

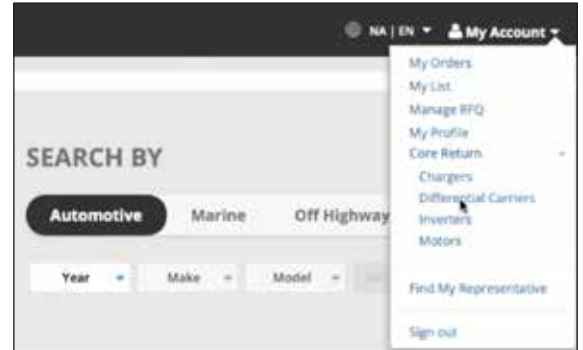
Dana Core Return Center Instructions

The differential carrier core management system on DanaAftermarket.com allows you to easily create core returns and track each one through to completion.

STEP 1:

Log on to DanaAftermarket.com:

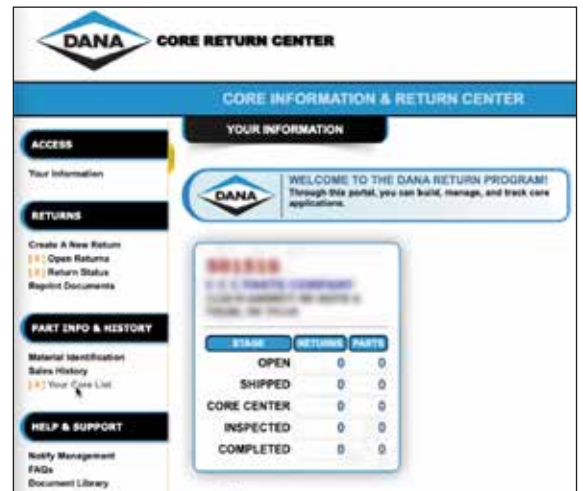
- Use your user ID and password to log on to DanaAftermarket.com. If you have any problems connecting to the Core Return portal, please contact Dana Customer Service at coreteam@dana.com.
- Click **My Account**, then select **Differential Carriers** under **Core Return**.
- This will bring to you the **Core Return Center**. This page displays your company information and the status of any current or previous returns.



STEP 2:

View and Create Returns:

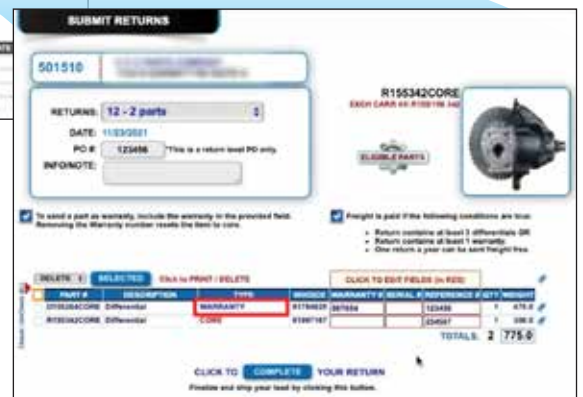
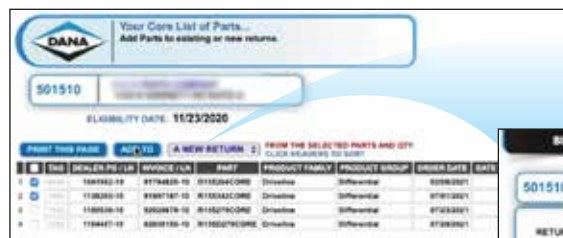
- Click **Your Core List** to view all the material you are eligible to return. You may view each part and how many days until its eligibility is retired.
- To create a return, check the box next to the parts that you would like to return; adjust the quantities as needed.
- Select **Add To** and this will add the selected parts to a new return.



STEP 3:

Enter Your Information:

- Enter your RMA # under **PO #** field and any related Notes.
- Enter the **Reference #** for the parts to be returned.
- You can **Delete** parts; to add additional parts, click **Eligible Parts**.
- Once you've filled all mandatory fields, click **Complete**.



STEP 4:

Prepare for Shipment:

- Confirm the **Address**, ensuring that it is a physical address, not a PO box.
- Enter the number of **Containers** or pallets in your shipment. A **Total Weight** is automatically entered, so please double-check and confirm pallet weight.
- Ensure that at least one contact is listed. To update contact information, click **Update Contacts**. Under **Notify When**, select **Received** and **Inspected** to receive email notifications; you may choose when these will be received.
- Set your pick-up time. The system defaults to the soonest day and hour, but you may set this for a future date and time.
- Indicate your latest preferred pick-up time in the **When do you close?** field. Enter this time as an hour before you close to prevent a truck from showing up at closing time. There must be a two-hour window between pick-up and closing time, or the pick-up time will default to the next business day.
- Click the box in the red “reminder” area.
- Click **Finalize**.
- If you need to make any changes to your return at this point, contact us via phone or email immediately.

CLICK TO **COMPLETE** YOUR RETURN
Finalize and ship your load by clicking this button.
PLEASE PROVIDE ADDITIONAL INFORMATION TO COMPLETE YOUR SHIPMENT

Load will be picked up from...
ADDRESS: [REDACTED]
CITY/STATE/ZIP: [REDACTED] PHONE: [REDACTED] [CHANGE](#)

Provide details of what is being shipped:
CONTAINERS / PALLETS: **1** TOTAL WEIGHT: **775 LBS**
PLEASE VERIFY CONTAINERS AND TOTAL WEIGHT

In case we need to contact you please provide us contacts (click below to manage):
MANAGE CONTACTS CURRENT LIST: nicky.gilkison@dana.com [UPDATE CONTACTS](#)

When will the load be ready? When do you close?
TODAY 3:00 PM 4:00 PM

All parts have been properly and individually tagged. (please verify and check to proceed).
VERIFY SHIPPING ADDRESS BEFORE CONTINUING.
This will complete your return. Provide the information above and choose **FINALIZE** to complete this return. You will be directed to the documents you'll need to print for the load.
FINALIZE **CANCEL**

STEP 5:

Print Shipping Documentation:

- Print the Bill of Lading (BOL) that you will hand to the driver under **Shipping Documents**.
- Print a **Packing Slip** to attach to the skid.
- Print individual **Part Labels**. A label must be affixed to each part.
- Customers outside of the US can print the **Commercial Invoice** here.
- If labels, shipping documents, or packing slips do not appear in your return, please contact the Core Logistics Freight team at 855-479-9565.

THANK YOU FOR USING DANA'S CORE PROGRAM!
PLEASE PRINT THE DOCUMENTS BELOW AND INCLUDE THEM IN YOUR RETURN.

PRINT DOCUMENTS
CONTACT US

PACKING SLIP [CLICK TO PRINT](#)
PART LABELS [CLICK TO PRINT](#)

TRANSPORTATION QUESTIONS
PHONE: 855-479-9565
EMAIL: freight@srclogisticsinc.com
SYSTEM ISSUES
PHONE: 855-626-7262

Please PRINT and INCLUDE the documents above in your load.

STEP 6:

Track Your Return:

- Choose **Return Status** to view the status of your returns.
- You have visibility to the return at every step along the way throughout the process, from **Shipped**, to **Received**, to **Inspected**, and finally to **Completed**.
- You can always select **Reprint Documents** to reprint documents as needed, including individual shipping labels and packing slips.

DANA RETURN STATUS
Returns are tracked in real-time and appear in four stages.
• Choose the stage of your return to view current returns.

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CHOOSE FROM DROP DOWNS TO VIEW DETAILS

1 SHIPPED 2 RECEIVED 3 INSPECTED 4 COMPLETED

PACKING SLIP **PART LABELS**

ENTERED: 1/23/2021 SHIPPED: 1/23/2021

ID	PART NUMBER	DESCRIPTION	INVOICE	REFERENCE #	SERIAL #	QTY	WEIGHT
1	8193243096	Differential	81784429	123456		1	475
2	8193243096	Differential	81784429	234567		1	500
							TOTAL: 2 775.0

We look forward to providing you with a seamless exchange of genuine Dana commercial vehicle cores. Please contact your Dana representative for additional information.

DanaAftermarket.com

Dana Aftermarket Group

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Warehouse Distributors: 1.800.621.8084

OE Dealers: 1.877.777.5360

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