



INTERSTATE-McBEE

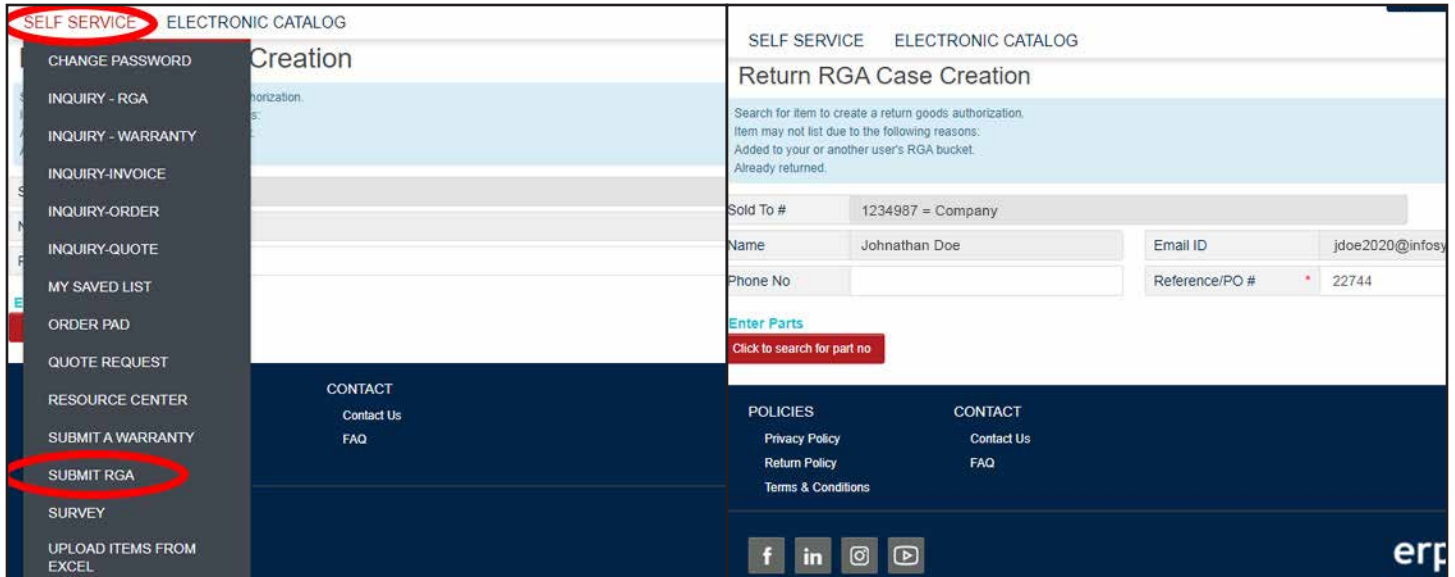


Interstate-McBee.com How-To Guide RGA and Warranty Submissions

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Note: You must be logged in with a valid account in order to access the sections of the website referenced in this how-to guide. If you do not have a valid login, please see our **How to Register** help document.

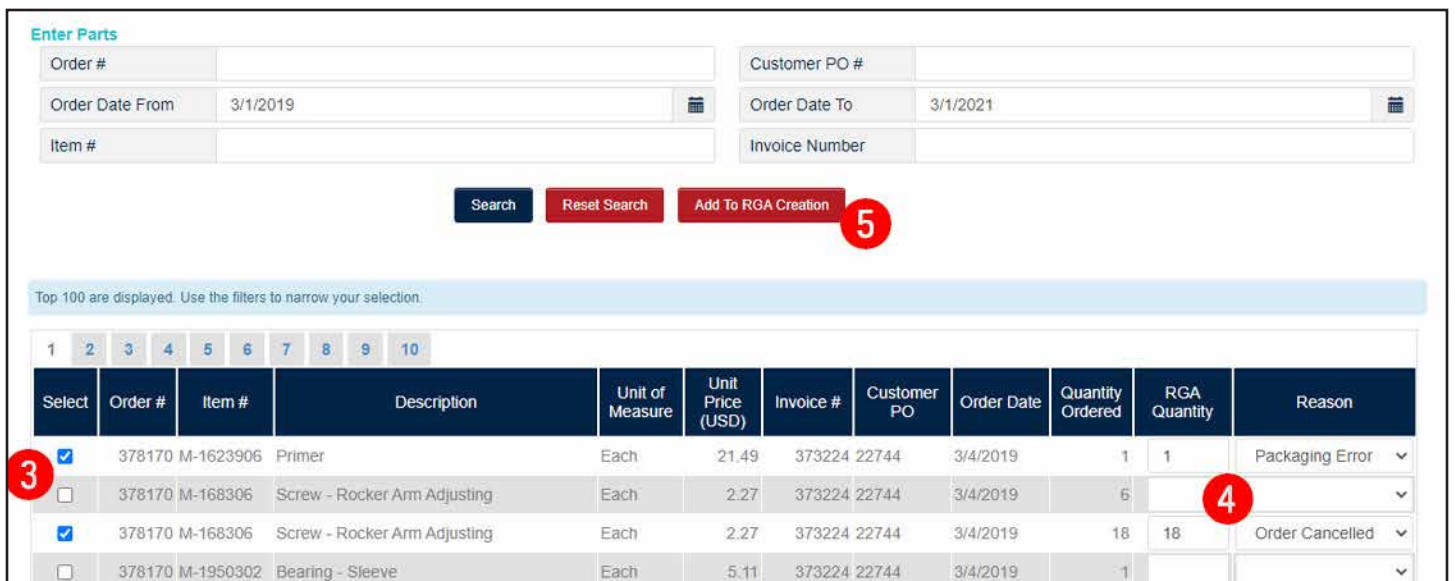
Submit an RGA



Use the following instructions to submit a Return Goods Authorization.

1. After logging in to the customer portal, hover over the **Self Service** tab and select **Submit RGA**.
2. Your name, email, and company sold-to will auto-populate in the form. Ensure this information is correct, then proceed to fill in a Reference/PO# in the field provided, then click **Click to Search for Part No.**

If the PO can't be located, you will be able to further narrow your search after clicking the button.



3. A new window will open with a list of parts based on the PO you entered. You may need to use the search boxes at the top of the window to locate your parts with more specific search criteria. Proceed to select the necessary parts by checking the boxes on the left.
4. After selecting your parts, on the right side of the window, fill in the returned quantities and select the return reason for each part.
5. When you're finished, click **Add to RGA Creation**. This window will stay open so that you can repeat this process as needed. When you've added all the necessary parts to your RGA, click **Close** to return to the case creation form.

Sold To # 1234987 - Company

Name Johnathan Doe Email ID jdoe2020@infosysnet.com

Phone No Reference/PO # * 22744

Enter Parts
Click to search for part no

Select	Order #	Order Type	Invoice #	Item #	Description	UOM	Quantity Ordered	Customer PO	Order Date	RGA Quantity	Reason
<input type="checkbox"/>	378170	SX	373224	M-1623906	Primer	EA	1	22744	3/4/2019	1	Packaging Error
<input type="checkbox"/>	378170	SX	373224	M-168306	Screw - Rocker Arm Adjusting	EA	18	22744	3/4/2019	18	Order Cancelled

[Remove Item](#) [Submit RGA](#)

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6. The parts you've added to your case will now show at the bottom of the form. To remove parts, check the boxes on the left and click **Remove Item**. When everything looks correct, click **Submit RGA**.

My Account My Cart ALL

3 Cart - 3

SELF SERVICE ELECTRONIC CATALOG

Return Material Authorization Confirmation

Return material authorization created. Your RMA number is 13358.

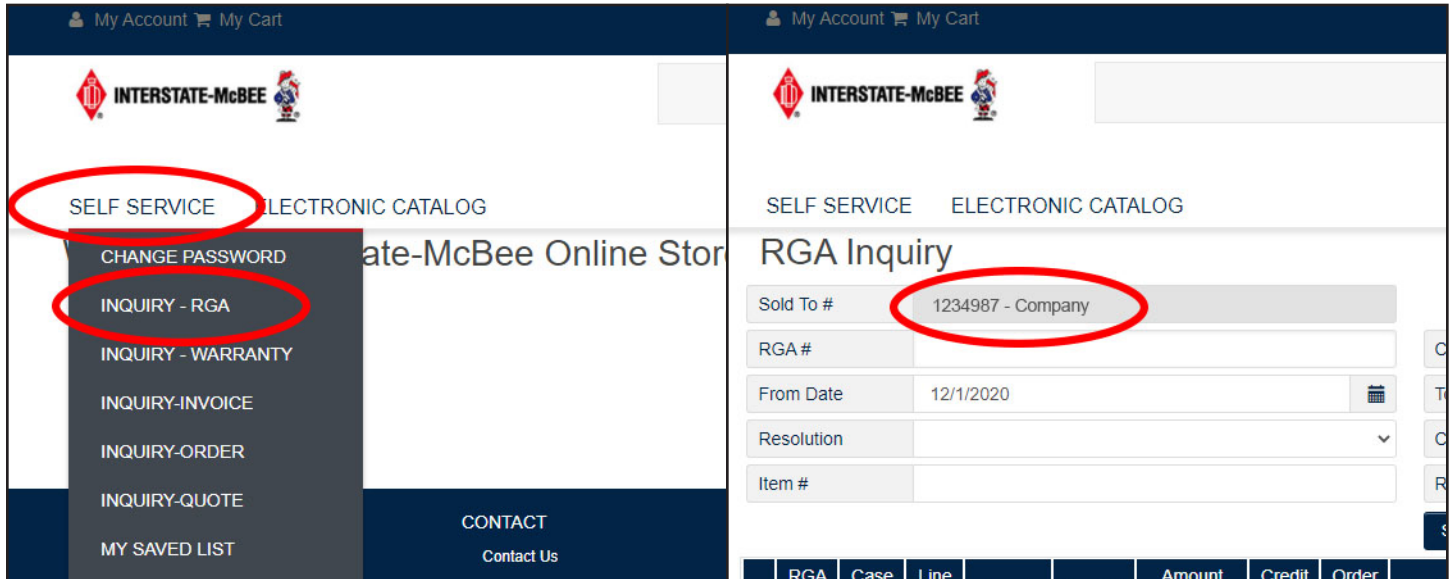
Retain the return material authorization number for future reference. You will soon receive email notification of the return material authorization details. To review the return material authorization details, click Show RMA Details below.

[Show RMA Details](#)

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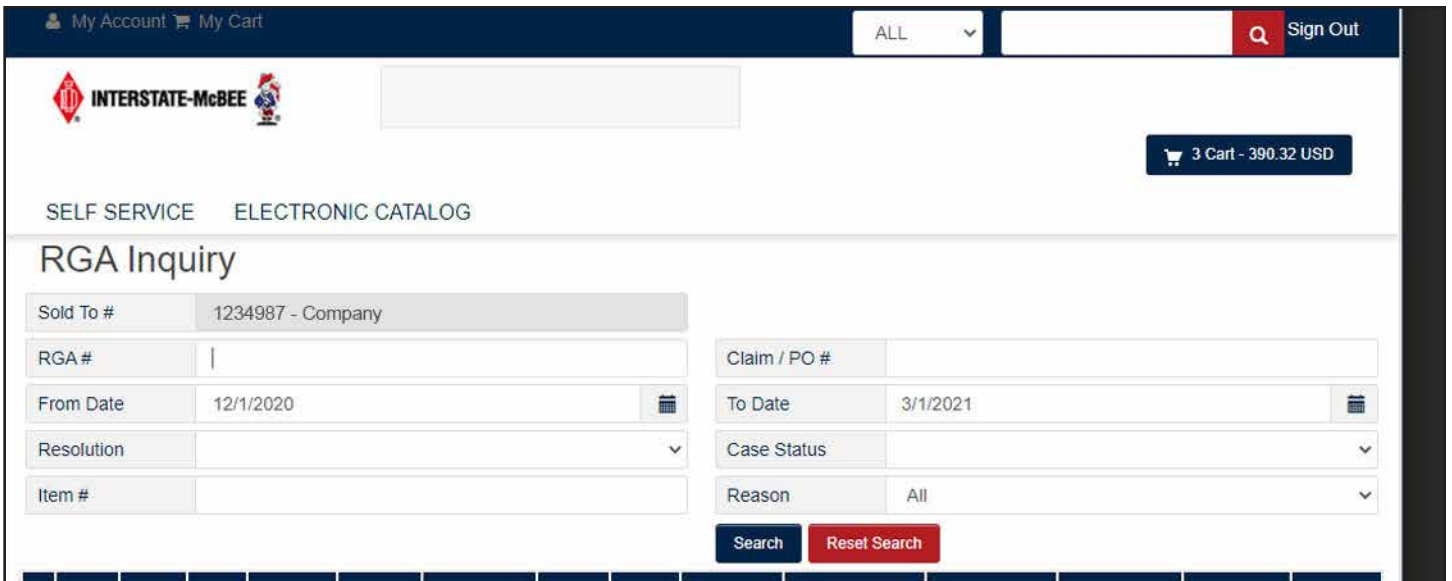
7. If there are no errors with your RGA case creation, the following screen will have an RMA number. Save this number in order to reference this RGA in the future. You will be updated by email throughout the RGA review process.

RGA Inquiry



If you'd like to see the status of an existing RGA, use these instructions to search the database for your case.

1. After logging in to the customer portal, hover over the **Self Service** tab and select **Inquiry - RGA**.
2. Your company name and number will auto-populate in the form. Ensure this information is correct, then proceed.







3. Use any of the various search criteria to help locate your claim. Searches can be as simple as a range of dates. After you've entered your search data, click **Search**.

Item # Reason

	RGA #	Case #	Line #	Item #	Quantity	Amount Each	Credit #	Order #	Resolution	RGA Case Status	Original Order #	Reason	Claim / PO #	RGA Date
<input type="radio"/>	13358	467366	1.000	M-1623906	1.0	18.42	28060	13323	Pending	Pending Review	378170	Packaging Error	22744	3/1/2021
<input type="radio"/>	13358	467366	2.000	M-168306	18.0	2.27	28060	13323	Pending	Pending Review	378170	Order Cancelled	22744	3/1/2021

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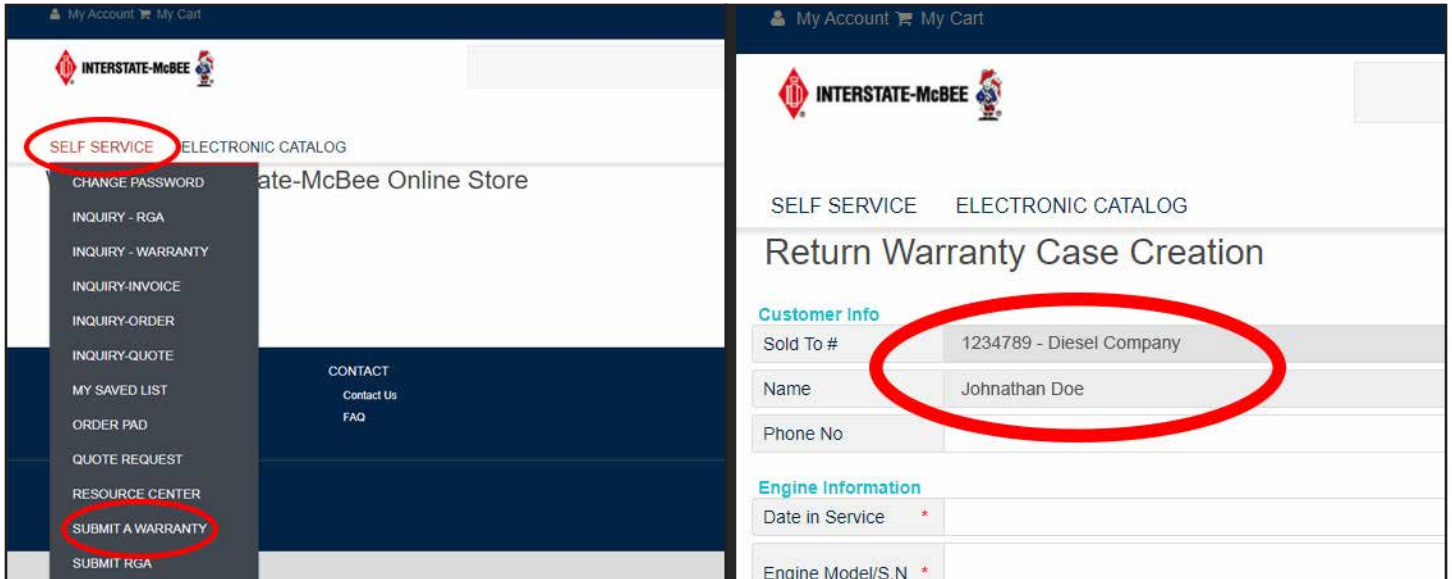
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erpweb
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4. Any previously submitted cases that meet the search criteria will populate the grid below. You can check the status, resolution, and other case details here. As your RGA case goes through the review process, the case details will update automatically.

Submit a Warranty



Use the following instructions when submitting a warranty claim online. After submission, you will receive email updates at each step of the warranty review process.

1. After logging in to the customer portal, hover over the **Self Service** tab and select **Submit a Warranty**.

2. Your name, email, and company ship-to will auto-populate in the form. Ensure this information is correct, then proceed to fill in the rest of the information.

The image shows a screenshot of the 'Return Warranty Case Creation' form. The form is divided into several sections: 'Customer Info', 'Engine Information', 'Claim Selection', and 'Enter Parts'. The 'Enter Parts' section is highlighted with a red circle, and a red button labeled 'Click to search for part no.' is visible.

3. Fill in as many of the fields as possible to help us expedite the review of your case. Fields marked with a (*) are mandatory and must be filled in properly in order for us to process your claim.
4. After filling out the form, the next step is to add parts to your claim. Start by clicking **Click to Search for Part no.**

5. A window will open where you can find and add parts to your case. Use any or all of the search boxes at the top to find the specific parts you want to include in your claim. Be sure to verify the correct order number and invoice number before adding a part.
6. Click **Search** after you've filled in the needed fields and select the parts for your case from the bottom area by checking the boxes on the left.
7. For each part, enter the quantity to be included in this claim in the boxes on the right.
8. Click **Add to Warranty Creation** to add these parts to your case. This window will remain open and you can repeat this process multiple times if necessary to ensure your case includes all the needed parts. When you're done adding items, click **Close** at the top of the window to return to the case creation screen. You should see the added parts at the bottom of the screen.

9. Enter any associated labor costs you want noted on your warranty claim in \$USD. This field is not mandatory.
10. Work orders, repair orders, and supporting documents must be attached at this time (or included with the returned parts). To add a file to your claim, click **Choose File** and browse your device for the supporting document. After the file is chosen, hit the red **Upload** button to attach the document to the warranty form. To attach more than one document, you must repeat this process for each document, one at a time.
11. Use this optional section to include any parts not purchased from Interstate-McBee in your warranty claim. To add more than one part, the **Add Additional Parts** button will expand this section to allow more entries.
12. After all previous steps are complete, click **Submit Warranty Case** to finalize your submission.

Warranty Inquiry

The first screenshot shows the website's navigation menu. The 'SELF SERVICE' tab is circled in red, and a dropdown menu is open with 'INQUIRY - WARRANTY' also circled in red. Other options in the menu include CHANGE PASSWORD, INQUIRY - RGA, INQUIRY-INVOICE, INQUIRY-ORDER, INQUIRY-QUOTE, and MY SAVED LIST. A 'CONTACT Us' link is visible at the bottom right.

The second screenshot shows the 'Warranty Inquiry' form. The 'Sold To #' field is populated with '1234987 - Company' and is circled in red. Other fields include RMA #, From Date (11/3/2019), Resolution, and Item #.

If you'd like to see the status of an existing warranty claim, use these instructions to search the database for your case.

1. After logging in to the customer portal, hover over the **Self Service** tab and select **Inquiry - Warranty**.
2. Your company name and number will auto-populate in the form. Ensure this information is correct, then proceed.

This screenshot shows the 'Warranty Inquiry' form with the following search criteria filled in:

- Sold To #
- RMA #
- From Date: 1/1/2020
- To Date: 3/1/2021
- Resolution
- Case Status
- Case #

Buttons for 'Search' and 'Reset Search' are visible at the bottom of the form. A shopping cart icon in the top right corner shows '3 Cart - 390.32 USD'.

3. Use any of the various search criteria to help locate your claim. Searches can be as simple as a range of dates. After you've entered your search data, click **Search**.

Search
Reset Search

RMA #	Case #	Line #	Item #	Quantity	Amount Each	Credit #	Order #	Resolution	Warranty Case Status	Original Order #	Claim / PO #	RMA Date
12137	2457	1.000	M-4095097	2.0	117.60	26430	12113	Approved	Complete	0	KT19-M	1/16/2020
12137	2457	2.000	M-206973	4.0	0.38	26430	12113	Approved	Complete	0	KT19-M	1/16/2020
12137	2457	3.000	M-3065791	1.0	5.93	26430	12113	Approved	Complete	0	KT19-M	1/16/2020
12137	2457	4.000	NS-WARRLABOR-MCB	1.0	1,000.00	26430	12113	Approved	Complete	0	KT19-M	1/16/2020
11859	2187	1.000	NS-WARR-MCB	1.0		26006	11836	Denied	Complete	0	18512	1/9/2020
11859	2187	2.000	NS-WARR-MCB	1.0		26006	11836	Denied	Complete	0	18512	1/9/2020

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