

Warranty Information

Warranty Communication

Number: AWC-13-12

Subject: Frequently Asked Questions - Warranty Parts
Shipping Portal (WPSP) Process

Date: Jul 24, 2013

To: U.S. Dealers

This document conveys General
Information.

This Communication is sent on behalf of the Audi Warranty Parts Return Center (WPRC)

Many Audi Dealers have inquired about specific elements of the WPSP process. In our continuing effort to provide full transparency and clarity for our processes, the following questions and answers are published. We hope the information assists you with WPSP *warranty parts return!*

Q. When does a shipping request and shipping label or Bill of Lading show in the WPSP?

- A. ▶ For Launch and special request parts, after the VTA is closed.
- ▶ For any Hazmat parts, after the warranty claim is paid.
 - ▶ For any part requested through SAGA, about 1:00PM ET the following day.

Q. The dealership has a shipping request in the WPSP, but no SAGA barcode sheet is received, what is the next step?

- A. Launches, Hazmat, or special factory parts are requested outside of SAGA. Print the shipping documents from the WPSP and return all requested parts along with any relevant supporting documentation.

Q. What is the process when there is no part to return for the request?

- A. ▶ Do not print the shipping label in the WPSP
- ▶ Use the email link within the WPSP for that specific Shipment ID; this will automatically create an email to the WPRC with that Shipment ID populated in the subject line.
 - ▶ Provide a detailed explanation for why there is no part to return (part missing from vehicle, part added per Technical Service Bulletin)
 - ▶ Include any necessary documentation as an attachment to the email.

Q. The shipping link is *Inactive* and a shipping label cannot be printed. What does this mean?

- A. The warranty part return request remains active for 14 days, after which it becomes “inactive” and a label cannot be retrieved, resulting in a chargeback of the corresponding warranty claim.

Q. How does a new Dealership employee get access to the WPSP?

- A. Contact the Dealership’s extranet administrator and ask to assign the WPSP role to the new employee’s user id. After assignment, access should be activated within 48 hours.

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Q. How does FedEx know there is a package for pickup at the Dealership?

A. A pickup must be scheduled through the WPSP Manifest Center for the following shipments:
▶ FedEx Ground for Hazmat ▶ FedEx LTL for Freight. Each dealer should already have a daily pickup for FedEx Express, but if not that pickup may be scheduled through the Manifest Center also.

Q. Do the package dimensions, 1 x 1 x 1, need to be changed in the WPSP shipping screen?

A. No; however it is critical that a box adequate in size and structure is used to return the parts.

Q. Is a shipment lost or damaged by FedEx a dealerships responsibility?

A. No. After the package is given to FedEx, and a pickup date shown in the WPSP, Audi will handle any shipping loss or damage. If it is determined that the loss or damage is a result of improper packaging at the Dealership, the WPRC will chargeback the claim.

Q. Should a printout of the SAGA barcode be placed on the outside of the package?

A. No. The shipping label printed from the WPSP contains the same barcode. A printout of the barcode should however, be placed inside the package as part of the supporting documents.

Q. What is the process to ship FedEx Freight?

A. The WPSP will generate a Bill of Lading (not a shipping label). Print two copies, then sign and date them as “the shipper”. The FedEx driver will sign the bills and return a copy to keep at the Dealership. The FedEx driver should not “Re-Pro” or assign a tracking number to the shipment as the Bill of Lading already has a “Pro-Number” on it for tracking purposes.

Q. For a FedEx Freight shipment, should the “Liftgate Pickup Collect” checkbox on the shipping page and Manifest Center be *unchecked*?

A. No; never uncheck this box. It notifies the FedEx driver that a truck equipped with a liftgate is required to load the item.

Q. Can a company other than FedEx be used to return requested parts?

A. No, not if the return parts shipments is to remain “prepaid”. FedEx must be used. Audi does not prepay or reimburse for freight when any other carrier is used.

Q. Should the OP900 or OP950 forms be printed for Hazmat Freight as it is for FedEx Ground Hazmat?

A. No; print only the Hazmat Bill of Lading. Forms OP900 and OP950 are not created or used for Hazmat Freight Shipments.

Q. How does a dealership become a registered *Qualified Hazardous Material* shipper?

A. ▶ Complete the U.S. Department of Transportation (DOT) Hazardous Materials Training
▶ Fax the (1) current DOT Hazardous Materials Training Certificate and (2) completed FedEx OP910 form to the WPRC at 248.754.6540.

FedEx will send a confirmation fax to the dealership after the account is registered.

Important to Note: If the following statement appears: “Customer is not eligible for Hazardous Materials/Dangerous Goods” when attempting to print a Hazmat FedEx Ground shipping and printing is not allowed, it means the dealership is not a Qualified Hazardous Material shipper. At this point, a third party vendor can ship the requested part for a handling fee of \$450.00.

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Q. Are additional forms needed to ship Hazmat via FedEx Ground?

A. Yes, FedEx form OP900LL is needed. Contact FedEx 1.800.463.3339. They provide the no cost forms to dealerships.

Q. Are additional supplies needed to ship certain hazardous materials?

A. Yes. Audi supplies the following: (1) battery kits when requested and (2) fuel kits when requested. Dealers can purchase other shipping supplies and labels from vendors who sell those items.

Q. Is the OP950 record book needed since the OP950 form is now generated electronically?

A. No, however the book should not be discarded. Retain the book and all the electronic OP950 forms for the time period mandated by the DOT.

Q. Why is the *Manifest Closeout* feature needed for ground Hazmat?

A. The *Send Ground Closeout* button must be selected to complete the Ground Closeout and print the OP950 Hazmat form for the FedEx driver. This must be done the same day as the FedEx label is printed, otherwise the OP950 will not print. FedEx will not deliver the package, and instead will return it to the dealership if the manifest is not closed and OP950 printed.

Q. How can the Hazmat documents be reprinted?

A. ▶ OP900 can be reprinted from the *Shipping History* section of the shipping screen
▶ OP950 can be reprinted from the Manifest Center using the *reprint* button

Q. Is additional Hazmat shipping assistance available online?

A. Yes. FedEx provides useful information on their website
<http://www.fedex.com/us/service-guide/our-services/dangerous-goods-hazmat/>. Select *Hazardous materials (FedEx Ground)* at the bottom of the page.

DOT also has complete regulations available online.

http://www.ecfr.gov/cgi-bin/text-idx?SID=86a6c2c552d0449bf96cf1467ac82632&tpl=/ecfrbrowse/Title49/49tab_02.tpl

Q. Is additional information about the WPSP shipping process available?

A. Yes. Check the Audi Warranty Online Resource Center/ Warranty Parts Return Center for additional information on the topic.

As always, if there are questions or concerns about the WPSP shipping process, contact Audi Warranty 866.677.2834 or AudiWarranty@Audi.com.