

CARDONE®



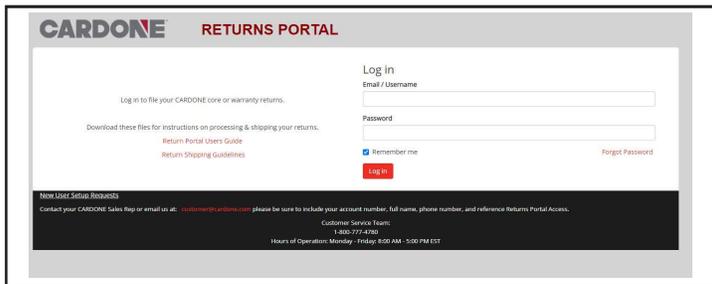
Returns Portal User Guide

Returns Portal User Guide

This portal is to submit core and warranty return goods authorization (RGA) requests. This portal will also provide historical details from previous returns. Usage of this portal will expedite the receipt, processing, and crediting associated with your returns. All returns require an RGA. Please follow this guide to learn how to easily file your returns. Have your return parts list available as the portal permits loading this data by file upload (.csv or excel), copy and pasting the information or manually entering the parts list.

Getting Started:

- Go to the following web address: <https://gen2.cardone.com/>

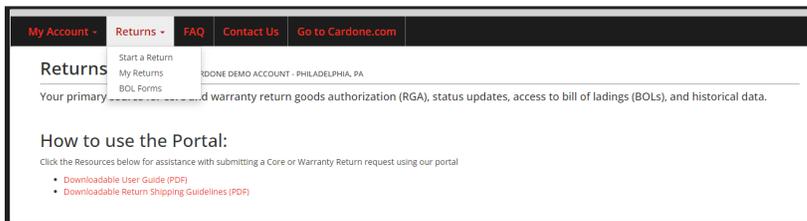


The screenshot shows the CARDONE RETURNS PORTAL login page. It features a header with the CARDONE logo and 'RETURNS PORTAL'. Below the header, there is a login form with fields for 'Email / Username' and 'Password', a 'Remember me' checkbox, and a 'Log In' button. There are also links for 'Return Portal Users Guide' and 'Return Shipping Guidelines'. A 'Forgot Password' link is located to the right of the password field. At the bottom, there is a 'New User Setup Request' section with contact information for CARDONE Sales Rep or email at customer@cardone.com, and a 'Customer Service Team' contact number: 1-800-774-4760. Hours of operation are listed as Monday - Friday, 9:00 AM - 5:00 PM EST.

- To sign-up for access to the returns portal, you will need to send a request to your CARDONE Sales Rep or to customer@cardone.com. Please include your account number and request access to the Returns Portal.

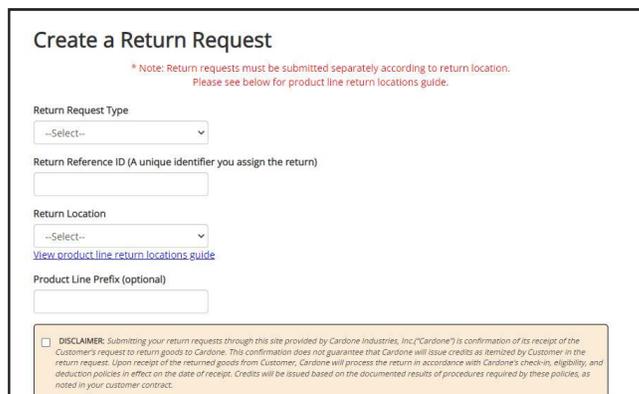
Submitting a Core or Warranty Return:

- Log in using your account information.
- Hover over the "Returns" tab and select "Start a Return" from the drop-down menu.



The screenshot shows the navigation menu of the CARDONE Returns Portal. The 'Returns' tab is highlighted, and a dropdown menu is open, showing options: 'Start a Return', 'My Returns', and 'BOL Forms'. The 'Start a Return' option is selected. Below the navigation menu, there is a section titled 'How to use the Portal:' with a link to 'Downloadable User Guide (PDF)' and 'Downloadable Return Shipping Guidelines (PDF)'. The user's account information is displayed as 'CARDONE DEMO ACCOUNT - PHILADELPHIA, PA'.

- On the next screen, please choose your return type: Core or Warranty



The screenshot shows the 'Create a Return Request' form. It includes a note: '* Note: Return requests must be submitted separately according to return location. Please see below for product line return locations guide.' The form has the following fields: 'Return Request Type' (a dropdown menu with '--Select--'), 'Return Reference ID (A unique identifier you assign the return)' (a text input field), 'Return Location' (a dropdown menu with '--Select--'), and 'Product Line Prefix (optional)' (a text input field). There is a link to 'View product line return locations guide'. At the bottom, there is a disclaimer: 'DISCLAIMER: Submitting your return requests through this site provided by Cardone Industries, Inc. ("Cardone") is confirmation of its receipt of the Customer's request to return goods to Cardone. This confirmation does not guarantee that Cardone will issue credits as Remedy by Customer in the return request. Upon receipt of the returned goods from Customer, Cardone will process the return in accordance with Cardone's check-in, eligibility, and deduction policies in effect on the date of receipt. Credits will be issued based on the documented results of procedures required by these policies, as noted in your customer contract.'

- Enter your “Return Reference ID”, which is a unique identifier that you assign to your returns. You may opt to use an identifier from your returns system for easy reconciliation.
- Select your “Return Location” based on products in your return. You can only select one return location per Return Goods Authorization (RGA). Return Locations are specific to the products being returned. Product lines must be returned to the proper location for crediting and to avoid charge backs. You will need to process separate RGAs for products shipping to different locations.

- Enter your “Product Line Prefix”, if desired. This is an optional field. That applies only if you have a prefix for the CARDONE part number.
- Check the disclaimer below to continue. You must check the box to submit your return.

Uploading Your Parts List Files:

Examples are provided below of how to load your parts list for submitting your return. You can submit your parts list by manually entering the parts, copying and pasting the data, or by uploading files. We accept Excel and .csv files for uploading.

- Select what method you want to use to input your return data. Choose from the following three options:

- Select the option to “Import a File containing a Parts List” to view options for uploading.

Note: Returns with customer part numbers need to use the Import file feature. All returns with CARDONE part numbers can use any return upload type.

- Choose Part Number Type to indicate if you will be using a CARDONE part number or your own customer part number that differs from the CARDONE part number.
- Choose the File Type for your data source. You will see there are two different options for excel files, as well as one for .csv files. When using the file upload, you will need to associate your data fields using the drop down selections for where the information starts, part number and quantity. See the example below:

Uploading a CSV File:

- Select the row the data starts on. Next, select the column where the “Part Number Data” is located, and then which column contains the “Quantity” data.
- In this example, the data begins on Row 2, with Column A containing “Part Number” data and Column B containing “Quantity” data.

	A	B	C
1	Part Number	Qty	
2	20-260	1	
3	20-326	1	
4	20-778551	1	
5	20-840	1	
6	27-7585	1	
7	27-7620	1	
8	31-77416	4	
9	32-270	1	
10	32-294	1	
11	32-303	1	
12	32-618	1	

- Therefore, in this case, you would choose these options:

- Choose the file from your computer to upload and click the “Validate Parts List” button below.

- Once the system confirms all submitted parts are CARDONE products, it will display them with check marks next to them. (See below)

A1C54-77042	1	Delete	Validate	✓
A1C54-77081	1	Delete	Validate	✓
A1C74-10146	1	Delete	Validate	✓

Submit Parts List Cancel

- After the part numbers are validated, select the “Submit Parts List”.
(Be advised, it may take a few seconds to load)
- If you get the error message shown below, ensure that the part number was entered correctly. If the part number was entered correctly, but you are still receiving this error message, this indicates that this is not a valid CARDONE part number and therefore ineligible to be returned. Delete this item and remove it from your return request to allow the return to be submitted. **If an invalid part is received, it will either be scrapped or sent back to you at your expense.** If you have any questions about a specific part number, contact your CARDONE sales representative.

Error: CARDONE Part Number Not Found

A-15h-1405	1	Delete	Validate	!
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*CARDONE Part Number not found – please ensure part number was entered correctly or Delete from return request. Invalid part #s received will be scrapped or sent back at your expense.

- Once the parts list is successfully submitted, a confirmation email with your RGA will be sent to you with your RGA number and the correct Bill of Lading (BOL) to use. The email will be sent from “Noreply@cardone.com” and will look like the sample below.

Dear Customer,

Your Return Request number [47750](#) (Customer Request ID: FR35134) has been approved. The following is your RGA number for this request: 230213C002

For your convenience, the correct BOL form has been attached for your selected return warehouse.

Please email RGNRequest@cardone.com if you experience any issues

Thank you for using the CARDONE Returns Portal

Uploading an Excel File (both Excel '97-2003 and MS Excel 2007 and above):

- Start by selecting the correct version of Excel that you are using (.XLS, .XLSX)

Choose the File Type

MS Excel 97-2003 (.xls)

MS Excel 2007 and Above (.xlsx)

Comma Separated (.csv)

Tab Delimited

Other Delimiter Character:

- Next, you will select which worksheet your data is located on, or the "Worksheet position" field. Here you will select which tab of your excel workbook the information is located on. If there is only one tab in your excel workbook, simply choose "Sheet 1".

Choose the WorkSheet position (or tab #)

Sheet: 1

- Select the row the data starts on. Next, select the column where the "Part Number Data" is located, and then which column contains the "Quantity" data.
- In this example, the data begins on Row 2, with Column A containing "Part Number" data and Column B containing "Quantity" data.

	A	B	C
1	Part Number	Qty	
2	20-260	1	
3	20-326	1	
4	20-778551	1	
5	20-840	1	

- In this case, you would choose these options:

Choose the column for Part Number

Column: A (1)

Choose the column for Quantity

Column: B (2)

- Choose the file from your computer to upload, and hit "Validate Parts List" below.

Choose file from your computer

C:\Users\mh16157\Docume | Browse...

Validate Parts List

- Once the system confirms all submitted parts are CARDONE parts, it will display them with check marks next to them. (See below)

A1C54-77042	1	Delete	Validate	✓
A1C54-77081	1	Delete	Validate	✓
A1C74-10146	1	Delete	Validate	✓

Submit Parts List Cancel

A-15h-1405 1 Delete Validate ⓘ

*CARDONE Part Number not found – please ensure part number was entered correctly or Delete from return request. Invalid part #s received will be scrapped or sent back at your expense.

- If you get the error message shown above, ensure that the part number was entered correctly. If the part number was entered correctly, but you are still receiving this error message, this indicates that this is not a valid CARDONE part number and therefore ineligible to be returned. Delete this item and remove it from your return request to allow the other returns in your parts list to be submitted. **If an invalid part is received, it will either be scrapped or sent back to you at your expense.** If you have any questions about a specific part number, contact your CARDONE sales representative.
- Once the parts list is successfully submitted, a confirmation email with your RGA will be sent to you with your RGA number and the BOL that must be used for your shipment. The email will be sent from "Noreply@cardone.com" and will look like the sample below.

Dear Customer,

Your Return Request number [47750](#) (Customer Request ID: FR35134) has been approved. The following is your RGA number for this request: 230213C002

For your convenience, the correct BOL form has been attached for your selected return warehouse.

Please email RGNRequest@cardone.com if you experience any issues

Thank you for using the CARDONE Returns Portal

Uploading a File by using "Copy and Paste Parts List"

- If you do not want to upload a file, you can also choose the upload option to "Copy and Paste a Parts List" and follow the instructions listed below:

Return Request Upload Type

Copy and Paste a Parts list ▼

Instructions: In another program where you have a list of parts with quantities to return, simply highlight the quantity and part number in the program and choose "Copy" (keyboard shortcut: Ctrl+C). The format must be displayed by quantity then part number, separated by a space: Example: 12 101521. Place your mouse in the box below and "Paste" (keyboard shortcut: Ctrl+V). When all parts have been copied click on the "Validate Parts List" button.

- In the example below, we have copied data in from an excel file, simply by placing the quantity in one cell, followed by the part number in the next cell.

Return Request Upload Type
Copy and Paste a Parts list

Instructions: In another program where you have a list of parts with quantities to return, simply highlight the quantity and part number in the program and choose "Copy" (keyboard shortcut: Ctrl+C). The format must be displayed by quantity then part number, separated by a space: Example: 12 101521. Place your mouse in the box below and "Paste" (keyboard shortcut: Ctrl+V). When all parts have been copied click on the "Validate Parts List" button.

1 A-120-7953
2 A-120-8704
1 A-120-8740
1 A-121-5229
2 A-121-5268
1 A-122-368
1 A-122-1042
1 A-122-1042
1 A-126-1963
1 A-132-303
1 A-132-618
1 A-140-169
1 A-152-7342
1 A-152-7410
1 A-153-4909

Validate Parts List

- Once you've entered your list, click "Validate Parts List" to submit your return. A confirmation email with your RGA will be sent to you with your RGA number and the correct BOL to use. The email will be sent from "Noreply@cardone.com" and will look like the sample below.

Dear Customer,

Your Return Request number [47750](#) (Customer Request ID: FR35134) has been approved. The following is your RGA number for this request: 230213C002

For your convenience, the correct BOL form has been attached for your selected return warehouse.

Please email RGNRequest@cardone.com if you experience any issues

Thank you for using the CARDONE Returns Portal

Checking Status of a Return:

- Log into the gen2.cardone.com click on the "My Returns" option.



- Pending and completed returns are displayed along with SKU level detail for each return, the request date, and the status.

My Return Requests

Filter Returns By Type: -- All Returns --

Search By Request # or RGN: Request # or RGN

Request #	Cust Request ID	Request Type	Customer #	Ship To #	Request Date	Request Status	RGN
10149	0099A58669	Core Return	1750	1	1/28/2018 2:28:35 PM	RGN Created	20180129C0J002
10148	0099A58325	Warranty	1750	1	1/29/2018 2:18:28 PM	Reviewed - Pending RGN	

- If you have any questions, please email them to customer@cardone.com, or contact your CARDONE Sales representative.