

# How to submit the core return 1/2

**My Account**

- My Profile
- My Address Book
- My Orders
- My Warranties
- My Cores
- Submit Core Return
- Core Reports
- Core Lookup
- Logout

**My Company Account**

- Users

**Core Return Request**

**Please Note**

Fill in carefully all required information to ensure an efficient return process - only complete forms can be processed!  
Rejected core e.g. calipers without adjuster in place, will be scrapped without credit or further notice.  
Please check the [Core Manual \(Y059594\)](#) for further details

Date: 09.06.2021  
CRM Number (Core Return Memo Number): Automatically generated by Knorr-Bremse

Customer ID: Knorr-Bremse CVS E-Portal Germany | Moosacher Str., 80, München, 80809, Germany

First Name:   
Last Name:

Phone:   
Fax:

Confirmation email address\*:

Do you require transportation from Knorr-Bremse?  
 YES  NO

**Collection Address**

Please select a loading address below:  
Knorr-Bremse CVS E-Portal Germany | Moosacher Str., 80, München, 80809, Germany

- Log in to your user account → Go to "My account" → Go to "My Account" on the left side under "My Cores" → "Submit Core Return"
- Enter your data

# How to submit the core return 2/2

**Collection Address**

Please select a loading address below:

| Knorr-Bremse CVS E-Portal Germany | Moosacher Str., 80, München, 80809, Germany

If the collection address is not provided in the selection above, then please fill in the collection address in the entry fields below:

Add a new Address

Company\*  Address\*

Address 2  City\*

Zip/Postal Code\*  Country\*

If different from above, please add personal contact details applicable for the collection address:

First Name  Last Name

Phone  Fax

Email

Type of packaging	Number of packages	weight per pallet	Size of Freight (Length/Width/Height)	Stackable? Yes No
Please Select	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/> <input type="radio"/>
<input type="button" value="Add Row"/>				
Total		0.0		

Available collection dates:\*

Available collection times:\*

Tailift Required?\*  YES  NO

Forklift Required?\*  YES  NO

Additional information:  
e.g. max. vehicle size

Core Group	Description	Weight approx. [kg]	Quantity	Weight complete. [t]
Please Se	<input type="text"/>	0.0	<input type="text"/>	0.0
<input type="button" value="Add Row"/>				
Total:		0		0.0

- Determine the **Collection Address**
  - Select the corresponding customer number
  - Or enter a new collection address
- Enter additional **contact details** if necessary
- Choose the **type of packaging**
- Enter the **available collection dates** and **the available collection times**
- **Select the core group** and enter the **quantities**; add a new row per core group\*
- Go to “Final Review” and then “Submit”

\*If you do not know the core group for an item number, the you can easily determine the correct core group under “My Account/My Cores/Core Lookup”.