

PARTS ALERT

FLASH TRAINING 2025-6



DID YOU KNOW?

TreviPay – Hino has partnered with TreviPay to assist in the fleet billing process. There is information on how to get started, what benefits there are, who to contact, etc. on Hinonet. There are also FAQ's that have proved helpful as required information about the program. Dealers can get to that section by clicking on the Parts Tab and then the "Hino fleet Parts" section in the bottom right. There is also a training module on using the site located in the Hino Learning Center, linked from Hinonet. Dealers should contact their DPM to get started. TreviPay also has a support phone number and email located on the FAQ page.

LTL Return Shipments – Core returns and Parts Eye returns are facilitated through CHRobinson when the size and weight requires LTL set up. CHRobinson identifies the type of shipment based on the first digit of the RMA# given by the dealer. Parts Eye returns begin with the digit "9". Core returns begin with the digit "C". It is imperative that the correct RMA number is cited in the request to CHRobinson to ensure the freight is going to the correct address. It is up to the dealer to provide accurate information. Errors such as this that cause a mis ship could potentially result in a freight debit to the dealer.

Parts Eye Special Clean Up – Parts Eye gives dealers an option to run a special clean up report to identify parts, not suggested by Parts Eye, that were ordered within a certain time frame and are still in stock. Hino allows returns for parts ordered in error or cancelled by the customer so long as the RMA is filed within 60 days of the date of Hino's invoice. These claims are subject to a 15% restocking fee. The report assists in limiting obsolescence in inventory. It's important to note that the date the report reads is the date the dealer receives the part into their system, not the date of the Hino invoice. Therefore, it is suggested that dealers run this report weekly so that the 60 day time allowance does not expire.