



PARTS ALERT

2016 HINO ANNUAL PARTS RETURN PROGRAM

The Hino Annual Parts Return Program is designed to assist HMS dealers in properly adjusting their parts inventory to the ever-changing requirements of the market. For the 2016 return period, the eligible return dollar value is calculated based on 8% (3% for HMI generated orders) of your stock order purchases (excluding core) made between April 1, 2015 and March 31, 2016. All returns through this program are subject to a 10% restocking fee.

The following policies and procedures apply:

Annual Return Program Period: April 20, 2016 through February 28, 2017

Multiple return shipments can be entered and processed throughout this period, until your eligible funds have been reduced to zero. Freight must be prepaid by the dealer for each return processed.

Items that are not eligible for return include: Obsolete parts (parts no longer purchased by HMS); special order parts; glass; hoods; manuals and catalogs; parts that have been previously installed or taken off vehicles. Parts with a grade of D, E, F, X or Z are not eligible for credit and should not be returned. All-Makes parts have specific program return eligibility and should be reviewed with your DPM for return administration. Dealers are responsible for thoroughly inspecting the return list prior to return. HMS will inspect the parts received by each dealer. The **non-eligible parts will be scrapped**, and no credit will be issued. **Glass products will not be accepted for credit.**

Dealer returns must be entered and submitted by the expiration date posted in the DC206 – Dealer Buyback Entry screen. Returns must be shipped by February 28th and received no later than March 15th. If the parts are not received by March 31st (31 days from expiration date) the return will be rejected and cancelled. The expiration date will appear in the line item entry screen. All parts must have been purchased originally from HMS, be in **new and resalable condition, properly identified, and in the original packaging.**

The dealer's parts must be shipped freight prepaid to the Memphis PDC: **8425 Airways Blvd Southaven, MS 38671**. The return shipment must be properly packaged or crated. Return shipments showing signs of damage, due to poor packaging, will be rejected, **no credit will be issued, and the parts will be scrapped.**

Listed on the following pages are detailed explanations on how to use DCS to process your Annual Return.

TO:
Principals
Parts Sales & Managers
Warranty Managers
Service Managers

BULLETIN: **PA-2016-059**
DATE: 6-21-2016
EXP: 02/28/2017

Hino Trucks reserves the right to make changes, including change in price, content, description, terms, time period, etc. at any time without notice.



Hino Trucks National PDC
Phone: (866) 372-4466 | Fax: (662) 342-5151
E-Mail: helpdesk@hino.com

How to Use the DCS for Annual Returns:

The dealer will need to click on the button **DC206**

In the next screen (figure 1) you will enter part number and quantity. Be sure that the number is a returnable part *

After all parts have been entered, exit screen

Figure 1

HINO USA - R11 Dealer Buyback Entry

Functions Help

HINO TRUCKS
A TOYOTA Group Company

Exit
DIAP Enquiry
Delete All

Dealer Buyback Entry

Document# B 0010078 Buy Back Type AA DIAP Period 04/09 to 12/09
Customer# TRUCKMAX HINO OF MIAMI Expiry: end 12/09
Buyback Allowed 1746.73
Current 740.16
Variance 1006.57
Hand%

Part Number Quantity 33166

Line	Item	Return	Disc	Net	Handling	Purchase
1	13450E0710	1	CE	375.99	37.59	Cts B
2	16571E0161	2	CN	53.71	53.71	Cts Z
3	H20719AA	1	CE	5.11	5.11	Cts F
4	794111880A	3	CN	446.40	44.64	401.76
	GLASS W/S	List		580.32	@TAX	Cts A

*--Discount--
Rate Type

If a part is not an allowable class grade, there will be no purchase amount listed.

GJ

The next window (Figure 2) will prompt you to make a selection, you have two choices

HINO USA - R11 Dealer Buyback Entry

Functions Help

HINO TRUCKS
A TOYOTA Group Company

Document Line Entry

Dealer Buyback Entry

Document No B 14832

Make a selection to complete the RMA or suspend the order

☒ Accept Order As Complete (Create New Document With Remaining Variance)
☐ Suspend Order For Further Entry

GJ

start

Figure 2

BE SURE THE OUTPUT QUEUE IS SET TO "WBHQ01"

BE SURE THE Job Path IS SET TO "IDSNORMAL"

Click OK on the screen shown in Figure 3 below. This will create a Dealer Buyback Unpacking List which will be emailed to you immediately, if you don't receive it within one hour please contact the PDC at 1-866-372-4466

The screenshot shows the 'Dealer Buyback Entry' window. A dialog box titled 'DIAP Dealer Unpacking List' is open in the foreground. The dialog box contains the following fields and options:

- Output Queue: WBHQ01
- Copies: 1 (range 1-99)
- Hold Report: Yes (selected) / No
- Job Path: IDSNORMAL
- Hold on Job: Yes (selected) / No

Buttons at the bottom of the dialog box include 'Previous', 'Exit', 'Schedule', and 'OK'.

Some of the information that will be available to you when you go into DC206:

Expiration date

Buyback allowance

Current total of working document

Variance amount left to be used

The screenshot shows the 'Dealer Buyback Entry' window with the following data displayed:

Document# B 0014832 Rtr Back Type AA DIAP Period 04/10 to 12/10
 Customer# 83711 Expiry end 12/10
 Buyback Allowed 43249.04
 Current 70.24
 Variance 43178.80
 Hand%

Below this is a table with columns: Line, Item, Return, Disc, Net, Handling, Purchase.

Line	Item	Return	Disc	Net	Handling	Purchase
1	H4700R	1	GE	78.04	78.04	70.24
	RELBRK 5 INCH	List			@TAX	Cts A

Callouts on the right side of the screen point to the following values:

- Expiration date: 12/10
- Buyback Allowance: 43249.04
- Total of current work in process: 70.24
- Variance amount remaining to be used: 43178.80



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The amount must be used by the expiration date or it is lost & can not be reactivated.

The only parts that will be accepted for return are grade A, B, & C. You will be able to enter the part number for others but no credit will be issued. **NO GLASS, HOODS, OR DIRECT SHIPPED PARTS ARE ALLOWED, regardless of warehouse grade.**

Please be sure that quantities and part numbers match the return packing slip.

If you should encounter any problems while using the annual return process, please feel free to call Hino Customer Service toll-free at 1-866-372-HINO.

Thank you for your continued support!

Your Hino Parts Team

Contact your local DPM or

Email: Helpdesk@hino.com

Phone: (866) 372-4466

Hino Website: www.hino.com

Hino Dealer Website: www.hinonet.net