

# Bobcat CoreVision Tutorial

Dealer Accounts - April 27, 2016



**Bobcat**<sup>®</sup>

**REMANUFACTURED PARTS**

# Log In to Doosan Passport



Access to the Core Returns Management Site is located on the Doosan Passport Portal.

Click on 'Core Returns Management' to be directed to CoreVision.

If you have any problems connecting to the CoreVision portal, please contact the Bobcat Core Center at 855-626-7262.

# CoreVision Portal



This is the initial screen you will see when you are directed to the portal. The screen will give you a quick glance at your return status along with the ability to create additional returns, add to existing returns, see what's on the hot list, and view your purchase and return history.

Please verify your information and contact your administrator if incorrect.

**CORE INFORMATION & RETURN CENTER**

**YOUR INFORMATION**

**ACCESS**

- Log Out
- Your Information
- Tell Us What You Think

**CORE RETURNS**

- Create A New Return
- [ 3 ] Open Returns
- [ 144 ] Submitted Returns
- Reprint Packing/Labels

**PART INFO & HISTORY**

- Material Identification
- Purchase History
- Return History
- [ 41 ] Your Core List
- [ 182 ] Hot List

**CONTAINER RETURNS**

- [ 12 ] Your Container List
- Container Returns

**PROGRAMS**

- [ 0 ] [ 1 ] Core Request
- Core Bank Statement
- Manage Core Bank

**Welcome to Bobcat Core Vision...**

You have TWO ways of creating a return.

- Choose CREATE A NEW RETURN on the left and begin adding parts.
- Select YOUR CORE LIST further down and choose the parts you want to return.

If you've already started a return choose OPEN RETURNS and choose the return you want to add more parts to.

GROUP ID: **E0130**

DEALER LOCATION

ID: [REDACTED]

Name: [REDACTED]

Address: [REDACTED]

Phone Number: [REDACTED]

Fax Number: [REDACTED]

STATE	RETURNS
OPEN RETURNS	3
SHIPPED	1
RECEIVED	0
INSPECTED	0
CREDITED	143

[TELL US WHAT YOU THINK](#)

**Announcements, Information etc.**

**Reman Core Return Training Slides** (click document icon to view)

4/21/2016 9:34 AM  
[VIEW](#) [Enter Here](#)

**Returnable Container Training Slides** (click document icon to view)

4/21/2016 9:33 AM  
[VIEW](#) [Enter Here](#)

# Your Core List / Eligibility



The easiest way to create a return or add to an existing return is to click on 'Your Core List', under Part Info & History. This will take you to a list displaying all the material you are eligible to return.

Once your core list is displayed you can check the box next to the part number(s) you wish to return and choose the quantities from the drop down box. This screen shows weights and values for the core.

Once you have selected all the parts you want to return, click on the drop down next to 'A New Return' to select an existing return or simply click "Add To" to create a new return.

**ACCESS**

Log Out  
Your Information  
Tell Us What You Think

**CORE RETURNS**

Create A New Return  
[ 3 ] Open Returns  
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Reprint Packing/Labels

**PART INFO & HISTORY**

Material Identification  
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Return History  
[ 41 ] Your Core List  
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**CONTAINER RETURNS**

[ 12 ] Your Container List  
Container Returns

**PROGRAMS**

[ 0 ] [ 1 ] Core Request  
Core Bank Statement  
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## CORE LIST

**Managing your Core List..**  
The Core List is a list of your eligible, returnable core. Use this list to print, find and check off the items you locate. Once you've got the core together, check the box of the parts you're returning and change the required quantity. At the top of the list click CREATE A RETURN.

NOTE: This is just one way to create a return. If you want to add more parts to this list you can select OPEN RETURNS from the menu on the left, locate the return you had created and add more parts.

DEALER LOCATION  
GROUP: E0130  
ID:   
NAME:

ID	PART	CREATED	EXPIRES	DAYS	WEIGHT	CORE PRICE
<input checked="" type="checkbox"/>	93878 6599757COR [ 1 ]	10/29/2015	10/29/2016	191	2.36	\$ 332.50
<input checked="" type="checkbox"/>	96919 6665502COR [ 1 ]	1/4/2016	1/4/2017	258	10.00	\$ 45.60
<input checked="" type="checkbox"/>	92341 6670432COR [ 1 ]	9/28/2015	9/28/2016	160	3.00	\$ 99.75
<input checked="" type="checkbox"/>	103184 6670667COR [ 1 ]	3/31/2016	3/31/2017	344	134.00	\$ 352.50
<input checked="" type="checkbox"/>	97093 6671014COR [ 1 ]	1/6/2016	1/6/2017	260	24.00	\$ 66.50
<input checked="" type="checkbox"/>	91798 6672389COR [ 1 ]	9/14/2015	9/14/2016	146	3.00	\$ 99.75
<input type="checkbox"/>	103786 6678205COR [ 6 ]	4/13/2016	4/13/2017	357	12.00	\$ 19.80
<input type="checkbox"/>	103787 6678205COR	4/13/2016	4/13/2017	357	12.00	\$ 19.80
<input type="checkbox"/>	101603 6678205COR	3/2/2016	3/2/2017	315	12.00	\$ 19.35
<input type="checkbox"/>	104139 6678205COR	4/20/2016	4/20/2017	364	12.00	\$ 19.80
<input type="checkbox"/>	101934 6678205COR	3/9/2016	3/9/2017	322	12.00	\$ 21.15
<input type="checkbox"/>	101935 6678205COR	3/9/2016	3/9/2017	322	12.00	\$ 21.15
<input type="checkbox"/>	103481 6678560REM [ 2 ]	4/6/2016	4/6/2017	350	12.00	\$ 56.40
<input type="checkbox"/>	103482 6678560REM	4/6/2016	4/6/2017	350	12.00	\$ 56.40
<input type="checkbox"/>	102188 6685190COR [ 5 ]	3/16/2016	3/16/2017	329	15.00	\$ 21.15
<input type="checkbox"/>	104605 6685190COR	3/16/2016	3/16/2017	329	15.00	\$ 21.15

# Reference Information



Once you have added the parts you will utilize this screen to select which type of return each unit will be (core or warranty), capture serial numbers, and add any references you want to track.

You will also be required to enter your 8 digit claim number for warranty returns.

### CORE INFORMATION & RETURN CENTER

**ADD PARTS TO RETURN**

GROUP ID: E0130  
DEALER ID:   
DEALER NAME:   
RETURN: 33593

**CREDIT CALCULATOR**  
- Estimate the estimated return value.  
- Calculations are not final and may be adjusted upon inspection.

**NOTE - YOU MUST HIT THE ADD TO RETURN BUTTON ON THE RIGHT OF THIS PAGE TO FINISH THIS PROCESS AND TO ADD PARTS TO THE RETURN.**

**CORE** - If core return part is associated with warranty claim, and not marked as Warranty Core, warranty claim will be subject to denial.  
**WARRANTY** - Do not return Warranty Core until warranty claim has been Credited.  
If Core is not returned within 30 days of claim credit, warranty claim credit may be reversed.

**i** If you can find the serial number it would help us expedite the processing of your return.

PART	ID	RETURN TYPE	PART SERIAL #	MACHINE SERIAL #	REFERENCE	\$	CREDIT EST.
6599757COR	93878	CHOOSE CORE WARRANTY	12345678			\$332.5	332.5
6665502COR	96919	CHOOSE CORE WARRANTY			Bob's Garage	\$45.60	45.60
6670432COR	92341	CHOOSE CORE WARRANTY	987456	BC8520		\$99.75	99.75
6670667COR	103184	CHOOSE CORE WARRANTY			WO 951753	\$352.5	352.5
6671014COR	97093	CHOOSE CORE WARRANTY	481526			\$66.5	66.5
6672389COR	91798	CHOOSE CORE WARRANTY	849562			\$99.75	99.75

# Filing Warranty Claims with a Core Value



- Follow all procedures for filing a normal warranty claim in OSS.
- If warranty requests the core to be sent to a supplier, warranty will request the core credit for you. If not, wait until your claim has been paid and then return the core via this portal.
- Follow the same directions for returning a regular core, except choose WARRANTY from the drop down box instead of core and enter the 8 digit claim number.
- The Bobcat Core Management Facility is required to hold failed warranty parts for 30 days in case the supplier requests them back. If WARRANTY claims are returned as CORE, they are not quarantined for this same time period and may not be available to the supplier.

# Add To or Cancel Returns



After you have added all the parts you want to return, click on the 'Add to Return' button.

You can also cancel any return you have started by selecting the 'Cancel' button.

### CORE INFORMATION & RETURN CENTER

**ADD PARTS TO RETURN**

GROUP ID: E0130  
DEALER ID:   
DEALER NAME:   
RETURN: 33593

**CREDIT CALCULATOR**  
- Estimate the estimated return value.  
- Calculations are not final and may be adjusted upon inspection.

**ADD TO RETURN** **CANCEL**

**NOTE - YOU MUST HIT THE ADD TO RETURN BUTTON ON THE RIGHT OF THIS PAGE TO FINISH THIS PROCESS AND TO ADD PARTS TO THE RETURN.**

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6671014COR	97093	CHOOSE CORE WARRANTY	481526			\$66.5	66.5
6672389COR	91798	CHOOSE CORE WARRANTY	849562			\$99.75	99.75

# Printing Labels and PO Information



This screen allows you to print labels and add any additional information you want to capture on the return. You can also add parts, delete parts, and see the weights and values for the return. In addition, you can reference your PO information.

To print labels, simply check the box next to the part and click selected.


In the drop down of print label, you can also delete a selected part.

CORE INFORMATION & RETURN CENTER





OPEN RETURNS

DEALER LOCATION  
GROUP: **E0130**  
ID:   
NAME:   
RETURNS:  ▼  
DATE: **4/21/2016**  
INFO/NOTE:   
PO #:  \*This is a return level PO only.


**6670432COR**  
Fuel Injection Pump



ADD PARTS

NO IMAGE



PRINT LABEL ▼	SELECTED	CLICK TO MANAGE SELECTED	CLICK TO EDIT FIELDS (in RED)								
	TYPE	PART #	DESCRIPTION	WARRANTY	PART SERIAL #	MACHINE SERIAL #	REFERENCE	QTY	WEIGHT	VALUE	E.ST.
<input checked="" type="checkbox"/>	CORE	6672389COR	Fuel Injection Pump	NA	845562			1	3.00 ea. 3.0	99.75	99.75
<input checked="" type="checkbox"/>	CORE	6671014COR	Starter Motor	NA	481526			1	24.00 ea. 24.0	66.5	66.50
<input checked="" type="checkbox"/>	CORE	6670667COR	Hydraulic Motors	NA			WO 951753	1	134.00 ea. 134.0	352.5	352.50
<input checked="" type="checkbox"/>	CORE	6670432COR	Fuel Injection Pump	NA	987456	BC8520		1	3.00 ea. 3.0	99.75	99.75
<input checked="" type="checkbox"/>	CORE	6665502COR	Starter Motor	NA			Bob's Garage	1	10.00 ea. 10.0	45.60	45.60
<input checked="" type="checkbox"/>	WARRANTY	6599757COR	Electronic Control Module	12345678				1	2.36 ea. 2.4	332.5	332.50
<b>TOTALS:</b>								<b>6</b>	<b>176.4</b>		<b>996.60</b>

You can place a checkbox next to the item you want to print or delete, then choose from the drop down and hit SELECTED.

Label printed at least once  
Never printed.

# Shipment Details / Finalize Return



To finalize your return, click the 'Complete' button and fill out all the pertinent information for your shipment to be set up.

- Determine disposition if no credit
- Total number of packages or pallets
- Total weight including pallets and packaging material
  - Part weight already provided
  - If small parcel, container dimensions and weights will be required for each
- Contact information
- Set your pick up and closing times
- Check the box that all parts are properly labeled or return will not finalize

Once you have finalized the details you will be given all documents necessary to ship the material, including customs paperwork if outside the US.

CLICK TO **COMPLETE** YOUR RETURN  
Finalize and ship your load by clicking this button.

**PLEASE PROVIDE US WITH ADDITIONAL INFORMATION TO COMPLETE YOUR SHIPMENT**

If no credit is allocated to a part:  
 Scrap at Site  Freight Collect Return

Provide us details of what you're shipping:  
CONTAINERS / PALLETS:  TOTAL WEIGHT:  LBS

**PLEASE VERIFY CONTAINERS AND TOTAL WEIGHT**

In case we need to contact you please provide us contacts (click below to manage):  
MANAGE CONTACTS

When will the load be ready?  When do you close?

All parts have been properly and individually tagged (please verify and check to proceed).

This will complete your return. Provide the information above and choose **FINALIZE** to complete this return. You will be directed to the documents you'll need to print for the load.

**FINALIZE** or **CANCEL**

# Shipment Policies



- The Core Management System is set up to automatically create UPS labels and LTL shipping documents whenever you create a return. The system chooses either UPS or LTL based on the weight and dimensions of your return. Under no circumstances should you change the shipping method, by either using your own UPS account or a different LTL carrier. Additional costs may occur as a result and will be passed on to the fleet. Bobcat Company is not responsible for additional costs and fleets WILL NOT be reimbursed for shipping incorrectly.

# Shipment Labels / Documentation





Ensure you print all labels associated with your return.


Be sure to print a Commercial Invoice if you are located outside of the US.


If for some reason your UPS, shipping document, and packing slip do not appear in your return, please contact the Core Management Facility at 1-855-626-7262 and they will provide documents via email or fax.


**THANK YOU FOR USING BOBCAT'S CORE PROGRAM!**  
PLEASE PRINT THE DOCUMENTS BELOW AND INCLUDE THEM IN YOUR RETURN.


 **PRINT DOCUMENTS**

 **SHIPPING DOCUMENT**  
CLICK TO PRINT

 **UPS SHIPPING LABEL**  
CLICK TO PRINT

 **PACKING SLIP**  
CLICK TO PRINT

 **PART LABELS**  
CLICK TO PRINT

 **COMMERCIAL INVOICE**  
CLICK TO PRINT

Please PRINT and INCLUDE the documents above in your load.

[CONTACT US](#)

**TRANSPORTATION QUESTIONS**  
PHONE: 855-479-9565  
EMAIL: [freight@srclogisticsinc.com](mailto:freight@srclogisticsinc.com)  
**FREIGHT SUPPORT**  
PHONE: 855-626-7262

[RETURN HOME](#)

# Printing Shipping Document (BOL)



Example Shipping Document or Bill of Lading (BOL) needs to be printed off and given to the driver for all LTL shipments.

If your BOL does not print, please contact the Core Center Customer Service for a copy to be emailed or faxed.

SRC logistics		Bill of Lading							
Shipment ID / BOL Number SW00146		Pickup Carrier Name <b>FEDEX FREIGHT</b> Phone: 800-874-6852 Fax No: 601-939-4401							
Selected Service Type is Economy - Standard LTL									
Ready Date: 4/18/2016									
Shipper Name: Address: City: Contact:			State: Phone:		Zip: Fax:				
Destination Name: Address: City: Contact:			Bobcat Core Return Center 2066 E. PYTHIAN STREET Springfield Freight		State: MO Phone: (855) 479-9565		Zip: 65802 Fax: (417) 851-5815		
Pieces	Container	Description	Item Reference	Dimensions	CL	NMFC #	Cubic Feet	Weight	
1	Pallets	Used Tractor Parts		N/A	85	120790 -1		575	
1	Total							575	
SPECIAL INSTRUCTIONS:									
REFERENCE NUMBERS: SHIPPER REF #:									
ADDITIONAL SERVICES:									
<small>Liability Limitation for loss or damage on this shipment may be applicable. See 49 U.S.C. § 14706(e)(1)(A) and (B).</small>									
<small>RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classification and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations. Shipper certifies that the bill of lading is completed accurately and that the shipment is in proper condition for shipping.</small>									
Bill freight charges to:									
SRC LOGISTICS PO BOX 9147 SPRINGFIELD, MO 65801-9147					Phone: (855) 479-9565 Fax: (417) 864-5672				
Shipper				Date		Carrier - Received in Good Order		Date	
Printed on Friday, April 15, 2016									



# Printing Packing Slip



Example Packing Slip you will need to print off and attach to your return. This packing slip includes your information, the parts you are returning, and the Core Center's address.

If you have more than one pallet of material being returned, we recommend making a copy and attaching to EACH pallet. In the event the pallets get separated during transit, this will allow the Core Center to quickly locate each pallet.

**PRINT PACKING SLIP**

## PACKING SLIP

DEALER LOCATION  
 ID:   
 NAME:   
 ADDRESS:   
 DATE: 4/21/2016  
 RETURN: **33593**


**Bobcat**  
**CORE CENTER**  
 2065 E. Pythian  
 Springfield, MO 65802

TYPE	S/B	-/H	PART #	DESCRIPTION	REF/WAR #	MACH SER #	SERIAL #	QTY	WEIGHT	VALUE
Warranty	S	-	6599757COR	Electronic Control Module				1	2.4	332.50
			33593-1				CLAIM: 12345678			
Core	S	-	6665502COR	Starter Motor	Bob's Garage			1	10.0	45.60
			33593-2							
Core	S	-	6670432COR	Fuel Injection Pump		BC8520	987456	1	3.0	99.75
			33593-3							
Core	S	-	6670667COR	Hydraulic Motors	WO 951753			1	134.0	352.50
			33593-4							
Core	S	-	6671014COR	Starter Motor			481526	1	24.0	66.50
			33593-5							
Core	S	-	6672389COR	Fuel Injection Pump			849562	1	3.0	99.75
			33593-6							
<b>TOTALS:</b>								<b>6</b>	<b>176.36</b>	<b>996.60</b>
								<small>QTY</small>	<small>WEIGHT</small>	<small>VALUE</small>

# Printing Part Labels



Example Core/Warranty Return Tag. Please attach part labels to each individual part. These can be printed from any computer utilizing standard 8X11 paper.

Select your option of how you want them to print in section 1. If you need assistance in setting the margins, please click in the RED area for further directions.

Note: Labels will be marked in the upper right corner as core or warranty.

**1 CHOOSE STYLE BELOW**  
1 PER PAGE | 4 PER PAGE (2 COLS) | 4 PER PAGE (1 COL) | 8 PER PAGE (2 COLS)

**2 CLICK PRINT LABELS BUTTON**  
PRINT LABELS PER PAGE 8 ROWS 4 COLUMNS 2

**3 PRINT BAR CODE AND AFFIX TO PART**  
\*CLICK\* HELP! My labels aren't printing correctly! \*CLICK\*

<p>DEALER LOCATION: 6672389COR PART NUMBER: 6672389COR Fuel Injection Pump REFERENCE: 33593-6 SERIAL: [Barcode] PART: 849562 Bobcat CORE CENTER 2065 E. Pythian Springfield, MO 65802</p>	<p>DEALER LOCATION: 6671014COR PART NUMBER: 6671014COR Starter Motor REFERENCE: 33593-5 SERIAL: [Barcode] PART: 481526 Bobcat CORE CENTER 2065 E. Pythian Springfield, MO 65802</p>
<p>DEALER LOCATION: 6670667COR PART NUMBER: 6670667COR Hydraulic Motors REFERENCE: 33593-4 SERIAL: [Barcode] WO 951753 Bobcat CORE CENTER 2065 E. Pythian Springfield, MO 65802</p>	<p>DEALER LOCATION: 6670432COR PART NUMBER: 6670432COR Fuel Injection Pump REFERENCE: 33593-3 SERIAL: [Barcode] PART: 987456 MACHINE: BC8520 Bobcat CORE CENTER 2065 E. Pythian Springfield, MO 65802</p>
<p>DEALER LOCATION: 6665502COR PART NUMBER: 6665502COR Starter Motor REFERENCE: 33593-2 SERIAL: [Barcode] Bob's Garage Bobcat CORE CENTER 2065 E. Pythian Springfield, MO 65802</p>	<p>DEALER LOCATION: 6599757COR PART NUMBER: 6599757COR Electronic Control Module REFERENCE: 33593-1 SERIAL: [Barcode] CLAIM #: 12345678 Bobcat CORE CENTER 2065 E. Pythian Springfield, MO 65802</p>

# Tracking Returns



After you have finalized a return, you will be able to track each return number and each part on a return through the process by clicking on 'Submitted Returns' under Core Returns.

- Shipped
- Received
- Inspected
- Credited

If you missed printing off any part labels or documentation for your return, they will still be available to you if the return number is still showing in the 'Shipped' status.

## CORE INFORMATION & RETURN CENTER

### RETURNS IN PROCESS

DEALER LOCATION  
GROUP: **E0130**  
ID:   
NAME:

CHOOSE FROM DROP DOWNS TO VIEW DETAILS

**2** SHIPPED  **0** RECEIVED  **0** INSPECTED  **143** CREDITED

**i** FIRST ENTERED: 4/21/2016  
SHIPPED: 4/22/2016

SHIPPING DOCUMENT PRINT PACKING SLIP PRINT PART LABELS PRINT COMMERCIAL INVOICE PRINT

PRINT RETURN \* NOTE: For any rejected core receiving \$0.00 value, the Dealer may request the core to be returned at the Dealers expense within 10 working days, please call 888-678-6070 or 417-863-6166.

PART NUMBER	DESCRIPTION	ID	REFERENCE #	SERIAL NUMBER		WARRANTY #	QTY	WEIGHT	VALUE	
				PART	MACHINE					
6599757COR [W]	Electronic Control Module	93878				12345678	1	2.4	332.50	✓
6665502COR [C]	Starter Motor	96919	Bob's Garage			N/A	1	10.0	45.60	✓
6670432COR [C]	Fuel Injection Pump	92341		BC8520	987456	N/A	1	3.0	99.75	✓
6670667COR [C]	Hydraulic Motors	103184	WO 951753			N/A	1	134.0	352.50	✓
6671014COR [C]	Starter Motor	97093			481526	N/A	1	24.0	66.50	✓
6672389COR [C]	Fuel Injection Pump	91798			849562	N/A	1	3.0	99.75	✓
<b>TOTALS:</b>							<b>6</b>	<b>176.4</b>	<b>996.60</b>	

# Material Identification



Click on 'Material Identification' under Part Info & History to find the Deduct/Defect Calculator and to review Core Criteria information.

Search \*WILDCARD\* allows you to put in a part number (partial or full) or a part description.

**CORE INFORMATION & RETURN**










**MATERIAL IDENTIFICATION**

SEARCH \*WILDCARD\*  FIND

KEY

DEFECT/DEDUCT CALCULATOR CORE CRITERIA

FOUND: 13 SHOW PER PAGE: 10

 CLICK TO VIEW	<b>CORE Number: 7143319COR</b> Description: ENGINE, KUBOTA V2203 Product: Replacement Engines Reman Part: 7143319REM New Part: 7143319 Weight: 400.0 Value: 1000.00	 Deduct/Defect Calculator  CORE CRITERIA
 CLICK TO VIEW	<b>CORE Number: 7141592COR</b> Description: ENGINE, V3800DI-T-E3CB-BC-2 Product: Replacement Engines Reman Part: 7141592REM New Part: 7141592 Weight: 626.0 Value: 3500.00	 Deduct/Defect Calculator  CORE CRITERIA
 CLICK TO VIEW	<b>CORE Number: 7141593COR</b> Description: ENGINE, V2607-DI-TE3B-BC-2 Product: Replacement Engines Reman Part: 7141593REM New Part: 7141593 Weight: 450.0 Value: 1000.00	 Deduct/Defect Calculator  CORE CRITERIA

**ACCESS**

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- Tell Us What You Think

**CORE RETURNS**

- Create A New Return
- [ 0 ] Open Returns
- [ 1 ] Submitted Returns
- Reprint Packing/Labels

**PART INFO & HISTORY**

- Material Identification**
- Purchase History
- Return History
- [ 28 ] Your Core List
- [ 182 ] Hot List

**PROGRAMS**

- [ 0 ] [ 0 ] Core Request
- Core Bank Statement
- Manage Core Bank

**HELP & SUPPORT**

# Deduct/Defect Calculator / Core Criteria



These are examples of Core Criteria and the Deduct/Defect Calculator associated with it.


This allows you to be able to match your unit to the correct part number and ensure that it meets the criteria for full credit. If it does not, you are able to calculate what credit amount you would receive based on the deduct amounts Bobcat has established for that deduct code.

Basic guidelines for 100% credit:

- Like for Like
- Oil drained (engines)
- Utilize original/compatible packaging for core returns
- Fully assembled

**7143319COR** REPLACEMENT ENGINE

**CORE IDENTIFICATION**



Reman Number	New Number	Core Number
7143319REM	7143319	7143319COR

Original Manufacturer	OEM Number
Kubota	V2203

Identifying castings, stamps and physical traits

- Displacement Casting: 2.197
- Possible Fuel Pump #'s: Zexel 94150
- No bolts in valve cover
- Direct Style Injectors

**PART #: 7143319COR**

**VALUE: \$1000.00**

**900.00**

**i** Check the boxes that pertain to the condition of your part.

**10% OIL NOT DRAINED**

10% NOT RETURNED ON SAME SKID, BOX, OR CRATE AS REPLACEMENT UNIT WAS SHIPPED

10% ENG. CORE RETURNED IS DISASSEMBLED

100% NOT ACCEPTABLE CORE

100% CORE UNDER EVALUATION FOR CREDIT

100% MISIDENTIFIED PART, REIDENTIFIED TO CORRECT CORE

# Purchase History



'Purchase History' under Part Info & History allows you to see what part numbers you have open, expired, closed or cancelled core tags for.

You can see what is already issued on a return and the number of days you have left on your eligibility of each part.

CORE INFORMATION & RETURN CENTER

SALES HISTORY

**Sales / Purchase History**  
The History is listed by part, showing invoice data and other data. Flags are shown to indicate eligibility. See Key below.

DEALER LOCATION  
GROUP:   
ID:   
NAME:

SALES

ID	Part Number	PO	Record	Creation Date	Core Price	Expected Expiration	Days Left	Return	Stage	Added
78657	7223482COR			5/1/2015	1,170.00	5/1/2016	----->>	28105-1	Credited	6/22/2015
70357	6685981COR			1/23/2015	1,140.00	1/23/2016	----->>	25930-1	Credited	2/20/2015
69626	6692834COR			1/16/2015	3,990.00	1/16/2016	----->>	25392-1	Credited	1/26/2015
69559	6685982COR			1/15/2015	1,140.00	1/15/2016	EXPIRED			
69179	7223482COR			1/8/2015	1,170.00	1/8/2016	----->>	26249-1	Credited	3/10/2015
69178	6689754COR			1/8/2015	58.50	1/8/2016	EXPIRED			
69177	6689754COR			1/8/2015	58.50	1/8/2016	EXPIRED			
68936	6688405COR			1/5/2015	50.00	1/5/2016	----->>	24590-1	Credited	12/15/2014
68907	6672513COR			1/2/2015	285.00	1/2/2016	EXPIRED			
68450	7223482COR			12/18/2014	1,170.00	12/18/2015	----->>	25237-2	Credited	1/20/2015
68419	6689754COR			12/18/2014	58.50	12/18/2015	EXPIRED			
68068	6686703COR			12/12/2014	250.00	12/12/2015	----->>	24167-1	Credited	11/21/2014
67762	6678680COR			12/5/2014	50.00	12/5/2015	----->>	24243-1	Credited	11/27/2014
67727	6675661COR			12/4/2014	285.00	12/4/2015	----->>	24732-2	Shipped	12/19/2014
66928	6689754COR			12/1/2014	58.50	12/1/2015	EXPIRED			

**ACCESS**  
Log Out  
Your Information  
Tell Us What You Think

**CORE RETURNS**  
Create A New Return  
[ 3 ] Open Returns  
[ 145 ] Submitted Returns  
Reprint Packing/Labels

**PART INFO & HISTORY**  
Material Identification  
**Purchase History**  
Return History  
[ 35 ] Your Core List  
[ 182 ] Hot List

**CONTAINER RETURNS**  
[ 16 ] Your Container List  
Container Returns

**PROGRAMS**

# Return History



'Return History' under Part Info & History will capture all information you have returned; the parts you returned, their descriptions, the difference in values between purchase and credit.

This screen will populate with new return information once it has been placed in the 'Credited' status.

CORE INFORMATION & RETURN CENTER

RETURN HISTORY

**Return History**  
 Return History are parts that HAVE been returned. They may not reflect parts you've purchased if you haven't had a core returned against said purchase.

**DEALER LOCATION**  
 GROUP:   
 ID:   
 NAME:

APP	ITEM	PART	PRODUCT	PO	QTY	ADDED	RECEIVED	INSPECTED	INSPECTOR	DEFECTS	TAG	UID	CREDIT PART	CREDITED DATE	VALUE	MEMO
17045	1	908221COR	Alternator		1	10/22/2013	10/23/2013	10/23/2013	joconnor	NONE	14880	138253289018	908221COR	11/6/2013	29.70	9002182335-1
14694	1	6660797COR	Starter Motor		1	8/16/2013	8/16/2013	8/16/2013	joconnor	NONE	14694	137666304718	6660797COR	12/20/2013	40.00	9002296334-1
18433	1	6687825COR	Hydraulic Motors		1	1/20/2014	1/31/2014	1/31/2014	pmcneven	NONE	19145	13911987636	6687825COR	2/4/2014	570.00	9002406717-1
18433	2	6687826COR	Hydraulic Motors		1	1/20/2014	1/31/2014	1/31/2014	pmcneven	NONE	18608	13911987486	6687826COR	2/4/2014	285.00	9002406717-2
18433	3	6687826COR	Hydraulic Motors		1	1/20/2014	1/31/2014	1/31/2014	pmcneven	NONE	19144	13911987436	6687826COR	2/4/2014	285.00	9002406717-3
18433	4	6689391COR	Hydraulic Motors		1	1/20/2014	1/31/2014	1/31/2014	pmcneven	NONE	17675	13911984916	6689391COR	2/4/2014	570.00	9002406717-4
18433	5	6690156COR	Hydraulic Motors		1	1/20/2014	1/31/2014	1/31/2014	pmcneven	NONE	17674	13911983836	6690156COR	2/4/2014	570.00	9002406717-5
17024	1	6660797COR	Starter Motor		1	10/21/2013	2/5/2014	2/5/2014	joconnor	NONE	13968	139162224018	6660797COR	2/6/2014	39.60	9002413484-2
17024	2	6651664COR	Starter Motor		1	10/24/2013	2/5/2014	2/5/2014	joconnor	NONE	15416	139162248818	6651664COR	2/6/2014	73.50	9002413484-1
18508	1	6660797COR	Starter Motor		1	1/23/2014	2/5/2014	2/5/2014	joconnor	NONE	19460	139162134018	6660797COR	2/6/2014	45.60	9002413485-1
18508	2	6673911COR	Hydraulic Pump		1	1/23/2014	2/5/2014	2/5/2014	joconnor	NONE	18319	139162105018	6673911COR	2/6/2014	285.00	9002413485-2
18508	3	6675343COR	Hydraulic Pump		1	1/23/2014	2/5/2014	2/5/2014	joconnor	NONE	19678	139162079518	6675343COR	2/6/2014	285.00	9002413485-3
18508	4	6684417COR	Replacement Engine		1	1/23/2014	2/5/2014	2/5/2014	joconnor	BC106	19654	139162336418	6684417COR	2/6/2014	1140.00	9002413485-4
18508	5	6690156COR	Hydraulic Motors		1	1/23/2014	2/5/2014	2/5/2014	joconnor	NONE	18548	139162275918	6690156COR	2/6/2014	570.00	9002413485-5
18508	6	908221COR	Alternator		1	1/23/2014	2/5/2014	2/5/2014	joconnor	NONE	14416	139162120618	908221COR	2/6/2014	29.70	9002413485-6

- ACCESS**
- Log Out
  - Your Information
  - Tell Us What You Think

- CORE RETURNS**
- Create A New Return
  - [ 3 ] Open Returns
  - [ 145 ] Submitted Returns
  - Reprint Packing/Labels

- PART INFO & HISTORY**
- Material Identification
  - Purchase History
  - Return History**
  - [ 35 ] Your Core List
  - [ 182 ] Hot List

# Hot List



‘Hot List’ items are those needed by Bobcat to seed future programs or to fill current demand for those cores. You do not have to have open eligibility to return these parts.

If you wish to return items off this list, simply click the box and choose the quantity next to the part number. You can then add this to a new return or an existing return.

### ACCESS

Log Out  
Your Information  
Tell Us What You Think

### CORE RETURNS

Create A New Return  
[ 3 ] Open Returns  
[ 145 ] Submitted Returns  
Reprint Packing/Labels

### PART INFO & HISTORY

Material Identification  
Purchase History  
Return History  
[ 35 ] Your Core List  
[ 182 ] Hot List

### CONTAINER RETURNS

[ 16 ] Your Container List  
Container Returns

### PROGRAMS

[ 0 ] [ 0 ] Core Request  
Core Bank Statement  
Manage Core Bank

## THE HOT LIST

**i** **Processing from the Hot List...**  
The HOT List is a list of core Bobcat is looking for and will grant a return outside of eligibility.  
If you have the parts, check the corresponding checkbox, change the quantity you have to return.  
If you came by this page from the OPEN RETURNS page, these parts will be added to the return you had selected. Otherwise choose ADD TO A RETURN and you will be asked to choose an existing return or to create a NEW return.

GROUP ID:   
DEALER LOCATION  
ID:   
NAME:

FILTER (jump to):

**Must use following process when returning Warranty Parts:**

- » If Warranty Part was flagged on One Stop Shop (OSS) for return:  
Must return Part using OSS. Warranty Claim will be denied if not returned using OSS.
- » If Warranty Part wasn't required for OSS return:  
Select Core Request within Program section to return part.
- » If Non-Warranty Part:  
Continue with Hotlist return process.

CHECK and ADJUST QUANTITIES **ELECTRONIC** [TOP](#)

<input type="checkbox"/>	QTY	PART	DESCRIPTION	WEIGHT	CORE VALUE	
<input type="checkbox"/>	1	6680411COR	Electronic	2.00	\$ 75.00	
<input type="checkbox"/>	1	6684915COR	Electronic	7.50	\$ 50.00	
<input type="checkbox"/>	1	6684916COR	Electronic	7.40	\$ 50.00	
<input type="checkbox"/>	1	6688403COR	Electronic	2.20	\$ 100.00	
<input type="checkbox"/>	1	6688404COR	Electronic	2.00	\$ 50.00	
<input type="checkbox"/>	1	6689754COR	Electronic	2.20	\$ 50.00	

# Core (Tag) Request



Need a core tag and do not have eligibility?

Look for the 'Core Request' tab under Programs. Use the drop down boxes to choose quantity, product and part numbers. Click request.

Once submitted, it will be determined by Bobcat if there is a need for the core and the value they are willing to assign to the part. If approved, the core tag will appear in 'Your Core List' for you to place on a return.

NOTE: Always check your Core list and the Hot List before requesting a core tag.

### CORE TAG REQUEST

**i** Request a core tag to return a part  
Request a return of a part not available on your core list. Once the part has been accepted you will find it on your Core List.

DEALER LOCATION  
GROUP:  
ID:  
NAME:

REQUEST  
QTY:   
PRODUCT:   
PART:   
PART # [Standard \$]  
WARRANTY?   
COMMENTS:

PENDING REQUESTS

**APPROVED / DECLINED REQUESTS**

97976	15-Jan-16	6672513COR	APPROVED	31840	replacement tag for 61407
96919	4-Jan-16	6665502COR	APPROVED	33593	tag 20141
	30-Sep-15	6691012COR	DECLINED		
55564	12-Aug-14	6685190COR	APPROVED	22095	
	12-Aug-14	6678205REM	DECLINED		
100158	11-Feb-16	6675660COR	APPROVED	-	tag 56218
96776	22-Dec-15	6686703COR	APPROVED	32477	Will offer \$125
69295	9-Jan-15	6688714COR	APPROVED	25057	Bobcat has sufficient core
27332	7-Apr-14	6630182COR	APPROVED	19661	
26729	4-Apr-14	6688565COR	APPROVED	19615	

# Core Request Form - Things to know!!



- If you already have an eligible part in your core list, the Core Request Form will not allow you to request another core tag for the same part. You will need to add the core to a return before the system will allow you to make the request.
- Do not use REM part numbers in the Core Request Form to request tags. These will be declined. Only use the COR part numbers.
- For fleets transferring product between stores, use the Core Request Form to request core tags. Use the comment field to enter “Transfer from another store” so that Bobcat gives you full value for your core request.
- If you are returning a warranty part, then check the warranty box and enter the claim number.
- Do NOT request core tags for product just purchased. Core tags will show up in Your Core List as soon as your order is invoiced.

# Core Bank Statement



Your 'Core Bank Statement' will allow you to review some metrics that are stored based on your return history.

- Number of returns
- Parts
- Credited Values
- Weight
- Eligibility
  - Product Group
  - Part Number
- Hot Item Returns

**ACCESS**

Log Out  
Your Information  
Tell Us What You Think

**CORE RETURNS**

Create A New Return  
[ 3 ] Open Returns  
[ 145 ] Submitted Returns  
Reprint Packing/Labels

**PART INFO & HISTORY**

Material Identification  
Purchase History  
Return History  
[ 35 ] Your Core List  
[ 182 ] Hot List

**CONTAINER RETURNS**

[ 16 ] Your Container List  
Container Returns

**PROGRAMS**

[ 0 ] [ 0 ] Core Request  
**Core Bank Statement**  
Manage Core Bank

**CORE DATA SHEET**

DEALER LOCATION: [REDACTED]

GROUP: [REDACTED]  
ID: [REDACTED]  
NAME: [REDACTED]  
ADDRESS: [REDACTED]

Pilot Dealer? No      First Logged On: 4/22/2015      Recent Log On: 4/12/2016

**VALUE OF CORES OWED**

**\$811,808**

Purchased: 292 [ \$1,226,840 ]  
Returned: 183 [ \$415,033 ]  
Retired: [REDACTED]  
Over: [REDACTED]

**CORE RETURNS DETAILS**  
Detail on Returns submitted, Parts returned, Credited values and total weight through Core Vision.

**NUMBER OF RETURNS**  
Total number of returns created and shipped through Core Vision

	2013		2014		2015												2016											
	Oct	Aug	Jan	Oct	Nov	Dec	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Jan	Oct	Nov	Feb	Mar	Apr	Jun	Jul	Aug	Sep	Jan	Feb	Mar	Apr
Returns: 146	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15
Shipped: 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Received: 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inspected: 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Credited: 143	2	1	2	5	9	6	4	1	10	4	5	4	13	3	10	3	5	8	3	6	7	13	4	4	5	1	2	3

**PARTS**  
Parts returned through Core Vision

	2013		2014		2015												2016											
	Oct	Aug	Jan	Oct	Nov	Dec	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Jan	Oct	Nov	Feb	Mar	Apr	Jun	Jul	Aug	Sep	Jan	Feb	Mar	Apr
Parts: 195	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	
Shipped: 8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Received: 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Inspected: 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Credited: 185	3	1	11	6	11	10	8	3	11	4	5	7	16	5	14	3	8	8	3	6	7	13	4	6	6	1	2	3

**CREDITED VALUE**  
Total value credited back through Core Vision

# Manage Core Bank / Archive



'Manage Core Bank' gives you the ability to manage your core list for parts that are not going to be returned.

To 'Archive' parts, select the part(s) you need to archive by clicking the checkbox beside the part number and click "Archive Selected Items".

The part(s) are now removed from your core list and reside in the archive list.

### MANAGE CORE BANK

**Archive eligibility...**

To archive parts...

- Select the parts you need to archive by clicking the checkbox beside the part number.
- Click SUBMIT.

[VIEW ARCHIVE](#)

CHECK / UNCHECK ALL **ARCHIVE SELECTED ITEMS**

TAG	PART	DESCRIPTION
<input checked="" type="checkbox"/>	93878 6599757COR [ 1 ]	Electronic
<input checked="" type="checkbox"/>	19645 6660797COR [ 2 ]	Rotating Electrical
<input checked="" type="checkbox"/>	19857 6660797COR	Rotating Electrical
<input checked="" type="checkbox"/>	15001 6665502COR [ 6 ]	Rotating Electrical
<input checked="" type="checkbox"/>	23352 6665502COR	Rotating Electrical
<input checked="" type="checkbox"/>	20141 6665502COR	Rotating Electrical
<input checked="" type="checkbox"/>	20142 6665502COR	Rotating Electrical
<input checked="" type="checkbox"/>	19143 6665502COR	Rotating Electrical
<input type="checkbox"/>	96919 6665502COR	Rotating Electrical
<input type="checkbox"/>	92341 6670432COR [ 1 ]	Fuel Injection Pump
<input type="checkbox"/>	103184 6670667COR [ 1 ]	Hydraulics
<input type="checkbox"/>	97093 6671014COR [ 1 ]	Rotating Electrical
<input type="checkbox"/>	91798 6672389COR [ 1 ]	Fuel Injection Pump
<input type="checkbox"/>	68907 6672513COR [ 2 ]	Hydraulics
<input type="checkbox"/>	61407 6672513COR	Hydraulics

# Manage Core Bank / UN-Archive



To 'UN-Archive' part(s), click on the 'View Archive' tab. Then select the part(s) you need to UN-archive by clicking the checkbox beside the part number and click "UN-Archive Selected Items".

The part(s) are now removed from your archive list and have been placed back in your core list.

TAG	PART	DESCRIPTION	
<input type="checkbox"/>	93878	6599757COR [ 1 ]	Electronic
<input type="checkbox"/>	19645	6660797COR [ 2 ]	Rotating Electrical
<input type="checkbox"/>	19857	6660797COR	Rotating Electrical
<input type="checkbox"/>	15001	6665502COR [ 6 ]	Rotating Electrical
<input type="checkbox"/>	23352	6665502COR	Rotating Electrical
<input type="checkbox"/>	20141	6665502COR	Rotating Electrical
<input type="checkbox"/>	20142	6665502COR	Rotating Electrical
<input type="checkbox"/>	19143	6665502COR	Rotating Electrical

TAG	PART	DESCRIPTION	
<input checked="" type="checkbox"/>	87889	6630182COR [ 1 ]	Rotating Electrical
<input checked="" type="checkbox"/>	60676	6651636COR [ 1 ]	Rotating Electrical
<input checked="" type="checkbox"/>	14777	6651664COR [ 3 ]	Rotating Electrical
<input checked="" type="checkbox"/>	20879	6651664COR	Rotating Electrical
<input checked="" type="checkbox"/>	69261	6651664COR	Rotating Electrical
<input checked="" type="checkbox"/>	78012	6660797COR [ 11 ]	Rotating Electrical
<input type="checkbox"/>	19644	6660797COR	Rotating Electrical
<input type="checkbox"/>	65293	6660797COR	Rotating Electrical
<input type="checkbox"/>	79848	6660797COR	Rotating Electrical
<input type="checkbox"/>	21540	6660797COR	Rotating Electrical

# Email Notification Management



You have the ability to add or delete personnel email addresses to receive notification as to the status of your returns in the 'Notify Management' tab under Help & Support.

To add, just enter the email address and click 'Add'. The email address will populate below in the contacts section. You can then select which notification each email address needs to receive (one, two, or all three).

To delete, simply click the box next to that email address and click 'Delete Selected'.

**ACCESS**  
Log Out  
Your Information  
Tell Us What You Think

**CORE RETURNS**  
Create A New Return  
[ 0 ] Open Returns  
[ 4 ] Submitted Returns  
Reprint Packing/Labels

**PART INFO & HISTORY**  
Material Identification  
Purchase History  
Return History  
[ 3 ] Your Core List  
[ 182 ] Hot List

**CONTAINER RETURNS**  
[ 4 ] Your Container List  
Container Returns

**PROGRAMS**  
[ 0 ] [ 0 ] Core Request  
Core Bank Statement  
Manage Core Bank

**HELP & SUPPORT**  
Notify Management  
Email Support

**NOTIFY MANAGEMENT**

+ ADD NEW CONTACT

ADD

\* ADD TO LIST BELOW, THEN MANAGE

CONTACTS NOTIFY WHEN

DELETE SELECTED

CONTACT	WHEN RECEIVED	CREDITED	PROCESSED 992	CONTAINER
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

# Email Support



'Email Support' allows you to send an email to the Core Center Customer Service. This is especially useful for after hours/weekends. If you have a question or need clarification on a return status, defect status or credit information, you can make those requests via email.

In the popup box, provide a brief but specific explanation of the information you are needing and a representative will contact you with their findings or they may request more information.

**YOUR INFORMATION**

**ACCESS**

- Log Out
- Your Information
- Tell Us What You Think

**CORE RETURNS**

- Create A New Return
- [ 3 ] Open Returns
- [ 144 ] Submitted Returns
- Reprint Packing/Labels

**PART INFO & HISTORY**

- Material Identification
- Purchase History
- Return History
- [ 40 ] Your Core List
- [ 182 ] Hot List

**CONTAINER RETURNS**

- [ 12 ] Your Container List
- Container Returns

**PROGRAMS**

- [ 0 ] [ 1 ] Core Request
- Core Bank Statement
- Manage Core Bank

**HELP & SUPPORT**

- Notify Management
- Email Support**
- FAQs

**Welcome to Bobcat Core Vision...**

You have TWO ways of creating a return.

- Choose CREATE A NEW RETURN on the left and begin adding parts.
- Select YOUR CORE LIST further down and choose the parts you want to return.

If you've already started a return choose OPEN RETURNS and choose the return you want to add more parts to.

**Provide detail of your issue, question or request:**

There was a defect (992) applied to return 33550. Can you please send me pictures of the unit showing this?

FROM:  EMAIL or PHONE:

Customer Support will contact you A SAP.  
Window will close after submitted.

**REQUEST** **CANCEL**

STATE	RETURNS
RETURNS	3
SHIPPED	1
RECEIVED	0
INSPECTED	2
CREDITED	14

**Announcements, Information etc.**

**Core Management Training Slides** (click document icon to view)

**7/22/2015 9:01 AM**  
Training Slides

**HOT LIST** (click document icon to view)

**3/16/2016 8:08 AM**  
Always check the HOT LIST before submitting a core request through the Core Request form. With Hot List items there is no waiting for someone to approve your core return! Just choose it and add it to your return!!

**Core Tag Request Status**

97976 15-Jan-16 6672513COR APPROVED replacement tag for 61407

# FAQs



‘Frequently Asked Questions’ gives you a quick reference for questions that we have had in the past. You can check this list to see if there may be an answer already provided.

Simply click on the question and the answer will populate underneath.

If this list does not answer your question and you need further assistance, please contact the Core Center Customer Service at 855-626-7262.

**ACCESS**  
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**HELP & SUPPORT**  
Notify Management  
Email Support  
FAQs  
Document Library

**FREQUENTLY ASKED QUESTIONS**

**Core Center Customer Service**  
**855.626.7262**

Frequently Asked Questions (FAQs) about Remanufactured Parts and the Core Center Website

- Parts I added have disappeared when I went back to the return.
- We sold part thru another store in our complex, do they need to send core back to us or can it be sent back by them?
- How long is the eligibility for returning cores?  
**12 months**
- What if I find parts on the hot list...can I combine loads?

# Document Library



The 'Document Library' will contain tutorials and/or videos that will help navigate you through CoreVision, including creating returns, adding/deleting parts from a return and managing your core bank.

A screenshot of a web application interface. On the left is a vertical navigation menu with several categories: ACCESS, CORE RETURNS, PART INFO &amp; HISTORY, CONTAINER RETURNS, PROGRAMS, and HELP &amp; SUPPORT. The 'Document Library' link at the bottom of the menu is highlighted in yellow. On the right is the main content area titled 'DOCUMENT LIBRARY'. It features a search bar with the text 'Returning Parts' and a date '2/9/2015'. Below the search bar is a document icon with the text '7/22/2015 9:01 AM Training Slides' and a 'VIEW' button. The interface has a clean, professional look with a white background and black text.

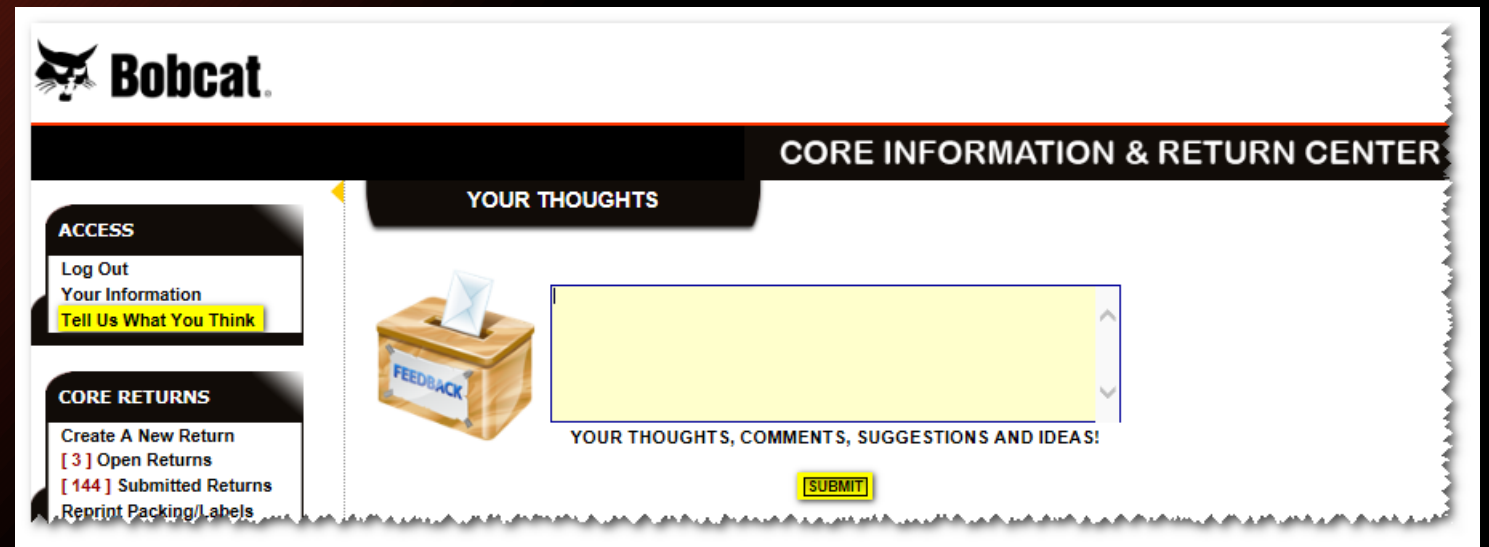
# Tell Us What You Think



'Tell Us What You Think' about the CoreVision. Many improvements, trainings and FAQs have come from the input of those that have been using the program.

Your thoughts, comments, suggestions and ideas are very important to Core Center and the success of the program.

## Thank you!!!



The screenshot shows the Bobcat website interface for the 'Tell Us What You Think' feedback form. At the top left is the Bobcat logo. The main header is 'CORE INFORMATION & RETURN CENTER'. Below this, there are two main sections: 'ACCESS' and 'CORE RETURNS'. The 'ACCESS' section includes links for 'Log Out', 'Your Information', and 'Tell Us What You Think' (highlighted in yellow). The 'CORE RETURNS' section includes links for 'Create A New Return', '[ 3 ] Open Returns', '[ 144 ] Submitted Returns', and 'Reprint Packing/Labels'. The main content area is titled 'YOUR THOUGHTS' and features a wooden mailbox icon labeled 'FEEDBACK' next to a large yellow text input field. Below the input field is the text 'YOUR THOUGHTS, COMMENTS, SUGGESTIONS AND IDEAS!' and a yellow 'SUBMIT' button.