



# FREQUENTLY ASKED QUESTIONS

B2Bendix.Com Ecommerce Platform

Bendix Ecommerce Team

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# FAQ

*This is a list of frequently asked questions that needs to be created for our customers prior to go-live.*

## Technical Support:

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| <b>Q</b> | <b>What are the hours for Technical Support?</b>                          |
| <b>A</b> | Monday-Friday 8-6. Sat & Sunday Closed. Hours may change during Holidays. |

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| <b>Q</b> | <b>Are there other support offerings provided by Bendix?</b>   |
| <b>A</b> | ACOM Pro Diagnostic support – 1-800-247-2725 option 2 then 2<br>Formula Blue 1-800-866-9709 option 2 then 2<br>Warranty 1-800-247-2725 option 2 then 3. (Can this be moved?)<br>Online assistance can also be found through our Document Library or through <a href="http://www.Brake-school.com">www.Brake-school.com</a> (Others?) |

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| <b>Q</b> | <b>What information will I need to provide the Tech Team for assistance</b>  |
| <b>A</b> | The Tech Team will need your contact information and account number as well as product part number and/or fault code, and description of the fault if available. When working on Bendix electronic systems it is always best practice to have an ACOM diagnostic software connected to the truck and accessible to provide the representative information pertaining to the issue. |



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Customer Support:

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| <b>Q</b> | <b>What are the hours for Customer Service?</b> |
| <b>A</b> | Monday through Friday, 8am to 6pm EST.          |

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| <b>Q</b> | <b>If I have an issue with my on-line order, who do I contact?</b>   |
| <b>A</b> | You can visit this <a href="#">link</a> . You can call 1-800-247-2725 or e-mail the Bendix Tech Team at <a href="mailto:TechTeam@bendix.com">TechTeam@bendix.com</a> |



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## Part Search:

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| <b>Q</b> | <b>How can I find a product that I am looking for?</b>  |
| <b>A</b> | Browse products through product drilldown through various product categories or search for specific (complete or incomplete) part numbers |

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| <b>Q</b> | <b>How can I find documentation about the part I am looking for?</b>  |
| <b>A</b> | Once you search part numbers on the b2bendix website you will be directed to the product list page and from there you can click on individual product to go to the product detail page. There you will see details about the product with a section titled 'Document' after General and Technical Info. You can click on the PDF document listed under 'Document' and download the document to your device. |

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| <b>Q</b> | <b>What if I only have my part number, how do I find the correct Bendix part number?</b>   |
| <b>A</b> | Upon entering your part number, you will be directed to the product list page where you can see 'Product' and 'Cross-Ref' tab. You can click on the 'Cross-Ref' tab and go to the part number to see its Bendix replacement. |

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| <b>Q</b> | <b>Where can I find more information about products?</b>   |
| <b>A</b> | Visit <a href="http://www.b2bendix.com">www.b2bendix.com</a> and scroll through the product list or search for exact or close enough part numbers. |



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## My Account:

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| <b>Q</b> | <b>Can I change my personal information after I create my account</b>  |
| <b>A</b> | Yes, you can visit your profile after you sign in and change your personal information, check out your past orders, change the shipping / delivery addresses, check warranties and cores, and view other users on your account (if any). |

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| <b>Q</b> | <b>Do you share my personal information or transaction history?</b>         |
| <b>A</b> | Please visit our <a href="#">Data Protection</a> policy page to learn more. |



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## Ordering:

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| <b>Q</b> | <b>Why do I need to register for an account?</b>  |
| <b>A</b> | To acquire complete access to pricing and ordering, you need to register for an account that will be approved by your company's location administrator. |

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| <b>Q</b> | <b>Can I make a purchase on B2Bendix without an account?</b>      |
| <b>A</b> | No, you cannot make purchases without registering for an account. |

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| <b>Q</b> | <b>How can I place my order?</b>  |
| <b>A</b> | Browse or search products or upload your order (part numbers in a CSV file) on the ecommerce website after registering for an account. Then review your cart, and fill in details at checkout about shipping and delivery, then complete your purchase. |

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| <b>Q</b> | <b>What is your shipping policy?</b>  |
| <b>A</b> | Ship-to addresses are saved under the company profile you register for. You can switch between ship-to locations on Stocking, Emergency, Ship Following Day orders. |



## Warranty:

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| <b>Q</b> | <b>How do I submit a warranty claim on Bendix product?</b>   |
| <b>A</b> | Warranty claims can only be processed through direct account customers; for example, Authorized Bendix Distributors, Vehicle Manufacturers and/or Dealers, and Authorized Fleets. Bendix policy is to provide warranty service on Bendix devices to anyone requesting it, regardless of where the device was purchased — as long as the claim is processed through a customer that has an account with Bendix. |

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| <b>Q</b> | <b>How Long do I have to file a claim on Bendix products?</b>   |
| <b>A</b> | Claims should be submitted within thirty (30) days after the date any problem is first discovered via <a href="http://www.bendix.biz">www.bendix.biz</a> . Bendix policy is to provide warranty service on Bendix devices to anyone requesting it, regardless of where the device was purchased — as long as the claim is processed through a customer that has an account with Bendix. |

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| <b>Q</b> | <b>How long does it take to receive a decision on a warranty claim submitted to Bendix?</b>  |
| <b>A</b> | Bendix strives to answer claims as quickly as possible. This timing is influenced by the day the part arrives at the warranty center for processing. Internal Metrics are geared toward answering claim within 30-40 days of the date the part is received. Please allow a minimum of 30 days from the date the part is delivered to The Bendix Warranty Center in Huntington, Indiana before inquiring on claim status. |

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| <b>Q</b> | <b>I received an email from Bendix that my claim was approved, when will I see payment?</b>  |
| <b>A</b> | When a claim is allowed, a credit will be issued for the material. A labor allowance is also paid when eligible and if claimed. For devices that can be remanufactured, material credits will equal the Bendix selling price less the applicable core charge and the customer's core bank will be credited with the applicable core value. For devices that are not remanufactured, material credits will equal the Bendix net selling service part price. Some OEM dealers will receive claim and core credit from their manufacturer. This OEM credit will reference the Bendix Credit Memo Number included in the email announcement. |

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| <b>Q</b> | <b>My claim was denied, can I get the part back?</b>   |
| <b>A</b> | Part disposition for denied claims MUST be communicated at the time the claim is filed. If part return is expected please indicate so on the claim form prior to submission. Parts inspection frequently includes disassembly of the device. For reasons of safety, product integrity, and manufacturing-related constraints, the part cannot be re-assembled. Therefore, if the customer requests return of the denied claim part, the device will be shipped back in its disassembled condition. When a claim is denied and the device need not be returned, the customer's core bank will be credited with the applicable core allowance. |



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| <b>Q</b> | <b>I am having trouble with the Webshop application, who can I call?</b>  |
| <b>A</b> | We are sorry you are experiencing problems with our website. Please email <a href="mailto:support@bendix.com">support@bendix.com</a> with details on what you were trying to do when the system stopped working and provide a screenshot if one is available. We will investigate the issue and get back with you as soon as possible. Optionally you can dial 800-247-2725 and select option 6. You might be required to leave a message on this line, and someone will call back when they are available. |



Cores:

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| <b>Q</b> | <b>I do not have a log in for the new Ryder Online (ROL) website. How do I get one?</b>  |
| <b>A</b> | Visit <a href="https://rscs.ryder.com/#!/login">https://rscs.ryder.com/#!/login</a> and select <a href="#">Sign Up</a> to register and create a user profile for Ryder Online prior to our July 16th launch date. For your convenience, the information is also available online in a <a href="#">short instructional video</a> ( <a href="https://vimeo.com/434081397/7eab7b1d0b">https://vimeo.com/434081397/7eab7b1d0b</a> ). |

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| <b>Q</b> | <b>How do I get my Bendix Customer ID?</b>  |
| <b>A</b> | Your Bendix Customer ID is a necessary piece of information to complete your ROL user profile. If you do not have your Bendix Customer ID, please reach out to <a href="mailto:cores@bendix.com">cores@bendix.com</a> and be sure to provide your shipping address. |

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| <b>Q</b> | <b>How do I register my Core return shipment before July 16? What about after July 16 ?</b>   |
| <b>A</b> | Effective Thursday, July 16, 2020, you must begin to use Ryder Online to set up shipments for all Bendix Core returns. Log in at <a href="https://rscs.ryder.com/#!/login">https://rscs.ryder.com/#!/login</a> (see the Bendix Core Return Manual Entry Instructions for help along the way) <ul style="list-style-type: none"><li>• Any Core return shipments to Bendix made on or before Wednesday, July 15, 2020, should be made according to the existing process in place within the current system.</li><li>• Any Core return shipment to Bendix made on or after Thursday, July 16, 2020, <u>must follow</u> the new process in ROL.</li></ul> |

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| <b>Q</b> | <b>I've set up my ROL account and registered my first Core return shipment but have not yet received my Bill of Lading (BOL) from Ryder. What steps should I take to get the BOL?</b>  |
| <b>A</b> | The email will arrive from <a href="mailto:bendixcores@ryder.com">bendixcores@ryder.com</a> so first, check your inbox and your junk/spam email to confirm it did not arrive. Next, log into your Ryder Online account ( <a href="https://rscs.ryder.com/#!/login">https://rscs.ryder.com/#!/login</a> ) to retrieve a copy (see the Bendix Core Return Manual Entry Instructions for help along the way). You may also email the ROL team at <a href="mailto:bendixcores@ryder.com">bendixcores@ryder.com</a> for help with your shipment |

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| <b>Q</b> | <b>Where can I find instructions on the Core return process?</b>  |
| <b>A</b> | You can find all your instructions at <a href="http://bendixcorefreight.com">bendixcorefreight.com</a> . For your convenience, the information is also available online in a short instructional video ( <a href="https://vimeo.com/434115693/93474114d4">https://vimeo.com/434115693/93474114d4</a> ). |

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| <b>Q</b> | <b>I have more than one core return location. What steps should I take to get them linked together under the new ROL system?</b>  |
| <b>A</b> | Using the ROL system you may initially register only one location. To address your need, however, please email the support team at Ryder – you can reach them at <a href="mailto:bendixcores@ryder.com">bendixcores@ryder.com</a> – with the complete list of all the locations you wish to link, including the Customer ID for each. Ryder will complete the manual adjustment to link them together for your convenience. |



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| Q  | I have some questions. Whom do I contact and when?                 |                       |                     |
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| A  | For Questions About  | Email Us At           | Or Call This Number |
|  | ■ Ryder (ROL) sign on<br>■ Pick up information<br>■ Bill of Lading | bendixcores@ryder.com | 248-699-7932        |
| ■ Your Customer ID<br>■ Core return paperwork<br>■ Core return discrepancies | cores@bendix.com   | 440-329-9298          |                     |