Core Return Process
Questions & Answers

I do not have a log in for the new Ryder Online (ROL) website. How do I get one?

Visit https://rscs.ryder.com/#!/login and select Sign Up to register and create a user profile for Ryder Online prior to our July 16th launch date. For your convenience, the information is also available online in a short instructional video (https://vimeo.com/434081397/7eab7b1d0b).

How do I get my Bendix Customer ID?

Your Bendix Customer ID is a necessary piece of information to complete your ROL user profile. If you do not have your Bendix Customer ID, please reach out to cores@bendix.com and be sure to provide your shipping address.

How do I register my Core return shipment before July 16? What about after July 16 ?

Effective Thursday, July 16, 2020, you must begin to use Ryder Online to set up shipments for all Bendix Core returns. Log in at https://rscs.ryder.com/#!/login (see the *Bendix Core Return Manual Entry Instructions* for help along the way)

- **Any Core return shipments to Bendix *made on or before Wednesday, July 15, 2020*,** should be made according to the existing process in place within the current system.

- **Any Core return shipment to Bendix *made on or after Thursday, July 16, 2020*,** must follow the new process in ROL.

I've set up my ROL account and registered my first Core return shipment but have not yet received my Bill of Lading (BOL) from Ryder. What steps should I take to get the BOL?

The email will arrive from bendixcores@ryder.com so first, check your inbox and your junk/spam email to confirm it did not arrive. Next, log into your Ryder Online account (https://rscs.ryder.com/#!/login) to retrieve a copy (see the *Bendix Core Return Manual Entry Instructions* for help along the way). You may also email the ROL team at bendixcores@ryder.com for help with your shipment

Where can I find instructions on the Core return process?

You can find all your instructions at bendixcorefreight.com. For your convenience, the information is also available online in a short instructional video (https://vimeo.com/434115693/93474114d4).

I have more than one core return location. What steps should I take to get them linked together under the new ROL system?

Using the ROL system you may initially register only one location. To address your need, however, please email the support team at Ryder – you can reach them at bendixcores@ryder.com – with the complete list of all the locations you wish to link, including the Customer ID for each. Ryder will complete the manual adjustment to link them together for your convenience.

I have some questions. Whom do I contact and when?

For Questions About	Email Us At	Or Call This Number
■ Ryder (ROL) sign on ■ Pick up information ■ Bill of Lading	bendixcores@ryder.com	1-877-681-1949
■ Your Customer ID ■ Core return paperwork ■ Core return discrepancies	cores@bendix.com	440-329-9298

**As always, if you have any questions about Ryder Online, please contact
Ryder Logistics directly at bendixcores@ryder.com, or 1-877-681-1949.**