

PHILIPS HEALTHCARE

Trainee Name:			
Trainee Signature:		Date:	

Course Title	Local Course Code	Revision	Date
PHS NA Hazard Materials Return Procedure Training	GCS-SPS-CD-85929	N/A	

By submitting this form, I agree that I have completed the required training for this course and understand the material and the impact on my job responsibility.

Signed by 3rd Party Contractor Training Representative:

_____ Date: _____

This form is to be kept as a formal training record by the 3rd Party Contractor Agency

Return of Hazardous Materials to SPS in NA TRAINING

GCS-SPS-CD-85929-01 Revision 1

Document Purpose & Requirements

This training provides additional guidance to enhance the understanding of how to return hazardous materials from NA Markets (including Canada) to Blueroom or UPS RDC.

This training supports the official procedure:

- PHS NA Hazardous Materials Returns Procedure (GCS-SPS-PR-85929) and should be read in conjunction with, not instead of, the official procedure.

This training should be read by SPS employees that are involved in the return of dangerous / hazardous goods from NA Market to Blueroom (BR) or UPS RDC. This document also applies to all NA Market personnel who are involved with a hazardous material return.

What is the purpose of this training?



- Explain the requirement for the HAZMAT returns process for North America and Canada and the risk PHS has when process is not followed.
- Provide guidance on how to identify a HAZMAT material and what information is provide to support this identification.
- Explain the HAZMAT part risk classification and what is the process to follow

Upon completion of this course, you will:

- *Understand the requirements to comply with regulations on transporting and disposing of hazardous materials* with respect to Service Parts and how this affects the SPS Service Parts process.
- *Understand who to contact* in case of questions or concerns.

Who is this intended audience? All SPS employees that are involved in the return of dangerous / hazardous goods from NA Market to Blueroom (BR) or UPS RDC. This document also applies to all NA Market personnel who are involved with a hazardous material return



Learning Objectives

Background on Hazardous Materials



What are Hazardous Materials (HazMat)?

- A **Hazardous Material** is any substance or material that can cause a significant risk to human health, safety or the environment when it's transported, used incorrectly, or not properly stored or contained.
- Hazardous materials are also referred to as HazMat or Dangerous Goods.

Who regulates the transportation of Hazardous Materials?

- The United States Department of Transportation (DOT)
- International Air Transport Association (IATA)
- Transport Canada
- And many other agencies and regulations

What are the requirements?



Hazardous Materials must be transported and disposed of according to Federal regulations.

A person who knowingly violates a requirement of the Federal hazardous material transportation law, an order issued thereunder, this subchapter, subchapter C of the chapter, or a special permit or approval issued under this subchapter applicable to the transportation of hazardous materials or the causing of them to be transported or shipped is liable for a civil penalty of not more than \$75,000 for each violation, except the maximum civil penalty is \$175,000 if the violation results in death, serious illness or severe injury to any person or substantial destruction of property. There is no minimum civil penalty, except for a minimum civil penalty of \$450 for violations relating to training. When the violation is a continuing one, each day of the violation constitutes a separate offense.

When does this take effect? Immediately

Why is this training important?



What is the importance?

- Philips compliance with federal regulations for the transportation and disposal of Hazardous Materials is important for the safety of employees and service providers.

What are the benefits:

- ✓ Contributing to a healthier environment
- ✓ Reducing personal safety risks
- ✓ Reducing public safety risks
- ✓ Understanding how parts processing is affected

What are the risks:

- ✓ Negatively impacting people's health
- ✓ Negatively impacting the environment
- ✓ Fines (up to \$75K)

Being properly trained helps to prevent safety risks

How do you know if you have a Hazardous Material?

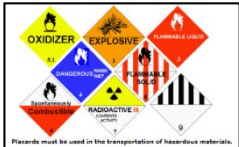


There are **3 ways to know** if you have received a Hazardous Material for which these rules apply and you need to follow Federal regulations for return or disposal:



1. AT THE TIME OF ORDER:

- *If you call to place your part order, the Agent should inform you.*



2. LOOK AT THE BOX THE PART ARRIVES IN:

- *There will be distinct stickers on the box.*

Detailed information on next 4 slides



3. LOOK IN THE POUCH ON THE BOX:

- *There will be an instructional flyer in the pouch on the box (with the packing slip.)*

How do you know if you have a Hazardous Material?



There are **3 ways to know** if you have received a Hazardous Material for which these rules apply and you need to follow Federal regulations for return or disposal:



AT THE TIME OF ORDER:

- *If you call to place your part order, the Agent should inform you.*

Text sales text (medium/low risk part - Canada restriction):
What?
This is a Low or Medium Risk Hazardous Material with special return requirements

Text sales text (medium/low risk part - air restriction):
What?
This is a Low or Medium Risk Hazardous Material with special return requirements

Text sales text (medium/low risk part - no restriction):
What?
This is a Low or Medium Risk Hazardous Material.

Text sales text (high risk part):
What?
This is a High Risk Hazardous Material.

Text sales text (high risk part):
What?
This is a High Risk Hazardous Material.

Text sales text (high risk part):
What?
This is a High Risk Hazardous Material.

Text sales text (high risk part):
What?
This is a High Risk Hazardous Material.

- There are **notes in the system** to identify Hazardous Materials with regulations
- The Philips Agent taking the order should **read the notes aloud**
- The person placing the order should be asked to **confirm** that they understand and want to continue with placing the order

How do you know if you have a Hazardous Material?

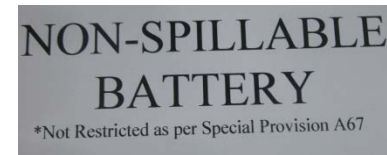


There are **3 ways to know** if you have received a Hazardous Material for which these rules apply and you need to follow Federal regulations for return or disposal:



LOOK AT THE BOX THE PART ARRIVES IN:

- There will be distinct stickers on the box.



Placards must be used in the transportation of hazardous materials

DO NOT RETURN THIS PART

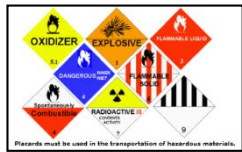


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How do you know if you have a Hazardous Material?



There are **3 ways to know** if you have received a Hazardous Material for which these rules apply and you need to follow Federal regulations for return or disposal:



LOOK AT THE BOX THE PART ARRIVES IN:

- There will be distinct stickers on the box.



How do you know if you have a Hazardous Material?



There are **3 ways to know** if you have received a Hazardous Material for which these rules apply and you need to follow Federal regulations for return or disposal:



LOOK IN THE POUCH ON THE BOX:

- There will be an instructional flyer in the pouch on the box (with the packing slip.)



→ → READ THE FLYER BEFORE RETURNING THE PART ← ←
→ Directions Included ←

IMPORTANT!
Some HazMat
parts cannot
be returned!

▲ STOP ▲
DO NOT RETURN THIS PART

This is a **High Risk** Hazardous Material.
This part cannot be returned under any circumstances.
All purchases are final - there is no credit / no exchange for this part.
Please dispose the part according to local regulations.
Please follow 5111-0339 Material Disposition and Recycling instruction.
Failure to follow these instructions could result in fines and penalties to you and/or Philips.

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▲ STOP ▲
RETURN REQUIREMENTS

This is a **Low/Med** Risk Hazardous Material.
This part may only be shipped by individuals who are trained and certified to ship hazardous materials.
This applies to the USA & Canada:
This part can only be returned by an authorized shipper. Take this part, the box it arrived in and Philips Medical Corporate Retail Solutions sheet to any UPS Store®.
The UPS Store® will use the Philips Healthcare account number to pack and ship this part back for you. You will not be charged by the store.
Batteries that have been damaged or identified by the manufacturer as being defective for safety reasons, that have the potential of producing a dangerous evolution of heat, fire or short circuit may not be transported (DOT-49 CFR 173.185 and Transport Canada - TDG special provision 137)
Dispose of locally according to local regulations and follow 5111-0339 Material Disposition and Recycling instruction. }

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What type of Hazardous Materials?



For these processes, there are 3 types of Hazardous Materials:

1. High Risk => HazMat parts other than batteries that require anyone shipping them to have HazMat training and certification. These parts require special packaging, labeling, markings, etc.
 - Examples: GREASE CARTRIDGE, ACRYLIC ENAMELS, AEROSOL TOUCH-UP PAINT

2. Medium Risk => Lithium ion batteries
 - Examples: POLYCARBONMONOFLUORIDE LITHIUM BATTERY, MP2_X2 BATTERY 10.8V 1AH LI-ION

3. Low Risk => Lead acid batteries / non-spillable battery
 - Examples: SEALED LEAD ACID BATTERY, External Battery Pack 3KVA UPS 72VDC

What is the process to follow?



High Risk Hazardous Materials

- The Field Service Organization is not trained per US Department Of Transportation (DOT) requirements to execute returns
- High Risk HazMat parts cannot be returned to SPS
- Dispose of locally following Philips Material Disposition and Recycling Policy PHNA document 5111-0339 → [eMatrix Home Page](#) (click text in Slide Show mode to open eMatrix website)

**DO NOT RETURN
THIS PART**

**THIS STICKER AND THIS
FLYER COME WITH HIGH
RISK HAZMAT PARTS**

! STOP !
DO NOT RETURN THIS PART

*This is a **High Risk** Hazardous Material.*

This part cannot be returned under any circumstances.

All purchases are final - there is no credit / no exchange for this part.

Please dispose the part according to local regulations.

Please follow 5111-0339 Material Disposition and Recycling instruction.

Failure to follow these instructions could result in fines and penalties to you and/or Philips.

!

What is the process to follow?



● Low & Medium Risk Hazardous Materials

- The Field Service Organization is not trained per US Department Of Transportation (DOT) requirements to execute returns
- Low & Medium Risk HazMat parts must be taken to the closest UPS Store® for packing and shipping back to SPS
- *Batteries that have been damaged or identified by the manufacturer as being defective for safety reasons, that have the potential of producing a dangerous evolution of heat, fire or short circuit may not be transported (DOT- 49 CFR 173.185 and Transport Canada - TDG special provision 137)*
- If there is a safety risk, dispose of locally following Philips Material Disposition and Recycling Policy PHNA document 5111-0339 → [eMatrix Home Page](#) (click text in Slide Show mode to open eMatrix website, or type http://pdmfarm.btl.ms.philips.com:7101/ematrix/edoc_emxInterface.jsp into address bar)

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What is the process to follow?




Low & Medium Risk Hazardous Materials

Steps to Return, if return is appropriate:

1. Take the part, the box it arrived in, and the enclosed Philips Medical Corporate Retail Solutions sheet to any UPS Store®.
2. The UPS Store® will use the Philips Healthcare account number to pack and ship the part back to SPS for you. You will not be charged by the store.
3. Follow all other standard returns processes.



STOP



RETURN REQUIREMENTS


*This is a **Low/Med** Risk Hazardous Material.
This part may only be shipped by individuals who are trained and certified to ship hazardous materials.*

This applies to the USA & Canada:
This part can only be returned by an authorized shipper. Take this part, the box it arrived in and Philips Medical Corporate Retail Solutions sheet to any UPS Store®.

The UPS Store® will use the Philips Healthcare account number to pack and ship this part back for you. You will not be charged by the store.

Batteries that have been damaged or identified by the manufacturer as being defective for safety reasons, that have the potential of producing a dangerous evolution of heat, fire or short circuit may not be transported (DOT- 49 CFR 173.185 and Transport Canada - TDG special provision 137)

Dispose of locally according to local regulations and follow 5111-0339 Material Disposition and Recycling instruction. }



Philips Medical Corporate Retail Solutions

Customer Instructions


- 1 Locate the nearest participating location by either of the following two options:
Go to theupsstore.com/locations, enter address information and choose the most convenient location.
Or call **800.789.4623** and request the nearest The UPS Store® location.
- 2 Please take this document with you to The UPS Store location and tell the center associate you are part of the Corporate Retail Solutions program for editable text area.
- 3 This program has been designed to provide Pack and Ship services for Philips Medical customers.

The UPS Store Instructions

Center Associate: Follow the instructions listed below and ring up all charges in your POS. If you have questions regarding how to process this transaction, call Tech Support.

- 1 Customer will arrive with item(s) to be packed and shipped.
- 2 Access the appropriate workflow for Philips Medical. Use the path, "Corporate Accounts>Workflows>MR>Philips Medical>Pack/Ship", or search for Philips Medical on the CAMS homepage.
- 3 Pack and ship the item(s) using information in the workflow. Enter the required information into the POS Workflow and press POST to complete the transaction.

NOTE: You will receive payment via your monthly Program Revenue Payment from The UPS Store, Inc. You will not collect any payment for this transaction from the customer.



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What is the process to follow when a Customer calls to get an RMD (Return Material Document)?



1. Open the ASO the part was ordered on >> SAP MP1 transaction VA03
2. Find the line with the part number indicated by the customer
3. Look at the Route on the line with the part number indicated by the customer
4. If the Route has a "Z" in it, open SAP MP1 transaction ZUMAT
5. Read the SLI to SSD Text to the Customer
 - If the Text says "this part cannot be returned..." → DO NOT CREATE AN RMD

Display CS Single Parts ASO 122329069: Overview

VA03 → ASO Example

CS Single Parts ASO 122329069 Net value 0.00 CAD

Sold-To Party 94073541 CSSS DE RIMOUSKI-NEIGETTE / ROULÉAU 150 / RIMOUSKI Q...

Ship-To Party 94073541 CSSS DE RIMOUSKI-NEIGETTE / ROULÉAU 150 / RIMOUSKI Q...

PO Number PO date

Sales Item overview Item detail Ordering party Procurement Shipping Reason for rejection

Req. deliv.date D 12/15/2014 Deliver.Plant

Complete div. Total Weight 1 KG

Delivery block Volume 0.108 HL

Billing block Pricing date 12/11/2014

Payment terms ZB30 Net 30 Days Incoterms CIP DESTINATION

Order reason

Sales area CA93 / CA / 10 SSD CA, Distribut.Channel CA, Img Sys (+US for CA)

Item	Material	Order Quantity	Description	Ba...	Un	S	First date	Stor...	Plnt	Route
10	989600216801	1	PAINT REPAIR SET C/V YELLOW	U	PCE		12/15/2014		US85	L2CZ
11	989600216801	1	PAINT REPAIR SET C/V YELLOW		PCE		12/15/2014	0001	US85	L2CZ

ZUMAT → SLI to SSD Text Example

Text

"What?
This is a High Risk Hazardous Material.

This applies to the USA <(>&<)> Canada:

This part cannot be returned under any circumstances.
All purchases are final.
There is no credit / no exchange for this part.
This part will need to be disposed of locally following local

Ln 2, Co 2 Ln 1 - Ln 9 of 17 lines

Summary → Return of Hazardous Materials to SPS in North America

- Hazardous Materials (HazMat) are materials that pose a safety risk if not handled, transported, stored and disposed of properly.
- Federal Regulations must be followed for the handling, transport, storage and disposal of hazardous materials.
- There are fines up to \$75,000 for not following Federal Regulations for transportation.
- There are 3 ways to know if you have a HazMat part: (1) information given at the time of calling in to place the part order, (2) stickers on the box the part arrives in, (3) instructional flyer in the pouch on the box the part arrives in
- There are 3 levels of HazMat the processes apply to – High, Medium, and Low
- High Risk HazMat cannot be returned to SPS and need to be disposed of locally following Philips Material Disposition and Recycling Policy PHNA document 5111-0339
- Medium and Low Risk HazMat that need to be returned must be packed and shipped by a UPS Store® - directions on this process are in a flyer in the pouch on the box the part arrives in
- Medium and Low Risk HazMat parts that have been recalled or pose a safety risk due to being damaged or defective cannot be returned to SPS
- If you have questions or concerns, please contact SPS.ASAP@Philips.com (be sure to reference HazMat Returns)
- If you experience issues with the process, please register this on the Parts Feedback to SPS website <http://pww.sps.cle.ms.philips.com/PartsFeedback/PartsFeedbackEntry.aspx>

Document Control Summary

Records

Record Name	Description	Type	Vault Location
TEDS Training Completion	Record of training completion on this content	Electronic Record	TEDS: Philips Tool for tracking Quality related training – Validated tool

Abbreviations & Definitions For other abbreviations, refer to the PH Acronym database on the Philips Intranet (Link: http://pww.acro.bbl.ms.philips.com:7090/cgi-bin/gdbi/acro/display_acronyms.pl)

Term	Definition
DOT	United States Department of Transportation
FSE	Field Service Engineer
HAZMAT	Hazardous Materials
IATA	International Air Transport Association
SPS	Service Parts Supply Chain
NA	North America (including Canada)
PHS	Philips Health Systems
RDC	Regional Distribution Centre

Document Control Summary

References

Document Title	Document ID
Material Disposition and recycling (PHNA document)	5111-0339 (External)
SPS Hazardous Materials Management Procedure	GCS-SPS-PR-85926
Parts Feedback to SPS Process	GCS-SPS-PR-40101

Control of this Document

Owner	SPS Global Logistics – Dangerous Goods Officer (DGO)
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Document Change Summary

Revision	Description of Change
1	Initial document

