

# The Customer Reference Guide

*Kodak Contacts,  
Ordering,  
Invoicing and  
Service  
Information.*

*July 2001*

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# Who to Contact at Kodak

*Includes phone, fax,  
address and e-mail  
information for order  
placement and status,  
service, credit, tax  
matters, and other  
key contacts.*



# Ordering, Service, Credit and Tax Contact Information

CONTACT AREA	PHONE NUMBER	FAX NUMBER	HOURS OF OPERATION
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## **ORDER PLACEMENT**

<b>Document Imaging Customer Service</b> Film, consumables and parts	888-247-1234	800-535-4622	8:00 a.m. to 6:00 p.m. (EST)
<b>Kodak Parts Service</b> Parts only	800-431-7278	716-588-3051	24/7 (with the exception of Sunday 1:00 a.m. – 5:00 a.m. & Monday 1:00 a.m. – 7:00 a.m. During these times, please leave a message.)
<b>NB/Microseal</b> Microfilm Jackets	800-323-9079	800-801-6132	8:00 a.m. – 4:45 p.m. (CST)
<b>Imaging Equipment</b>	800-944-6171	716-724-0235	8:00 a.m. – 5:00 p.m. (EST)

## **SERVICE**

<b>Service Marketing</b> <i>For maintenance agreements and per call (time and materials) billings</i>	800-225-6325	800-462-6496	7:00 a.m. – 6:00 p.m. (EST)
<b>Service Dispatch</b> <i>To request a service call</i>	800-356-3253	NA	24/7
<b>Support Services</b> <i>To request relocation, training, network support, data conversion, etc.</i>	800-525-6325 (prompt #2)	NA	24/7
<b>IVORY Imaging System Technical Support</b>	888-724-7878 (prompt #1)	NA	8:30 a.m. – 6:00 p.m. (EST)

## **OTHER**

<b>Credit Department</b>	800-438-5451 (prompt #3)	716-724-9996	8:00 a.m. – 5:00 p.m. (EST)
<b>Tax Department</b>	800-243-1881	800-755-6994	8:00 a.m. – 4:30 p.m. (EST)

**For information on Kodak Document Imaging Products and Services, visit  
[www.kodak.com/go/docimaging](http://www.kodak.com/go/docimaging)**

# Film, Consumables, Parts & Equipment Information

*Includes complete information to help you understand the ordering process through Kodak, along with instructions for placing orders.*



DOCUMENT  
IMAGING



# SECTION 2

## General product information

### Product Reference Guide

Please see the Product Reference Guide for additional information. If you are unable to find a specific item, call a Document Imaging Customer Service Representative. They will work with you to find the product, a suitable replacement, or suggest an alternative source. Call 1-888-247-1234 (weekdays between 8:00 a.m. and 6:00 p.m., Eastern Standard Time.)

### Ordering Case Quantities

Some changes have been made to certain products (format/delivery) to ensure timely, accurate, and cost effective order fulfillment to new customers.

Our BH-10, BH-20, and cartpak silver film products will be sold and shipped in full case (20 rolls/case) quantities only. This proactive approach reflects the vast majority of current customer order patterns and is consistent with long-standing Kodak product delivery standards.

### Ordering Microfilm Jackets

All orders for microfilm jackets will be referred to our NB/Microseal facility for manufacture, delivery, and invoicing. NB/Microseal can be reached directly at 1-800-323-9079.

### Ordering Imaging Equipment

If you are interested in placing an order for Imaging Equipment, please call 1-800-944-6171.

### Payment Terms

Standard payment terms are Net 30 date of invoice. Payment should be made to the remittance address printed on your invoice, by the due date indicated. Please use the remittance address (P.O. Box) printed on your actual invoice, as it may vary by your location.

### Warranty Policy

Product warranty: all new imaging equipment purchases come with a standard 90-day warranty.

### Return Policy

Kodak's goal is to delight our customers. However, if you feel a return is necessary, please contact Document Imaging Customer Service at 1-888-247-1234 or Kodak Parts Service at 1-800-431-7278 with any return questions.

### Shipping and Handling

Ground transportation is included in your product price and will not appear as a separate line item on your invoice. However, requests for air shipment will appear as an additional charge on your invoice.



# SECTION 2

## To place orders\*

- For items such as film, ink rollers, ink ribbons, toner, ink cartridges, chemistry, program cards, etc., call Document Imaging Customer Service at 1-888-247-1234.
- For lamps, imaging guides, service parts, glass guides, glass flats, maintenance kits, etc., call Kodak Parts Service at 1-800-431-7278.
- For multiple item orders including film, consumables, and parts, call Document Imaging Customer Service at 1-888-247-1234.
- Microfilm Jacket orders may be placed by calling NB/Microseal at 1-800-323-9079.
- For Imaging Equipment orders, call 1-800-944-6171.

### Types of information you will be asked for when placing an order:

#### 1. Kodak Customer Number

You will be assigned a new number for your Kodak account. However, to help you with this transition, we will be able to access your account using your company name and zip code.

#### 2. Purchase Order Number\*

If your company requires a Purchase Order, you will be asked to provide it at time of order placement. If your company does not require a Purchase Order, we will use the date the order is placed and the contact name as the Purchase Order Number.

#### 3. Material Numbers

Please provide the item/catalog number for the product you are ordering. For a listing of these numbers, please refer to the Product Reference Guide. Or call 1-888-247-1234 and a Document Imaging Customer Service Representative will be happy to assist you.

**\* Please note that separate invoices will be generated for film/consumables, parts, per call, and maintenance agreements, even if ordered on a single purchase order.**

# SECTION 2

**Below is a sample invoice for film, consumables, and equipment.**

<b>EASTMAN KODAK COMPANY</b> D.U.N.S. Code: 00-220-6183 E.I.N.: 160417150		<b>COPY INVOICE 4</b>				
PAGE 1 OF 1						
<b>1</b> Customer No. 6033316	Invoice Number 102451652 <b>3</b>	Invoice Date 05/25/2001	Invoice Inquiries: CALL CUSTOMER SERVICE			
Remit To: <b>2</b> Eastman Kodak Co. 2052 Collection Cntr Dr. Chicago IL 60693-0020		Payment Terms: <b>5</b> NET 30 DOI Up to 06/06/2001 you receive 2.000% discount Up to 06/24/2001 without deduction				
JOHN DOE PHOTO 123 STATE STREET ROCHESTER, NY 14650		Due Date: 06/04/2001	Cash Discount: 0.93	Amount Due: 45.69		
		Due Date:	Cash Discount:	Amount Due:		
		Due Date: 06/24/2001	Total Amount Due: 46.62			
		Currency: USD				
<b>Customer Information</b>			<b>Order Information</b>			
Sold To: 135290 ARIZONA IMAGING SYSTEMS 2634 S 16TH STREET PHOENIX AZ 85034			Order Number 53164988			
Ship To: 135290 ARIZONA IMAGING SYSTEMS 2634 S 16TH STREET PHOENIX AZ 85034			Tax Number 0301302101			
Payer: 6033316 ARIZONA IMAGING SYSTEMS ATTN PATTY PABAST PO BOX 20167 PHOENIX AZ 85036			Delivery Note No. 216728949			
			Ship Date 05/25/2001			
			Customer Purchase Order Number PHX3970			
<b>Message to Customer</b>						
Customer Contact: PATTY PABAST Customer Telephone No.: 602 462 5200						
<b>Invoice Detail</b>						
<b>11</b> <b>12</b>						
<b>10</b> Quantity	Description	Price	Disc%	Unit Net Price	Tax%	Net Amt. Before Tax
1	DESKTOP ENDSR INK RLR BLACK EA Catalog No. 1535699	48.06	0	48.06	0	48.06
Order Value Discount:						-1.44
Total Net Amount:						46.62
Invoice Total:						46.62
<b>13</b>						



# SECTION 2

## **How to read a sample invoice for film, consumables, and equipment.**

- 1. Customer Number** – Your new Kodak customer number.
- 2. Remit To** – Bank address to remit your payment.
- 3. Invoice Number** – The new invoice number appears here.
- 4. Document Identifier** – Notes whether document is original invoice, credit memo or debit memo.
- 5. Payment Terms** – Description of payment terms including due dates.
- 6. Due Date** – Due date for the total amount.
- 7. Order Number** – Kodak assigned number of the sales order which will print on invoices, credit and debit memos.
- 8. Delivery Note No.** – This number is used for order tracking purposes.
- 9. Purchase Order No.** – Your Purchase Order Number.
- 10. Unit of Measure** – Sales unit of measure, CS for Case, EA for Each. Rolls, packages and boxes are considered “each.”
- 11. Disc %** – Discount percentage applied to line item for promotional and product discounts.
- 12. Tax %** – Percentage of tax applied to the item. Tax will be included unless a valid tax exemption certificate is on file at Kodak.
- 13. Total Net Amount** – Invoice value before taxes are applied, includes order level discounts and surcharges.

# SECTION 3

# Service

*Includes information on how to place a service call, invoicing, and renewing maintenance agreements with Kodak.*



DOCUMENT  
IMAGING



# SECTION 3

## General service information

### Maintenance Agreements

Maximize your uptime with defined response goals and our field engineers will call you within one hour to provide an estimated time of arrival. The Advanced Unit Replacement program allows for an exchange unit the next business day.

On-site Maintenance Agreements include: telephone support, travel, unlimited labor, service parts, cleaning and inspection of equipment to keep it at peak performance.

### Per Call (Time and Materials) Service

For customers who have elected not to purchase the protection of a KODAK Maintenance Agreement, service can be provided on a per call (time and materials) basis. Service charges will include a flat fee call charge (covers travel to location), labor to repair and service parts that are required. There is a minimum one hour labor charge.

### Placing a Service Call

**Please note that if you currently place a service call through your reseller and/or distributor as your first point of contact, you should continue to do so.**

Service calls should now be placed by calling Kodak's Service Dispatch Center at 1-800-356-3253, 24-hours a day, seven days a week, including holidays.

### Types of information you will be asked for when requesting a service call:

**1. Kodak K# or Bell & Howell Tag#**

Please provide the K# or Tag# of the product. If a K# or Tag# is not available, you will be asked for the Serial# and the equipment description.

**2. Contact Name**

Please provide the first and last name of the person who should be contacted by the field engineer.

**3. Area Code and Phone Number**

**4. Problem With the Equipment**

**5. Purchase Order Number**

If your company requires a Purchase Order, you will be asked to provide it at this time.

**Please note that the Dispatcher will verify the following information before entering your service call request:**

Company Name • Street Address • City, State and Zip Code • Equipment Description

# SECTION 3

## **Service Invoicing**

All service invoicing, previously generated by Bell & Howell, will now be generated by Kodak to our direct customers.

## **Kodak Maintenance Agreement Renewal Process**

For those customers who have been previously invoiced directly by Bell & Howell, the following is Kodak's Maintenance Agreement Renewal process:


For annual maintenance agreements, Kodak will mail you an invoice along with Kodak's Terms and Conditions, nine (9) weeks prior to the end of the current maintenance agreement. The nine week period is intended to allow you and/or your company the necessary time to obtain internal approvals and remit payment to Kodak by the invoice due date, which equals the new contract effective date. Payment by the due date (contract effective date) will ensure uninterrupted service coverage.

If your company requires the use of Purchase Orders, they may be submitted to Kodak at the address printed at the top of your invoice. Should any adjustments to the invoice be necessary (i.e., change in hours of coverage), please contact the representative whose name and phone number appear at the top left corner of the invoice.

Payment should be made to the remittance address at the bottom of the invoice by the due date indicated. Please use the remittance address (P.O. Box) printed at the bottom of your actual invoice rather than the one printed on the enclosed sample as it may vary according to your location.

# SECTION 3

**Below is a sample of a maintenance agreement (MA) invoice.**


		<b>EASTMAN KODAK COMPANY</b>			D-U-N-S CODE 00-220-6183	
CALL:		1 343 STATE STREET, BLDG 20 ROCHESTER, NY 14650-1177 (800) 225-6325 X			E.I.N. 16-0417150	
PLEASE ADDRESS ALL INQUIRIES TO THE ABOVE ADDRESS						
INVOICE DATE	INVOICE NUMBER	CUSTOMER ORDER REFERENCE	ORDER DATE	INVOICE FOR	PAGE	
3/25/2001	223165646	<b>2</b>	01 <b>3</b>	SERVICE AGREEMENT	1	
-----CHARGE TO-----		-----INSTALLED AT-----				
ALPHARETTA GA 30005		ALPHARETTA GA 30005				
PLEASE RETURN REMITTANCE COPY WITH YOUR PAYMENT						
DESCRIPTION	CAT. NO.	SERIAL NO.	# PM	RATE	AMOUNT	
* BILLING OF SERVICE AGREEMENT						
* BILLING PERIOD FROM 05/24/2001 TO 05/23/2002						
K# 41502835 LDC: SUITE 300 <b>5</b>						
USER: JOHN , (770)753-						
8 AM - 5 PM MON THRU FRI <b>6</b> 1 <b>7</b> <b>8</b> <b>9</b> <b>10</b>						
<1,250,000 SCANS ANNUALLY						
DS DDC SCANNER 3500D 120V/60HZ 825 4864 11553894 <b>8</b> 2100.00 2100.00						
*** K# TOTAL 2,100.00						
K# 41507469 LDC: STE# 300						
USER: DENNY , (770)753-						
8 AM - 5 PM MON THRU FRI 1						
<1,250,000 SCANS ANNUALLY						
DS DDC SCANNER 3500D 120V/60HZ 825 4864 11701244 2100.00 2100.00						
*** K# TOTAL 2,100.00						
NOTES:						
* SUBJECT TO ENCLOSED KODAK TERMS						
* IF AMOUNT DUE IS NOT PAID, SERVICE WILL BE ON A PER CALL, TIME, AND MATERIAL BASIS						
***** WE NOW SERVICE OTHER MANUFACTURERS EQUIPMENT. CALL FOR DETAILS. *****						
FOR KODAK USE		***PLEASE MAIL PAYMENT TO:***			AMOUNT DUE \$ 4200.00	
10 03		EASTMAN KODAK COMPANY <b>11</b>			<b>13</b>	
0 99B		PO BOX PITTSBURGH PA 15264-0002				
CUSTOMER COPY		PAYMENT DUE DATE 05/24/2001 <b>12</b>			R	
1 11F-000070 0325		*Seller represents that with respect to its production of the articles and/or the performance of the services covered by this invoice, it has fully complied with the Fair Labor Standards Act of 1938, as amended.* Notice - All Kodak equipment on rental remains our property and no attachments may be made thereto without permission from our Main Office.				

## How to read a maintenance agreement (MA) invoice.

1. **Address at Kodak to send purchase orders** to and Service Marketing Support Representative's (SMSR) name and phone number for inquiries.
2. **Customer Order Reference** – A field to display your purchase order number.
3. **Invoice Mailing Instructions** – First position is a letter that indicates which letter to mail the invoice to: C = Charge to, S = Ship to, M = Mail to, X = Kodak Credit department. The second position indicates the number of copies. If you require different instructions, please inform the Representative listed at the top of the invoice.
4. **K#** – A unique number located on the Kodak Service sticker placed near the on/off switch, a prominent location on the machine, or the inside of a software CD jacket. The K# links an entire configuration of equipment to your customer information in Kodak's systems.
5. **Location/User** – Location of equipment and key operator name and phone number as identified in Kodak's service system during service call placement.
6. **Service Coverage** – Identifies the hours and days of coverage as well as the usage level, if applicable. Other special plans may be identified by name.
7. **Equipment Serial Number** – The number assigned by manufacturing to identify and track a piece of equipment. Limited to eight positions.
8. **Number of PMs** – The number of periodic maintenance calls in the annual maintenance agreement. This number may vary by product. If no periodic maintenance calls are included, then no data is displayed rather than 00.
9. **Rate** – For annual, semi-annual and quarterly (in advance or arrears) the rate reflects the annual bill rate for the product on this line including discounts and premiums. For monthly in advance invoices, the monthly rate is displayed including all discounts and premiums.
10. **Amount** – The actual amount you are being invoiced for. If the billing period is one year, then the rate and amount will be equal. If the billing period is less than or more than one year, the amount will be prorated based on the number of days of coverage.
11. **Remittance Address** – Identifies the Lock Box to which your payment should be sent.
12. **Payment Due Date** – The payment due date to avoid interruptions in service coverage. If payment is not received by the due date, service delivered will be on a per call (time and materials) basis.
13. **Amount Due** – Including tax, if applicable. Tax will be included unless a valid tax exemption certificate is on file at Kodak.

# SECTION 3

**Below is a sample of a per call (time & materials) service invoice.**

<b>EASTMAN KODAK COMPANY</b> CUSTOMER EQUIPMENT SERVICES DIVISION		<b>INVOICE</b> D.U.S. CODE 00-220-6183 E.I.N. 16-0417150			
1-800-225-6325 <b>1</b> EXT: 57 FORWARD ALL INQUIRIES TO ABOVE ADDRESS		<b>2</b> PURCHASE ORDER NUMBER		ACCOUNT NO.	3/05/01 INVOICE DATE
SHIP TO JOHN DOE PHOTO 123 STATE STREET ROCHESTER, NY 14650		CHARGE TO JOHN DOE PHOTO 123 STATE STREET ROCHESTER, NY 14650		3 SIC1 INVOICE NUMBER 224F27048 PAGE 1	
K.A: 0365-1380 <b>4</b> LOCATION: DATA ENTRY/1ST FL		IMAGELINK 70AS12		MAINFRAME SER. # 6474462 ZONE: 1 <b>5</b> CUSTOMER CONTACT <b>6</b>	
MESSAGE PER CALL SERVICE <b>7</b>					
PART/SERIAL NO	DESCRIPTION	HOURLY QUAN	UNIT PRICE	AMOUNT	
<b>8</b> 6474462	IMAGELINK INFO CAP REG HRS CALL CHG SERVICE DATE : 03/02/01 - 03/02/01 <b>9</b> MAGELINK INFO CAP REG HRS LABOR CH KODAK IMAGELINK MICROIMAGER 70AS/12	1.0	290.00	290.00	
*SELLER REPRESENTS THAT WITH RESPECT TO ITS PROVISION OF THE ARTICLES AND/OR ITS PERFORMANCE OF THE SERVICES COVERED BY THIS INVOICE, IT HAS FULLY COMPLIED WITH THE FAIR LABOR STANDARDS ACT OF 1938, AS AMENDED.			TERMS: NET 30 DAYS DOI EXCEPT WHERE NOTED BELOW, AND SUBJECT TO CREDIT DEPARTMENT APPROVAL		INVOICE TOTAL ➔ \$ <b>11 580.00</b>
6989149 ↓ TEAR OFF STUB BELOW AND RETURN WITH YOUR REMITTANCE ↓					
<b>EASTMAN KODAK COMPANY</b> CUSTOMER EQUIPMENT SERVICES DIVISION		6989149 PURCHASE ORDER NUMBER ACCOUNT NO.		3/05/01 INVOICE DATE	224F27048 INVOICE NUMBER PAGE 1
SHIP TO VAN NUYS CA 91405		CHARGE TO ATTN PO BOX COLLEGEVILLE PA 19426		SIC1	
K.A: 0365-1380 LOCATION: DATA ENTRY/1ST FL		IMAGELINK 70AS12		MAINFRAME SER. # 6474462 ZONE: 1 CUSTOMER CONTACT:	
MAKE CHECK PAYABLE TO EASTMAN KODAK COMPANY.			TOTAL INVOICE AMOUNT ➔ \$ 580.00		
AND MAIL TO: EASTMAN KODAK COMPANY <b>12</b> PO BOX PITTSBURGH PA 15264-0350			1 224F27048 C ZPD0000032 A 2 + 28037383		

# SECTION 3

## How to read a per call (time & materials) service invoice.


1. **Phone number and extension** at Kodak to direct invoice inquiries to.
2. **Purchase Order Number** – A field used to display your purchase order number if provided at call receipt or as a blanket value.
3. **Invoice Mailing Instructions** – First position is a letter that indicates which letter to mail the invoice to: C = Charge to, S = Ship to, M = Mail to, X = Kodak Credit department. The second position indicates the number of copies. If you require different instructions, please contact Kodak at the phone number listed at the top of the invoice.
4. **K#** – A unique number located on the Kodak Service sticker placed near the on/off switch, a prominent location on the machine, or the inside of a software CD jacket. The K# links an entire configuration of equipment to the correct customer information in Kodak's service systems.
5. **Zone** – Identifies the service Zone – (distance from where service originates). Call Charge is based on Zone. Zone 1 = 0-50 miles; Zone 2 = 51-100 miles; Zone 3 = Over 100 miles.
6. **Customer Contact** – The name of the individual who signed the call report confirming the service was performed.
7. **Message** – A brief description of the service delivered.
8. **Part/Serial No.** – The serial number of the equipment which was serviced or the part number that was replaced.
9. **Description** – Contains many items:
  - Call Chg equals Call Charge. Often referred to as a travel charge. Call Charge is based on the zone the equipment is in, as well as whether the call occurred during regular hours, overtime or Sunday/holiday.
  - The date(s) the service call was performed.
  - The description of the product that was serviced.
  - The description of the labor hours (regular hours, overtime, Sunday/holiday).
  - The description of a part that was replaced.
10. **Terms** – Payment terms for a Per Call invoice is Net 30 DOI (date of invoice).
11. **Invoice Total** – The amount due for payment including tax, if applicable. Tax will be included unless a valid tax exemption certificate is on file at Kodak.
12. **Remittance Address** – Identifies the Lock Box to which your payment should be sent.

**There is a perforated line on the per call invoice form. Tear off the stub below the perforation and return it with your remittance. This will ensure proper application of your payment.**



# SECTION 3

**Below is a sample of a parts invoice.**

RCK		<b>INVOICE COPY</b>				
<b>1</b> EASTMAN KODAK COMPANY		<b>1</b> SERVICE PARTS (716) 724-7278	800 LEE ROAD	ROCHESTER, N.Y. 14650		
<b>2</b> BILL TO ABC COMPANY 1234 STREET MINNEAPOLIS, MN 55479		SHIP TO <b>3</b> ABC COMPANY 1234 STREET MINNEAPOLIS, MN 55479		<b>5</b> D.U.N.S. NO. 00-220-6183 E.I.N. NO. 16-0417150		
<b>4</b> AIRBORNE NEXT DAY						
INVOICE DATE	INVOICE NUMBER	CONTROL NUMBER	ORDER REC'VD. DATE	DEALER NUMBER	CUSTOMER ORDER NUMBER	PAGE
04-28-01	<b>6</b> 099B89474	4547261 <b>7</b>	<b>8</b> 04-26-01	6970602 <b>9</b>	102317 <b>10</b>	1
QUANTITY	PART NUMBER			UNIT PRICE		
1	289853 <b>11</b> PULLEY ASSY-SMALL			T	131 89	131 89
1	586620 PULLEY/BEARNG ASY-LG			T <b>12</b>	70 18	70 18
1	586623 DISC ASSY-CLUTCH			T	71 61	71 61
1	745238 XY SCANNER RAILS			T	76 07	76 07
TRANSPORTATION CHARGE INCLUDES SURCHARGE OF				25.00		
MAIL TO:				SUB-TOTAL		75
ABC COMPANY 1234 STREET ROCHESTER, NY 12345				MINNESOTA W/LOCAL 1/2% MINNEAPOLIS TAX		<b>16</b> 349
PLEASE REFER TO TERMS OF SALE SHOWN ON REVERSE SIDE OF THIS FORM				SALES / USE TAX CODE		48
BACK ORDER ITEMS WILL BE SHIPPED AS SOON AS AVAILABLE.				TRANSPORTATION		68
REMIT TO:				TOTAL		91
EASTMAN KODAK COMPANY 2003 COLLECTION CTR DR CHICAGO IL 60693				T= TAXED <b>15</b>		<b>17</b> 198 <b>18</b> 24 <b>19</b> 403
PAY TOTAL AMOUNT SHOWN						

# SECTION 3

## How to read an invoice from service parts.

1. **Service Parts phone number.**
2. **Bill To** – The address for the party who is responsible for payment of the invoice.
3. **Ship To** – The address where the order was shipped.
4. **Method of shipment.**
5. **Eastman Kodak's DUNS code and tax payer ID.**
6. **Invoice number.**
7. **Control number** assigned to the order.
8. **Order Received date** is the date the order was placed.
9. **Dealer number** – Indicates your account number with Kodak.
10. **Customer Order Number** – Your Purchase Order Number.
11. **Part Number/Description** – Indicates the part number and description for the item. In this area you will also find notes pertinent to each part. Common messages are "Expediting" for a Rush order, or "Backordered," which means that the part is not available and will be shipped as soon as it is received.
12. **Unit Price** indicates amount for each item.
13. **Amount** indicates total amount for quantity shipped.
14. **Mail To** – Indicates the address you could request a copy of an invoice to be sent.
15. **Remit To** – Indicates the address where payment should be sent.
16. **Sub Total** indicates the total of all items shipped.
17. **Sales/Use Tax** is the amount of tax billed on the invoice.
18. **Transportation charges** represents amount of transportation charges and/or surcharges billed on the invoice.
19. **Total** is the total amount due for the shipment.

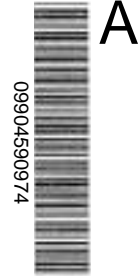
# SECTION 3

**Below is a sample of a parts packing memo.**



**PACKING MEMO** 0001  
RETURN POSTAGE GUARANTEED

EASTMAN KODAK COMPANY  
SERVICE PARTS MANAGEMENT  
800 LEE ROAD  
ROCHESTER, NY 14650-3124  
800-431-7278



**B** EK-CESD FIN SERV  
**I** ABE R  
**L** KO BLDG 16  
**L**  
**L**  
**L**  
**L** ROCHESTER, NY 14650

**S** AIRBORNE EXPRESS  
**H** HOLD FOR PICKUP  
**I** 824 SYLVIA ST.  
**P**  
**T**  
**O** WEST TRENTON, NJ 08628

**1**

MEMO DATE 06-12-01	ORDER REC'D DATE 06-12-01	OPI/LOC 99/PS	ACCOUNT NO. 317553
CUSTOMER REFERENCE NUMBER 317553 <b>2</b>		CUSTOMER ORDER NUMBER <b>3</b>	
PAGE 01	ZONE 3	SHIP VIA AIRBORNE EXPRESS	INVOICE NUMBER 088C70018 <b>5</b>
		CK/CONTROL NO. 099 0 4590974 <b>6</b>	BATCH/MERGE NUMBER 99 15 333-001
		NUMBER OF ITEMS 1 <b>7</b>	
		BOX	PRIORITY 1 <b>4</b>



LOCATION	QUANTITY	PART NUMBER	DESCRIPTION	FIELD LOCATION
K62408	1 <b>8</b>	321437 <b>9</b>	SHAFT/PLY AY, GAP EAR99 **** PRIORITY 1 ****	

CUSTOMER REFERENCE NUMBER 317
CK/CONTROL 099 0 4590974

CUSTOMER REFERENCE NUMBER 317
CK/CONTROL 099 0 4590974



**RETURN FORM 10**

CREDITS WILL BE ISSUED  
BASED ON TERMS OF SALE  
FROM BACK OF PACKING MEMO.

REASON FOR RETURN:

- SURPLUS
- DIAGNOSTIC PART
- DELICATE SHIPMENT
- FAILED AT INSTALLATION
- FAILED WITHIN WARRANTY
- DAMAGED IN TRANSIT
- EXCHANGE (PARTS BEYOND WARRANTY PREDEFINED AS ELIGIBLE FOR PARTIAL CREDIT)
- WRONG PART RECEIVED
- WRONG QUANTITY RECEIVED
- OTHER (SPECIFY): \_\_\_\_\_

RETURN AUTHORIZATION NO. \_\_\_\_\_

**IMPORTANT INSTRUCTIONS**

**UNPACK WITH CARE**

Do not discard the packing cases or any of the packing material until the contents have been carefully compared with the items on the packing memo.

In case of error, please return this packing memorandum to Eastman Kodak Company, Parts Services, 800 Lee Road, Rochester, New York 14650.

In general, all goods are sold without return privileges. Returns require prior authorization by Kodak.

**KNOWN SHORTAGE OR DAMAGE**

Check carefully number of pieces and condition of shipment with the carrier's delivery receipt. Shortage or damage should be noted thereon.

**CONCEALED SHORTAGE OR DAMAGE**

If loss or damage is not evident at time of delivery, it should be reported to the carrier immediately on discovery so that an inspection can be made. Shipping carton and packing materials should be saved for inspection.

**BACK ORDERS**

Back ordered items will be shipped to you as soon as possible.

PLEASE REFER TO TERMS OF SALE SHOWN ON THE REVERSE SIDE OF THIS FORM

# SECTION 3


## How to read a packing memo from service parts.

1. **Account No.** – Indicates your customer account number with Kodak.
2. **Customer Reference Number** – Generally a Purchase Order Number used by the customer to track the order in their system.
3. **Customer Order Number** – Your purchase order number.
4. **Priority** – Indicates the urgency of the shipment. “1” for rush, same day deliveries, “9” for routine deliveries.
5. **Invoice Number** – Indicates the Invoice number assigned to this order.
6. **CK/Control Number** – Indicates the Control Number assigned to this order. This is an important reference number should you need to discuss anything concerning this order with our Customer Service Reps.
7. **Number of Items** – Indicates the number of different items on the order.
8. **Quantity** – Indicates the quantity shipped for each item.
9. **Part Number/Description** – Indicates the part number and description for the item. In this area you will also find notes pertinent to each part. Common messages are “Expediting” for a Rush order, or “Backordered,” which means the part is not available and will be shipped as soon as it is received.
10. **Return Form** on the right side of the invoice is a tear off label. Please use this label whenever you find it necessary to return parts. All returns require a Return Authorization Number.

EASTMAN KODAK COMPANY SERVICE PARTS MANAGEMENT 800 LEE ROAD ROCHESTER, NY 14650-3124 800-431-7278 RETURN POSTAGE GUARANTEED		
S H I P T O	AIRBORNE EXPRESS HOLD FOR PICKUP 824 SYLVIA ST. WEST TRENTON, NJ 08628	
M B E R	D A T E	I N V O I C E N O.
553	06-12-01	088C70018
S H I P V I A		B A T C H / M E R G E N O.
AIRBORNE EXPRESS		99 15 33-001
PACKING MEMO ENCLOSED		
EASTMAN KODAK COMPANY SERVICE PARTS MANAGEMENT 800 LEE ROAD ROCHESTER, NY 14350-3124 800-431-7278 RETURN POSTAGE GUARANTEED		
S H I P T O	AIRBORNE EXPRESS HOLD FOR PICKUP 824 SYLVIA ST. WEST TRENTON, NJ 08628	
M B E R	D A T E	I N V O I C E N O.
553	06-12-01	088C70018
S H I P V I A		B A T C H / M E R G E N O.
AIRBORNE EXPRESS		99 15 33-001
S H I P T O	EASTMAN KODAK COMPANY SERVICE PARTS MANAGEMENT 1600 LEXINGTON AVE B605-D54 ROCHESTER, NY 14652-0165 800-431-7278	
 317553		
CUSTOMER REFERENCE NUMBER 317553		
D A T E	I N V O I C E N O.	C K / C O N T R O L N O.
06-12-01	088C70018	099 0 4590974



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