



INTERSTATE-McBEE



How to Submit a Return

This guide will help you navigate our website and submit a return through the Returns Portal.

Accessing the Returns Portal

1. Sign In

Log in to our online ordering website [here](#).

If you're unable to log in, please contact z_onlineordering@interstate-mcbee.com for assistance.

2. Navigate to Warranty/Returns

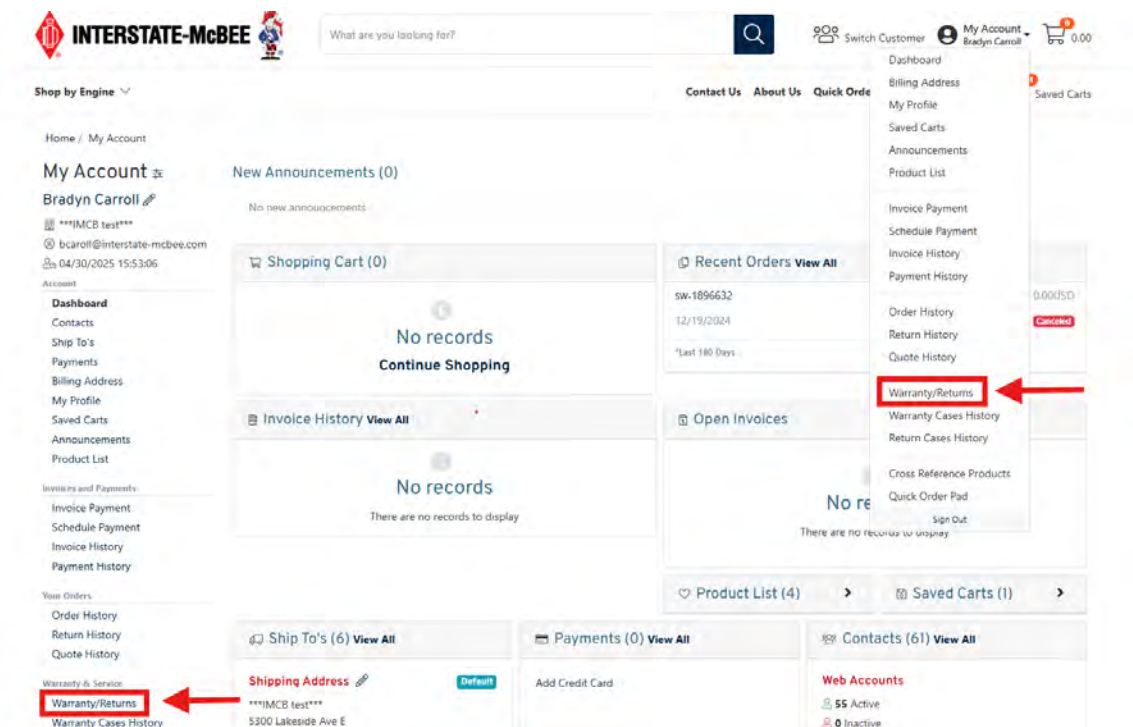
After logging in, you'll land on your dashboard. To access the Returns Portal:

- Use the **left sidebar** and click on **“Warranty/Returns”**

OR

Hover over your name in the **top-right corner**, then select **“Warranty/Returns”** from the drop-down menu.

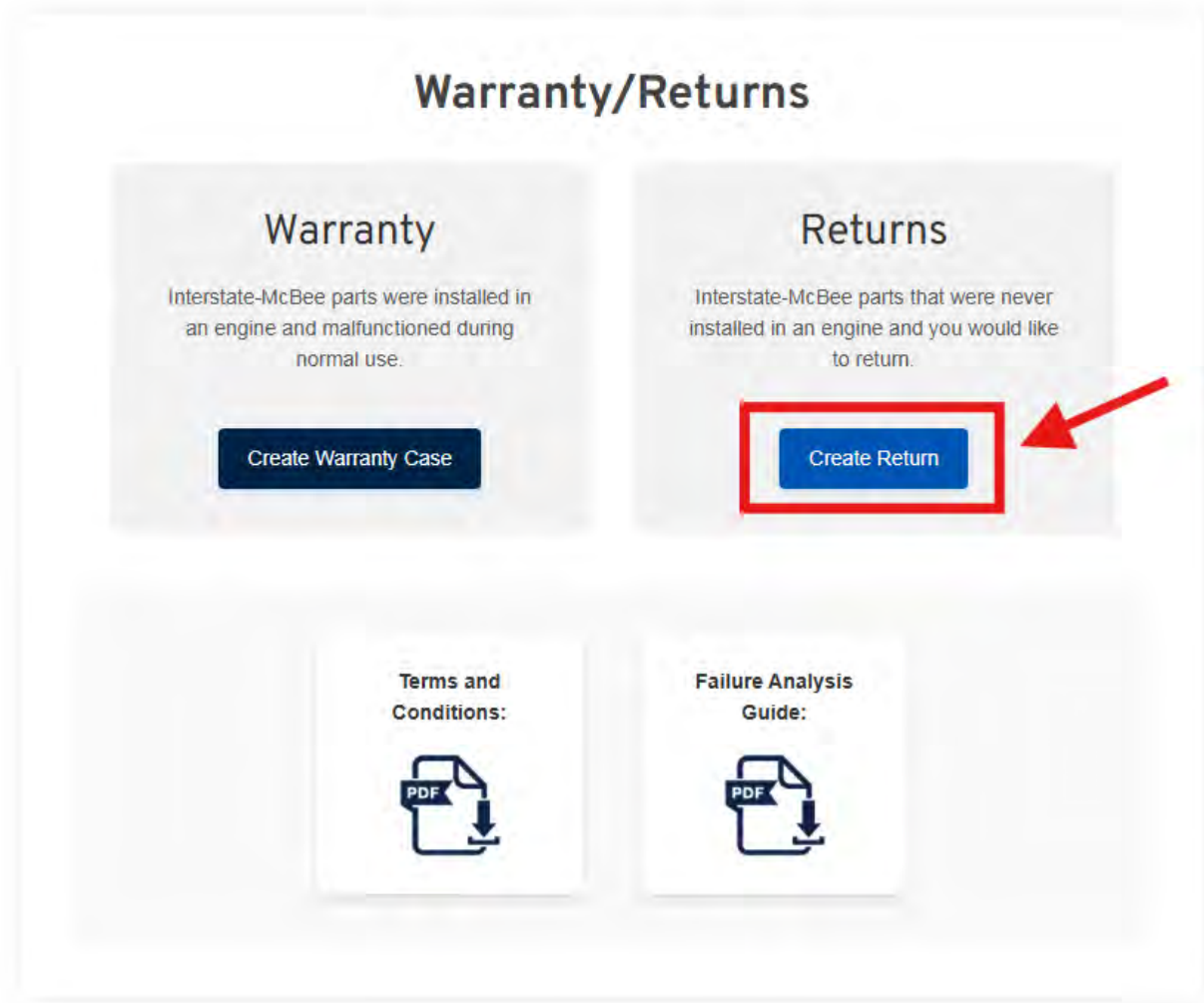
(See screenshot below for reference)



3. Start a New Return

On the **Warranty/Returns** page, click the “**Create Return**” button.

(See screenshot below for reference)



4. Complete the Return Case Form

You'll be taken to the return case creation form. Follow the steps on the page and enter the required information.

Form: Return Case Creation

Section 1: Customer Details

- Required:
 - Original Reference / PO Number

- Phone number

(See screenshot below for reference)

Return Case Creation
Customer Details

Sold To #
117393

Name
IMCB test

Contact Phone Number
*Required

Email ID
bcaroff@interstate-mcbee.com

Reference/PO#
*Required

Add Parts from Past Order (Mandatory)

All RGA case must include Interstate-McBee parts selected directly from your past orders. The 'Add Parts Claim' button will open a new window where you can locate and add these items.

Add Parts Claim

Save

Section 2: Add Parts from Past Order

- Required:
 - Click “**Add Parts Claim**”
 - A pop-up will appear. Use the available fields to search for your parts.
 - Once results populate, select the correct order, input the quantity, and click “**Select**” to add the parts to your claim.

(See screenshots below for reference)

Return Case Creation

Customer Details

Sold To #

117393

Name

IMCB test

Contact Phone Number

*Required

Email ID

bicaroll@interstate-mcbee.com

Reference/PO#

*Required

Add Parts from Past Order (Mandatory)

All RGA case must include Interstate-McBee parts selected directly from your past orders. The 'Add Parts Claim' button will open a new window where you can locate and add these items.

Add Parts Claim

Save

Search Parts

1. Locate Parts

Use any combination of the search fields below to browse your previous orders and locate the parts to be included in your case.

Order Number

Customer PO #

Submission Date From

Submission Date Thru

Invoice Number

Item #

M-3054608

Search

2. Add Parts to Case

Select the parts you'd like to add to your case with the checkboxes below. Specify the quantity you'd like to add in the box, then click 'Add to Case'

	Quantity	Order Number	Order Date	Part Number	Description	Order Quantity	Price
<input type="checkbox"/>	0	1915277	03/07/2025	M-3054608	Coil - 12V - 1 Terminal	10	149.50
<input type="checkbox"/>	0	1900465	01/10/2025	M-3054608	Coil - 12V - 1 Terminal	15	224.25
<input type="checkbox"/>	0	1882296	10/21/2024	M-3054608	Coil - 12V - 1 Terminal	10	149.50

Select **Cancel**

Tip:

Start with **just one search** field for best results. If needed, add more search criteria to refine your results.

Submitting Your Case

Once all sections are completed:

- Click “**Save**” to submit your claim.
- You’ll receive a **case number** upon submission.
- Please allow **1–2 business days** for RMA paperwork to be processed and sent to your email.

If you run into any issues or have any questions, contact z_onlineordering@interstate-mcbee.com for support.