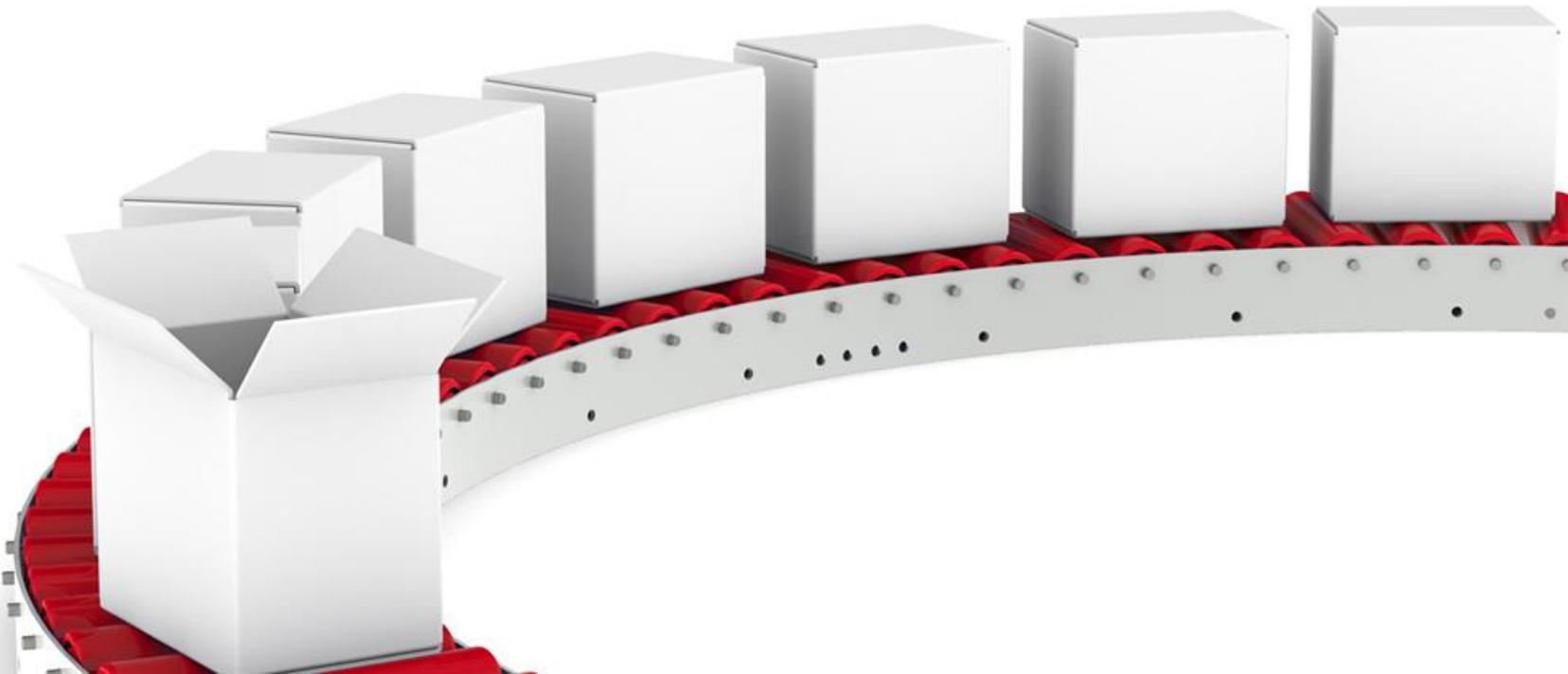




# Accessing Ryder Online – Core Return Manual Entry



# Accessing Manual Shipment Entry

- Enter your Username and Password in their respective fields.
- Click “Sign In”

Ryder | Control Tower

https://rscs.ryder.com/#!/login

RIDE | Ryder LMS | Ryder | Control Tower | Alteryx Analytics Gall | Alteryx Community | Power BI | PolicyTech - Browse | Gall

**Ryder**  
Ever better.™

USERNAME

PASSWORD

Sign Up Sign In

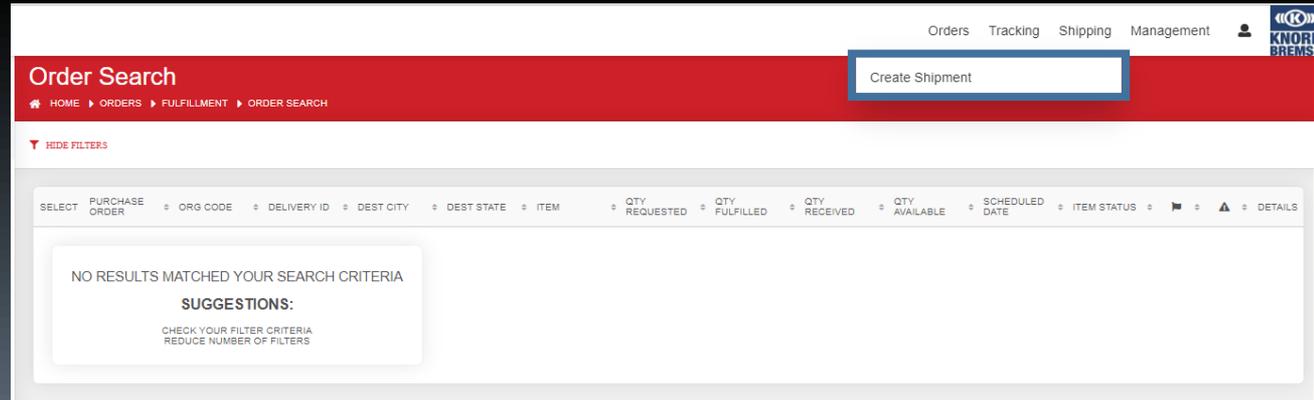
[Forgot username or password](#)

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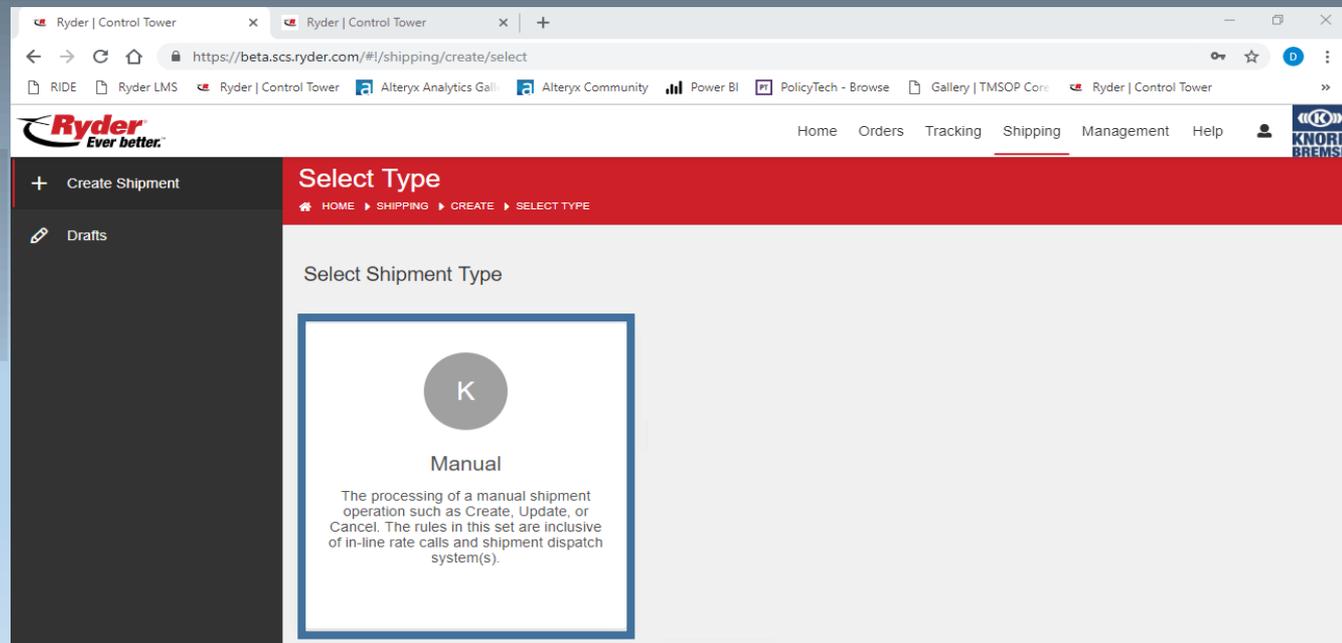
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# Accessing Manual Shipment Entry

- Single click on “Shipping”
- Click on “Create Shipment”



- Alternatively, double click on “Shipping”
- Then select “Manual”



# Accessing Manual Shipment Entry

- Once you have selected “Manual” or “Create Shipment”, you will be brought to the screen shown.
- If you completed the extra steps during registration to auto-populate the origin and destination information, you should see these fields already containing information.
  - If you have not already defaulted this information, there are instructions to do so in the “Ryder Online Core Return Registration Instructions” document.

The screenshot displays the 'Create Manual Shipment' interface on the Ryder website. The page features a red header with the title 'Create Manual Shipment' and a breadcrumb trail: HOME > SHIPPING > CREATE > MANUAL SHIPMENT. A navigation menu at the top includes 'Orders', 'Tracking', 'Shipping', and 'Management'. The main content area is divided into several sections:

- Origin:** A form with fields for \* LOCATION NAME/ID, ADDRESS 1, ADDRESS 2, CITY, \* STATE, \* POSTAL CODE, and COUNTRY (pre-filled with 'United States of America'). It also includes fields for ORIGIN CONTACT (with a dropdown), PHONE NUMBER, and EMAIL.
- Destination:** A similar form with fields for \* LOCATION NAME/ID, ADDRESS 1, ADDRESS 2, CITY, \* STATE, \* POSTAL CODE, and COUNTRY (pre-filled with 'United States of America'). It also includes fields for DESTINATION CONTACT (with a dropdown), PHONE NUMBER, and EMAIL.
- Pick Up:** A section with a 'Preferred Pick Up Date' input field and a dropdown for \* PICK UP DATE and PICK UP TIME.
- Delivery:** A section with a 'Preferred Delivery Date' input field and a dropdown for \* DELIVERY DATE and DELIVERY TIME.
- Billing:** A partially visible section at the bottom.

The left sidebar contains a '+ Create Shipment' button and a hamburger menu icon. The top right corner shows a user profile icon and the 'KNORR BREMSE' logo.

# Entering Your Shipment Information

- If you have already defaulted this information, verify it is correct. If so, continue to the next page of steps.
- All fields with a \* are required fields.
- The “Origin” section reflects the pick up location.
- Location Name/ID: Begin typing your Bendix Customer ID or location name. A dropdown menu will appear. Select your location from that dropdown menu. This will auto-populate the remaining fields.
- Contact Name, Phone Number and Email will need to be completed.
- If you do not know your location ID/name, or cannot find the location, manually complete the address fields.

Origin  
ID: RL926179444

* LOCATION NAME/ID	LOCATION NAME 2
* ADDRESS 1	
ADDRESS 2	TIMEZONE
CITY	* STATE
* POSTAL CODE	✓ COUNTRY United States of America
ORIGIN CONTACT Select or enter contact name	
PHONE NUMBER	EMAIL

Origin

* LOCATION NAME/ID	LOCATION NAME 2
US2	
Knorr Brake Company LLC US20	
ADDRESS 2	TIMEZONE



Origin  
ID: US20

✓ LOCATION NAME/ID	LOCATION NAME 2
Knorr Brake Company LLC	
✓ ADDRESS 1	
1 Arthur Peck Drive	
ADDRESS 2	TIMEZONE
CITY	✓ STATE
Westminster	Maryland
✓ POSTAL CODE	✓ COUNTRY
21157	United States of America
ORIGIN CONTACT Select or enter contact name	
PHONE NUMBER	EMAIL

# Entering Your Shipment Information

- If you have already defaulted this information, verify it is correct. If so, continue to the next page of steps.
- The “Destination” section reflects the delivery location.
- Location Name/ID:
  - Enter “3134PS” and select “3134PS-Post Sales Center”
  - This will auto-populate the remaining destination address information.
- This destination entered may not reflect what is listed on your Bill of Lading or shipment information. If so, that is intentional and does not require any additional action.

<b>Destination</b> ID: 3134PS		...
✓ LOCATION NAME/ID 3134PS	LOCATION NAME 2	
<b>3134PS-Post Sales Center</b> 3134PS		
1155 E Franklin St		
ADDRESS 2	✓ TIMEZONE Eastern Time	▼
✓ CITY Huntington	✓ STATE Indiana	▼
✓ POSTAL CODE 46750	✓ COUNTRY United States of America	▼
DESTINATION CONTACT Example Name		▼
PHONE NUMBER 555-555-5555	EMAIL Example@example.com	

# Entering Your Shipment Information

- Enter in the requested pick up date. This may be done by typing the date or clicking the calendar icon and selecting it.
- The pick up date should be a minimum of 24 hours from the time you submit your shipment.
- Pick up time is not required.
- The requested pickup date should be the day you expect the carrier to make pickup, therefore the freight should be packaged and staged for pickup.

The screenshot shows a 'Pick Up' form with a red header bar labeled 'Preferred Pick Up Date'. Below the header, there are two input fields: '\* PICK UP DATE' and 'PICK UP TIME'. A calendar icon is visible next to the date field, and a calendar overlay is displayed, showing the month of July 2019. The calendar has a grid with days of the week (SUN, MON, TUE, WED, THU, FRI, SAT) and dates from 1 to 31. The date 22 is highlighted with a red square. Below the calendar, there are several sections: 'Billing' with a checked 'FREIGHT TERM' and 'PRE\_PAID' option; 'Reference' with a 'CARRIER SCAC' dropdown menu; and '\* ORDER TYPE' with a '- Select -' dropdown menu.

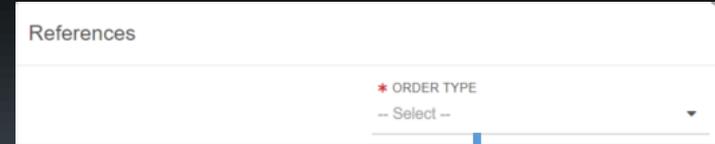
# Entering Your Shipment Information

- Enter a delivery date **14 days** from the pickup date.
  - Example: If you are requesting a pickup of January 1<sup>st</sup>, you would select a delivery date of January 15<sup>th</sup>.
- The delivery date entered **DOES NOT** mean your shipment will deliver on that date. This is done to ensure your shipment is processed properly in Ryder Online.
  - Example: If your shipment normally takes 1 day to deliver, entering a delivery date 14 days from pickup will still allow it to deliver in 1 day.
- You may enter your delivery date by typing the date or clicking the calendar icon and selecting it.
- Delivery time is not required.

The screenshot shows the 'Delivery' section of a form. At the top, there is a red bar labeled 'Preferred Delivery Date'. Below this, there are two input fields: '\* DELIVERY DATE' and 'DELIVERY TIME'. The 'DELIVERY DATE' field is currently empty, and a calendar icon is visible next to it. A calendar for July 2019 is open, showing the days of the week (SUN, MON, TUE, WED, THU, FRI, SAT) and the dates from 1 to 31. The date 22 is highlighted with a red dot. Below the calendar, there are two dropdown menus: 'REASON FOR EX' (with 'Sale' selected) and 'DUTIES PAYMENT TYPE' (with 'Recipient' selected).

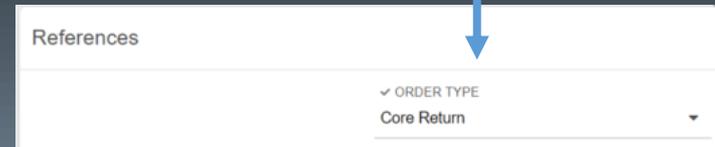
# Entering Your Shipment Information

- Once you have entered your pickup and delivery dates, scroll down to the “References” section.
  - You may skip the “Billing” section for now. This will be populated automatically in a moment.
- In the “Order Type” field, select “Core Return”
  - This will automatically populate the “Org CODE” and “Freight Terms” fields.
- In the “Product Type” field, select your Core Return Type.
- In the “Core Return #” field, enter your Core Return Number.
- Do not enter any other information in the “References” section.



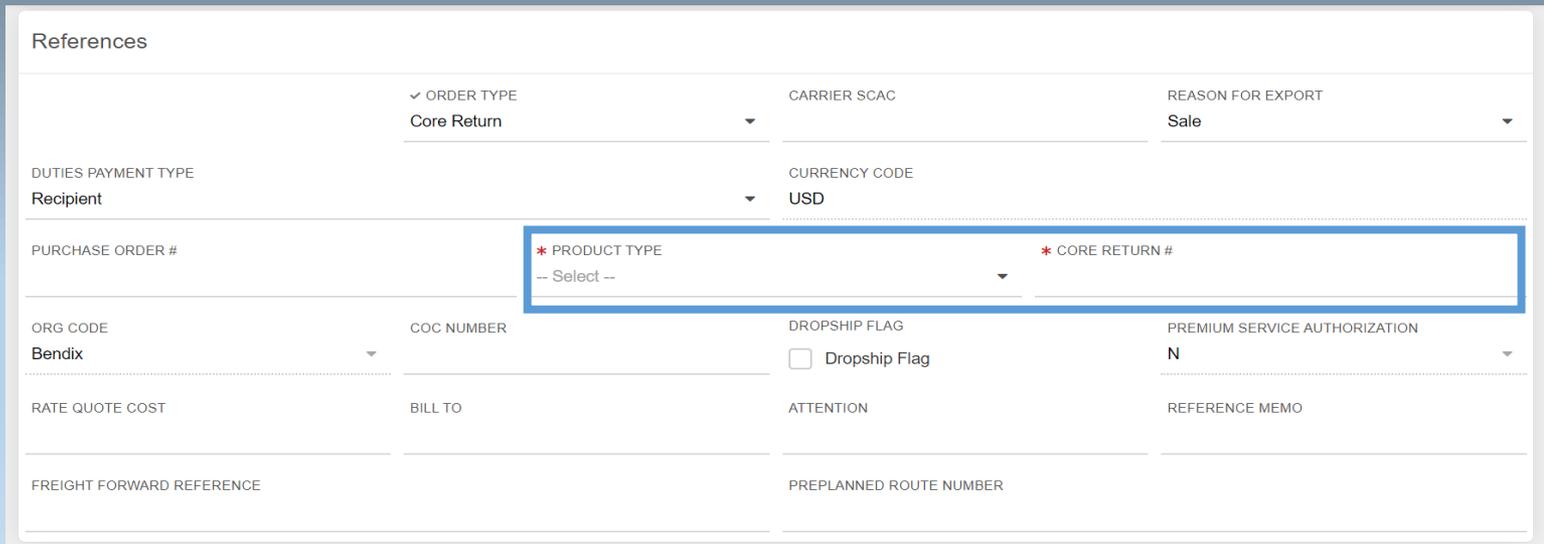
References

\* ORDER TYPE  
-- Select --



References

✓ ORDER TYPE  
Core Return



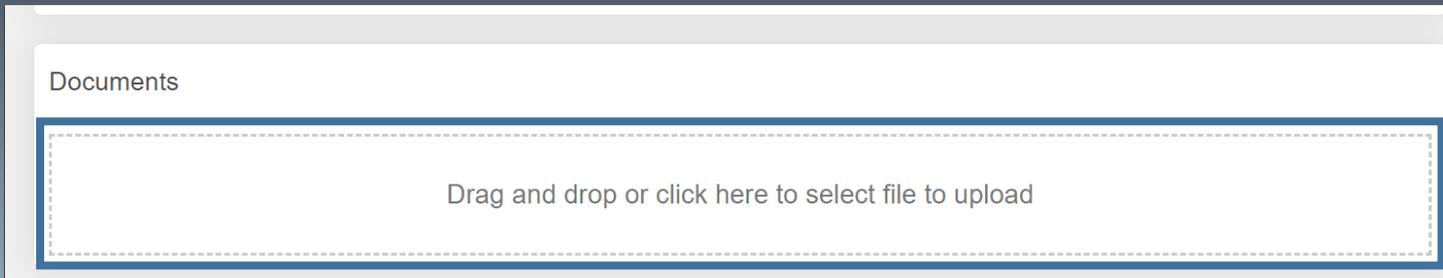
References

✓ ORDER TYPE Core Return	CARRIER SCAC	REASON FOR EXPORT Sale	
DUTIES PAYMENT TYPE Recipient	CURRENCY CODE USD		
PURCHASE ORDER #	* PRODUCT TYPE -- Select --	* CORE RETURN #	
ORG CODE Bendix	COC NUMBER	DROPSHIP FLAG <input type="checkbox"/> Dropship Flag	PREMIUM SERVICE AUTHORIZATION N
RATE QUOTE COST	BILL TO	ATTENTION	REFERENCE MEMO
FREIGHT FORWARD REFERENCE	PREPLANNED ROUTE NUMBER		

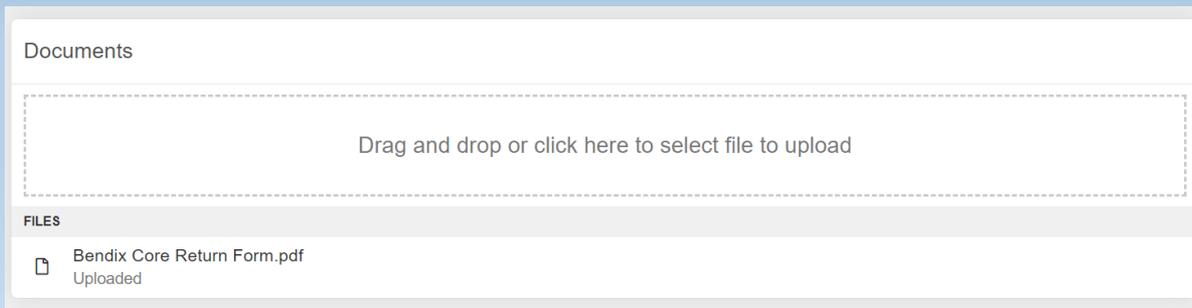
# Entering Your Shipment Information

# Canadian Core Return Special Instructions

- The instructions on this page are ONLY for Core Return customers scheduling pickups in Canada.
- You must email or fax a copy of the BOL with a copy of the Core Return form so that customs documents can be prepared for your shipment. Failure to complete this step will result in a delay in the core return processing.
  - Email: CanadaCores@Bendix.com
  - Fax: 905-893-1575
- Scroll down to the bottom of the “Manual Entry” page to the “Documents” section.



- Click inside the “Drag and drop or click here to select file to upload”. This will bring up your computer’s file explorer.
  - Double click your “Core Return Form” document to attach the file.
  - Once the file is attached, you will see it listed in the “Documents” section as shown below.



# Entering Your Shipment Information

- Select the “Submit” button on the bottom right of the page. This will bring you to the “Shipment Handling Units” page.
- Fill in the following fields:
  - **Quantity:** The number of pallets you are shipping.
  - **Dimensions:**
    - Length: 48
    - Width: 40
    - Height: 40
  - **Weight:** The weight of your shipment including pallets and packaging.
- All other fields on this page do not need to be edited and should reflect how they are shown in the picture to the right.
- Once you have completed the necessary fields, click “Save”. This will bring you back to your original shipment screen. If everything is completed properly, click “Submit”.
- Your shipment has now been submitted.

Shipment Handling Units

Handling Units ADD

HANDLING UNIT 1 \*

Items: 0  
Volume: --- cu. ft.  
L --- in. W --- in. H --- in.

Details

✓ QUANTITY  
1

✓ CONTAINER TYPE  
Pallet

FREIGHT CLASS  
55

Dimensions

LENGTH	WIDTH	HEIGHT	DIMENSIONAL UOM	VOLUME
			Inches (in)	--- cu. ft.

\* WEIGHT

✓ WEIGHT UOM  
Pounds (lb)

Delete Handling Unit 1

Cancel Save

# Your Shipment Has Now Been Submitted!

- Once your shipment has been submitted, you will be redirected to the “Shipment Submission” screen.
- Your shipment will be assigned a unique “Shipment #”. This number can be used to track your shipment and retrieve your Bill of Lading (BOL).
- You should receive your BOL as a PDF attachment via email shortly after you submit your shipment.
  - The email may be caught by your Junk/Spam folder. Please check there if you do not receive it in your normal inbox.
- If you submit a shipment immediately after registering for Ryder Online, you may experience a greater delay to receive your BOL.

**Shipment Submitted**

HOME ▶ SHIPPING ▶ CREATE ▶ SHIPMENT SUBMITTED

REQUEST PICKUP EMAIL + CREATE NEW SHIPMENT OPEN IN TRACKING

**Shipment # 930341239**

STATUS: OPEN

ORIGIN	DESTINATION	
SUPERIOR TECHNOLOGY INC. (0000270893) 200 PARAGON DRIVE ROCHESTER, NY 14624	SCOTTS WAREHOUSE (3134S) 1124 EAST FRANKLIN ST. - HUNTINGTON, IN 46750	
CARRIER	VOLUME	MUST PICK UP ON
N/A	53 cu. ft.	Jul 29, 2019
SERVICE	WEIGHT	PREFERRED DELIVERY DATE
N/A	25000 lbs.	Jul 31, 2019
TRACKING NUMBER		
N/A		

Documents

**FILES**

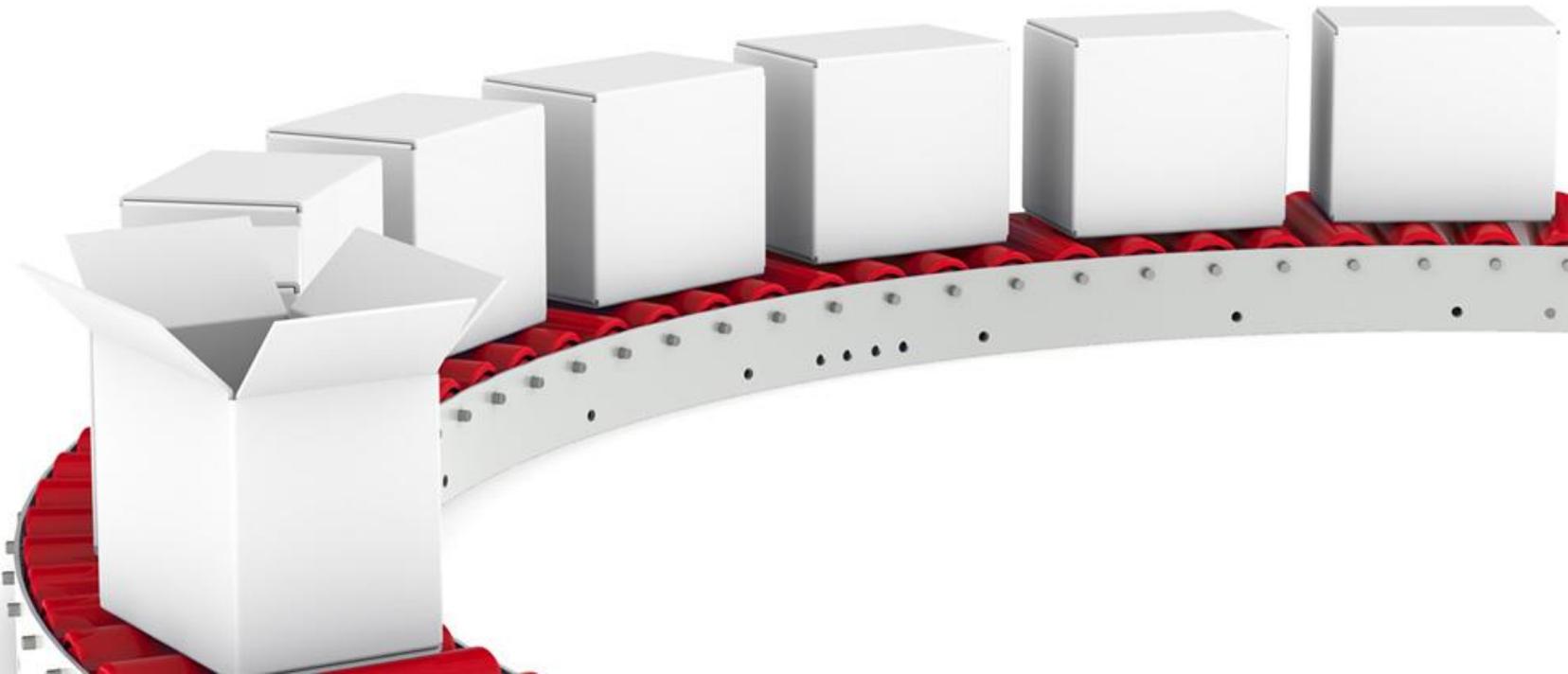
Bendix Core Return Form.pdf  
Uploaded

## Additional Questions:

- The below questions will be answered in the coming pages of this document:
  - What if I do not receive my Bill of Lading?
  - How can I track the status of my shipment?
  - Do I need to contact the carrier?
  - Who should I contact if I have an issue?

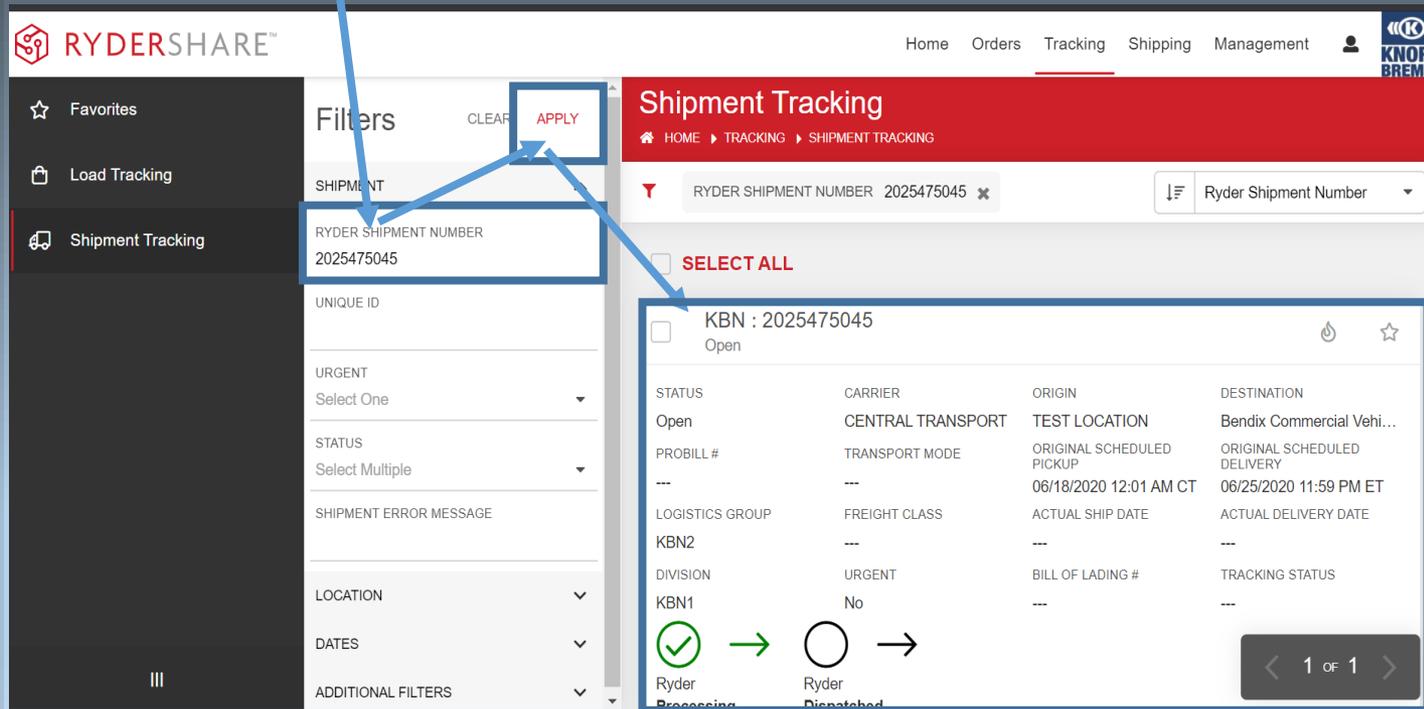


# After Shipment Submission



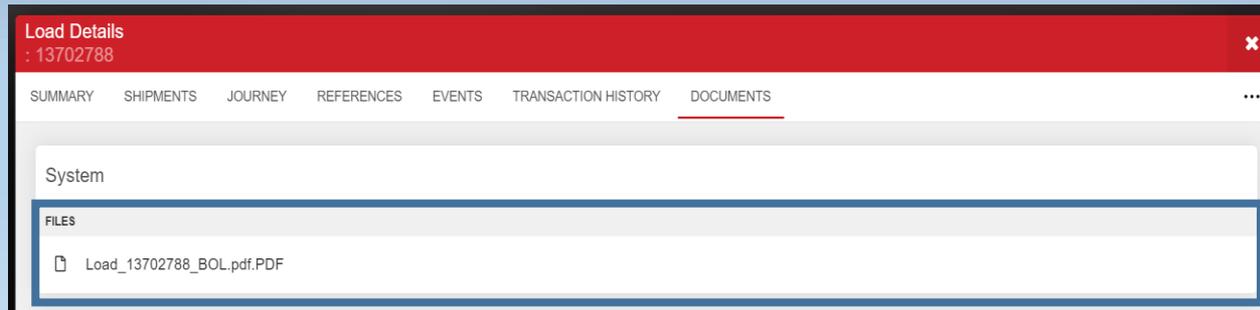
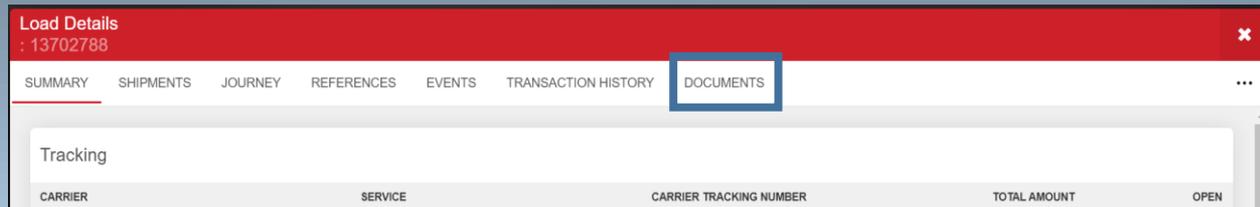
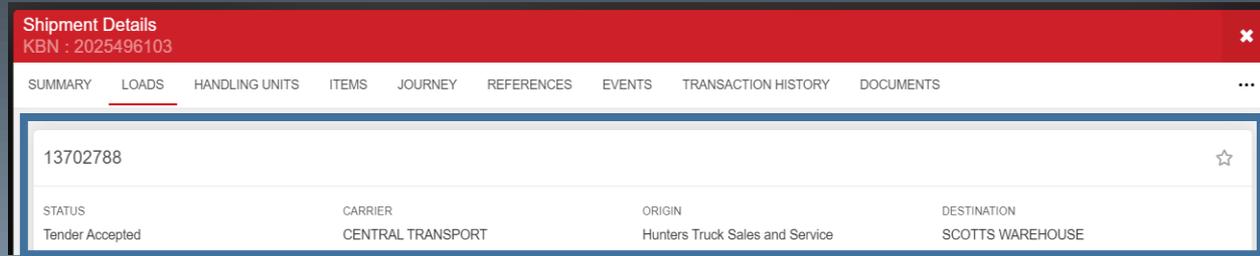
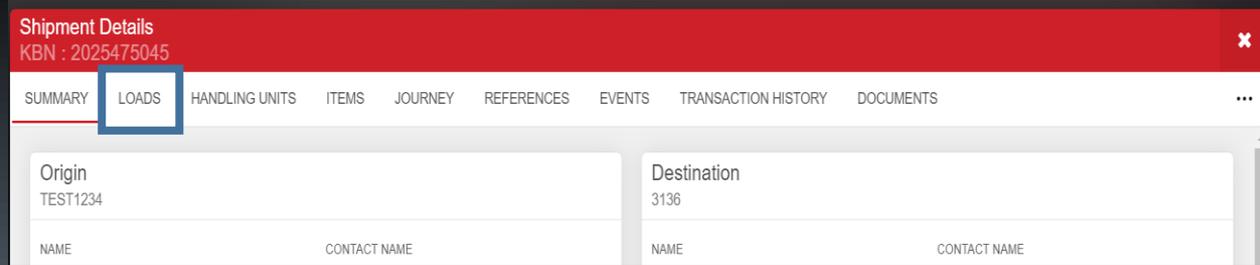
# Shipment Tracking & Retrieving Your Bill of Lading

- SHIPMENT TRACKING contains reference information for your individual shipment.
- This can be used to view updates on your shipment and retrieve your Bill of Lading.
- Click “Tracking” on the top menu bar, then “Shipment Tracking”.
- In the “Ryder Shipment Number” field, enter the number provided after submitting your shipment, then click “Apply”.
- Select anywhere in the generated result to open up your shipment’s details.



# Manually Retrieving Your Bill of Lading:

- If you do not receive your Bill of Lading via email within an hour of submitting your shipment, the below process can be used to manually retrieve it.
- Once you have opened up your shipment, click the “LOADS” tab.
- Click anywhere inside the new box that appears to go to the “Load Details” page.
- Once you have navigated to the “Load Details” page, select the “Documents” tab on the right of the menu bar.
- On the “Documents” page, click the “Load\_...\_BOL.PDF” to download the BOL for your shipment.



## Retrieving Your Bill of Lading:

- If you have not received your BOL via email, do not have your “Ryder Shipment Number”, and are unable to find your BOL via the manual process; then please email [BendixCores@Ryder.com](mailto:BendixCores@Ryder.com) for assistance.
- Please include the following details in your email:
  - Your Bendix Customer ID
  - You are requesting your Core Return BOL
  - Your requested pickup date
  - Your Ryder Shipment Number (if possible)
  - Your contact information

## Who Should You Contact?

- You do not need to contact the carrier directly for your pickup. This is done for you automatically via the Ryder Online system.
- If you have any questions or issues regarding the logistics of your shipment, please contact [BendixCores@Ryder.com](mailto:BendixCores@Ryder.com) for assistance.
  - We will work with the carrier on your behalf to resolve any issues.
- If you have any questions about core credit or any finance related matters, please contact [Cores@Bendix.com](mailto:Cores@Bendix.com).