

## Credit Claim Process

Credit Claim should be submitted with the below attachments

Please provide the following information for reporting damages.

Credit Memo Request	
Pictures	(attach)
Signed POD must be noted	(attach)

For shortages please provide the following:

Credit Memo Request	
Signed POD with shortages must be noted	(attach)

For Pricing discrepancies provide the following;

Credit Memo Request	
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Please attach quote if applicable,

Please attach appropriate documentation (formats accepted .pdf, .jpg, .tiff) and send via email **[BTS-NA-KochCredit@jci.com](mailto:BTS-NA-KochCredit@jci.com)**. This will allow for quicker processing.

We appreciate your help with this. Thank you!