



## Training on Uni-Select's New Returns Policy



Wednesday, December 19, 2012

3:30 pm



## **IMPORTANT**

**There are 5 types of returns:**  
Annual, 60 days, defects, cores and shipping errors

**All returns MUST be pre-authorized and sent with the Return Goods Authorization (RGA) number received from Uni-Select**

## Shipping Error

- Inform Customer Service as fast as possible
- The invoice number is needed to take appropriate corrective measures
- Depending on the Shipping error type, the correction will be handled by a credit/debit note (warehouse invoice)
- All clerks are now able to answer this type of request



**Phone (450) 641-3825**  
**Toll Free 1-800-641-2440**



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## 60 days return

Authorized based on the last 60 days purchase history at Uni-Select DC

- This return replaces the old system's return type which was only 30 days (reason 50).
- It makes the return process easier for customers as they don't need to provide the invoice number.
  - Less research = easier = More efficient for customers
- Rejects all returns over 60 days or those already returned (ex. 1 purchase within last 60 days, 1 return and 3 additional returns)
  - **There will be an adjustment period until January 31, 2013**
  - In this case, the return will be considered an annual return and will be refused.
- Credit granted for articles returned will be based on the price paid. (price of the oldest invoice within the last 60)

[retours@uniselect.com](mailto:retours@uniselect.com)

Fax (450) 449-1619

## 60 days return

Authorized based on the last 60 days purchase history at Uni-Select DC

- From now on, there will not be any returns fees charged to members.
- Initials warehouse fees will be reimbursed for popularity codes C, D and N. They will not be reimbursed for item types A and B.
- If you return more than 5% of all your purchases from the last year (all lines combined), a 5% handling fee will be applicable.

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Fax (450) 449-1619

## 60 days return

Authorized based on the last 60 days purchase history at Uni-Select DC

- ❑ Calculation of 60 day returns eligibility will include transactions from all Canadian Uni-Select warehouses.
- ❑ All parts purchased in another warehouse can be returned to Boucherville
- ❑ All obsolete and used parts will be rejected.
- ❑ The return authorization (RGA) will be sent to customers by email/fax, as per the return request.
- ❑ Customers will need to include the return authorization (RGA) with the product returned.
- ❑ Credit is processed and transmitted as the return is received, if the return authorization (RGA) is included.
- ❑ Objective: make our products available as quickly as possible to avoid reordering or allow us to say yes to another wholesaler on the same day for the same article.

[retours@uniselect.com](mailto:retours@uniselect.com)

Fax (450) 449-1619



UNI-SELECT MONTREAL  
170, INDUSTRIEL BLVD  
BOUCHERVILLE, QC, J4B 2X3,

Tél: 450-541-2440  
Télécopieur: 450-449-1619  
Courriel: quebecinfo@uniselect.com  
www.uni-select.biz

## AUTORISATION DE RETOUR

Facturé à  
MULTI-PIECES NAPIERVILLE INC.  
388 ST JACQUES  
NAPIERVILLE, QC, J0J 1L0,

Expédié à  
MULTI-PIECES NAPIERVILLE INC.  
388 ST JACQUES  
NAPIERVILLE, QC, J0J 1L0,

Information  
No de RGA 80223392  
No de client 3141500  
Réceptionnaire marchandise 3141500  
Type de retour Retour 60 jours  
Entrepôt UNI-SELECT MONTREAL  
No de retour client 1075653  
Date du retour 07.12.2012  
Devise CAD  
Opérateur France Brunelle

Ligne	No Item	Description	Code de popularité	Qté soumise	Qté acceptée	Qté rejetée	Raison	UM	Prix	Prix de l'organe	Prix par
STD	3400	JEU DE FILS	C	1	1	0		/PC	10,39	0,00	/PC
MTM	905505	COUSSINET JOINT D'ARTICUL	B	1	1	0		/PC	14,15	0,00	/PC
TRG	48314	COLLIERS SERRAGE 2 OREILLES	A	10	10	0		/PC	0,31	0,00	/PC
RSG	SGD793C	PLAQUETTES SERVICE GRADE	E	1	1	0		/PC	19,94	0,00	/PC
ADR	809754	TAMBOUR DE FREIN	A	1	1	0		/PC	12,68	0,00	/PC
A1C	808158	ARBRE TRANSMISSION HOMOCCIN	F	1	1	0		/PC	68,30	63,00	/PC
STD	UF391	BOBINE	C	1	1	0		/PC	108,50	0,00	/PC
ADR	8076627	ROTOR (F	B	2	2	0		/PC	9,35	0,00	/PC
SIG	6200022	KLAXON CHROME	F	1	1	0		/PC	51,88	0,00	/PC
A1S	666183	ARBRE TRANSM.HOMOCCIN ET NEUF	F	1	1	0		/PC	59,85	0,00	/PC
ITC	024837	CRIC F408 40	E	1	1	0		/PC	52,11	0,00	/PC
SAR	BRK10T	TR.REPARATION CHASSIS 10T	F	1	1	0		/PC	271,02	0,00	/PC
UCC	06105087	BECKMARNLEY EMBRAYAGE NEUF	A	1	1	0		/PC	104,69	0,00	/PC
MON	5778	AMORTISSEUR SENSA-TRAC AUT	D	2	2	0		/PC	23,38	0,00	/PC
BAF	1017014	BARRE STABILISATRICE	A	2	2	0		/PC	11,55	0,00	/PC
ABS	127BR930078	ASSEMBLAGE ROULEMENT MOYEU	D	1	1	0		/PC	50,12	0,00	/PC

RGA Example

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## **IMPORTANT**

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**Fax (450) 449-1619**

## Core Returns

- No change, except for the return authorization (RGA)
- Only items and product lines created in the USI system will be accepted.

## Defect Returns

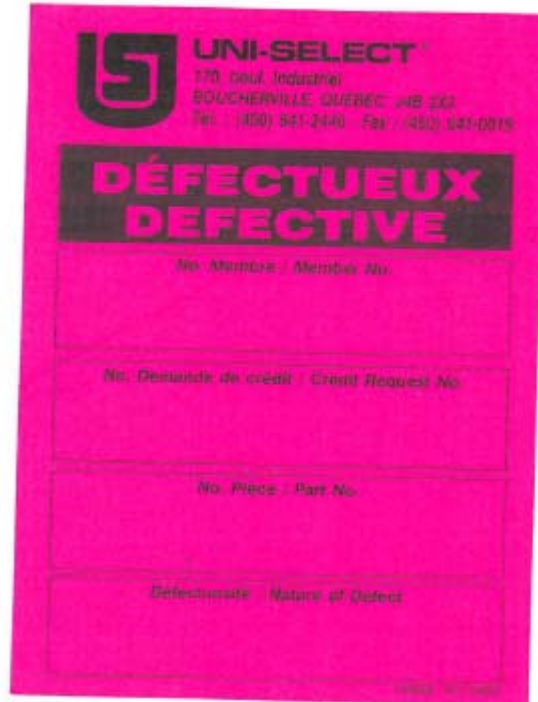
- The return request **with** the original invoice number: **warehouse and administration fees will be reimbursed**
- The return request **without** the original invoice number: **administration fees will be reimbursed, but warehouse fees won't be.**
- The return authorization must be included with parts returned.
- Only stored lines can be credited.

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## Core returns and defects

- Complete stickers remain mandatory for core and defect returns at Uni-Select



**UNI-SELECT**  
170, Boul. Industriel  
BOUCHERVILLE, QUÉBEC J4B 2X3  
Tél. : (450) 641-2440 - Fax : (450) 641-0019

**DÉFECTUEUX  
DEFECTIVE**

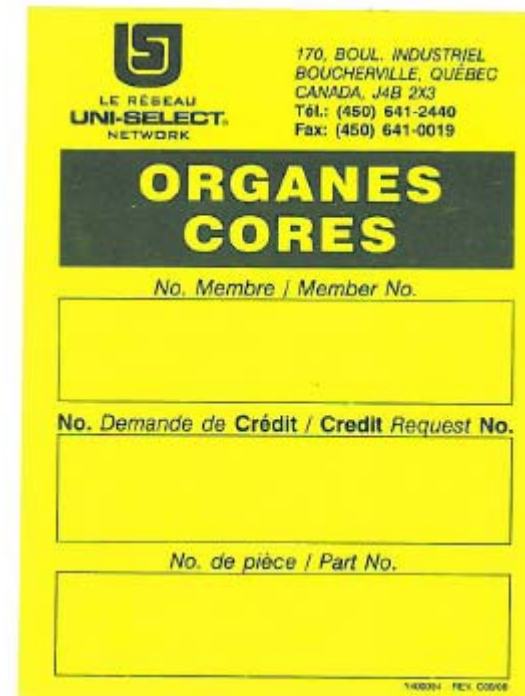
No. Membre / Member No.

No. Demande de crédit / Credit Request No.

No. Pièce / Part No.

Défectuosité / Nature of Defect

140001 - REV. 03/06



**UNI-SELECT**  
LE RESEAU  
NETWORK

170, BOUL. INDUSTRIEL  
BOUCHERVILLE, QUÉBEC  
CANADA, J4B 2X3  
Tél.: (450) 641-2440  
Fax: (450) 641-0019

**ORGANES  
CORES**

No. Membre / Member No.

No. Demande de Crédit / Credit Request No.

No. de pièce / Part No.

140001 - REV. 03/06

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**Fax (450) 449-1619**

# Labor Warranty Return



- For Labor Claims, part of SAX Program, you must fax (scan accepted) the invoices (2) and SAX form to get your RGA.
- Stickers on parts are always required
- Please send original documents with products at Uni-Select with RGA document

**Quality Assurance Qualité**

UP TO 1 YEAR / JUSQU'À 1 AN  
 **365** or 365 jours **PARTS ONLY** Claim Form Réclamation **PIÈCES SEULEMENT**

WITHIN 90 DAYS / MOINS DE 90 JOURS  
 **90** or 90 jours **PARTS & LABOR** Claim Form Réclamation **PIÈCES & MAIN-D'OEUVRE**

Claim Form 125587  
 Formulaire de réclamation

Please make sure to fill all the boxes. Prenez soin de bien remplir chacune des cases.

REPAIR SHOP / ATELIER	SHOP NO. / N° D'ATELIER	TELEPHONE / TELEPHONE	CONTACT
JOBBER / GROSSISTE	JOBBER NO. / N° GROSSISTE	TELEPHONE / TELEPHONE	CONTACT

PRODUCT DESCRIPTION / DESCRIPTION DU PRODUIT	QTY / QTE	PART NUMBER / NUMERO DE LA PIÈCE	SUPPLIER / FOURNISSEUR
ORIGINAL INVOICE / FACTURE ORIGINALE	DATE (INSTALLATION)	CODE	TIME / TEMPS
REPL. INVOICE / FACTURE DE REMPL.	REPL. DATE REMPL.	AMOUNT / MONTANT	
CONSUMER / CONSOMMATEUR	TELEPHONE / TELEPHONE	MAKE - MODEL - YEAR / MARQUE - MODÈLE - ANNÉE	

NOTE OR PROBLEM DETAILS / NOTE OU DESCRIPTION DE L'ANOMALIE

REPAIR SHOP: 1. Fill out the Form. 2. Detach part 1 (Repair Shop Copy) for your records. 3. Peel the label strip on back of the remaining form. 4. Apply to defective product packaging and return to your jobber.  
 ATELIER: 1. Compléter le formulaire. 2. Retenir votre copie (Copie de l'atelier) pour vos dossiers. 3. Péler la bande autocollante du formulaire (voir au verso). 4. Appliquer sur l'emballage de produit et retourner au grossiste.

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## Annual Return

Authorized based on the percentage of purchases during the previous year

- Procedures do not change except that articles may not be automatically rejected based on their popularity, but rather on a sequential basis (in the order received at Uni-Select)
  - **Tip:** You should change the way you return items to sort them from least popular to most popular, based on your store's statistics
- Calculation of the eligible return amount will include all transactions in all Canadian warehouses, but returned to Boucherville
- All obsolete and used items will be rejected

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## Annual Returns

Authorized based on the percentage of purchases during the previous year

- As per the schedule - Important to observe months
- Addition of a second return within the year, for 31 lines (New in 2013)
- **January 2013, those who have not been treated in October 2012**
- USI Excel File (line codes, numbers, quantities)
- Only numbers created in the system will be accepted
- An RGA will be sent after
- Include the document with the goods when physically returning your merchandise to accelerate the issuance of credit
- **Do not send annual return in December 2012, those already authorized will not be processed again in the RGA system**

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# Annual Returns

## 2013 Calendar

[retours@uniselect.com](mailto:retours@uniselect.com)

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2013 calendrier des retours annuels	
MOIS	MOIS
<b>Janvier</b>  Ceux de octobre 2012	<b>Juillet</b> 001-002-OTC 104-pro-series 155-158-159-111-164- blue streak 622-dynaline 927-trico
<b>Février</b> 088 Grote 103-Dns 106-120 Spectra 130-3M 185 Mevotech 387-Plasti Kote 433-Ngk 738-Luk	<b>Août</b> Toutes autres lignes autorisées pour retour annuel mais ne faisant pas parties des mois mentionnes dans ce calendrier <b>103-Dns **</b> <b>106-120 Spectra **</b> <b>185 Mevotech **</b>
<b>Mars</b> 681-682-683-686-687-688-694-250 Affinia 141-142 Dorman 557-King 460-Temro 588-Cliplight 484-784-790-Jet 690-CP	<b>Septembre</b> 846-beck <b>681-682-685-686-687-694 **</b> 080-Docap 161-Bayco 226-Absco 669-Devilbis 783-B Ericson 820-Westward
<b>Avril</b> 102-153-198-481-496-cardone 087-Papco 147-156-520-539-864-807-808-866/868 Gates 151-189-194-435-560-950 Federal Mogul 283- Wilson	<b>Octobre</b> 107-695-534-196-511 117-Associated 331-Lincoln <b>102-153-198-481-496 **</b> 588-Cliplight 703-GE
<b>Mai</b> 068-Protek 180-KD 230-Walker 231-Bosal 482-Monroe 502-Topring	<b>Novembre</b> Fermeture mise à jour annuelle <b>151-189-194-435-560-950 Fed. Mogul **</b> <b>155-158-159-111-164- blue streak **</b> <b>230-482 **</b> <b>283 **</b> <b>231 314-315 **</b>
<b>Juin</b> 040-590 Skf 075-Proform 097-Bosch 314-315-316 Dayco	<b>Décembre</b> Toutes autres lignes autorisées pour retour annuel mais qui n'apparaissent pas sur cette liste.
<b>** 2 ième possibilité de retourner si vos chiffres de retour n'ont pas tous été utilisés</b>	

# Annual Return

## Report of Authorized Amounts by purchases during the previous year

BRAND	Brand Description	Last Year WH Sales CAD	Last Year Dropship Sales CAD	Last Year Total Sales CAD	Allowance Allowed(%)	Return Allowance (\$)	WH Annual Return Approved	WH Returned Credited CAD	Return Allowance Available
A1C	CARDONE	3 104,49	113,16	3 217,65	4,0	128,71	0,00	0,00	128,71
AAS	ALLIANCE STEEL	270,14	0,00	270,14	5,0	13,51	0,00	0,00	13,51
ABC	ABSCO	866,42	77 235,39	78 101,81	5,0	3 905,09	0,00	0,00	3 905,09
ABS	AE BEARINGS/SEALS	318,90	0,00	318,90	5,0	15,95	0,00	0,00	15,95
ACC	ATLAS COPCO	41,59	331,48	373,07	10,0	37,31	0,00	0,00	37,31
ACM	AUTO CHEM	3 542,61	45,00	3 587,61	5,0	179,38	0,00	0,00	179,38
ADM	PRO 3 ENG MOUNTS	10 932,61	0,00	10 932,61	5,0	546,63	0,00	821,54	0,00
ADR	AE DRUMS/ROTOR3	1 779,79	0,00	1 779,79	5,0	88,99	0,00	0,00	88,99
AEC	AE CHASSIS	29,50	0,00	29,50	5,0	1,48	0,00	0,00	1,48
AEF	AE FRICTION	430,42	0,00	430,42	5,0	21,52	0,00	0,00	21,52
AEI	AE IGNITION	465,29	0,00	465,29	5,0	23,26	0,00	0,00	23,26
AFI	AUTOLINE	2 132,66	-200,00	1 932,66	5,0	96,63	0,00	0,00	96,63
AGS	AMER GREASE STICK	2 269,79	1 160,21	3 430,00	10,0	343,00	0,00	0,00	343,00
AMB	AMERICAN BILTRITE	239,20	0,00	239,20	5,0	11,96	0,00	0,00	11,96
AME	AMETA	112,88	0,00	112,88	5,0	5,64	0,00	0,00	5,64
AMM	AMMCO	5 466,69	0,00	5 466,69	5,0	273,33	0,00	0,00	273,33
ANC	ANCO WIPERS	8 831,04	0,00	8 831,04	5,0	441,55	0,00	426,88	14,67
AOS	AUTOSOL	56,00	0,00	56,00	5,0	2,80	0,00	0,00	2,80
APU	PRO 3 NEW WATER P	21 629,95	0,00	21 629,95	5,0	1 081,50	0,00	0,00	1 081,50
ARA	ARBLAN	234,63	25,50	260,13	5,0	13,01	0,00	0,00	13,01
ASE	ASSOCIATED EQUIP	2 973,60	3 200,49	6 174,09	5,0	308,70	0,00	0,00	308,70

[retours@uniselect.com](mailto:retours@uniselect.com)

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# Annual Return

## RGA

### Example A

#### Line codes and merged numbers

# Clients SAP	# reference	Type de retour	# facture
1593400	1		
142905505	1		
50248314	10		
688SGD793C	1		
534809754	1		
198608158	1		
158UF391	1		
5348076627	2		
2926200022	1		
102666163	1		
717024837	1		
484BRK10T	1		
73806105087	1		
4825778	2		
8461017014	2		
107127BR930078	1		

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# Annual Return

## RGA

### Example B

### Line Codes and non-merged number


code	# Clients SAP	# reference	Type de retour	# facture
159	3400	1		
142	905505	1		
502	48314	10		
688	SGD793C	1		
534	809754	1		
198	608158	1		
158	UF391	1		
534	8076627	2		
292	6200022	1		
102	666163	1		
717	24837	1		
484	4BRK10T	1		
738	6105087	1		
482	5778	2		
846	1017014	2		
107	127BR930078	1		

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# Annual Return

# RGA Example Rejected Item



**UNI-SELECT**  
UNI-SELECT MONTREAL  
170, INDUSTRIEL BLVD  
BOUCHERVILLE, QC, J4B 2X3,  
Tél: 450-641-2440  
Télécopieur: 450-449-1619  
Courriel:  
www.uni-select.biz

Page 1 de 1

**AUTORISATION DE RETOUR**

**Facturé à**  
LES P.A. LEON GRENIER 1987 INC  
1260 BOUL. A. PAQUETTE  
MONT-LAURIER, QC, J9L 1M7,

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**Expédié à**  
LES P.A. LEON GRENIER 1987 INC  
1260 BOUL. A. PAQUETTE  
MONT-LAURIER, QC, J9L 1M7,

**Information**

No de RGA	60224834
No de client	3128200
Réceptionnaire marchandise	3128200
Type de retour	Retour annuel
Entrepôt	UNI-SELECT MONTREAL
No de retour client	2065908
Date du retour	10.12.2012
Devise	CAD
Opérateur	France Brunelle

Ligne	No Item	Description	Code de popularité	Qté soumise	Qté acceptée	Qté rejetée	Raison	UM	Prix	Prix de l'organe	Prix par
GEL	3496BP	EMBALLAGE BULLE 25834	E	2	2	0		/PC	3,69	0,00	/PC
GEL	9006NHBP	LUMIERE NIGHT-HAWK 25147	E	2	2	0		/PC	11,99	0,00	/PC
GEL	1295NA	LAMPE MINATURE 22523	F	3	0	3	emballage inapproprié	/PC	2,53	0,00	/PC

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## Next Steps

As of December 12, 2012

You can ask for your return authorization (RGA) for defects, cores, 60 day returns and send them with USI's documents (RGA)

As of January 7, 2013

You can ask for you return authorization (RGA) for annual returns (October 2012 period) and those from the old system

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**Any Question??**



**Phone (450) 641-3825**  
**Toll Free 1-800-641-2440**  
**Fax (450) 641-0101**



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