Progress Rail
A Caterpillar Company

Table of Contents

MATERIAL RETURN INSTRUCTIONS **2**
Ship-to Locations for Cores 2
Progress Rail Return Tags 3
MEXICO MATERIAL RETURN INSTRUCTIONS **6**
Progress Rail Return Tags 8
INTERNATIONAL MATERIAL SHIPMENTS TO THE U.S. **10**
Authorization to Return Material to PRL- Example. 13
Convenience Returns 15

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MATERIAL RETURN INSTRUCTIONS

Progress Rail – Core Management LaGrange, IL 60525 Cores@PROGRESSRAIL.com

FOR GENERAL CORE QUESTIONS CONTACT: CORES@PROGRESSRAIL.COM

EFFECTIVE DECEMBER 1ST, THE RIVERSIDE CORE PROCESSING CENTER WILL RELOCATE TO –

Progress Rail Locomotive Inc.
Attn: Core Processing Center
16101 S. Outer Rd.
Dock 42
Belton, MO 64012

The Riverside, MO address is to be used for all core returns except for the major components to be shipped directly to the Progress Rail Reman facilities listed below –

4525 NW 41st Street
Docks 35-37
Riverside, MO 64150
Receiving Hours: 6:15 a.m. – 1:30 p.m. M thru F
Contact: Emilio Covarrubias – (816) 441-6181

TRACTION MOTORS, COMBOS & WHEEL AXLE & GEAR ASSEMBLIES

Shipments originating outside of the US:

Progress Rail – San Luis Potosi
Circuito Exportación 391
Parque Industrial Tres Naciones
San Luis Potosi, S.L.P. Mex CP 78395
Receiving Hours: 7:00 a.m. - 7:00 p.m. - M thru F
Contact: Jorge Lopez - Ph: 011-52 444 804-1800 Ext. 3031

Shipments within US – Contact Your PRL Inside Sales Representative to be directed to appropriate PRL Return Location:

Progress Rail – Henderson, NV
860 Wigwam Pkwy
Henderson, NV 89014
Receiving Hours: 8:00 a.m. – 3:00 p.m. Pacific Time - M thru F
Contact: Kendra Marx- (702) 342-7545

Progress Rail – Muncie, IN
3500 South Cowan Road
Dock #24
Muncie, IN 47302
Receiving Hours: 7:00 a.m. - 3:30 p.m. Eastern Time - M thru F
Contact: Shawn Montgomery – (765) 741-0477

MAIN GENERATORS/ALTERNATORS

Contact your PRL Inside Sales Representative
OR
Maria Monreal mmonreal@progressrail.com
M: +52 444-829-90-18

TURBOCHARGERS, POWER ASMS AND COMPONENTS, INCL. CYL HEADS, VALVE BRIDGES, ADAPTER SCREENS, CLUTCHES, ROCKER ARMS & SPRING DRIVE GEARS

Progress Rail – Peru, IN
405 Life Road
Peru, IN 46970
Receiving Hours: 5:30 a.m.- 1:00 p.m. Eastern Time – M thru F
Contact: MaterialReturn-Peru@progressrail.com
(765) 473-1533

CRANKSHAFTS

Progress Rail C/O Ellwood Crankshaft Group Sharon Forge
1161 N Sharpsville Ave
Sharon, PA 16146
Receiving Hours: 8:00 a.m. - 2:00 p.m. Eastern Time - M thru F
Contact: Jessica Smith – (724) 308-6863

ENGINES

Progress Rail – Mayfield, KY
425 Ingersoll Rand Road
Mayfield, KY 42066
Receiving Hours: 6:00 a.m. – 3:00 p.m. - M thru Th
Contact: Shelby Riley – (270) 251-7023

All receiving hours listed in Central Time, unless otherwise noted

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PROGRESS RAIL RETURN TAGS

Please note that ALL return material must include the appropriate material identification Return Tag. The return tag must contain the Customer Purchase Order number, PRL UTEX part number, quantity returned and the description. Majors must contain Serial Number identification on the return goods tag.

For warranty material please completely fill out and attach a PRL ***S-tag*** to all components returned for processing.

All materials returned against a claim, must include the return material authorization (RMA) attached to the material.
NOTE: Unused claim material should **NOT** be returned to a Progress Rail core return processing facility. The appropriate return address for returning unused material against a claim is provided to you in the Progress Rail "Authorization to Return Material" claim form. You may also contact your Inside Sales Representative to verify the return address.

To order "A" and/or "S" return material tags please email – ReturnTags@PROGRESSRAIL.com

When ordering, please provide the following information:
1. Qty of boxes required - (Qty of 500 per box)
2. "Ship to" address
3. "Attn To:"
4. Shipping method: If expedited freight is required, please be sure to provide your UPS Account #, etc.

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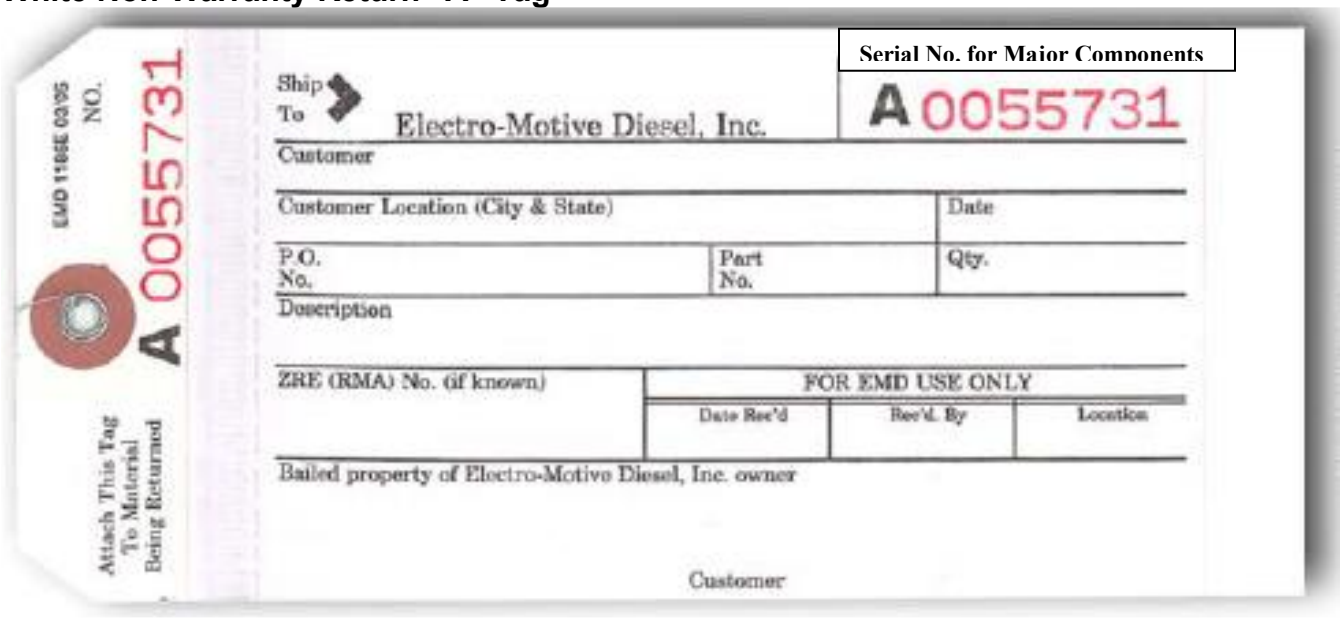
White Non-Warranty Return “A” Tag



The following information is required to process core material

- **Customer Name**
- **Customer location (city and state) where material is being shipped from**
- **Date**
- **P.O. or ZRE # (RMA #)**
- **Part # (THIS HAS TO BE THE UTEX #)**
- **Quantity**
- **Description of material**
- **Serial Number (REQUIRED for MAJOR components ONLY) - Please write in above tag number as shown in tag illustration above**

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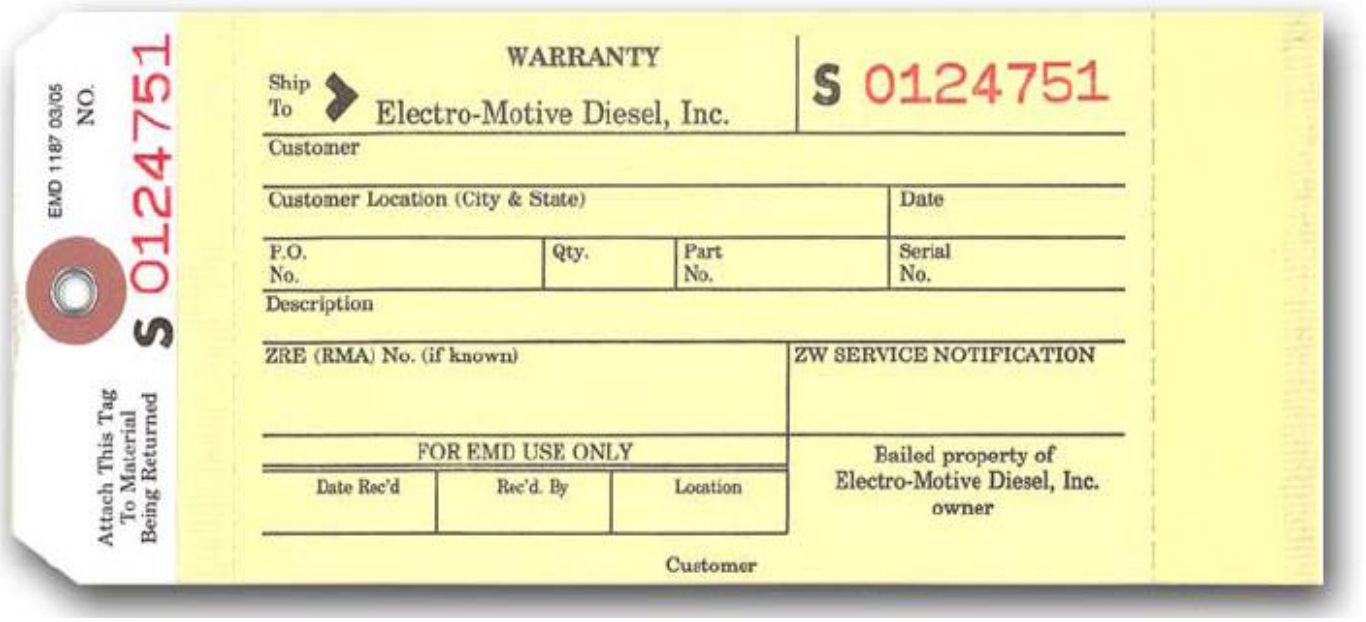
Yellow Warranty Return "S" Tag



The following information is required to process your warranty core material

- **Customer Name**
- **Customer location (city and state) where material is being shipped from**
- **Date**
- **P.O. #**
- **Quantity**
- **Part #**
- **Serial #**
- **Description of material**
- **ZRE # (RMA #)**
- **ZW Service notification #**

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MEXICO MATERIAL RETURN INSTRUCTIONS

The Mexican Customs Law requires that all parties act with diligence in all import transactions. Therefore, Progress Rail Locomotive and Progress Rail de Mexico reaffirm the importance of such diligence when filing a pedimento by correctly declaring the following information for the purpose of complying with the Mexican legal customs laws and regulations.

- Description
- HTS code
- Quantity
- Unit of Measure
- Customs Valuation
- Duties and Taxes
- Other commercial information related to the customs clearance of the goods

Objective of the Instructions:
To provide Customers the instruction on how to ship Core, Warranty, and Repair and Return parts to the facilities in San Luis Potosi or Monclova, Mexico.

Please follow the process noted below:

1. **"Ship To" –**

   PROGRESS RAIL DE MEXICO, S.A. DE C.V (PRMX).
   CIRCUITO EXPORTACION # 391
   COL. PARQUE INDUSTRIAL TRES NACIONES
   SAN LUIS POTOSI, SLP, C.P. 78395, MEXICO
   LOGISTICS CONTACT: CARLOS JOHAN AGUILAR caguilar@PROGRESSRAIL.com &
   NALLELY MENDOZA VAZQUEZ mmvazquez@PROGRESSRAIL.com
   PLANNING CONTACT: JORGE LÓPEZ jlopez@progressrail.com
   RECEIVING HOURS: 7:00 A.M. – 3:30 P.M. **Monday thru Tuesday**

2. Prepare the following draft documents including the "Ship To" location and the "Consignee: PROGRESS RAIL DE MEXICO, S.A. DE C.V." information, then email them for approval of our Logistics contact (prior to shipping):

   - Packing list
   - Bill of Lading (land, air, ocean)
   - Export Commercial Invoice

   The packing list must contain the following information:

   a) Shippers complete name and address.
   b) Date.
   c) Reference number, such as: ZRE (**mandatory**), RMA, Purchase Order, Warranty Number, Sales Order or similar.
   d) Import part number (**CORE code**).
   e) Related export part number (UTEX item).

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f) Serial number.
g) Model.
h) Country of origin.
i) Quantity.
j) Unit of measure.
k) Description.

3. PRMX Logistics Department will provide the green light for booking the shipment and prepare internal documents for importation.

NOTE: The goods that arrive at any Mexican customs office that are not recognized by Progress Rail de Mexico might be returned to origin at the shipper's expense.

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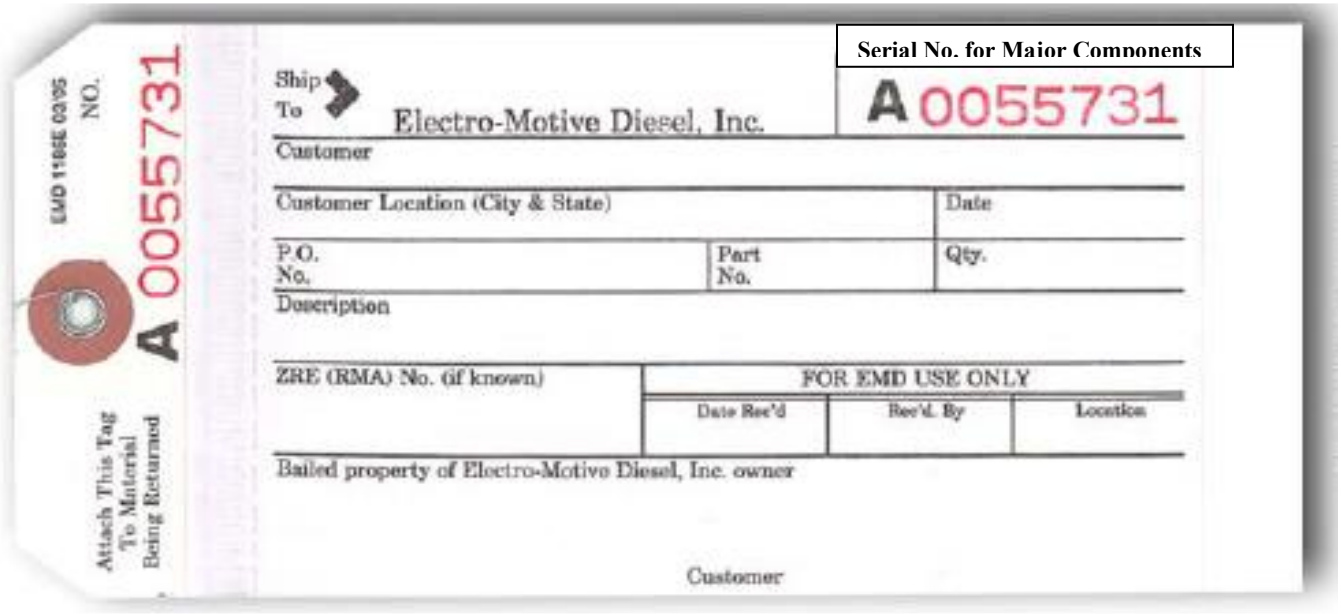
PROGRESS RAIL RETURN TAGS

White Non-Warranty Return "A" Tag



The following information is required to process core material

- **Customer Name**
- **Customer location (city and state) where material is being shipped from**
- **Date**
- **P.O. or ZRE # (RMA #)**
- **Part # (THIS HAS TO BE THE UTEX #)**
- **Quantity**
- **Description of material**
- **Serial Number (REQUIRED for MAJOR components ONLY) - Please write in above tag number as shown in tag illustration above**

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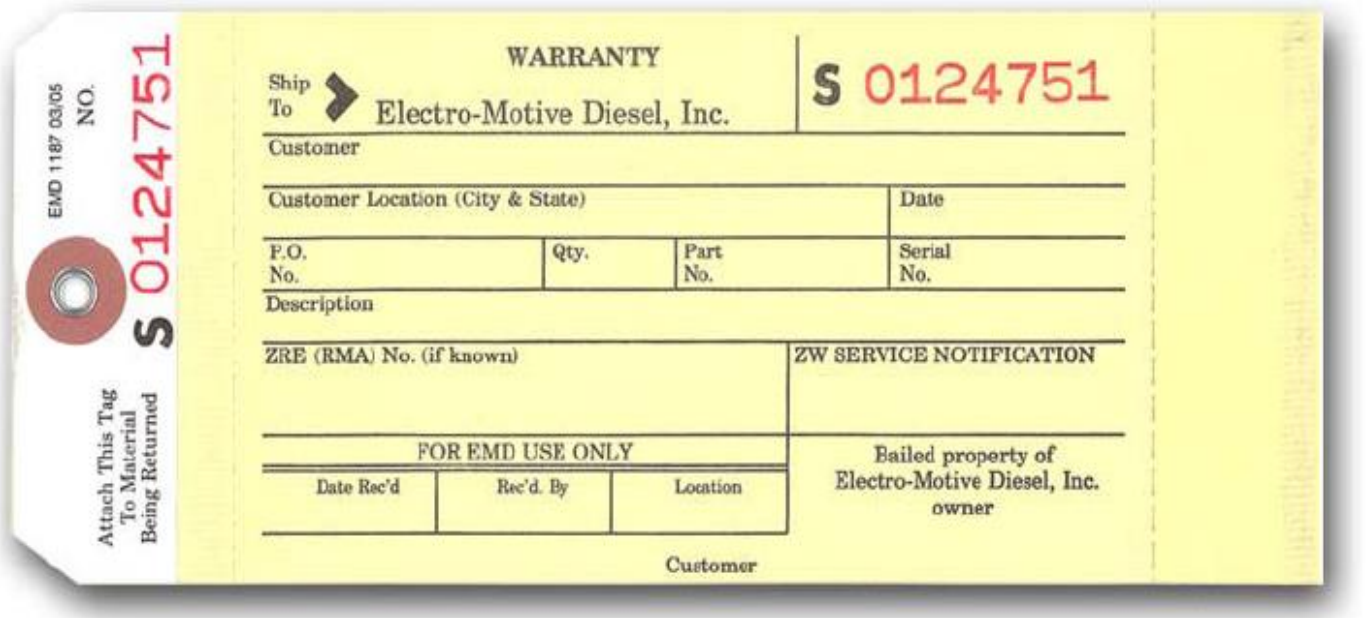
Yellow Warranty Return "S" Tag



The following information is required to process your warranty core material

- **Customer Name**
- **Customer location (city and state) where material is being shipped from**
- **Date**
- **P.O. #**
- **Quantity**
- **Part #**
- **Serial #**
- **Description of material**
- **ZRE # (RMA #)**
- **ZW Service notification #**

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International Material Shipments to the U.S.

To ensure smooth transportation and timely US Customs release upon arrival, it is imperative all shippers follow these guidelines.

The Customer Service Department or the Engineering Service Representative **must authorize all material returns** to the United States. This authorization will be granted in a written document (Authorization Form) indicating the Claim or Warranty number and the instructions for the return of the material. They will provide all instructions and necessary documentation for transit of the material to its final destination in the United States.

The shipper must follow all instructions as indicated on the Authorization Form. It is the shipper's responsibility to contact the carrier specified in the return instructions, book the material to its final destination in the United States, arrange for pick-up times and organize the shipping, including submitting the Importer Security Filing "ISF" form to the US Customs Broker for ocean shipments.

All shipments shall be returned under the shipping term **(INCOTERM) DAP** (Delivered at Place). The shipper will pay for the transportation from origin to destination and PRL will be responsible for importation duties and taxes into the United States.

All material (packaging) must be physically marked with the PRL part number, description, country of origin, US HTS code, and quantity. The marking must be identifiable at all stages during the shipping process. The marking must be consistent with the information provided on all shipping documents.

The value declared in the shipping documents must be provided by either the Customer Service Department or the Engineering Service Representative. The commercial invoice shall list **PRL part number**, part description, item serial number, US HTS code, and item price (value) in USD. In most cases, a CORE part number will be issued to represent the value of a defective part or component.

In order to maintain an adequate pool of used parts for rebuilt components and to control the production process UTEX and R&R materials must be in transit from the customer **within one month after the return has been approved.**

I. AIR AND OCEAN SHIPMENTS TO U.S.

The authorized customs broker for **all air and ocean shipments** to the United States is Page and Jones**.** The shipper must indicate Page and Jones as the "First Notify Party" on the Bill of Lading and booking documents.

Page and Jones
52 N Jackson Street
Mobile, AL 36602
Phone: 251-358-9170
E-mail: progressrail@pagejones.com

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For Air Shipments, the following documents must be completed and send to progressrail@pagejones.com:

- **Bill of Lading** at the lowest level (House or Regular)
- **Commercial Invoice** – US Invoice Requirements
- **Packing List**

FOR ALL OCEAN SHIPMENTS in addition to the documents identified above, ISF notification is required. The ISF 10+2 Form must be completed in its entirety. Instructions regarding how to complete the form appear in the fourth sheet tab of the document. Please refer to our **ISF Instruction** for any questions about the ISF process. All documentation for ocean shipments shall be sent to progressrail@pagejones.com and isf@progressrail.com:

The completed ISF 10+2 Form must be sent to the above emails no-later than 72 hours (not including weekends or holidays), BEFORE loading the container on the vessel destined to US.

In instances where PRL is fined because of a late, incomplete and/or erroneous ISF data transmission, the customer will bear responsibility for the full amount of the penalty, as well as any other loss or expense incurred by PRL.

When **Original Bills of Lading are issued**, the shipper shall prepare three sets of documentation and distribute them as follows:

- **One set** mailed via express courier to PRL's Customs Broker:

  Page and Jones
  52 N Jackson Street
  Mobile, AL 36602
  Phone: 251-358-9170
  E-mail: progressrail@pagejones.com

- **One set** mailed via express courier to PRL Headquarters:

Progress Rail Locomotive, Inc.
9301 W. 55th Street, LaGrange, IL 60525
Attention: **Customs Department**
E-mail: CustomsRequests@progressrail.com
Phone: (708) 387-5466 or (708) 387-6490

- **One set** filed and kept for future reference or claims.

Note: The customs broker cannot release a shipment into the United States without original shipping documents.

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II. Land shipments from Canada & Mexico

Mexican and Canadian contract maintenance facilities are authorized to return warranty and claim materials without Customer Service Department or Engineering Service Representative approval. However, the facility must contact the Customer Service Department to determine the value, PRL part number and any other related information for the part being returned.

Other customers from Canada and Mexico must contact the Customer Service Department or the Engineering Service Representative to request authorization to return material to the United States.

The authorized customs broker for material shipped from **CANADA** is **Page and Jones:**
E-MAIL: progressrail@pagejones.com
PHONE: 251-358-9170

The authorized customs broker for material shipped from **MEXICO** is **EELCO**:
E-MAIL: progressrail@uscustombroker.com
PHONE: 956-712-2422

For all shipments from Mexico and Canada the shipper shall prepare the documents listed below and provide to the broker:

- Bill of Lading at the lowest level (House or Regular)
- Commercial Invoice
- Packing List
- Declaration of Foreign Shipper for US goods returned.

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Authorization to Return Material to PRL - Example

To: (Customer or Distributor's Name)
Attention: (Customer or Distributor's Contact)
Date:
Regarding: Authorization to Return Material
Your Reference: (Customer P.O. Number)

Note: PRL Distributors must forward these instructions to their customers if material is shipped from customer location.

This letter is authorization for (Customer or Distributor's Name) to return (Enter Qty, Part Number, and Description) for (Enter repair and return price credit here).

Please prepare and ship the return material according to the following instructions:

1. PRL (Enter PRL return Sales Document #) must be marked on all documentation and packaging.
2. To receive full credit, all return material must be new, salable, and in its original packaging.
3. If there is no original packaging, you must properly package the material to avoid any damage during return transit.
4. Light oil, such as a mixture of kerosene and SAE Engine Oil, should protect unpainted and raw metal parts.
5. Attach the enclosed Return Material Tags to each piece of material being returned in a visible place by wrapping the tag wire around the part for immediate identification upon arrival.
6. All Return Material Tags must include your return address and complete field information as requested.
7. If material weighs less than 300 pounds, ship airfreight; if it weighs more than 300 pounds, ship ocean freight.
8. Material is to be returned per **PRL's ROUTING GUIDE** within 30 days of this letter, to the appropriate PRL facility, as indicated. Do not use a courier to return material.
9. If the material loses additional value in return transit, PRL will determine the amount of customer responsibility and adjust customer accounts accordingly.
10. For all ocean shipments, please complete the attached **ISF10+2 Form** as indicated in the **Instructions** document and follow the process described in our **ISF Procedure.** **At least 72 hours prior to vessel's departure** you must provide us with an electronic copy of the following documents: Commercial Invoice, Packing List, Ocean Bill of Lading, ISF 10+2 Form, and Declaration of Foreign Shipper. The information should be forwarded to: progressrail@pagejones.com and isf@progressrail.com.
11. Depending on transport method you should request from the carrier the Ocean Bill of Lading number at the lowest level (that is transmitted into the AMS), or, for an air shipment, the Air Bill of Lading. Note: The Bill of Lading must indicate UPS Supply Chain Solutions, Inc. (UPS-SCS, Inc.) as FIRST NOTIFY PARTY in order to facilitate US Customs clearance and avoid delays in the transit of your material. The address and information is marked below:
12. Keep one set of the following shipping documents in the event they are requested for customs authorities or PRL:
    - Original Ocean Bill of Lading
    - ISF-10 Form (if applicable)
    - Declaration of Foreign Shipper
    - Commercial Invoice
13. You MUST accompany every shipment with an original copy of the following shipping documents:

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- This authorization letter
- Bill of Lading
- Completed Declaration of Foreign Shipper form
- Completed Commercial Invoice

14. Mail two of the sets of Original Ocean Bill of Lading and support documents via express courier (DHL, FEDEX, UPS, etc) to:

SET 1:
Page and Jones
Attn: Progress Rail Team
52 N Jackson Street
Mobile, AL 36602 USA
Phone: 251-358-9170

E-mail:progressrail@pagejones.com

SET 2:
Progress Rail Locomotive
Attn: International Trade Compliance
9301 West 55th Street
LaGrange, IL 60525 USA
Fax: (708) 387-6603

Phone: (708) 387-5466 or (708) 387-6380
E-mail: CustomsRequests@progressrail.com

Declaration of Foreign Shipper - Example

DECLARATION OF FOREIGN SHIPPER
I, (SHIPPER'S NAME), **declare that to the best of my knowledge and belief the articles herein specified were exported from the United States, from the port of** (ENTER US PORT OF EXPORT WHEN THE MATERIAL WAS ORIGINALLY SHIPPED OR UNKNOWN **on or about** (ENTER THE DATE OF EXPORT WHEN THE MATERIAL WAS ORIGINALLY SHIPPED OR UNKNOWN), **and that they are returned without having been increased in value or improved in condition by any process of manufacture or other means.**
Shipper Name & Address:(PROVIDE NAME OF THE COMPANY AND SHIPPING ADDRESS)
Shipment Identification:(PROVIDE SHIPMENT, B/L OR TRUCK NUMBER)
Signature and Capacity:(NAME, TITLE AND SIGNATURE OF THE SHIPPER)
_____

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Convenience Returns

* Overstocked material or materials ordered in error may be returned at the customer's convenience. In such cases, unless the commercial department dictates otherwise, the customer will be the importer of record into the United States.

* The process for returning this material is the same as that previously mentioned above with the exception that the material must be returned DDP (Delivered Duty Paid.) PRL will not be responsible for the transportation, importation duties, ISF filing and taxes for these shipments.

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