

To: General Managers
Parts Managers
Warranty Managers
Service Managers

Bulletin:
Date & Time:
Expiration Date:

PA-2012-62
February 3, 2012
02-3-2014

Subject: Core Consolidation Returns in DC209

Hino Parts continuous improvements program (CIP) is our ongoing strategy to respond to dealer suggestions and improve our capabilities to the environment. Effective today February 3, 2012, Hino has instituted an upgrade to the DC209 Core Return process. When entering a Core Return in DC209 you will now be able to select that either one credit note and one RMA be generated, or a separate credit note and RMA for each unique core part number entered as previously allowed. We believe this new option will be more efficient, environmentally friendly and a time saving for certain dealers.

Please review the attached instructions for entering Core Return requests in DC209.

The Dealer Connect System has already been updated to reflect these changes. The HinoTech training site will also be updated to reflect these changes.

Thank you for your business and support. If you have any questions, please contact Hino Parts Customer Service at 866-372-HINO (866-372-4466)

Hino Parts Team

Need Help?

Contact your local DPM or

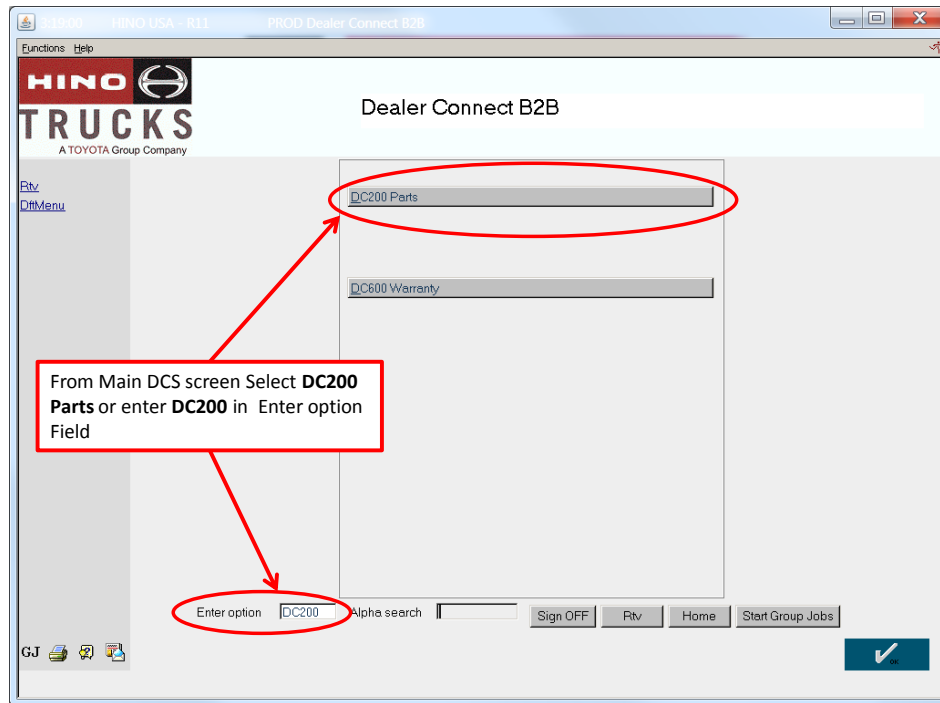
Email: helpdesk@hino.com or parts@hino.com

Phone: 866-372-HINO

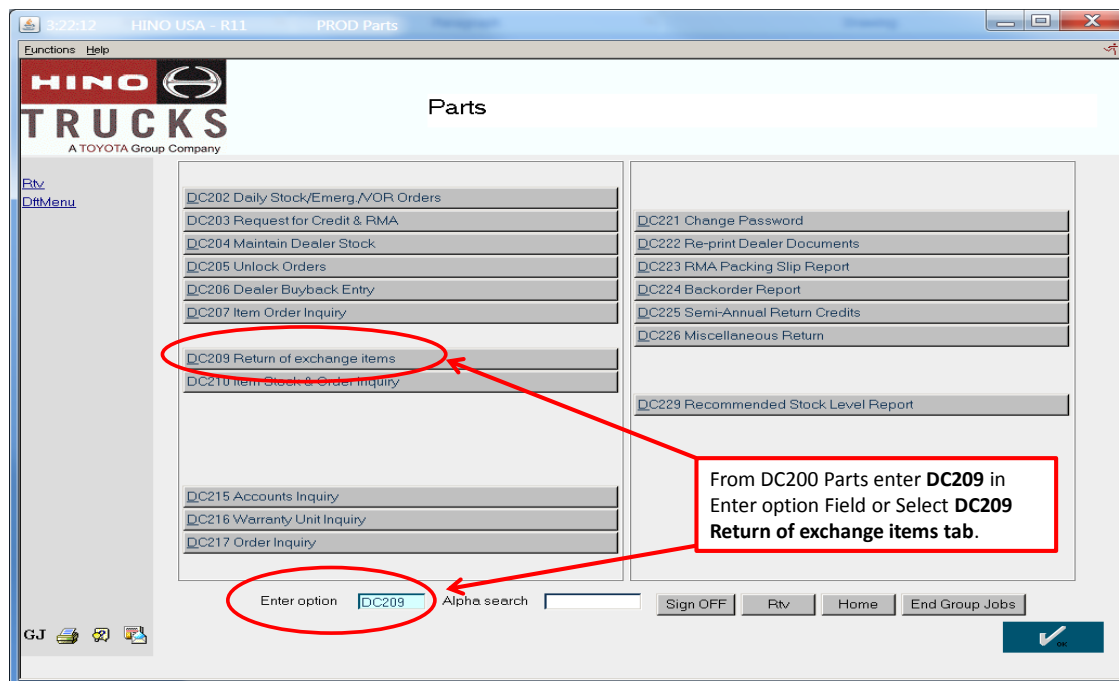
Hino Website: www.hino.com

Hino Dealer Website: www.hinonet.net

DC209- Return of Exchange items

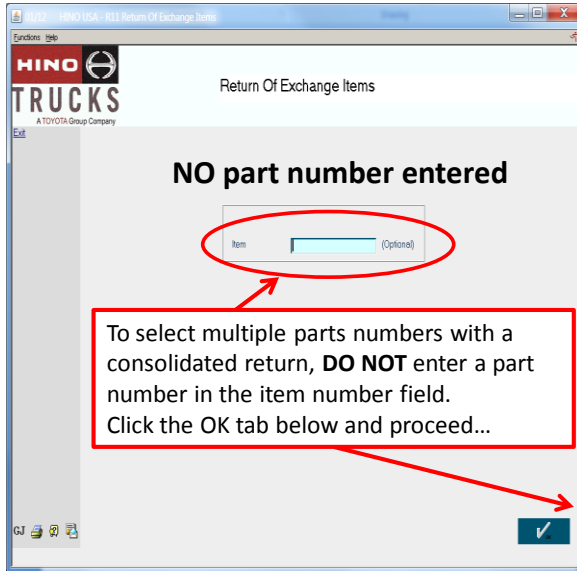


DC209-Return of Exchange items



Consolidated Core returns

Multiple part number



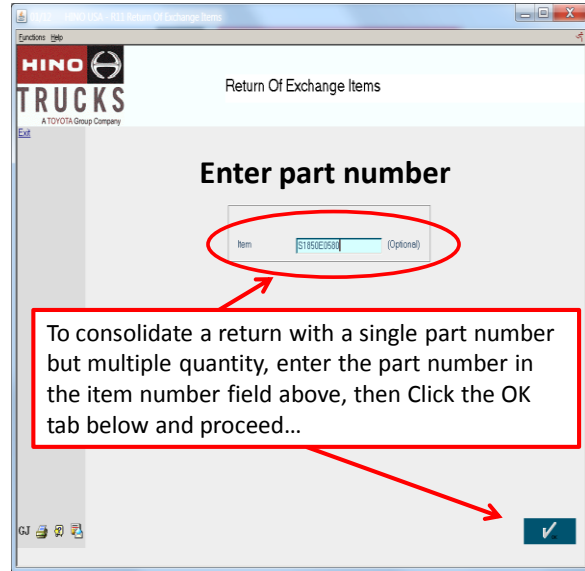
The screenshot shows the 'Return Of Exchange Items' form. The title 'NO part number entered' is centered. Below it, the 'Item' field is empty and circled in red. A red arrow points from a text box below to this field. At the bottom right, there is a blue 'OK' button with a checkmark, also pointed to by a red arrow from the text box.

NO part number entered

Item (Optional)

To select multiple parts numbers with a consolidated return, **DO NOT** enter a part number in the item number field. Click the OK tab below and proceed...

Single part number



The screenshot shows the 'Return Of Exchange Items' form. The title 'Enter part number' is centered. Below it, the 'Item' field contains the part number '57150E2550' and is circled in red. A red arrow points from a text box below to this field. At the bottom right, there is a blue 'OK' button with a checkmark, also pointed to by a red arrow from the text box.

Enter part number

Item (Optional)

To consolidate a return with a single part number but multiple quantity, enter the part number in the item number field above, then Click the OK tab below and proceed...

Consolidated Core returns

Multiple Part number

Return Of Exchange Items

82302 HINO MOTORS SALES U.S.A. Total value 4550.00
MEMPHIS POC
8425 AIRWAYS BLVD Posn To indy

Request Credit

Color	Supplied Qty	Pending Qty	Returned Qty	Total Value	Date Due
2368708291	1			500.00	02/10/12
236870810	1			25.00	04/24/12
1980808400	1			1500.00	05/02/12
1729100363	1			350.00	07/19/12
1729100142	3			1050.00	07/29/12
236870810	1			25.00	10/11/12
2185080500	1			500.00	11/07/12

Select all part numbers you wish to return. Make sure you select multiple lines to allow for quantities necessary for return. After all parts and quantities are selected, click **Request Credit** above.

Single Part number

Return Of Exchange Items

82302 HINO MOTORS SALES U.S.A. Total value 1000.00
MEMPHIS POC
8425 AIRWAYS BLVD Posn To indy

Request Credit

Color	Supplied Qty	Pending Qty	Returned Qty	Total Value	Date Due
2185080500	1			500.00	02/10/12
2185080500	1			500.00	11/07/12

Select all lines with available quantity to return. After all lines are selected, click **Request Credit** above.

Consolidate Core return

Multiple Part numbers

OEPR206 Request Credit

Functions Help

Credit Reference Details **CORE RETURN**

Customer Reference# CR011912

Reason Code CORE

Item number	Return	Maximum
S1850E0580	1	2
17201E0142	1	3
17201E0363	1	1
23602E0010	1	1

Previous Continue OK

If consolidating multiple part numbers, the box above will display. In the return column, confirm the actual quantity You wish to return. You cannot adjust quantity above the Maximum quantity listed. (if you do not have enough quantity In Maximum field, click **previous** and add additional quantity) When quantity is correct click **OK** Then **Continue**.

Single Part number

OEPR206 Request Credit

Functions Help

Item S1850E0580

Quantity to return 2 Maximum 2

Credit Reference Details **CORE RETURN**

Customer Reference# CR011912

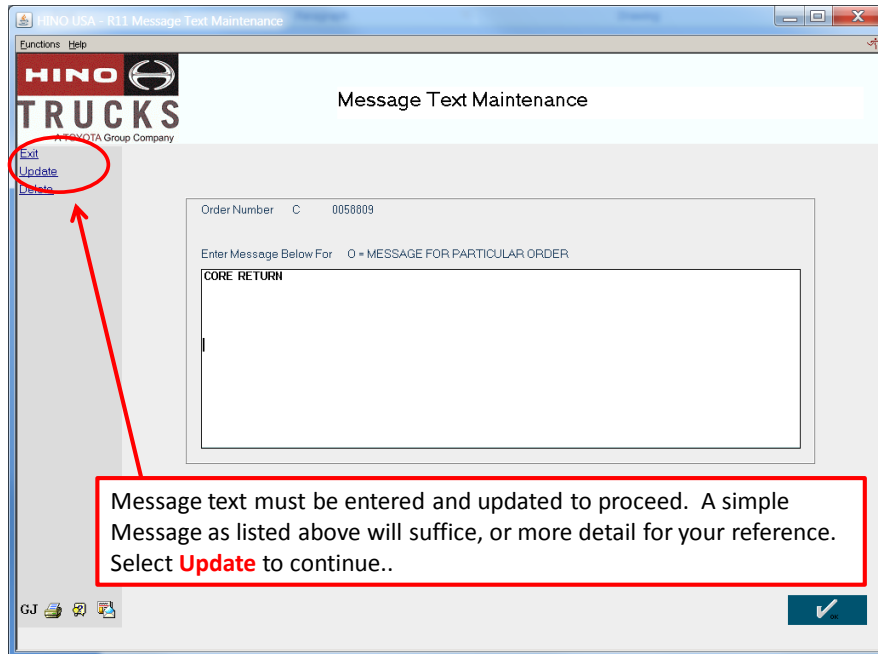
Reason Code CORE

Previous Continue

Confirm quantity to return, do not exceed Maximum quantity. When completed, click **Continue** to proceed...

- Credit Reference details must be entered regardless of return type.
- Credit Reference # refers to the Dealer reference or id for the return.

Consolidated Core return



Message Text Maintenance

Order Number C 0050009

Enter Message Below For O = MESSAGE FOR PARTICULAR ORDER

CORE RETURN

Exit
Update
Update

Message text must be entered and updated to proceed. A simple Message as listed above will suffice, or more detail for your reference. Select **Update** to continue..

Consolidated Core return

HINO USA - R11 Credit Claim Finalisation

Functions Options Help

HINO TRUCKS
A TOYOTA Group Company

Previous
Exit

Credit Claim Finalisation

Action ☐ Accept ☐ Cancel ☒ Submit

Debit Note	C	58809	Unit Credit	*NO	Items Value	1225.00-
Customer#	82302	HINO MOTOR SALES U.S.A.			Items @TAX	.00
Bill To	82302				Handling .00 %	.00
					Penalty .00 %	.00
					Other Tax	.00
					Total Credit	1225.00-

Cancel

Item	Sts	Qty	Nett Value	@TAX	Value	Line Value
S1850E0580S	T	1-	500.00-	.00	.00	500.00-
17201E0141S	T	1-	350.00-	.00	.00	350.00-
17201E0363S	T	1-	350.00-	.00	.00	350.00-
23602E0010S	T	1-	25.00-	.00	.00	25.00-

Confirm all part numbers and quantity are correct and select **Submit** then **OK**.
If corrections are necessary, click **Cancel** then **OK** to start over.

OK

Consolidated Core return

01/12 HINO USA - R11 Return Of Exchange Items

Functions Options Help

HINO TRUCKS
A TOYOTA Group Company

Return Of Exchange Items

Previous
Exit
Refresh
Fold/Unfold

82302 HINO MOTORS SALES U.S.A. Total value 4550.00
MEMPHIS PDC
8425 AIRWAYS BLVD Posn To mdy

Request Credit

Item Number	Color	Supplied Qty	Pending Qty	Returned Qty	Total Value	Date Due
S1850E0580		1	1		500.00	02/03/12
23670E0291		6			600.00	02/16/12
23602E0010		1	1		25.00	04/24/12
19000E0420		1			1500.00	05/02/12
17201E0363		1	1		350.00	07/19/12
17201E0142		3	1		1050.00	07/20/12
23602E0010		1			25.00	10/11/12
S1850E0580		1			500.00	11/07/12

GJ

When finalization is complete , you will be returned To selection screen above. Click **Exit** to end return Process.

Core Return Approval

•Approved returns will generate a RMA document to the email address on record. →

•Return a copy of the document with return.

•Refer to Core receiving guide for complete return instructions.



A Toyota Group Company

Core Parts Returns

Customer:

HINO MOTORS SALES U.S.A.
MEMPHIS PDC
8425 AIRWAYS BLVD
*****DO NOT MAIL*****38671

Return To:

Hino Trucks Core Return
6881 South 19th Street,
Oak Creek, WI - 53154

Credit Note:	C 58809
Customer order#:	CR011912
Returned by:	02/18/12
Date:	1/19/12
Page:	1

Item	Description	WH	Location	Qty	Code	Reason Description	Actual Code
51550E05803	CORE CHARGE-FILTER PARTICULA	M1	* SUNDRY	1	CORE	CORE RETURN	
17201ED1410	CORE CHARGE -TURBOCHARGER	M1	* SUNDRY	1	CORE	CORE RETURN	
17201ED0K30	CORE CHARGE -TURBOCHARGER	M1	* SUNDRY	1	CORE	CORE RETURN	
23602ED0100	CORE CHARGE - NOZZLE ASBY	M1	* SUNDRY	1	CORE	CORE RETURN	