



B&R Guideline

Return/Repair Orders

Explanation - Process

Version 1.0



Version information

Version	Date	Comment	Responsible
1.0	Jan, 18, 2017	First edition	Helmut Schmitzberger

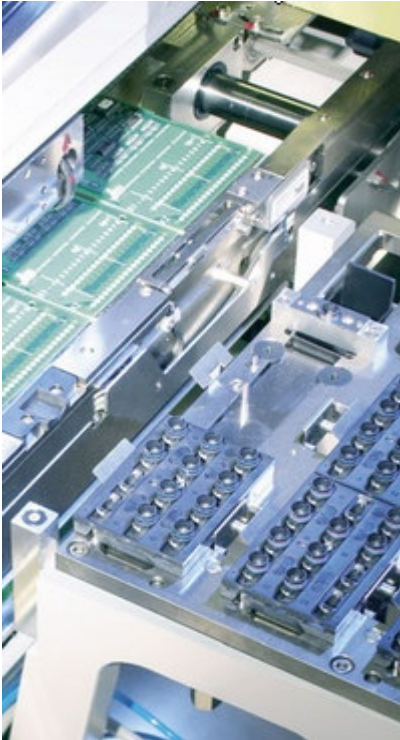
Table 1: Version information

I TOC table of Contents

1. Guiding principles	3
2. General information	4
3. Returns order	4
3.1 Return order for credit without new delivery	5
3.2 Return order for credit with new delivery	6
3.3 Returns order to correct defect free of charge.....	7
4. Repair order	8
4.1 Repair order – Costs known	9
4.2 Repair order – Costs <u>not</u> known	10



1. Guiding principles



Perfection in Automation – This motto has shaped our business activities for over 30 years. At its heart, it means ensuring availability of the most innovative technologies at any time and place around the world, as well as working closely with customers to develop the best possible solutions. The development of integrated industrial automation is the primary focus of our business.

B&R's position as a technologically advanced industrial automation specialist is based largely on the reliability and innovative strength of our products.

In accordance with this philosophy, we will work together with our best suppliers to define an efficient process for handling our complaints with regard to quality and commercial aspects.

On this basis, our goal is a long-term and planned strategy for cooperation. To remain on top in the global marketplace, it's important to be ready and able to implement ongoing improvements and optimizations.

An economic advantage for both sides is only possible based on trust and cooperation, and where costs, quality, innovation and delivery performance are all given particular importance.

For this reason, our purchasing team will be conducting open dialog with you to determine optimization potential.

This guideline should help you understand our concept for the handling complaints and the resulting return or repair orders.

A handwritten signature in blue ink, appearing to read 'Peter Schuch'.

Peter Schuch
General Manager – Drive Technologies/Global Sourcing



2. General information

B&R uses the SAP function "returns order" or "repair order" to process returns to suppliers in order to increase data quality (scheduling reliability, delivery quality, processing time for complaints, etc.).

The goal of this procedure is to separate qualitative, technical, commercial and logistical issues for complaints and repairs.

In the case of deviations within the warranty period, you will – as was the case previously – receive a "complaint" from our Supplier Quality team with a detailed description of the defect.

If analysis or repair is necessary outside the warranty period, the technical facts will be provided by our Supplier Quality team as "correspondence". Optional RMA processes that have been agreed upon are taken into account. When returning goods, the respective letter will be included with the goods.

All commercial and logistical issues (credit, exchange, etc.) are handled in a separate document. In purchasing, we use returns order or repair order SAP documents for this purpose.

3. Returns order

The returns order (number range beginning with 47...) is used by purchasing as an additional document to handle all commercial and logistical issues resulting from a complaint.

B&R will only send the document to the supplier by mail or by fax. The purchase order header references the complaint (beginning with 20...), the B&R Supplier Quality team and optionally the RMA number for the supplier

Example:

Bernecker + Rainer Industrie-Elektronik GmbH, A-5142 Eggelsberg, B&R Straße 1	
Max Mustermann Teststraße 1 D-12345 MUSTERDORF	Retourenbestellung
Ihre Faxnummer	Bestellnummer/Datum 4700000062/07.12.2016
Ihre Lieferantenummer bei uns 377389	AnsprechpartnerIn/Telefon Helmut Schmitzberger/DW/EXT:-2810
	Unsere Faxnummer (+43) 7748/6586-26
	Unsere UStIdentNummer ATU62367156
	Unsere EORI-Nummer ATEOS1000000176
	RMA Nr. / Reklamations Nr. RMA-Test / 0200270317
	Seite / Druckdatum 1 / 2 (04.01.2017)

If a new delivery (after repair or replacement) is agreed upon, the number of this returns order must be entered on the delivery note for delivery of goods. Order confirmations must be passed on to the contact person listed in the respective document with reference to this number either right away or by the agreed deadlines.

If you have any questions about the complaint (technical, qualitative, etc), please get in touch with the contact person indicated in the complaint; questions about all commercial issues can be sent to your contact in purchasing.

B&R plans to define a standard process together with each supplier for processing complaints using return orders. The following variants are available:



3.1 Return order for credit without new delivery

B&R's preferred version for suppliers e.g. with a high proportion of series production materials (current material requirements planning available). The defective goods are returned to the supplier for credit without a new delivery

Times:

- a.) Complaint submitted by B&R Supplier Quality team
- b.) Optional request of RMA number
- c.) Return the goods to the supplier with QM "complaint" document
- d.) B&R creates a returns order and sends it to the supplier by mail
 ==> Position number 0005 ==> Defective goods ==> Returns position
WARNING: No confirmation of this position is required!
- e.) Credit provided by supplier after receipt of the goods
 optional charge by B&R after delivery of the goods (e.g. in the case of a valid ERS agreement)

Example:

Pos.	Material	Bestellmenge	Einheit	Bezeichnung	Preis pro Einheit	Nettowert
00005	C0032208-01	10,00	Stück	Testartikel - Beschreibung aus SAP	12,63	126,30-
				Ihre Materialnummer 122506510		
				Retourenposition	reklamierter Menge	Wert der reklamierten Ware

Die o. a. Ware wird mit separater Post an Sie mit Referenz auf diese Retourenbestellposition retourniert, **eine Neuanlieferung der Ware wird nicht akzeptiert.**
 Weitere (techn.) Details siehe **B&R Reklamation Nr.: 0200270303 / Ihre RMA Nr.: RMA-TEST2311.** Die **B&R Reklamation Nr. ist bei Rückfragen immer anzugeben!**
 Bei Vorliegen einer gültigen ERS Vereinbarung, erhalten Sie für die retournierte Ware eine Belastungsanzeige. Liegt keine ERS Vereinbarung vor, ersuchen wir um Zusendung einer Gutschrift innerhalb einer Woche nach Erhalt der Ware.
 Bei Rückfragen zur Schadensregulierung ersuchen wir Sie, mit dem/der B&R-Ansprechpartner(in) - Details siehe Bestellkopf - Kontakt aufzunehmen.

In case of an unjustified complaint, the supplier is requested to contact our Supplier Quality team and return the goods to B&R **after** speaking with the respective purchasing employee in reference to the returns order.



3.2 Return order for credit with new delivery

The defective goods are returned to the supplier for credit with a new delivery. The defective product is returned to B&R by the supplier after correcting the defect (replacement, repair, etc.) and a new invoice is sent.

The supplier must send an order confirmation to B&R for new delivery of defect-free goods either right away or by the agreed deadlines. New deliveries for returns orders are incorporated in the B&R supplier assessment.

Times:

- a.) Complaint submitted by B&R Supplier Quality team
- b.) Optional request of RMA number
- c.) Return the goods to the supplier with QM "complaint" document
- d.) B&R creates a returns order and sends it to the supplier by mail
 ==> Position number 0005 ==> Defective goods ==> Returns position
WARNING: NO confirmation of this position is required!
 ==> Position number 0015 ==> New delivery of defect-free goods
WARNING: Confirmation of this position is required!
- e.) Credit provided by supplier after receipt of the goods
 optional charge by B&R after delivery of the goods (e.g. in the case of a valid ERS agreement)
- f.) Supplier creates a confirmation for position 0015
- g.) Delivery of defect-free goods with reference to the returns order
- h.) Invoicing after delivery of the defect-free goods
 optional credit by B&R after receiving the goods (e.g. in the case of a valid ERS agreement)

Example:

00005 C0032208-01 Testartikel - Beschreibung aus SAP
 10,00 Stück 12,63 126,30-
 Liefertermin Tag 05.01.2017
 Ihre Materialnummer INTERNE ARTIKEL NR. LIEFERANT
Retourenposition

Die o. a. Ware wird mit separater Post an Sie mit Referenz auf diese Retourenbestellposition retourniert.
 Weitere (techn.) Details siehe B&R Reklamation Nr.: 0200270303 / Ihre RMA Nr.: RMA-TEST2311. Die B&R Reklamations Nr. ist bei Rückfragen immer anzugeben!

Bei Vorliegen einer gültigen ERS Vereinbarung, erhalten Sie für die retournierte Ware eine Belastungsanzeige. Liegt keine ERS Vereinbarung vor, ersuchen wir um Zusendung einer Gutschrift innerhalb einer Woche nach Erhalt der Ware.
 Bei Rückfragen zur Schadensregulierung ersuchen wir Sie, mit dem/der B&R-Ansprechpartner(in) - Details siehe Bestellkopf - Kontakt aufzunehmen.

00015 C0032208-01 Testartikel - Beschreibung aus SAP
 10,00 Stück 12,63 126,30
 Liefertermin Tag 02.02.2017
 Ihre Materialnummer INTERNE ARTIKEL NR. LIEFERANT

Neuanlieferung zu retournierter Ware (siehe Pos. 5)

Weitere (techn.) Details siehe B&R Reklamation Nr.: 0200270303 / Ihre RMA Nr.: RMA-TEST2311. Die B&R Reklamations Nr. ist bei Rückfragen immer anzugeben!

Bei Rückfragen zur Schadensregulierung ersuchen wir Sie, mit dem/der B&R-Ansprechpartner(in) - Details siehe Bestellkopf - Kontakt aufzunehmen.

Für die o. a. Position erwarten wir Ihre umgehende Auftragsbestätigung - in Ihrer Auftragsbestätigung sind der/die B&R-Ansprechpartner(in) als auch die B&R Bestellnummer anzugeben.

In case of an unjustified complaint, the supplier is requested to contact our Supplier Quality team and return the goods to B&R **after** speaking with the respective purchasing employee in reference to the returns order.



3.3 Returns order to correct defect free of charge

This version is accepted by B&R only in exceptional cases for products without a B&R serial number profile. The defective goods are returned to the supplier for free correction of the defect. The defective product is returned to B&R by the supplier after correcting the defect free of charge (replacement, repair, etc.). The supplier must send an order confirmation to B&R for new delivery of defect-free goods either right away or by the agreed deadlines. New deliveries for returns orders are incorporated in the B&R supplier assessment.

The defective goods are sent to the supplier so defects can be corrected without transfer of ownership. If the defect is corrected before B&R inventory, the supplier is requested to confirm stock in a count list provided by B&R.

Times:

- a.) Complaint submitted by B&R Supplier Quality team
- b.) Optional request of RMA number
- c.) Return the goods to the supplier with QM "complaint" document
- d.) B&R creates a returns order and sends it to the supplier by mail
==> Position number 0015 ==> New delivery of defect-free goods
WARNING: Confirmation of this position is required!
- e.) Supplier creates a confirmation for position 0015
- f.) Delivery of defect-free goods with reference to the returns order

Example:

00015 C0032208-01 Testartikel - Beschreibung aus SAP
 10,00 Stück
Ihre Materialnummer INTERNE ARTIKEL NR. LIEFERANT

Die o. a. Ware wird mit separater Post an Sie mit Referenz auf diese Retourenbestellposition **zur kostenlosen Mängelbehebung** retourniert.
Weitere (techn.) Details siehe **B&R Reklamation Nr.: 0200270303** / **Ihre RMA Nr.: RMA-TEST2311**. Die B&R Reklamations Nr. **ist bei Rückfragen immer anzugeben!**
Bei Rückfragen zur Schadensregulierung ersuchen wir Sie, mit dem/der B&R-Ansprechpartner(in) - Details siehe Bestellkopf - Kontakt aufzunehmen.
Für die o. a. Position erwarten wir Ihre umgehende Auftragsbestätigung.
In Ihrer Auftragsbestätigung sind der/die B&R-Ansprechpartner(in) als auch die B&R Bestellnummer anzugeben.

Wir stellen folgende Komponenten bei:
Bezeichnung mangelhafte Ware / C0032208-01 10,00 Stück

In case of an unjustified complaint, the supplier is requested to contact our Supplier Quality team and return the goods to B&R **after** speaking with the respective purchasing employee in reference to the returns order.

Note:

Correction of defects free of charge for products with a B&R serial number profile is unfortunately not possible. If a product should be re-delivered after correcting a defect, this can only be done using variant 3.2 Return order for credit with new delivery.



4. Repair order

The repair order (number range beginning with 49...) is used by purchasing as an additional document to handle all commercial and logistical issues resulting from goods returned for a repair that will be billed or optionally for an error analysis.

B&R will send the document to the supplier by mail or by fax. The purchase order header references the correspondence (beginning with 20...), the B&R Supplier Quality team and optionally the RMA number for the supplier.

In addition, it is also possible that no correspondence with our Supplier Quality takes place (e.g. "non-production material such as tools, etc.). In this case, the goods are returned to the supplier together with the repair order.

Example:

<p>Bernecker + Rainer Industrie-Elektronik GmbH, A-5142 Eggelsberg, B&R Straße 1</p> <hr/> <p>Max Mustermann Testhausnummer 1 D-12345 MUSTERDORF</p> <p>Ihre Faxnummer +49 12345-67 Ihre Lieferantenummer bei uns 335816</p>	<p>→</p>	<table border="1"> <thead> <tr> <th colspan="2">Reparatur-Bestellung</th> </tr> </thead> <tbody> <tr> <td colspan="2">Bestellnummer/Datum</td> </tr> <tr> <td colspan="2">4900000011/28.11.2016</td> </tr> <tr> <td colspan="2">AnsprechpartnerIn/Telefon</td> </tr> <tr> <td colspan="2">Helmut Schmitzberger/DW/EXT:-2815</td> </tr> <tr> <td colspan="2">Unsere Faxnummer</td> </tr> <tr> <td colspan="2">(+43) 7748/6586-26</td> </tr> <tr> <td colspan="2">Unsere UStIdentNummer</td> </tr> <tr> <td colspan="2">ATU62367156</td> </tr> <tr> <td colspan="2">Unsere EORI-Nummer</td> </tr> <tr> <td colspan="2">ATEOS1000000176</td> </tr> <tr> <td>RMA Nr. /</td> <td>Reklamations Nr.</td> </tr> <tr> <td>1234 /</td> <td>0200270312</td> </tr> <tr> <td colspan="2">Seite / Druckdatum</td> </tr> <tr> <td colspan="2">1 / 2 (07.01.2017)</td> </tr> </tbody> </table> <p>←</p>	Reparatur-Bestellung		Bestellnummer/Datum		4900000011/28.11.2016		AnsprechpartnerIn/Telefon		Helmut Schmitzberger/DW/EXT:-2815		Unsere Faxnummer		(+43) 7748/6586-26		Unsere UStIdentNummer		ATU62367156		Unsere EORI-Nummer		ATEOS1000000176		RMA Nr. /	Reklamations Nr.	1234 /	0200270312	Seite / Druckdatum		1 / 2 (07.01.2017)	
Reparatur-Bestellung																																
Bestellnummer/Datum																																
4900000011/28.11.2016																																
AnsprechpartnerIn/Telefon																																
Helmut Schmitzberger/DW/EXT:-2815																																
Unsere Faxnummer																																
(+43) 7748/6586-26																																
Unsere UStIdentNummer																																
ATU62367156																																
Unsere EORI-Nummer																																
ATEOS1000000176																																
RMA Nr. /	Reklamations Nr.																															
1234 /	0200270312																															
Seite / Druckdatum																																
1 / 2 (07.01.2017)																																

If a new delivery (after repair) is agreed upon, the number of this repair order must be entered on the delivery note for delivery of goods. Order confirmations must be passed on to the contact person listed in the respective document with reference to this number either right away or by the agreed deadlines.

If you have any questions about the correspondence (technical, qualitative, etc), please get in touch with the contact person indicated in the correspondence; questions about all commercial issues can be sent to your contact in purchasing. If our Supplier Quality team does not have a "correspondence" document, we ask that you address all questions to purchasing.

The following variants are available:



4.1 Repair order – Costs known

The defective goods are returned to the supplier for repair. The cost for the repair has been agreed upon by the supplier and B&R (e.g. accepted quote, flat rates for repair, etc.).

The supplier must send an order confirmation to B&R for new delivery of repaired goods either right away or by the agreed deadlines. New deliveries for repair orders are incorporated in the B&R supplier assessment.

The defective goods are sent to the supplier for repair without transfer of ownership. If the repair is completed before B&R inventory, the supplier is requested to confirm stock in a count list provided by B&R.

Times:

- a.) Optional correspondence submitted by B&R Supplier Quality team
- b.) Optional request of RMA number
- c.) Return the goods to the supplier with QM "correspondence" document optionally with repair order document
- d.) B&R creates a repair order and sends it to the supplier by mail
==> Position number 0010 ==> New delivery of repaired goods
WARNING: Confirmation of this position is required!
- e.) Supplier creates a confirmation for position 0010
- f.) Delivery of repaired goods with reference to the repair order
- g.) Invoicing repair services after delivery of the repaired goods
optional credit by B&R after receiving the goods (e.g. in the case of a valid ERS agreement)

Example:

0010	050002404-04-H01	Testartikel - Beschreibung aus SAP		
	1,00 Stück		5,39	5,39
	Herstellerteilenummer		Hersteller	
	<small>ordering code / Bezeichnung Hersteller</small>		<small>Name: Hersteller</small>	
	Ihre Materialnummer INTERNE ARTIKEL NR. LIEFERANT			

Referenz: B&R Korrespondenz Nr.: 0200270312 / Ihre RMA Nr.:1234

Die o. a. Ware wurde an Sie zur Reparatur retourniert. Wir ersuchen um Reparatur zu den mit Ihnen vereinbarten Konditionen.

Die Wirtschaftlichkeit der Reparatur muss gewährleistet sein.

Wir ersuchen um Zusendung von Reparaturberichten.

Bei Anlieferung der Ware ist o. a. Reparaturbestellnummer anzuführen!

Im Fall von Rückfragen ersuchen wir Sie, mit dem/der B&R-Ansprechpartner(in) - Details siehe Bestellkopf - Kontakt aufzunehmen.

Wir stellen folgende Komponenten bei:

Bezeichnung defekte Ware / B&R Material Nr.:

1,00 Stück

If repair is not possible or does not make economic sense, the supplier is requested to contact our purchasing team and return the unrepaired goods to B&R free of charge **after** consultation with the respective purchasing employee with reference to the repair order (with corresponding information on the delivery note "Goods are not repaired!").



4.2 Repair order – Costs not known

The defective goods are returned to the supplier for repair. The cost for the repair has not been agreed upon by the supplier and B&R. Before repair, the supplier must send B&R a free and non-binding quote. B&R checks the quote and provides feedback to the supplier to determine if a repair should be made. If an order is made, the supplier must send an order confirmation to B&R for new delivery of repaired goods either right away or by the agreed deadlines. New deliveries for repair orders are incorporated in the B&R supplier assessment.

The defective goods are sent to the supplier for repair without transfer of ownership. If the repair is completed before B&R inventory, the supplier is requested to confirm stock in a count list provided by B&R.

Times:

- a.) Optional correspondence submitted by B&R Supplier Quality team
- b.) Optional request of RMA number
- c.) Return the goods to the supplier with QM "correspondence" document optionally with repair order document
- d.) B&R creates a repair order and sends it to the supplier by mail
==> Position number 0010 ==> New delivery of repaired goods
WARNING: Confirmation of this position is required!
- e.) Supplier creates a quote
- f.) B&R checks and optionally approves the quote
- g.) Supplier creates a confirmation for position 0010
- h.) Delivery of repaired goods with reference to the repair order
- i.) Invoicing repair services after delivery of the repaired goods
optional credit by B&R after receiving the goods (e.g. in the case of a valid ERS agreement)

Example:

0010 050002404-04-H01 Testartikel - Beschreibung aus SAP
1,00 Stück Bestellung ohne Wert oder optional Wert 0,01
Herstellerteilenummer Hersteller
ordering code / Bezeichnung Hersteller Name: Hersteller
Ihre Materialnummer INTERNE ARTIKEL NR. LIEFERANT'

Referenz: **B&R Korrespondenz Nr.: 0200270312 / RMA Nr.: 1234**

Die o. a. Ware wurde an Sie zur Reparatur retourniert, wir ersuchen um Zusendung eines Kostenvorschlags. Die Ausführung von kostenpflichtigen Reparaturen darf erst nach schriftlicher Freigabe durch B&R erfolgen. Die Wirtschaftlichkeit der Reparatur muss gewährleistet sein. Wir ersuchen um Zusendung von Reparaturberichten. Bei Anlieferung der Ware ist o. a. Reparaturbestellnummer anzuführen!

Wir stellen folgende Komponenten bei: Bezeichnung defekte Ware / B & R Material Nr. 1,00 Stück

If repair is not possible or does not make economic sense, the supplier is requested to contact our purchasing team and return the unrepaired goods to B&R free of charge **after** consultation with the respective purchasing employee with reference to the repair order (with corresponding information on the delivery note "Goods are not repaired!").