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REVISION HISTORY

Revision Level	Issued By (Department)	Authors	Description of Change	Date
1	Parts	Joshua Brock	First Edition	

APPROVALS

Name	Position	Date Reviewed
<i>Procedure Committee</i>		

1. PURPOSE

This procedure outlines core attrition on Cat Reman parts for TEPS/AMD/ISD dealers, and efforts made by both the TEPS/AMD/ISD dealer and Milton CAT to ensure outstanding cores don't attrition.

2. SCOPE

This procedure applies to TEPS/AMD/ISD Second Level CAT Dealers and Milton Cat Parts Department Personnel

3. DEFINITIONS

- TEPS - Truck Engine Parts and Service Dealer
- AMD - Authorized Marine Dealer
- ISD - Industrial Service Distributor

4. RESPONSIBILITIES

- Parts Trainers
- Parts Managers
- Parts Supervisors
- Parts Counter Personnel

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5. PROCEDURE

As a service to our TEPS/AMD/ISD dealers it has been an ongoing practice to contact each of the parts managers at these dealers to remind them that they have open core entitlements that are nine months old or older. The core entitlements for these dealers will attrition within our core tracking system after they have reached the 12 month mark from the original sale date. Each core entitlement is purchase document specific. Once they have been contacted by a representative of Milton Cat it is now the responsibility of each TEPS/AMD/ISD dealer to act accordingly in order for them not to lose those core entitlements.

The primary means of tracking cores for TEPS/AMD/ISD dealers is through PartStore or parts.cat.com.

There are two main scenarios that may exist with each open core entitlement. One is that the dealer has not yet returned a used core for the part number purchased. The second scenario would be that the dealer still has the new part on his shelf.

In either scenario the dealer would need to return these within the 12 month period in order not to lose the entitlement.

The method that is to be used to contact the TEPS/AMD/ISD dealer is via an e-mail sent to his or her e-mail address listing the part numbers and document numbers that are 9 months old or older. They would be instructed to return to Milton Cat before the 12 month period in order for them not to lose these entitlements.

Every six months a complete listing of TEPS/AMD/ISD dealer contacts is published by the Milton Cat On-Highway Marketing Manager. The e-mail addresses for parts managers at each of these dealers can be extracted from this listing.

The Parts Managers is responsible to make sure this information is effectively communicated to the TEPS dealer. Either e-mail or phone calls can be utilized.

It is at the discretion of the Parts Manager to determine which method of communication best suits the customer's needs and provides adequate proof that information was delivered.

6. APPLICABLE REFERENCES