



Japan Radio Co., Ltd.

Sales / Service Bulletin

Parts Ordering & Return Procedure – JRC Issued Job Orders

Bulletin# PARTS12012009

Subject: Parts Ordering and Return Procedure for JRC Issued Service Requests

To Our Valued Dealers:

Japan Radio Co., Ltd. has adopted a change in the method for ordering and returning parts that are required for JRC issued work orders. **Please read and disseminate this bulletin to all personnel involved in ordering and shipping of spares to ensure that you are not penalized under this new procedure.**

In the past, any part received from a JRC office was required to be returned to that specific office, regardless of which office issued the service request. This policy changes that methodology so that parts must be returned to the JRC office that issues the service request.

Parts Ordering –

When a JRC office issues a service request to a dealer, that requires spare parts not already in the dealer stock or that have not been supplied by JRC, the following procedure must be followed for ordering of the required spares –

Submit a request to JRC Seattle for the specific parts required to conduct the repair. The request must be submitted in writing via fax (206-654-7030) or email (sales@jrcamerica.com or marineservice@jrcamerica.com).

The request **MUST** be accompanied by the JRC Service Request Form containing the service order number (i.e. Z2DZ-xxxx-xx-xxx, Z2DJ-xxxx-xx-xxx, 2DJK-xxxx-xx-xxx, etc.) – see attachment A for a sample form. If this form is not available the dealer must submit a Purchase Order.

NOTE: Please use care to select only those parts that will be needed for the repair. Please avoid ordering many parts for a shotgun style repair; if assistance is needed for part selection contact JRC technical support.

Parts Return –

Upon completion of the repair some defective and all unused parts **MUST** be returned to specific JRC office as noted below –

Defective Parts –

All defective parts from warranty repairs must be returned directly to the office that issued the Service Request (see attachment A to determine the issuing office) within 15 days of the completion of the repair.



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JRC TMSC & JRC Amsterdam –

Each part must be accompanied by a completed Return Material Form (attachment B) and a copy of the dealers Service Report*.

JRC Seattle -

Contact JRC Seattle for an RMA number. Each part must be accompanied by a Return Parts Tracking Form (attachment C) and a copy of the dealers Service Report*.

Unused Parts – Package Opened –

If the aluminum seal on the packaging has been broken, the part must be returned to the office as noted below within 15 days after the completion of the repair –

JRC TMSC –

Each unused/opened part must be returned directly to JRC TMSC. Each part must be accompanied by a completed Return Material Form (attachment B) and a copy of the dealers Service Report*.

JRC Seattle & JRC Amsterdam –

Contact JRC Seattle for an RMA number. Each part must be accompanied by a completed Return Parts Tracking Form (attachment C) and a copy of the dealers Service Report*.

Unused Parts – Package Unopened –

If the aluminum seal on the package is unbroken, the part must be returned to JRC Seattle within 15 days of the completion of the repair. Please contact JRC Seattle for an RMA number. The part must be accompanied by a completed Return Parts Tracking Form and the original packing list (attachment D).

* Service Reports must show all parts used and must have Master's signature and vessel stamp. A copy should be emailed to marineservice@jrcamerica.com.

Return locations and any special instructions will be noted on the Packing List that accompanies the part(s) (attachment D).

All parts that have been dispatched by a JRC office for use with a JRC requested job, without request from the dealer, must be returned (defective or unused) to the JRC office that issued the work order as noted above.

If a part is used from the dealers' stock (not FAK), the defective part should be returned as noted above and a replenishment part will be provided by the JRC office that issued the service request.

FAK replenishments will continue to be handled through JRC TMSC under the same procedure as in the past. Exchange parts and unused parts purchased through dealer purchase order will still require an RMA number and should be returned to JRC Seattle.

All spare parts dispatched by JRC must be returned to avoid delay in payment of the dealers service invoice.



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Proof of shipment will be the responsibility of the dealer. If parts are not received it will be the responsibility of the dealer to prove that shipment has been made and delivered to the respective JRC branch office.

In the event that parts are lost due to dealer negligence the cost of the part will be deducted from the payment of the dealers service invoice or an invoice will be issued to the dealer for the cost of the part.

Your cooperation with these procedures is greatly appreciated.

Should you have any questions or concerns, please contact the JRC Seattle Sales or Service Teams – Tel: 206-654-5644, email sales@jrcamerica.com or marineservice@jrcamerica.com.



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ATTACHMENT A

Service Request Sample

SERVICE REQUEST
(Non Warranty)

JRC Japan Radio Co., Ltd. Contact :
1-18-7 OHSAKI, SHINAGAWA-KU, TEL : +81-3-3492-1305 E-Mail : jrcglobal@msd.jp

TOKYO MARINE SERVICE CENTER
Reception contact MORIGUCHI
Service coordinator HANYUDA/MORIGUCHI

TO VALUED JRC DEALER
ATTN :
TEL :
FAX :

REQUEST SERVICE :
FIXING JMA-9303-CA
REF No. : 0102254904
ORDER NO. : **2DJK-2171-70-001**

VESSEL NAME :
STONE TRADITION

LOCATION :
SINGAPORE/SINGAPORE
ETA : **8/30/2009** ETD :

LOCAL AGENT :
BELSHIPS MANAGEMENT (SINGAPORE) PTE LTD
ADDRESS :
100 ROBINSON ROAD, #21-01/02 Raffles Place, SINGAPORE 068912
Tel : +65 6733 1111 / 6733 1112
Fax : +65 6733 1113
Email : info@belships.com.sg

EQUIPMENT :
MODEL / NAME / SERVICE

1	JMA-9303-CARADAR EQUIPMENT/Repair
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

■ Please fax JRC Tokyo MSC your confirmation.
■ Fax the service report as soon as this service has been carried out.
■ Return replaced/unused spares to JRC Tokyo MSC after the service carried out.
■ Send the invoice and the original service report to JRC Tokyo MSC within ten days

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Type of Service –
- Warranty
- Non Warranty

Warranty Service Requests are also denoted with a 'Z' as the first digit of the Service Request Order Number.

Issuing JRC Branch Office
- TOKYO MARINE SERVICE CENTER
- AMSTERDAM BRANCH
- SEATTLE BRANCH

Service Request Order Number

JRC Japan Radio Co., Ltd.
AMSTERDAM BRANCH
Reception contact
Service coordinator Paul Cummins

JRC Japan Radio Co., Ltd.
SEATTLE BRANCH
Reception contact SCOTT BILBE
Service coordinator SCOTT BILBE

JRC Japan Radio Co., Ltd.
TOKYO MARINE SERVICE CENTER
Reception contact MORIGUCHI
Service coordinator HANYUDA/MORIGUCHI



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ATTACHMENT B

RETURN MATERIAL FORM (JRC TOKYO & JRC AMSTERDAM)

Order Number from Service Request

Sales Order Number from Packing List that accompanied part shipment

JRC Japan Radio Co., Ltd.		Return Material Form		Marine Service Department 18-7 Osaki 1-Chome, Shinagawa-Ku, Tokyo 141-0032 Japan Tel:+81-3-3492-1305 Fax:+81-3-3492-2777
JRC Tokyo Order 2DIK-1636-70-001	JRC Amsterdam/Seattle Order JR00182	Agent Order	Issue Date 10/6/2009	
Model Name JUE-410F	Part/Unit Number NAF-214B-1	Part/Unit Description RFU	Serial NO. (If applicable) 0711105XT	
Ship's Name Billion Trader	Quantity 1	Where was the replacement taken? (If applicable) <input type="checkbox"/> CSP <input type="checkbox"/> FAK <input type="checkbox"/> JRC Tokyo <input checked="" type="checkbox"/> JRC Ams/Sea <input type="checkbox"/> Own stock		
Was this material used? <input checked="" type="checkbox"/> Used <input type="checkbox"/> Not used	Reason of return (Please check one of boxes.) <input checked="" type="checkbox"/> Failure <input type="checkbox"/> Out-of-box failure <input type="checkbox"/> Cancellation <input type="checkbox"/> Wrong shipment <input type="checkbox"/> Others			
Please describe the detail of failure or other reasons of the return. Unable to communicate through voice, fax or data Receive FEDC cause code				
Service Agent JRC Service Agent Co (Branch) Seattle		Person in Charge		

Serial number from part.
 Not all parts contain a serial number.

* Please attach this form and a service report(if applicable) when you return any parts or goods to JRC.

NOTE: Please note the Order Number and Ship's Name on the reference field of the shipping label and in the description field of the Commercial Invoice.

Shipping Addresses –

JRC TMS

Japan Radio Company
Tokyo Marine Service Center
18-7, Osaki 1-Chome
Shinagawa-Ku
Tokyo 141-0032
Japan
Tel: 81-3-3492-9201

JRC AMSTERDAM

Japan Radio Company
Cessnalaan 40-42
1119 NL Schiphol Rijk
The Netherlands
Tel: 011-3120-658-0750



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ATTACHMENT C

RETURN PARTS TRACKING FORM (JRC SEATTLE)

JRC RETURN PARTS TRACKING FORM 2010
 Japan Radio Co., Ltd.
 1021 SW Klickitat Way, Bldg D, Suite 101, Seattle, WA 98134
 Tel: 206.654.5644, Fax: 206.654.7030
www.jrcamerica.com

Date 10/6/2009 RMA # 9999 Part # NAF-214B-1 Model # JUE-410F
 Dealer Name JRC Service Agent Co. JRC Account # _____
 Address 123 West St.
 City/State/Zip Seattle, WA 98134
 Contact Name Inventory Control Phone 206-555-5555 Fax 206-556-5555
 Email address invcntrl@jrctestco.com

Reason for return: (Please check reasons that apply to returned part)

- Unused/Unopened - Returning for credit (\$125 fee may apply if returned after 90 days from SO date)
- Unused/Opened - Returning for credit (\$125 fee will apply)
- Defective Part (Out of Box Failure) - Please include original JRC sales order #
- Defective Part from warranty exchange (Please complete the following fields):
 - A. Vessel Name Billion Trader
 - B. Equipment Serial # GW12345
 - C. JRC/ Marinfonet Warranty # Z2D-1638-70001
- Other - _____

JRC Part Processing: (Please check how to process part)

- Replacement already ordered, please credit the following
 - A. JRC Sales Order / Invoice # JR00182
 - B. Customer Purchase Order # _____
- Replacement Required, Please fax hardcopy of P.O. to JRC Sales Department

ONLY 1 PART PER FORM PLEASE! It must be complete to process your return.

Parts received from JRC Tokyo or Marinfonet must be returned to point of origin.
 Any part being returned for credit from dealer inventory after a period of 90 days will be charged a \$125 fee.
 Defective parts used from JRC consignment kits must be returned to JRC Tokyo.
 Parts used on NON JRC jobs from JRC consignment kits must be ordered from JRC Seattle.

Call or email JRC
Seattle to receive RMA
Number

Select appropriate
box based on
disposition of part

Found on Service
Request

Sales Order Number
found on Packing List that
accompanied the part
shipment.

Shipping Address -

Japan Radio Company, Ltd
1021 SW Klickitat Way, #D-101
Seattle, WA 98134
Tel: 206-654-5644



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ATTACHMENT D

PACKING LIST SAMPLE

		PACKING LIST		Page: 1	
		WAREHOUSE: 001 JRC Seattle			
ORDER NUMBER: JR00182	Sales Order Number		ORDER DATE: 10/9/2009		
CUSTOMER NO: 00-JPDTO03			SALESPERSON: SB		
SOLD TO:		SHIP TO:			
Japan Radio Co., Ltd. TMSC Tokyo Marine Service Center Marine Service Department Tokyo,		JRC Service Agent 123 West St Seattle, WA 98134			
CONFIRM TO:					
CUSTOMER P.O. 2DIK-1636-70001	SHIP VIA FED EX P-1	F. O. B. ORIGIN	TERMS No Term		
LOCATION ITEM NUMBER	UNIT	ORDERED	BACK ORDERED	SHIPPED	BACK ORD
J2TOP-2 NAF-214B-1 RFU for JUE-410F *	EACH	1	0		
2DIK-1636-70-001					
VESSEL: BILLION TRADER					

DEFECTIVE / UNUSED PARTS MUST BE RETURNED DIRECTLY TO JRC TMSC					
SERVICE REPORT IS REQUIRED					

Parts Ordering & Return Procedures for JRC Issued Job Requests

