

CORE RETURN

REVERSE LOGISTIC PROCESS
& PACKAGING GUIDELINES



WABCO
REMAN SOLUTIONS

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1 DOCUMENT OVERVIEW

The purpose of this document is to:

- Define WABCO reverse logistic process for used products (cores) which are returned to WABCO with the Exchange Unit program (RED FLOW) or the surcharge program (GREEN FLOW).
- Clarify the process of returning used products for WABCO distributors and workshops.
- Help customers clean their workshops of WABCO used products and, through remanufacturing activities, contribute environmental sustainability.
- Protect customers from potential safety issues resulting from non-authorized parties repairing or remanufacturing WABCO parts.

2 REVERSE LOGISTIC PROCESS

These instructions apply to WABCO direct customers who return products in surcharge program (GREEN FLOW) or exchange unit program (RED FLOW) – including cartridges.

If a direct WABCO customer wishes to have a workshop or another authorized third party to return used product(s) to WABCO on that Customer's behalf, it is essential that all instruction directives be fulfilled, including clear identification of the WABCO direct customer in 'the pick-up order form'. Please refer to chapter "3.7 Pick-Up Order Process" on Page 9. In such cases, the direct customer retains full liability under these guidelines, as if the customer himself had returned the products directly.

Reverse logistic processes differ from country to country, please refer to the appropriate chapter.

Important information for products returned with surcharge system irrespective of country:

Surcharge is valid for the period of 12 months counting from the date of purchase (date of invoicing). After this period, surcharge will not be paid back even if products are returned.

The surcharge is credited to individual bought product. Thus, if a customer returns more used products than they bought, the surcharge will be not refunded for the additional returned cores (i.e. the delta). The delta will appear in the WABCO IT system and can be redeemed for surcharge refunds against new purchases of the same product for an additional 12 months counting from the date of receipt of the additional returned core. By returning any used product to WABCO under this program, the customer hereby gives up any ownership interest in the core, and under no circumstances will WABCO return any core/used product back to the customer, regardless of whether a returned core is ultimately eligible for a surcharge refund or not.

2.1 PACKAGING GUIDELINE FOR EUROPE

Customers are to choose the applicable packaging system individually. If customers are belonging to "pool countries" they can send used products in Gitterbox (GIBO) or own packaging. The rest of the countries are to use own packaging.

"Pool countries": countries where two business partners can exchange Gitterbox(es) free of charge.

"Pool Countries" Gitterbox or Own Packaging

- Belgium
- Germany
- Luxemburg
- Netherlands

"Non-Pool Countries" Own Packaging

- Austria
- Bulgaria
- Czech
- Croatia
- Denmark
- Estonia

- Finland
- France
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- UK

2.2 LOGISTIC GUIDELINE FOR EUROPE

Customers may either ship Green Flow products separately via UPS, or alternatively, ship Green Flow and Red Flow products together via Schenker (as set forth in the table below).

It is most practical for customers with low output (less than ½ pallet of collected cores over a quarter) to return used Green Flow products in a single box shipment via UPS. Such Customers may still collect Red Flow products for return shipment via Schenker as appropriate (i.e. once per year).

It is recommended that customers with medium and high output (over ½ pallet of collected cores over a quarter) ship Green Flow and Red Flow products together via Schenker as per the right column below.

	Green Flow	Green Flow & Red Flow
Package weight	■ < 32 kg	■ > 32 kg
Packaging type	■ WABCO original single box ■ Customer packaging	■ GIBO for pool countries ■ Customer packaging
Carrier	■ UPS	■ Schenker ■ France, Portugal, Spain, UK, Ireland: local carrier
Transportation order document	■ 'Green label form'	■ Pick-up order form ■ France, Portugal, Spain, UK, Ireland: own ordering document
E-mail address	greenlabel@wabco-auto.com	WABCO.CSD@dbschenker.com

UPS is to be chosen only for Green Flow products with surcharge except for calipers. Do not send Red Flow products via UPS.

When the collected weight of the parcels is more than 400 kg, group all single parcels over a quarter in a common GiBo and send them in a single collective shipment via SCHENKER carrier. For this, use 'the Pick-Up order form'.

3 DEFINITIONS AND INSTRUCTIONS

3.1 USED PRODUCTS (CORES) QUALITY EXPECTATIONS (FOR GREEN FLOW AND RED FLOW PROCESSES)

Used product release requires only a visual inspection, and is based on four simple criteria:

1. Used products returned should have the WABCO part number (except for cartridges). In case the original tag is missing or the returned core is not a WABCO product, the part will be booked according to its family type.
2. Used products must be complete, fully assembled. Burned products or any used products broken, damaged or destroyed by incorrect use when dismantling, handling or transportation will not be accepted.

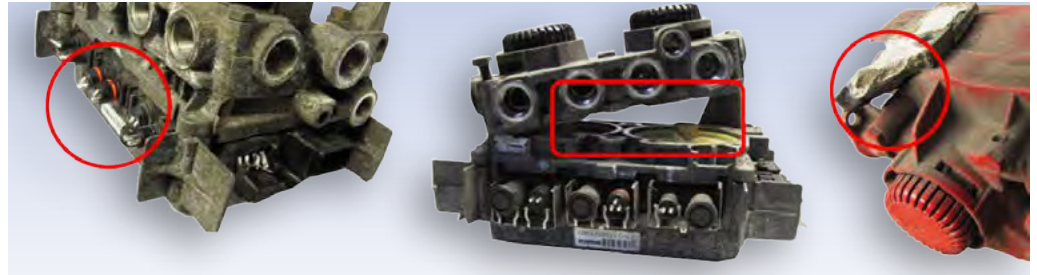
For example: Covers cannot be dented or cracked (they must be airtight), ports and threads cannot be destroyed, pins cannot be bent or broken.

Exception for cartridges: these products can be sent in return logistic flow even if they have scratches, dents or other medium damages.

3. There has been no prior attempt at rebuilding the component.
4. Rust that occurs on exterior surface of components is acceptable. Interior surfaces and components can only have light flash rust. Heavy rust due to improper storage is not acceptable.

The transportation and receiving company are not responsible for shipping damages due to improper packaging.

Examples of unacceptable traces/marks (not relevant for cartridges):



Broken connectors

Open products

Broken bodies

Applicable to cartridges only - example of acceptable status:



**3.2 PACKAGING GUIDELINE FOR GITTERBOX - GIBO
(GREEN FLOW AND RED FLOW PRODUCTS)**

It is the Customer’s responsibility to ensure WABCO used products are packaged in such a way so as to avoid damage in transit and to comply with European transportation and environmental regulations. To that end, we advise as follows:

Used products should be neatly arranged, such that similar products are grouped together, facing the same way, and arranged so as to avoid shifting during transport. Original WABCO boxes should be used whenever possible. Layers should be separated by cardboard to avoid any mechanical damage.

Additional layer should also be used as a lid to close the GIBO. It is recommended that the content is not above the top edge because the GIBO must be stackable (1+1) for transportation reasons.

It is critical that the shipment do not pose any risk of contamination to the environment. Products should be free of all liquids and suitable plastic bags (min. 200 µm) should be used where necessary to avoid residual leakage or other contamination.

See examples of best practices packaging preparation:



Example how to pack cartridges in Gitterbox:



IMPORTANT NOTE:

Cartridges need to be drained from oil and water before they are packed.



Shipping used products in a chaotic way as illustrated below increases the risk of both mechanical damage as well as classification of the shipment as waste.

3.3 GIBO LABELING REQUIREMENTS

For a GIBO shipment to be accepted by WABCO, it must have a duly completed ‘pick-up order form’ attached to it, providing full details on the contents of the shipment.

Place the completed ‘pick-up order form’ in the specified label-place by using a packing slip.

DEFINITIONS AND INSTRUCTIONS

Use label protection such as laminates, sprays, window envelopes and packing slips whenever possible in order to avoid excessive exposure to moisture, weathering, and abrasion.



It is recommended that customers include an additional copy of the completed 'pick-up order form' inside the GIBO in case the one attached externally is damaged or lost.

IMPORTANT NOTE:

If the shipment to be collected does not match the description provided at the time of request, or that the packaging or labeling do not properly conform to the above requirements, the Schenker driver may decline to accept the shipment.

3.4 GUIDELINE FOR ORDERING EMPTY GIBO

Schenker will deliver empty GIBO for exchange only when the customer clearly stated the need for replacement in 'the pick-up order form'.

If a customer would like to order additional GIBO, this can also be done through the Gitterbox Ordering Form available below or on WABCO REMAN web site www.wabco-reman.com/corereturn.

Gitterbox Order Form				DB SCHENKER	
Schenker Deutschland AG Central Service Desk Bayernstrasse 38 - 44 D - 30855 Langerhagen			Pls send your preadvise to: Email: WABCO.CSD@dbschenker.com Tel.: +49 511 7408 191 Fax.: +49 511 7408 5869		
RECEIVED:	Customer No.:	Delivery Date:	Time:		
Customer Name:	Customer Street:		Postcode:		
City + code + City Name:					
Country:					
CONTACT PERSON + PHONE					
NR OF GIBO TO BE SENT		Description			
		Gitterbox			
Name:			Date/Time:		
Signature:					

The ordering process consists of two steps:

1. Fill in the form
2. Send the form to WABCO.CSD@dbschenker.com

Contact Schenker carrier again by phone or mail if you have not received empty Gitterbox(es) within 5 working days.

IMPORTANT NOTE:

GIBOs ordered by this method may only be used for the return of used WABCO products, and for no other purpose.

3.5 PACKAGING GUIDELINE FOR OWN PACKAGING – ONE WAY PACKAGING (GREEN FLOW AND RED FLOW PRODUCTS)

It is the customer’s responsibility to ensure WABCO used products are packaged in such a way so as to avoid damage in transit and to comply with European transportation and environmental regulations. To that end, we advise as follows:

Used products should be neatly arranged, such that similar products are grouped together, facing the same way, and arranged so as to avoid shifting during transport. Original WABCO boxes should be used whenever possible. Layers should be separated by cardboard to avoid any mechanical damage. It is especially important when using own packaging that the container be filled completely or packed in such a way so as to avoid any free space. Such free space may pose a hazard during handling.

The correct packaging method should secure the product during transportation.

Additional layer should also be used as a lid to close the box. Contents should not rise above the top edge because the box must be stackable (1+1) for transportation reasons. Each packaging unit should be secured with a minimum of **four straps (see illustration below)**.

It is critical that the shipment not pose any risk of contamination to the environment. Products should be free of all liquids and suitable plastic bags (min 200 µm) should be used where necessary to avoid residual leakage or other contamination.

Suggestions for own packaging according to DIN specification protecting safety during transportation:

- Cardboard should comply with DIN 55468-1 (Quality and Test Specifications for Corrugated Board).
- Minimum thickness of a cardboard: quality of 2.95 ACA (triple wall corrugated board).
- Maximum height for each packaging unit: 1.2 m including the pallet (carton boxes ca. L: 1200 x B: 800 x H: 1000 mm).

Examples of best practices



IMPORTANT NOTE

Cartridges need to be drained from oil and water before they are packed.



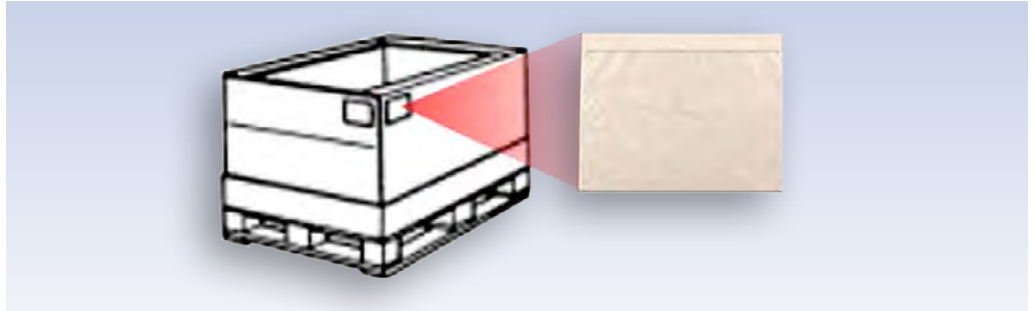
Shipping used products in a chaotic way as illustrated increases the risk of both mechanical damage as well as classification of the shipment as waste.

DEFINITIONS AND INSTRUCTIONS

3.6 CUSTOMERS' OWN PACKAGING LABELING REQUIREMENTS

For a shipment to be accepted by WABCO, it must have a duly completed 'pick-up order form' attached, providing full details on the contents of the shipment.

Place the completed 'pick-up order form' on top of one of the sides of the carton as shown on the picture below by using a packing slip. Be sure to take whatever precautions necessary to protect the documentation from weather or other damage during transport, and avoid covering the label with straps.



It is recommended that customers include an additional copy of the completed 'pick-up order form' inside the package in case the one attached externally is damaged or lost.

IMPORTANT NOTE

If the shipment to be collected does not match the description provided at the time of request, or that the packaging or labeling do not properly conform to the above requirements, the Schenker driver may decline to accept the shipment.

3.7 PICK-UP ORDER PROCESS

Request a pick up by Schenker by completing and submitting 'the pick-up order form' available for download by clicking below or on WABCO REMAN web site www.wabco-reman.com/corereturn.

Schenker Deutschland AG Central Service Desk Bayernstrasse 38 - 44 D - 30855 Langerhagen		Pls send your preadvise to: Email: WABCO_CSD@schenker.com Tel.: +49 511 7408 191 Fax.: +49 511 7408 5869			
Consignor - complete Address Customer Name Customer WABCO ID Customer number ID Customer Street City code + City Name Country CONTACT PERSON + PHONE		Customer number:	Loading date:	Loading time:	
		Shipping - Order			
		Forwarder Instructions			
Consignor - complete Address Interseroh Jade-Stahl GmbH Emsstrasse 29 26382 Wilhelmshaven GERMANY		Incoterms			
		<input type="checkbox"/> DAP <input checked="" type="checkbox"/> FCA			
		<input type="checkbox"/> Fix delivery till:			
GIBO Supply & Other Remarks		Consignor Declaration:			
CUSTOMER: Please indicate the number of empty GIBOs you would like to receive after the time of pick up ____ (Only valid for GERMANY and Belgium, and only for future returns)		I hereby declare I am responsible for preparation of this delivery and the used WABCO products under this agreement and that (damaged and/or being returned to WABCO) by me.			
I/We (you/you) warrant this item for any other persons (please) receive this full and complete.		The shipment is/is not/is not secured and/or damaged and/or...			
ACCOUNT FOR CREDIT NOTES					

When a shipment is ready for dispatch:

1. Fill in 'the pick-up order form'.
2. Send the completed 'pick-up order form' to Schenker/local provider by e-mail or fax according to the details on the 'pick-up order form'.
3. Copy this document for WABCO reference and send to greenlabel@wabco-auto.com
4. Hard copy number 1: Attach the completed 'pick-up order form' outside each box by means of a packing slip as in the labeling requirements.
5. Hard copy number 2: Include a duplicate of the completed 'pick-up order form' inside the container.
6. Hard copy number 3: Hand out an additional copy of the completed 'pick-up order form' to the Schenker/local provider driver.
7. Hard copy number 4: Ask the Schenker/local provider driver to sign one copy of the completed 'pick-up order form' for the Customer's records and to serve as proof of pick up. Please ask the driver to sign in the field "Reception of Goods".

Schenker will come to pick up the goods, generally within 48 hours from time of request. The transportation is **free of charge** for customers who return eligible, used WABCO products in accordance with these guidelines.

IMPORTANT INFORMATION to follow for correct data completion

1. If you are a distributor, write your address in „ Consignor” field and, if possible, write down your **WABCO Customer Number** in “Customer number” field. This will secure proper allocation of goods in WABCO database.
2. If you are a workshop that delivers goods on behalf of a distributor, in addition write the distributor's name and address in the field “ACCOUNT FOR CREDIT NOTES”. This will secure proper allocation of goods in WABCO database.
3. If you are from GERMANY or the BENELUX countries, please specify in the relevant field the number of GIBOs you would like to receive for future returns. Please note, that GIBOs requested this way will arrive at, or shortly after, the requested pick-up. At the time that 'a pick-up form' request is made, the products to be picked up must already be properly packaged in existing GIBOs. If you require additional GIBOs **before** a pick-up, then kindly use the Gitterbox Ordering Form.
4. **Read and sign the “Consignor declaration”** for each delivery. This is mandatory for delivery posting.
5. Specify the quantity of products under the shipments as example in 'pick-up order form'. In addition mark clearly the products you return under the Green Flow process – “Surcharge Included” column.
6. Should you need help with the logistic service, first contact SCHENKER at WABCO.CSD@dbschenker.com or WABCO at greenlabel@wabco-auto.com

3.8 GUIDELINE FOR CUSTOMERS' OWN PACKAGING FOR UPS SHIPMENT (ONLY FOR PRODUCTS WITH SURCHARGE EXCEPT FOR CALIPERS)

The recommended packaging material for reverse logistic is the original WABCO packaging. Should the customer not have WABCO boxes, their own packaging will be acceptable. The proper packaging method should secure products during transportation.



Example of proper packaging method

It is critical that the shipment do not pose any risk of contamination to the environment. Products should be free of all liquids and suitable plastic bags should be used where necessary to avoid residual leakage or other contamination. Additional fillers put inside the box to improve product security during transportation are recommended. Please refer to example below.



Example of additional fillers to improve product security during transportation

3.9 UPS ORDER GUIDELINE

When ordering UPS transportation, you need to fill WABCO 'green label form'. 'The green label form' is available for download below or on WABCO REMAN web site www.wabco-reman.com/corereturn.

The diagram shows a box with a WABCO Green Label being placed inside. The label has a QR code (1), a WABCO logo (2), a barcode (3), and a return address (4). A 'No Hazardous Materials' symbol (5) is shown with a red prohibition sign. Below the diagram are data entry fields (6) for Workshop Name / Address, Dealer Name / Address, and contact information. A UPS logo (7) and WABCO logo are also present.

1 QR Code
www.wabco.info/0141

2 WABCO logo

3 Barcode

4 Return Address: XX / XX, 180 102 XXX X

5 No Hazardous Materials

6 Data Entry Fields:

- Workshop Name / Address: Workshop Name
- Dealer Name / Address: Company or Name, Contact Person, Country, Street, Postal Code, City / Town / Locality, E-Mail Address, Phone Number

7 UPS logo

WABCO logo

When a parcel is ready for dispatch

1. Fill 'the green label form' (hand writing is not accepted)
2. Send the document to greenlabel@wabco-auto.com. Please note that only one document is to be attached per mail. Otherwise, due to mail size restriction, your request will be not delivered (max. size of one message is 8 MB).
3. Attach an additional hardcopy of 'the green label form' inside the parcel.
4. Customers will receive a „UPS Label Created” mail notification within 48 hours.
5. Only for EU Countries: the UPS driver will bring the printed UPS tracking label.
6. For NON EU Countries: WABCO will deliver the UPS tracking label pdf via Customer e-mail.

EU Countries

Within one day after receiving „UPS Label Created” mail notification, a UPS driver will pick up the parcel. In case the UPS driver has not collected the parcel within 1 day frame, please do not send an additional 'green label form', but contact WABCO via mail: greenlabel@wabco-auto.com.

Non EU Countries

After receiving the tracking label pdf from WABCO, the customer should contact the local UPS office to arrange pick up.

The customer should make every effort to be prepared for pick up before contacting UPS for collection. In the event that a UPS driver visits the customer to pick up a parcel and that the parcel is not available for collection, the customer should then

retain the shipping label provided by UPS and attach it to the package when it is ready for pick up by UPS the next working day.

If the parcel is not ready for collection the next day, the customer needs to contact the local UPS service desk themselves to arrange for a new pickup date.

In both cases the customer should not send 'the green label form' to WABCO e-mail address again.



Example of UPS shipping label to be affixed to the parcel

4 FAQS

- Q1:** What do I do if I have to swap WABCO products number with another supplier's product (like compressor, caliper etc) – Do I need to pack it into a WABCO box anyway?
- A1:** You can include such products in the packaging. WABCO will book such products against product type (Compressor, Caliper, Valve, Modulator and more) and take under consideration for return ratio evaluation.
- Q2:** I sent an order form more than 48h ago but the carrier did not come for pick up yet?
- A2:** # If you used 'a pick up form' to order a collective shipment, first contact Schenker by phone +495117408191 or mail WABCO.CSD@dbschenker.com. If the answer is not satisfactory, notify us at greenlabel@wabco-auto.com.
If used 'green label form' for UPS single package, notify us at greenlabel@wabco-auto.com.
- Q3:** Do I need to always use UPS for TEBS_D products?
- A3:** No, you can send TEBS_D together with other products with collective shipment. For details how to send please refer chapter 2 and 3 for the packaging guidelines.

FIND OUT HOW WABCO REMAN SOLUTIONS CAN HELP YOU TO MEET YOUR REMANUFACTURING OPPORTUNITIES

Email us at: info@wabco-reman.com Or visit our website: www.wabco-reman.com

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A WORLDWIDE LEADER

WABCO Reman Solutions is part of **WABCO Vehicle Control Systems**

WABCO (NYSE: WBC) is a leading global supplier of technologies and control systems for the safety and efficiency of commercial vehicles. Founded over 140 years ago, WABCO continues to pioneer breakthrough electronic, mechanical and mechatronic technologies for braking, stability and transmission automation systems supplied to the world's leading commercial truck, bus and trailer manufacturers. WABCO is headquartered in Brussels, Belgium. For more information, visit www.wabco-auto.com



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