

CORE RETURN - FAQ

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Core Return Process – Frequently Asked Questions

Q	I do not have a log in for the B2Bendix Core Center. How do I get one?
A	Go to the B2Bendix Core Center and click “Submit Core Return.” Once there, follow the simple steps to register as a new user.

Q	How do I register my Core Return Shipment <u>before</u> March 16? What about <u>after</u> March 16?
A	Any Core Return Shipments to Bendix <i>made on or before Tuesday, March 15, 2022</i> , should be made according to the existing process in place within the current system. Any Core Return Shipment to Bendix <i>made on or after Wednesday, March 16, 2022</i> , must follow the new process in the B2Bendix Core Center .

Q	I’ve set up my B2Bendix login and registered my first Core Return Shipment but have not yet received my Bill of Lading (BOL). What steps should I take to get the BOL?
A	Log in to your account in the B2Bendix Core Center and click “Search Core Returns.” Here you can search by core return number or by date. If your Bill of Lading (BOL) is available, you will see a PDF icon under the “BOL PDF” column. Click the icon and it will open your BOL for printing. If we are still working on your BOL, you will see “Request BOL.” Click this link to retrigger the retrieval and if you do not see your BOL within 2 hours, please reach out to CR_Bendix@arguslogistics.net .

Q	Where can I find instructions on the Core Return Process?
A	You can find a full set of instructions at the B2Bendix Core Center . You may also access the B2Bendix Core Center at www.bendixcorefreight.com .

Q	I have more than one Core Return Location. I don’t see them all listed as options. How can I add a location?
A	Using the new B2Bendix Core Return Process, you can add an alternate pickup address for a Core return. If you will use any alternate address frequently, please reach out to support@bendix.com to have it added to your account.

Q	I have some questions. Whom do I contact and when?
A	<p>For Questions About:</p> <p>B2Bendix login / registration: support@bendix.com</p> <p>Pick-up information or Bill of Lading: CR_bendix@arguslogistics.net 1-877-681-1949</p> <p>Core return paperwork or Core return discrepancies: cores@bendix.com 440-329-9298</p>

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