



INTERSTATE-McBEE



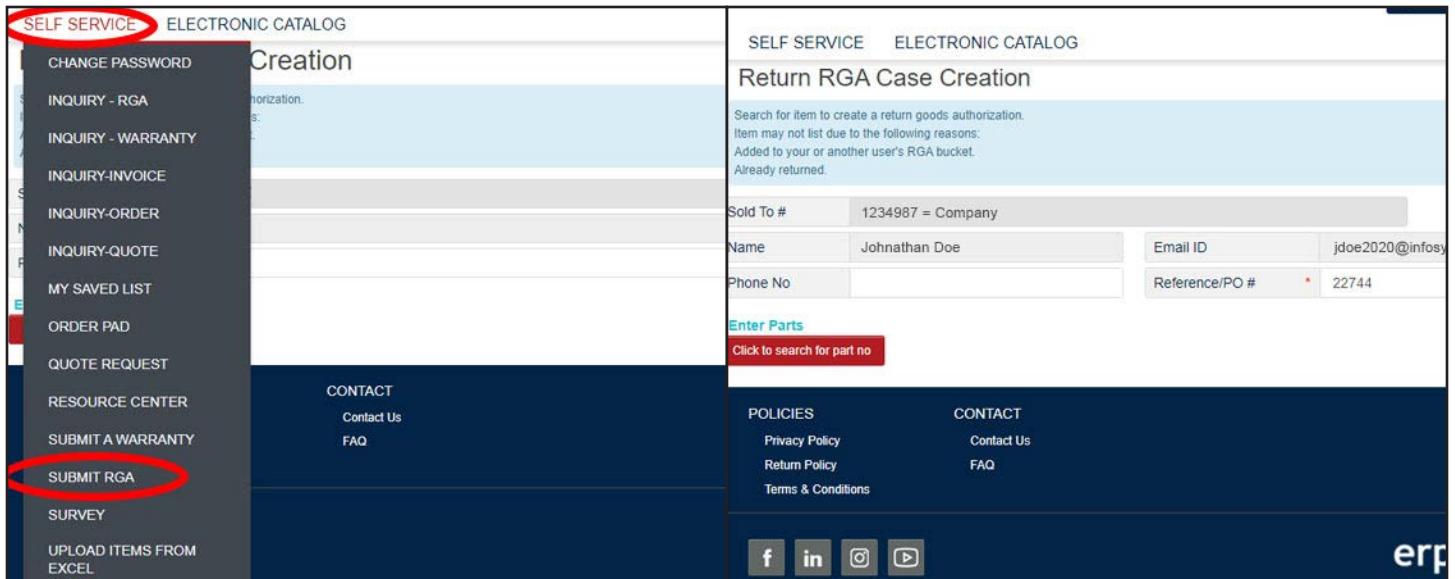
Interstate-McBee.com How-To Guide RGA Submissions

Page 2 | Submit RGA

Page 4 | RGA Inquiry

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.

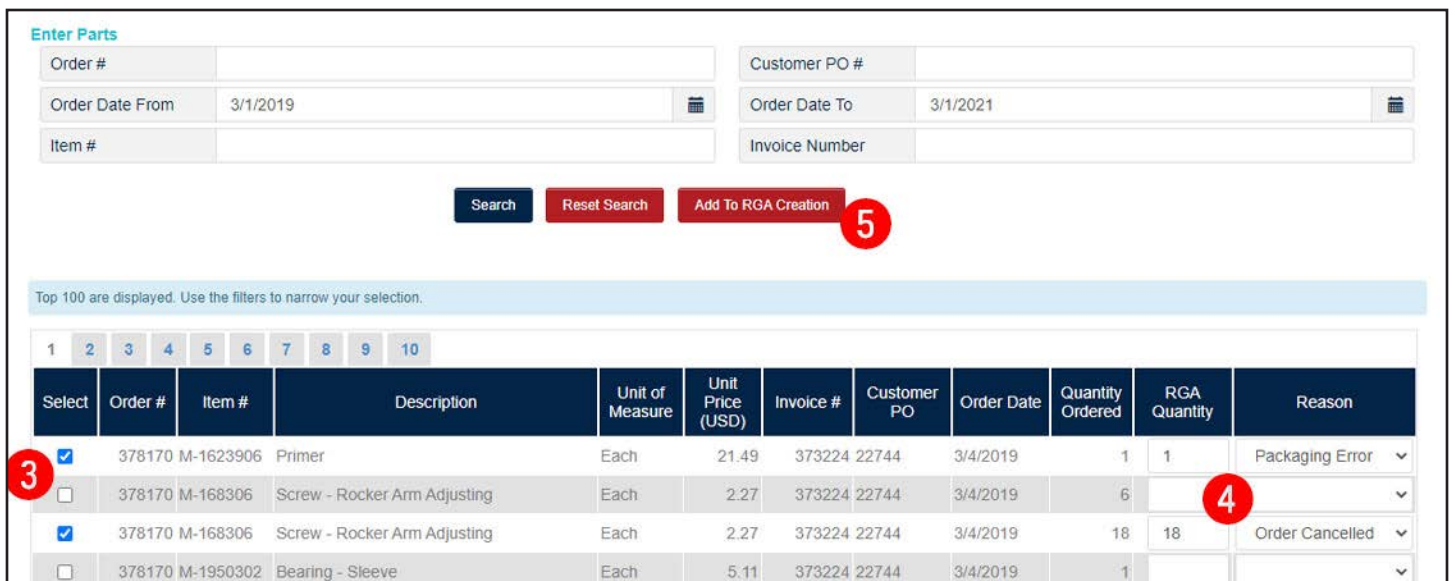
Submit an RGA



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](#)

POLICIES **CONTACT**


Privacy Policy Contact Us

Return Policy FAQ

Terms & 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**.

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](#)

POLICIES **CONTACT**

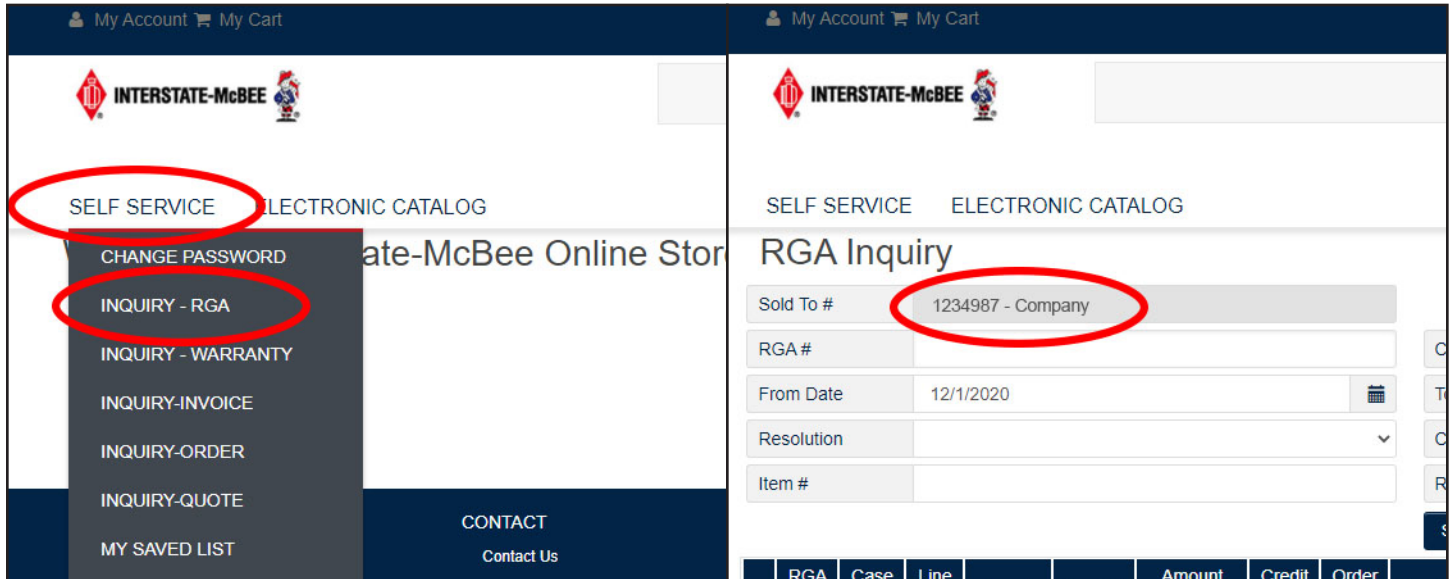
Privacy Policy Contact Us

Return Policy FAQ

Terms & Conditions

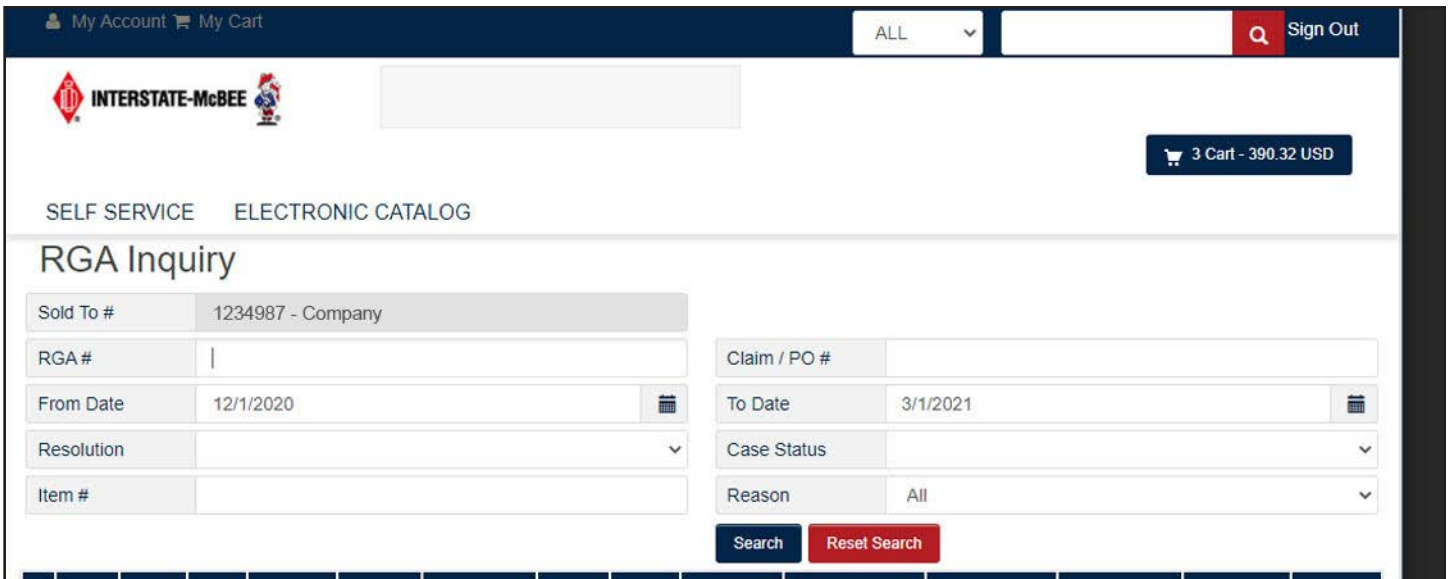
7. If there are no errors with your RGA case creation, the following screen will have an RMA number. Save this number in order to reference this RGA in the future. You will be updated by email throughout the RGA review process.

RGA Inquiry



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

POLICIES
[Privacy Policy](#)
[Return Policy](#)
[Terms & Conditions](#)

CONTACT
[Contact Us](#)
[FAQ](#)

erpweb
 ©1991-2021 CDI Technology, LLC. All rights reserved.

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.