

CUMMINS DEALER SUPPORT CONTACT MANUAL

NORTH AMERICA





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Please refer to Cummins QuickServe OnLine for the most recent version of this manual.

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To provide feedback or update information in this manual, please send an email to our: [Channel Management FE Leader](#).



CHANNEL READINESS TEAM

Dealer Profile Management and Recertification Support for Existing Dealers:

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| Support Provided | Contact Information | State/Province Supported |
|---|---|---|
| <p>Perform modifications for existing Dealer profiles in WWSPS.</p> <ul style="list-style-type: none"> ▪ Process annual dealer profile recertifications. ▪ Updating staff information on current dealer profiles. ▪ Updating dealer location information (address, phone etc.). ▪ Research Cummins Dealer Service Locator issues. ▪ Updating Hours of operation on current profiles. ▪ Review certification requirements for current dealer profiles. ▪ Adding and removing products to existing dealer profiles. ▪ Supply tooling and qualification requirement information for existing. products and/or adding new products to dealer profiles. <p>Certification Support Provided.</p> <ul style="list-style-type: none"> ▪ New Product Releases. ▪ New EPA Product Releases. ▪ New certification requirements added for existing products. <p>WWSPS User Access Support and User Management.</p> <ul style="list-style-type: none"> ▪ WWSPS New user setup. ▪ WWSPS User deactivations. ▪ WWSPS User transfers - (from one dealer to another location). ▪ WWSPS User access issues. ▪ WWSPS User Training. | <p style="text-align: center;">Channelreadiness@cummins.com</p> | <p style="text-align: center;">North America</p> |

Channel Readiness Leader: Kirby Barnett
Channel Readiness Manager: Marie Guzdowski



CHANNEL SUPPORT TEAM

Cummins Online User Account Management:

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| Support Provided | Contact Information | State/Province Supported |
|---|--|---|
| <p>User additions, deactivations, transfers, modifications, plus user access issues for the following online applications.</p> <ul style="list-style-type: none"> Service Training ID, "Formally ProMOTION ID" creation and user management. QuickServe OnLine CUMPAS 2.0 Guidanz EDS User Reclaim Support | CSSNA.ChannelSupport.North@cummins.com | Northern U.S. CT, DE, IL, IN, IA, KS, KY, ME, MD, MA, MI, MN, MO, NE, NH, NJ, NY, ND, OH, PA, RI, SD, VT, WV, WI |
| | CSSNA.ChannelSupport.South@cummins.com | Southern U.S. AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX, VA, Puerto Rico, and Caribbean Territory |
| | CSSNA.ChannelSupport.West@cummins.com | Western U.S. AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, WY |
| | CSSNA.ChannelSupport.Canada@cummins.com | Canada |
| <ul style="list-style-type: none"> User Reclaim Support | 1-800-CUMMINS (1-800-286-6467) Select: Option 1 Certified Dealer, Option 4 Software Support, and Option 1 Reclaim Support. | North America |

Manager: Bryan E. Taylor

CHANNEL SUPPORT TEAM - Continued

New Dealer Onboarding and Agreement Management:

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| Support Provided | Contact Information | State/Province Supported |
|---|--|---|
| <ul style="list-style-type: none"> New dealer location setup Dealer buyout Dealer termination Dealer Agreement management | CSSNA.DealerSetup.North@cummins.com | Northern U.S. CT, DE, IL, IN, IA, KS, KY, ME, MD, MA, MI, MN, MO, NE, NH, NJ, NY, ND, OH, PA, RI, SD, VT, WV, WI |
| | CSSNA.DealerSetup.South@cummins.com | Southern U.S. AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX, VA, Puerto Rico, and Caribbean Territory |
| | CSSNA.DealerSetup.West@cummins.com | Western U.S. AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, WY |
| | CSSNA.DealerSetup.Canada@cummins.com | Canada |

Manager: Ed J Cucchiarella



CORE MANAGEMENT TEAM

Core Management Support:

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| Support Provided | Contact Information | State/Province Supported |
|--|---|---|
| <ul style="list-style-type: none"> ▪ Research status of core returns ▪ Assist with CUMPAS core processing ▪ Provide information concerning owed and banked cores ▪ Process regional dealer core returns ▪ Credit regional dealer core returns ▪ Assist with Core Liability Reporting and Reconciliation ▪ Training assistance | Cynthia Smith - 740-503-4784 cynthia.l.smith@cummins.com | Northern U.S. CT, DE, IA, IL, IN, KS, KY, MA, ME, MD, MI, MN, MO, NE, ND (eastern half), NH, NJ, NY, OH, PA, RI, SD, VT, VA (Manassas and north), WI |
| | Susan Rogert - 402-551-7678 x 55732 Susan.Rogert@cummins.com | |
| | Julie Indessi - 813-997-1240 julie.a.indessi@cummins.com | |
| | Susan Kovach - 704-960-2080 susan.kovach@cummins.com | |
| | David Marsh - 901-474-5448 david.d.marsh@cummins.com | |
| | Valerie Mundrake - 817-640-6878 valerie.c.mundrake@cummins.com | |
| | Shawna Gomez - 510-347-6635 shawna.r.gomez@cummins.com | |
| | Barbara Ronallo - 651-286-2082 barbara.a.ronallo@cummins.com | |
| | Use the following Contacts for Core Support. Your local Cummins Branch Parts Department or, Central Parts Warehouse. | Canada |

Core Management Leader: Jose Corral



CREDIT DEPARTMENT TEAM

Accounts Receivable Support:

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| Support Provided | Contact Information | State/Province Supported |
|---|--|---|
| <ul style="list-style-type: none"> Sign up for email delivery of invoices. View or Reprint invoice copies View or Reprint credits View or Reprint statements Pay online Contact Us, Button within the portal, (email) <ul style="list-style-type: none"> Billing setup, or account types of issues Technical support IT Related Issues with the portal | <p>HighRadius - Electronic Invoice Presentment & Payment (EIPP) Portal</p> <p>https://customerpayment.cummins.com</p> | <p>North America Cummins Caribbean dealers cannot pay online</p> |
| <p><u>User Access Issues</u> with the HighRadius - Electronic Invoice Presentment & Payment (EIPP) Portal.</p> <p>Support Options:</p> <ul style="list-style-type: none"> Phone Email Chat | <p>https://care.cummins.com</p> | <p>North America</p> |
| <p>Customer account inquires or issues that are not supported by the HighRadius EIPP Portal.</p> | <p>On-Hwy Dealers CSSNAonhwycredit@cummins.com</p> <p>Power Generation Dealers CSSNApowergen.credit@cummins.com</p> <p>Industrial Dealers CSSNAindustrialcredit@cummins.com</p> | <p>U.S.</p> |
| | <p>cssnacanadacredit@cummins.com</p> | <p>Canada</p> |

Credit Department Lead: Jeanine Giles

MONTHLY PARTS RETURN TEAM

Monthly Parts Return Information and Support

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| Support Provided | Contact Information | State/Province Supported |
|--|---|-----------------------------|
| <ul style="list-style-type: none"> List of Parts Return Policies Instructions for processing Monthly Parts Returns | <p>Information for processing Monthly Parts Returns is in the North America Dealer Policies Manual. You can click on the link above to go directly to the policy manual.</p> | <p>North America</p> |



NEW ENGINE TEAM – (RER Team)

New Replacement Engine Request (RER) Quotes and Order Acceptance:

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| Support Provided | Contact Information | State/Province Supported |
|---|--|--|
| Provide Quotes and Accepting Orders for: <ul style="list-style-type: none"> Like-for-like new <u>Replacement Engine Request</u> “RER” engines Warranty replacement engines New engines complying with US EPA 1068.240 regulation MDC NX new engines MDC PX ReCon engines and blocks (not RX) MDC 2.8L, 3.3L and 3.8L engines RER core returns | Barbara Engler Barbara.m.engler@cummins.com | Northern/Southern U.S. CT, DC, DE, IA, IL, IN, KY, KS, MA, MD, ME, MI, MN, MO, ND, NE, NH, NJ, NY, OH, PA, RI, SD, TN, VA, VT, WI, WV |
| | Eric Williams Eric.williams@cummins.com | |
| | Glen McCormick Glen.p.mccormick@cummins.com | Southern U.S. AL, AR, FL, LA, MS, OK |
| | Rusty Ulmer Russell.r.ulmer@cummins.com | Southern U.S. GA, NC, SC |
| | Jeff Calicott Jeff.calicott@cummins.com | Western U.S. AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, TX, UT, WA, WY |
| | Contact your local Sales Team. | Canada |

New Engine Team Leader: Tori Hamill

PARTS SUPPORT TEAM

Parts Support and ReCon Engine Quoting

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| Support Provided | Contact Information | State/Province Supported |
|--|--|---|
| <ul style="list-style-type: none"> Parts Research Parts Availability Parts Ordering Part Status CUMPAS / RDC order support | 1-800-Cummins (1-800-286-6467) Follow: Certified Dealers > Parts queues CumminsPartsUS@cummins.com | U.S. |
| | 1-800-Cummins (1-800-286-6467) Follow: Certified Dealers > Parts queues CumminsDealerCANADA@cummins.com | Canada |
| <ul style="list-style-type: none"> ReCon engine quoting & ordering | 1-800-Cummins (1-800-286-6467) Follow: Certified Dealers > Parts queues CumminsReconEnginesNA@cummins.com | North America |
| <ul style="list-style-type: none"> Shipping Quality – Orders shipped from Regional Distribution Centers. | Refer to Ship Quality Team for Support Provided and Contact Information. | Orders shipped from the following Regional Distribution Centers. ARDC, DRDC, HRDC, IRDC, PRDC and MDC |
| <ul style="list-style-type: none"> Shipping Quality – Orders shipped from local Cummins Branch. | Contact your Local Branch ordering point for the order. | North America |
| <ul style="list-style-type: none"> Order lost or damaged replacement Engine Data Tags. <ul style="list-style-type: none"> This team does not support Engine Data Tags for Horsepower change requests. | CumminsPartsUS@cummins.com | U.S. |
| | CumminsPartsCANADA@cummins.com | Canada |
| <ul style="list-style-type: none"> Overhaul rebates for engine dealers | Refer to the WARRANTY TEAM section for contact information | North America |



RAPIDSERVE ACCESS TEAM

User Access Management:

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| Support Provided | Instructions and Contact Information | State/Province Supported |
|---|---|--------------------------|
| New users access request | Go to RapidSERVE Web to request access: https://rsw.cummins.com | North America |
| To remove user access from RapidSERVE | Send an email to: warranty@cummins.com , requesting user removal from the service provider number. | |
| If the service provider does not hear back from RapidSERVE about their requested access | Send an email to: warranty@cummins.com to research their access request issue. Contact 1-800-CUMMINS (1-800-286-6467). | |

Warranty Leader: Duane Johnson

SERVICE SUPPORT TEAM – CUMMINS CARE

Assisting customers with any service support question, in any language, at any time:

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| Support Provided | Contact Information | State/Province Supported |
|---|---|--------------------------|
| <p>Product & Service Information</p> <ul style="list-style-type: none"> Assistance with general Cummins product questions and service location information. <p>Warranty Claim Filing Support</p> <ul style="list-style-type: none"> Confirms coverage, claim filing support, also includes Support Plan claim support. Including Catastrophic repairs that are completed and are ready to claim file. <p>Diagnostic Support</p> <ul style="list-style-type: none"> Provides technical/diagnostic support for Cummins engine products & Power Generation. <p>Digital Products & Services (Also known as Electronic Service Tools)</p> <ul style="list-style-type: none"> Provides technical/diagnostic support for Cummins electronic tools (INSITE, Guidanz, Applications, PowerSpec, IAM- Password resets/verifying access to applications). | <p>1-800-CUMMINS (1-800-286-6467) Cummins.com/support (Includes chat and email support as a webform option)</p> | North America |

Service Leader: Jorge R Rodriguez



SHIP QUALITY TEAM

Assistance with resolving shipment quality claim needs for RDC and MDC shipped orders:

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| Support Provided | Contact Information | State/Province Supported |
|--|---|-----------------------------|
| <p>Assistance with resolving shipment quality needs for RDC and MDC shipped orders (outlined as follows):</p> <ul style="list-style-type: none">▪ Shortages/overages▪ Lost/missing shipments▪ Wrong order received/inverted shipments▪ Wrong part received▪ Wrong part in box▪ Missing/wrong part in kits▪ Damaged goods received | <p>shipquality@cummins.com</p> | <p>North America</p> |
| <ul style="list-style-type: none">▪ Shipping Quality – Orders shipped from local Cummins Branch. | <p>Contact your Local Branch ordering point for the order.</p> | <p>North America</p> |

Quality Project Manager: James Womack



SUBSCRIPTIONS TEAM

Subscription Sales and Renewals:

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| Support Provided | Contact Information | State/Province Supported |
|---|--|---|
| User access, deactivations, and modifications for the following online application. <ul style="list-style-type: none"> Marketplace | cssna.ertools@cummins.com | U.S. except, Off-Shore Dealers and Canada |
| Subscription Sales and Renewal for the following supported products. <ul style="list-style-type: none"> Guidanz Immediate Assessment (IA) InCal (Calibration files) InPower INSITE PowerSpec QuickServe OnLine | cssna.ertools@cummins.com | U.S. |
| | cec.ertools@cummins.com | Eastern Canada MB, NB, NL, NS, NU, ON, PE, QC |
| | cwceertools@cummins.com | Western Canada AB, BC, NT, SK, YT |
| Purchase Calibration Passwords <ul style="list-style-type: none"> Calibration (Fleet Counts) ZapIt Passwords | 1-800-CUMMINS (1-800-286-6467) fleetcountzapit@cummins.com | North America (Except Canada) |
| | cec.ertools@cummins.com | Eastern Canada MB, NB, NL, NS, NU, ON, PE, QC |
| | cwceertools@cummins.com | Western Canada AB, BC, NT, SK, YT |
| Technical support for subscription products. <ul style="list-style-type: none"> Includes Marketplace generated keys not working. | servicetoolssupport@cummins.com | North America |
| Technical support for Marketplace application. <ul style="list-style-type: none"> Marketplace application issues Missing activation keys Missing invoices | marketplace@cummins.com | U.S. except, Off-Shore Dealers and Canada |
| EDS, Guidanz Product Support <ul style="list-style-type: none"> Expert Diagnostic System (EDS) Guidanz (Web and Mobile) | guidanz@cummins.com | North America |

Subscription Leader: Jose Corral
Subscription Manager: Jerwon Avery



TRAINING TEAM

Training Completion Support:

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| Support Provided | Contact Information | State/Province Supported |
|--|--|---|
| <ul style="list-style-type: none"> Service Training ID creation and user administration. <small>"Formally ProMOTION ID"</small> | Refer to the Channel Support Team's Cummins Online User Account Management section. | North America |
| <ul style="list-style-type: none"> Training schedules & enrollments for Engine and Power Generation products Dealer warranty training Questions regarding training requirements, Course completion requirements Training report requests. Granting Service Manager access to: Cummins Service Training (CST) Issues with accessing training sites | Training.North@cummins.com Training Manager: Dan.miller@cummins.com | Northern U.S. CT, DE, IL, IN, IA, KS, KY, ME, MD, MA, MI, MN, MO, NE, NH, NJ, NY, ND, OH, PA, RI, SD, VT, WV, WI |
| | Training.South@cummins.com Training Manager: Christopher.w.bishop@cummins.com | Southern U.S. AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX, VA, Puerto Rico, and Caribbean Territory |
| | Training.West@cummins.com Training Manager: Leroy.carr@cummins.com | Western U.S. AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, WY |
| | Training.Canada@cummins.com Training Manager: Lise.lefebvre@cummins.com | Canada |
| Self-registration for Instructor Led class (in class or virtual) | https://cst.cummins.com/ServiceTraining/public/global_map.php (Important: Please login to register for class.) | North America |

WARRANTY TEAM

Warranty Claim Management Support:

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| Support Provided | Contact Information | State/Province Supported |
|---|--|--------------------------|
| <ul style="list-style-type: none"> Dealer labor rate increases | nadealerlaborrates@cumminscare.zohodesk.com | North America |
| <ul style="list-style-type: none"> Reprint Warranty Credits | Refer to the Credit Department Team for contact information on reprinting credits. | |
| <ul style="list-style-type: none"> Questions regarding Warranty Credits | cssna.credit.question@cumminscare.zohodesk.com | |
| <ul style="list-style-type: none"> Claim status in system, change of warranty start dates. Payment disputes on warranty claims paid | Warranty@cummins.com | |
| Enhanced Parts Return, EPR <ul style="list-style-type: none"> ONLY PARTS FLAGGED FOR RETURN BY RAPIDSERVE Questions on how to process flagged RapidSERVE EPR Parts Returns. Assistance with setting up UPS login account for EPR Parts Returns. | ssc@cummins.com | |



WARRANTY TEAM – Continued

Warranty Claim Management Support:

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| Support Provided | Contact Information | State/Province Supported |
|--|---|--------------------------|
| <ul style="list-style-type: none"> ▪ Registration for Instructor led warranty training class for Engine dealers | https://cst.cummins.com/ServiceTraining/public/global_map.php | North America |
| <ul style="list-style-type: none"> • Engine policy request | https://policyrequest.cummins.com/ | |
| <ul style="list-style-type: none"> ▪ Extended coverage for Engines ▪ Questions, or anything related to purchasing Engine extended coverages | CSSNA.extended.warranty@cumminscare.zohodesk.com US | U.S. |
| | Extendedcoverageregistration@cummins.com | Canada |
| <ul style="list-style-type: none"> • Promotion Rebates for Engine Dealers <ul style="list-style-type: none"> ▪ Overhaul Rebates ▪ 6 for 5 Injector Rebates ▪ Extended Coverage Rebate | Nadealer.rebate@cummins.com | North America |
| <ul style="list-style-type: none"> ▪ Dealer, claim authorization in RapidSERVE | distributorauthorization@cummins.com | |
| <ul style="list-style-type: none"> ▪ Engine horsepower change request | NADealer.EngineUprates@cummins.com | |
| <ul style="list-style-type: none"> ▪ ReCon Engine and extended coverage \$100 Gift Card for Dealers | cumminsreconrewards.com | |
| <ul style="list-style-type: none"> ▪ Extended Coverage for Power Generation Products ▪ Questions, or anything related to purchasing Power Generation extended coverages | Ondealer.warranty@cummins.com | |
| <ul style="list-style-type: none"> ▪ Anything pertaining to Power Generation warranty. | Ondealer.warranty@cummins.com | |

Warranty Leader: Duane Johnson

Warranty Parts Return Leader: Ayana Goin