

# ELECTRO MOTIVE®

Phone: 1-800-255-5355

Fax: 708-387-6665 or 6659

Email: [claims.emd@PROGRESSRAIL.com](mailto:claims.emd@PROGRESSRAIL.com)

## OS&D Claim Form

**Customer Information:** (Fill out COMPLETELY)

Date:

\*Requested By: \_\_\_\_\_ \*Company Name: \_\_\_\_\_

Phone #: \_\_\_\_\_ \*Fax #: \_\_\_\_\_ \*E-mail: \_\_\_\_\_

\*EMD Customer Code: \_\_\_\_\_ Bill of Lading No.: \_\_\_\_\_

\*Customer P.O.: \_\_\_\_\_ \*EMD Order #: \_\_\_\_\_

EMD Invoice # \_\_\_\_\_ Invoice Date: \_\_\_\_\_ Item #(s) \_\_\_\_\_

**PLEASE NOTE: CLAIMS MUST BE SUBMITTED WITHIN 30 DAYS OF DATE OF SHIPMENT  
(90 days from date of shipment for international orders)**

### Problem:

☐ Check this box if multiple part numbers are claimed and send as an attachment.

**(Check 1 problem per claim form)**

☐ Received **Overage** of \_\_\_\_\_ qty. of p/n \_\_\_\_\_ description \_\_\_\_\_

☐ Received **Shortage** of \_\_\_\_\_ qty. of p/n \_\_\_\_\_ description \_\_\_\_\_

☐ Received **Incorrect** material of \_\_\_\_\_ qty. of p/n \_\_\_\_\_ description \_\_\_\_\_

☐ Short shipped \_\_\_\_\_ pieces of p/n \_\_\_\_\_ description \_\_\_\_\_

Shortage part number on packaging? ☐ Yes ☐ No

Incorrect part number on packaging? ☐ Yes ☐ No

☐ Received **Damaged** quantity of \_\_\_\_\_ pieces of p/n \_\_\_\_\_ description \_\_\_\_\_

Was Outside Container Damaged ☐ Yes ☐ No

Was Box that contained part damaged ☐ Yes ☐ No

☐ **Customer Convenience** for \_\_\_\_\_ pieces of p/n \_\_\_\_\_ description \_\_\_\_\_

*(if you have many parts, please attach parts list)*

### Further Explanation/Details:

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### Action Requested

☐ Credit Account

☐ Debit Account

☐ Advise material disposition

● **Indicates required information. Claim will be returned if information is not completely filled out.**

The customer is required to review and follow the requirements as detailed in the Material Returns Instructions. The customer will be liable for any fines or penalties levied against EMD for failure to comply with any requirements as detailed in the Material Returns Instructions. The Material Returns Instructions are located on the EMD website at: [www.EMDiesels.com](http://www.EMDiesels.com) > Services > Supply Chain Management > Material Returns