to:		SRC LOGISTICS PO BOX 9147 SPRINGFIELD, MD 65801-9147					Phone: (855) 479-9565 Fax: (417) 864-5672	
Shipper		Date		Carrier - Received in Good Order		Date		
Printed on Wednesday, November 23, 2016								

Printing UPS Shipping Label

Example UPS Shipping Label for parcel returns. Please attach proper label to each parcel according to the shipment details you provided when finalizing your return.

If you do not receive daily UPS pickups, please check the box for transportation to be scheduled.

If for some reason your UPS, shipping document, and packing slip do not appear in your return, please contact the Core Return Center at 888-678-6070 and they will provide documents via email or fax.

34 LBS
1 OF 1

DATE: 23 NOV 2016

SHIP TO:
 SHIPPING
 4178933006
 CNH CORE RETURN CENTER
 C/O SRC LOGISTICS, INC.
 2065 E PYTHIAN
 SPRINGFIELD MO 65802-2267
 UNITED STATES

MO 658 9-01

UPS STANDARD
 TRACKING #: 1Z 2VW

KEY-RS

BILLING: R/C RECEIVER 2MWS3
 DESC: ENGINE PARTS, USED CORE
 REFUND SERVICE - PAYMENT GUARANTEED

Reference # 1: CNH*237221*820728
 Reference # 2: SW00181397

Shipment agreement required for insured parcels and 156-value parcels. For international shipments, the carrier's terms of service apply. Restrictions may apply and limited liability may be provided. Insured value may vary. Insurance coverage may be limited to the carrier's liability. For more information, visit [ups.com/insurance](#). © 2016 UPS. All rights reserved. This label is not valid for use if it is not properly affixed to the package. The carrier is not responsible for damage to contents. The carrier is not responsible for damage to contents caused by improper packaging. The carrier is not responsible for damage to contents caused by improper packaging. The carrier is not responsible for damage to contents caused by improper packaging. The carrier is not responsible for damage to contents caused by improper packaging.

Printing Packing Slip




Example Packing Slip you will need to print off and attach to your return. This packing slip includes your information, the parts you are returning, and the Core Center's address.

If you have more than one pallet of material being returned, we recommend making a copy and attaching to EACH pallet. In the event the pallets get separated during transit, this will allow the Core Center to quickly locate each pallet.

PACKING SLIP

DEALER ID: [REDACTED]
 DEALER NAME: [REDACTED]
 ADDRESS: [REDACTED]

 **REMAN**
CORE CENTER
 C/O SRC Logistics
 2065 E. Pythian
 Springfield, MO 65802

DATE: 11/23/2016
 RETURN: 820723

[Barcode]

TYPE	S/B	JH	PART #	DESCRIPTION	REF/WAR #	SERIAL #	QTY	WEIGHT	VALUE
Warranty	S	-	504106753C	Starter Motor	Bob's Garage	987654	1	24.0	90.00
[Barcode]							CLAIM: 201612345678		
Core	S	-	84224787C	Gearbox Assembly	W/O 159	ABCXYZ	1	190.5	1.00
[Barcode]									
TOTALS:							2	214.47	91.00
							QTY	WEIGHT	VALUE

Printing Part labels



Example Core/Warranty Return Tag.
Please attach part labels to each individual part. These can be printed from any computer utilizing standard 8X11 paper.

Select your option of how you want them to print in section 1. If you need assistance in setting the margins, please click in the RED area for further directions.

Note: Labels will be marked in the upper right corner as core or warranty.

DEALER		84224787C Gearbox Assembly	TAG: 1 of 2 PARTS: 1 of 2
RETURN 820723	ITEM 2	C ORE	
REFERENCE W/O 159	SERIAL PART ABCXYZ	CNH INDUSTRIAL REMAN	
CORE CENTER 2065 E. Pythian Springfield, MO 65802			

DEALER		504106753C Starter Motor	TAG: 2 of 2 PARTS: 1 of 2
RETURN 820723	ITEM 1	W ARRANTY	
REFERENCE Bob's Garage	SERIAL PART 987654	CLAIM # 201612345678	CNH INDUSTRIAL REMAN
CORE CENTER 2065 E. Pythian Springfield, MO 65802			

Tracking Returns



After you have finalized a return, you will be able to track each return number and each part on a return through the process by clicking on 'Submitted Returns' under Core Returns.

- Shipped
- Received
- Inspected
- Credited

If you missed printing off any part labels or documentation for your return, they will still be available to you if the return number is still showing in the 'Shipped' status.

The screenshot shows the 'RETURNS IN PROCESS' interface. On the left is a navigation menu with sections: ACCESS (Log Out, Your Information, Tell Us What You Think), RETURNS (Create A New Return, [7] Open Returns, [51] Submitted Returns, [0] Return EPA Core, Reprint Packing/Labels), and PART INFO & HISTORY (Material Identification, Purchase History, Return History, [321] Your Core List). The main area displays 'DEALER ID: [redacted] NAME: [redacted]' and a progress bar with dropdowns: 1 SHIPPED (820723), 1 RECEIVED (SELECT), 0 INSPECTED (NONE), 12 CREDITED (2016, SELECT). Below are buttons for 'FIRST ENTERED: 11/23/2016 SHIPPED: 11/23/2016', 'SHIPPING DOCUMENT PRINT', 'PACKING SLIP PRINT', and 'PART LABELS PRINT'. A note states: '* NOTE: For any rejected core receiving \$0.00 value, the Dealer may request the core to be returned at the Dealers expense within 10 working days, please call 888-678-6070 or 417-863-6166.' A table lists parts with columns: PART NUMBER, DESCRIPTION, S/B, REFERENCE #, SERIAL #, WARRANTY #, QTY, WEIGHT, VALUE. The table contains two rows and a totals row.

	PART NUMBER	DESCRIPTION	S / B	REFERENCE #	SERIAL #	WARRANTY #	QTY	WEIGHT	VALUE	
1	504106753C [W]	Starter Motor	S	Bob's Garage	987654	201612345678	1	24.0	90.00	✓
2	84224787C [C]	Gearbox Assembly	S	W/O 159	ABCXYZ	N/A	1	190.5	1.00	✓
TOTALS:							2	214.5	91.00	

Material Identification



Click on 'Material Identification' under Part Info & History to find the Deduct/Defect Calculator and to review Core Criteria information.

Search *WILDCARD* allows you to put in a part number (partial or full) or a part description.

The screenshot displays the 'MATERIAL IDENTIFICATION' section of a web application. On the left, there are three main navigation categories: 'ACCESS' (Log Out, Your Information, Tell Us What You Think), 'RETURNS' (Create A New Return, [7] Open Returns, [51] Submitted Returns, [0] Return EPA Core, Reprint Packing/Labels), and 'PART INFO & HISTORY' (Material Identification, Purchase History, Return History, [321] Your Core List, [330] Hot List). The 'Material Identification' option is highlighted in yellow.

The main content area features a search bar with '5041' entered and a 'FIND' button. To the right, there are links for 'DEFECT/DEDUCT CALCULATOR', 'CORE CRITERIA', 'APPLICATIONS USED', and 'SHOW ALL IMAGES'. Below the search bar, it indicates 'FOUND: 55' and 'SHOW PER PAGE: 10'. Two search results are shown:

- Result 1:** Core Number: 1935041C1. Description: Electrical Gauge. Product: Electronic. Reman Part: 1252488C1. New Part: 1252486C2. Core Weight: 1.4. Core Value: 200. Includes an image of an electrical gauge and a 'PART DETAIL TOOLS' icon.
- Result 2:** Core Number: 504171476C. Description: Turbocharger. Product: Turbo Charger. Reman Part: 504171476R. New Part: 504171476. Core Weight: 48.3. Core Value: 500. Includes an image of a turbocharger and a 'PART DETAIL TOOLS' icon.

Each result also includes a 'CLICK TO VIEW' link and a 'KEY' section with 'INTERNATIONAL' and 'HOLSET' part numbers.

Deduct/Defect Calculator / Core Criteria




These are examples of Core Criteria and the Deduct/Defect Calculator associated with it.


This allows you to be able to match your unit to the correct part number and ensure that it meets the criteria for full credit. If it does not, you are able to calculate what credit amount you would receive based on the deduct amounts CNH has established for that deduct code.

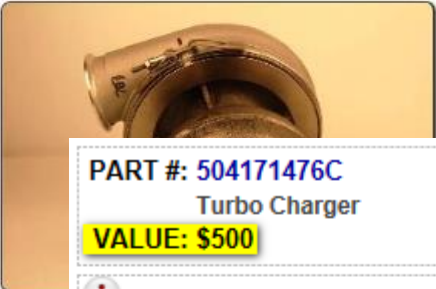
Basic guidelines for 100% credit:


- Like for Like
- Oil drained (engines)
- Utilize original/compatible packaging for core returns
- Fully assembled

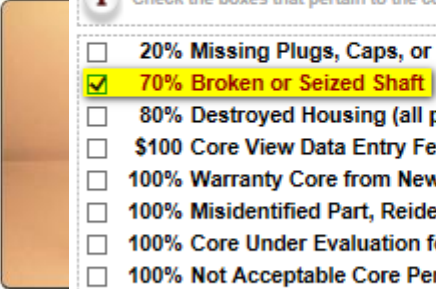
105885 DOCUMENT ID **504171476C** TURBO REVISION DATE

 **CORE IDENTIFICATION**










PART #: 504171476C
Turbo Charger

VALUE: \$500

 **150.00**

i Check the boxes that pertain to the condition of your part.

- 20% Missing Plugs, Caps, or Covers Supplied with Reman
- 70% Broken or Seized Shaft**
- 80% Destroyed Housing (all parts), Broken Ear (rotating electrical)
- \$100 Core View Data Entry Fee of \$100
- 100% Warranty Core from New, No Credit Eligible
- 100% Misidentified Part, Reidentified to Correct Core
- 100% Core Under Evaluation for Credit
- 100% Not Acceptable Core Per Core Criteria
- 100% Core Disassembled
- 100% Fire Damage

Reman No.	New No.
504171476R	504171476
	504171476C

Purchase History



'Purchase History' under Part Info & History allows you to see what part numbers you have open, expired, closed or cancelled core tags for.

You can see what is already issued on a return and the number of days you have left on your eligibility of each part.

ACCESS

- Log Out
- Your Information
- Tell Us What You Think

RETURNS

- Create A New Return
- [7] Open Returns
- [51] Submitted Returns
- [0] Return EPA Core
- Reprint Packing/Labels

PART INFO & HISTORY

- Material Identification
- Purchase History**
- Return History
- [321] Your Core List
- [330] Hot List
- Core Bank Statement

SALES HISTORY

Sales / Purchase History
The History is listed by part, showing invoice data and other data. Flags are shown to indicate eligibility. See Key below.

DEALER ID:

DEALER NAME:

USE CTRL-F TO SEARCH

103804A1C PURCHASED 10 RETURNED 4 RETIRED 0 PENDING 0 REMAINING 6

INVOICE DATE	INVOICE #	CNH PSO	SHIP DATE	Unit Core Price	QTY	PART	CORE	DESCRIPTION
12/13/2010			12/13/2010	20	1	103804A1R	103804A1C	REMAN-ALTERNATOR
4/25/2014			4/25/2014	25	1	103804A1R	103804A1C	REMAN-ALTERNATOR
9/10/2014			9/10/2014	25	1	103804A1R	103804A1C	REMAN-ALTERNATOR
9/16/2014			9/16/2014	25	1	103804A1R	103804A1C	REMAN-ALTERNATOR
12/8/2014			12/8/2014	30	1	103804A1R	103804A1C	REMAN-ALTERNATOR
4/29/2015			4/29/2015	30	1	103804A1R	103804A1C	REMAN-ALTERNATOR
5/27/2015			5/27/2015	30	1	103804A1R	103804A1C	REMAN-ALTERNATOR
8/13/2015			8/13/2015	30	1	103804A1R	103804A1C	REMAN-ALTERNATOR
9/15/2015			9/15/2015	30	2	103804A1R	103804A1C	REMAN-ALTERNATOR

103806A1C PURCHASED 1 RETURNED 1 RETIRED 0 PENDING 0 REMAINING 0

KEY:
PARTS REMAINING TO RETURN
NO PARTS LEFT TO RETURN
OVER RETURNED
PENDING = Currently on a Return (not yet credited)
REMAINING = Purchased - (RETURNED + RETIRED + PENDING)

Return History



'Return History' under Part Info & History will capture all information you have returned; the parts you returned, their descriptions, the difference in values between purchase and credit.

This screen will populate with new return information once it has been placed in the 'Credited' status.

RETURN HISTORY

Return History
Return History are parts that HAVE been returned. They may not reflect parts you've purchased if you haven't.

DEALER ID:
DEALER NAME:

VIEW BY:

BY PART

*PENDING = TIED UP IN A RETURN NOT YET CREDITED.

PART	DESCRIPTION	VALUE	RETURNED	PURCHASED	DIFF	PENDING	FINAL
103798A1C	Rotating Electrical	5	5	0	-5		-5
103804A1C	Rotating Electrical	30	4	10	6		6
103806A1C	Rotating Electrical	15	1	1	0		0
103807A1C	Rotating Electrical	35	8	25	17		17
104019A1C	Rotating Electrical	25	1	0	-1		-1
104023A1C	Rotating Electrical	10	2	2	0		0
104023A1R			1	0	-1		-1
104193A1C	Rotating Electrical	55	1	1	0		0
104193A1R			1	0	-1		-1
104198A1C	Rotating Electrical	50	1	0	-1		-1
104208A1C	Rotating Electrical	100	2	4	2		2
104210A1C	Rotating Electrical	100	1	3	2		2

Hot List



'Hot List' items are those needed by CNH to seed future programs or to fill current demand for those cores. You do not have to have open eligibility to return these parts.

If you wish to return items off this list, simply click the box and choose the quantity next to the part number. You can then add this to a new return or an existing return.

ACCESS

- Log Out
- Your Information
- Tell Us What You Think

RETURNS

- Create A New Return
- [7] Open Returns
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- [0] Return EPA Core
- Reprint Packing/Labels

PART INFO & HISTORY

- Material Identification
- Purchase History
- Return History
- [321] Your Core List
- [330] Hot List
- Core Bank Statement
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THE HOT LIST

i Processing from the Hot List...
The HOT List is a list of core CNH is looking for and will grant a return outside of eligibility.
If you have the parts, check the corresponding checkbox, change the quantity you have to return.
If you came by this page from the OPEN RETURNS page, these parts will be added to the return you had selected. Otherwise, choose ADD TO A RETURN and you will be asked to choose an existing return or to create a NEW return.

[ADD TO](#) [A NEW RETURN](#) [Print This Page](#)

CHECK and ADJUST QUANTITIES

QTY	PART	DESCRIPTION	WEIGHT	CORE VALUE		
<input type="checkbox"/>	1	118110A1C	Hydraulic Cylinder	12.952	\$60.00	
<input type="checkbox"/>	1	120181C92C	Clutch Pressure Plate	43.13	\$25.00	
<input type="checkbox"/>	1	129330A1C	Hydraulic Pump	39.99	\$250.00	
<input type="checkbox"/>	1	130787A1C	Transmission	504.00	\$2,500.00	
<input type="checkbox"/>	1	1343659C2C	Hydraulic Pump	44.30	\$1,200.00	
<input type="checkbox"/>	1	136323C92C	Wobble Box	61.80	\$500.00	
<input type="checkbox"/>	1	139808A2C	Hydraulic Cylinder	132	\$300.00	
<input type="checkbox"/>	1	183795A4C	Hydraulic Cylinder	170	\$400.00	
<input type="checkbox"/>	1	1934147C1	Fuel Injector	0.60	\$35.00	

Core Bank Statement



Your 'Core Bank Statement' will allow you to review some metrics that are stored based on your return history.

- Number of returns
- Parts
- Credited Values
- Weight
- Eligibility
 - Product Group
 - Part Number
- Hot Item Returns

ACCESS

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RETURNS

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CORE DATA SHEET

NAME:

ADDRESS:

Pilot Dealer? **Yes**

VALUE OF CORES OWED

\$45,979

21.6%

Purchased: 493 [\$58,663]
Returned: 169 [\$12,684]
Retired: 0 [\$0]
Over: 32 [\$4,536]

First Logged On: 11/2/2011

Recent Log On: 11/23/2016

CORE VIEW DETAILS

Detail on Returns submitted, Parts returned, Credited values and total weight through Core View.

NUMBER OF RETURNS

Total number of returns created and shipped through Core View

	2015					2016								
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Mar	Apr	May	Jun	Aug	Oct	Nov
Returns: 47														
Shipped: 1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Received: 1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Inspected: 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Credited: 45	1	1	3	4	1	1	4	1	1	2	2	3	2	0

PARTS

Parts returned through Core View

	2015					2016								
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Mar	Apr	May	Jun	Aug	Oct	Nov
Parts: 457														
Shipped: 2	0	0	0	0	0	0	0	0	0	0	0	0	0	2

Manage Core Bank / Archive



‘Manage Core Bank’ gives you the ability to manage your core list for parts that are not going to be returned.

To ‘Archive’ parts, select the part(s) you need to archive by clicking the checkbox beside the part number, change the quantity and click “Archive Selected Items”.

The part(s) are now removed from your core list and reside in the archive list.

Manage Core Bank

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Archive eligibility...

To archive parts...

- Select the parts you need to archive by clicking the checkbox beside the part number.
- Adjust the required quantities.
- Click SUBMIT.

VIEW ARCHIVE

CHECK / UNCHECK ALL

ARCHIVE SELECTED ITEMS

	PART	DESCRIPTION
<input type="checkbox"/> 6	103804A1C	Rotating Electrical
<input type="checkbox"/> 17	103807A1C	Rotating Electrical
<input type="checkbox"/> 2	104017A1C	Rotating Electrical
<input type="checkbox"/> 2	104208A1C	Rotating Electrical
<input type="checkbox"/> 2	104210A1C	Rotating Electrical
<input type="checkbox"/> 1	104211A1C	Rotating Electrical
<input type="checkbox"/> 1	104213A1C	Rotating Electrical
<input type="checkbox"/> 1	104215A1C	Rotating Electrical
<input type="checkbox"/> 1	104221A1C	Rotating Electrical
<input type="checkbox"/> 1	104253A1C	Rotating Electrical

Manage Core Bank / Restore Archived



To 'Restore' part(s) to your core list, click on the 'View Archive' tab. Then select the part(s) you need to restore by clicking the checkbox beside the part number and click "Restore Selected Items".

The part(s) are now removed from your archive list and have been placed back in your core list.

VIEW ARCHIVE

Manage Core Bank

Archive eligibility...

To archive parts...

- Select the parts you need to archive by clicking the checkbox beside the part number.
- Adjust the required quantities.
- Click SUBMIT.

SELECT PARTS

CHECK / UNCHECK ALL **VIEW ARCHIVE** **RESTORE SELECTED ITEM(S)**

	PART	DESCRIPTION
<input type="checkbox"/>	6	103804A1C Rotating Electrical
<input type="checkbox"/>	17	103807A1C Rotating Electrical
<input type="checkbox"/>	2	104017A1C Rotating Electrical
<input type="checkbox"/>	2	104208A1C Rotating Electrical
<input type="checkbox"/>	2	104210A1C Rotating Electrical
<input type="checkbox"/>	1	104211A1C Rotating Electrical
<input type="checkbox"/>	1	104213A1C Rotating Electrical
<input type="checkbox"/>	1	104215A1C Rotating Electrical
<input type="checkbox"/>	1	104221A1C Rotating Electrical

Email Notification Management



You have the ability to add or delete personnel email addresses to receive notification as to the status of your returns in the 'Notify Management' tab under Help & Support.

To add, just enter the email address and click 'Add'. The email address will populate below in the contacts section. You can then select which notification each email address needs to receive (one, two, or all four).

To delete, simply click the box next to that email address and click 'Delete Selected'.

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HELP & SUPPORT

- Notify Management**
- Email Support
- FAQs
- Document Library
- Your Contacts

NOTIFY MANAGEMENT

ADD NEW CONTACT

ADD

* ADD TO LIST BELOW, THEN MANAGE

CONTACTS NOTIFY WHEN

DELETE SELECTED

CHECK / UNCHECK ALL

CONTACT	WHEN		PROCESSED	
	RECEIVED	CREDITED	992	EPA
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RECEIVED As parts are received at the Core Center.
CREDITED At the time the returns are credited.
992 When a 992 - Non-Conforming part has been resolved and processed.
EPA As EPA parts are nearing their half-way mark and then as they reach their closing date, reminder emails are sent out.

Email Support



‘Email Support’ allows you to send an email to the Core Center Customer Service. This is especially useful for after hours/weekends. If you have a question or need clarification on a return status, defect status or credit information, you can make those requests via email.

In the popup box, provide a brief but specific explanation of the information you are needing and a representative will contact you with their findings or they may request more information.

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YOUR INFORMATION

Welcome to CNH COREVIEW...
You have TWO ways of creating a return.
• Choose CREATE A NEW RETURN on the left and begin adding parts.
• Select YOUR CORE LIST further down and choose the parts you want to return.
If you've already started a return choose OPEN RETURNS and choose the return you want to add more parts to.

Dealer ID:
Dealer Name:
Address:
Phone Number:
Fax Number:

STATE	RETURNS
OPEN RETURNS	7
SHIPPED	1
RECEIVED	1
INSPECTED	0
CREDITED	49

[TELL US WHAT YOU THINK](#)

Provide detail of your issue, question or request:

FROM: EMAIL or PHONE:

Customer Support will contact you ASAP.
Window will close after submitted.

FAQ



‘Frequently Asked Questions’ gives you a quick reference for questions that we have had in the past. You can check this list to see if there may be an answer already provided.

Simply click on the question and the answer will populate underneath.

If this list does not answer your question and you need further assistance, please contact the Core Center Customer Service at 888-678-6070 or Reman Tech Center at 888-949-7362.

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FREQUENTLY ASKED QUESTIONS

Core Center Customer Service
888.949.7362

Frequently Asked Questions (FAQs) about Remanufactured Parts and the Core Center Website

- Parts I added have disappeared when I went back to the return.
This often happens when you've selected the parts to add but you've not clicked "ADD TO RETURN".
ADD TO RETURN
- We sold a part thru another store in our complex, who will the credit be issued to?
- We sold part thru another store in our complex, do they need to send core back to us or can it be sent back by them?
- How long is the eligibility for returning cores?
- What if I find parts on the hot list...can I combine loads?

Document Library



The 'Document Library' will contain tutorials and/or videos that will help navigate through CoreView, including creating returns, adding/deleting parts, and managing your core bank.

The screenshot shows a web interface with a left sidebar and a main content area. The sidebar is divided into four sections: ACCESS, RETURNS, PART INFO & HISTORY, and HELP & SUPPORT. The main content area is titled 'DOCUMENT LIBRARY' and contains four document cards. The first card is 'Inventory Audit' with a PDF icon and a date of 10/25/2015. The second card is 'Training Material' with a PDF icon and a date of 9/4/2015. The third card is 'Core View Webinar Training - Update' with a video icon and a date of 4/24/2012. The fourth card is 'Core View Webinar Training' with a video icon and a date of 2/6/2012. The 'Document Library' option in the sidebar is highlighted in yellow.

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DOCUMENT LIBRARY

Inventory Audit
In order to prepare for our year end audit we will be auditing our inventory October 26th thru October 30th. During this audit we will be unable to issue credits but will continue to inspect and will provide a dummy PSO in Core View which will be replaced with the actual PSO the next week. We appreciate your patience during this time
10/25/2015

Training Material
Updated Core Shipping instructions are now available for you to view.
9/4/2015

Core View Webinar Training - Update
4/24/2012

Core View Webinar Training
2/6/2012

Tell Us What You Think



‘Tell Us What You Think’ about the CoreView. Many improvements, trainings and FAQs have come from the input of those that have been using the program.

Your thoughts, comments, suggestions and ideas are very important to the Core Center and the success of the program.

Thank you!!!

The screenshot shows a web interface for providing feedback. On the left, there are two menu sections: 'ACCESS' with links for 'Log Out', 'Your Information', and 'Tell Us What You Think' (highlighted in yellow); and 'RETURNS' with links for 'Create A New Return', '[7] Open Returns', '[51] Submitted Returns', '[0] Return EPA Core', and 'Reprint Packing Labels'. The main area is titled 'YOUR THOUGHTS' and features a wooden ballot box icon with a blue envelope and the word 'FEEDBACK' on it. To the right of the ballot box is a large yellow text input field containing the text 'We LOVE using this core return program!!!'. Below the input field is a yellow 'SUBMIT' button. At the bottom of the form area, the text 'YOUR THOUGHTS, COMMENTS, SUGGESTIONS AND IDEAS!' is displayed.