

### **Advance Exchange Core Program Offerings**

Depot International offers OEM, refurbished and aftermarket printer parts, many of which are available on Exchange. Exchange allows you to purchase quality printer parts for same day shipment then simply return your repairable cores to Depot International. No one likes keeping track of when their cores are due, but at Depot International we have made core reporting and tracking easy. Simply use the included return label produced with each shipment to return your cores. We will provide a daily receiving report and a weekly core report so you always know where you stand.

### **Advance Exchange Program**

Our Advance Exchange program requires that for each Advance Exchange product ordered a core of the exact equivalent is returned. In order to assist our customers in returns an "ADV EXCHANGE" Sticker(R-CORE) is included for each return pre-affixed to the box. If a customer also wishes to use an Authorized Return Service (ARS) label they can be purchased and added to the order for an additional cost. Both the ADV EXCHANGE Sticker and the ARS label are tied to the order for receiving and tracking in our system. While we do all we can to provide the necessary labeling to make core returns hassle free; bear in mind that the receiving accuracy will only be as good as the application of the label(s) placed on returns.

### **Warranty Replacements**

Depot International will provide an Authorized Return Service (ARS) label and Return Merchandise Authorization (RMA) number with the replacement order. It is necessary to use both when returning the defective product to properly process and avoid future billing.

### **Advance Exchange Core Program Ship to Address:**

Parts Return Center  
2401 Portico Blvd/PRC  
Calexico, CA 92231

### **Warranty RMA Ship to Address (Parts Only):**

Attn: RMA#  
1495 Highway 34 South  
Farmingdale, NJ 07727

### **New Exchange Process**

The RMA number uses the same digits as the order number (SOE)  
SOE12345 R-COR/CORE12345

### **Core Application**

- All Cores coming into Depot International are recorded.
- If the RMA number (R-CORE) is provided we will show a core being recorded referencing the RMA.
- Cores coming into Depot International using our ARS label without a RMA number will be recorded to the order the ARS label was generated from.
- Depot International will receive any viable item and quantity delivered in the box and will record the receipt in our system.

### **Reporting**

To improve our overall visibility to our customers; we have created the following reports to insure that our core program is easy to administer:

#### **Daily**

- Daily Summary Receiving Report
- Daily Detailed Receiving Report

#### **Weekly**

- Detailed Core Report

**All reports can be run on demand monthly and quarterly as well.**

### **Reconciliation**

#### **Detailed Report**

Reporting will show by line quantity ordered, received and percentage returned.

#### **Summary Report**

Reporting will show aggregate of all items purchased, cores returned and percentage.

*\*A minimum of 90+% return rate overall is necessary to avoid possible billing*

*\*Cores that are considered to be in "constrained" status may be billed at Depot's discretion*

### **Core Billing**

#### **All Accounts will be reviewed and reconciled Quarterly:**

- Billing will occur one month after the close of the Quarter.
- I.E, Q1- Billing will commence on 5/1
- Prior to billing your account manager will discuss your outstanding core balance.
- Core charges are set at the Current Market Value for the core.
- Cores being returned after being billed will go through a PO process, we will purchase back at the billed amount by our purchasing group.
- All items purchased on exchange and cores returned will remain on core report until reconciliation is completed.

### **Advance Exchange Program**

- When a part is shipped out on advance exchange an advance exchange sticker is placed on each individual box.
- If a customer purchases an ARS label or has them included in a program the ARS labels will be in the shipping pouch with the packing slip in the primary shipping box.
- If there are multiple items on an order each advance exchange item will have an Advance Exchange sticker attached to the box.
- Customers are responsible for returning the cores to Depot within 45 days of the original shipment date.
- To help monitor cores owed, customers are e-mailed a daily receiving report and a core report once a week.
- Customer also can view a current core report on the Depot website.
- To view a core report on the website
  - i. Login to the Depot website
  - ii. Go to “Dashboard”
  - iii. Go to “Resources”
  - iv. Go to “Reporting”
  - v. Click “Detailed Core Report” or “Core Net Billing Report”
- Advance Exchange requires for each Advance Exchange product ordered a core of the exact equivalent is returned.
- When returning a core to Depot the preference is to use the original box that has the ADV Exchange sticker attached to the box.
- If you do not have the original box, please label the box being returned with the R-CORE number.
- If you chose to put multiple returns in one box include a documentation of the cores and corresponding R-CORE numbers being returned.
- If Depot receives cores without R-CORE or SOE numbers on the package the core will be applied to the account generically.
- If a core appears on the core report that has been returned please contact the customer service team so Depot can resolve the matter as quickly as possible.  
**clientservices@depotintl.com**
- Core invoices can be found on the customer statement designated by PO# “CORE BILLING”
- When returning a core that has been invoiced, Depot will issue a PO to purchase the core at the billed amount.
- All items purchased on exchange and cores returned will remain on the core report until reconciliation is completed at the end of each quarter