



# INTERSTATE-McBEE



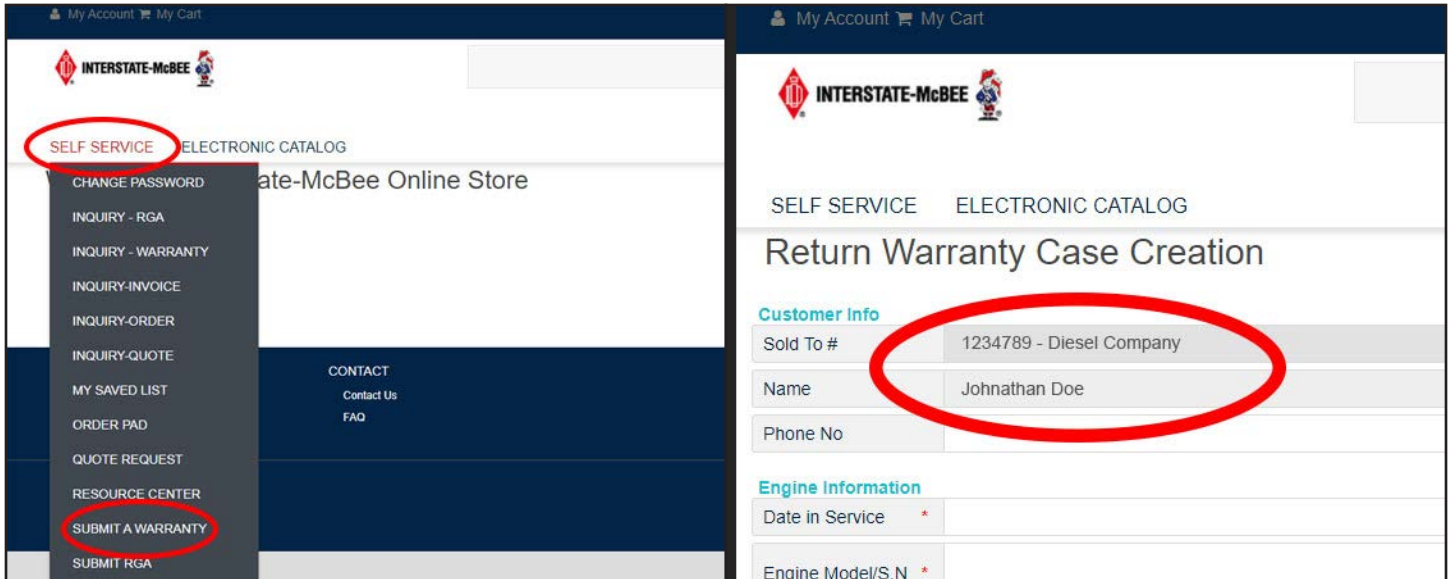
## Interstate-McBee.com How-To Guide Warranty Submissions

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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 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', and 'Claim Selection'. The 'Enter Parts' button is highlighted with a red circle.

Customer Info	
Sold To #	1234789 - Diesel Company
Name	Johnathan Doe
Phone No	
Email ID	
Reference/PO #	

Engine Information	
Date in Service *	11/28/2020
Date of Failure *	2/26/2021
Engine Model/S.N *	
CPL - Arrangement NO	
Year	
Failure Description *	
Suspected Cause	
ActionTaken	

Claim Selection	
If Claim is approved *	
If Claim is denied *	
Carrier / Account Number	

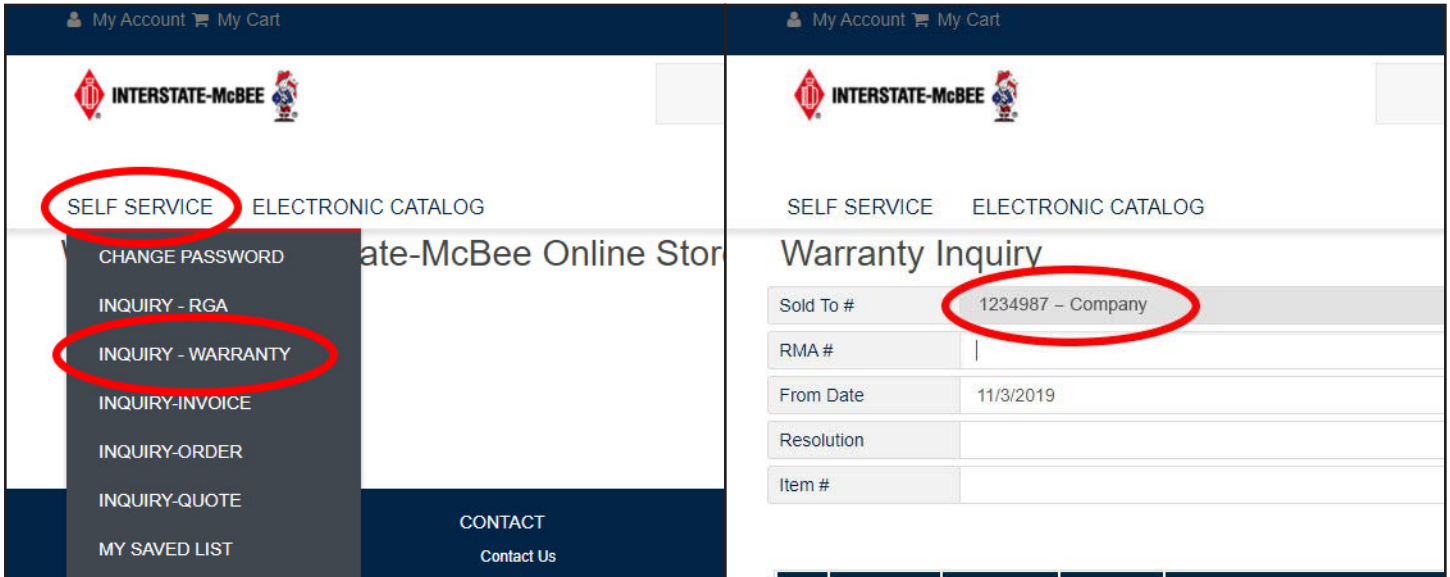
**Enter Parts**  
Click to search for part no

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.

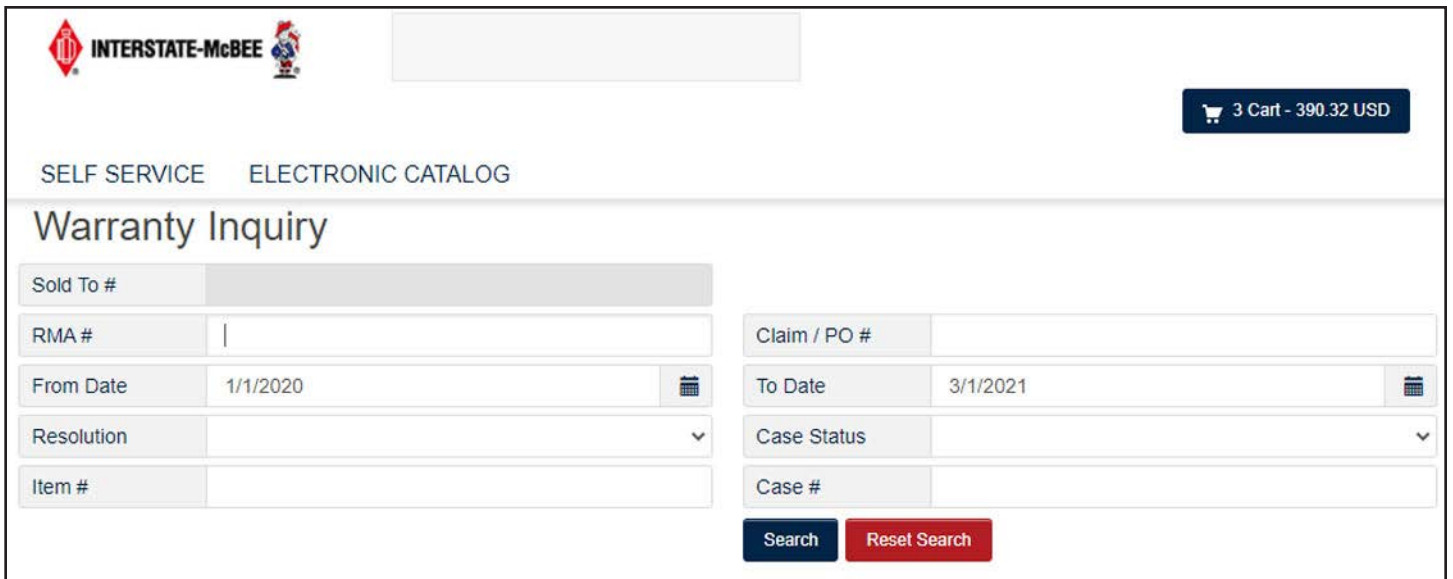
9. Enter any associated labor costs you want noted on your warranty claim in \$USD. This field is not mandatory.
10. Work orders, repair orders, and supporting documents must be attached at this time (or included with the returned parts). To add a file to your claim, click **Choose File** and browse 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



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.



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

**LICIES**

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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 warranty case goes through the review process, the case details will update automatically.