

# Cylinder Division Mobile Products Conversion 2016

Distributor Information Documents





ENGINEERING YOUR SUCCESS.

# Our process and forms are changing



This past November 2015, the Mobile Cylinder Division and Industrial Cylinder Division consolidated into a newly formed Cylinder Division, headquartered in Des Plaines, Illinois. In continued efforts to streamline operations and reduce complexity, the former Mobile Cylinder Division will be converting its operating systems July 5, 2016.

Several important areas where you will notice changes resulting from this operating system conversion are: Acknowledgements, Invoices, Packing Lists and ATR's.

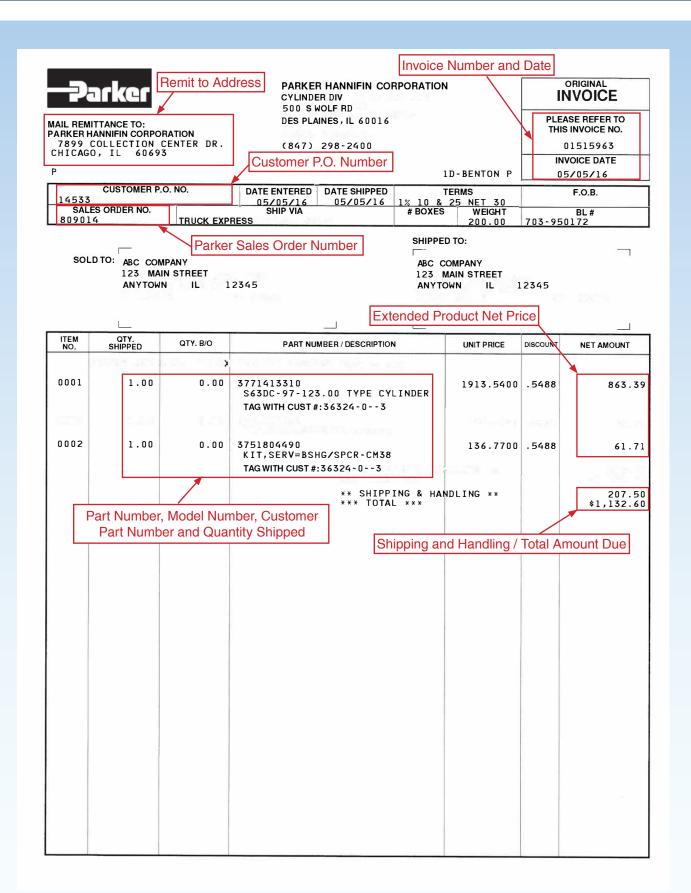
We hope this manual will help guide you in interpreting these new changes.

If you have any questions regarding this July 5th conversion please contact our customer service representatives at 1-800-848-5575 or email mcdsales@ parker.com.

Thank you for your continued support of our cylinder products.



### **Invoice Features**

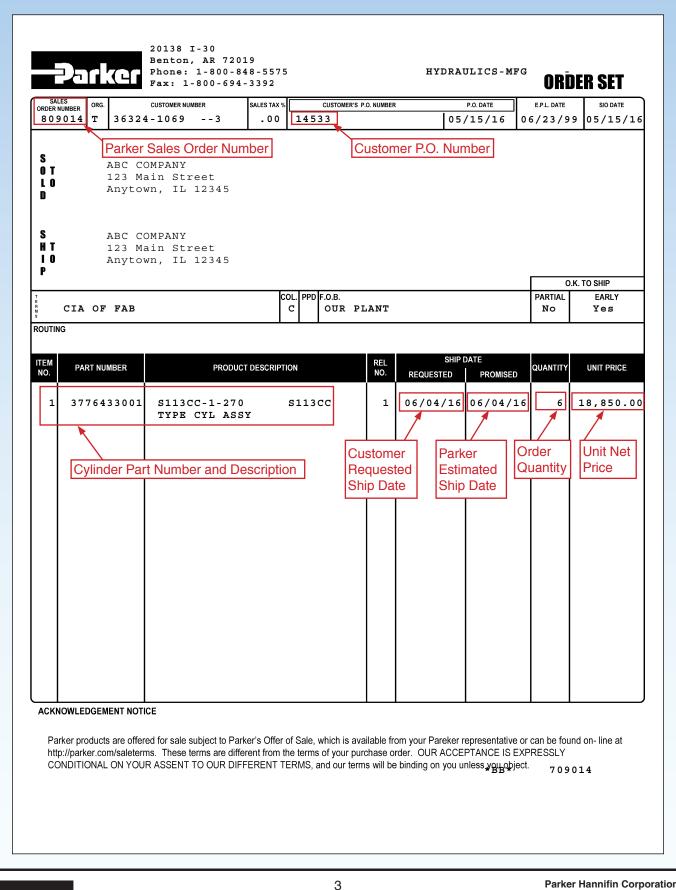




-Parker	SHIP SET NO. PAGE NO.	21 1	L08161 of 1
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SOLD TO: ABC COMPANY 123 Main Street Anytown, IL 12345	SHIP COLLE	-	0/2016
Parker Sales Order Number		10. 3981	137
SHIP TO: ABC COMPANY 123 Main Street Anytown, IL 12345			
FOB: OUR PLANT			
ITEM PART NUMBER 1 3776433001 DESCRIPTION S113CC-1-270 S113CC TYPE CYL ASSY 8412.21.0045 HYDRAULIC CY Part Number SPECIAL INS Y		1	SHIP QTY 1 V Shipped
**** Serial Number F0914-1817			
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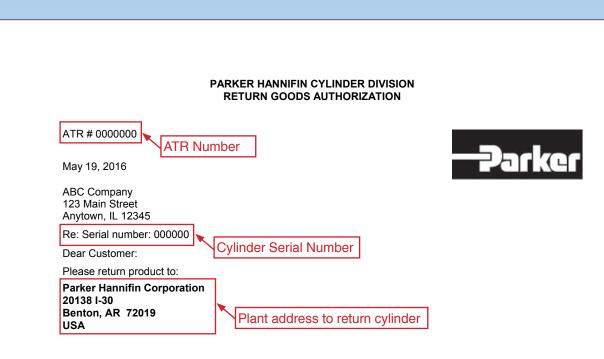
-Parker

## Acknowledgement Features





### **Return Goods Authorization and ATR number**



This is to confirm that the above reference Returned Goods Authorization Number has been issued for the return of PARKER products.

Please take a minute to read the following procedure for returning goods for credit or repair.

- The PARKER ATR number will be good for 30 days. If product is returned after 30 days it will be refused at our dock and sent back to you at your expense.
- The ATR number must be CLEARLY MARKED on the outside of the package. If no number is shown, the package will also be refused and sent back to you. NOTE: UPS shipping labels have an additional space for reference numbers. The ATR number can be referenced there.

#### For Cylinder Returns

- All fluids must be drained from cylinders before shipment to Parker Hannifin (This is per Federal Haz/Mat Regulation #HMR; 49 CFR part 171-180)
- All ports should be plugged or covered and care should be taken to protect the rod end threads.
- All Customer attached fittings and fixtures must be removed before shipment.
  Returned product that is filled with oil or that has customer fittings or fixtures will be refused at
- our dock and sent back to you at your expense.
  Cylinders shipped in cardboard should be secured and multiple cylinders should be blocked to prevent movement. (No Styrofoam packing).

Following the procedures above will help us expedite your credit or repair.

Thank you in advance for your cooperation.

Sincerely, Parker Hannifin / Cylinder Division



# Authorization to Return Request

Name:     Name:       Title:     Technical       Title:     Title:       Ewail:     Contact       Email:     Contact       Phone:     Person:       Parker     Serial No/Date Code:       Information:     Sales Order No::       Value     Information:	Company Name				Sold to Num	ber		En	d Customer	
Title:       Technical       Title:       Evaluation         Contact Person       Phone:       Email:       Contact       Email:										
Evaluation       Email:       Contact       Email:       Email: </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Technical</td> <td></td> <td>1</td> <td></td>							Technical		1	
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## **Division Contacts**

Mailing Address:	500 S. Wolf Rd.	Fax to Marketing:	800-892-1008
	Des Plaines, IL 60016	Web Address:	www.Parker.com/cylinder
Telephone:	847-298-2400	General E Mail:	CyIMktg@Parker.com

Jerry Brown	General Manager	847-294-2600	Siva Palan	Controller	847-294-2675
Brett Huls	Cylinder Business Unit Manager	847-294-2701	Mark Soucy	Marketing Manager	847-294-2638
Adam Groh	Supply Chain Manager	847-294-2680	Bruce Kohlmeyer	Engineering Manager	847-294-2649
James Kaminsky	Cylinder Business Unit Manager	501-794-0334	Nate Mowrey	IT Manager	847-294-2681
Brian Carey	Quality Manager	847-294-2676	Joe Powers	HR Manager	847-294-2615
Naveen Rajan	Lean Manager	847-294-2679			

Marketing					
Lee Merino	Sales Manager West	847-961-8734			
Rade Knezevic	Sales Manager East	773-410-3868			

Thomas Biagi (4,5,6,7,8)*	Hydraulic Product Manager	847-294-2746	Fred Fifarek (12)*	Information Technology	847-294-2689
	Business Development Mgr.	330-518-6834	Cathy Laskero (1,2,7,8,9)*	Division Quote/ Tech. Services Mgr.	847-294-2645
	Sales Mgr. Alternative Motion Technology	612-865-7967	Gail Williams (7,8,9)*	Program Administration Specialist	847-294-2635
Michael Sell (4,5,6,7,8,10,11)*		405-613-3893	Michelle Testani (7)*	Strategic Pricing Mgr. & Government Specialist	847-294-2644

Culinder Planta (2.2.4)*	Atlanta	Corona	Eugene			
Cylinder Plants (2,3,4)*	Eugene	Goodland	Plymouth			
Market Specialists/Technical Information (2,4,5,6)* ph: 847-298-2400, fax: 800-892-1008						
Mobile Plants (2,3,4)*BlaineBenton						
Market Specialists/Technical Information (2,4,5,6)* ph: 800-848-5575, fax: 800-694-3392						

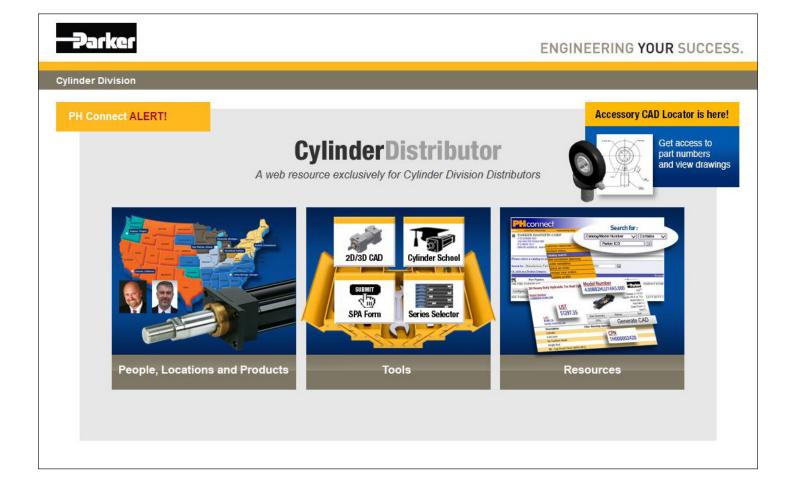
#### \*Areas of Responsibility Key

- 1) Pricing problems for complete cylinders and parts
- 2) Serial number identification
- Sales order entry, expediting, shipping information, schedules on open orders and requests for changes in schedules
- 4) Service information pertaining to returned goods and warranty claims, credit, inspection reports, cylinder repairs
- 5) Engineering and application requests
- 6) Competitive interchanges
- 7) Special pricing approval
- 8) Sales policy
- 9) Annual inventory returns
- 10) International
- 11) Web, Trade Shows, Advertising, Product Photos
- 12) PHconnect

Cylinder Application Engineers Sales, Applications, Sizing							
Tom Larson	503-799-5056	Northwest	Gene Chauvin	847-436-0867	Southern		
Fred Ahrold	213-712-7807	Southwest	Bradley Price	810-599-9507	Michigan		
Rade Knezevic	773-410-3868	Midwest	Ryan Dickson	678-296-5335	Southeast		
Dave Koellisch	765-430-8030	Ohio Valley	Tim Richie	847-651-7078	Mid Atlantic		
Chad Moss	440-864-9255	Mid Eastern	Richard "Tad"	860-808-4483	Northeast		
Lee Merino	847-961-8734	Northern Midwest	Brown	000-000-4403	Northeast		
Catalog	Catalog Requests: TMR – The Mail Room (800-963-9548), email (TMRhelpdesk@TMRinc.com)						



### Be sure to visit <u>www.ParkerCylinderDistributor.com</u> for the latest in distributor tools and resources.





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