INTERSTATE-McBEE

How-To Guide

This guide can be used to help our customers navigate and better understand the full functionality of our eCommerce website.

Please contact: **Z_OnlineOrdering@interstate-mcbee.com** to report issues or request assistance.

Registration

Registration can be handled a number of ways:

- If you have received an email from Interstate-McBee with a registration link, you can activate your account immediately.
- The "Administrator" contact for your company has the ability to register users in the "Contacts" area of their account.
- Otherwise, register here: **https://orders.interstate-mcbee.com/login/RequestAccessCustomer,** by providing your customer number and a McBee invoice number.
- Not a customer? Use this page: **https://interstate-mcbee.com/contact/find-a-sales-rep/**, to find your sales rep to create an account and start ordering.

Note: We currently only work with manufacturers, wholesalers, distributors, and retailers. We do not make individual consumer sales.

---

1. Dashboard

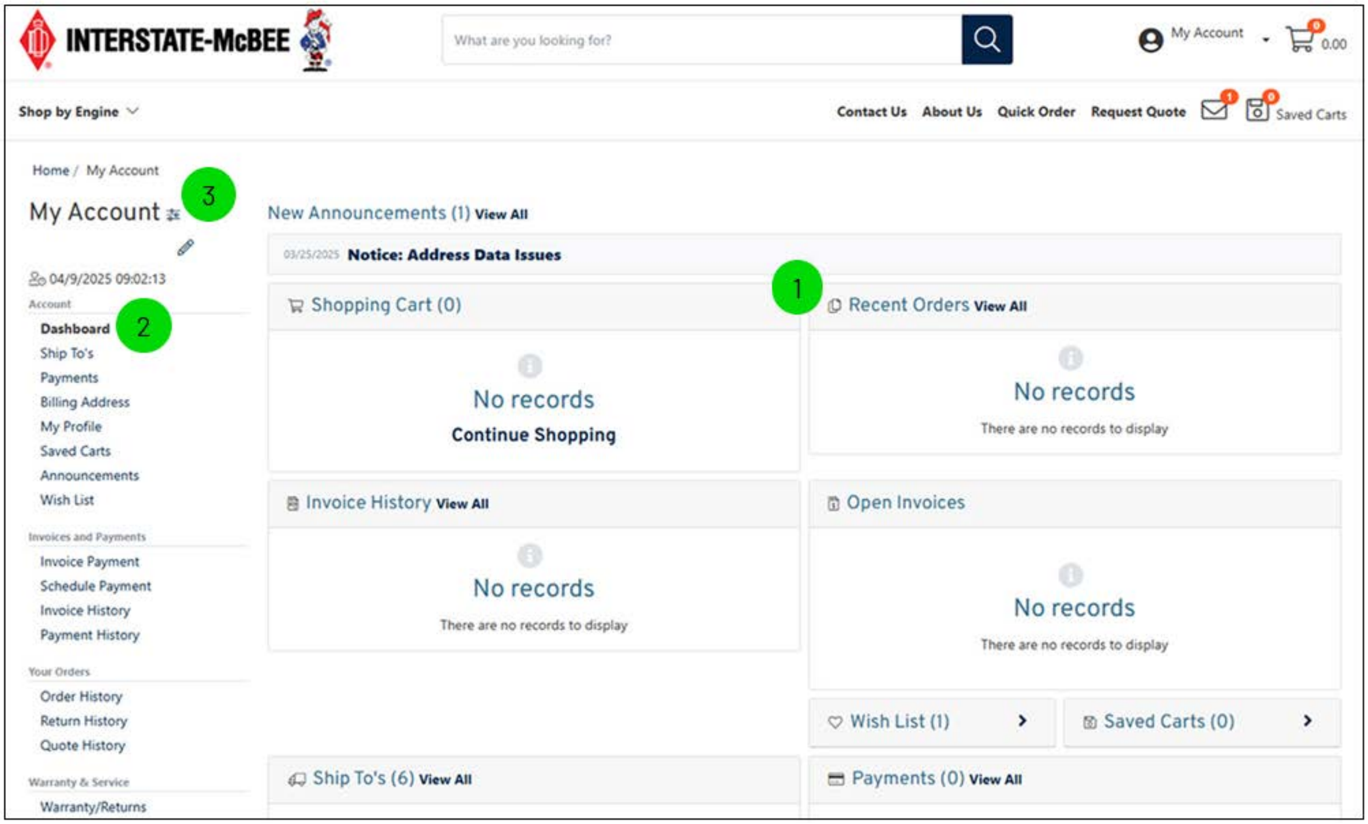
Features are based on your account permissions which are set up by your company's administrator.

(See screenshot below for reference)

1. Displays important announcements as well as account information such as recent orders, contact and shipping address management, payments, and more.

2. *The left side panel offers you a full list of site functions available to your account.*

3. *The dashboard can be customized to your liking using the button next to "My Account".*



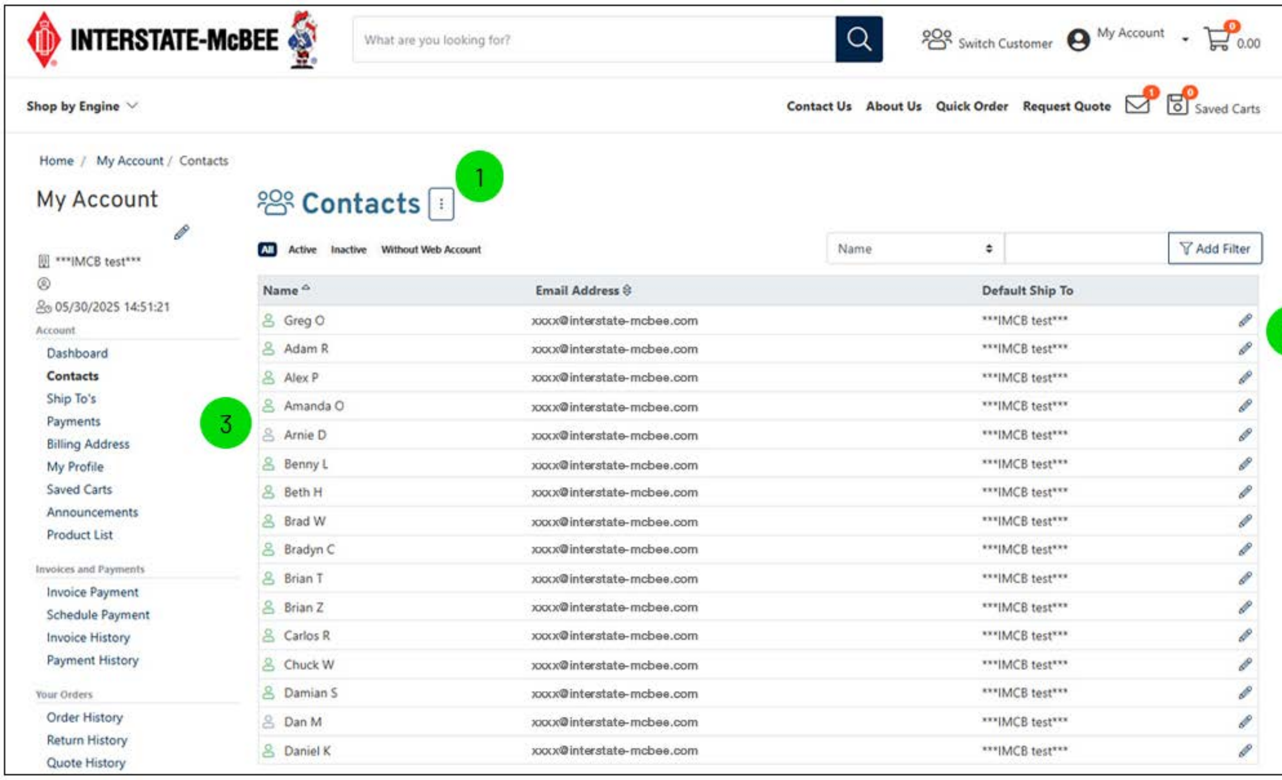
---

2. Contacts

Available for the administrator of your company.

(See screenshot below for reference)

1. *Click on the three dots to add new users.*
2. *Click on the pencil icon to edit the selected contact.*
3. *See status of users (Green=Active / Grey=Inactive).*

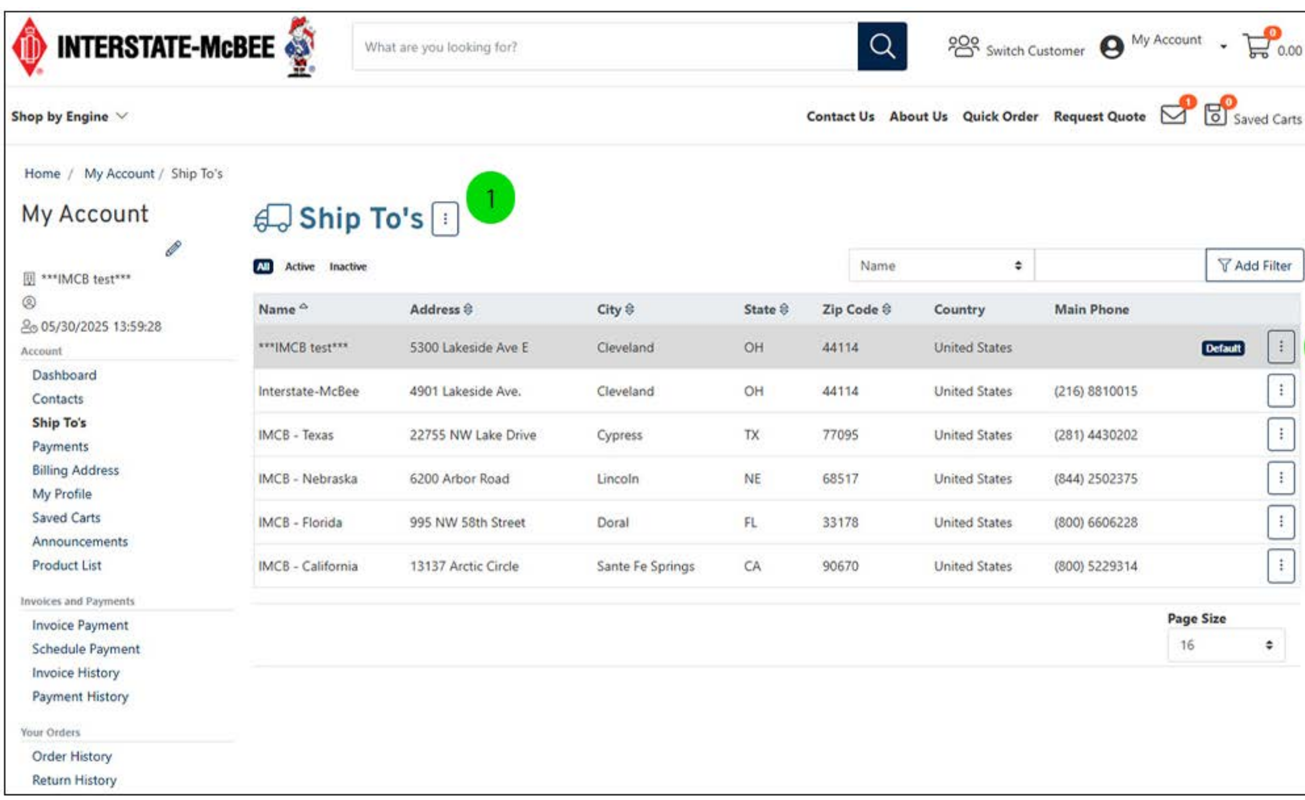


3. Ship To

Add and manage Ship-To's for quick checkout.

(See screenshot below for reference)

1. *Add new ship to's (Include your company name, address, zip, city, & state).*
2. *Manage ship to's by setting a default for your account.*

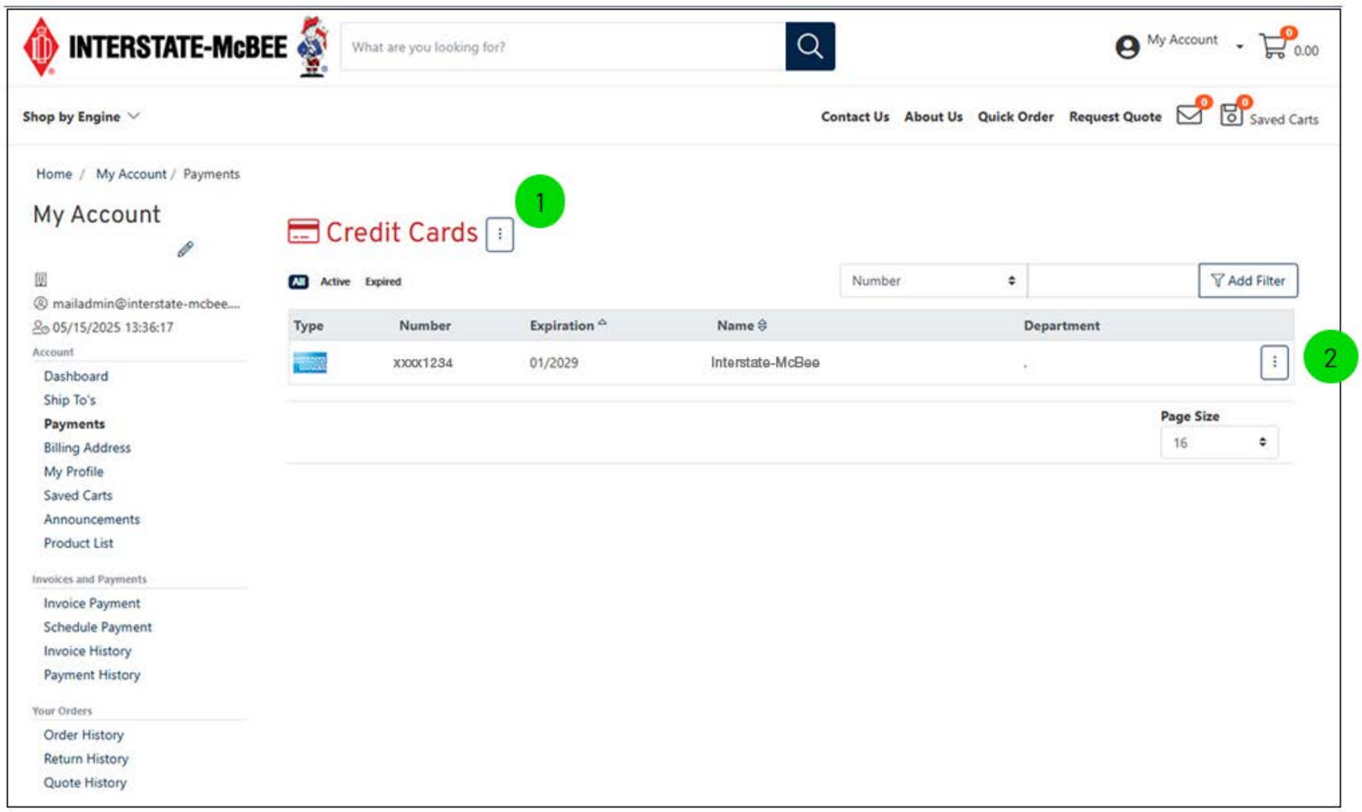


4. Payment

Save a card, or multiple, on file for quick checkout.

(See screenshot below for reference)

1. *Click on the three dots to add new credit cards.*
2. *When there are multiple cards added, you can set a default here.*

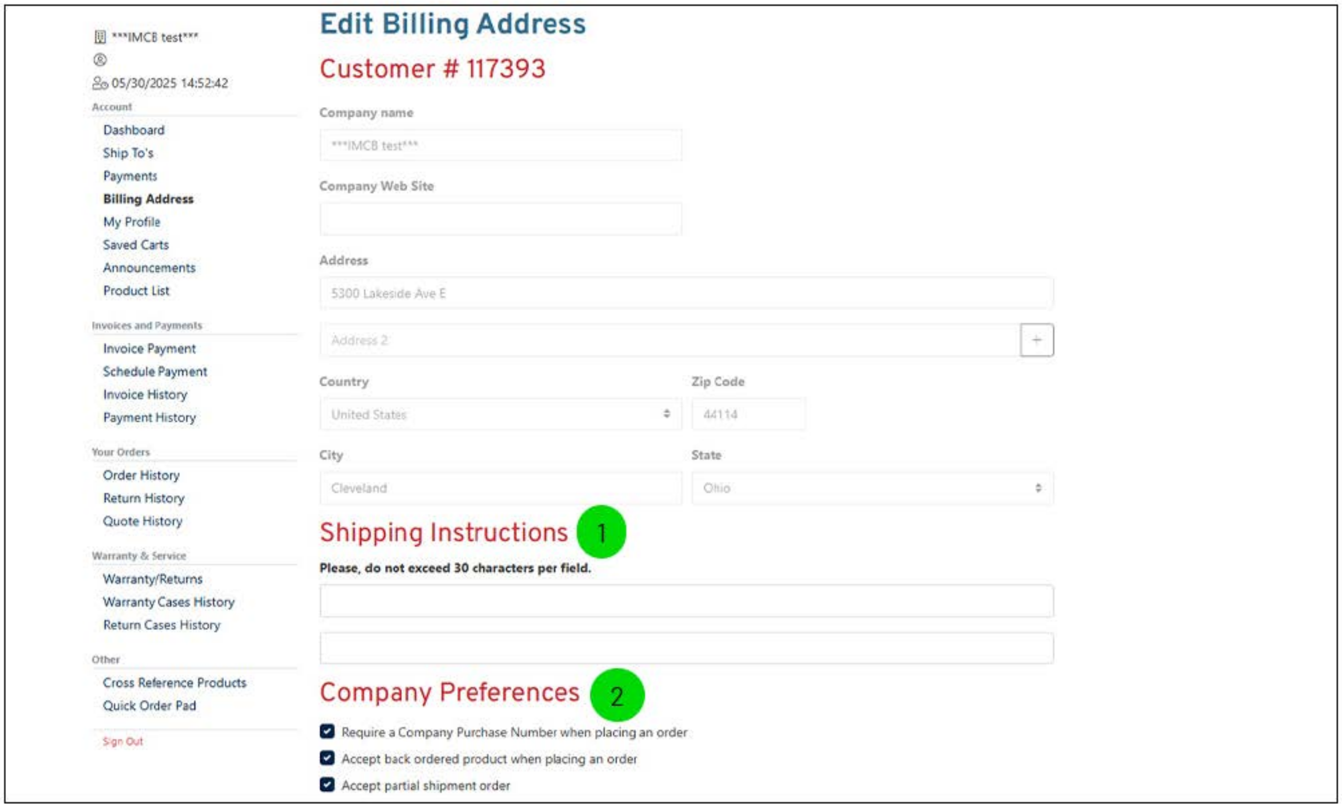


5. Billing Address

Billing address and other shipping instructions can be added here and will be applied to all orders saving you time during checkout.

(See screenshot below for reference)

1. *Add shipping instructions. (ex: UPS account number). This information will show up on every order.*
2. *Company Preferences can be set here.*

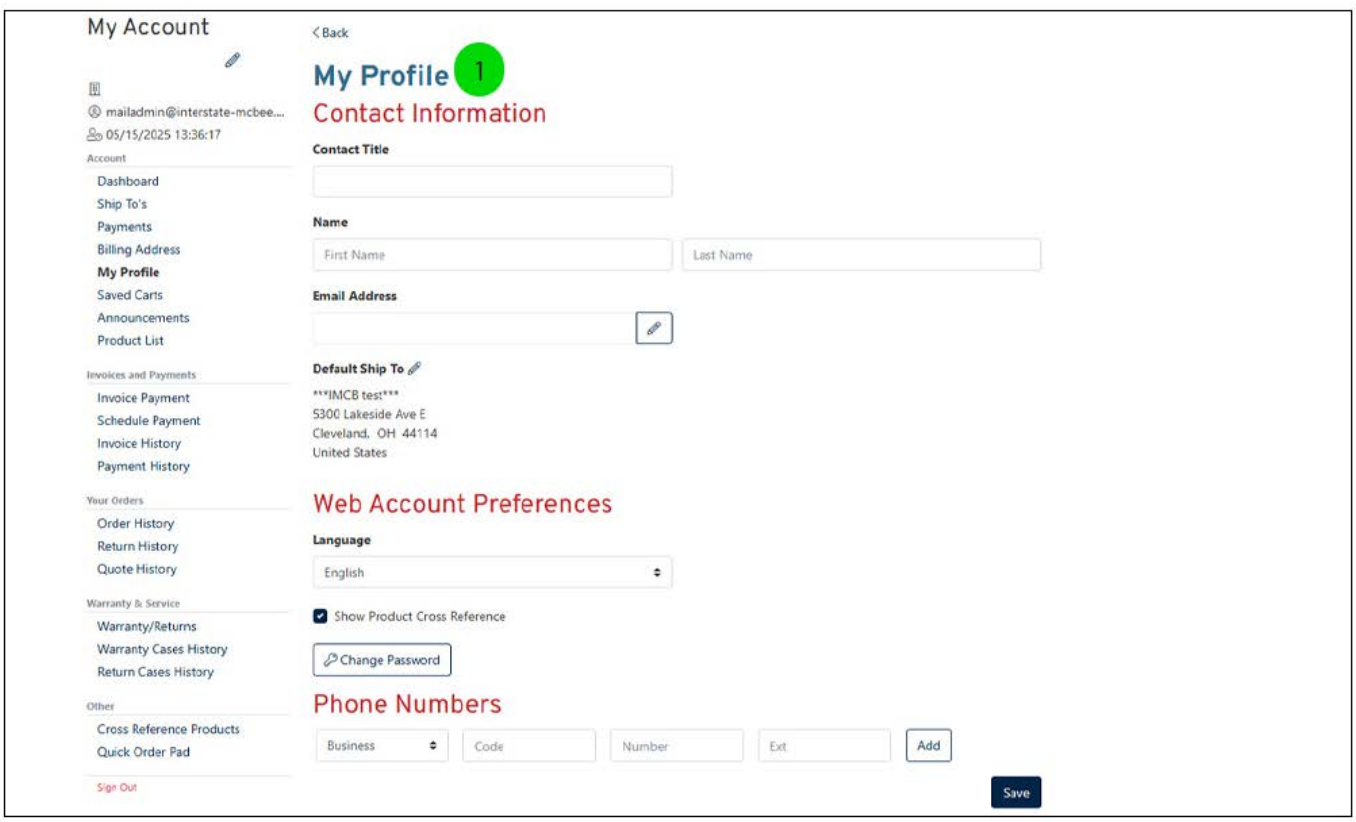


6. My Profile

Manage your personal account information here.

(See screenshot below for reference)

1. *Add/manage contact info, web account preference and phone numbers for ways to be contacted if needed.*

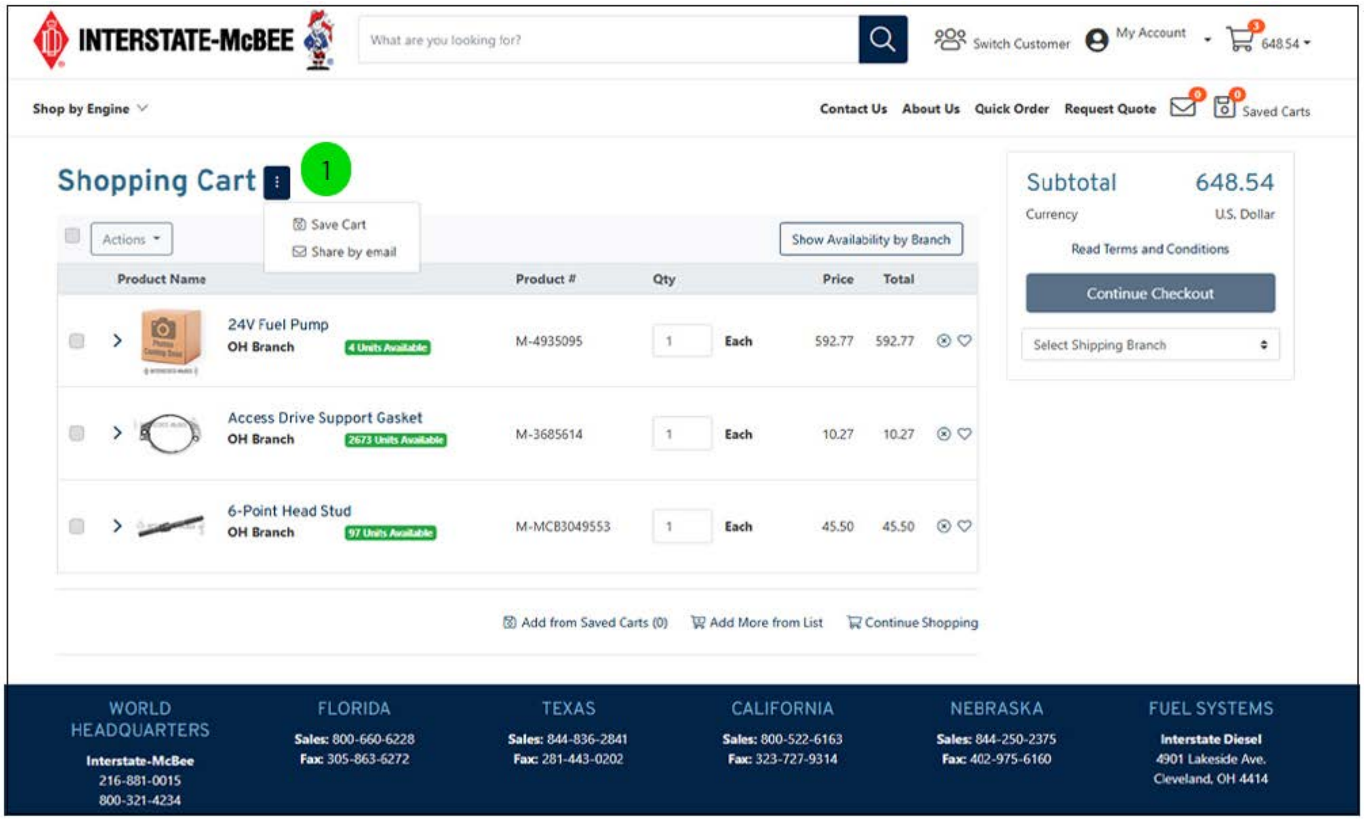


7. Saved Carts

"Saved carts" is an easy way to shop, save, and come back later when you are ready to checkout.

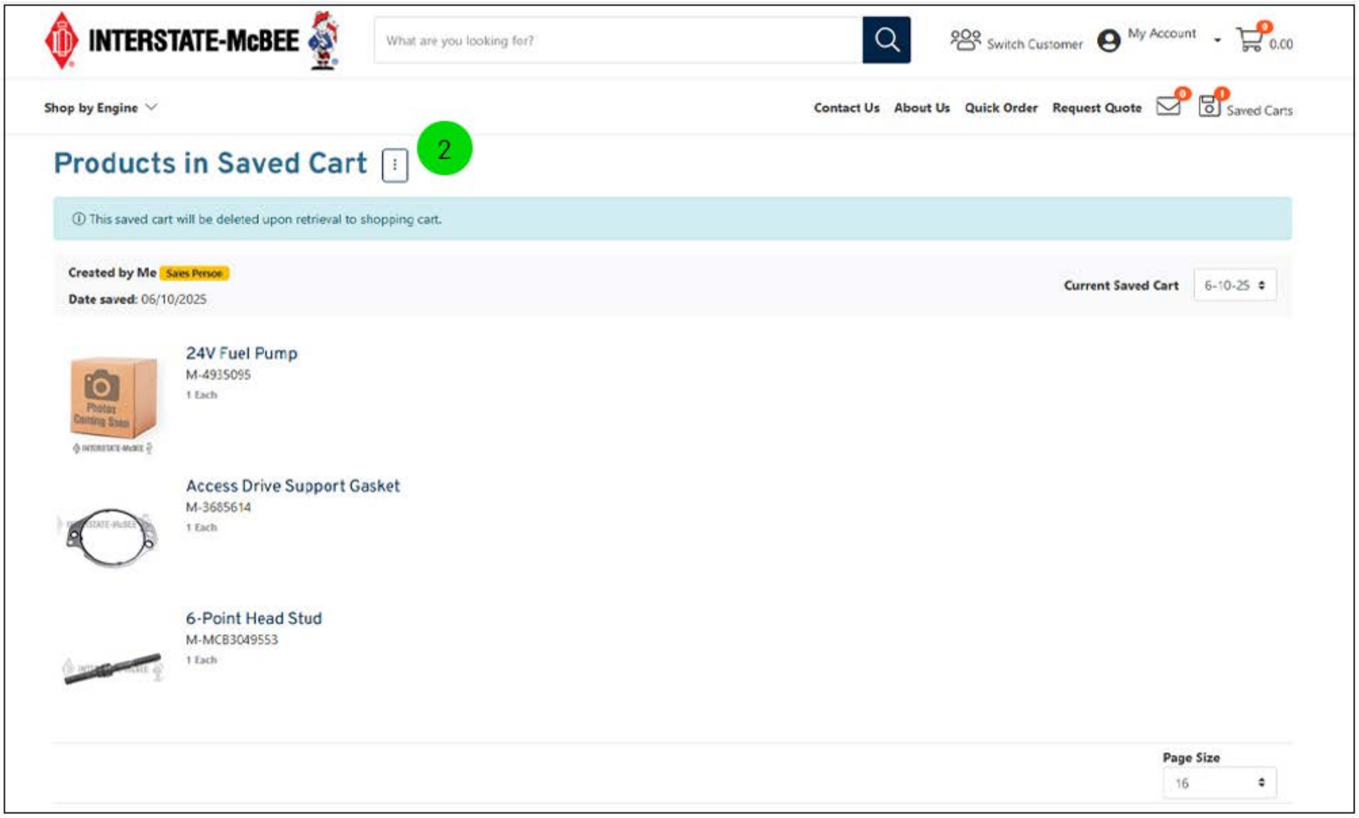
(See screenshot below for reference)

1. After adding items to your shopping cart, Click the three dots, "Save Cart", & name the cart.



See screenshot below for reference)

1. Save for later or merge with more items when you are ready to check out by clicking the three dots.

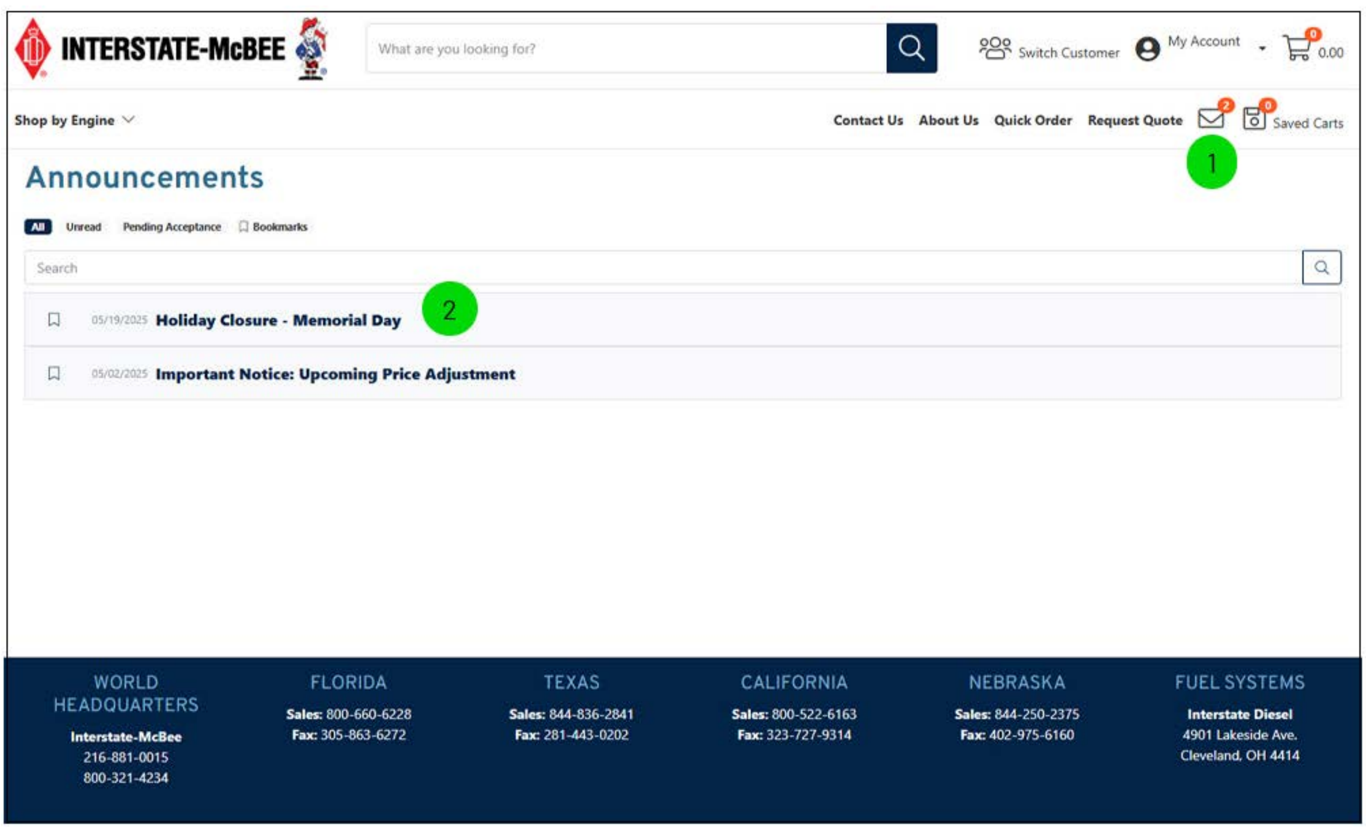


8. Announcements

Stay informed! Any notices or website announcements will be posted here.

(See screenshot below for reference)

1. *Click on the envelope icon to see announcements.*
2. *See important announcements including closures or site maintenance messages.*



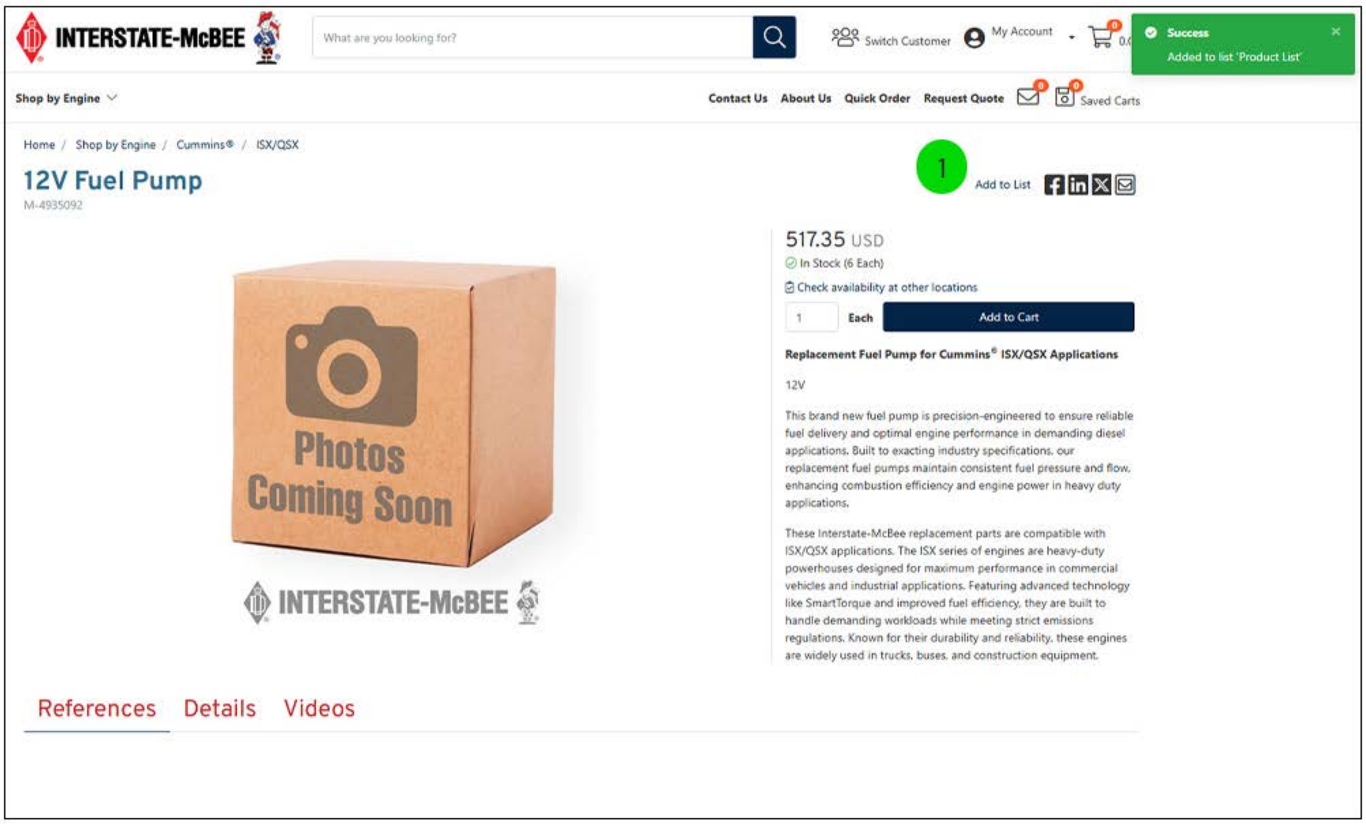
9. Product List

For constant purchases, "product lists" are a great way to save bulk items

and add them to your cart in just a click.

(See screenshot below for reference)

1. *When searching for a part, click "Add to List", and select a previous list or create a new one.*

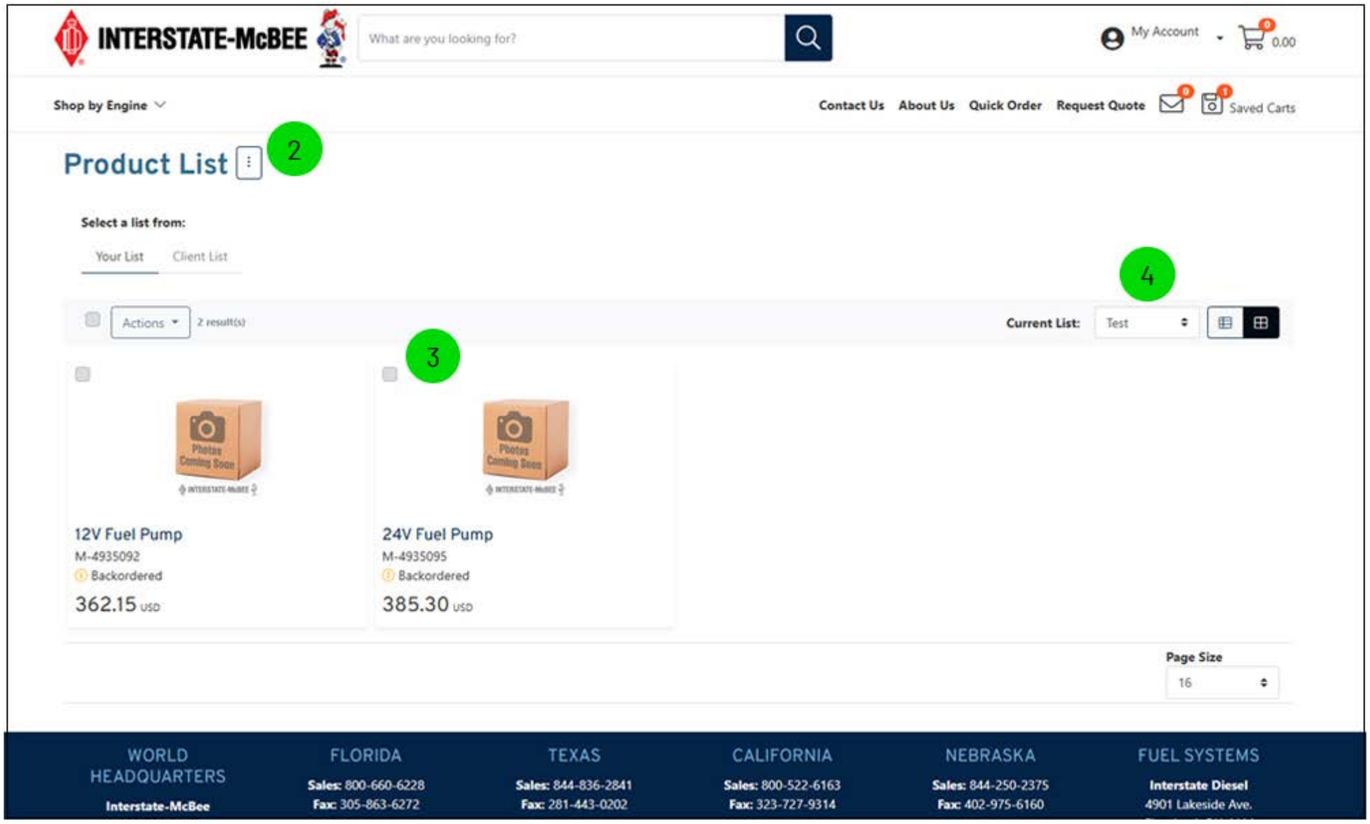


See screenshot below for reference)

2. *Click the three dots to manage, create new lists, export, and more.*

3. *Select and add to cart or remove item by checking the box.*

4. *Toggle between all created lists using this dropdown button.*



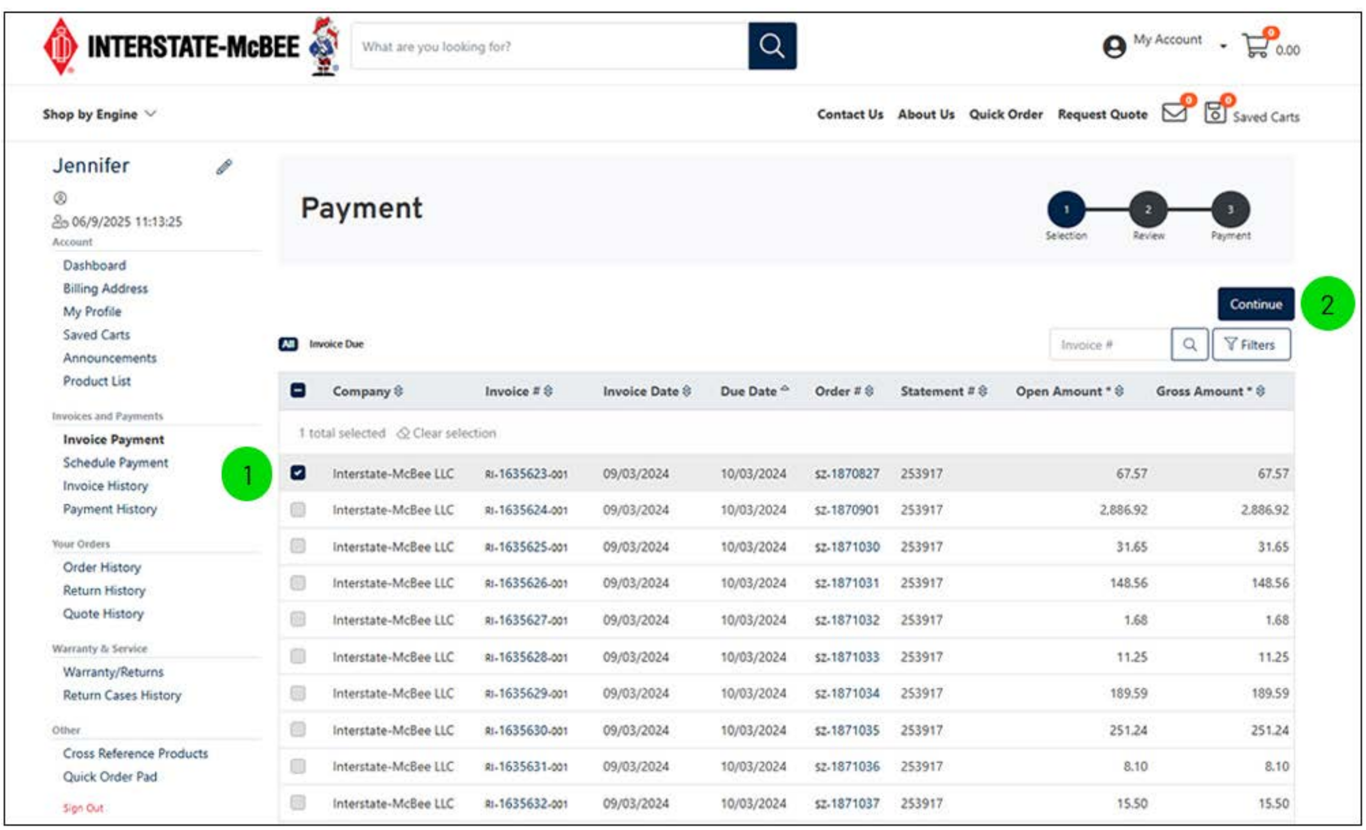
---

10. Invoice Payment

Pay your invoices online in just a few clicks.

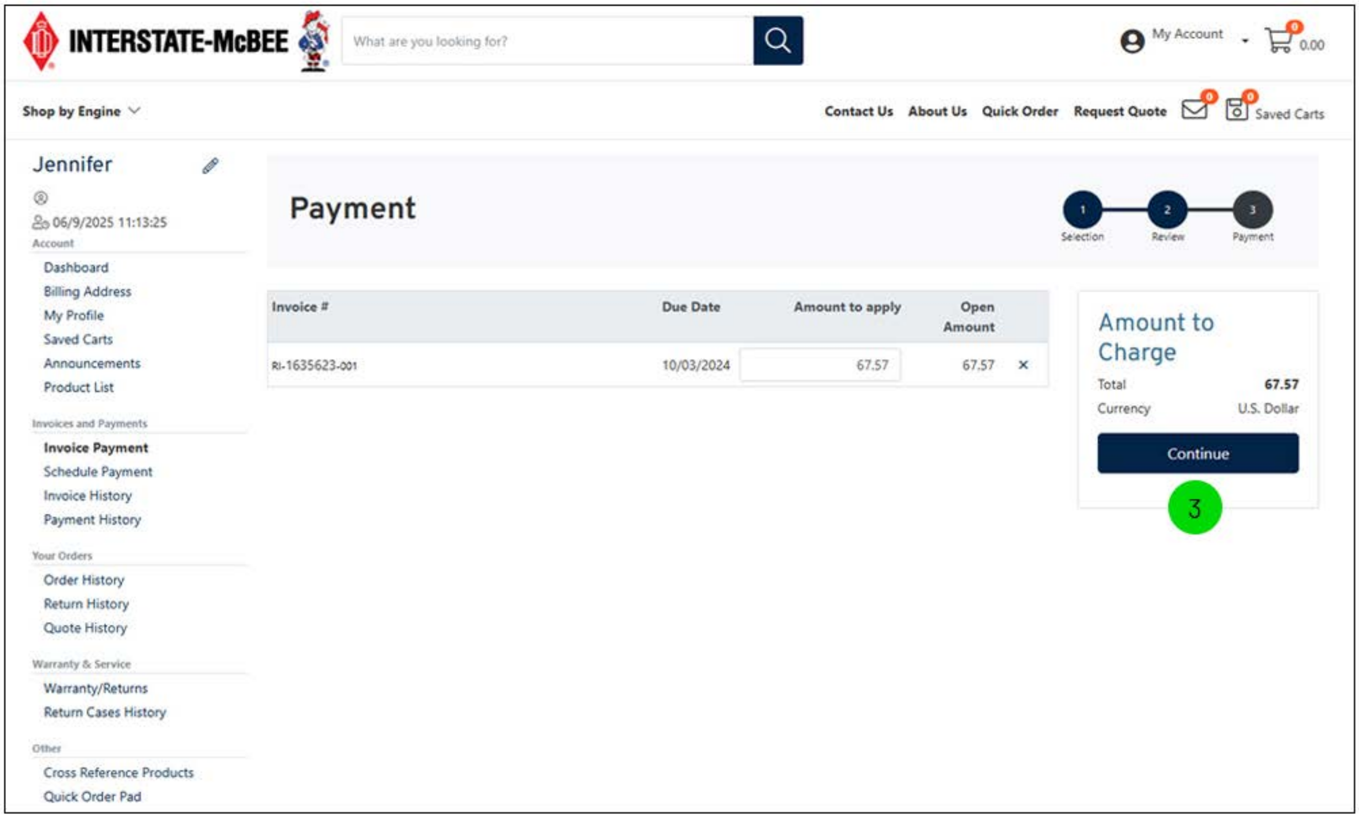
(See screenshot below for reference)

1. *Select the invoice you want to pay.*
2. *Continue to review the payment selected.*



See screenshot below for reference)

3. *Review and continue to payment section.*

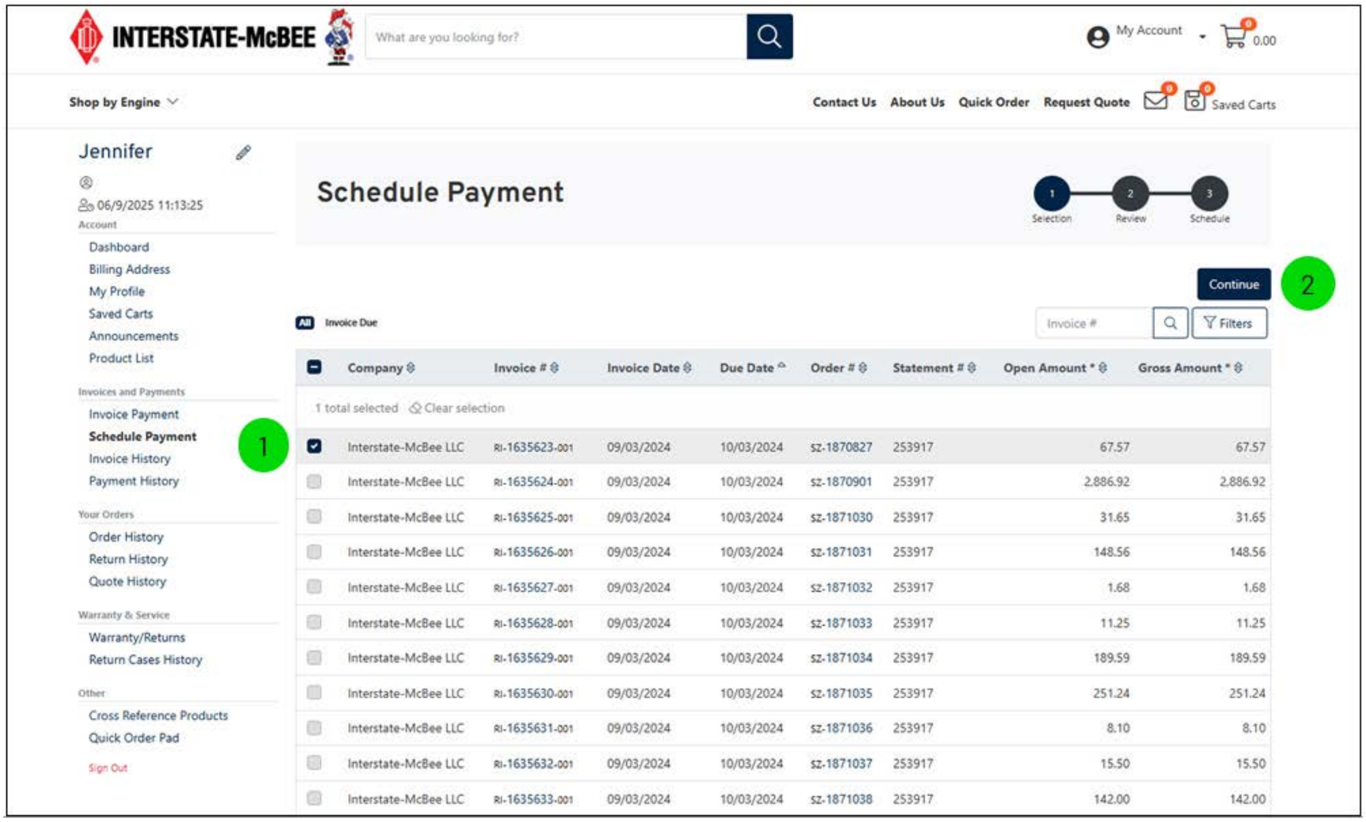


11. Schedule Payment

Schedule payments for invoices in just a few clicks.

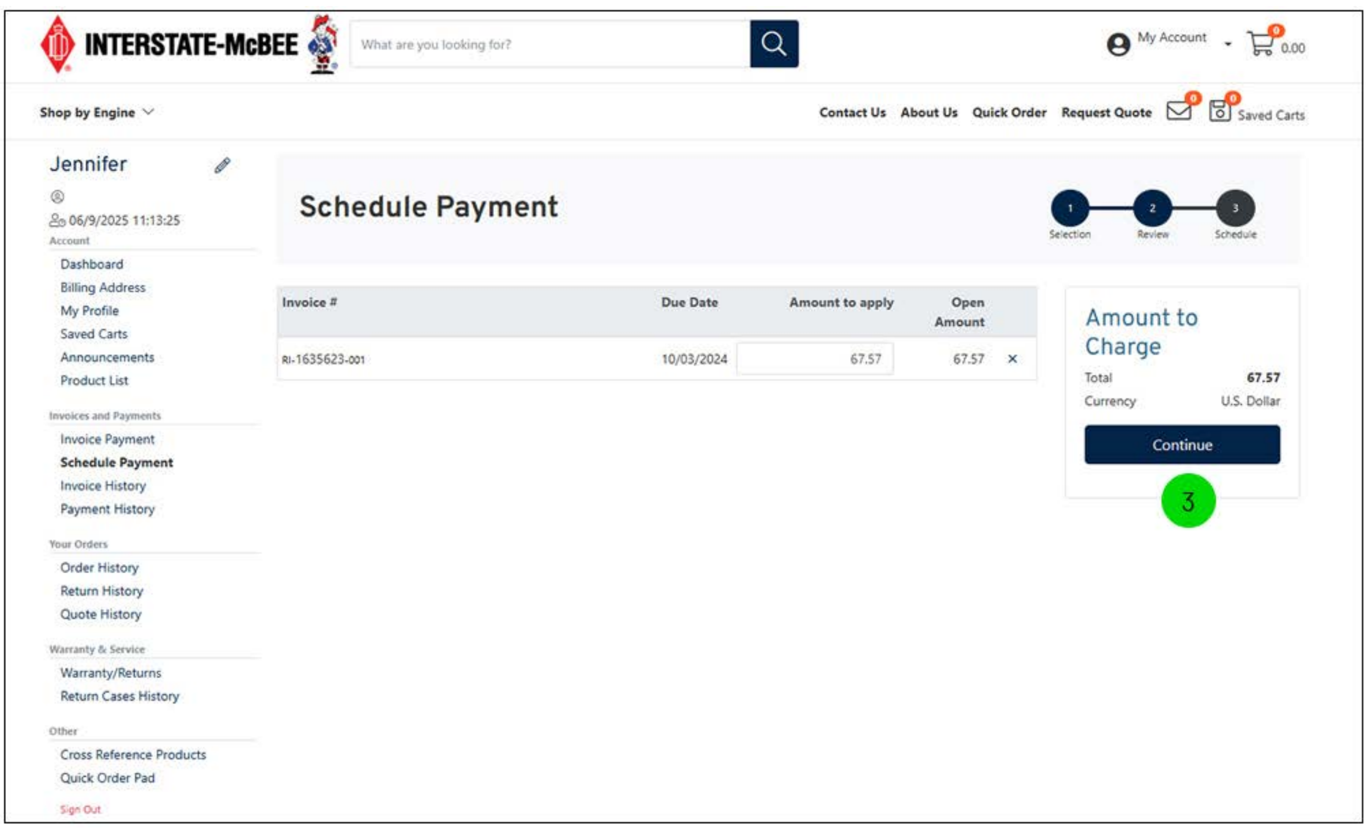
(See screenshot below for reference)

1. *Select the payment you want to schedule.*
2. *Continue to review the payment selected.*



See screenshot below for reference)

3. Review and continue to payment section.



---

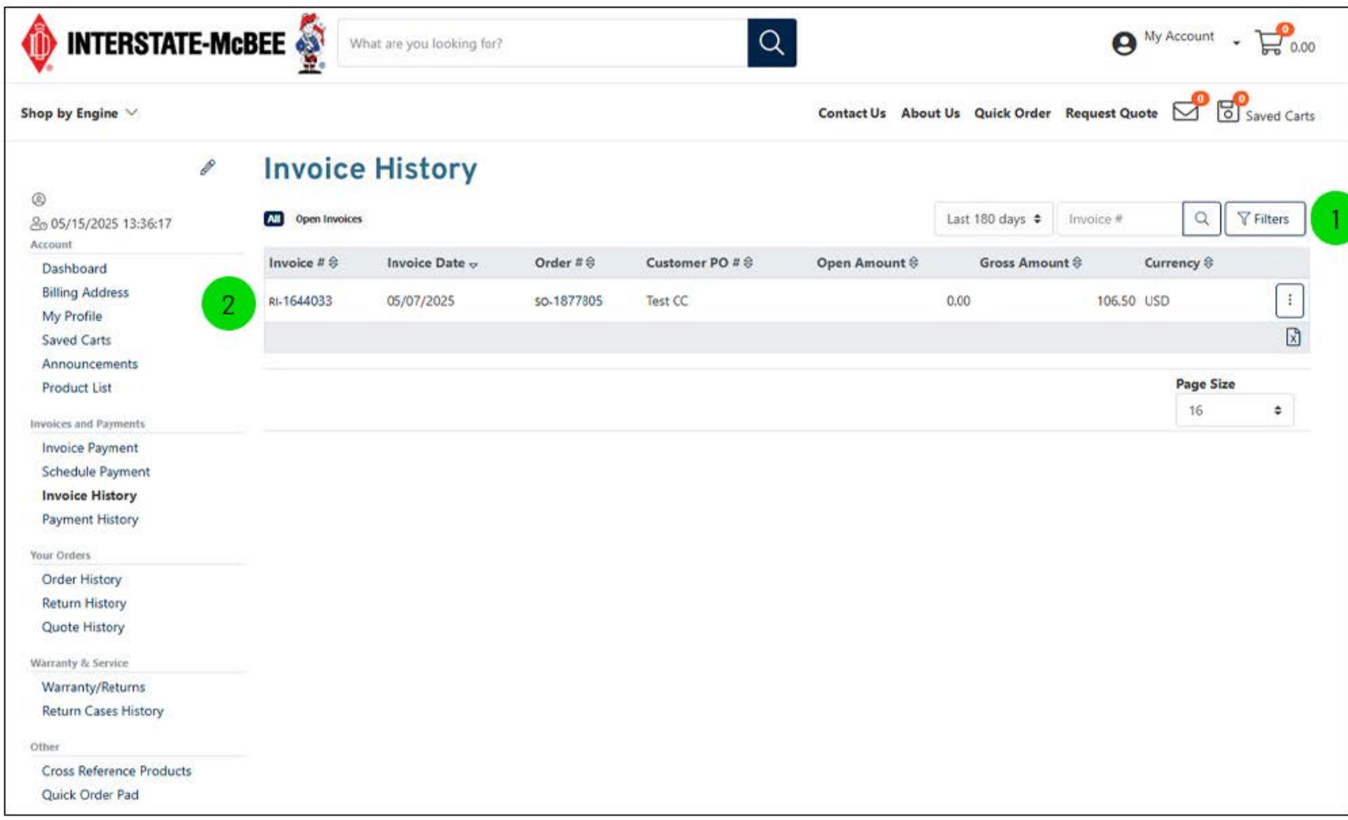
12. Invoice History

View your invoice history here. Toggle between all invoices or specific ones that are still open. All details are available and can be printed as well.

(See screenshot below for reference)

1. You can filter all of your invoices by order number, invoice number or by date range.

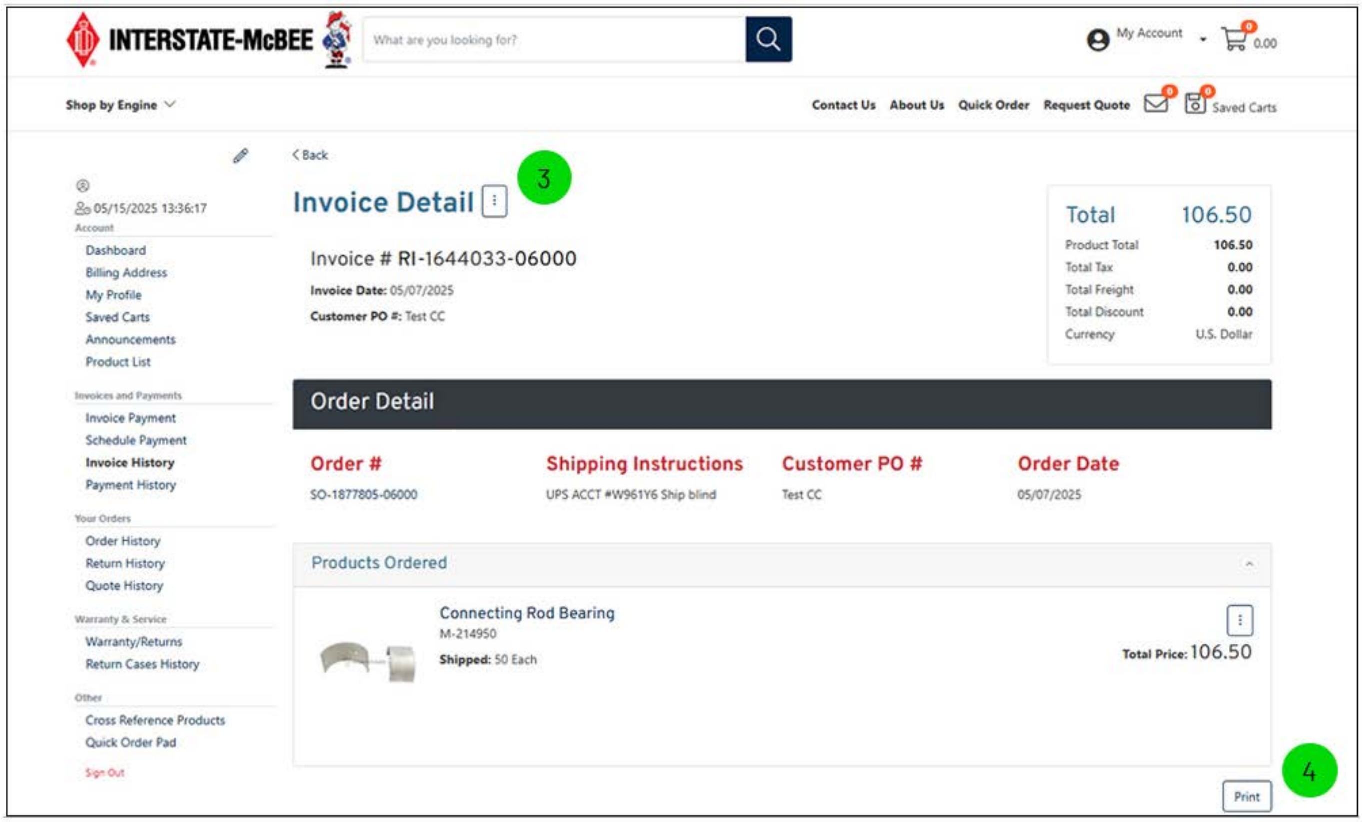
2. Click on Invoice # to view Invoice Detail.



See screenshot below for reference)

3. Click on the three dots to add item or items to cart.

4. Print invoice detail.



13. Payment History

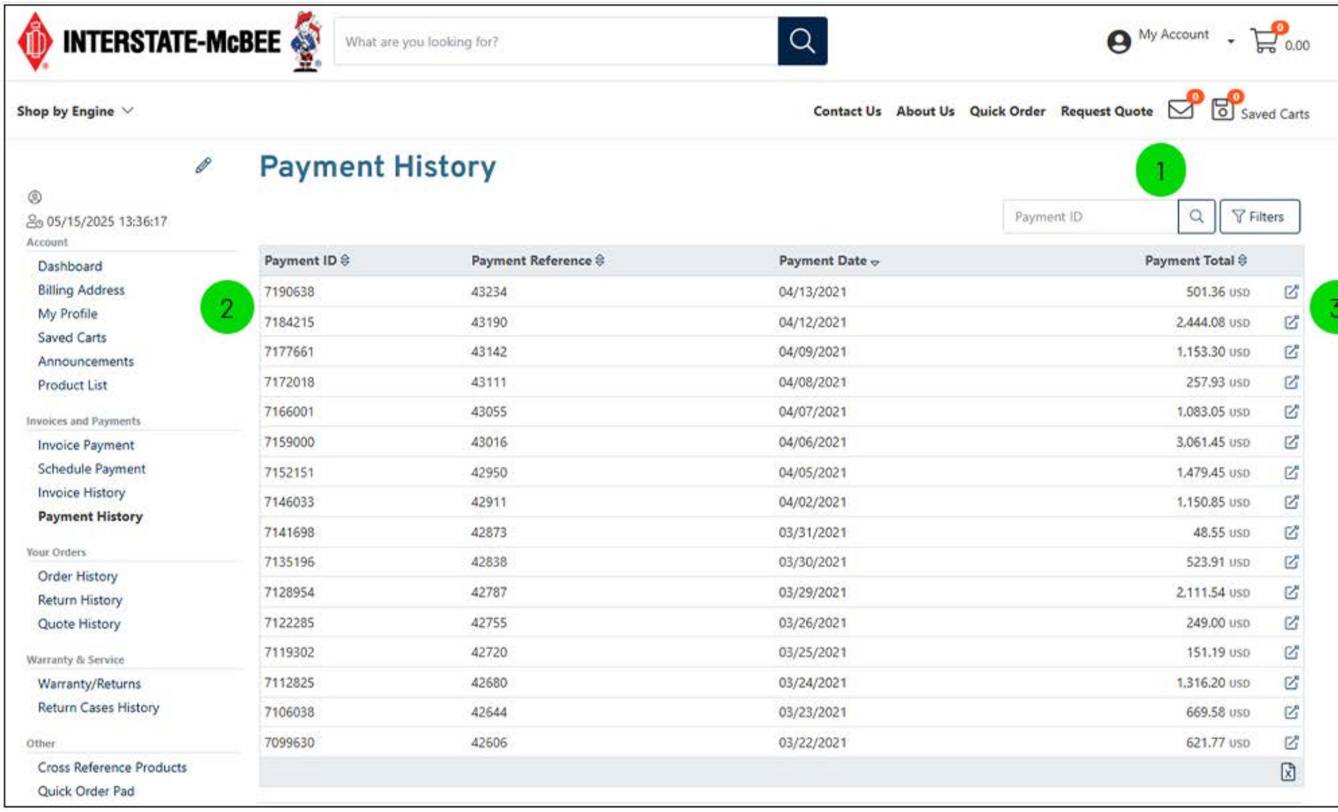
View your payment history. All payment details can be viewed further, and invoices can be printed as well.

(See screenshot below for reference)

1. On the first page you can Search and Select the order you want to review.

2. If Payment ID is clickable: Click on the payment # (or invoice) to see the detail screen.

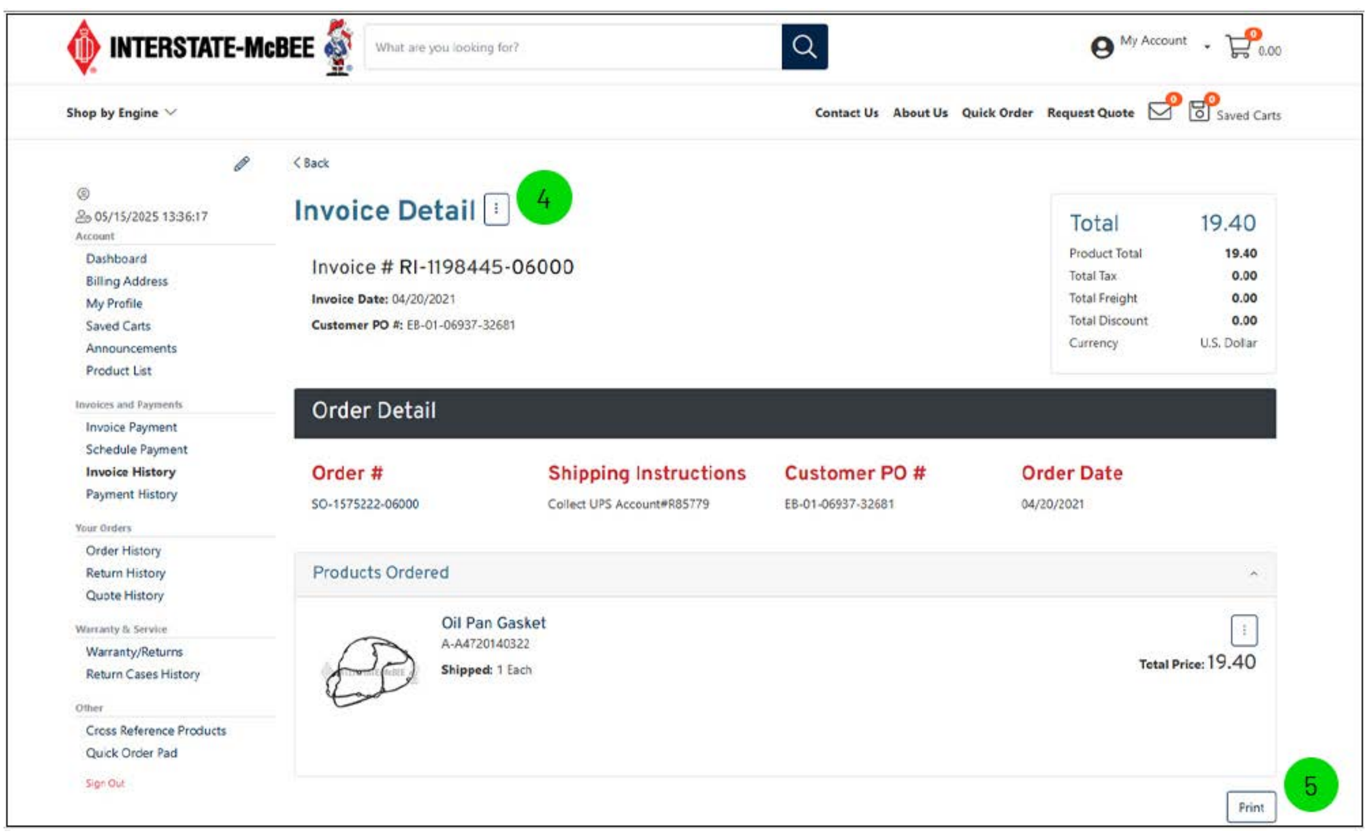
3. If Payment ID is not clickable: Click the "[↗]" icon on the right instead.



See screenshot below for reference)

4. *Click on the three dots to add item or items to cart.*

5. *Print invoice detail.*



14. Order History

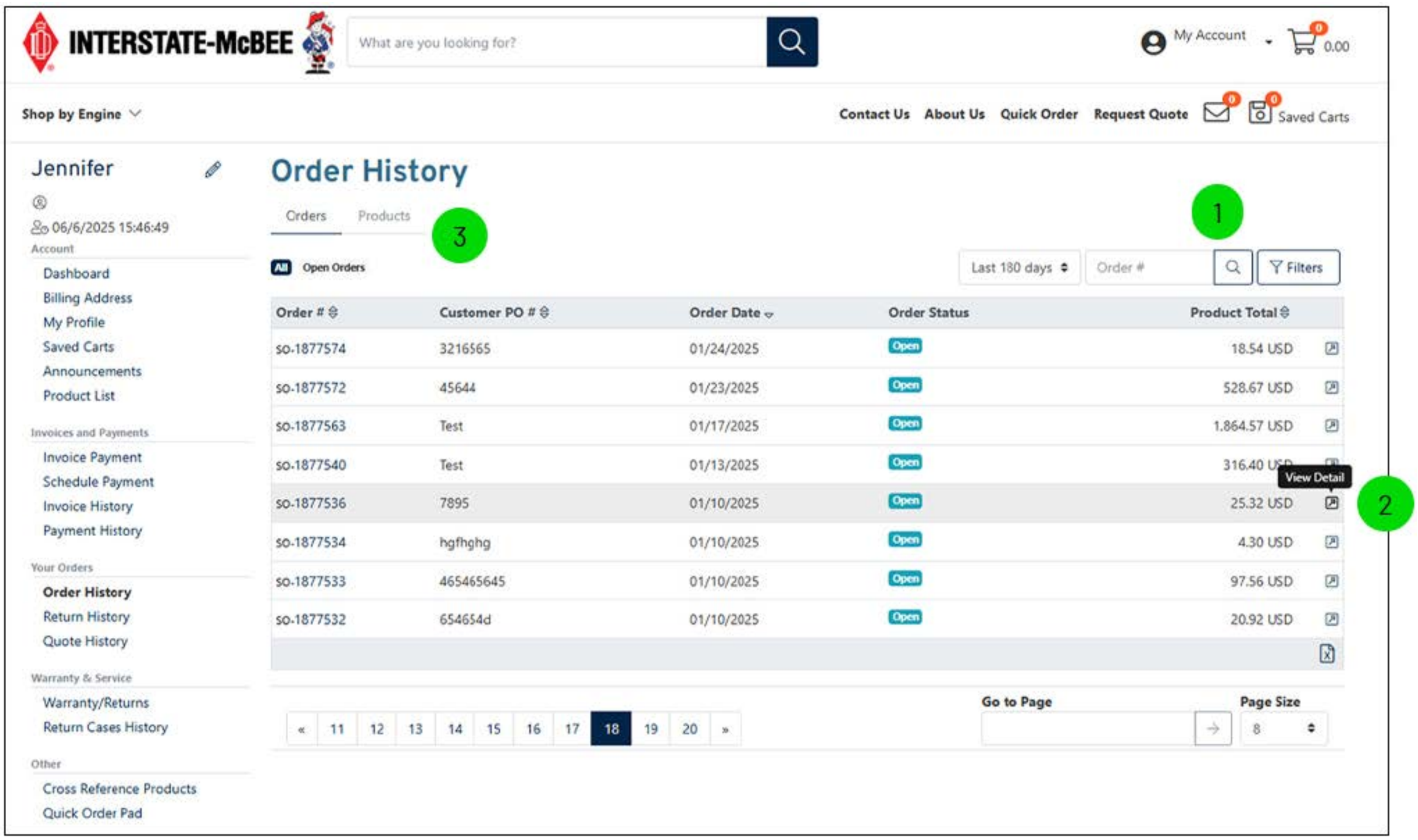
View your recent and past orders. On orders that are marked "Open", tracking is available under the order details.

(See screenshot below for reference)

1. *Use the search bar or just select from the table to view order details.*

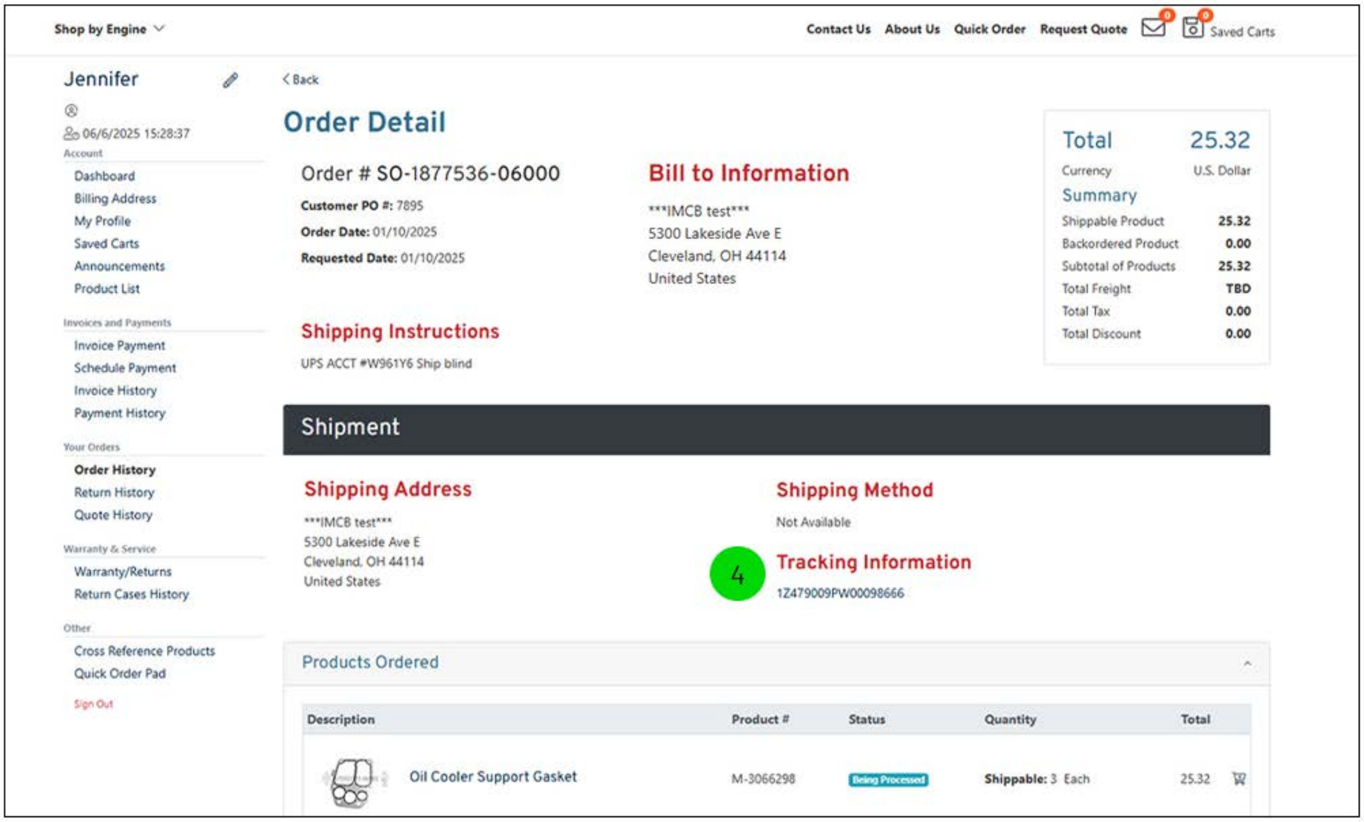
2. *Click on an order number to open the Order Detail view.*

3. *You can search by the Order level or by Product level.*



See screenshot below for reference)

4. Tracking numbers for shipped items are listed under the "Tracking Information" section (Clickable link to view tracking updates).

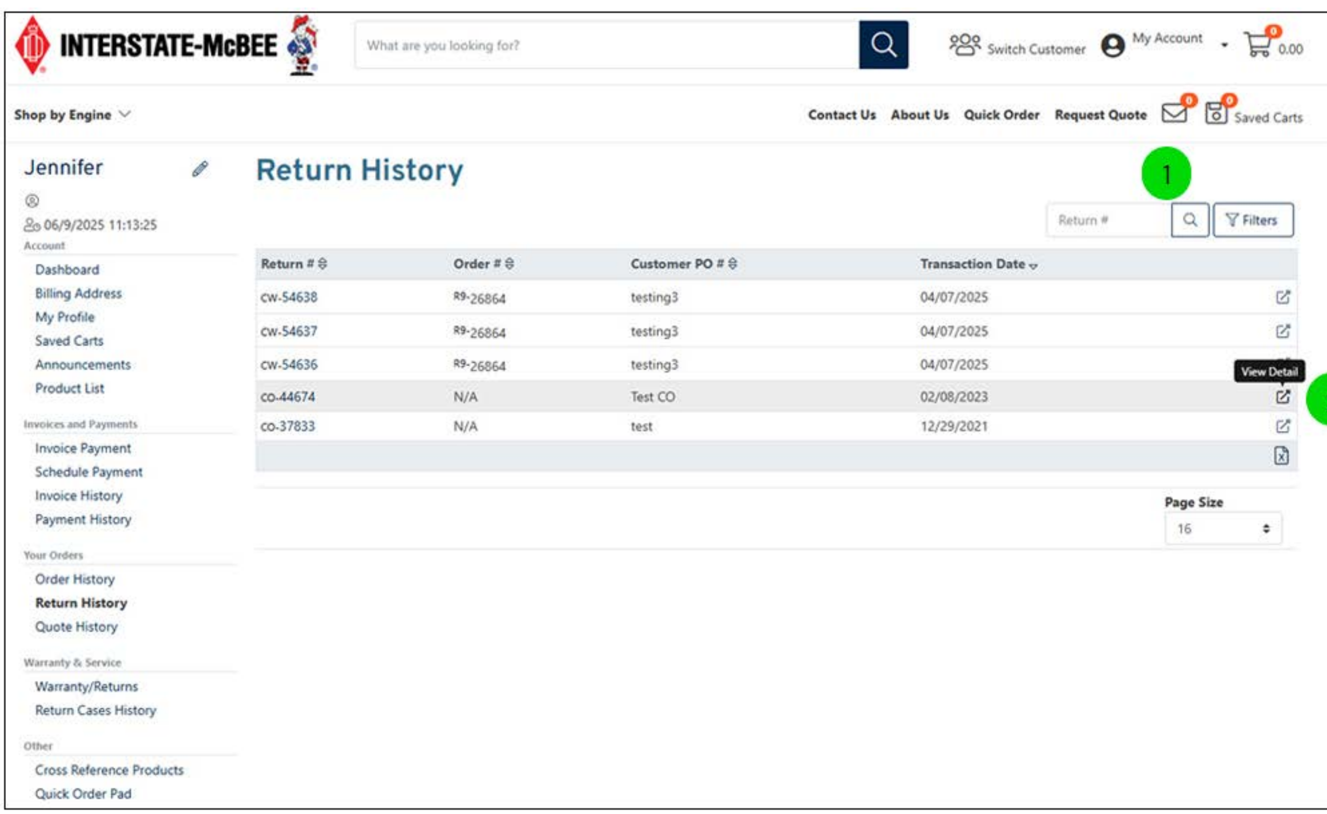


15. Return History

You can see the status of each returned part. You can also print your return label.

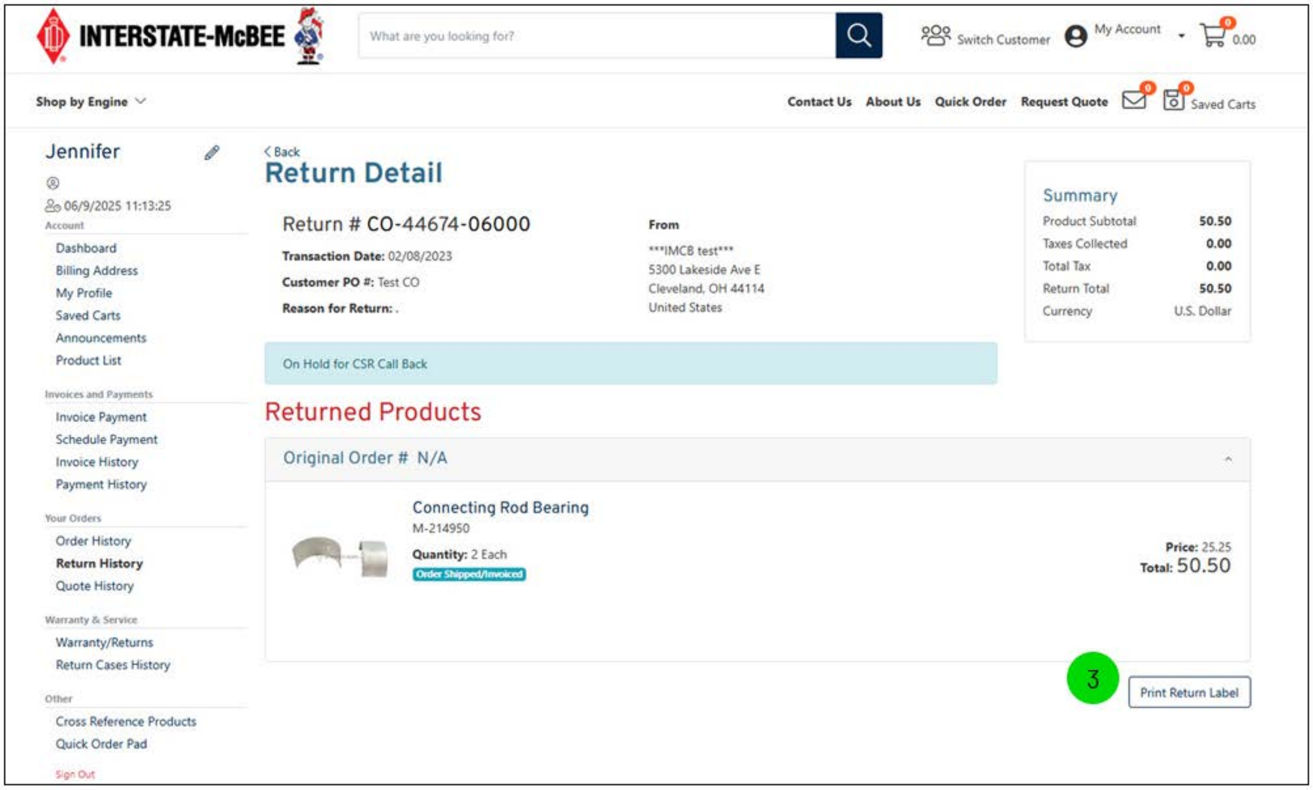
(See screenshot below for reference)

1. *Use the search bar or just select from the table to view details.*
2. *Click on an order number to open the Return Detail view.*



See screenshot below for reference)

3. Print a return label.

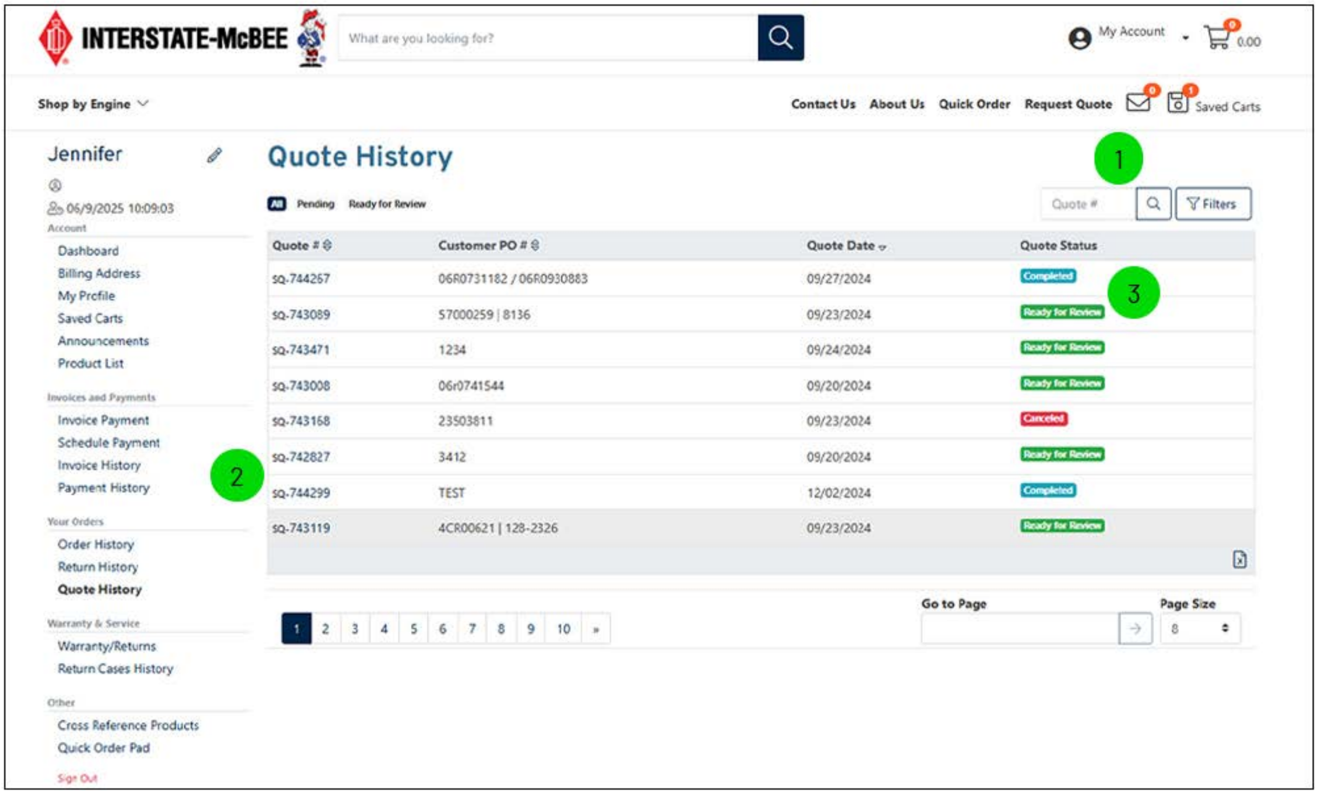


16. Quote History

View your quote details here. Once status is marked "Ready for Review" you are now able to accept or decline your quote online.

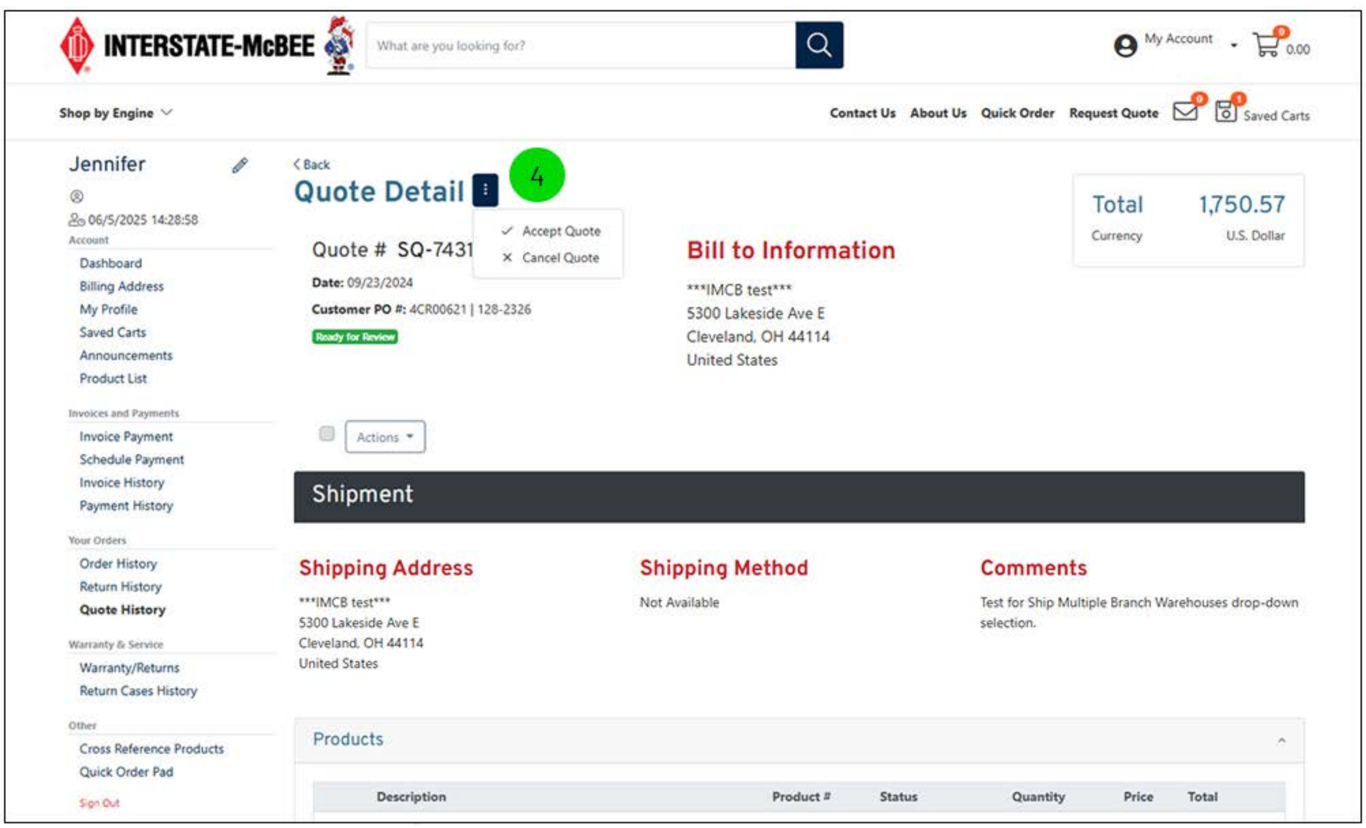
(See screenshot below for reference)

1. *Use the search bar or just select from the table to view details.*
2. *Click on an order number to open the Return Detail view.*



See screenshot below for reference)

3. Using the three dots next to "Quote Detail", you can “Accept” or “Cancel” your quote. Upon accepting a quote, you will be brought to the checkout screen to complete your order.



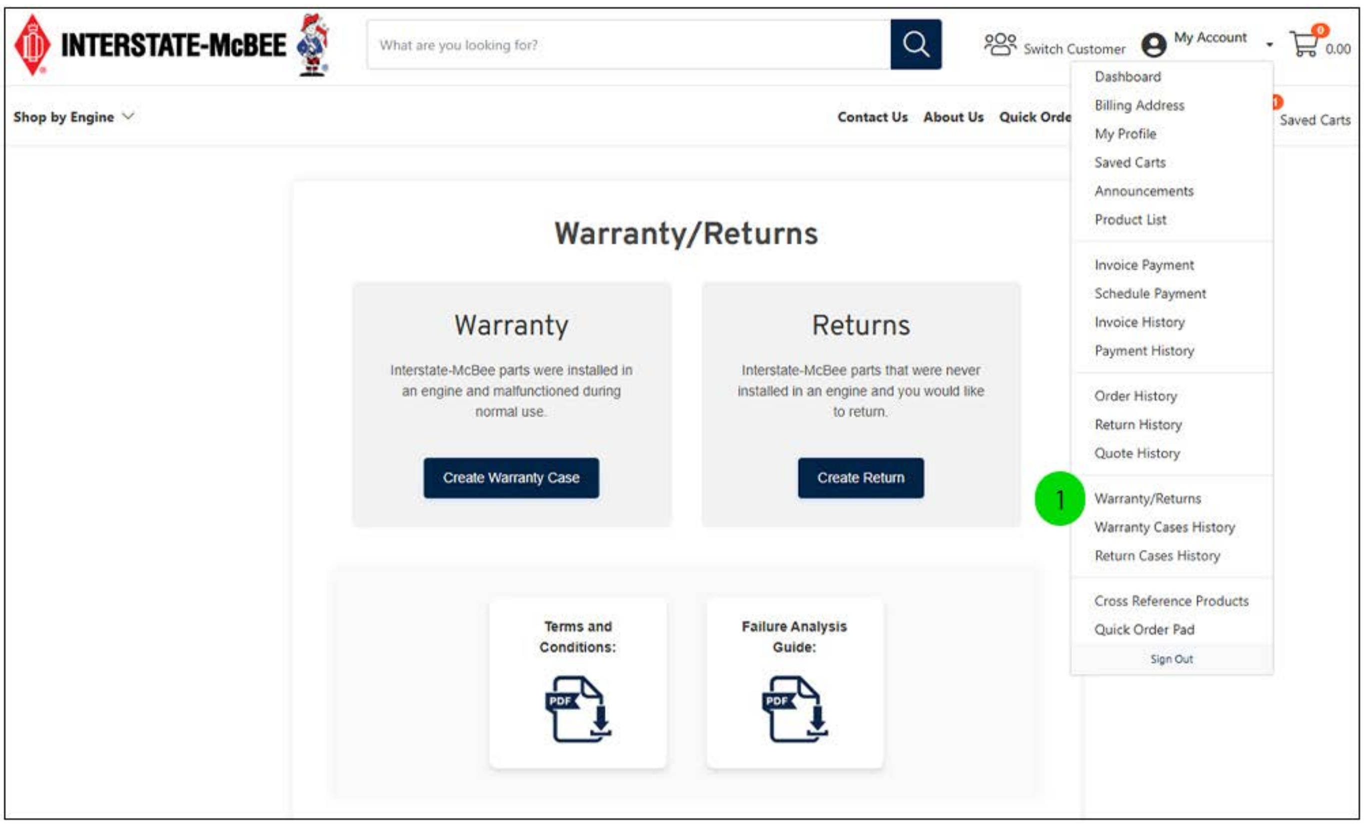
17. Warranty Case

Create and submit a warranty case online using the instructions below. Once completed, please allow 1-2 business days for RMA paperwork to be processed and sent out to your email address.

Tip: When filling out the "Add Parts to Warranty Claim", start with only one field search and add more information only if needed for best search results.

(See screenshot below for reference)

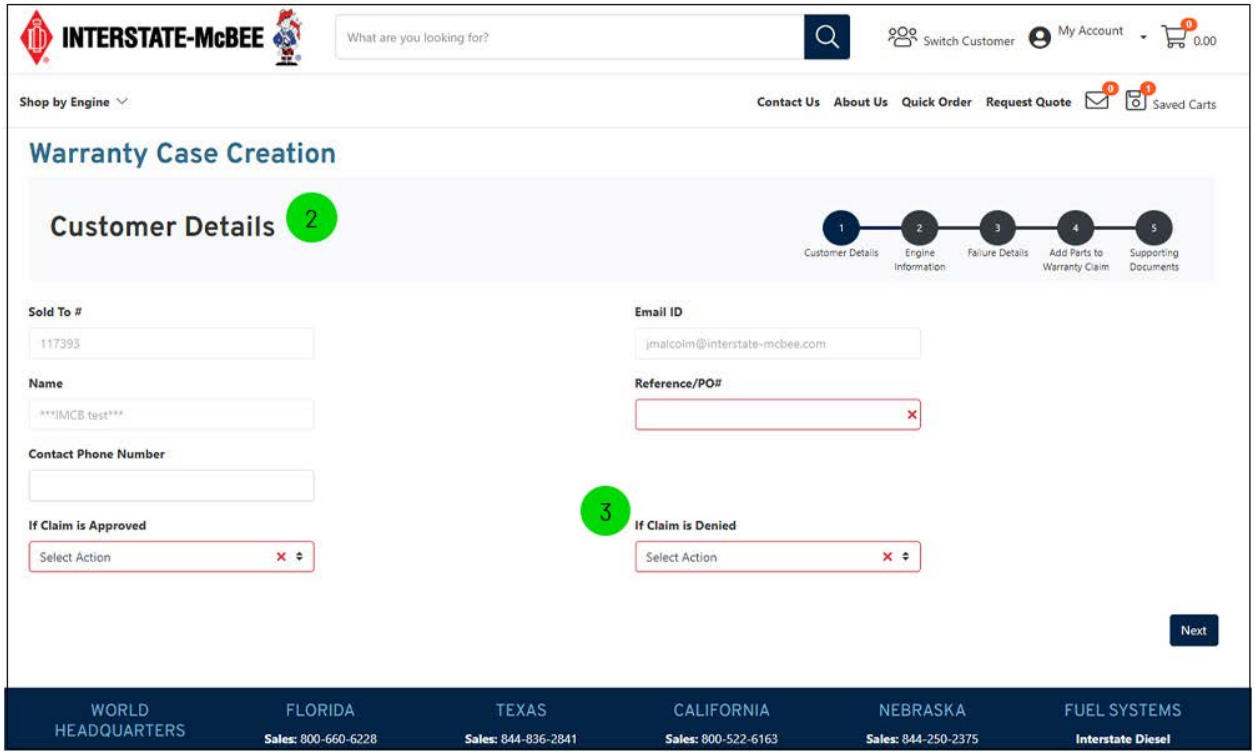
1. *Hover over your name in the top-right corner, then select "Warranty/Returns" from the drop-down menu. On the Warranty/Returns page, click the "Create Warranty Case" button.*



See screenshot below for reference)

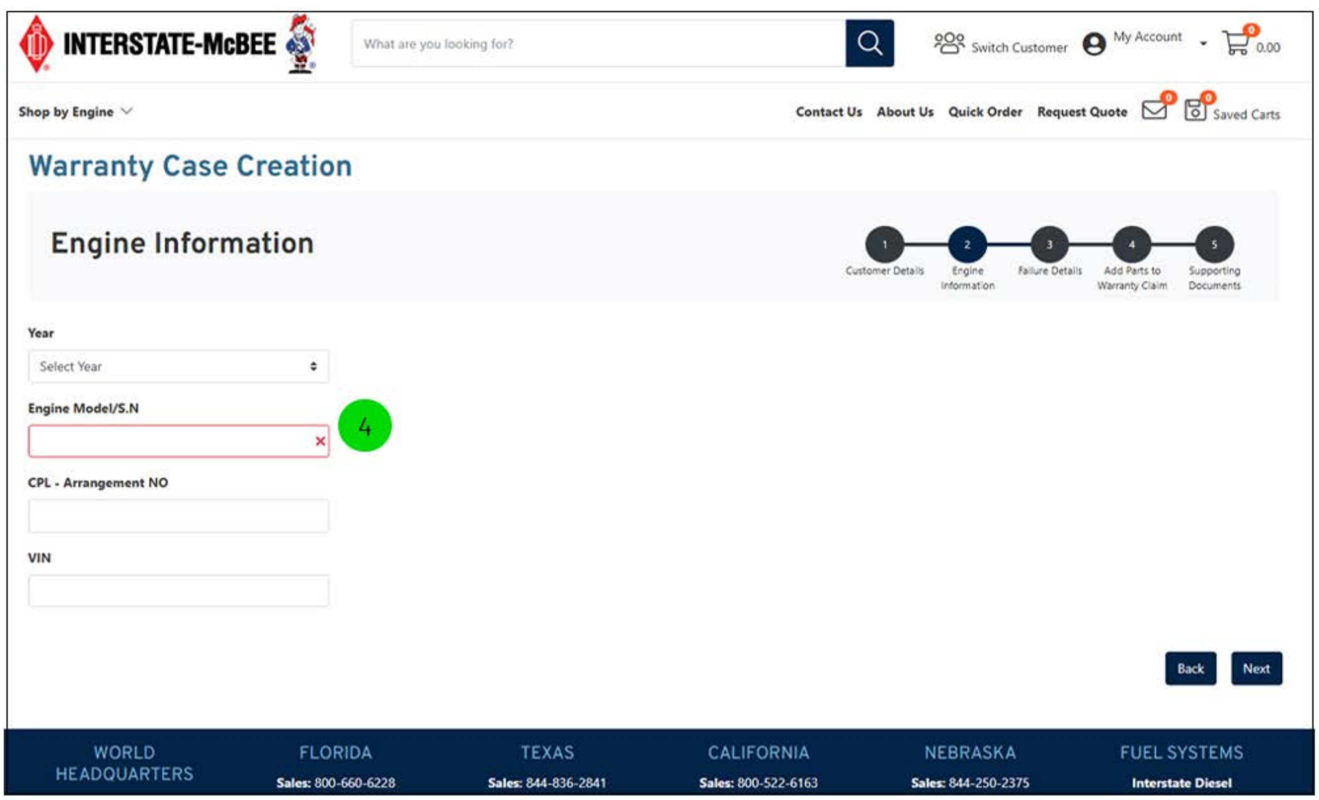
2. Fill out required fields (Original Reference/PO Number and instructions for our team on how to proceed if the claim is approved or denied).

3. If you select "Return using provided acct #" in the "If Claim is Denied" dropdown, be sure to include Shipping Carrier & Carrier Account Number.



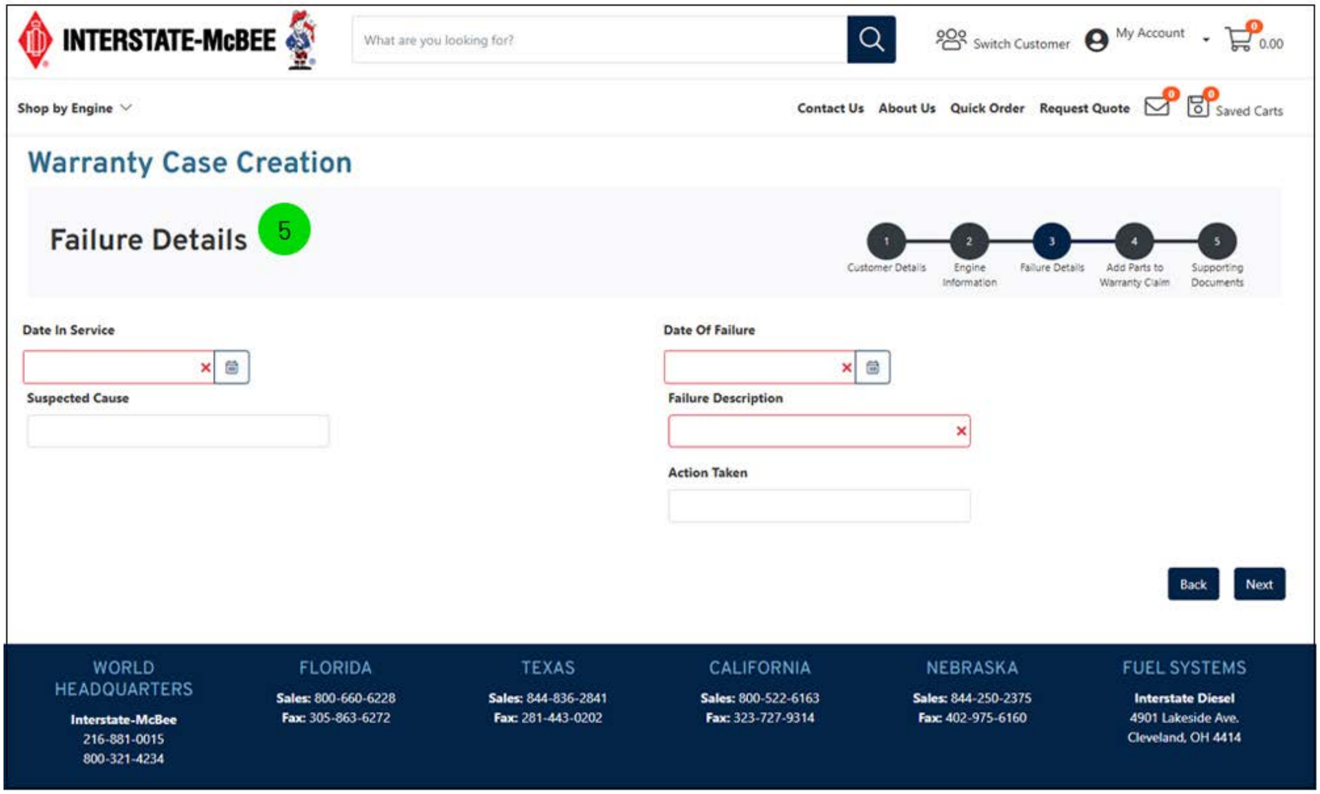
See screenshot below for reference)

4. Fill out required fields (Engine Model and/or Serial Number).



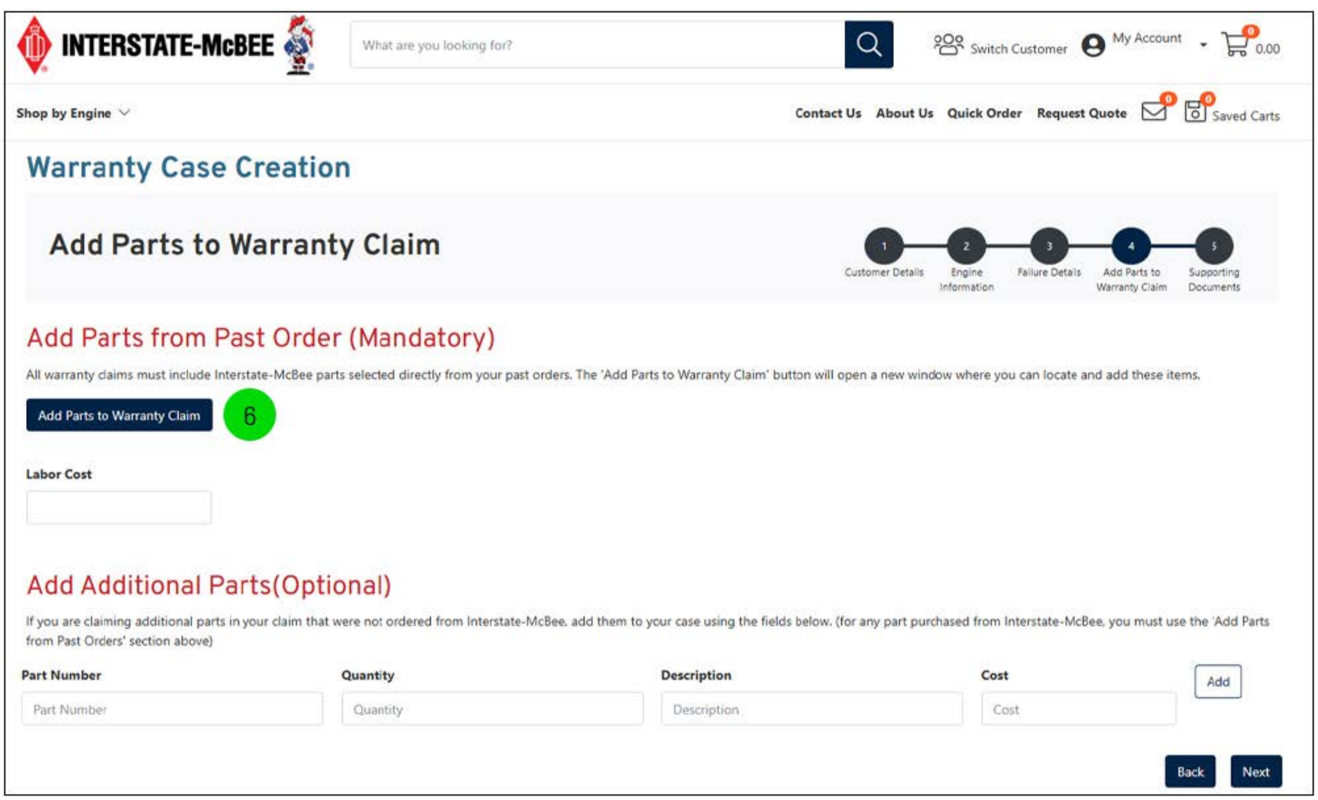
See screenshot below for reference)

5. Fill out required fields ("Date in Service" and "Date of Failure" as well as Failure Description).



See screenshot below for reference)

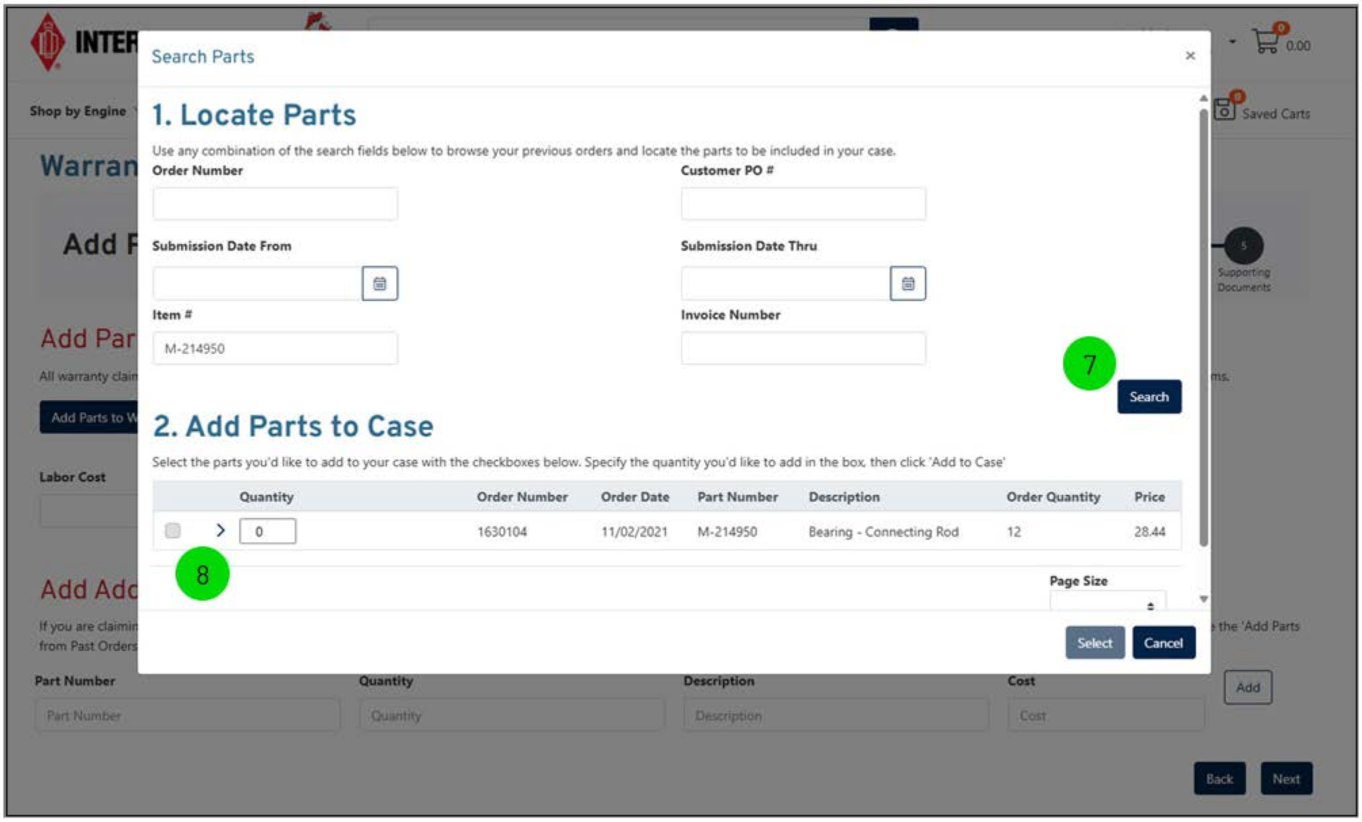
6. Click “Add Parts to Warranty Claim”.



See screenshot below for reference)

7. In this pop-up, use the available fields to search for your parts (Tip: Start with just one search field for best results. If needed, add more search criteria to refine your results).

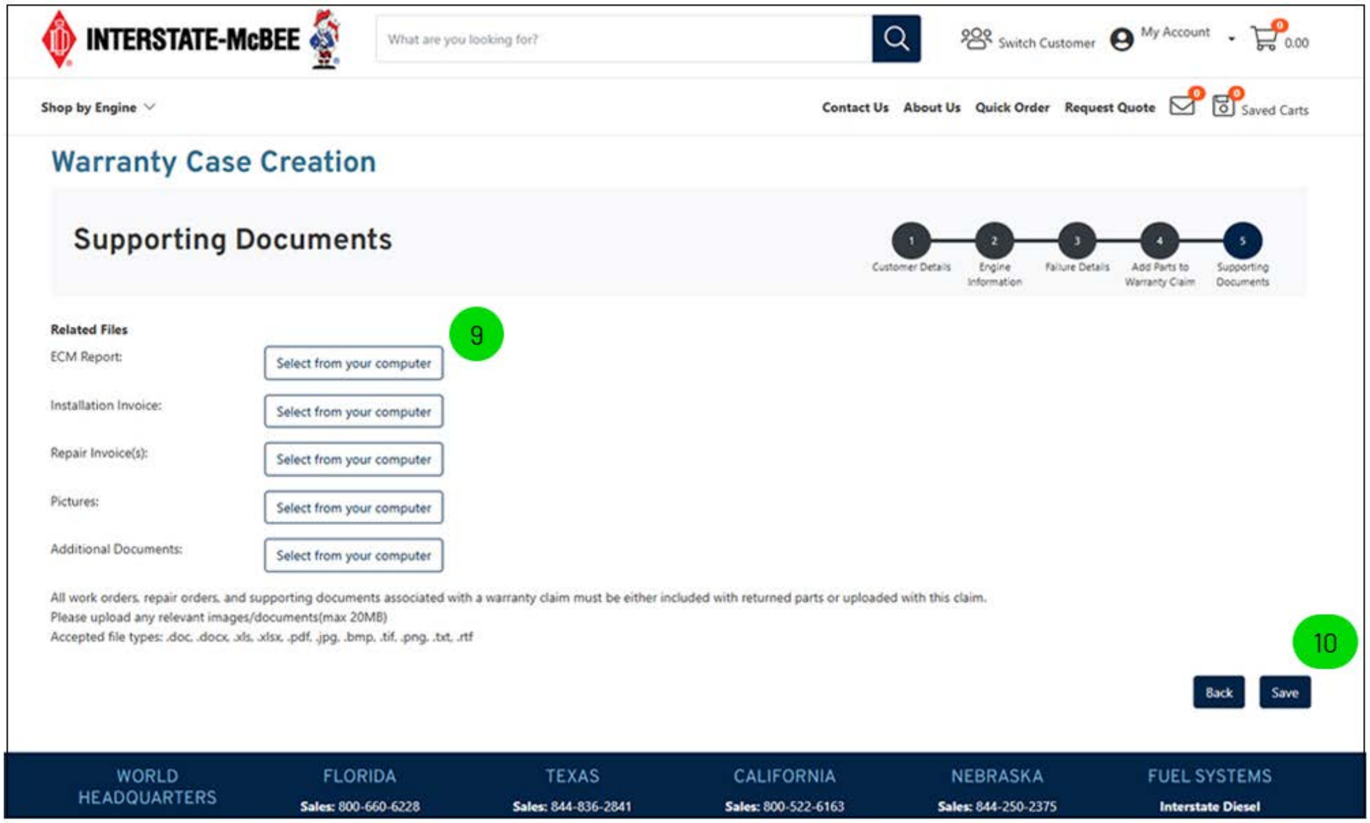
8. Once results populate, select the correct order, input the quantity, and click "Select" to add the parts to your claim.



See screenshot below for reference)

9. Upload any relevant documents, such as, ECM Reports, Installation Invoices, Repair Invoices, and Images.

10. Click "Save" to submit your claim. You'll receive a case number upon submission.



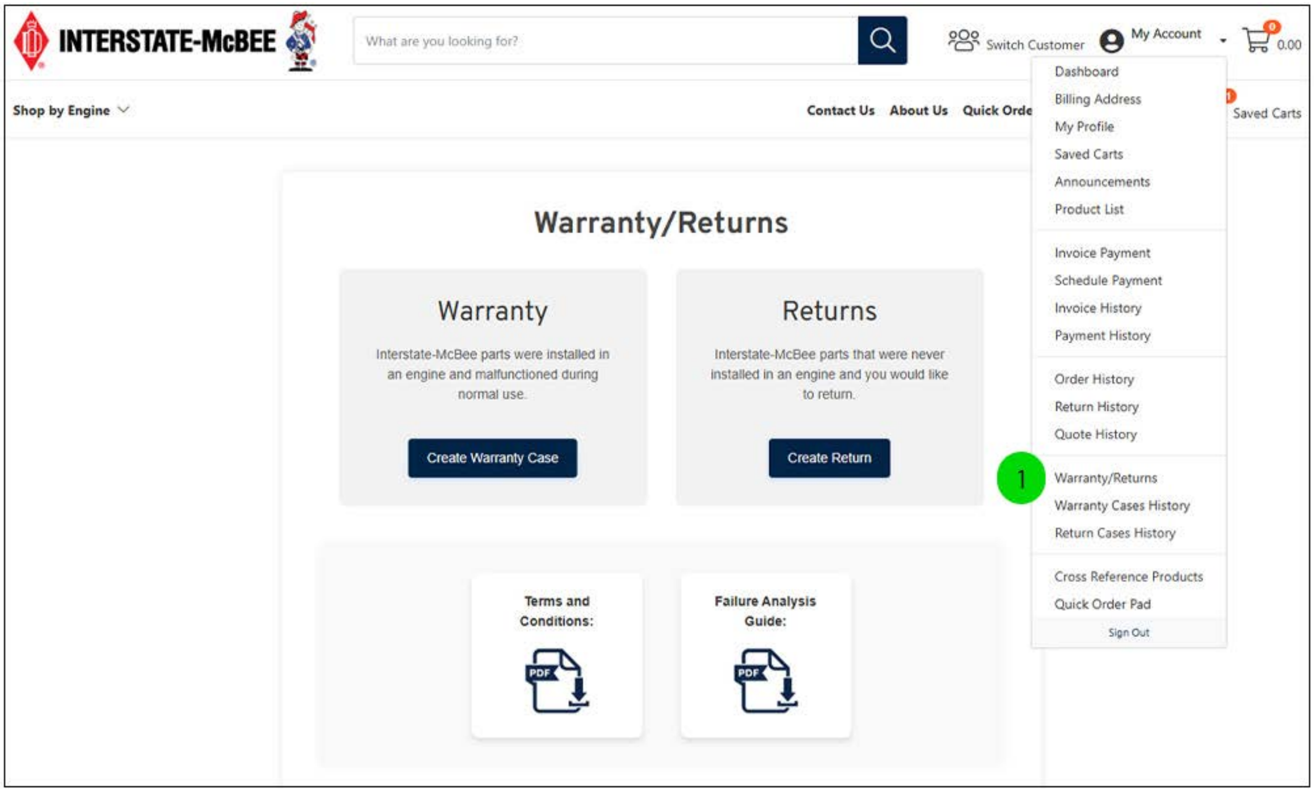
18. Return Case

Create and submit a returns case online using the instructions below. Once completed, please allow 1-2 business days for RMA paperwork to be processed and sent out to your email address.

Tip: When filling out the "Add Parts Claim", start with only one field search and add more information only if needed for best search results.

(See screenshot below for reference)

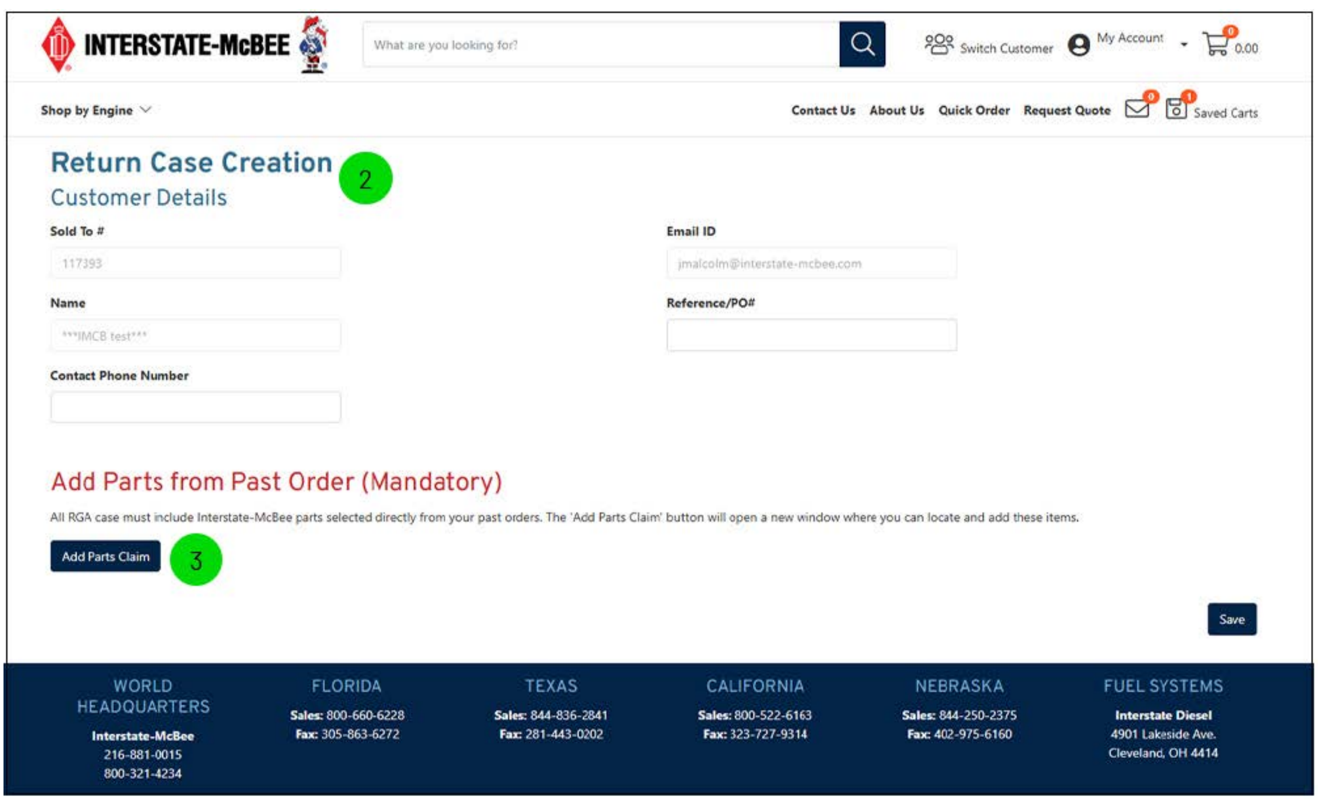
1. *Hover over your name in the top-right corner, then select "Warranty/Returns" from the drop-down menu. On the Warranty/Returns page, click the "Create Return" button.*



See screenshot below for reference)

2. Fill out your customer details. (Required: Reference/PO Number and Phone Number).

3. To add your parts to your case, click "Add Parts Claim". Once on this page, select the "Add Parts to Warranty Claim" button.

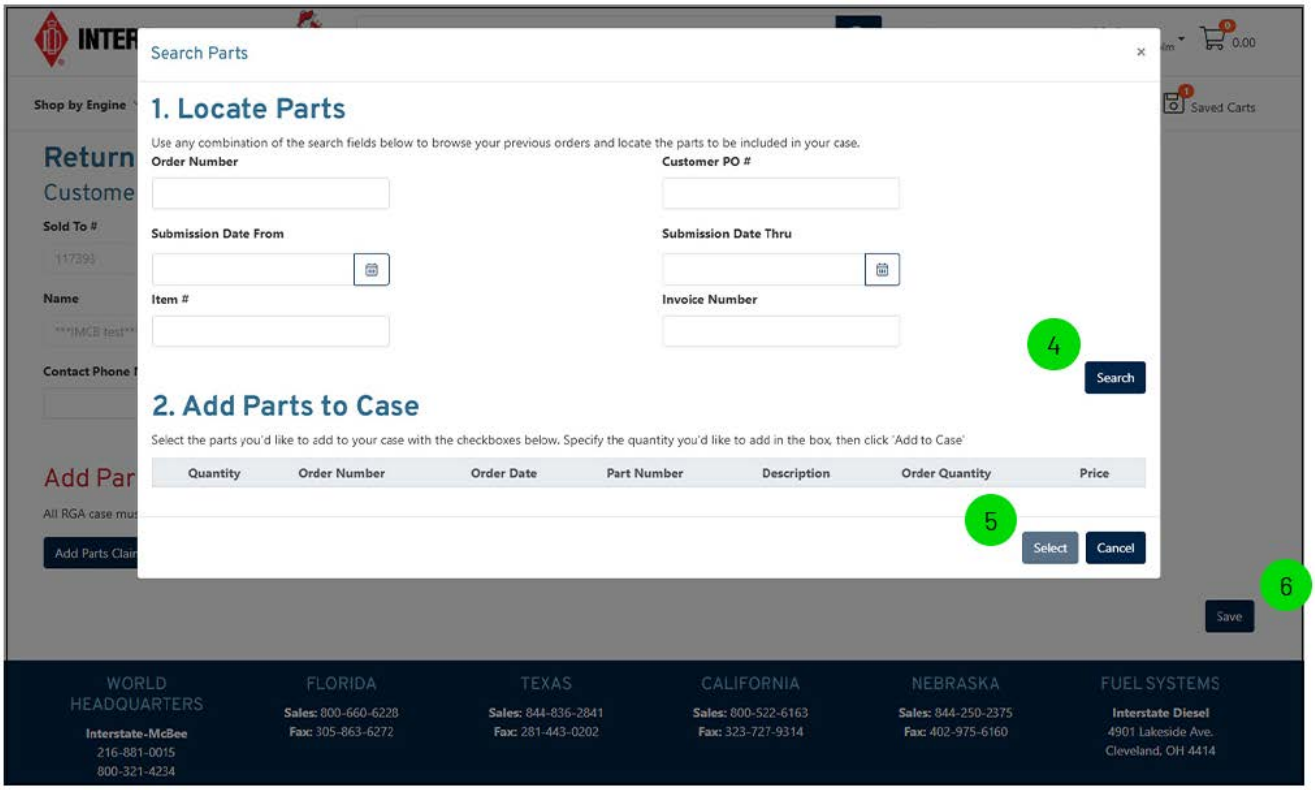


See screenshot below for reference)

4. Use the available fields to search for your parts. (Tip: Start with just one search field for best results. If needed, add more search criteria to refine your results).

5. Once results populate, select the correct part, enter the quantity, and hit the "Select" button.

6. Hit the "Save" button. You'll receive a case number upon submission.



---

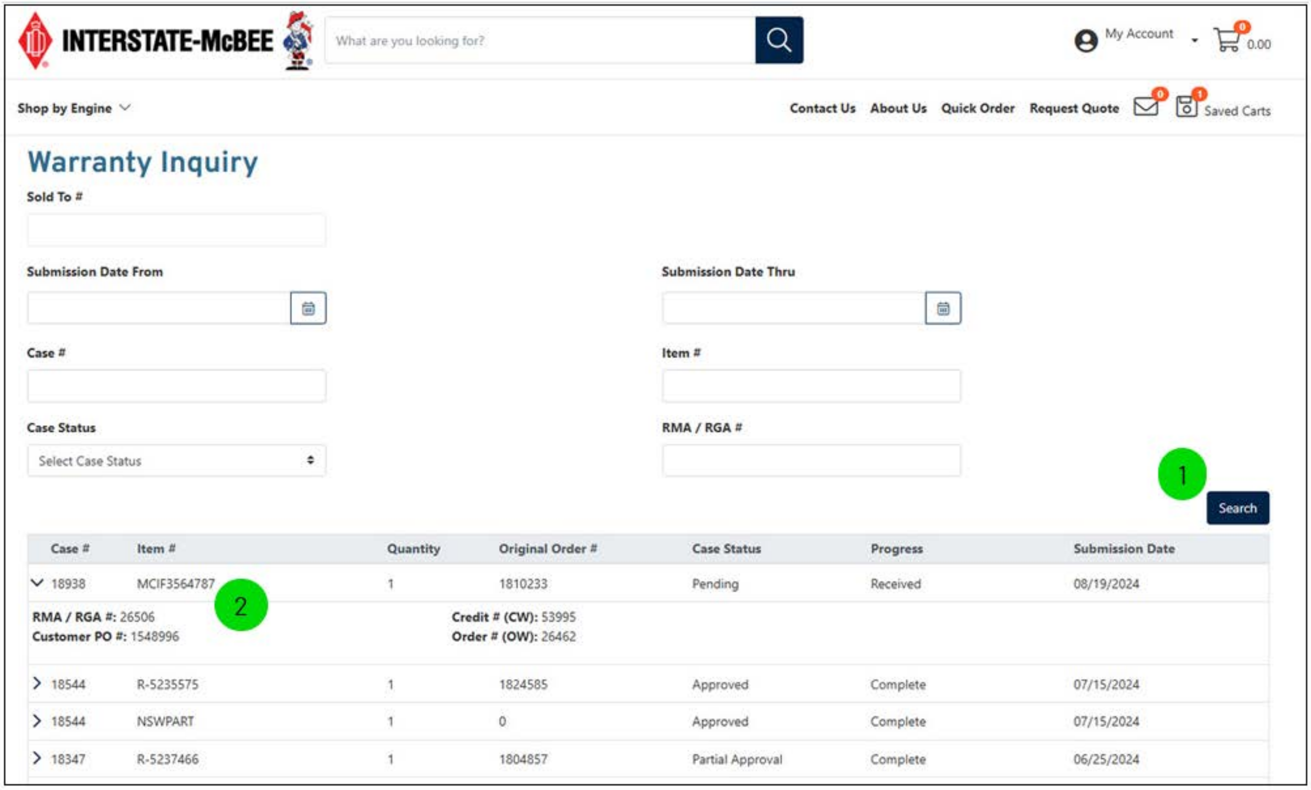
19. Warranty History

See the status of your warranty claim here.

(See screenshot below for reference)

1. Search for a past warranty using the "Case Number", "Item Number" or "RMA / RGA Number".

2. Click on the order you want to view details.



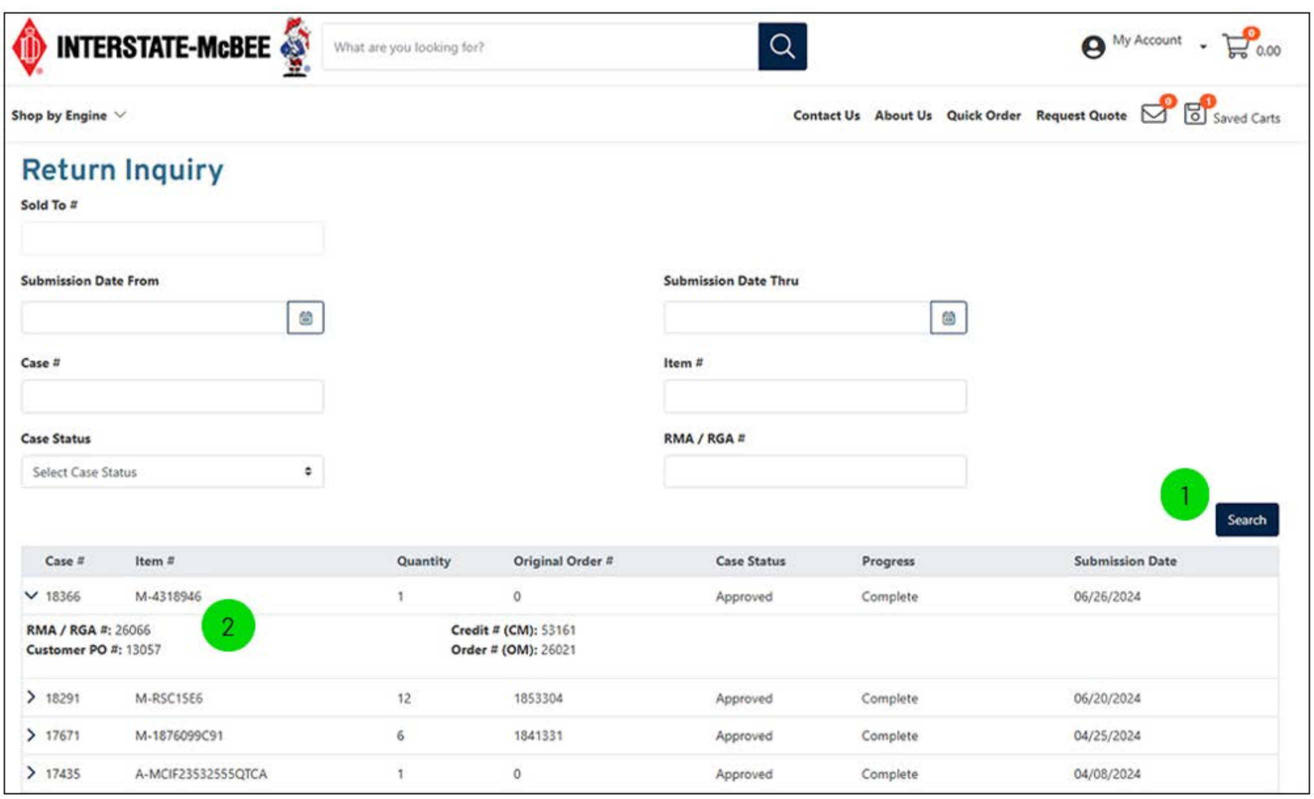
20. Return History

See the status of your returns here.

(See screenshot below for reference)

1. Search for a past return using the "Case Number", "Item Number" or "RMA / RGA Number".

2. Click on the order you want to view details.



21. Shopping

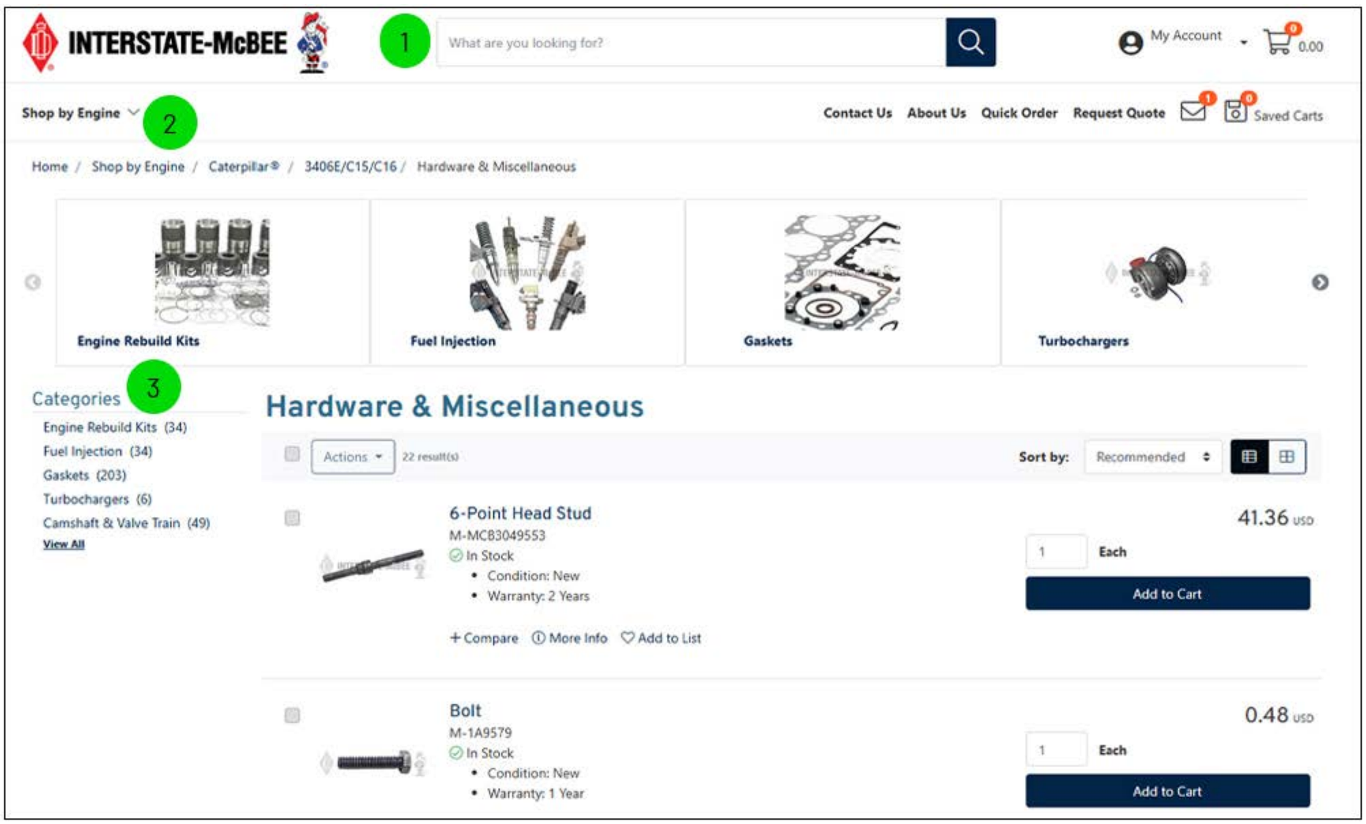
New content is being added to the parts catalog daily.

(See screenshot below for reference)

1. *Products can be found and added to the cart in several ways such as the search bar (powered by AI) at the top of the screen.*

2. *The full catalog of Interstate-McBee replacement parts can be browsed by starting in the "Shop by OEM" dropdown.*

3. *Parts categories can be further narrowed down using the category navigation options.*



---

22. Product Page

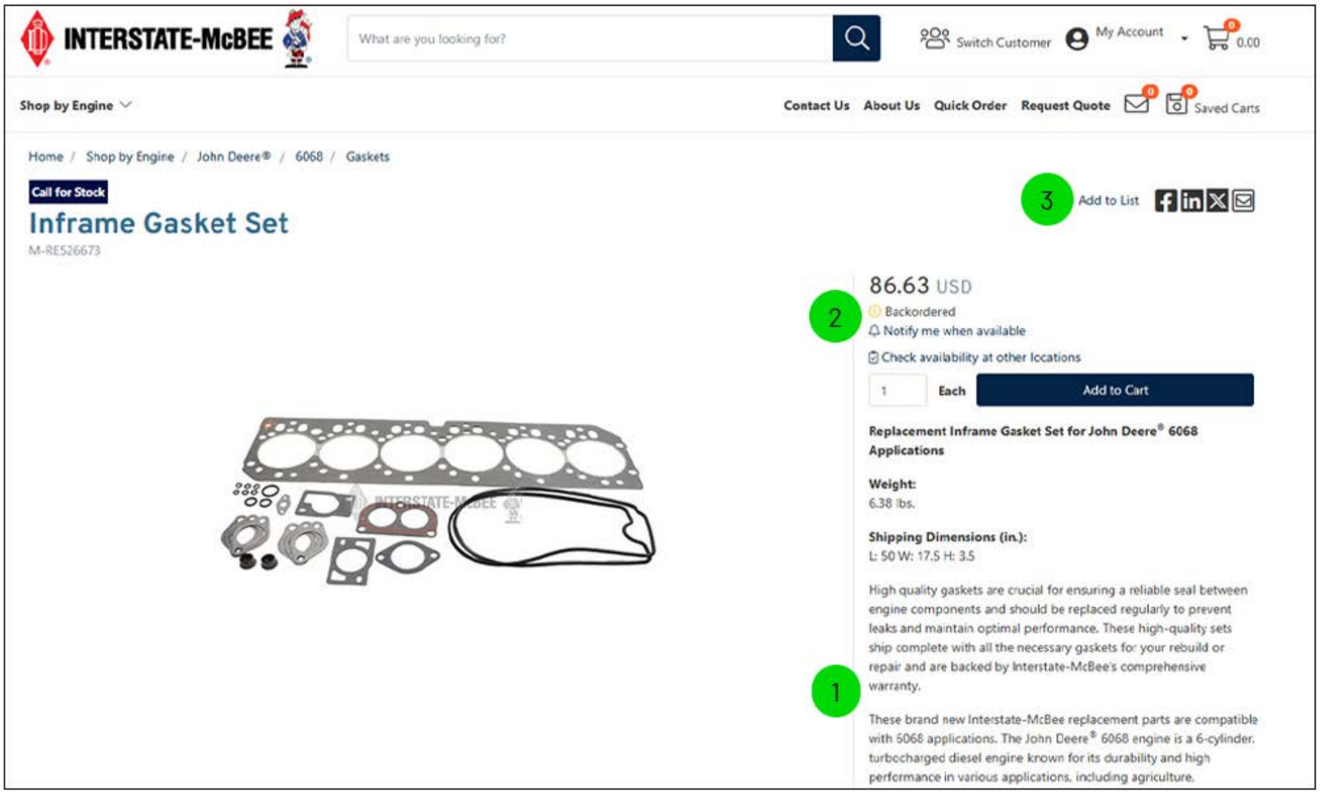
New content is being added to the parts catalog daily.

(See screenshot below for reference)

1. *Individual product pages contain valuable catalog information as well as detailed kit breakdowns, pictures, videos, catalog references, and more.*

2. Your pricing is displayed here along with product availability. (Many kit items can be built on demand, so be sure to call for updated availability on parts that are showing as backordered).

3. Add products to saved lists or share parts pages via social media and email with the buttons at the top right.



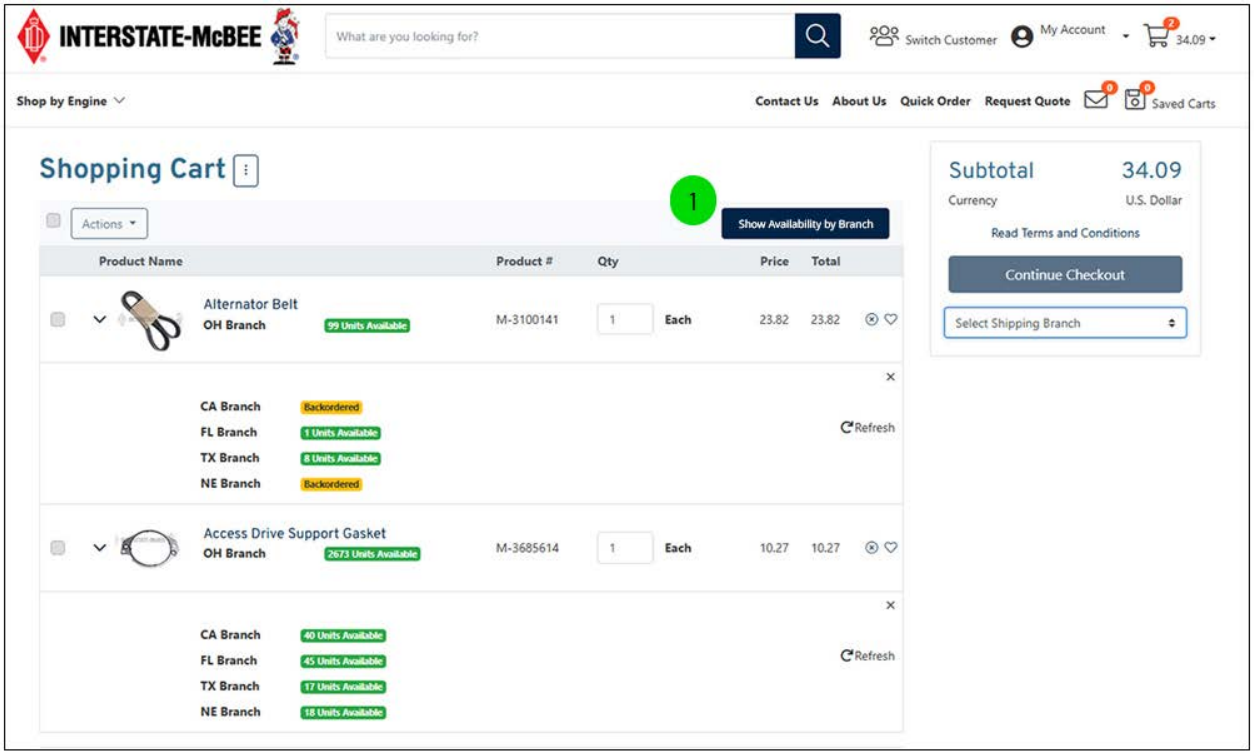
---

23. Checkout Process

You can now see Availability by Branch from the checkout screen for all items in your cart making selecting a shipping branch easy.

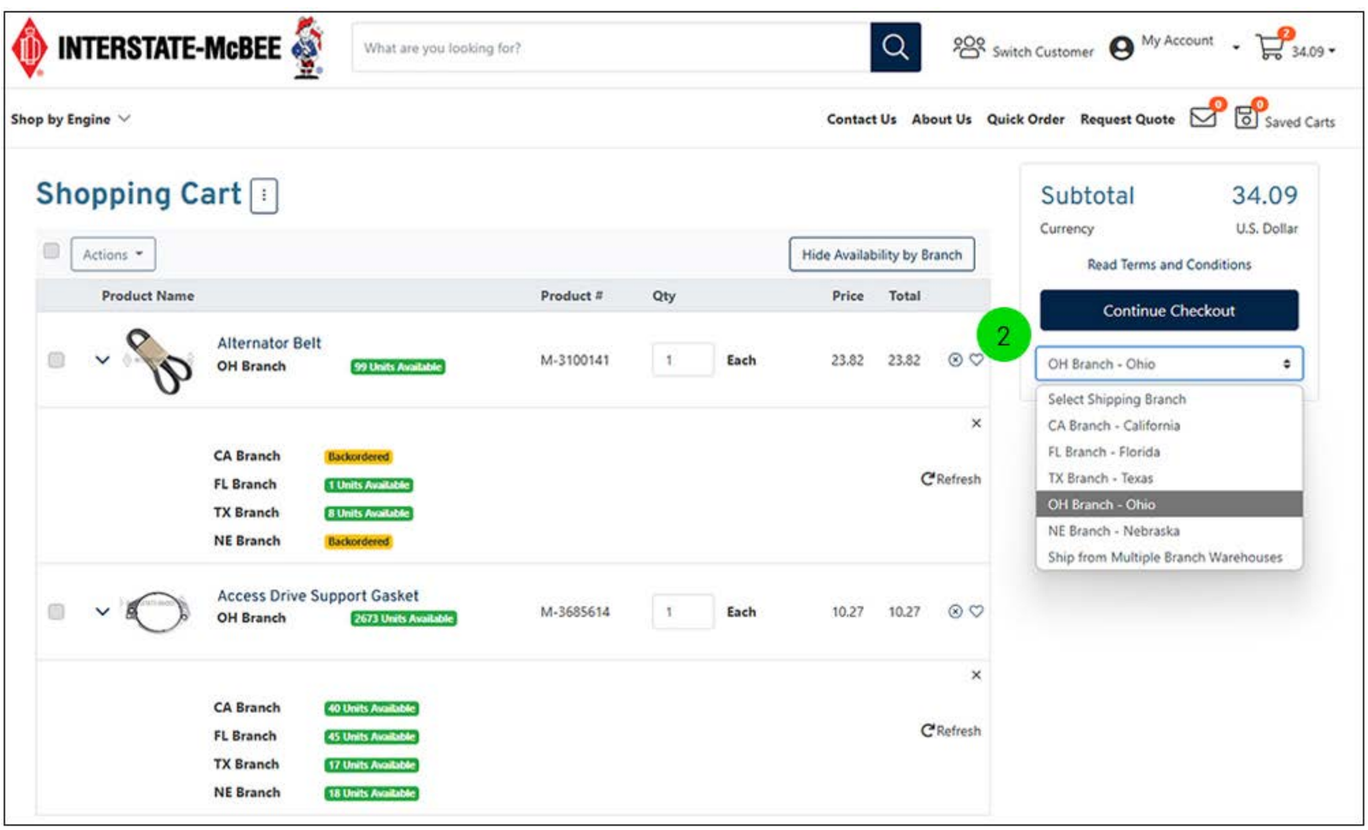
(See screenshot below for reference)

1. View real-time inventory for products added to your cart while checking out. Select the "Show Availability by Branch" button to see inventory of these parts at each location.



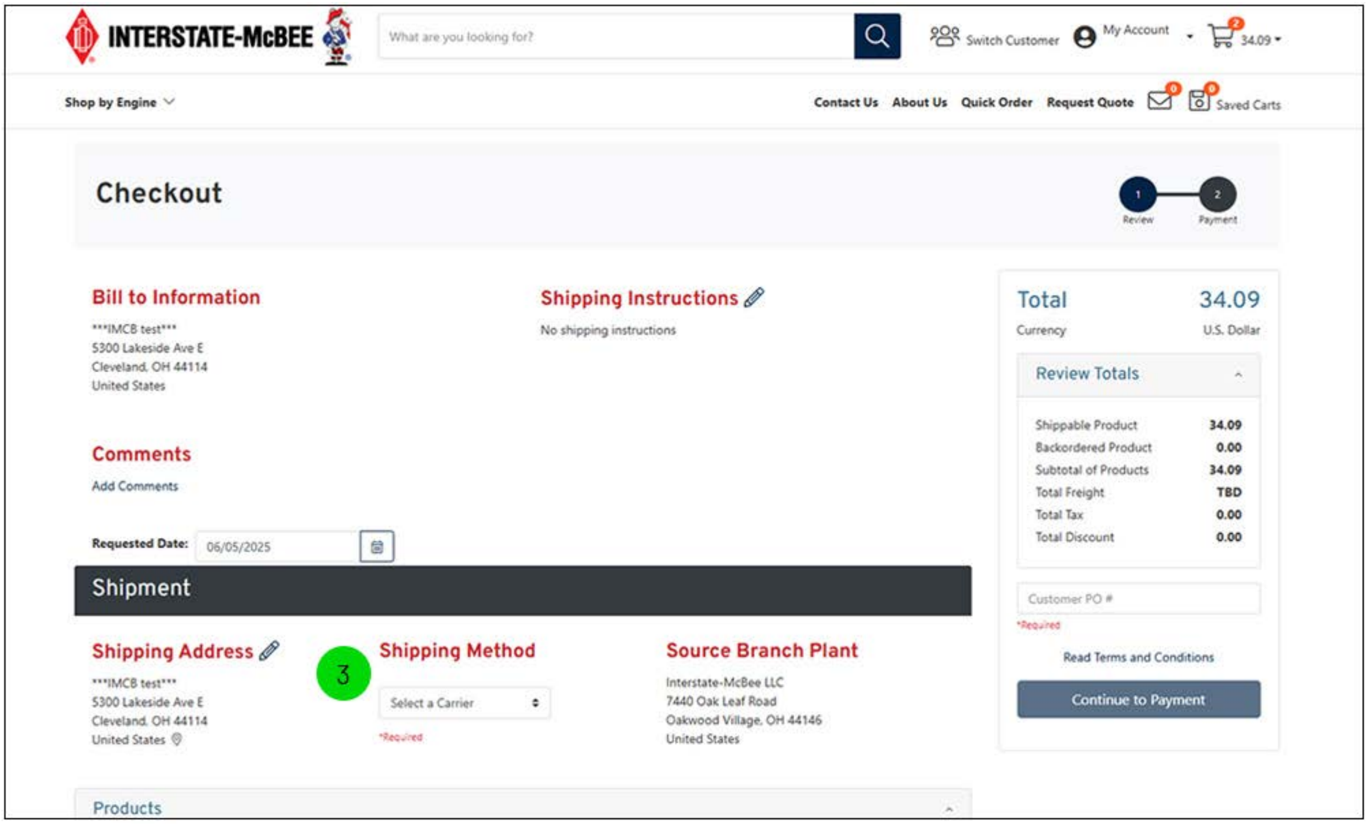
See screenshot below for reference)

2. Select your preferred shipping branch from the "Select Shipping Branch" dropdown before proceeding to checkout.



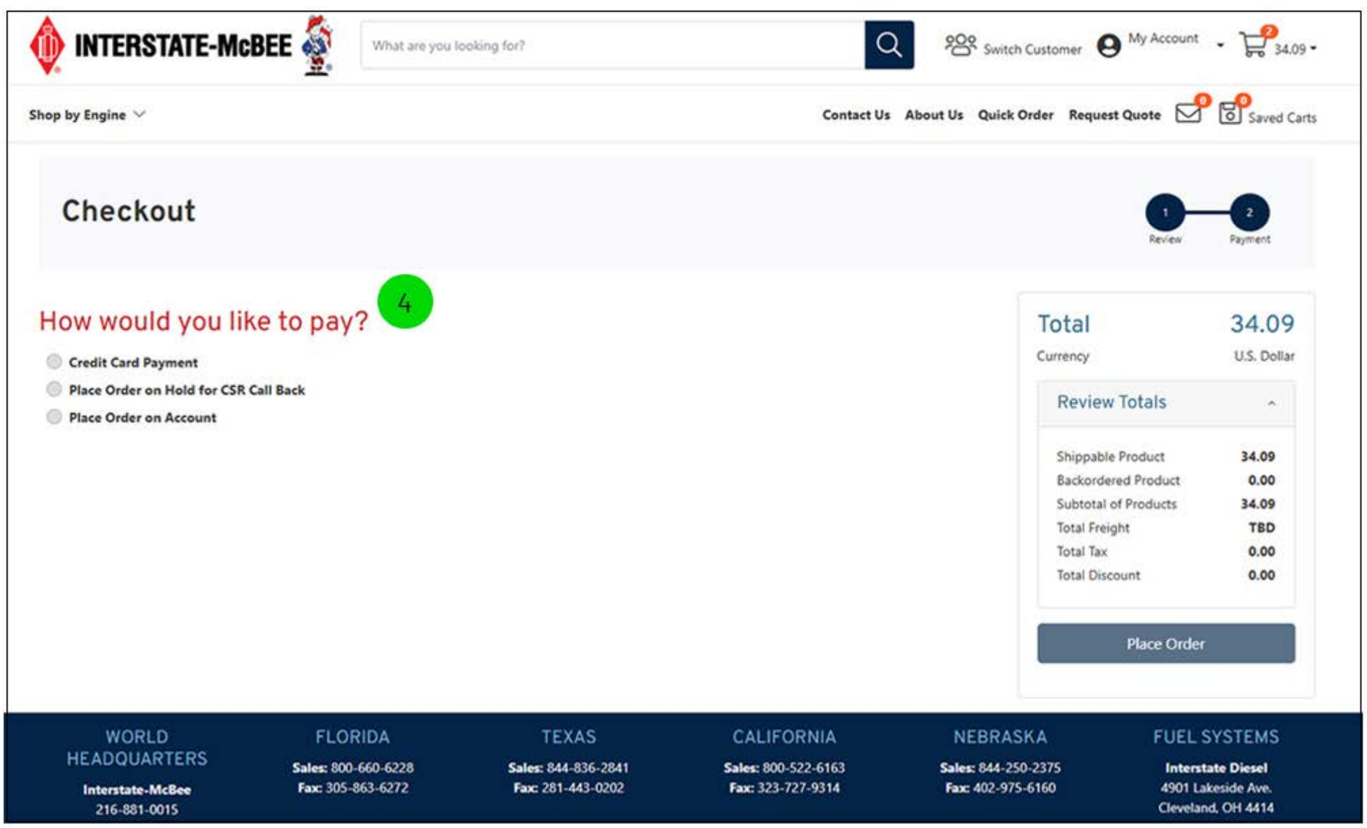
See screenshot below for reference)

*3. Review all checkout information. *Note: “Shipping Method” and “Customer PO #” are required fields to continue to payment.*



See screenshot below for reference)

4. Select your preferred payment method to complete your order.



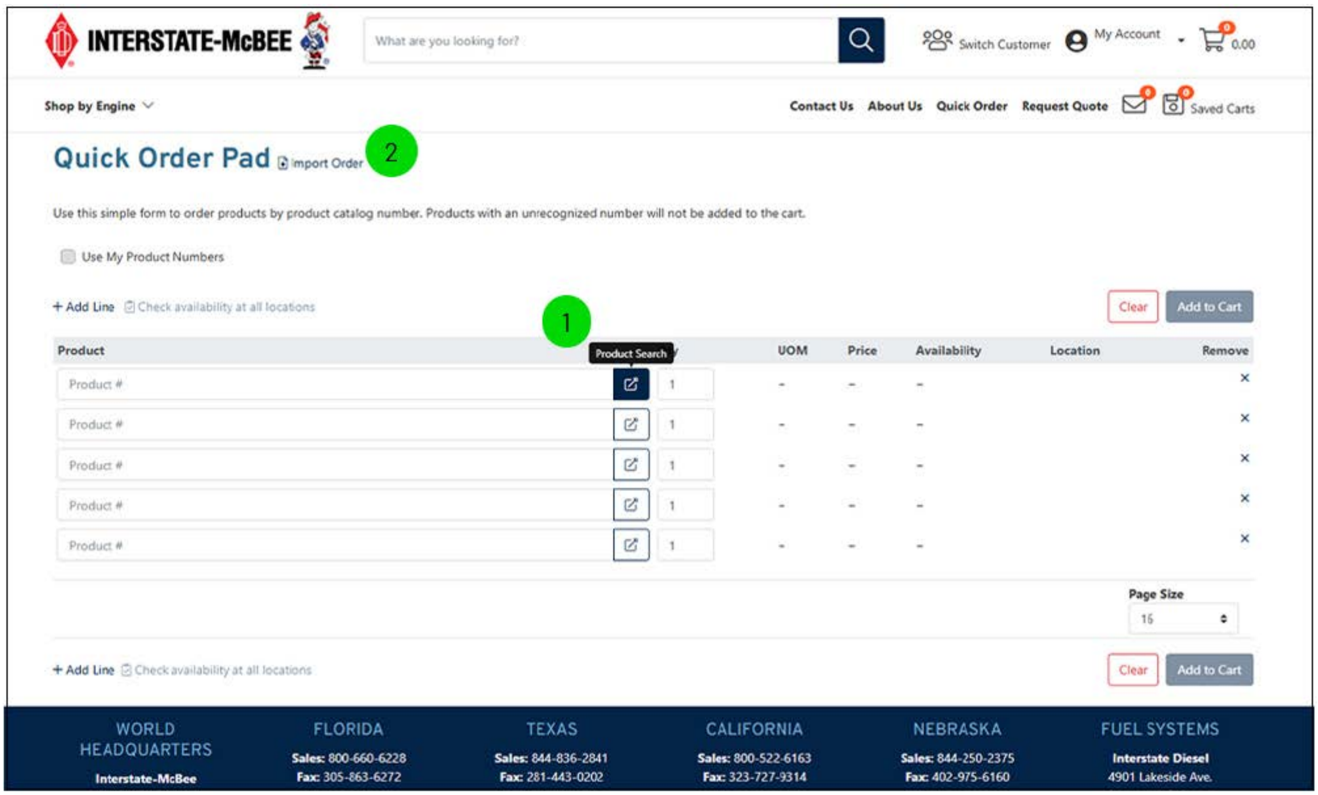
24. Quick Order Pad

Enter part numbers into each line or, download our CSV template and then upload your excel file for fast results. You are also able to view Availability by Branch for each product from this page as well.

(See screenshot below for reference)

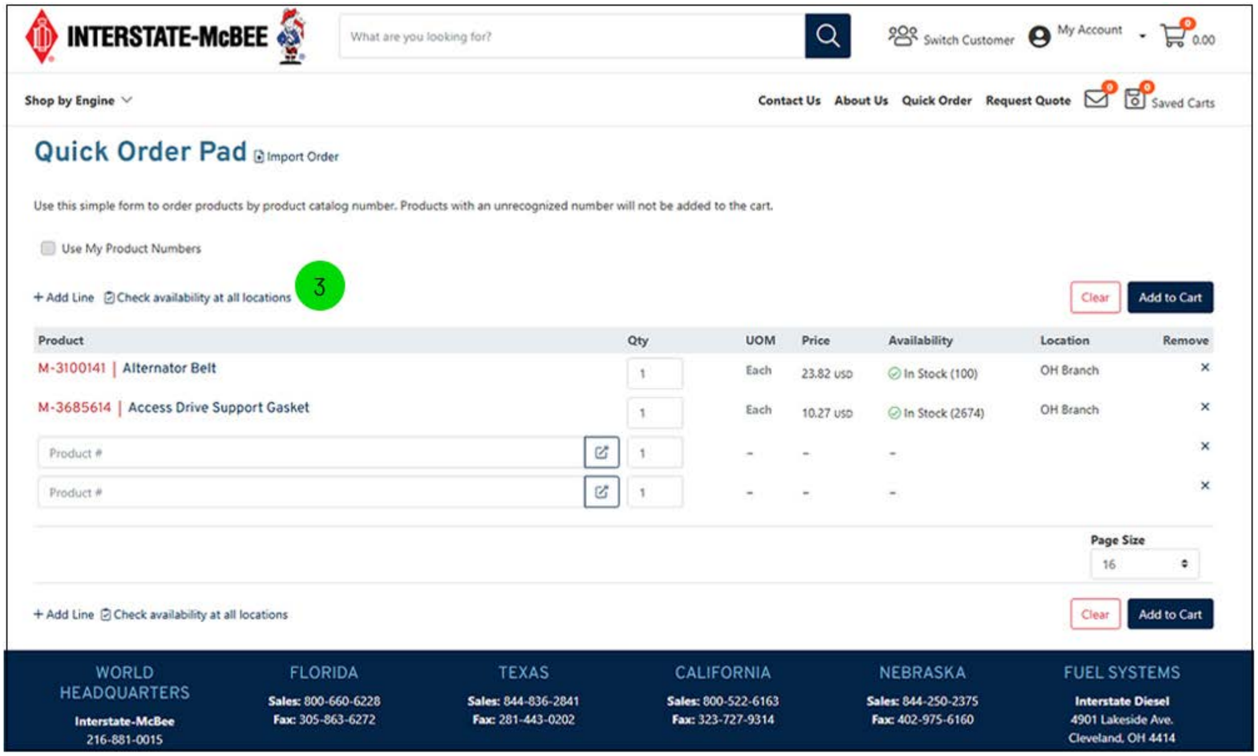
1. Add product numbers in the provided fields and add more input fields as desired with the Add Line button at the bottom. You may also use your own product numbers that were set up in the Cross Reference Products if you check the box that says, "Use My Product Numbers."

2. If you'd like to import your products via an excel file, use the "Import Order" button.



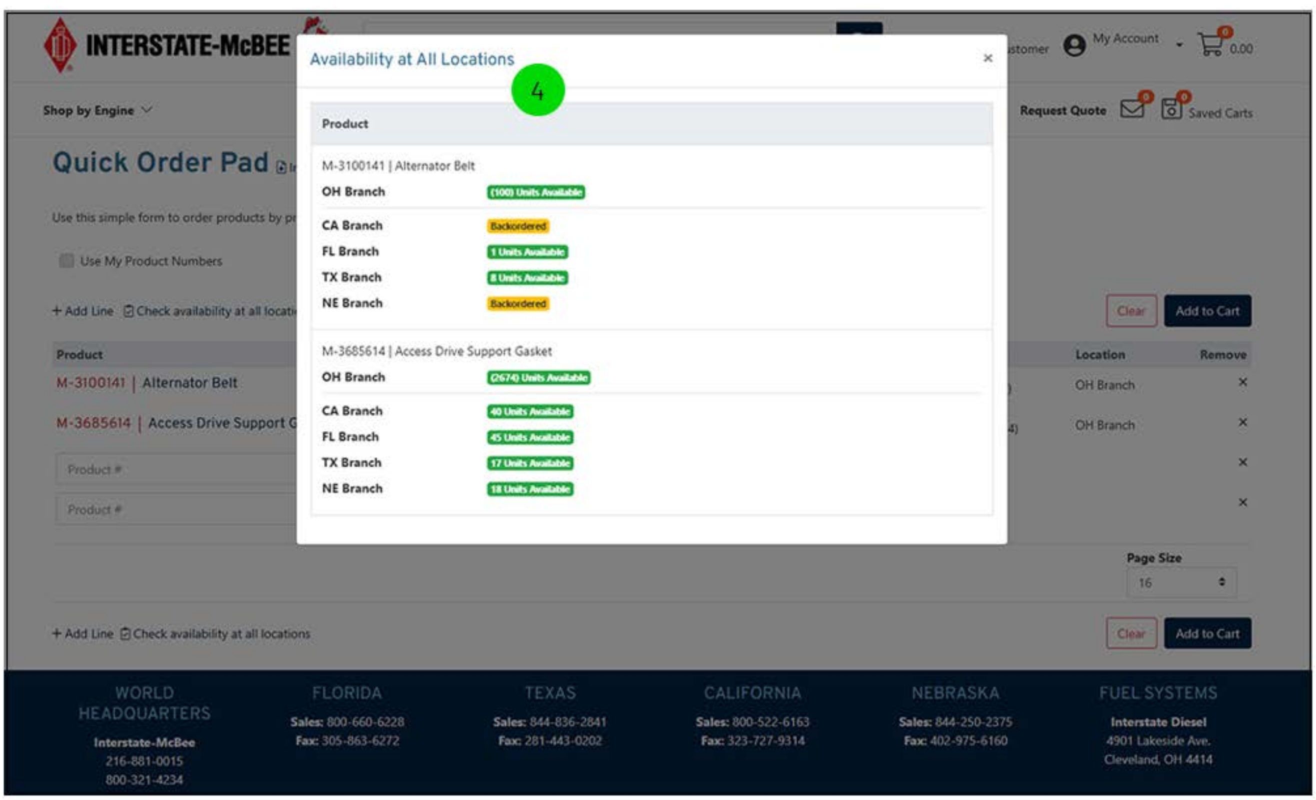
See screenshot below for reference)

3. Click "Check availability at all locations" to view real-time inventory for products at each location.



See screenshot below for reference)

4. View availability per branch for each part added to the Quick Order Pad.



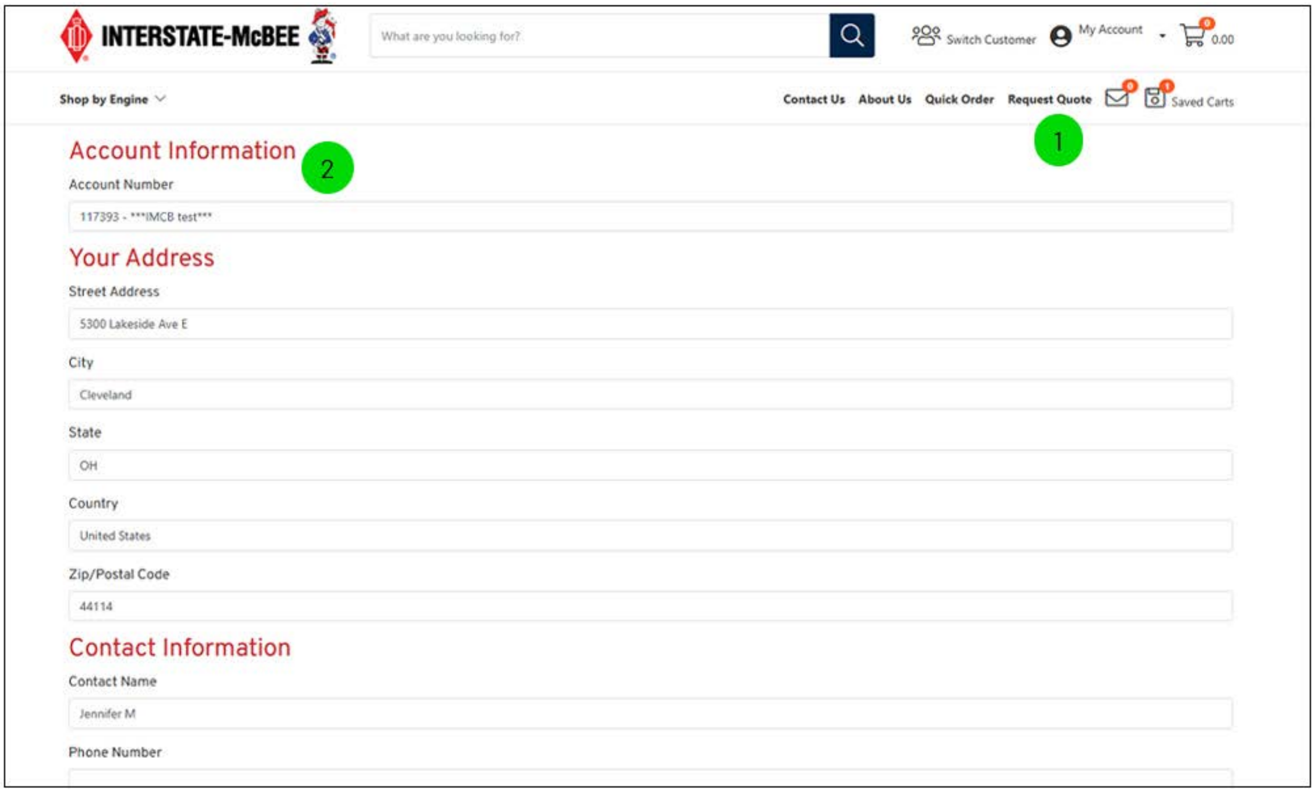
25. Request Quote

Skip the back-and-forth. Submit your engine info and let our engine experts deliver the right parts and pricing, straight to your dashboard.

(See screenshot below for reference)

1. Once logged in, click on "Request Quote" in the navigation bar.

2. Confirm correct Account Information, as these fields should auto-populate.



---

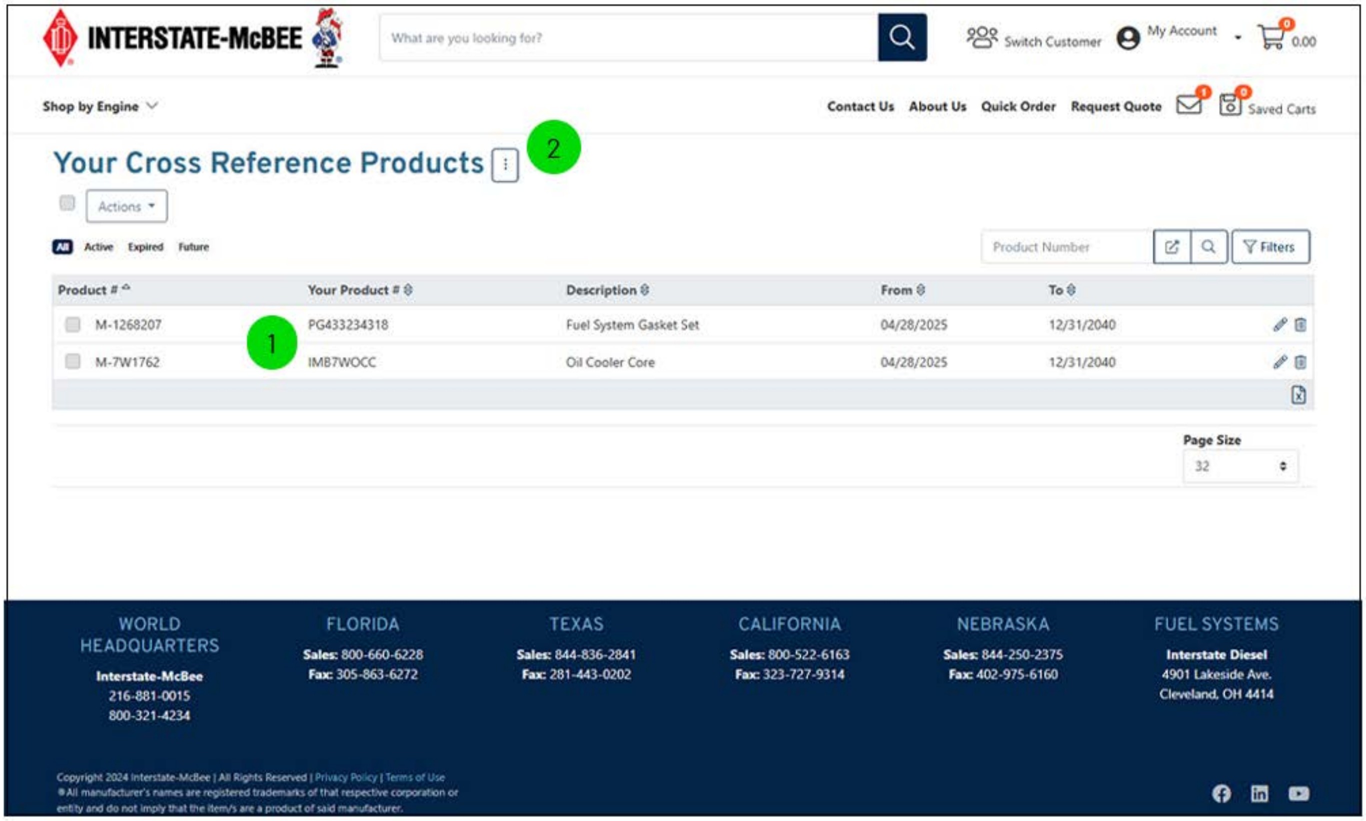
26. Custom Cross-Reference Numbers

Enter your part numbers or download our CSV template to upload a document with multiple part numbers with ease.

(See screenshot below for reference)

1. These numbers are unique to your company and will only display when logged in with an account tied to your customer number.

2. To add your custom part numbers, click on the three dots next to “Your Cross Reference Products.”



---

27. Filters

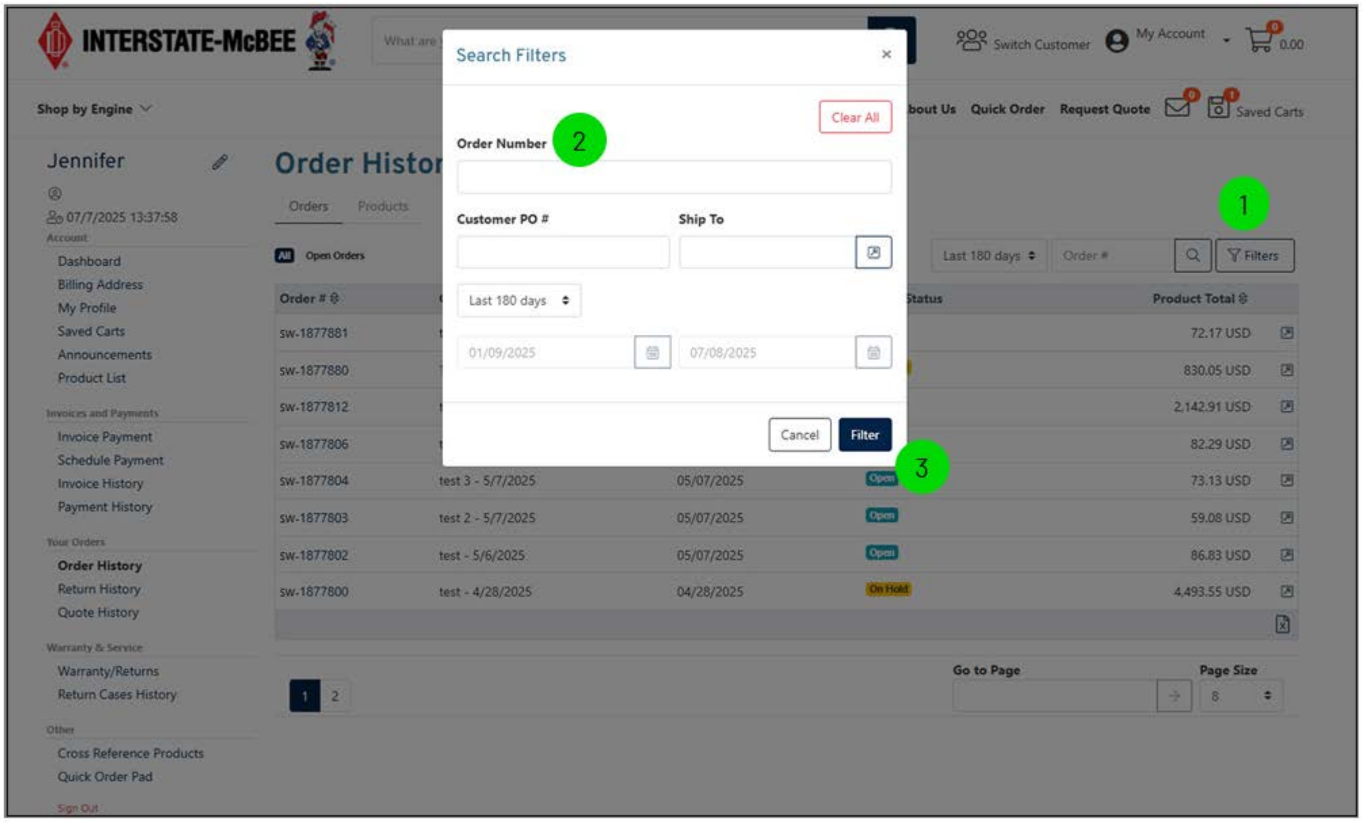
The filters tab is available under multiple sections (Order, Invoice, Warranty/Return History, etc.) and can be used to search for specific results if you need help.

(See screenshot below for reference)

1. Click on the "Filters" button to open the filter pop-up (This modal is available for Order, Invoice, and Warranty/Return History sections).

2. Enter your Order Number, Customer PO #, or Ship To (options may vary across modals) to search by filters.

3. Click the "Filter" button to get results.


INTERSTATE-McBEE
Search Filters
Clear All
Order Number
Customer PO #
Ship To
Last 180 days
01/09/2025
07/08/2025
Cancel
Filter
1
2
3
Shop by Engine
About Us
Quick Order
Request Quote
Saved Carts
Switch Customer
My Account
Jennifer
07/7/2025 13:37:58
Order History
Orders
Products
Open Orders
Filters
Dashboard
Billing Address
My Profile
Saved Carts
Announcements
Product List
Invoice Payment
Schedule Payment
Invoice History
Payment History
Order History
Return History
Quote History
Warranty/Returns
Return Cases History
Cross Reference Products
Quick Order Pad
Order #
Status
Product Total
sw-1877881
72.17 USD
sw-1877880
830.05 USD
sw-1877812
2,142.91 USD
sw-1877806
82.29 USD
sw-1877804
test 3 - 5/7/2025
05/07/2025
Open
73.13 USD
sw-1877803
test 2 - 5/7/2025
05/07/2025
Open
59.08 USD
sw-1877802
test - 5/6/2025
05/07/2025
Open
86.83 USD
sw-1877800
test - 4/28/2025
04/28/2025
On Hold
4,493.55 USD
Go to Page
Page Size