TRUCKLOAD REPORT (data received monthly by the 5th from onsite coordinators)

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Go to MONTHLY TL REPORTS file. Open TL Report for the appropriate year. Cut and paste special the information from the coordinators. Report will self calculate and feed multiple other reports. DO NOT CHANGE FOLDERS. Enter NDC information on NDC page. It will fill in NDC chart at bottom of Division page as well as other reports. For new year save blank report and change year (yyyy TL Report). Change year on NDC report from yyyy to current year.

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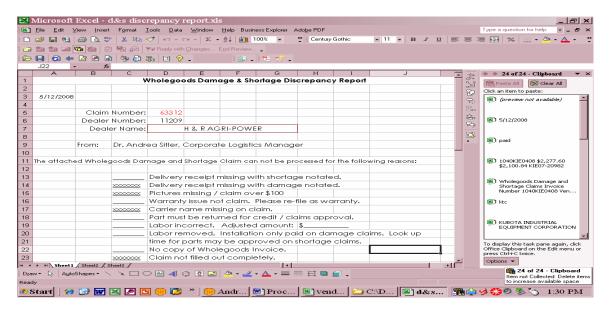
WG CLAIMS – found in Claims folder (many workbooks)

Claims Monthly Report – found in Claims folder, yyyy Claims folder, vendor claims_mmmyyyy.xls. Monthly workbook titled: vendor claims_mmmyyyy.xls. Will name with month only in future.

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8	60657		72415	11/16/2007		\$645.56		acceler dag - Iraaking	Williams	G 🛱	
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23	42112	VARREN COUNTY KUBOTA, LLC	69708	3/5/2008	4/30/2008	\$35.00		- hort	NRA	D.	
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26		TOWNLINE EQUIPMENT SALES, INC.	66650	4/28/2008	4/12/08	\$401.77		Short	FedEx	G	-
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To fill out begin with:

Use data from Kubota <u>Wholegoods Damage and Shortage Reports</u> which will arrive almost daily. Scan reports for all items needs to document claim, validity of claim, correct labor hours (non-excessive) and a completed report. If all is fine; put in pile to process. If items missing, go to Claims folder, Support Items and open Wholegoods D&S Discrepancy Report



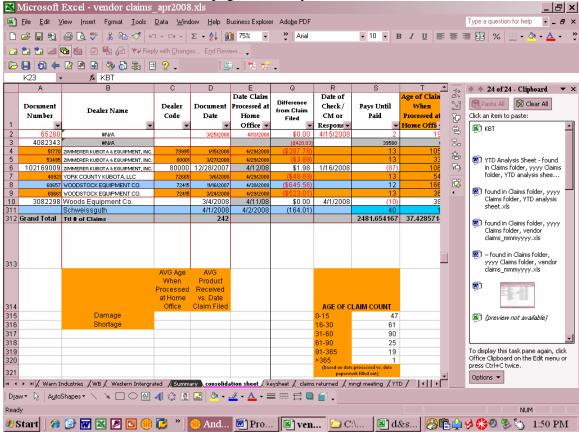
Fill in claim number from off D&S Report and dealer number (name will auto populate). Check off needed items. Make any notes necessary for clarity. Record claim number on monthly report on returned claims page along with brief reason for return. Print Discrepancy Report, staple to claim and return to division via interoffice mail envelope. You may wish to make copy of front page for your own records. If so, make file to keep these in and refer to as dealers call in.

When you have time: look up the manufacture of the main part. Do this by using ME2M in SAP. Write this on the claim in red and circle. This is who the claim will be filed against 99% of the time. Next look up each part using ME1M in SAP. Record the dealer net price next to each item. This is the price you will use to file a claim. If this is a carrier claim; no look up is need for there will be no price adjustment. If determined a carrier claim, contact the proper onsite rep. immediately for processing. Time is of the essence in a carrier claim. Scan and email them all the needed documents so that they may begin processing the claim. Mail them the hard copies. If found at end of month processing, simply mail all carrier claims to proper onsite rep. at that time.

Sort the claims by manufacture and begin entering them on the vendor claim_mmmyyyy.xls sheet by following the fields. Enter the dealer number and the name will auto populate. **DO NOT ERASE OR MOVE ANY ROWS.** These are linked to many sheets and will scramble all the formulas. When you are done for the month; be sure to clear all unused rows. Colored rows auto populate the colored tabs in the workbook. Once filled, you may wish to make static so that you can sort the

consolidation sheet as needed. Formulas are in place to auto calculate many functions. Be sure to put in the proper date and do not leave =today() in the formula. Once a payment is received, be sure to record the payment amount, mark as paid (denied, refilled, etc.. as appropriate) note the date and save. Do not change the claim amount. The idea is to track amount recovered vs. actual claim amount. Note any variances in the comments so you can recall when later questioned by claim was not paid in full. **NOTE:** How to Process a Claim and a Payment begins on Page 38.

The Summary page will auto populate from the data you are entering as well as the information at the bottom of the page and many other workbooks.



The one filed you will have to hand key is the info in C314 - D315. This is simply look up and math.

Division counts are also manual. Beginning with cell X315 fill in the counts of damage type items for each division. The total and shortage fill in automatically. Sort by division in Column Z (Y and Z auto populate from dealer number). Count the damage type and insert total. Repeat. Be sure to un-sort before final save so that all data is calculated on linked workbooks.

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It is important that you use the drop boxes whenever possible. Be sure to fill in FULL model as well as S/N when available.

The Claim Numbers Processed yyyy.xls will auto fill with select data from these monthly sheets as a quick reference guide when a dealer calls in or any one asks for data on a select claim. To use, open the spreadsheet, using auto filter find the claim number given.

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Using DATE PROCESSED AT H/O column, you can determine which monthly sheet contains the claim data. Be sure to always date the claim with the month in which you are working. Claims are to be processed by all claims received by the 15th of the month are worked that month and so forth. Should you run late, either use the next month or back date the claim for the last day of the month otherwise you will not be able to determine which month the claim is in by using this sheet. (e.g. 4/30/08 would be April's claims sheet).

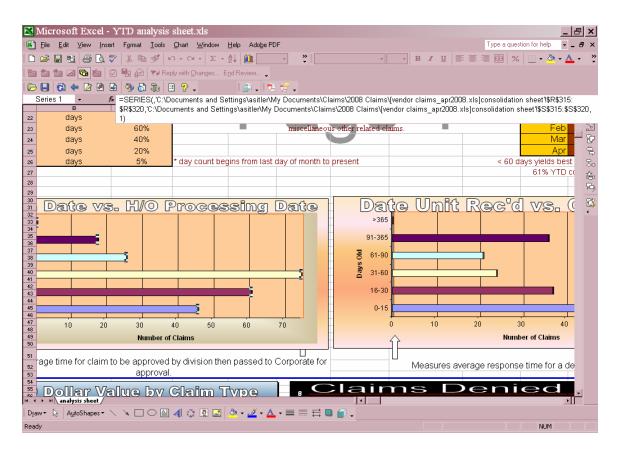
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YTD Analysis Sheet - found in Claims folder, yyyy Claims folder, YTD analysis sheet.xls

(Comments under graphs are written in as to relevance of that month) This report is distributed to: Wholegoods Dist Mngrs at each Division, Director of Product Resources, National Purchasing Manager and National Distribution Manager each month along with additional comments in the email for recommendations, items of interest, call to actions, etc...

NOTE: This sheet is populated from many sources. Most sources draw their information from the monthly sheets. Use the data on this sheet to provide the analysis and pertinent data sheet (word.doc) that accompanies the Management Report.

The two graphs shown below are one of the few items on this report that reflect monthly data and not YTD.



Source data much be edited to reflect current month. To edit: highlight graphs ONLY. Choose Edit, Replace. Type in last month (mmmyyyy) then this month (mmmyyyy) Select Replace All and your source data is edited or edit in the formula bar.

YTD Dollar Value by Claim – fed by attached sheet "ds division count feeder". That sheet is fed by each monthly claim sheet so linked. To save memory; you may wish to change to static data once month is passed. (e.g. remove link and just show count)

Claims Denied by H/O – fed by YTD.xls. (this workbook explained later)

Data under chart is hand entered reflecting that month's numbers.

Claims Against KTC – fed by monthly sheet; summary page where count is carried over from previous months and that month's number is calculated. Be sure to add the current month and edit link in chart to reflect the current month.

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1		Claim Type	•	Claim	Dealer No	Total	Freight	Total	Claim	Claims	of Claim	Filed		Org	盇
14					10982	\$0.00	\$0.00	\$0.00	\$0.00	0	-		-		প্ট
15 16	Other			0 \$0.00	10985 10990	\$0.00 \$0.00	\$0.00 \$0.00	\$0.00 \$0.00	\$0.00 \$0.00	0			-	Drop Shipped W914 - Northeri	₿
17					11030	\$0.00	\$0.00	\$0.00	\$0.00	0				KBT Direct - WS	
18 19	Jan	C Claims \$3,042.21			11031 11032	\$0.00 \$0.00	\$0.00 \$0.00	\$0.00 \$0.00	\$0.00 \$0.00	0			-	W924-Northern Grand Total	
20		\$666.63			11110	\$0.00	\$0.00	\$0.00	\$0.00	0	•		-		
21		#VALUE!			11115	\$0.00	\$0.00	\$0.00	\$0.00	0	-		-		
22	Apr	\$0.00			11116	\$0.00	\$0.00	\$0.00	\$0.00	0			-		
23					11117	\$0.00	\$0.00	\$0.00	\$0.00	0	•		-		
24					11118	\$0.00	\$0.00	\$0.00	\$0.00	0	-		-		
25				-	11176	\$0.00	\$0.00	\$0.00	\$0.00	0	-				
26					11199	\$0.00	\$0.00	\$0.00	\$0.00	0	-				
27					11209	\$0.00	\$0.00	\$0.00	\$0.00	0			-		
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Top 12 Items Named in Claims by Dollar Value – fed from YTD.xls sheet. (this is actually a workbook with multiple sheets)

TL Report – 2008 Monthly Total fed or cut paste from yyyy TL Report with data for current month. Be sure to paste special. Same for NDC.

5 Highest and 5 Lowest Claim \$ are fed from Monthly vendor claims sheet. Edit source data to reflect current month.

Vendor Comparison is fed from "Claim Goals yyyy" sheet. (explained later)

Inbound Container and all Container Related Reports / Graphs – fed by Inbound Container.xls Which is received monthly from: Mitsuyoshi Nakano nakano@marubeni-trans.com

Should remain in same format so just save new data each month.

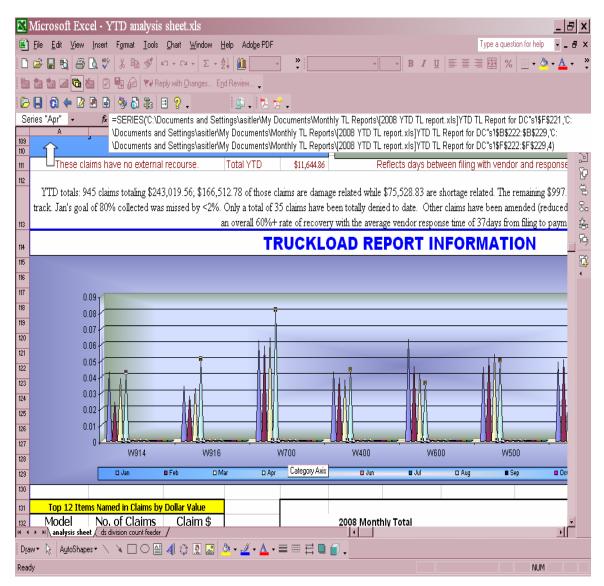
YTD Claims Overview by Division (graph and data) - fed from division sheet.

Overview of Claims - fed from division sheet

TLs per Warehouse – fed by yyyy TL report.xls

Common Claims by Issue is fed from YTD.xls sheet. Rank determined by dollar value.

TL Report – graph fed from yyyy TL Report



YTD Top Vendor Claim Dollars to Recovered Dollars Ratio is fed from "ClaimGoals yyyy.xls".

R	Microsoft Exc	el - YTD analysis	sheet.xls						_ & ×
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182 183 184		IUFACTURING CO. I INC.	0 [[OTR WHEEL EN DEATS INCORPO DITTAN WHEEL IN WERK-BRAU CO	GINEERING, IN ORATED ITERNATIONAL		■ RAD TECHN □ SWEEPSTE ■ TOYOSHIMA	NOLOGIES INC. R JENKINS EQUIP. A SPECIAL STEEL USA NTEGRATED TECHNOL	2
185		ould show improvemen	it. Claims are gene	rally denied or red	luced due to lac	k of documentati	on (damage / shor	recovered YTD per ver tage noted on BOL), lat	dor. Through
186		AMERICAN-IOWA	Vendor Cla BRADCO		EXIDE	verea Doll	ars kauo		
	VENDOR	MANUFACTURING	DIVISION OF ATI	TRACTOR CAB	TECHNOLOG	FASSE VALVES	FEMCO INC.	FIREBIRD FIBERGLASS	4
187 188	Claim Dollars YTE	INC \$318.73	INC. \$130.55	INC \$10,096.20	IES \$287.78	\$328.90	\$266.46	\$1,297.64	
189	Recovered YTD	\$0.00	\$0.00	\$4,348.89	\$287.78	\$0.00	\$133.16	\$720.00	
	YTD Ratio	0.00%			100.00%	0.00%	49.97%	55.49%	
191	VENDOR	GRAMMER INCORPORATED	KVERNELAND MODENA S.P.A	MILSCO MANUFACTURI NG CO.	OTR WHEEL ENGINEERIN G, INC	RAD TECHNOLOGIE S INC.	WERK-BRAU CO., INC	WESTERN INTEGRATED TECHNOLOGY	
	Claim Dollars YTE	\$2,256.85	\$48.20	\$996.75	\$207.77	\$1,894.16	\$1,443.30	\$82.23	
	Recovered YTD YTD Ratio	\$0.00 0.00%	\$0.00 0.00%	\$0.00 0.00%	\$0.00 0.00%	\$1,608.76 84.93%	\$1,348.05 93.40%	\$82.23 100.01%	
	VENDOR	KBT	KUBOTA INDUSTRIAL EQUIPMENT CORPORATION	KUBOTA MANUF, CO, OF AM,	0.00%	04.7370	FDSI MANAGEMENT GROUP	MARUBENI TRANSPORT SERVICES CORP.	
196	Claim Dollars YTE	\$49,812.96	\$15,259.64	\$47,372.13			\$99,831.18	\$6,828.17	
197	Recovered YTD	\$40,615.27 81 5404	\$8,836.16	\$36,761.37			\$50,656.13	\$3,776.48	
198 14 4	YTD Ratio	81.54% t / carrier feeder / ds divi	ision count feeder /	I		FDSI direct filed	50.74%	55.31%	×
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TL Shipped vs. Claims Filed – fed from YTD.xls.

YTD Claims vs. Transportation Dollars – fed from attached carrier sheet. This sheet is fed in multiple stages including feeds from the YTD expenditure by carrier.xls in the MTS FDSI data dump file under the year. (see Feeder Reports for more explanation)

🔀 Microsoft Excel - YTD analysis sheet.xls						_ <mark>_ </mark> _
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3 CARRIER	Weight	Miles	HAULED	Claims	踼	
4 AAA COOPER TRANSPORTATION	400	0	\$115.81	\$0.00	Å	
5 ACE DORAN HAULING & RIGGING COMPANY	727,281	0	\$76,774.54	\$262.90	ю. Рој	
6 ADMIRAL MERCHANTS MOTOR FREIGHT	1,840,431	0	\$247,378.32	\$1,474.01		
7 AIR CAPITOL DELIVERY & WAREHOUSE	84,456	4,410	\$9,322.29	\$0.00		
8 ALL CONNECT LOGISTICS SERVICES	9,264	0	\$19,898.87	\$0.00	4	
9 ALLEN LUND CO.	458,642	25,478	\$51,134.04	\$0.00		
10 AVERITT EXPRESS	118,998	0	\$24,801.47	\$1,279.04		
11 B.A.H. EXPRESS, INC.	360,138	44,077	\$80,915.61	\$1,279.04		
12 C. H. ROBINSON	731,351	0	\$74,453.95	\$0.00		
13 C.E.I. TRANSPORT	32,872	0	\$10,823.83	\$0.00 \$0.00		
14 C.L. SERVICES	660,014	30,654	\$61,895.38	\$0.00		
15 CENTRAL FREIGHT LINES	619,987	0	\$64,598.51	\$864.98		
16 CENTRAL OREGON TRUCK LOGISTICS 17 CHEETAH TRANSPORTATION	153,142	0	\$79,748.44	\$703.67		
	3,001,786	0	\$417,583.26 \$92,044.57	\$0.00		
18 COLONIAL FREIGHT SYSTEMS 19 COMMODITY TRANSPORTERS	350,189 602,292	0 N	\$92,044.57 \$62,150.71	\$0.00		
20 COVENANT TRANSPORT	10,310	0 0	\$62,150.71 \$2,405.91	\$0.00		
21 CRANE TRANSPORT	2,893,000	0	\$158,443.71	\$1,013.38		-
22 CRST FLATBEDS	3,981,753	0	\$215,789.45	\$0.00		To display this task pane again, click
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3	CO	mmon Claims I	by issue	% of Claim		8.	
4 ;	lssue	No. of Claims		#s Overall	·	Å) roof / hood
Dealer Name	roof / hood	39	\$16,242.18	6.80%	claims repres	Β	
s #N/A	seat	52	\$10,242.10	4.57%	of the claims	R.	
JRG TRACTOR, INC.	tire	41	\$5,216.81	2.18%	oft	4	🔊 seat 52 \$10,909.18 4.57%
THERS EQUIPMENT, INC.	glass	21	\$4,290.51	1.80%			tire 41 \$5,216.81 2.19% glass 21 \$4,290.51 1.80%.
	CARRIER DMG; POOF		\$3,611.59	1.51%			glass 21 pt;290.01 1.00 %.
0 H TRACTOR COMPANY	Fender	13	\$3,245.74	1.36%			🔊 roof / hood 39 \$16,242.18
1	packing	16	\$2,839.80	1.19%			6.81%
12	Hardware	42	\$2,838.58	1.19%	-		
3	crate	8	\$2,209.16	0.93%			roof / hood 39 \$16,242.18 6.81% 4.12%
4 Dealer Name	Not Concealed	3	\$2,021.52	0.85%			0.01% 4.12%
5 FARM MACHINERY CO.	shipped with damage	5	\$1,330.53	0.56%			
LANE MFG CO., INC.	valve	6	\$1,139.29	0.48%			roof / hood 39 \$16,242.18 6.81% 4.12% seat 52
7 D HARVESTING COMPANY	mishandling by waref	4	\$1,107.68	0.46%			\$10,909.18 4.57% 5.50%
8 D EQUIPMENT COMPANY	Pick Up Shop - Oh re	7	\$1,051.00	0.44%			\$)
9 RACTOR AND EQUIPMENT INC	2 of 1	13	\$785.60	0.33%			۹) (1)
10	tail gate scratched	4	\$698.44	0.29%			TIME 5
и	OTHER	5	\$519.79	0.22%			To disclose think the state
vare top our claims list followed by seat da	amage. Missing manuals and tire	damage tie for 3r	d. Packaging	ⁱ crating rema	ins a noted is		To display this task pane again, c Office Clipboard on the Edit menu
2 e risen this month in claim causes. These	issue and others will be reviewe	ed during my divis	ion visits at en	d of month.			press Ctrl+C twice.
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Average Claim Age by Division is fed from YTD sheet.

Division Breakdown - fed from a multitude of sources

Column C - fed from other cells in same sheet

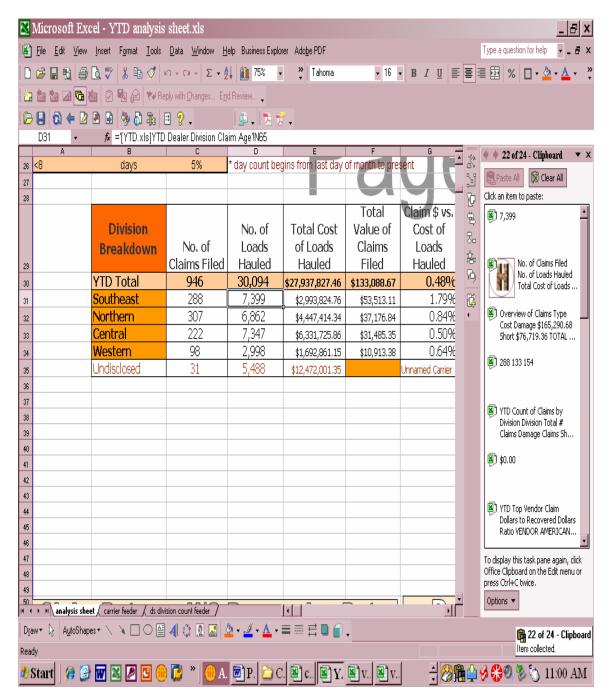
Column D - fed from YTD.xls workbook

Column E – fed from YTD Cost by Division.xls in MTS FDSI data dump file / yyyy

Column F – fed from YTD.xls

Column G – calculation

Column H – fed from YTD.xls



Oldest Claims When Processed / Filed Reports – fed from month sheets. Edit source data to reflect current month.

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212		Exect field contain			Co	mmon Claims
610						Mo. of Claims
214	Oldest Cla	ims When Proces	sed - Top 5 Dealers		lssue	No. of Claims
215	Age of Claim	Dealer No.	Dealer Name		Hardware	
216	39503	0	#N/A		seat	14
217	427	52182	PITTSBURG TRACTOR, INC.		manual	12
218	342	51115	GRAY BROTHERS EQUIPMENT, INC.		tire	12
219	239	46035	MONTE VISTA COOP		roof / hood	
220	128	45545	MID SOUTH TRACTOR COMPANY		Fender	8
221	(represents date of clair	m filed vs. H/O F	Processing date)		CARRIER DMG; POOR SECUREM	6
222					crate	3
223		Claims When Filed			packing	3
224	Age of Claim	Dealer No.			Not Concealed	3
225	311 285	18800	CASCADE FARM MACHINERY CO.		2 of 1	2
226	285	43980 54855	MC FARLANE MFG CO., INC. RHODE ISLAND HARVESTING COMPANY		glass	2
227 228	204	14700	BERCHTOLD EQUIPMENT COMPANY		mishandling by warehouse personel Pick Up Shop - Oh repair shop	2
	253	26130	EVERGREEN TRACTOR AND EQUIPMENT INC			2
229 230	(represents date of prod				tail gate scratched V2 VE	2
230	(represents date of prod	aarroooipr va. u			BATTERY	1
201	Top models named in claims are the ZD	331LP, L 39 and L	42. Missing hardware top our claims list followed	by seat damage 1		damage tie for
232			urement issues have risen this month in claim caus			
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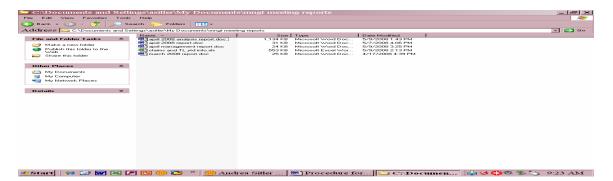
YTD Aging of Outstanding Claims – fed from monthly sheet. Edit link to reflect current month. Be sure to last month's numbers in claim formula. (e.g. +'[vendor claims_mar2008.xls]consolidation sheet'!\$\$\$173)

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NOTE: for report to populate accurately, all connecting reports may have to be opened. This can be a large number of workbooks open at one time. Be sure to update all workbooks in the appropriate order. (months first) Depending on your memory and system; there may be memory issues. You may have to edit completed months by changing the data into static links. Do not edit links that have to update based on claims being paid or daily counts.

Monthly Management Report

Each month a management report is created as well as an explanation sheet (word doc) which is kept in the MNGT MEETING REPORTS folder. This report is fed by the yyyy TL Report.xls, sheets within the workbook, YTD cost by division.xls and monthly sheets. This completed report is forwarded to Director of Product Resources, National Distribution Manager and their administrative assistant.



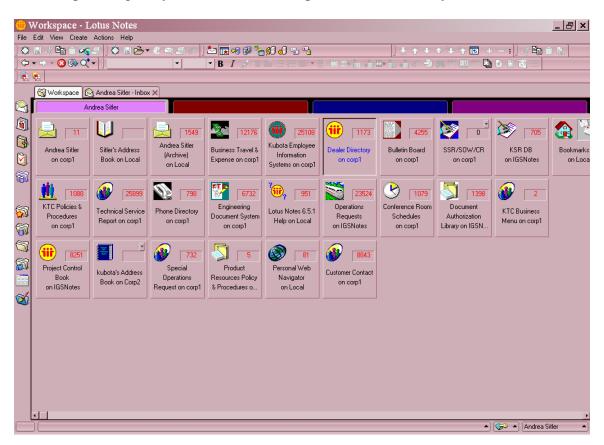
The fuel report section comes from the EIA [Energy Information Administration] online (http://tonto.eia.doe.gov/oog/info/wohdp/diesel.asp) and stored in MTS FDSI dump file folder under "weekly fuel cost guide.xls". Update it monthly from the web (using text export option). Then cut paste in the new info and add the corresponding week count for the month. Be sure to use the US average price for Diesel No. 2 and not the Ultra Low Pricing. Using the same week from this year and last fill out the chart. Use the KTC fuel Chart Table.xls (in same folder) to find the associated FSC. This info will also be used in the 3PL analysis later described.

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34	Southeast	7,399		993,824.7						TL Cost				186,20				
35	Northern	6,862		447,414.3			-			LTL Cost				175,12				
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FEEDER REPORTS

-Dealer List (dealer info folder)

Update regularly from Lotus Notes export [Dealer Directory]



-YTD expenditure by carrier.xls (FDSI MTS Data Dump Folder)

This workbook has 5 pages.

TOTAL COST is the total we paid that carrier for the month noted. Info comes from the monthly data dumps received from FDSI and MTS. (more on this later in 3PL reports).

TOTAL CLAIMS is the total claims in which the carrier hauled a load irregardless of fault. It comes from the monthly claims sheets.

TOTAL MILES, PIECES and WEIGHT is the miles/pieces/weight this carrier hauled per the 3PL reports by month. (mileage is captured for TL moves only)

-**YTD.xls** (Claims Folder) – each cell is fed by monthly sheet. Copy from previous month and change file name to current month's name.

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5	63100	Southeast	\$158.69	\$0.00	\$0.00	\$0.00					
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-Common Issues.xls (Claims Folder)

This workbook has 3 sheets. The YTD sheet is fed by the Common Issue sheet and the Model Sheet. Each of those sheets are fed by the monthly claims report workbook.

-Claim Goals yyyy.xls (in Claims Folder / yyyy) Copy from previous month and change file name to current month's name.

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YTD Cost by Division Workbook (FDSI MTS Data Dump Folder)

NOTE: This is a very memory intense workbook that feeds that Management Report and YTD Analysis Sheet. Be sure this is full updated before using the final version of those sheets for submittal.

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71 GRAND TOTAL				647,06	8.85		\$0.00	\$1,726,430.99	\$1,098,501.9	51		\$0.0	R.	\$0.06			
72 Rec Dealer Cost				64,823,53		\$4,823;		\$1,726,430.99	\$1,098,501.5			\$0.0	- 19 19	₩ J \$0.06.	24		
73 Total Transportation (Cost			57,322,23	1.49	\$7,322;	231.49	\$3,975,339.72	\$1,717,699.9	33			≈.				
74 Non Dealer Related C	ost			69,498,69	7.06	\$2,498,	697.06	\$2,248,908.74	\$619,198.4	42		\$0.0	Å				
75 Dealer Related Ratio	Spend			65	.88%	E	65.88%	43.43%	63.96	5% -			76,				
7 <mark>6</mark>																	
7 TL Cost				6,934,82				\$1,918,301.60	\$1,398,246.				8				
78 LTL Cost				\$387,40				\$1,080,866.36	\$319,453.1				•				
79 TL Weight				84,380			30,563	23,356,721	37,051,0								
30 LTL Weight				2,061			51,698		12,668,0								
31 Total Wt Shipped				86,442			42,261	35,348,896	49,719,0								
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33 TL Ratio Spend					.71% .29%	į	94.71% 5.29%		81.40 18.60								
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36 Total Cost				\$5,520,38				\$2,975,059.11	\$1,313,050.0								
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38 Avg Per Lb ALL 39 TL Avg Per Mile					0872 16.54	5	0.0872 \$6.54	\$0.0910 \$10.77	\$0.03 \$5.1								
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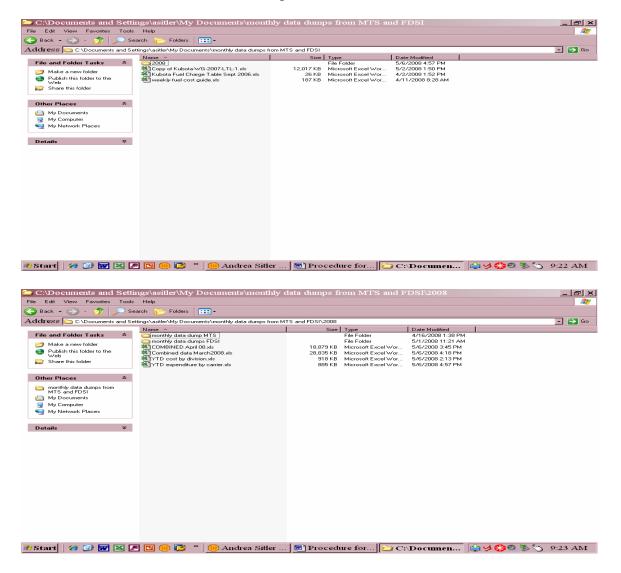
Each cell fills from the monthly claim sheet or the 3PL report. 3PL report data generally has to be linked or filled in each month due to inconsistency of report format. (explained later)

To calculate the data for the Inbound, Outbound and Stock as well as TL / LTL differences you much make multiple sheets on the monthly 3PL report and sort accordingly.

Outbound – all Division Warehouses (W---) to a Dealer (-----W) Inbound – all Vendor / Dealer (-----W) to Division Warehouse (W---) Stock Transfer – all Division Warehouse (W---) to Division Warehouse (W---) moves.

Exception: Be sure to leave out KMA (W911) since this is a vendor and not a stock transfer. W911 can be included in the Inbound moves.

3PL REPORTS (MTS FDSI Data Dump Folder)



Each month Steve from FDSI and Aya from MTS send you a large file of ALL transactions that were billed that month. This is the data dump. You combine these two files into one file and audit the 3PLs for the month. Be sure to line up the columns correctly. Each call them something different but the data contained in them are the same. MTS uses Julian dating (yyyy/mm/dd) while FDSI uses mm/dd/yyyy dating system. This is the only "fly in the ointment".

Save the file with that month's name in the MTS FDSI data dump Folder / yyyy.

Using this file you will check for proper FSC, type of move, pricing, calculate rate per mile, total pieces, total weight, total miles, carrier reports, TL/LTL information and so forth. This data is then used to fill the related reports as noted above.

These are <u>VERY</u> large files and take up much memory. Some of the data may be obtained with the use of a Pivot Chart thereby saving memory.

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A stock sheet, inbound sheet, outbound sheet and the Division Worksheet is created as well as a carrier overview. Keep the initial data in a sheet named raw.

Using the 1st cleaned sheet; you calculate FSC charged vs. FSC allowed, average FSC per mile, average cost per mile, Total Cost for Load. **DO THIS BEFORE USING THE DATA IN THE MULTIPLE PAGES.** (instructions below)

To create the other sheets; sort by stop number. Using 0 for MTS and 1 for FDSI remove the other loads and cut, paste onto a sheet. This is the data that will be used for the rest of the reports. The total on this line is the total cost for the entire load. Copy this data onto its own sheet.

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How to: Using Data Filer – auto filter turn on the filter.

Choose in Column A (MTS or KUBTRA) For MTS you will sort by 0; for KUBTRA sort by 1 in the stop column. Then go to Stop Column and choose as needed. Copy / Paste as

below onto new sheet with data from each 3PL to form one worksheet to use for the rest of the reports.

Using that data: Filter according to the designation outlined above for Inbound, Outbound and Stock. (origin and destination columns) Use the Custom Filer settings as such:

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Then highlight the information making sure on the criteria needed is visible and copy. Paste this data onto the appropriate sheet.

The data in the far right column is the type of vehicle used to haul the load. This is used in the Management Report and YTD analysis report. Be sure to edit the flatbed only to read flatbed/Stepdeck. There should be van, flatbed/Stepdeck, spvan, rail and possibly LTL. No other designations in this column. Count each type using the countif function.

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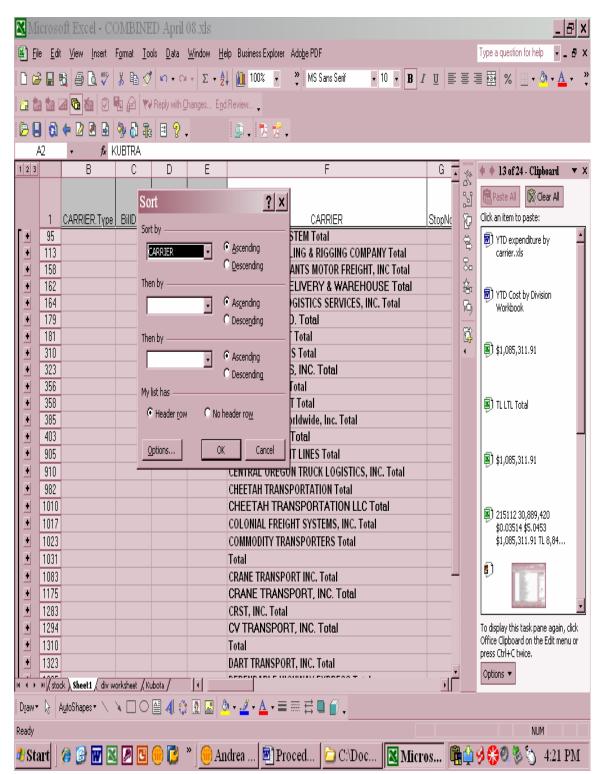
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For TL / LTL Calculations: (reading across and down)

Then inset or link these values into the **YTD expenditure by carrier.xls** and **YTD Cost by Division Workbook** on the cost by division sheet in the appropriate month column under the appropriate freight direction.

The carrier information page used to feed the same workbooks as immediately above is easily figured by a sort by carrier. (Data - sort - Carrier)



Then using Data - Subtotal:

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Subtotal the following columns: weight, piece, miles, Total Cost for Load (column you calculate with SUM formula), Line Haul Charge, FSC, Stop Charge, Acc Charge, Misc Charge. This data will also be used in the various reports.

Using the raw data; you can calculate the average number of stops per load.

Using the 1st cleaned sheet; you calculate FSC charged vs. FSC allowed, average FSC per mile, average cost per mile, Total Cost for Load. **DO THIS BEFORE USING THE DATA IN THE MULTIPLE PAGES.**

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Total Cost of Load: (sum all load variable data)

Final Rate Per Mile: (cost per mile with all factors considered) This is not the contract price. Contract price is Line Haul Cost / miles

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							Final Rate	TOTAL COST	LineHaulC		3	Raste All 🕅 🕅 Clear All
1	CARRIER.Typ	OriginCor 🗸	DestCor	Wt 🔻	Pc▼	Miles -	Per Mile 🔻	FOR LOAD	hg 🔻	FSC 🗸	1	Click an item to paste:
6621		¥ —	57200	191	1	.00	#DIV/0!	\$13.20	\$13.20	\$0.00	8	\$0.71
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		W700	35560	74		.00	#DIV/0!	\$13.20	\$13.20	\$0.00	₽.	
6624	LTL	W700	24295	90		.00	#DIV/0!	\$13.20	\$13.20	\$0.00	盗	For TL / LTL Calculations:
6625	TL	W800	60342	26309	40	669.00	\$0.74	\$492.80	\$361.26	\$1.54	6	(reading across and down)
6626	LTL	W700	38325S01	237		.00	/ #DIV/0!	\$20.28	\$20.28	\$0.00		
6627	LTL	W700	69246	485	1	.00	#DIV/0!	\$20.28	\$20.28	\$0.00	4	8) 777
6628	TL	W960	19490	16314	3	908.00	\$0.54	\$491.74	\$490.27	\$1.47	•	9
6629	LTL	W700	49635	410		.00	#DIV/0!	\$19.50	\$19.50	\$0.00		
6630	LTL	W700	29800	62		.00	#DIV/0!	\$13.20	\$13.20	\$0.00		\$4,900.07
6631	LTL	W700	40825	237		.00	#DIV/0!	\$13.20	\$13.20	\$0.00		e) \$4,500.07
6632	LTL	W700	58370	873		.00	#DIV/0!	\$115.11	\$115.11	\$0.00		
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6634	LTL	W700	69046S01	397		.00	#DIV/0!	\$19.50	\$19.50	\$0.00		you calculate FSC charged
6635		W960	17275	29064		616.00	\$0.65	\$398.99	\$332.37	\$1.62		vs. FSC allowed, average
6636		W700	20300	790		.00	#DIV/0!	\$49.87	\$49.87	\$0.00		The second secon
		W914	55095	26420		303.00	\$0.76	\$230.51	\$163.73	\$1.78		YTD expenditure by carrier.xls
6638		W700	36700	117		.00	#DIV/0!	\$20.28	\$20.28	\$0.00		
6639		W700	72380	1273		.00	#DIV/0!	\$34.04	\$34.04	\$0.00		The case to prove
6640		W400	14600	14169		390.00	\$0.55	\$212.59	\$210.49	\$2.10		YTD Cost by Division Workbook
6641		W700	67930	670		.00	#DIV/0!	\$22.83	\$22.83	\$0.00		
6642		W700	11110	270		.00	#DIV/0!	\$20.28	\$20.28	\$0.00		
6643		W700	49910	336		.00	#DIV/0!	\$20.28	\$20.28	\$0.00		To display this task pane again, click Office Clipboard on the Edit menu or
6644		W700	38325S01	863		.00	#DIV/0!	\$103.21	\$103.21	\$0.00		press Ctrl+C twice.
6645		W700	35912	879		.00 20	#DIV/0!	\$73.53	\$73.53	\$0.00		Options 🔻
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FSC Auditing: (highlighted area)

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Using the FSC column divide by miles to calculate the FSC per Mile rate. This will only be applicable on TL moves. Div/0 error will occur on all other or loads missing mileage information. Using the ship date, locate that week on the "weekly fuel cost guide.xls" (see above if you need to find and update). Find the average cost of Diesel for that week in the US (if we go regional, then regional data must be used for this calculation). Locate that cost on the KTC Authorized Fuel Surcharge Chart and insert that data in the Auth KTC FSC column. DIF Column is the difference. Total Dif for FSC Auth vs. Charged is the Dif multiplied by the miles. Any variance should be questioned. This process can be automated by separating the ship date into mm dd yyyy columns, assigning the appropriate week and then writing a cross reference look up formula to populate the fuel cost column. This in turn, through a formula, will populate the Auth KTC FSC column.

HOW:

Using Data - Text to Columns: separate the date. You will have to convert MTS's date before this will work but FDSI's works fine.

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Be sure you have 3 blank columns next to the date otherwise the data will overwrite your existing data. Choosing other: /; separate the columns.

Then looking at the date (you can sort to make this easier) name the I column with the date the fuel chart.xls is to "look" at for reference. Using a week number is the best. Then using the formula in the next column, you can auto populate the cost.

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This number than has to be viewed as \$3.00800 per gallon and used as reference for the KTC fuel surcharge chart. This is done manually after you sort by cost.

You can now audit your 3PLs for compliance.

NOTE: 9999 is a black hole. These numbers are not to be considered on the Management Report but do use this data on the YTD Analysis Report. This is the amount of transportation cost that can not be attributed to a direct due to lack of information. On the YTD Analysis Report –

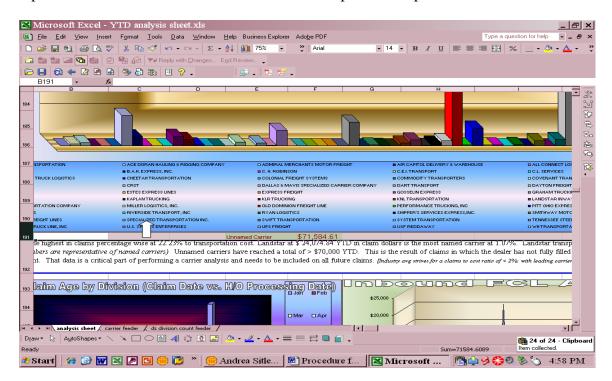
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Dealer Cost is calculated by any move in which a dealer is referenced. Non Dealer is not dealer related in any way. The Recouped dealer frt cost is a YTD number from accounting which should become available in BW. That number is compared to the Dealer Cost figure to see how much of what could have been recovered actually was recovered. In this example: KTC falls short 3x over. All this data is auto populated from linked reports except for the Recouped Dealer Frt Cost.

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32	Northern	307	6,862	\$4,447,414.34	\$37,176.84	0.84%	42	
33	Central	223	7,347	\$6,331,725.86	\$31,485.35	0.50%	48	
34	Western	98	2,998	\$1,692,861.15	\$10,913.38	0.64%	60	
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The exceptional data references (undisclosed) are the 9999 data.

Dealers (claims) who do not list their carrier are listed as N/A on the monthly claims report and reflected as Unnamed Carrier on this report at two places.



PROCESSING A CLAIM

Once all information is gathered, compliance with the WG D&S Policy is assured and you approve the claim, the processing begins. The White Sheet will eventually go to A/R for credit to the dealer. The Yellow to the vendor for request of payment and the Pink is your file copy. If you deny a claim or it is KTC Absorbed; keep only the White Copy which is filed by Year and then by ending claim number. (ex: Claim # 62075 would be filed under 5)

For carrier related claims:

- 1. Do not re-price
- 2. Include copy of BOL
- 3. If MTS, load number is needed
- 4. Send to Aya Murray, Logistics Manager for MTS
- 5. Send to onsite coordinator for FDSI claims
- 6. These claims will then be tracked and handled through their home office by the Claims Manager (Rick Dimmitt)
- 7. Each month both 3PLs fill out a Vendor Claim Report excel sheet that is a running total for the year (YTD) with updates
- 8. These arrive by the 5th of the month with the TL reports and data dumps
 - a. Match this to the monthly claims
 - b. Note any changes
 - c. Add new claims into the current month's claim book

Note: use processed at H/O column as reference to which month the claim is listed so that you can find this claim for future reference

i. Use this sheet and the Claims Filed in yyyy.xls as a cross reference by Serial Number to avoid duplicate filings. A dealer will often file a claim with FDSI and send one to corporate. This allows a cross check to avoid double payment on your behalf. It also allows for cross checking for a dealer who files the same claim twice believing it was lost, not processed, etc... due to comments made at division level.

For vendor claims (not sister companies):

- 1. Re-price items to dealer net pricing
- 2. Fill out appropriate sheet in monthly claim report being sure it calculates correctly.
- 3. Update the running total due at the bottom of the sheet
- 4. Print
- 5. Send yellow sheet and this printed sheet to the vendor

Note: When vendor has not paid in 60 days, review and send out reminder notice from same sheet without the center info. Just send letter and bottom of claim sheet information hiding the middle section.

For sister company claims (KMA, KIE):

Note: KBT is handled differently

- 1. Follow steps for vendor claims
- 2. Mail all data
- 3. Also fill out KMA or KIE workbook and email this to the appropriate party.
 - a. Currently: KIE Wallace Dew / KMA April Spradley
 - b. Workbooks names: KMA Claims yyyy.xls / KIE Claims yyyy.xls
 - i. Add page for new month and copy paste special from KMA / KIE sheet in monthly claim workbook
 - ii. Complete running tally on front page of workbook
 - iii. Save and email

For KBT:

KBT has its own workbook

The claim is handled as above plus the following:

- 1. Fill out the KBT Claims Book.xls
- 2. This is the template be sure to save with month in name BEFORE you fill out
- 3. Fill out each Claim # page
 - a. This auto populates the file sheet page
 - i. Formulas are in place including the hidden column
- 4. Print each page after filing it out and attach to the appropriate claim
- 5. Remove the White copy at this time ONLY and place to the side
 - a. You will make 2 copies of this sheet
 - b. One will go with claim and other is your file copy
- 6. All documents are passed on with KBT claims unlike the other claims where only the Yellow sheet is passed onto vendor
- 7. When all claims are entered you will copy paste special the file sheet page onto Art's workbook month as well as cover sheet page
- 8. Double check all math and calculations for accuracy
- 9. The cover letter and file sheet is printed
- 10. Place this on top of the pile of claims and pass to the National Distribution Manager for review and signature
- 11. Once approved; email the workbook to KBT Coordinator (Artisune Masuda)
- 12. Take the documents with coversheet and file sheet printed to his desk for his approval and processing
- 13. The KBT Coordinator will pass this onto Japan for final processing

PROCESSING PAYMENTS RECEIVED

Vendors may send in a check or a credit memo. Sister companies (KMA, KBT, KIE) will pay via internal memo.

Receiving a Check:

- 14. Match the check to the claim
- 15. Sign the check and note the GL account to be credited
- d. Please credit 5375500-1040 for Implements
- e. Please credit 5275500-0100 for tractors
 - i. You may use 1040 for all unless you have a total check for only tractors
- f. Date the signature
- 16. Copy the check
- 17. Cross reference the check to the claims on the monthly sheet
- 18. Note the amount received and date for each claim paid
- 19. Mark claim as paid
- 20. For partial payment; follow same procedures
- 21. For non-payment / denial; mark as such and place \$0.00 in amount column as well as date of denial
- 22. If claim was filed with wrong vendor; mark refilled with full amount and date
- 23. Re-file the claim the next month with the new vendor noting in the comments section that this is a refill due to misfiling.....
- 24. Pass check and a copy of the invoice to A/R for processing
- 25. File your copy of claim and check by Vendor for that year in the gray filing cabinets

Credit Memo:

- 1. Follow all the steps above
- 2. Curtis (National Distribution Manager) has to sign this as well before passing to A/R

Internal Memo:

- 1. Follow steps as above
- 2. Will arrive in email on attached excel workbook
- 3. KBT will come to National Distribution Manager and a copy passed to you
 - a. KMA and KIE are internally processed
 - b. KBT's actually has to be passed to accounting; generally done by NDM

File all claim sheets in their appropriate vendor folder while awaiting payment. Hold the white claim's sheet until vendor payment is received then you will pass to A/R.

CREDITING THE DEALER

Once payment is received from vendor and you have processed the check; it is time to pay the dealer.

- 1. Remove the white copy from the file and divide into tractor and implement piles based on unit named in claim.
- 2. Using the AR Implement.doc or AR Tractor.doc you will prepare the claims to be passed to accounting.
 - a. These documents are found in the Claims Folder under the sub-folder Support Items.

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- 3. The date is automatically set on the paperwork and you need one coversheet per pile.
- 4. These white sheets with the cover sheet then are placed in the A/R inbox after you paperclip them together.
- 5. Credit will normally appear on a dealer's account within 30 days
 - a. Joyce handles Western and Central Division Claims
 - b. Lisa Y. handles Southeastern Division Claims
 - c. Cora handles Northern Division Claims

CHARGING DEALERS SHIPPING or REVERSING A CLAIM

In the Support Folder are the Reverse of Dealer Claim.doc and Dealer Freight Charges.doc

Microsoft Excel - credit debit memo.xls _ & × Type a question for help 🔍 🗕 🗗 🗙 🔄 <u>F</u>ile <u>E</u>dit <u>V</u>iew <u>I</u>nsert F<u>o</u>rmat <u>I</u>ools <u>D</u>ata <u>W</u>indow <u>H</u>elp Business Explorer Ado<u>b</u>e PDF • 10 • B *I* U 三言言题 %• 》· <u>A</u> • 🗋 😂 🔜 🚳 🎑 🖤 🐰 🗈 🝼 🖙 🖙 Σ + 🛃 🛍 100% 🔹 🐥 Arial 🔄 🌆 🚵 🜌 🖬 🕍 😥 🎭 😥 💎 Reply with Changes... End Review... 🖕 🗁 📙 🚯 🗢 🙋 🖻 🖨 🦓 员 🛺 🗉 💡 🗸 🤹 🗸 🏓 D21 DE В C A - 3 CREDIT MEMO REQUEST 2 3 4 CREDIT TO: 5 46385 MORDT TRACTOR AND EQUIPMENT COMPANY 6 °₿ 7 AMOUNT: \$57.16 8 DESCRIPTION: 9 Claims Reimbursement Invoice or Ref #9006778665 10 11 KTC ACCT # 5375500-1040 (D&S Impl) 12 13 14 15 16 17 18 19 Yellow check#03276505 20 Attachments 21 H → H credit / keysheet / debit / ۰ľ Draw • 😓 | AutoShapes • 🔨 🔪 🖸 🔿 🔛 🌒 🕼 🕼 🐼 • 🚣 • 🗮 🚍 🚍 🍘 🖕 🙀 7 of 24 - Clipboard Ready collected. 🌯 Start 🛛 🔗 🕑 👿 🔝 🖉 🖸 间 🔁 🔌 🧓 New M... 🛛 🗑 Proced... 🔂 C:Doc... 🕅 Micros... 🕅 🍄 🔗 📎 🏠 10:48 AM

The most general purpose workbook is the Credit Debit Memo.xls

- 1. This Workbook has a credit and a debit sheet
- 2. After selecting the correct sheet; insert the dealer number and the name auto populates (remember to update the dealer list and vendor list on a regular basis from Lotus Notes database so that this information is always current)
- 3. Insert the total amount to be credited or debited
- 4. Type a description with an invoice or other reference if applicable
- 5. Using the drop box; choose the proper GL code
- 6. Note your attachments
- 7. Date and signature are automatically set

Note: This is used when a payment is received via check from FDSI or MTS and needs to be applied to a dealer. This is used for claims reversal or charging a dealer shipping such as non-contiguous US dealers (Alaska, Hawaii, Guam, PR, etc...) or anytime a you need to issue a credit / debit through accounting.

LARGE CLAIMS

These are marine or trucking accident claims for large dollar amounts.

Remember our deductible varies but is generally \$10,000.

Maintain good file records.

You will receive photos and documents.

I generally keep these in e-format for quick reference.

Many times you will have to resend them over and over to various parties.

Be sure all data is consistent and complete.

Any large claims will require 1st right of equipment buy back by KTC.

MTS will file first notice through the proper Sealiner and Vericlaim upon approval

FDSI will file with carrier

KTC insurance claims are filed with AON

FINAL NOTES

Determining Vendor on Loaders, Buckets and other items that show as National Distribution in SAP

These will be KIE or KMA items 99% of the time

Implements are generally from KIE

Tractors are generally from KMA

KIE serial numbers begin with a letter

KMA serial numbers begin with a number

Remember nothing is 100%. Everything has an exception and the exceptions have exceptions. It is just like the English language.

Etc...

The National Distribution Manager has his own GL and dealer code Mt Airy (47010) and Farm Rite (26836) buy salvage (AS-IS) units. Beware of dealers so that such units do not appear on S&D claim forms.