

ERAI Reports, Processes and Methodologies

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President, ERAI, Inc.



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High Risk Parts File Complaint Subscription Verification Report a Scam

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High Risk Parts
Report counterfeit or substandard parts and components. [Click here](#)

File a Complaint
Seek assistance from ERAÏ regarding a supplier or customer. [Click here](#)

Subscription Verification
Verify if a company is an ERAÏ subscriber. [Click here](#)

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Report a scam or identity theft. [Click here](#)

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- Understanding the Process for Reporting Hi-Risk Parts
- Understanding the Complaint Filing Process
- ERAÏ Due Diligence, Evidence Gathering and Vetting Processes

Reporting Hi-Risk Parts



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Required Fields When Reporting Parts

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Submit High Risk Part

From this section of the ERAI website, companies can report counterfeit or substandard parts and components. You do not need to be a Member of ERAI to share this type of data with us. Once entered, these part numbers will immediately be uploaded to the ERAI High Risk Parts database. Please make sure you carefully review this form before submitting the part information in order to ensure accuracy. Please note that ERAI has the legal right to any data or to use any data on its site supplied to it by a Member, including ownership, maintenance, storage, dissemination and use of that information along with future use of the information even if the supplier of that information is no longer a Member.

Please note that the following fields are **REQUIRED** fields (meaning you must fill in these fields or your form will be rejected automatically by our system):

REQUIRED FIELDS:

- Your Contact Information
- Part Number
- Date Code / Lot Code
- Manufacturer
- Counterfeit
- Description of the Nonconformance

The remaining fields are optional. Feel free to share as much or as little information as you choose. We do ask that you make sure the information you post is true and correct to the best of your ability. As a Reporting Company, your identity will be protected. No one will be able to see who provided ERAI with the part information. We will know who submitted the form, but as with all ERAI complaints, the Reporting Company's identity is kept confidential.



Reported Part Data Form



* (Required)

Your Contact Information	
Name:	<input type="text"/> <small>REQUIRED</small>
Company Name:	<input type="text"/> <small>REQUIRED</small>
Email:	<input type="text"/> <small>REQUIRED</small>
Phone:	<input type="text"/> <small>REQUIRED</small>
High Risk Part Information	
Part Number:	<input type="text"/> <small>REQUIRED</small>
Manufacturer:	<input type="text"/> <small>REQUIRED</small>
Date Code:	<input type="text"/> <small>REQUIRED</small>
Lot Code:	<input type="text"/>
Country of Origin:	<input type="text"/>
Suspect Counterfeit Part:	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Unknown <small>REQUIRED</small>
Description of Nonconformance:	<input type="text"/> <small>REQUIRED</small>
Supplier Information	
Name of Supplier who provided you this part?	<input type="text"/>
City	<input type="text"/>
State	<input type="text" value="N/A"/>
Country	<input type="text" value="N/A"/>
High Risk Part Images/Files (jpg, gif, png, bmp, pdf, doc, txt, xls)	
Image/File 1:	<input type="text"/> <input type="button" value="Browse..."/>
Image/File 2:	<input type="text"/> <input type="button" value="Browse..."/>
Image/File 3:	<input type="text"/> <input type="button" value="Browse..."/>
Image/File 4:	<input type="text"/> <input type="button" value="Browse..."/>

Reported Part FAQ's



- Why are parts identified as Suspect Counterfeit instead of Counterfeit
- Why are some parts classified as High Risk or Substandard
- How and where does ERAI collect this data
- Does ERAI have a standard process for vetting information before publishing
- Why are some reports missing lot code or COO information
- Do all High Risk Part submittals get imported into the database
- Why do some reports link to a supplier and others do not
- How long has ERAI been collecting High Risk Part information
- Do High Risk Part Incidents continue to rise yearly
- What's the value in sharing information

ERAI Complaint Filing Process



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Complaint Filing Process



File a Complaint

Welcome to the ERAI Complaints Department. In this section, we will explain our reporting procedures and requirements. At the bottom of this page, you will find our online Complaint Processing Center. You may proceed directly to the Complaint Processing Center if you are already familiar and agree to comply with our Complaint Processing Guidelines.

COMPLAINT PROCESSING GUIDELINES & CONFIDENTIALITY

The following guidelines are designed to protect ERAI as well as ERAI Subscribers. All of the information provided to ERAI is held in the strictest confidence. The data we collect when processing complaints (including your name and your company's name) is done for verification purposes only and is not released to parties not directly related to the incident.

Upon filing a complaint, you will be asked to provide adequate documentation to substantiate your complaint including, but not limited to: copies of purchase orders, invoices, failure reports (all complaints pertaining to faulty and/or counterfeit material should be accompanied by a failure analysis either from the end user, the component manufacturer or an independent testing facility), wire transfer documentation, email correspondence with the Reported Company, etc. Please provide as much detail as possible regarding the company you are filing the complaint against (ie: phone and fax numbers, email addresses, 'aka', 'dba', 'fka', officers and/or other contacts.). Please note that ERAI has the legal right to any data or to use any data on its site supplied to it by a Member, including ownership, maintenance, storage, dissemination and use of that information along with future use of the information even if the supplier of that information is no longer an ERAI Subscriber

PRIVACY STATEMENT

Communications between the Reporting Company, the Reported Company, ERAI and its representatives is considered privileged and confidential. The dissemination of documentation and/or emails to third parties not directly involved in this complaint could result in this case being dismissed or the revocation of your access to ERAI's services.

An ERAI representative will process your complaint as quickly as possible. Please understand there may be delays based on the severity of your situation as well as the number of complaints filed with ERAI at the time of your complaint. If you are not contacted by an ERAI Representative within 5 business days from the date you filed your complaint, please contact the Complaints Department at 239-261-6268.

A sincere and reasonable effort will be made to contact the company you are reporting in order to afford them the opportunity to respond to and/or dispute the information you are providing. In most cases, they will be contacted via fax and/or email with an explanation of who we are, what we do and the nature of the complaint being filed against them. Each fax and/or email is typically followed by a telephone call. If the Reported Company does not respond to dispute the complaint and the Reporting Company has provided necessary documentation to substantiate the complaint, ERAI will proceed with our reporting procedures.

In many cases, we are able to settle disputes between two or more companies. ERAI will act in an unbiased manner in an effort to mediate a situation fairly, amicably and to the best of our ability. It is important to understand that you, as the Reporting Company, may be asked to reach a compromise or settlement with the other party/parties. You are entitled to accept or refuse a proposed resolution.

Complaint Form



Reported Company Information	
Company Name	<input type="text" value=""/> <small>REQUIRED</small>
AKA/FKA	<input type="text" value=""/>
Company Type	<input type="text" value="N/A"/> <small>REQ</small>
Address 1	<input type="text" value=""/> <small>REQUIRED</small>
Address 2	<input type="text" value=""/>
City/State/Zip	<input type="text" value=""/> <small>REQUIRED</small> <input type="text" value="N/A"/> <input type="text" value=""/>
Country	<input type="text" value="N/A"/> <small>REQ</small>
Phone	<input type="text" value=""/> <small>REQUIRED</small>
Fax	<input type="text" value=""/>
Website	<input type="text" value=""/>
Contact Name	<input type="text" value=""/> <small>REQUIRED</small>
Title	<input type="text" value=""/>
Email	<input type="text" value=""/>
Phone	<input type="text" value=""/>
Incident Information	
Date of Incident	<input type="text" value=""/>
Type of Incident	<input type="text" value="N/A"/>
Incident Description	<input type="text" value=""/> <small>REQ</small>
Reported Losses	
Terms	<input type="text" value="Other"/> <input type="text" value=""/>

Complaint Types



Incident Information

Date of Incident

Type of Incident

Incident Description

Reported Losses

Terms

Cost of Goods

Shipping

Escrow Fees

Rework Charges

Testing Fees

Bank Charges

Legal Fees

Other

Please Describe

Part Number	Lot Code	Date Code	Country of Origin	Mfg	Qty	Unit Price	...
<input type="text"/>	<input type="text"/>	<input type="text"/>	N/A	N/A	0	0	✖

[Add Another Part](#)

Please note that part number information is not required for past due invoice(s) or NSF check complaints.

Your Company Information

Company Name

Contact Name

Complaint Process Due Diligence



PRIVACY STATEMENT

Communications between the Reporting Company, the Reported Company, ERAI and its representatives is considered privileged and confidential. The dissemination of documentation and/or emails to third parties not directly involved in this complaint could result in this case being dismissed or the revocation of your access to ERAI's services.

An ERAI representative will process your complaint as quickly as possible. Please understand there may be delays based on the severity of your situation as well as the number of complaints filed with ERAI at the time of your complaint. If you are not contacted by an ERAI Representative within 5 business days from the date you filed your complaint, please contact the Complaints Department at 239-261-6268.

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In many cases, we are able to settle disputes between two or more companies. ERAI will act in an unbiased manner in an effort to mediate a situation fairly, amicably and to the best of our ability. It is important to understand that you, as the Reporting Company, may be asked to reach a compromise or settlement with the other party/parties. You are entitled to accept or refuse a proposed resolution.

If you are contacted by the company/person you are reporting after you have submitted your complaint with information that alters the status or details of your dispute, it is imperative that you share this information with us.

If the matter is resolved after the situation is listed on an ERAI Alert, please contact the ERAI office immediately so we can provide up-to-date and/or accurate information via the ERAI website.

Accuracy is critical.

ERAI IS NOT A COLLECTION COMPANY

We encourage you to make every effort to resolve your dispute. ERAI should be contacted after you have made a reasonable attempt to settle the matter directly with the Reported Company.

Business Rules and Rationale in the Complaint Process



In September of 2004, ERAI created a value added service called the ERAI Grievance Committee. The purpose of the Committee is to:

- Serve as a sounding board for ERAI when investigating and mediating disputes
- Provide a means by which Buyers and Sellers involved in disputes can obtain a binding or nonbinding third party review.
- Ensure companies who have had complaints filed against them are given an impartial review of their dispute and/or enable Reporting and Reported Companies the opportunity to dispute the findings of an ERAI Investigation by which they can demand a third party review
- Work with ERAI to establish policies and procedures which will govern future similar complaints

Thank You



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