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REVISION HISTORY

Revision Level	Issued By (Department)	Authors	Description of Change	Date
2	Parts	<i>Donnie Lucas, Geoff Michalak, Jill Parcels, Brian Saucier, Adam Rose, Art Roy, Bob Call, Ronda Gelinis</i>	Reformat to new template	February 2011

APPROVALS

Name	Position	Date Reviewed
<i>George Belsito</i>	<i>Parts Operations Manager</i>	<i>February 2011</i>

1. PURPOSE

The purpose of this procedure is to explain the steps required and the by both the TEPS/AMD Dealer and Milton Cat.

2. SCOPE

The use of the TRR Return form

3. DEFINITIONS

4. RESPONSIBILITIES

- Parts Warehouse Employees
- Back Order Group Employees
- Parts Counter Employees
- Parts Supervisors
- Parts Managers

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5. PROCEDURE

The TRR form was originally developed for the specific use of a TEPS (Truck Engine Parts and Service) dealer for the return of several different types of parts returns back to Milton Cat. The use of this form was then expanded and is also used by AMD (Associated Marine Dealers) and ISD (Independent Service Dealers) as well.

The TEPS/AMD dealers are responsible for maintaining their own inventory of TRR forms. A supply of these forms can be requested, at no charge from your local Milton Cat location.

Milton Cat cannot accept photocopies of these forms, as they are individually numbered for tracking purposes. The TRR forms must be filled out completely, using the account number which the part(s) were originally sold to. This is extremely important for the timely processing of core credits to TEPS/AMD dealers that may be purchasing parts under more than one account number. A new TRR form will need to be filled out for each type of transaction, i.e., new parts, used cores, warranty parts.

Listed below are the specifics of the information that must be listed on the form to insure the efficient flow of the parts through the system.

- Step 1. Fill in the top portion of the TRR form with the information needed, i.e. account number, TEPS code, and dealer name.
- Step 2. Make sure to place an "X" in the appropriate box for new parts, used cores, or warranty. (Note: for a warranty remanufactured core, both the core and warranty boxes should be filled in.)
- Step 3. For each part return category a separate TRR form will need to be filled out and returned separately.
- Step 4. Make sure to fill out the quantity, part number, and description for each part being returned.
- Step 5. Used core returns. For any remanufactured cores, fill in the quantity, part number, and description. If the TEPS/AMD/ISD dealer has already inspected a core and has determined the core credit value, place an "F" for full credit, or a "P" for a partial credit in the "expected credit" area to the right side of the form.
- Step 6. The TEPS/AMD/ISD dealer will retain the pink copy of the TRR form for their records.

Incomplete or incorrectly filled out TRR forms will need to be returned to the TEPS/AMD dealer for correction, along with the corresponding parts.

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Acceptable uses of this form are:

- New parts that are being returned to Milton Cat, i.e.; a customer did not need the part, a part was inventory surplus and needed to be returned, a repair job was cancelled.
- Used cores that are being returned to Milton Cat for core value inspection and credit.
- Parts that were part of a warranty repair that have been requested to be sent back to Caterpillar for failure analysis and labeled with appropriate warranty claim number.
- Remanufactured cores that were part of a warranty repair.

The TRR forms are scanned into Milton Cat’s system for tracking and recall purposes. Because of this process, it is important that these forms be received at Milton Cat in good condition. It is suggested that the forms be placed into plastic bags.

Each TRR form includes three copies. The white copy would be shipped with the cores, new parts, or warranty parts. The yellow copy is for Milton Cat, and the pink copy would stay at the TEPS/AMD dealer for their records.



6. APPLICABLE REFERENCES