

## Interstate-McBee.com How-To Guide RGA 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**

SELF SERVICE ELECTR	ONIC CATALOG	SELF SER	VICE ELECTRONIC CATALO	0G	
CHANGE PASSWORD	Creation	and the second	RGA Case Creation	0	
INQUIRY - RGA INQUIRY - WARRANTY INQUIRY-INVOICE	horization. S.	Search for item to Item may not list	o create a return goods authorization. due to the following reasons: another user's RGA bucket.		
INQUIRY-ORDER		Sold To #	1234987 = Company		
INQUIRY-QUOTE		Name	Johnathan Doe	Email ID	jdoe2020@infosy
MY SAVED LIST		Phone No		Reference/PO #	22744
ORDER PAD		Enter Parts Click to search for	r part no		
RESOURCE CENTER SUBMIT A WARRANTY SUBMIT RGA SURVEY	CONTACT Contact Us FAQ	POLICIES Privacy Poli Return Poli Terms & Co	FAQ FAQ		
UPLOAD ITEMS FROM EXCEL		f in	ØÞ		erp

Use the following instructions to submit a Return Goods Authorization.

1. After logging in to the customer portal, hover over the **Self Ser**vice 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.

Enter Parts											
Order #				C	ustomer PO	#					
Order Date Fro	n 3/1/2	019		i c	rder Date To	3/	1/2021				Ē
Item #				Ir	ivoice Numb	er					
	d. Use the filters	to narrow your selection.		Unit		5					
Select Order #	Item #	Description	Unit of Measure	Price (USD)	Invoice #	Customer PO	Order Date	Quantity Ordered	RGA Quantity	Reason	
37817	0 M-1623906	Primer	Each	21.49	373224	22744	3/4/2019	1	1	Packaging Error	į.
37817	0 M-168306	Screw - Rocker Arm Adjusting	Each	2.27	373224	22744	3/4/2019	6	4		
37817	0 M-168306	Corour Deckor Arm Adjusting	Each	2.27	373224	00744	3/4/2019	18	18		
	0 141-100000	Screw - Rocker Arm Adjusting	Eddi	6.61	313224	22144	0/4/2010	10	10	Order Cancelled	

- 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.

old To #		1234987 - Company									
Name Jo		Johnathan Doe		Email I	Email ID jdoe20			20@infosysnet.com			
Phone No				Refere	Reference/PO # * 22744						
nter Parts Click to sear	ch for part no										
Select	Order # Or Ty	der pe Invoice # Iter	n # Description	UOM	Quantity Ordered	Cust	omer PO	Order Date	RGA Quantity	Reason	
	378170 SX	373224 M-1623	906 Primer	EA	1 2	2744		3/4/2019	1	Packaging Error	
	378170 SX	373224 M-1683	06 Screw - Rocker Arm Adjusting	EA	18 2	2744		3/4/2019	18	Order Cancelled	
			Remove Iten	n Submit F	RGA						
POLICIES		CONTACT									
Privacy P Return P		Contact Us FAQ									
	Conditions										

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**.

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SELF SERVICE	ELECTRONIC CATALO	OG		
Return Ma	terial Authorizat	tion Confirmation		
		Our RMA number is 13358. eference. You will soon receive email notification of	he return material authorization details. To rev	iew the return material authorization details, click S
Show RMA Details				
POLICIES	CONTACT			
Privacy Policy	Contact Us			
Return Policy	FAQ			
Terms & Conditions				

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**

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CHANG	E PASSWORD	ate-McBee Online Stor	RGA Inc	quiry	
	Y-RGA		Sold To #	1234987 - Company	
INQUIR	Y - WARRANTY		RGA#		C
INQUIR	Y-INVOICE		From Date	12/1/2020	T
INQUIR	Y-ORDER		Resolution		~ 0
INQUIR	Y-QUOTE		Item #		F
		CONTACT			
MY SAV	/ED LIST	Contact Us	RGA Case	e line Amou	int Credit Order

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

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

a my Account	ा ⊨ My Cart		ALL 🗸	Q Sign Out
ntersta	ТЕ-МСВЕЕ 餐			🍟 3 Cart - 390.32 USD
SELF SERVI	CE ELECTRONIC CATALOG			
RGA Inc	quiry			
	1234987 - Company			
Sold To #		Claim / PO #		
Sold To # RGA #		Claim / PO # To Date	3/1/2021	Ħ
RGA Inc Sold To # RGA # From Date Resolution	1234987 - Company		3/1/2021	

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**.

Rest Search Reset Search   RGA # Case # Line # Item # Quantity Amount Each Credit # Order # Resolution RGA Case Status Original Order # Reason Claim / PO # RGA Date   13358 467366 1.00 M- 1623906 1.0 18.42 28060 13323 Pending Review 378170 Packaging Error 22744 3/1/2021   13358 467366 2.000 M-168306 18.0 2.27 28060 13323 Pending Review 378170 Order Cancelled 22744 3/1/2021    J 1358 467366 2.000 M-168306 18.0 2.27 28060 13323 Pending Review 378170 Order Cancelled 22744 3/1/2021            J	te	m #								Reaso	n Al	I			~
#   #   #   #   #   #   Resolution   Status   #   Reason   #   Date     13358   467366   1.00   M- 1623906   1.0   18.42   28060   13323   Pending Review   378170   Packaging Error   22744   3/1/2021     13358   467366   2.000   M-168306   18.0   2.27   28060   13323   Pending Review   378170   Order Cancelled   22744   3/1/2021     POLICIES   CONTACT   Contact Us   Contact Us   V										Search	Reset Search				
Point <th< th=""><th></th><th></th><th></th><th></th><th>Item #</th><th>Quantity</th><th></th><th></th><th></th><th>Resolution</th><th></th><th></th><th>Reason</th><th></th><th></th></th<>					Item #	Quantity				Resolution			Reason		
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Privacy Policy Contact Us	5	13358	467366	2.000	M-168306	18.0	2.27	28060	13323	Pending	Pending Review	378170		22744	3/1/2021
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4. Any previously submitted cases that meet the search critera 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.