INTERSTATE-McBEE

ONLINE ORDERING

All Features

How-To Guide

DOWNLOAD PDF

AUGUST 2025

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

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Account > 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/request-access/

  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.*

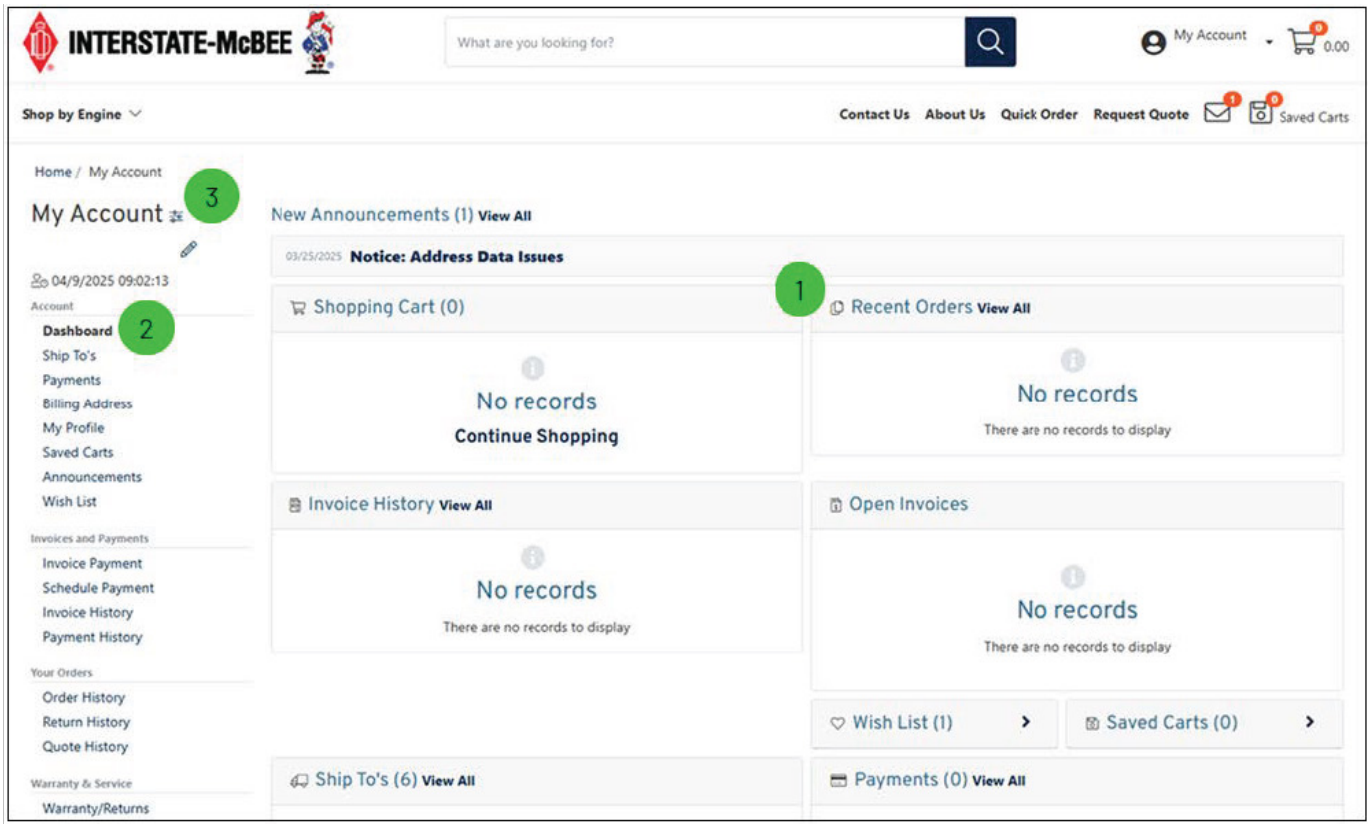
Account > Dashboard

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

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

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

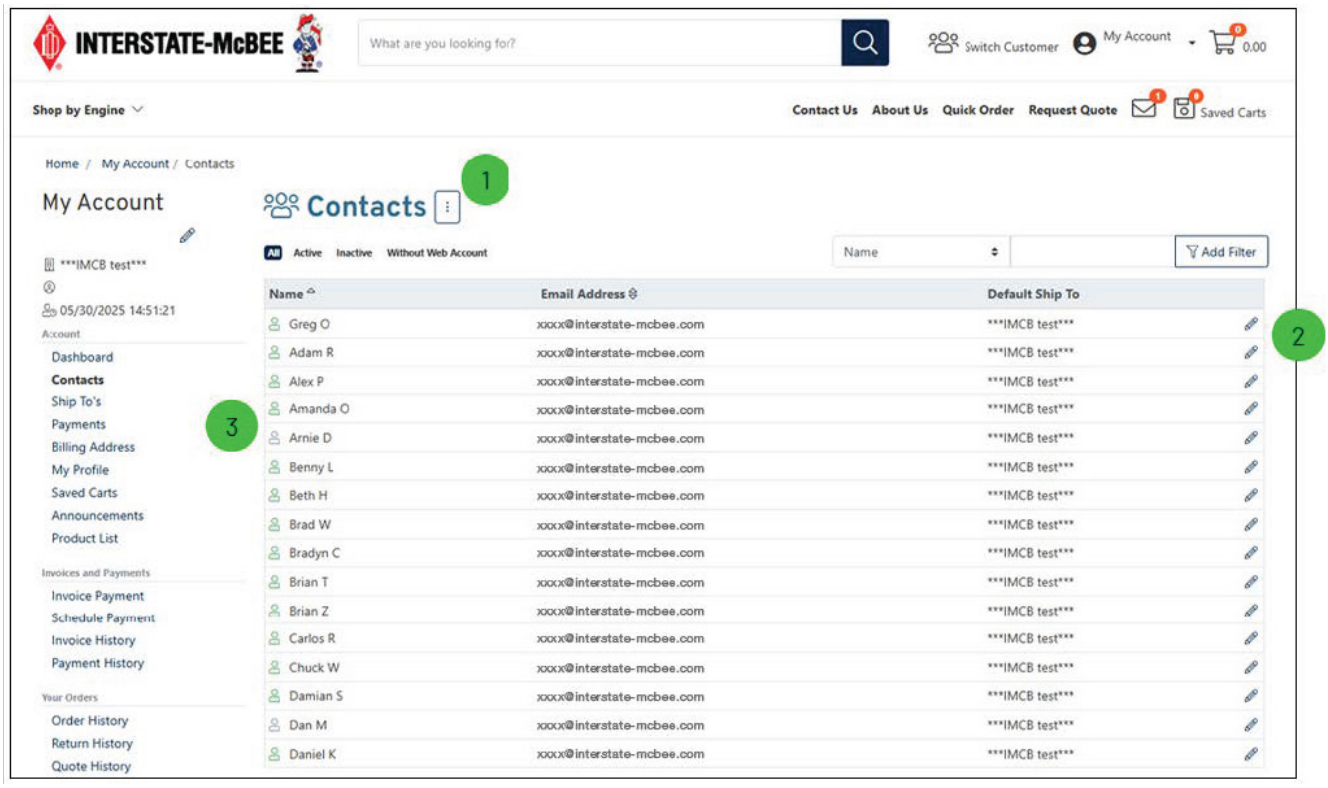
3. The dashboard can be customized to your liking using the button next to “My Account”.



Account > Contacts

Available for the administrator of your company.

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).

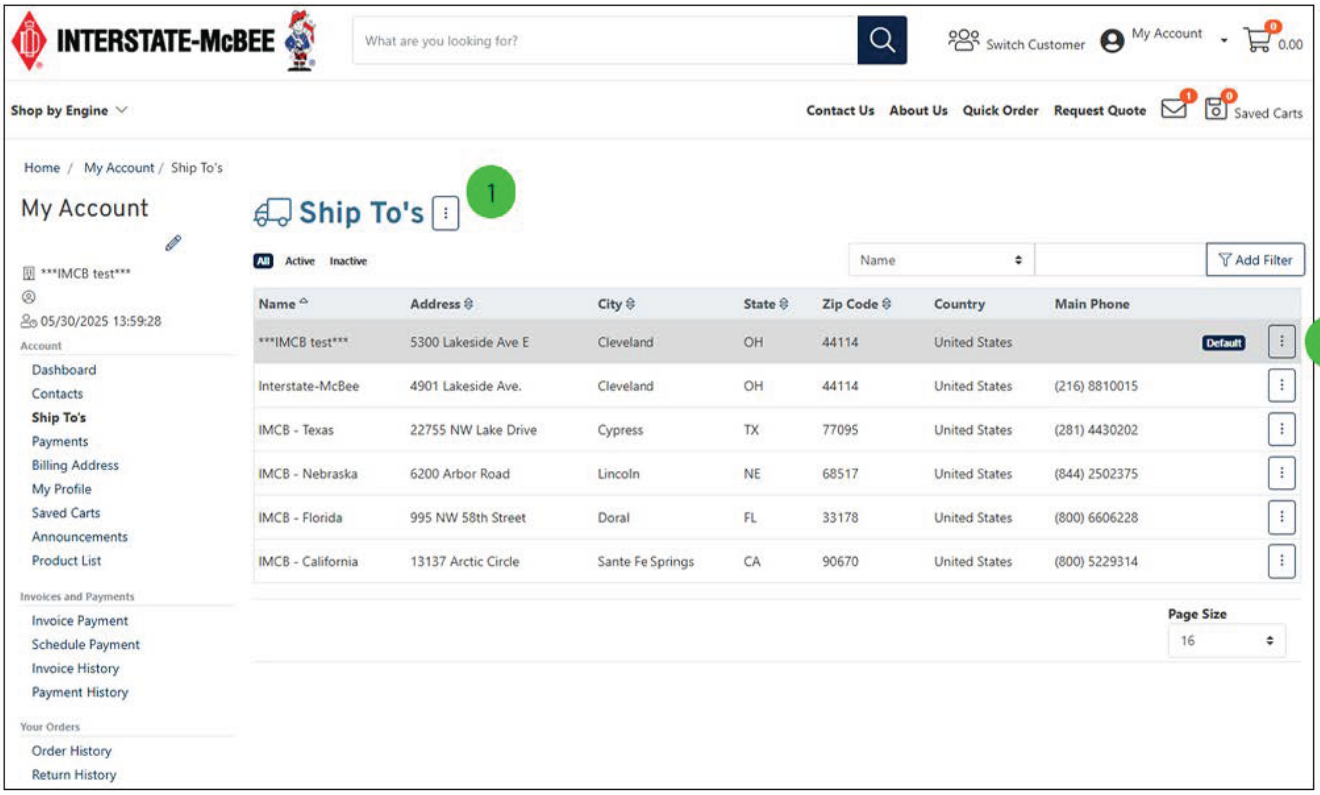


Account > Ship-To

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

1. Add new ship-to's (Include your company name, address, zip, city, & state).

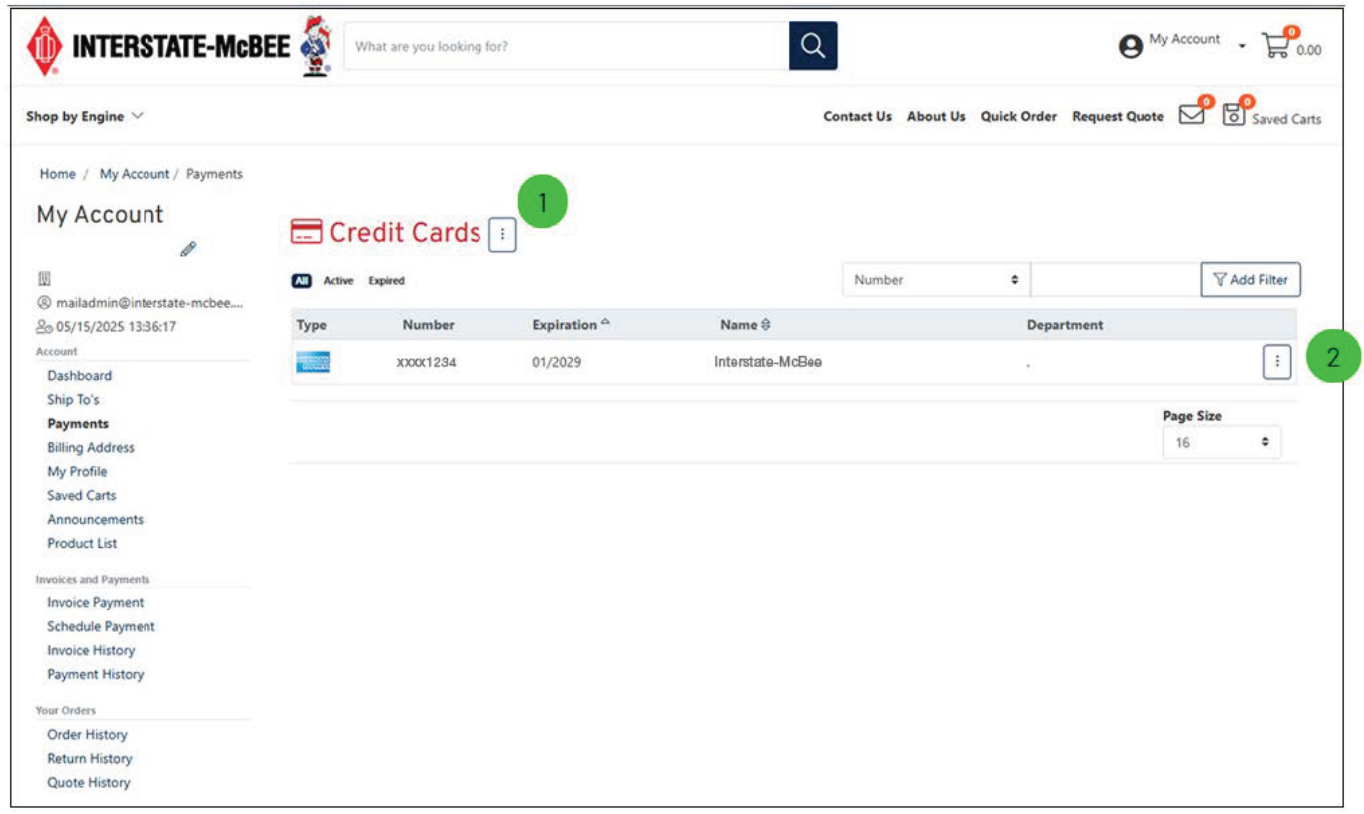
2. Manage ship-to's by setting a default for your account.



Account > Payment

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

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

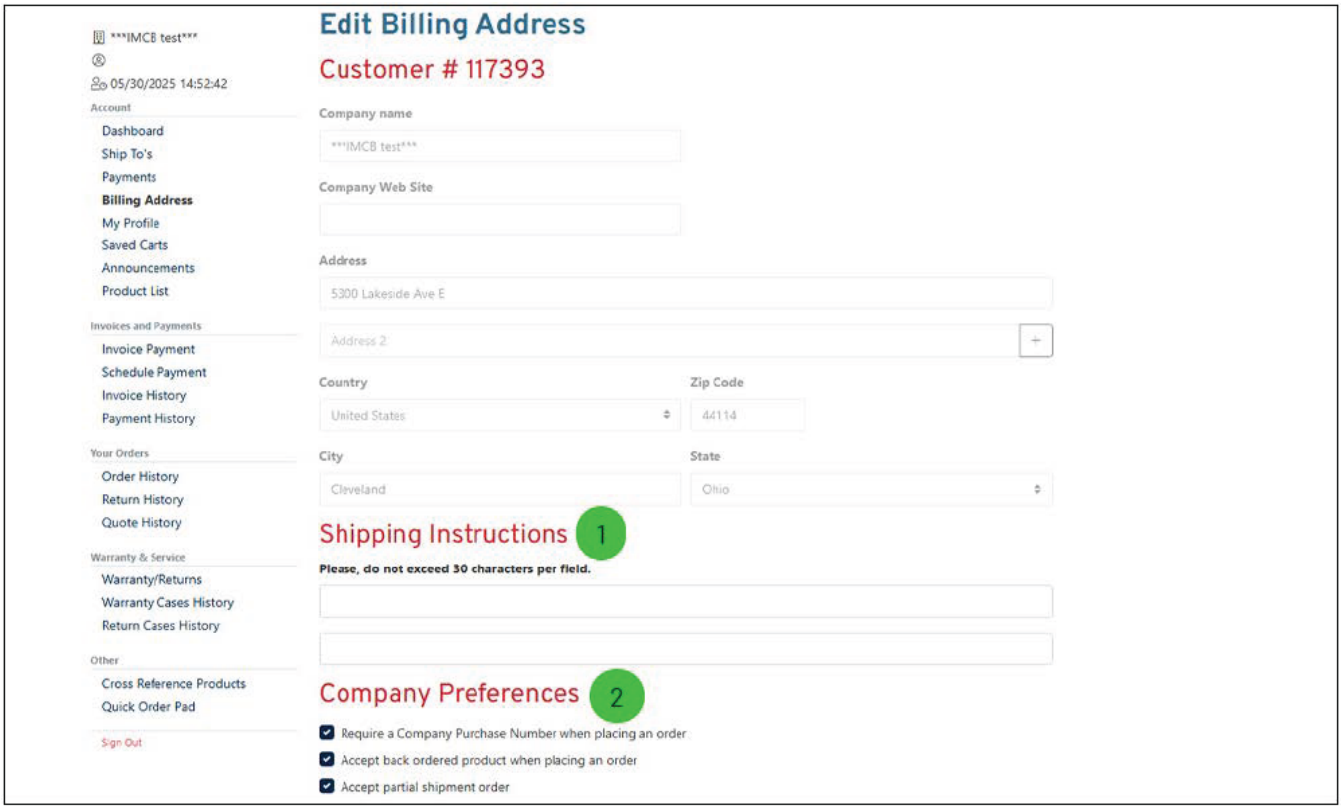


Account > Billing Address

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

1. Add shipping instructions. (ex: UPS account number). This information will show up on every order.

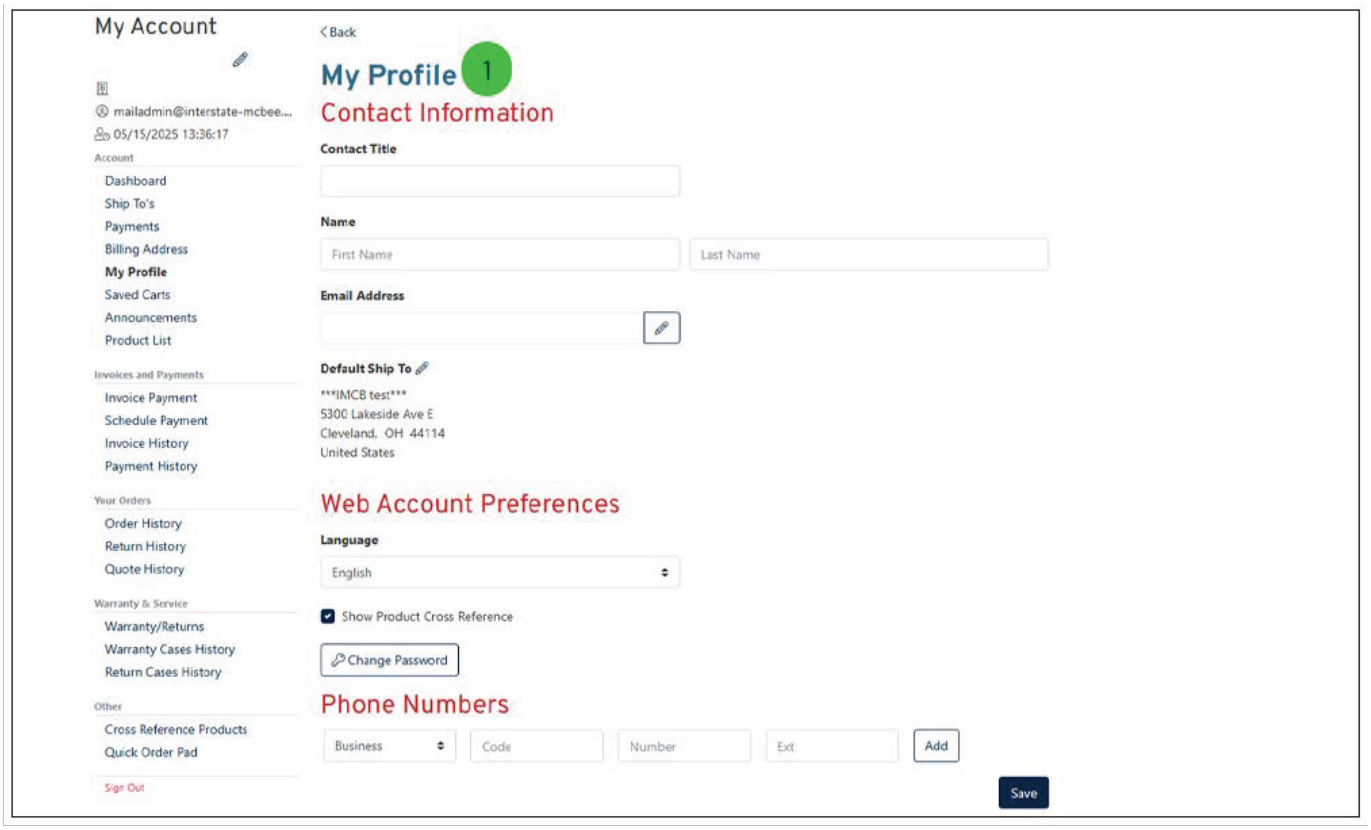
2. Company Preferences can be set here.



Account > My Profile

Manage your personal account information here.

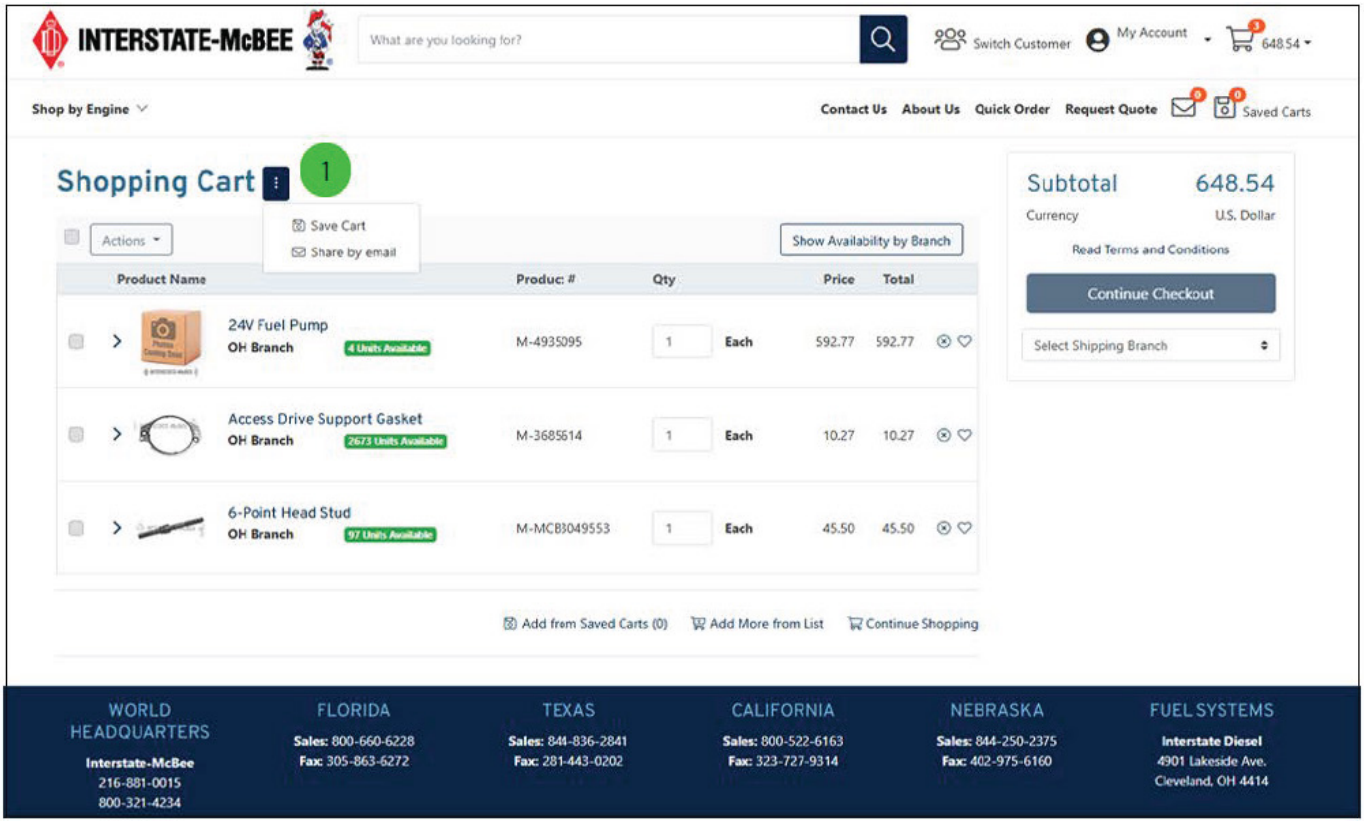
1. Add/manage contact info, web account preference and phone numbers for ways to be contacted if needed.



Account > Saved Carts

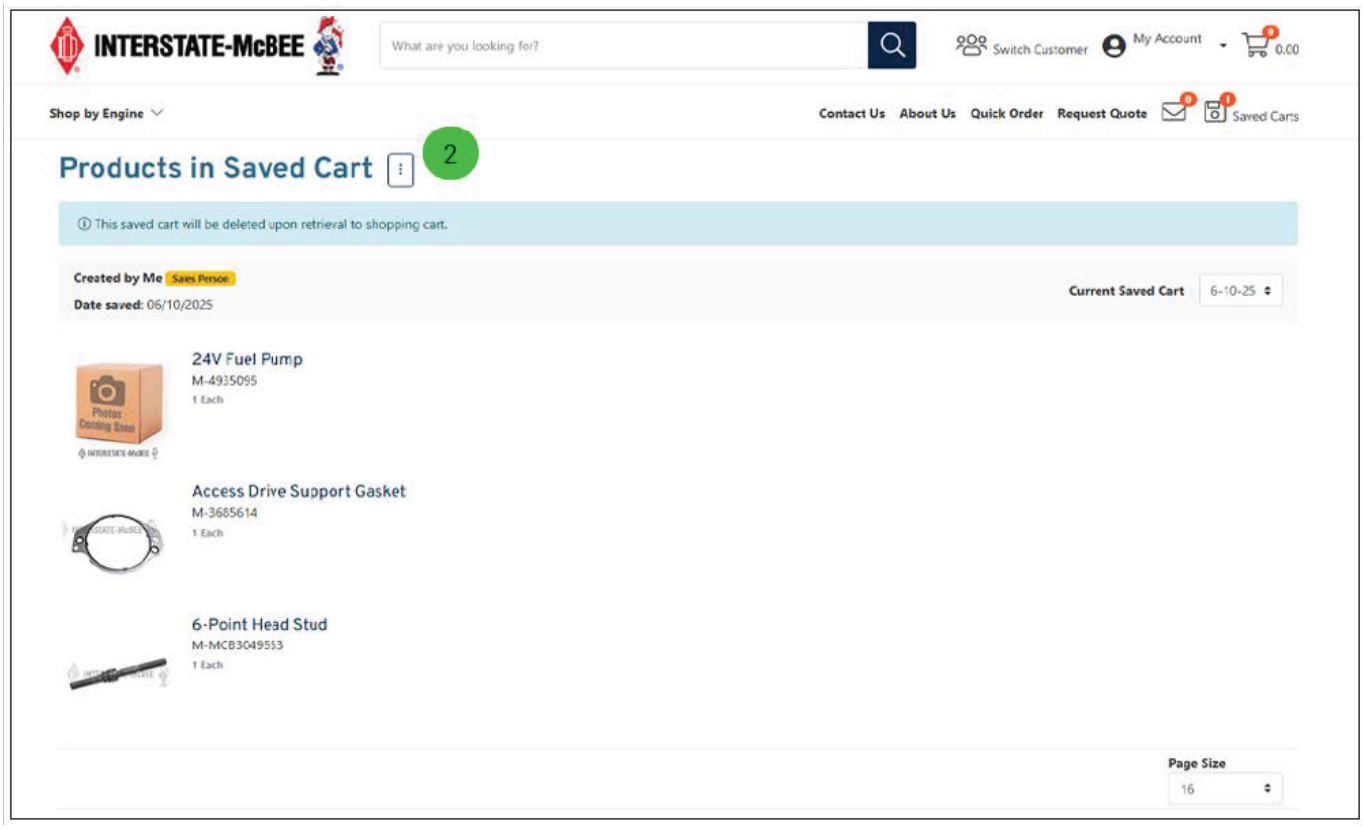
"Saved Carts" is an easy way to shop, save, and come back later when you are ready to checkout.

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



Account > Saved Carts

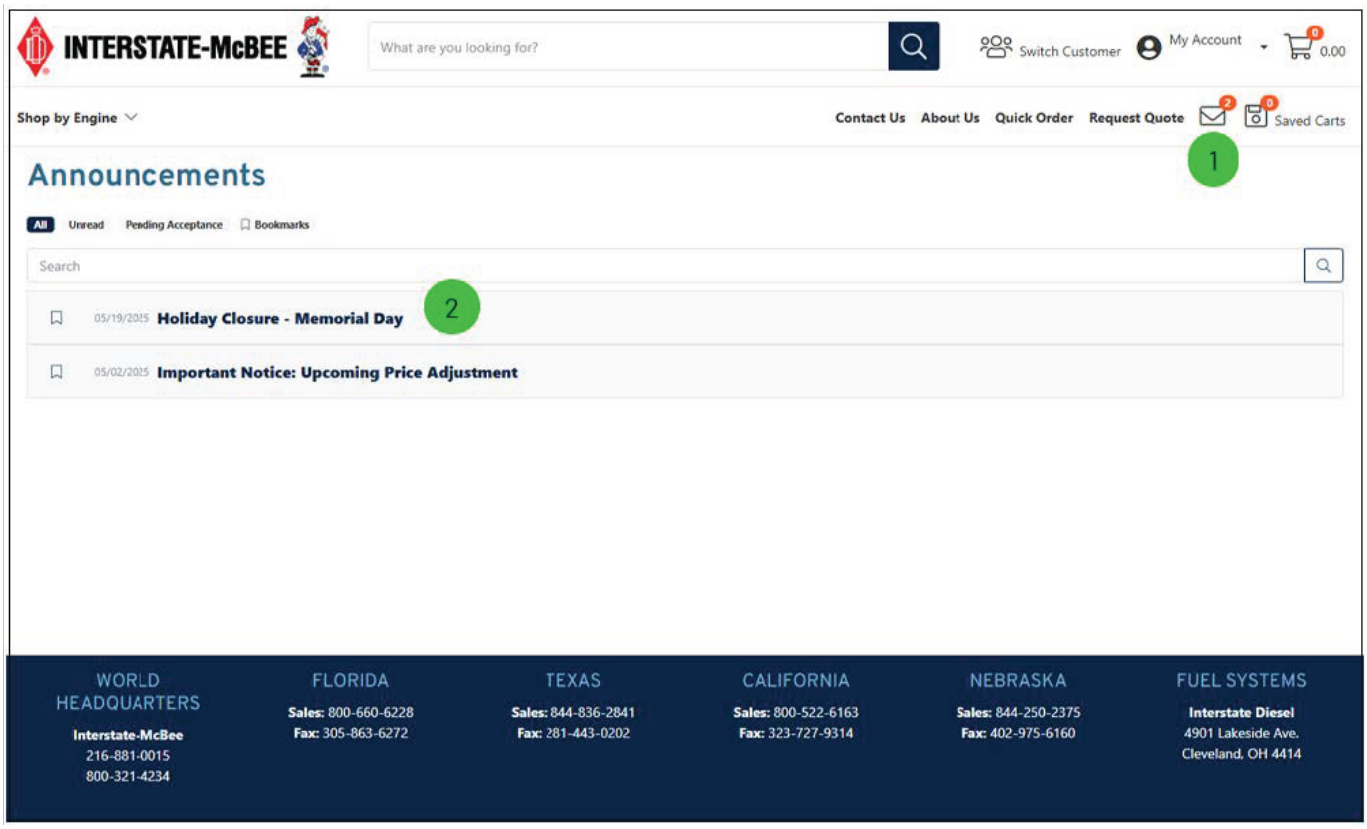
2. Save for later or merge with more items when you are ready to check out by clicking the three dots.



Account > Announcements

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

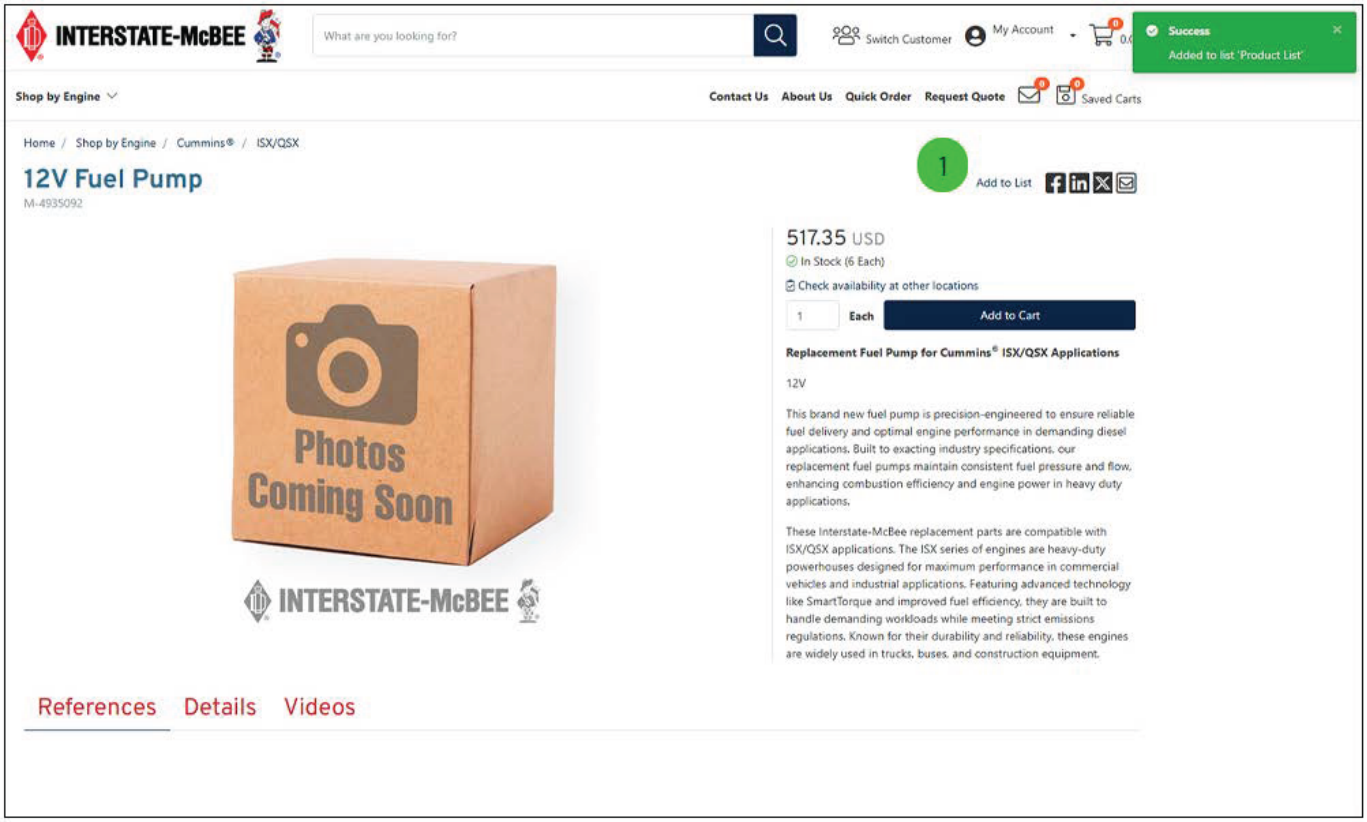
1. Click on the envelope icon to see announcements.
2. See important announcements including closures or site maintenance messages.



Account > Product List

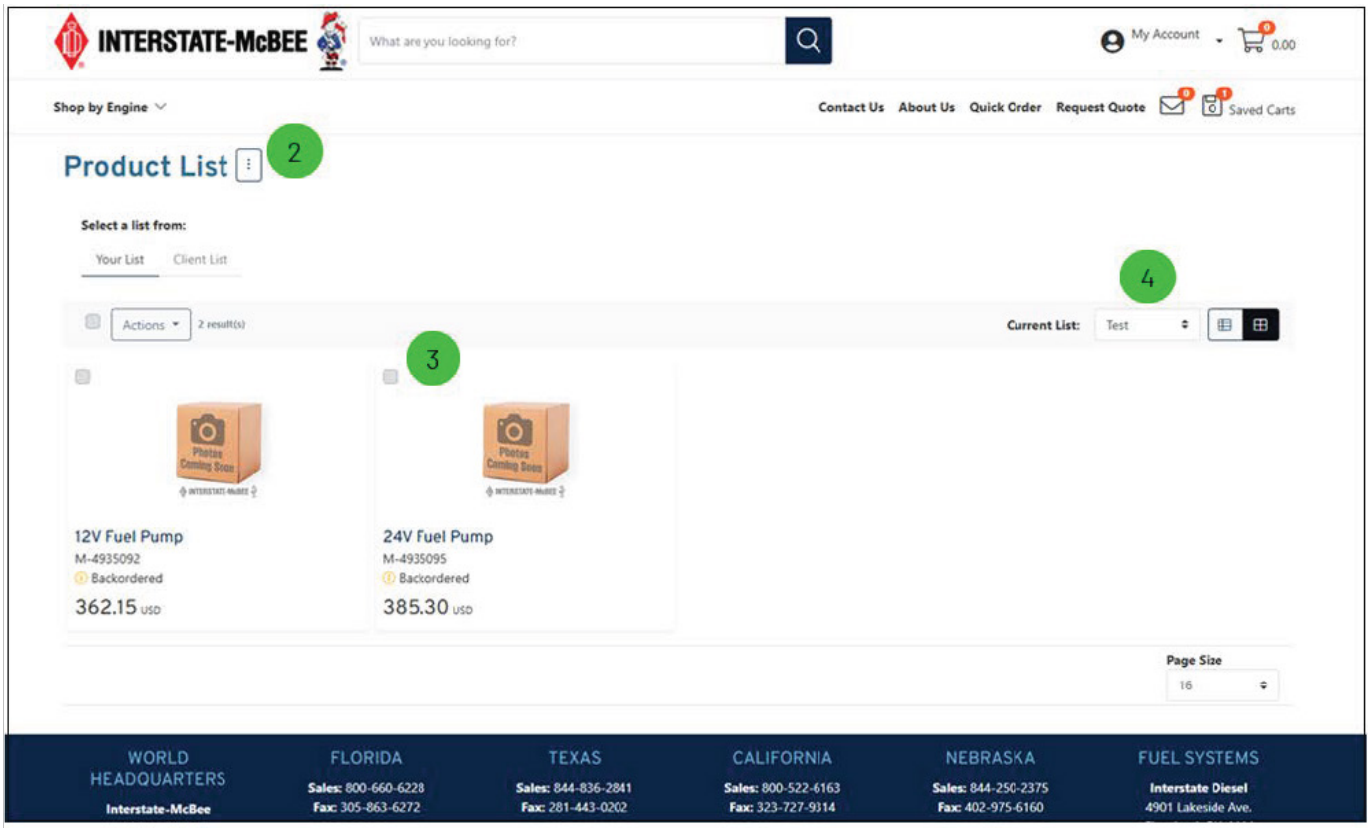
For repeat purchases, “Product Lists” are a great way to save orders and add them to your cart in just a click.

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



Account > Product List

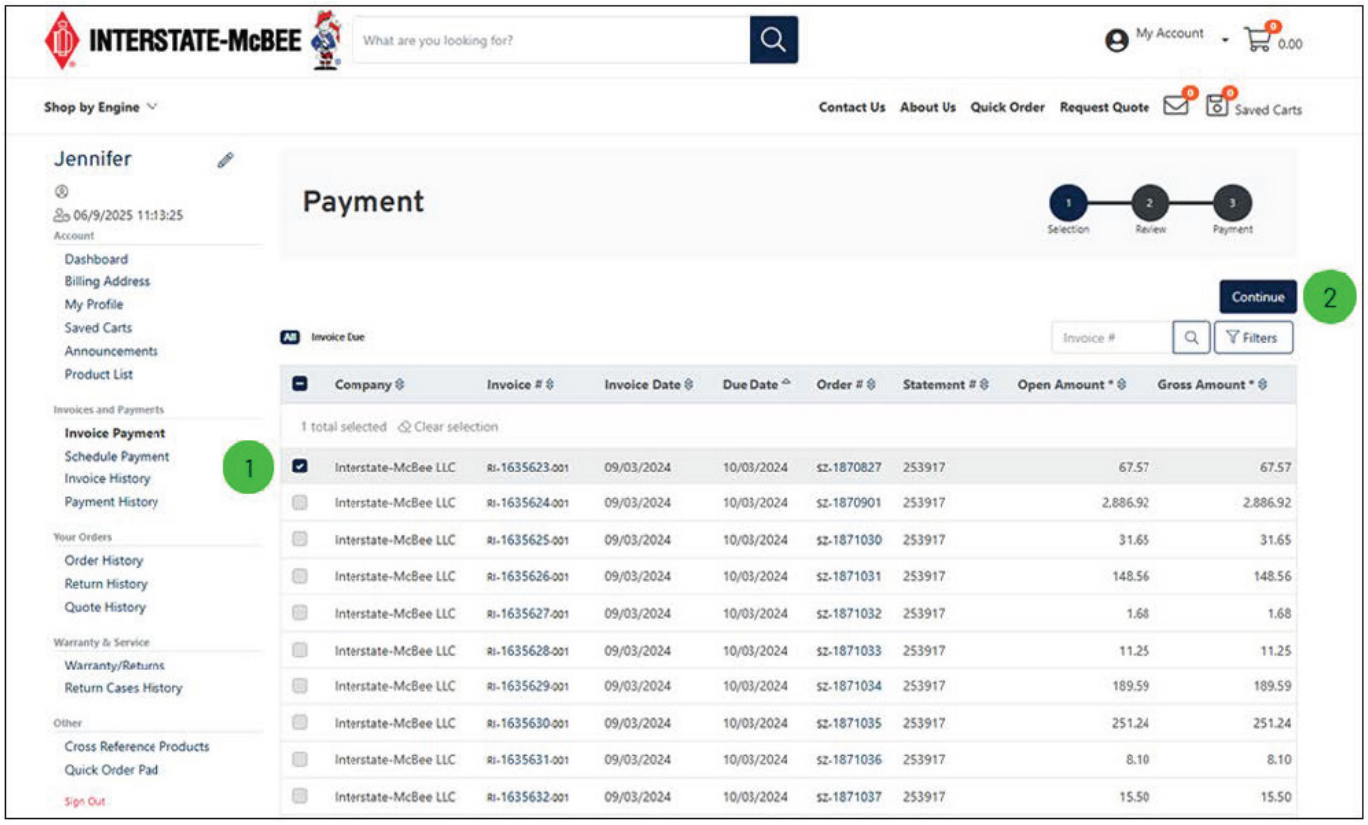
2. Click the three dots to manage, create new lists, export, and more.
3. Select and add to cart or remove item by checking the box.
4. Toggle between all created lists using this dropdown button.



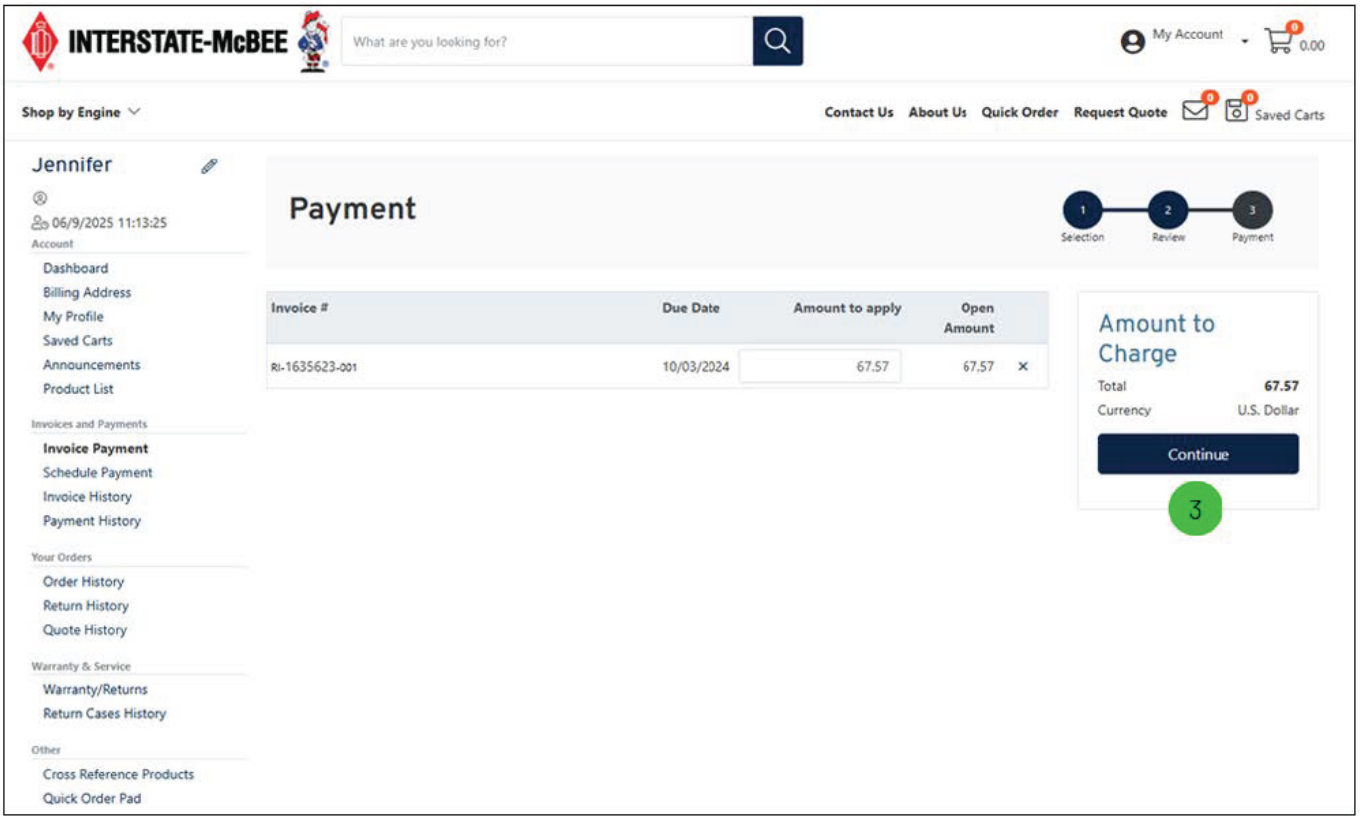
Invoices and Payments > Invoice Payment

Pay your invoices online in just a few clicks.

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



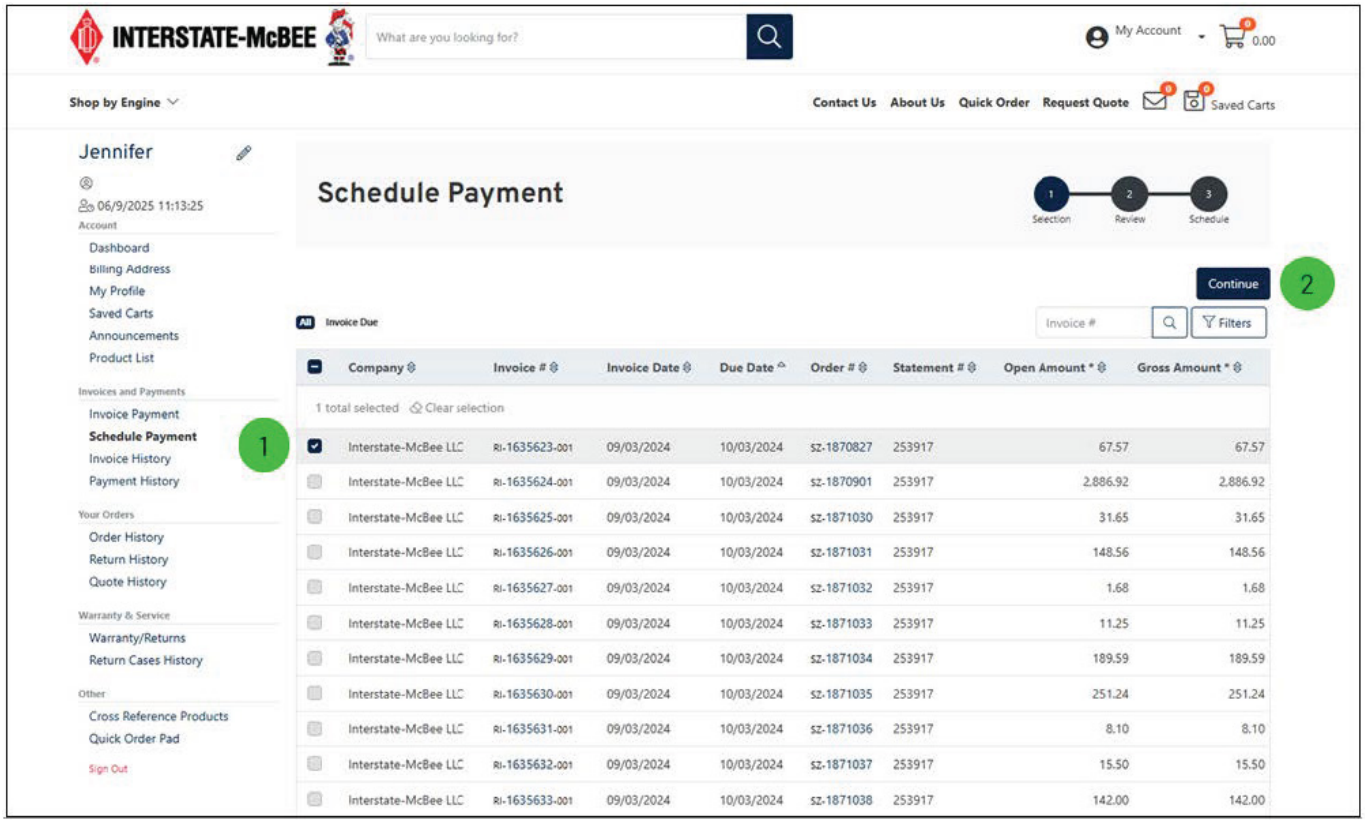
3. Review and continue to payment section.



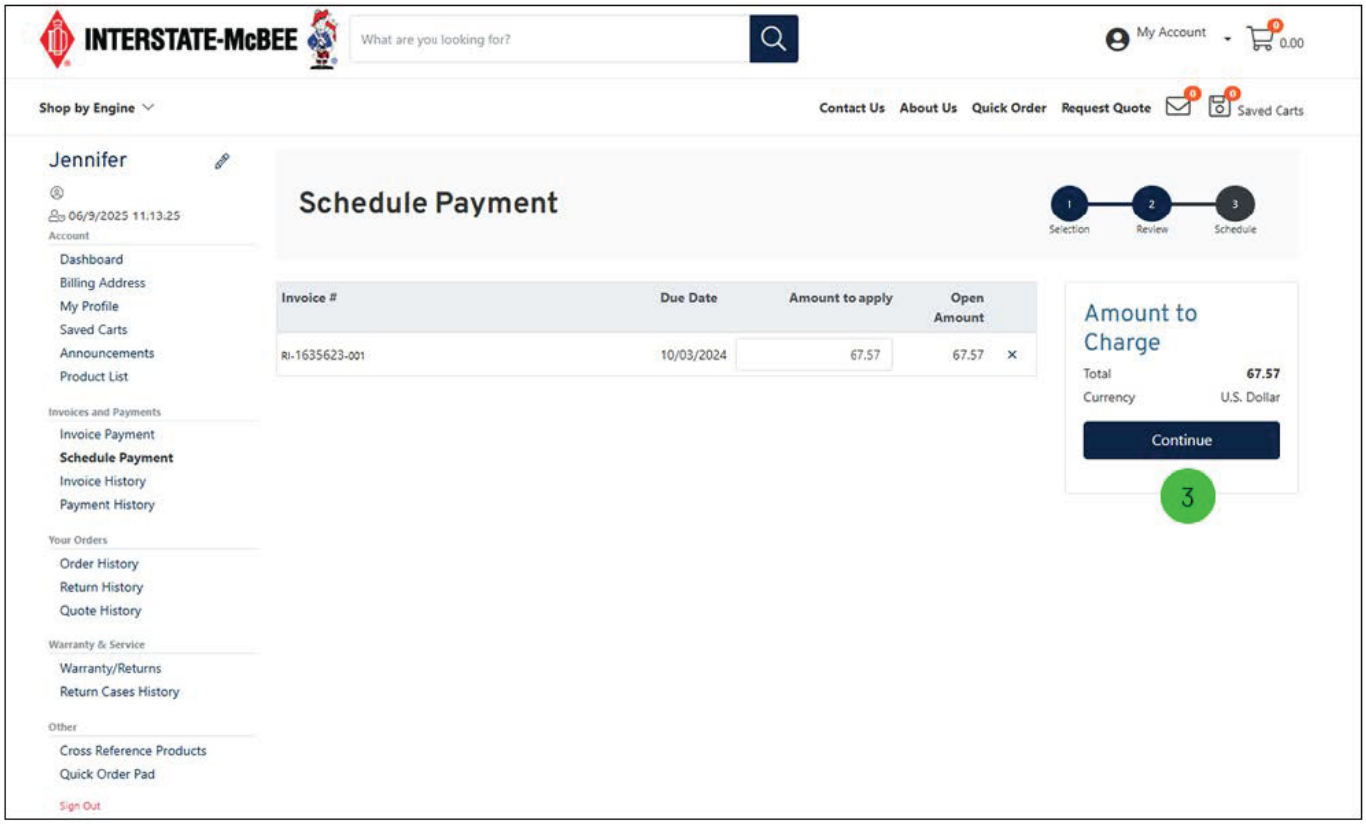
Invoices and Payments > Schedule Payment

Schedule payments for invoices in just a few clicks.

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



3. Review and continue to payment section.

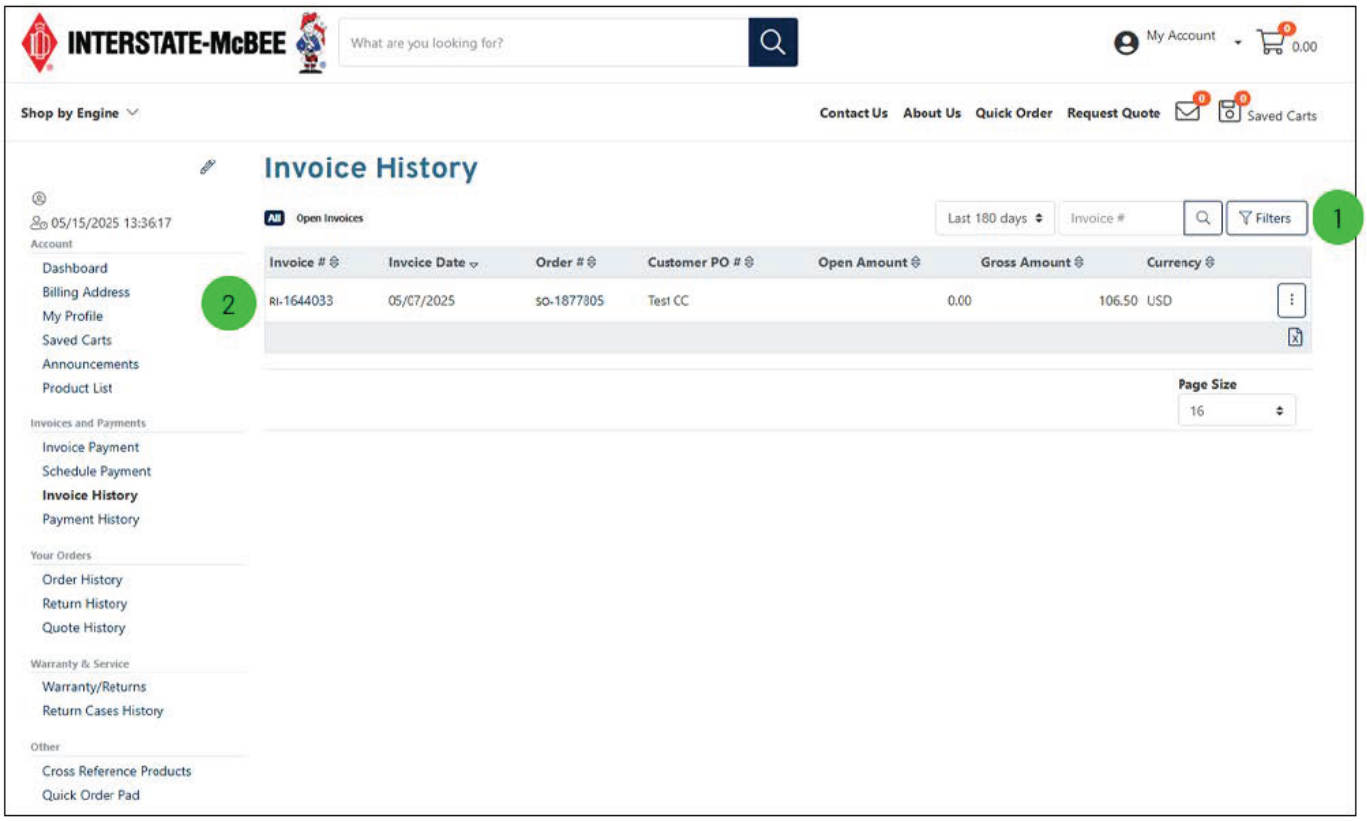


Invoices and Payments > Invoice History

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.

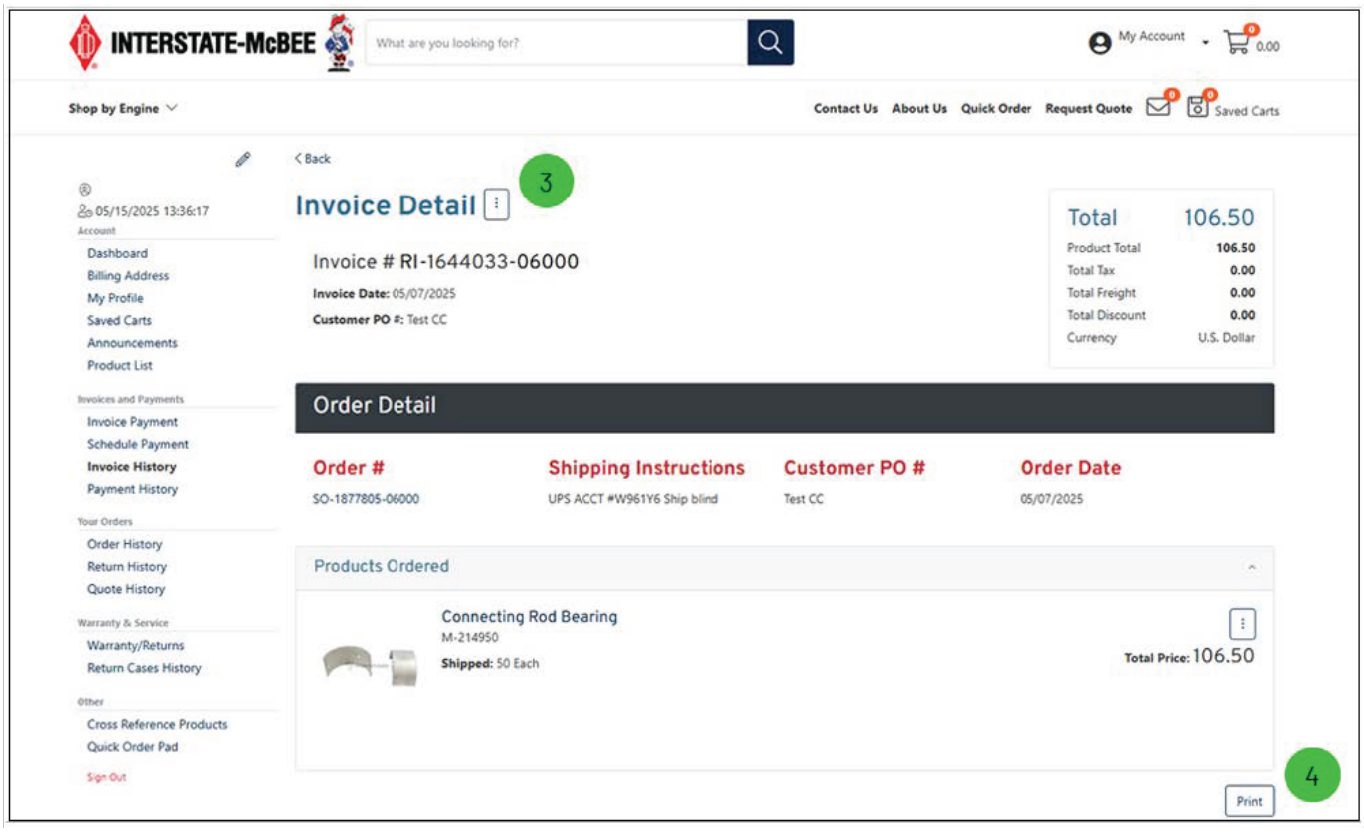
1. You can filter all of your invoices by order number, invoice number or by date range.

2. Click on Invoice # to view Invoice Detail.



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

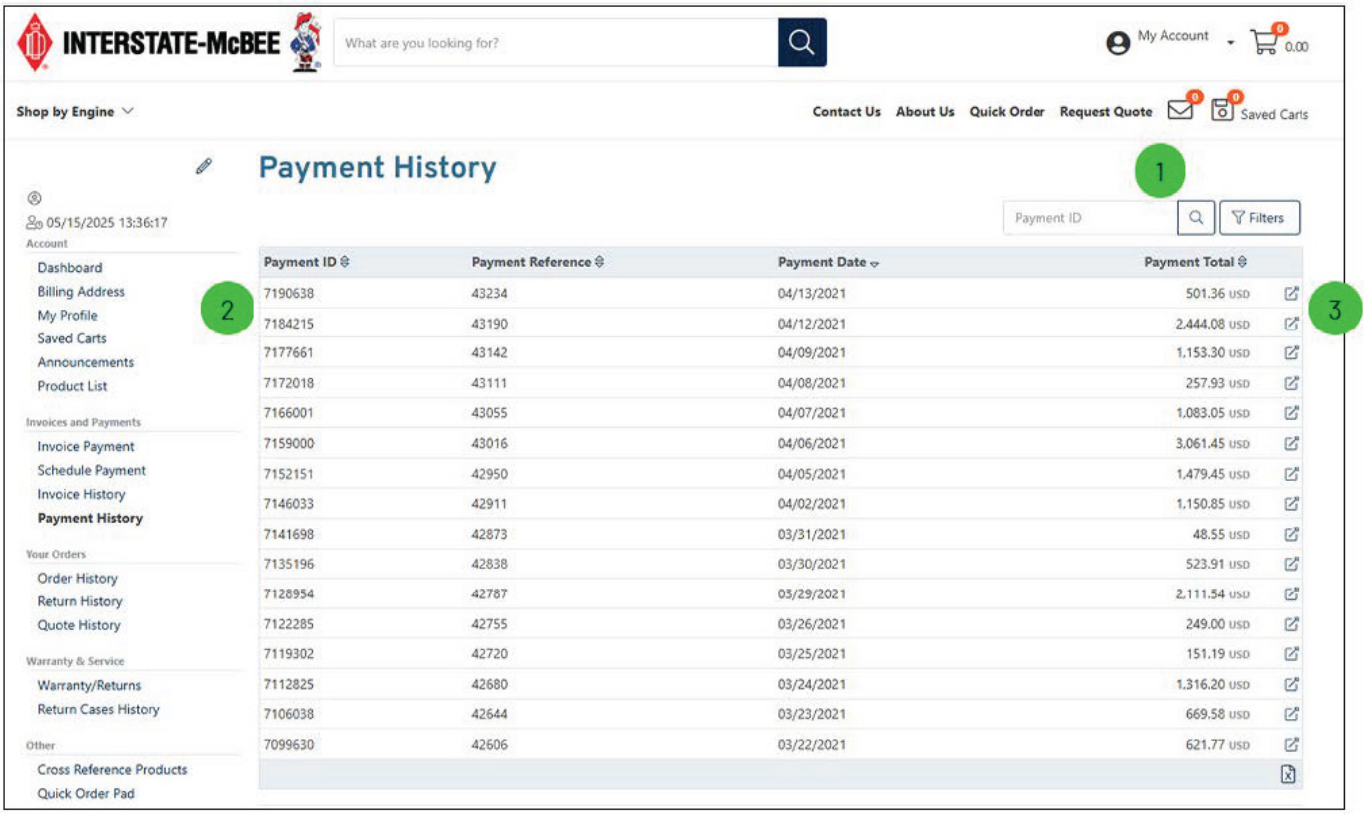
4. Print invoice detail.



Invoices and Payments > Payment History

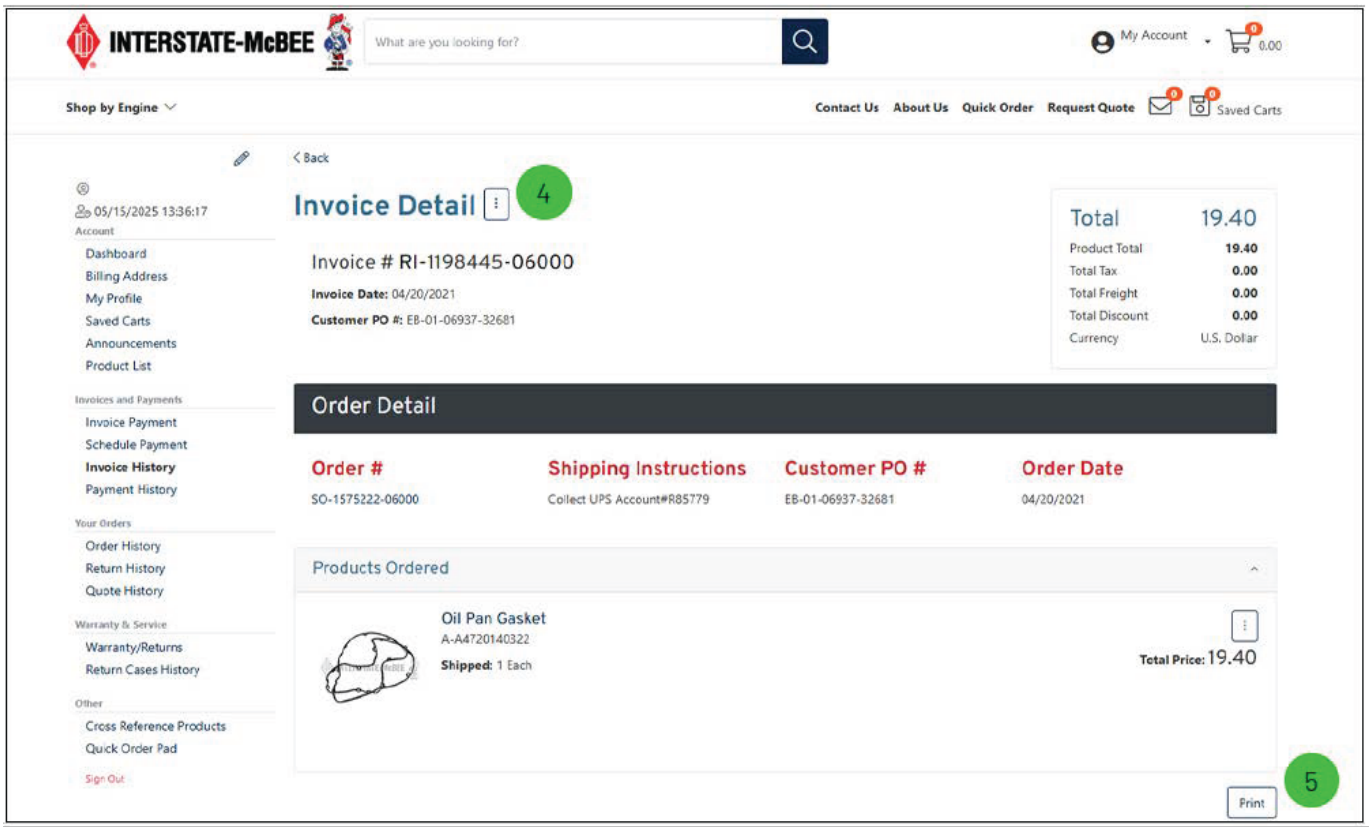
View your payment history. All payment details can be viewed further, and invoices can be printed as well.

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.



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

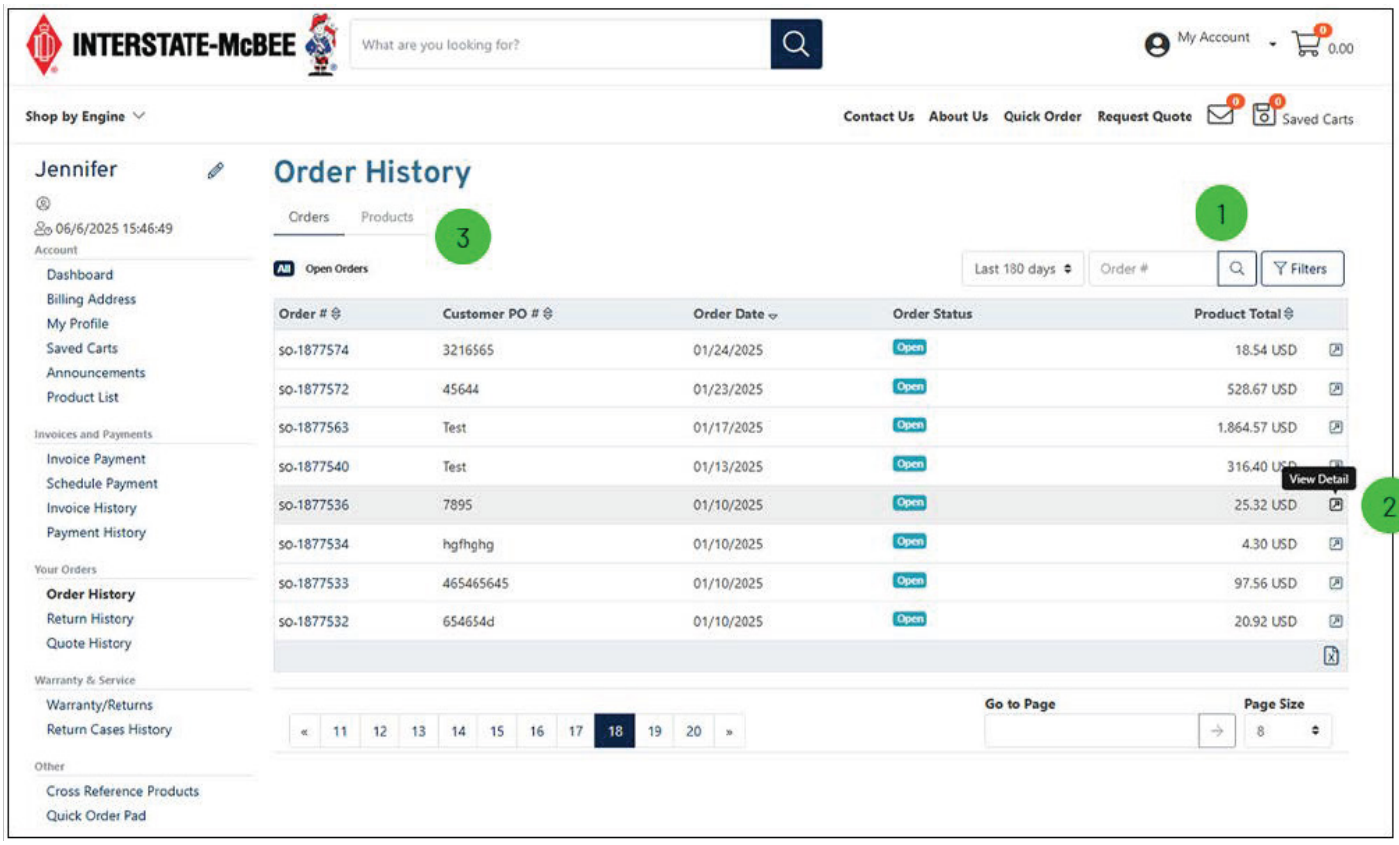
5. Print invoice detail.



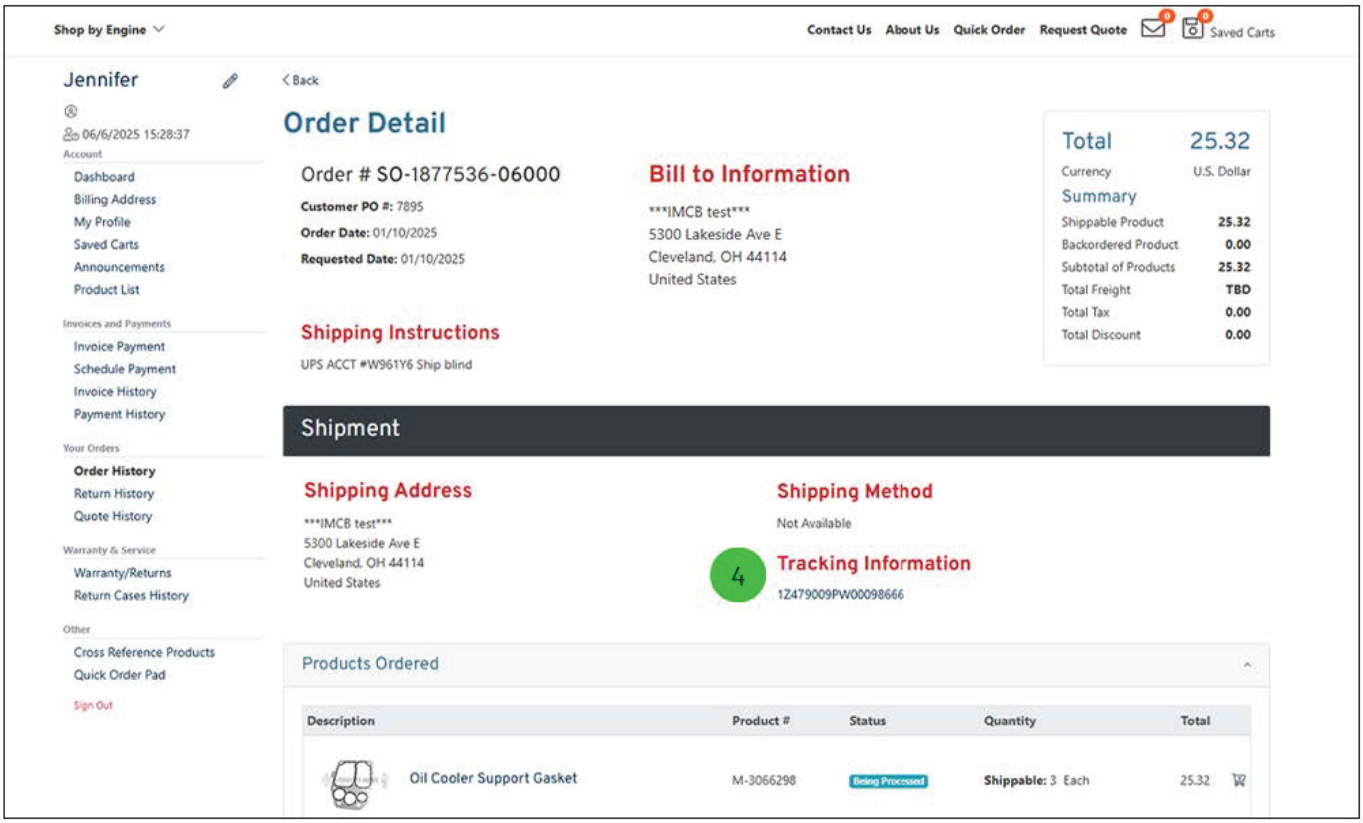
Your Orders > Order History

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

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.



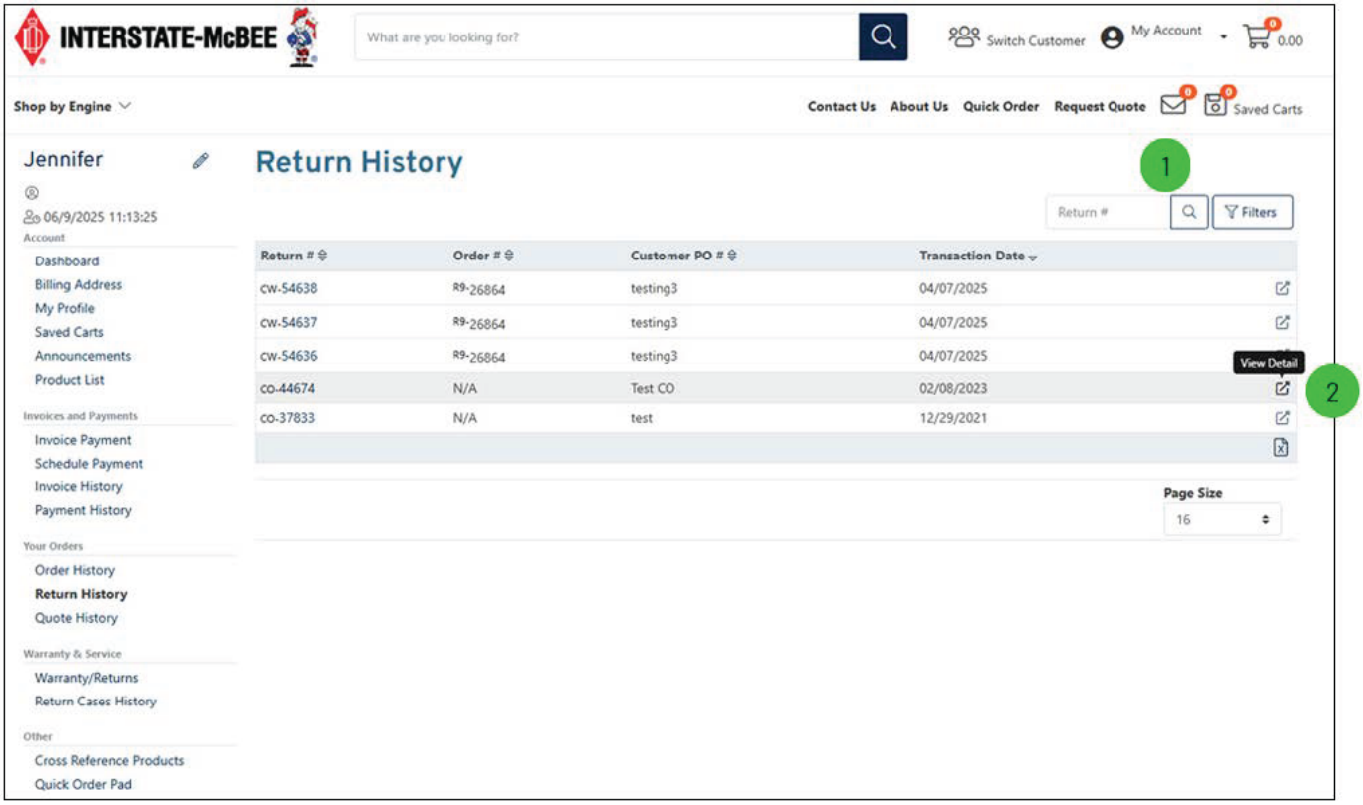
4. Tracking numbers for shipped items are listed under the “Tracking Information” section (Tracking numbers are clickable links allowing users to view tracking updates from carrier websites).



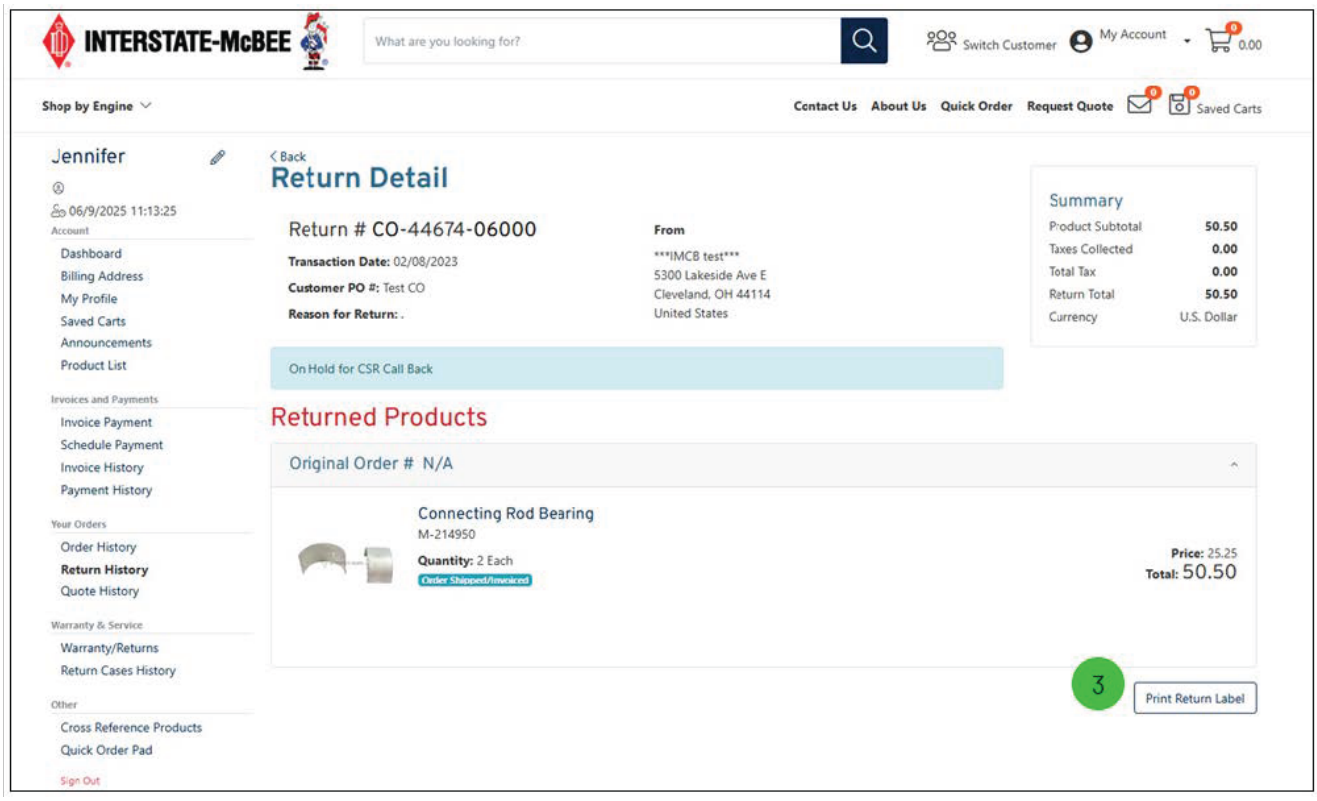
Your Orders > Return History

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

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.



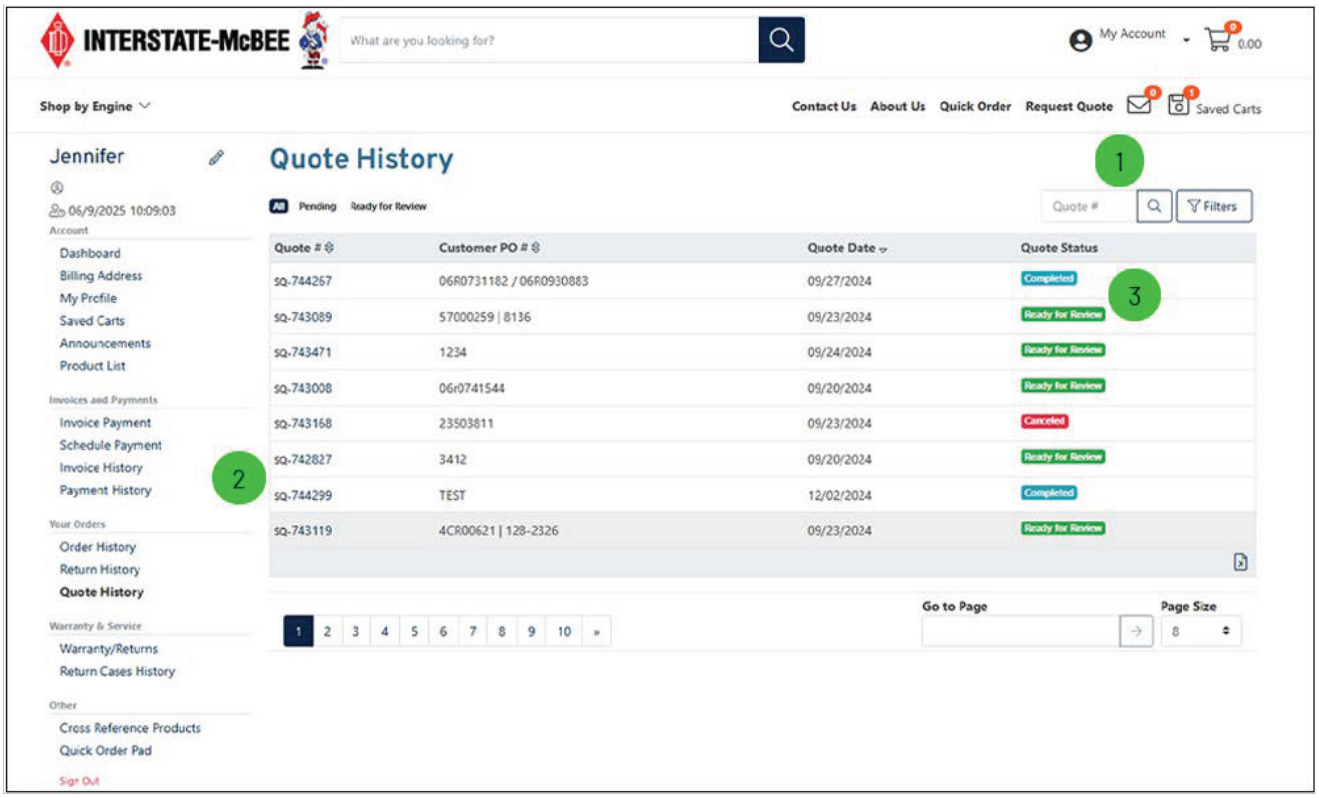
3. Print a return label.



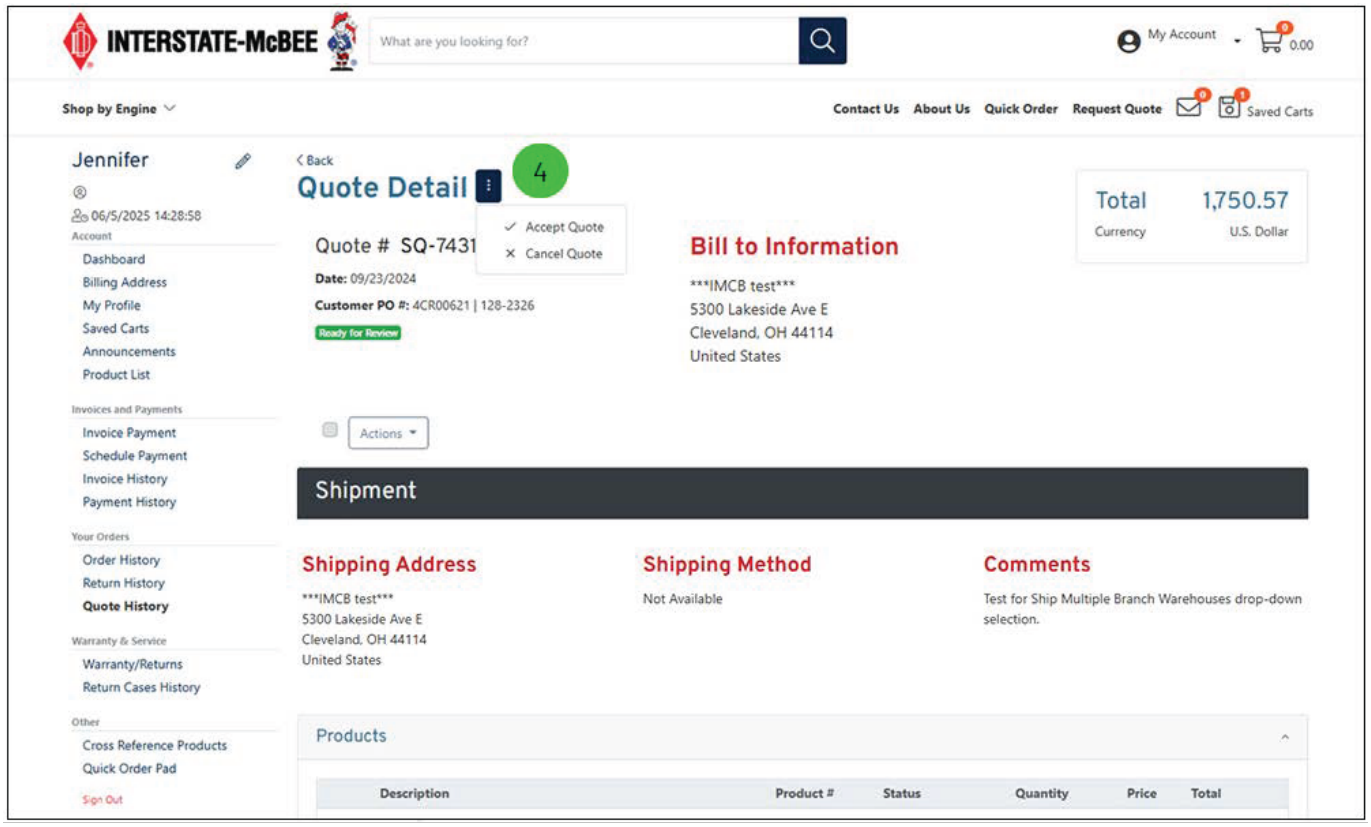
Your Orders > Quote History

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

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.
3. Quickly view which quotes are ready to review.



4. 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.

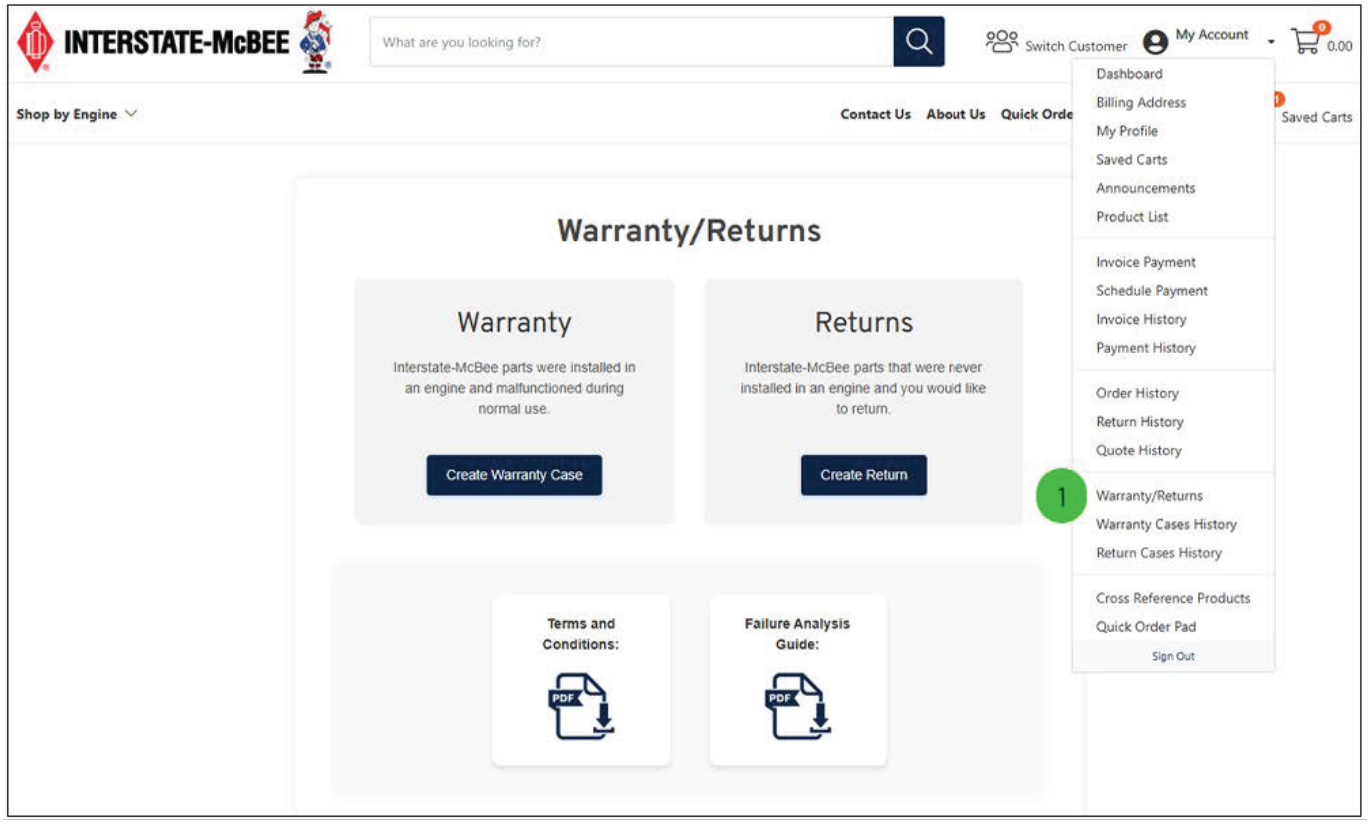


Warranty and Returns > Warranty Case

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.

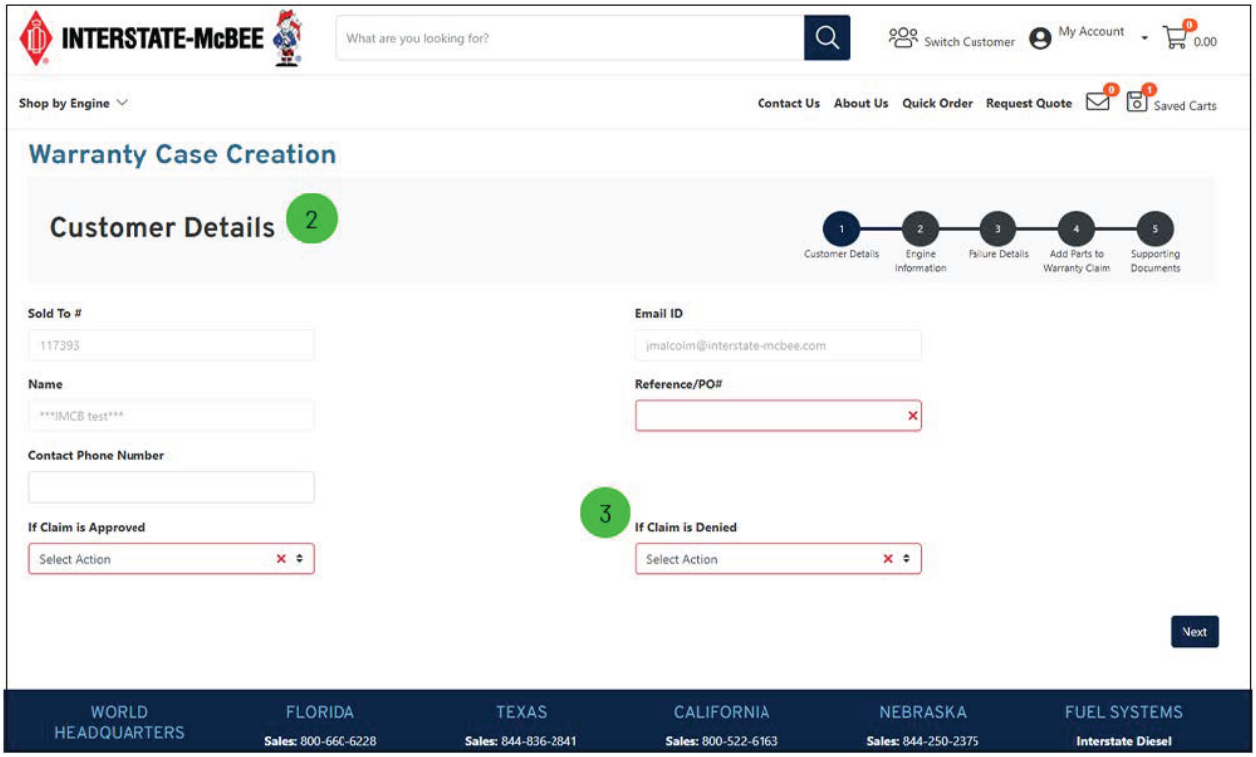
Tip: When filling out the "**Add Parts to Warranty Claim**" section, start with **only one search field** and add more information only if needed for best search results.

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.

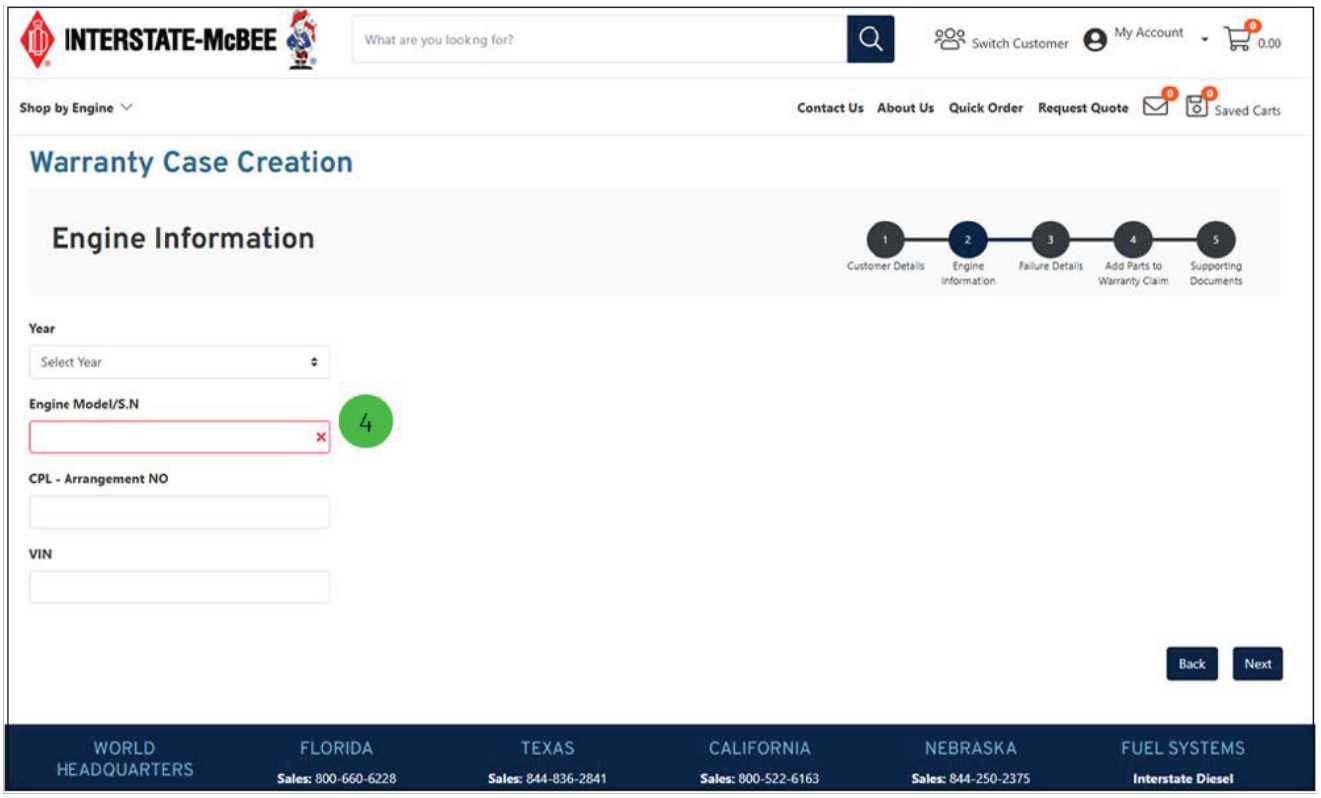


2. Fill out required fields (Original Reference/PO Number and instructions for our team on how to proceed if the claim is approved or denied).

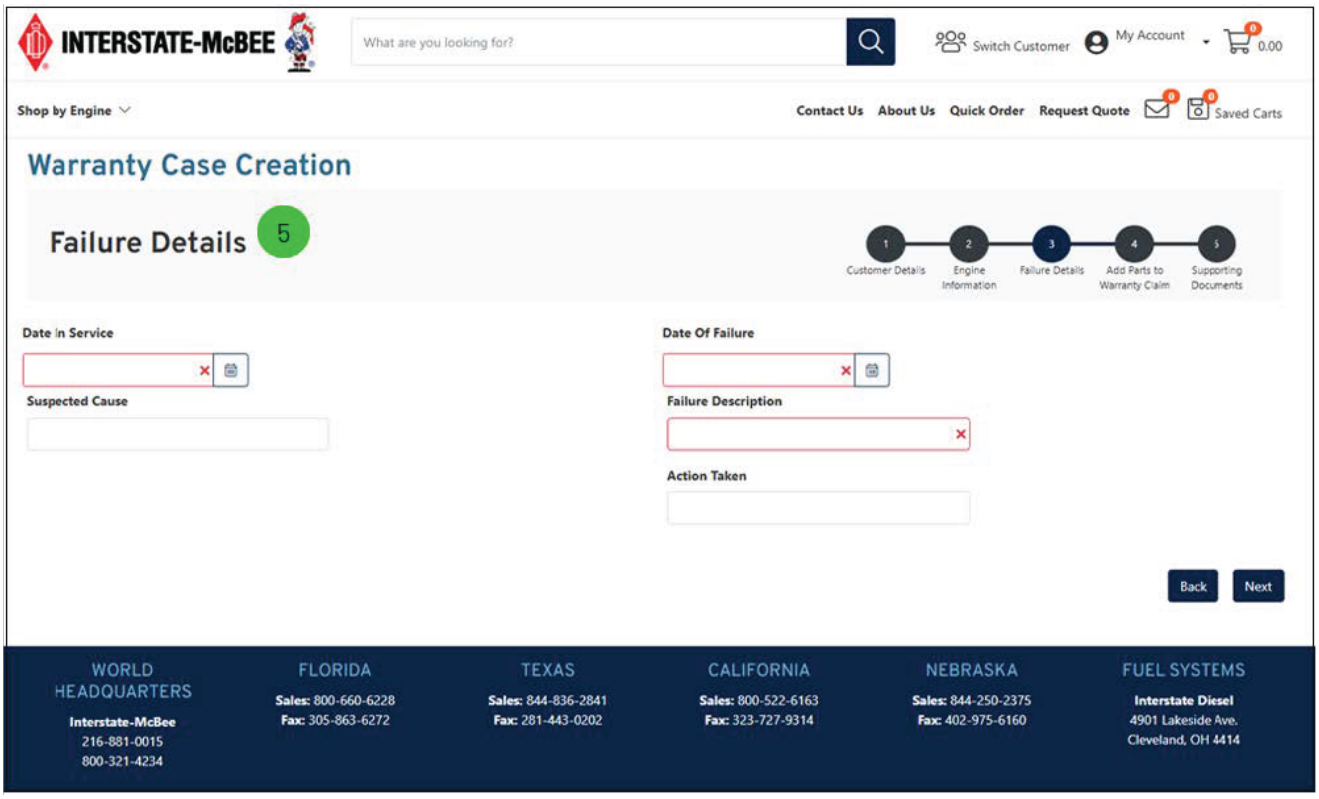
3. If you select “Return using provided acct #” in the “If Claim is Denied” dropdown, be sure to include Shipping Carrier & Carrier Account Number.



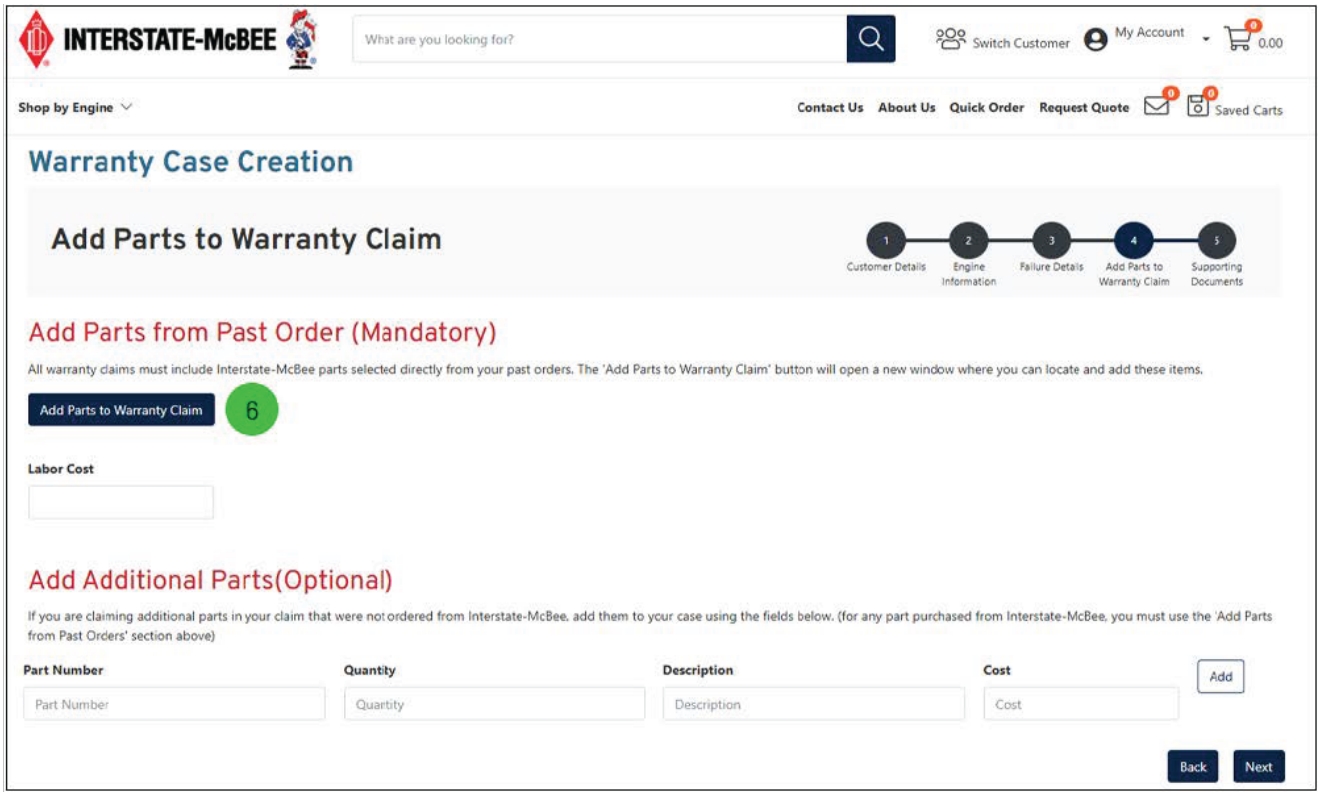
4. Fill out required fields (Engine Model and/or Serial Number).



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

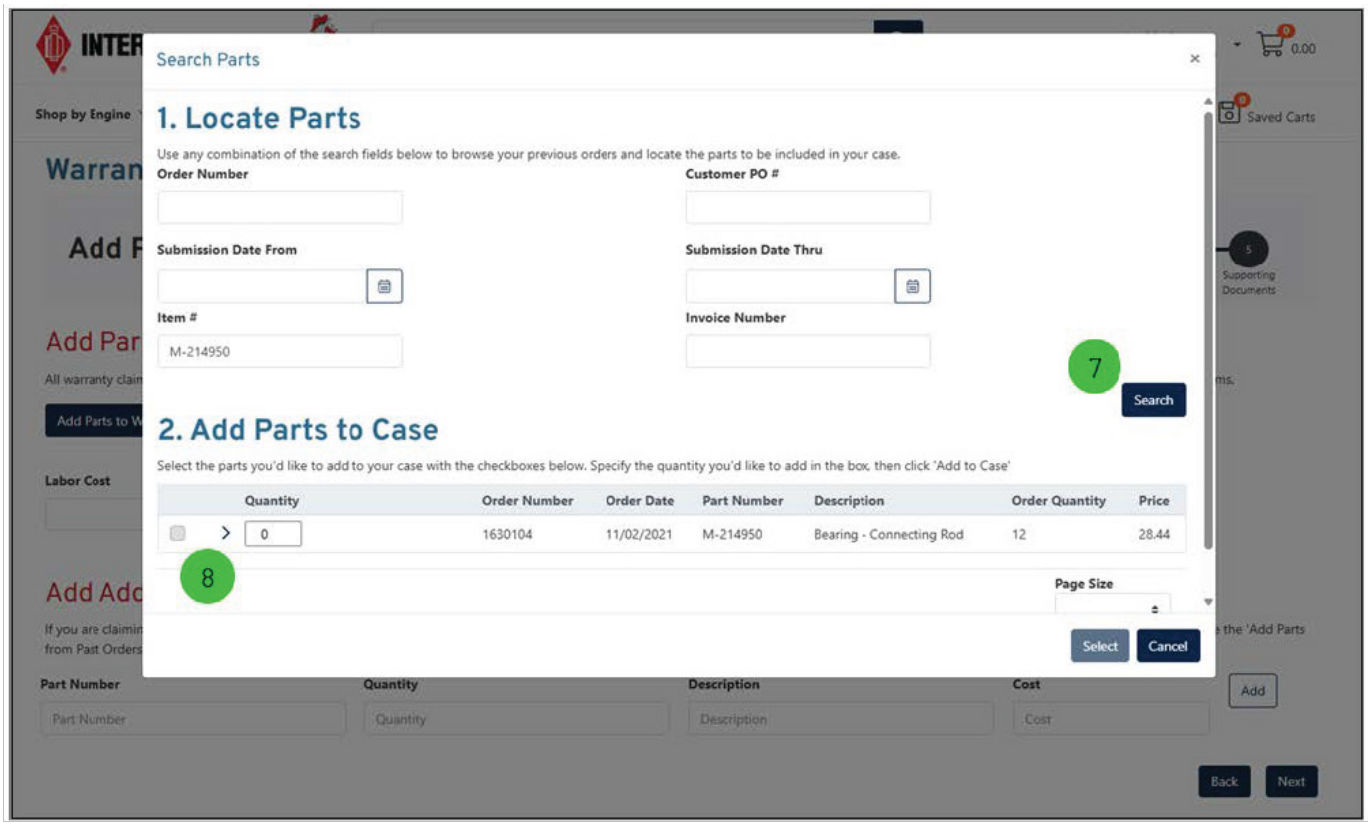


6. Click “Add Parts to Warranty Claim”.



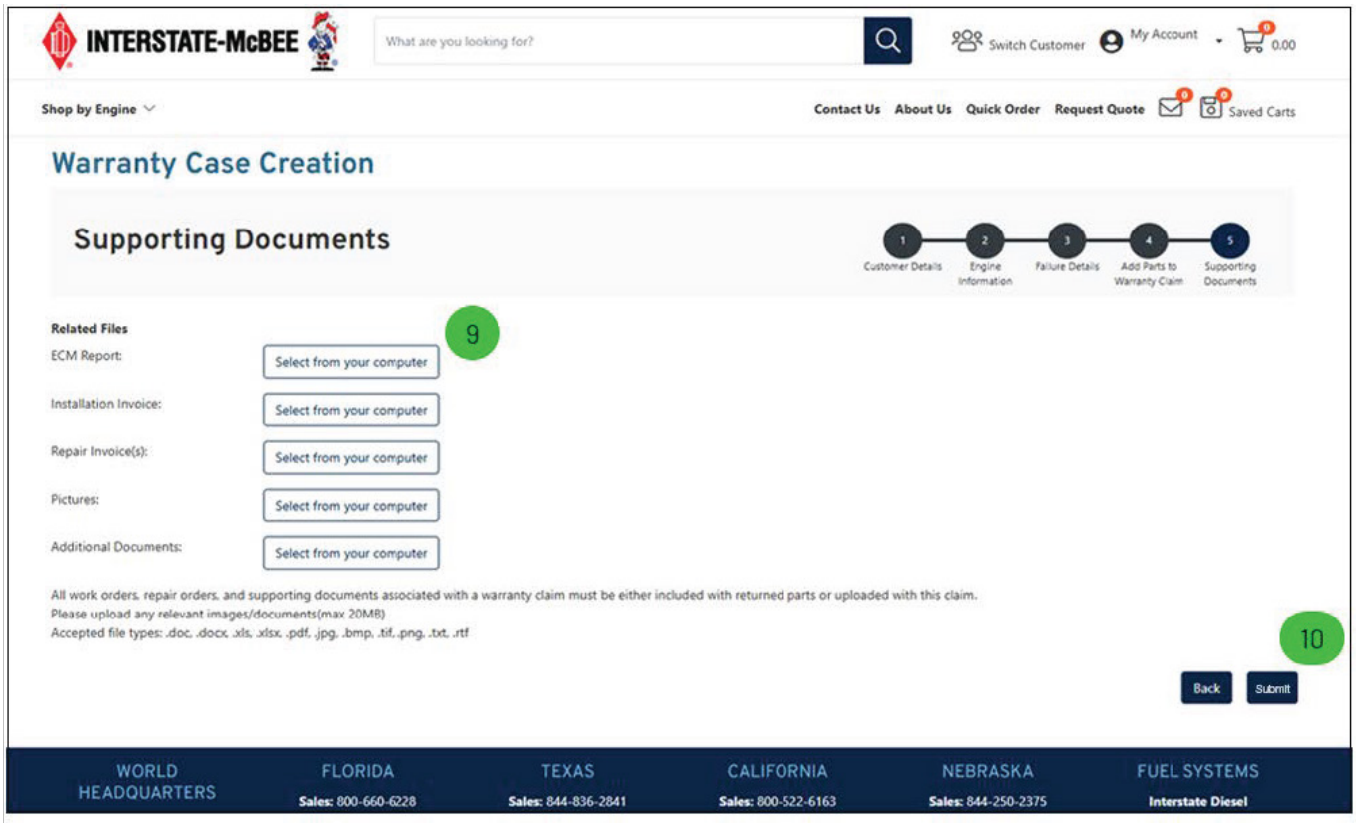
7. In this pop-up, use the available fields to search for your parts (**Tip:** Start with just one search field for best results. If needed, add more search criteria to refine your results).

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



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

10. Click “Submit” to file your claim. You’ll receive a case number upon submission.

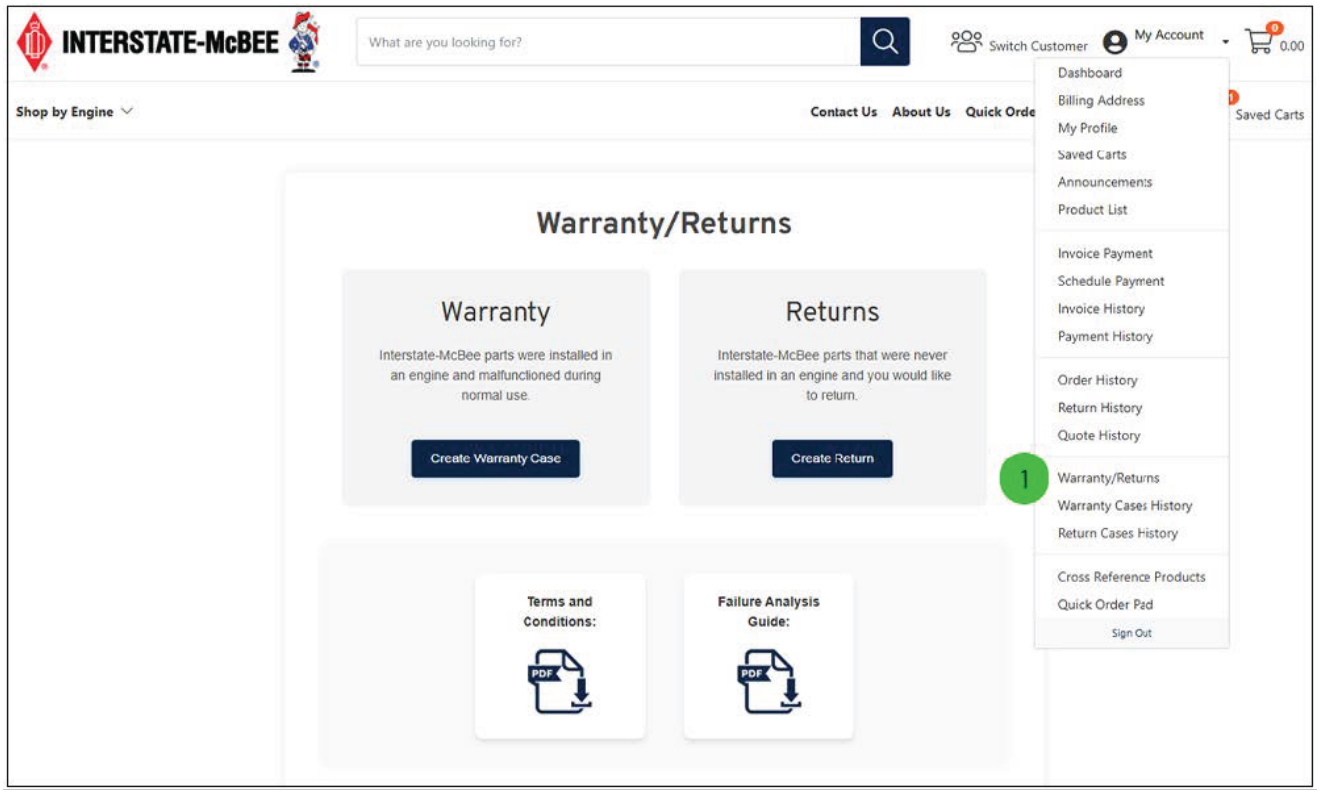


Warranty and Returns > Return Case

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.

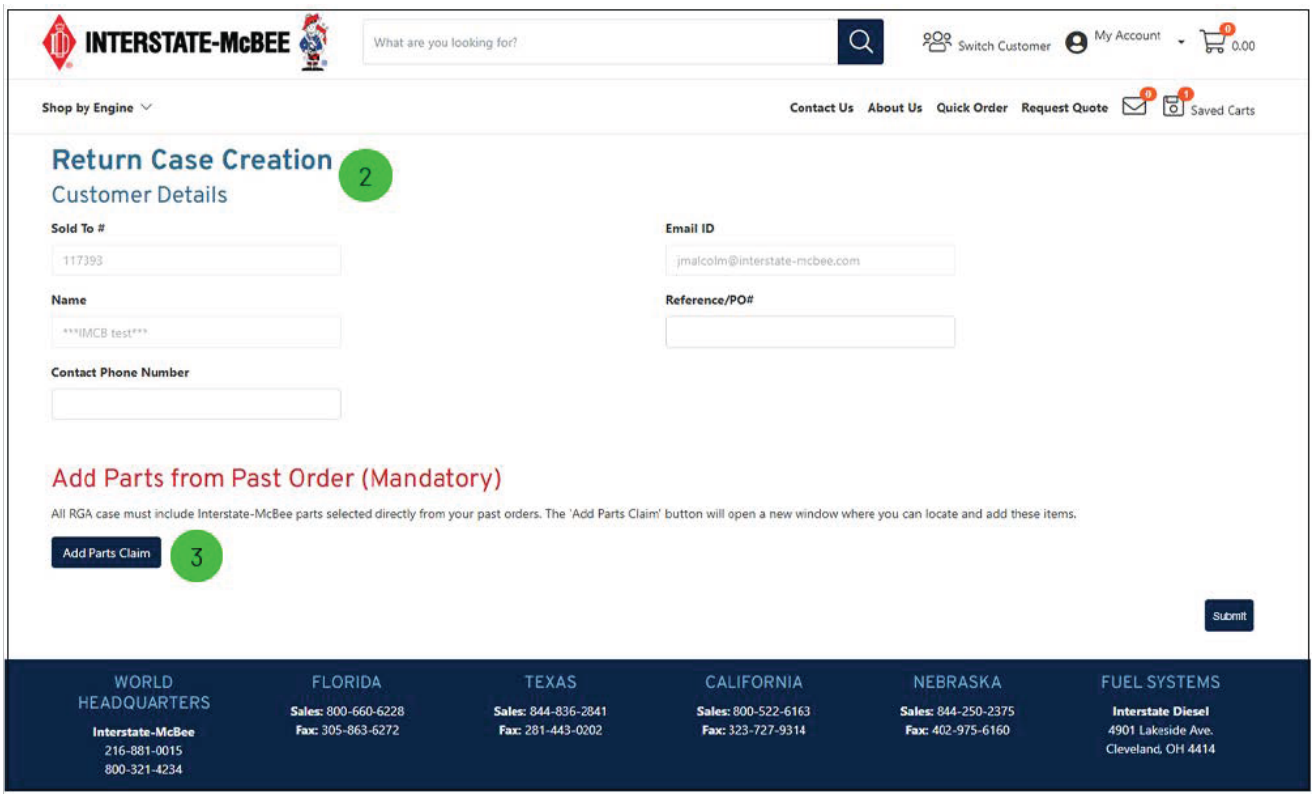
Tip: When filling out the "Add Parts Claim" section, start with only one search field and add more information only if needed for best search results.

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.



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

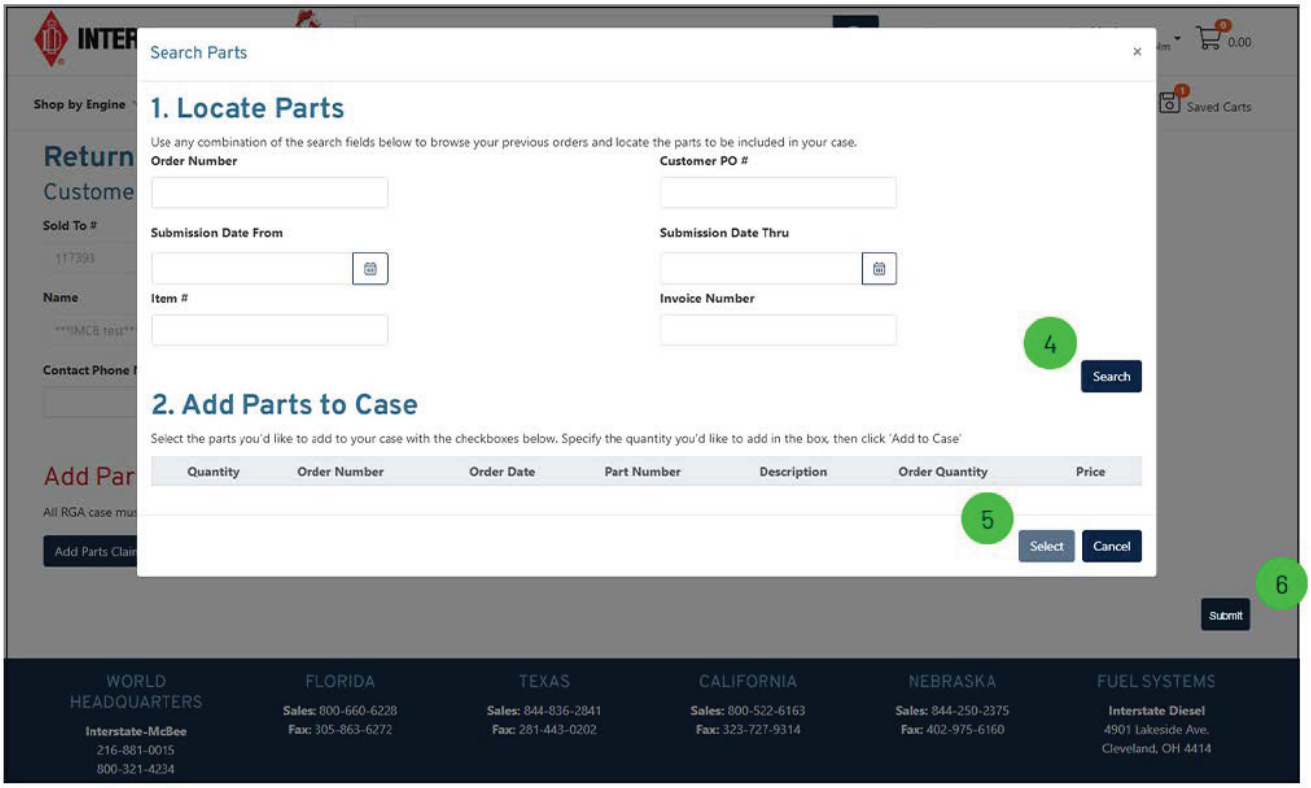
3. To add your parts to your case, click "Add Parts Claim".



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 "Submit" button. You'll receive a case number upon submission.

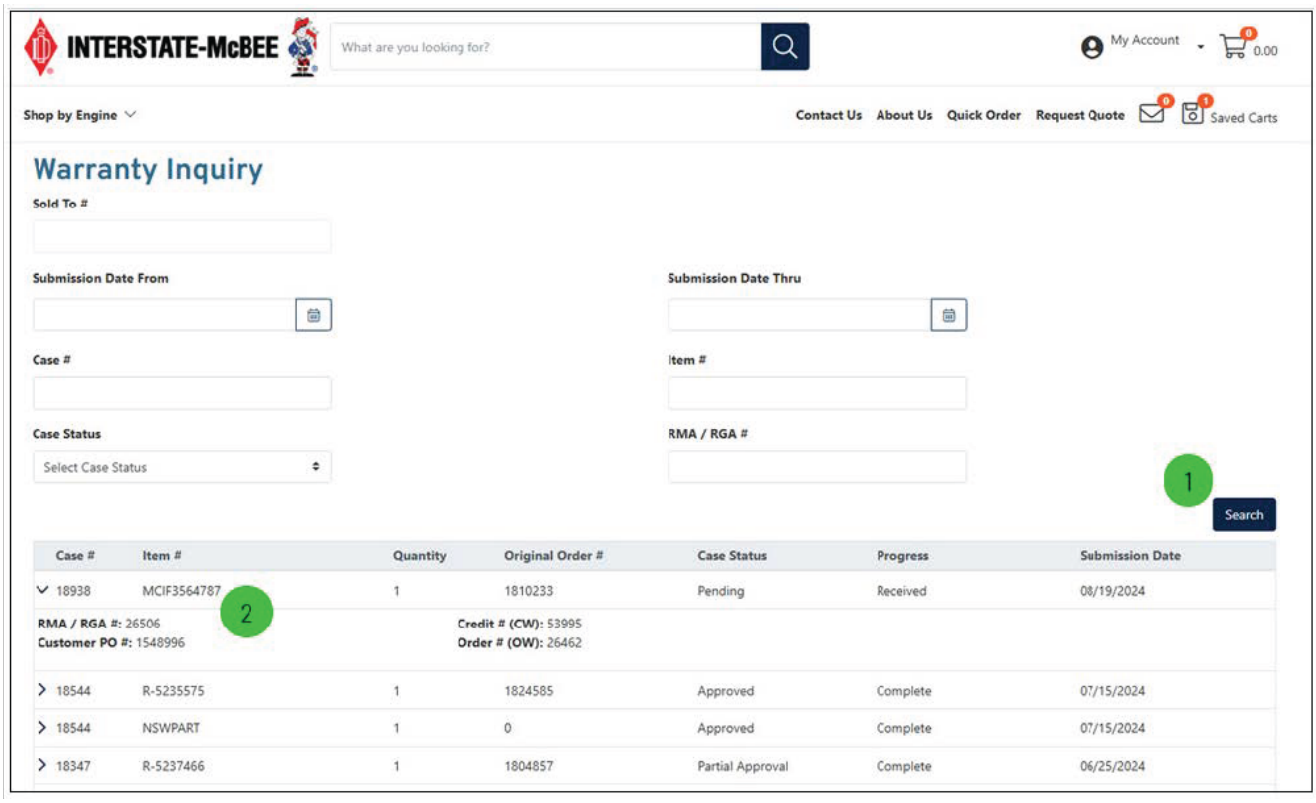


Warranty and Returns > Warranty History

See the status of your warranty claim here.

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

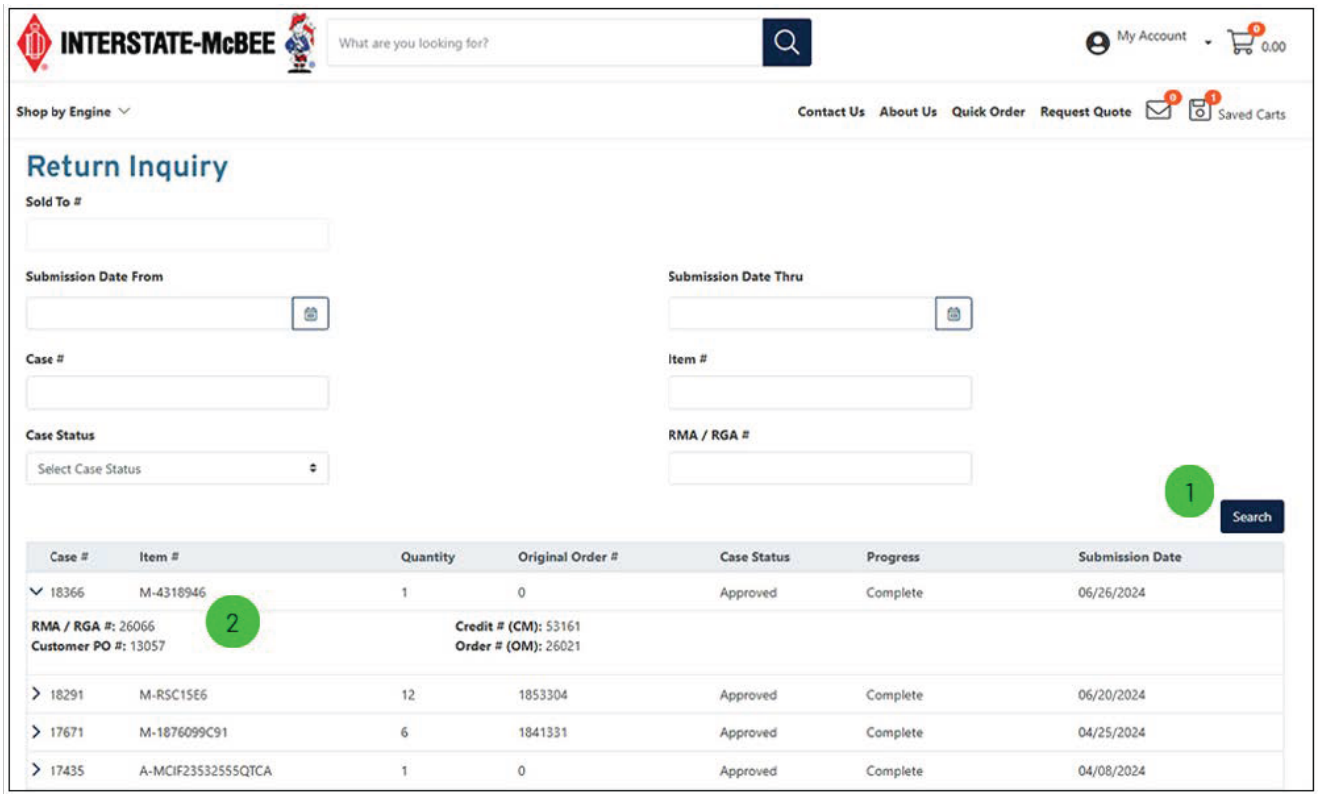
2. Click on the “>” drop-down icon next to your Case # to view details.



Warranty and Returns > Return History

See the status of your returns here.

1. Search for a past return using the "Case Number", "Item Number" or "RMA / RGA Number".
2. Click on the “>” drop-down icon next to your Case # to view details.



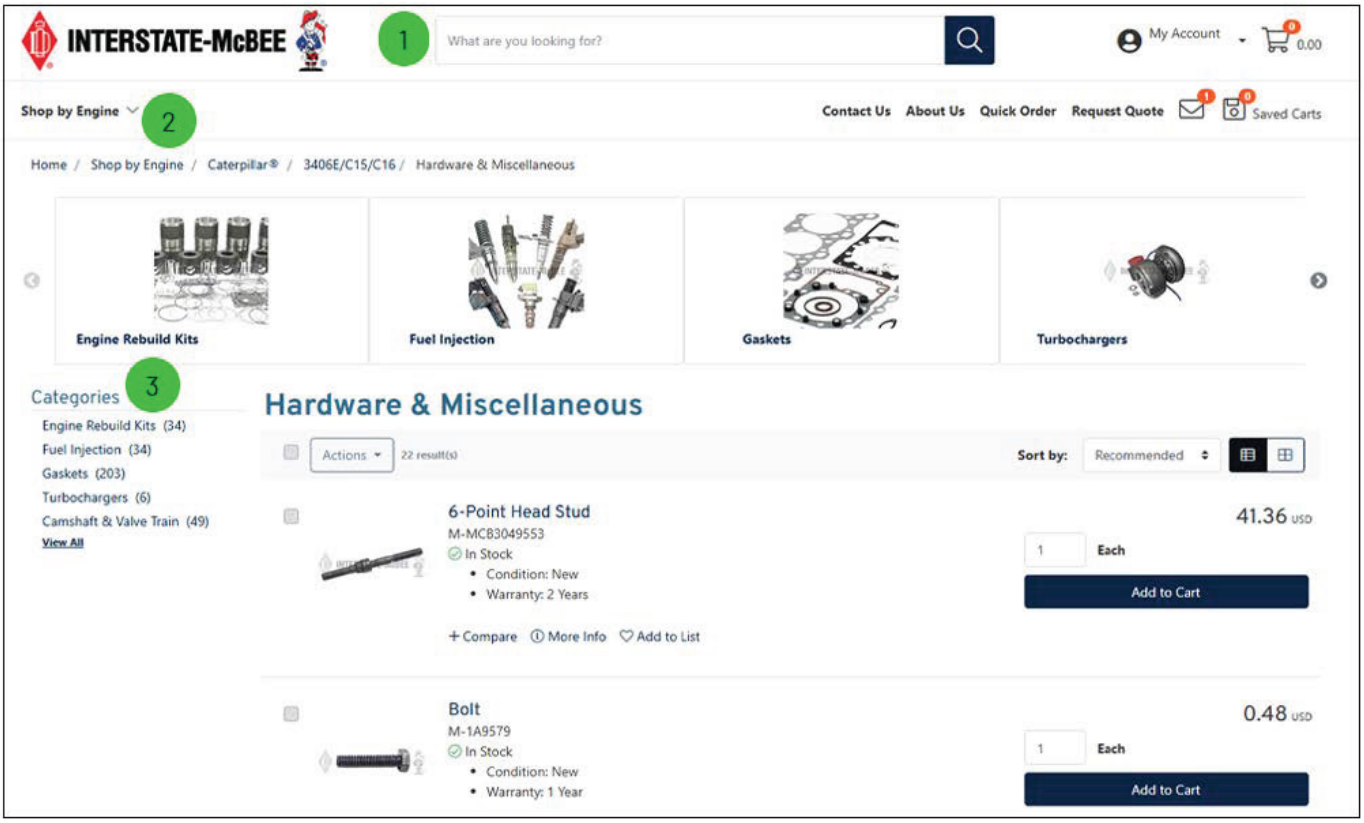
Other > Shopping

New content is being added to the parts catalog daily.

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

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.



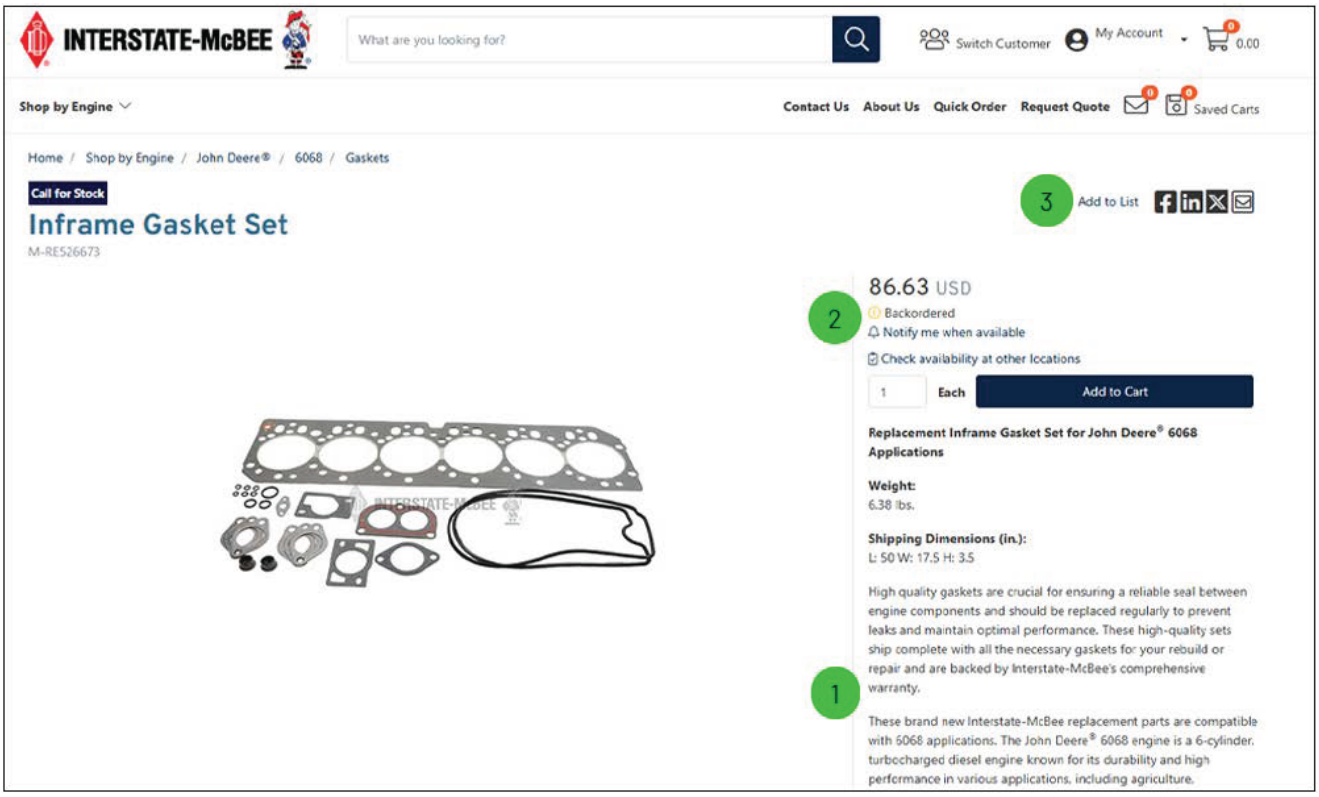
Other > Product Page

New content is being added to the parts catalog daily.

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).

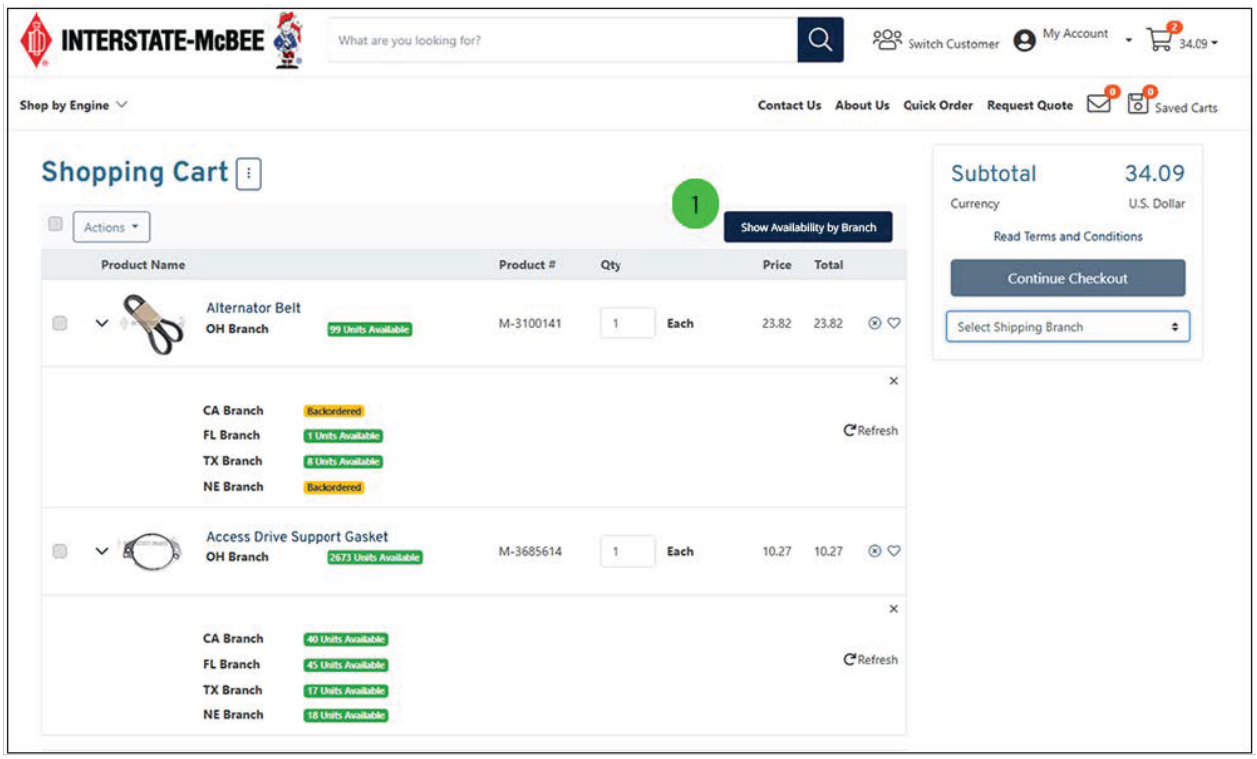
3. Add products to saved lists or share parts pages via social media and email with the buttons at the top right.



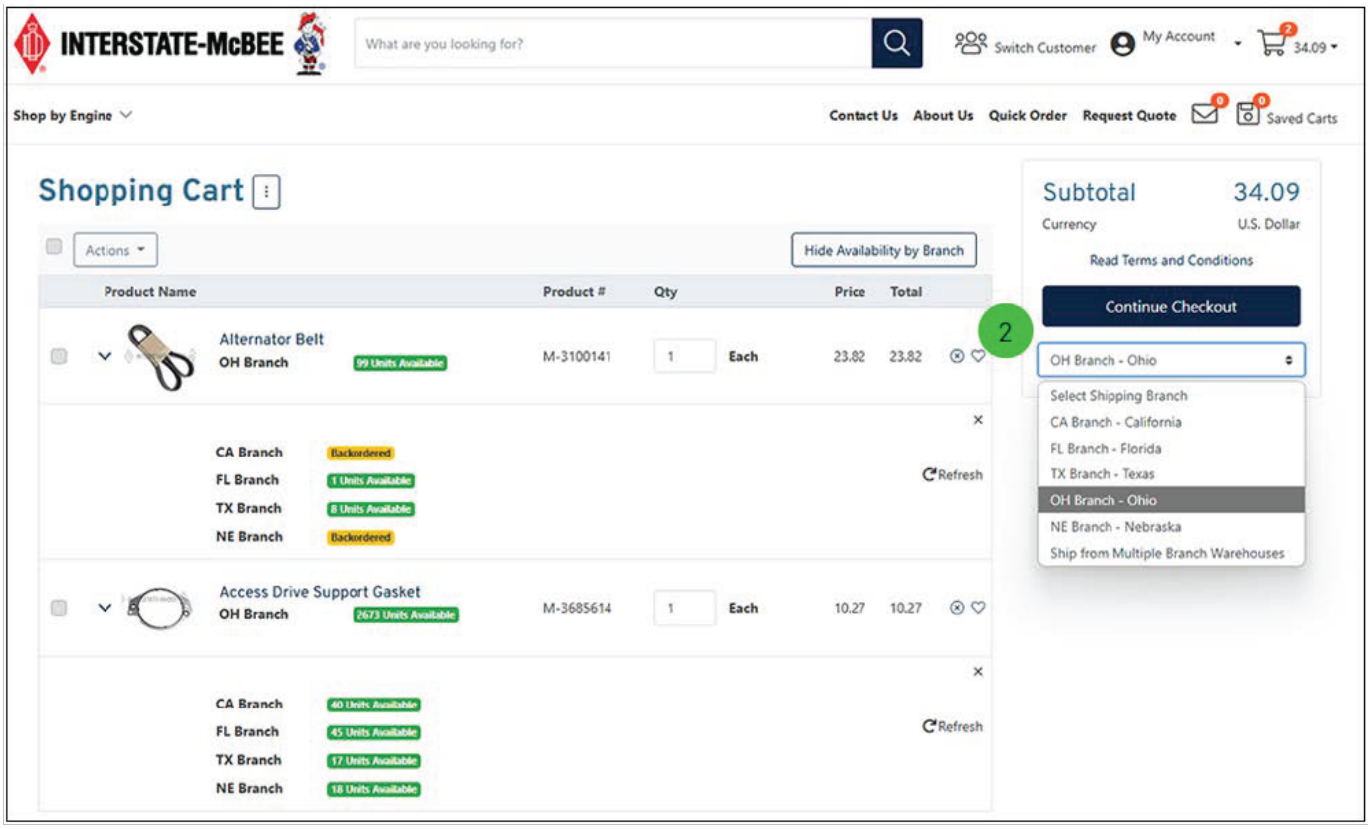
Other > Checkout Process

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

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.

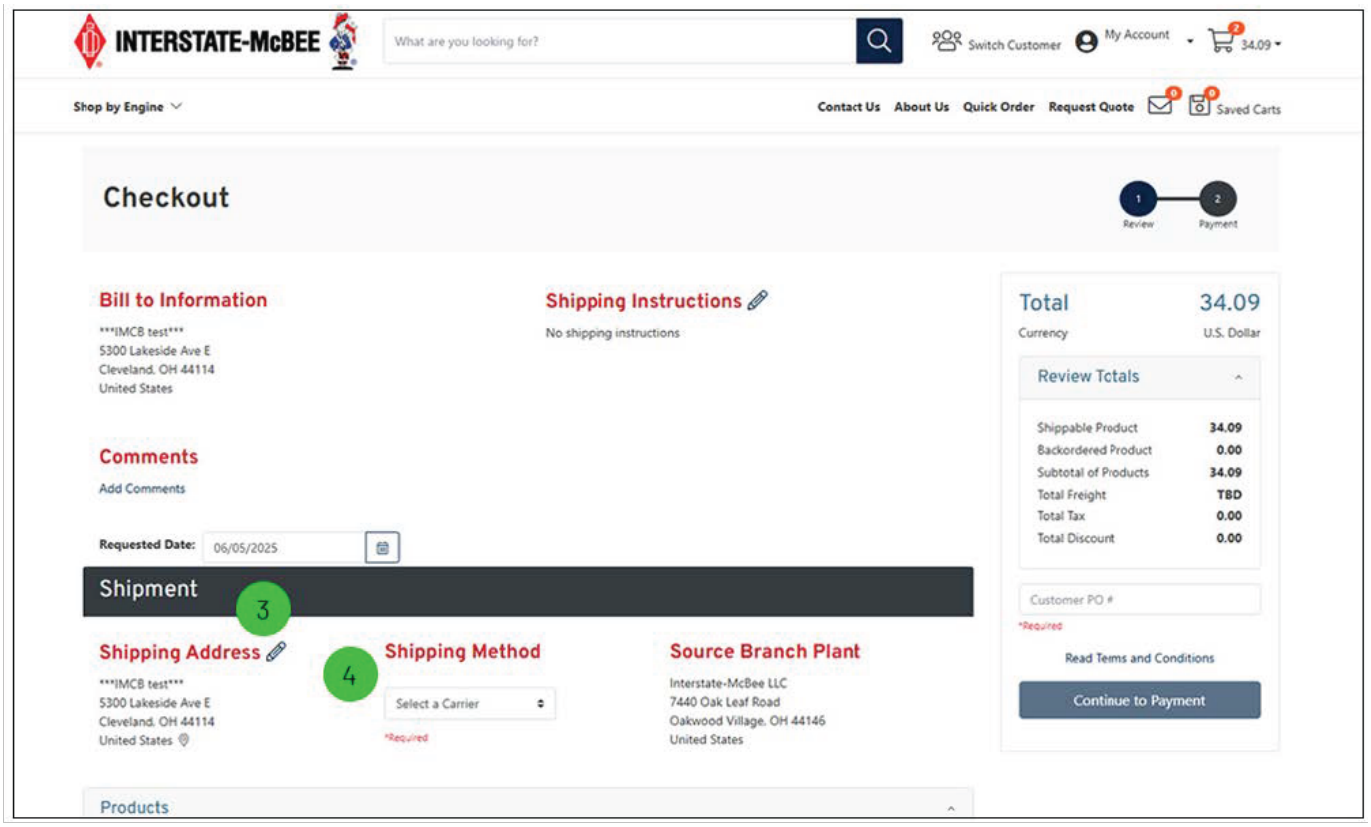


2. Select your preferred shipping branch from the “Select Shipping Branch” dropdown before proceeding to checkout.

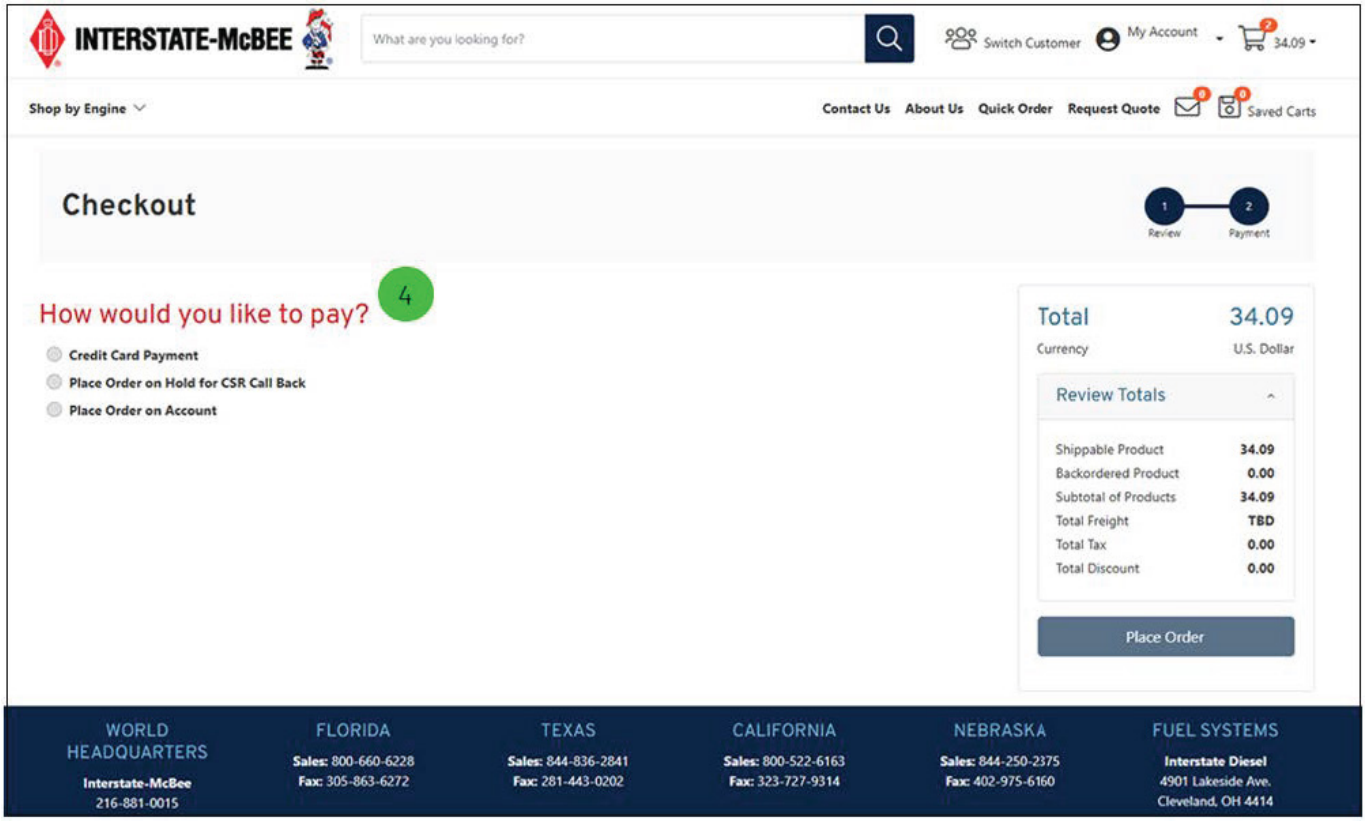


3. Click the pencil icon to add a new ship-to or one time ship-to address.

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



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

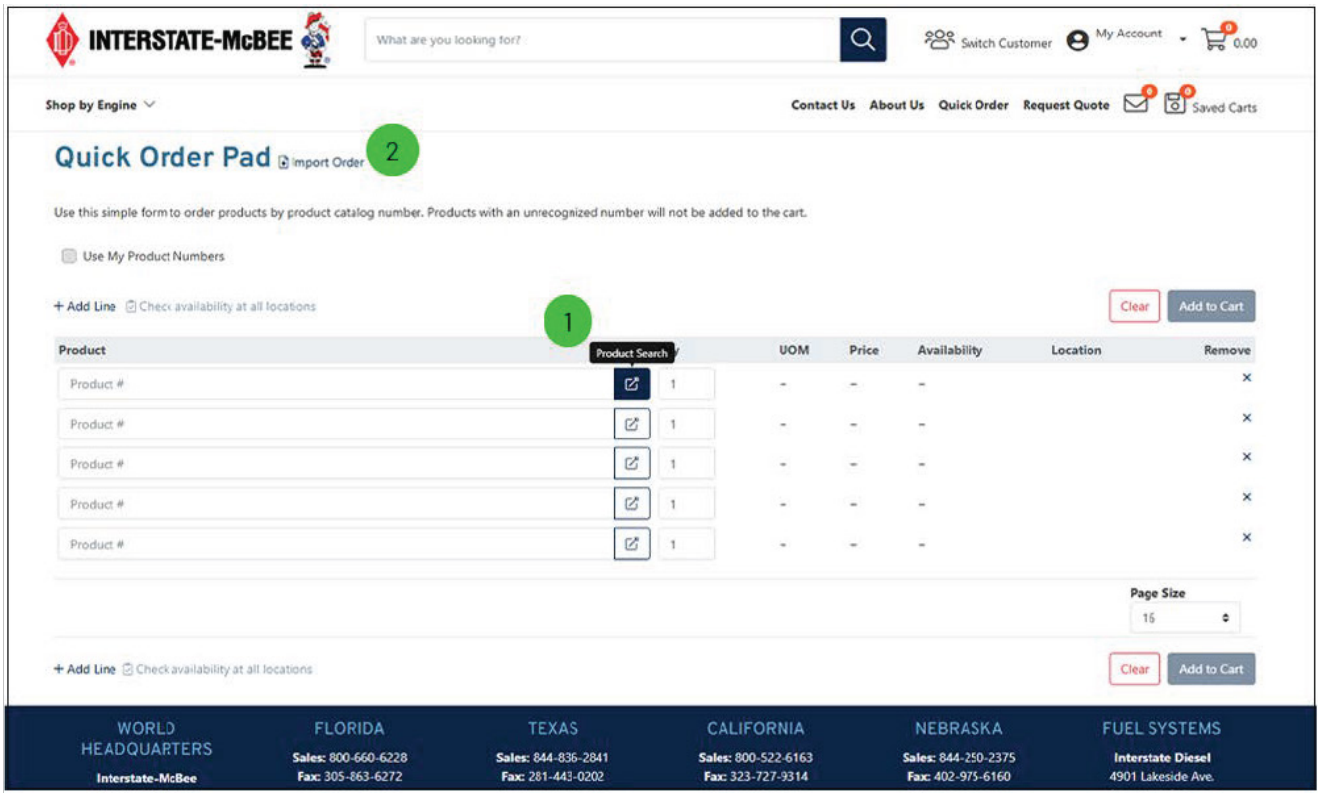


Other > Quick Order Pad

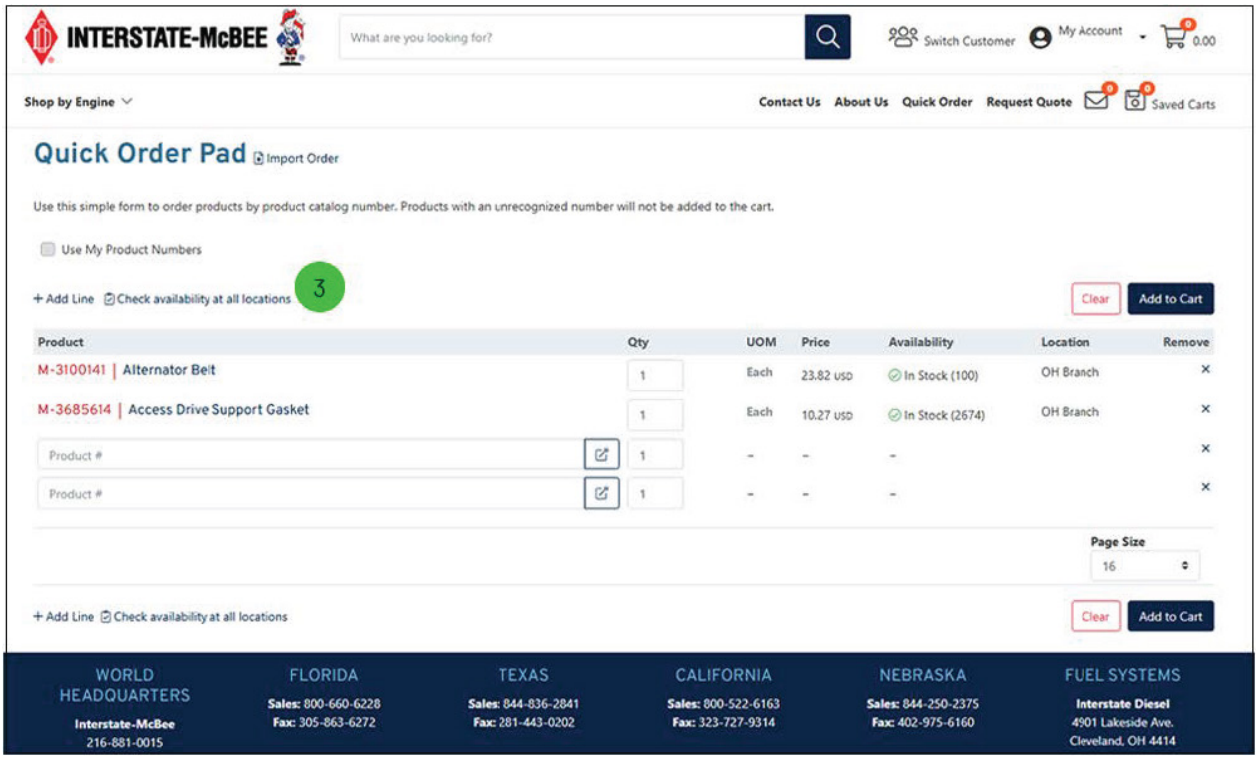
Enter part numbers into each line or, download our CSV template and then upload your excel file for fast results. You are also able to view Availability by Branch for each product from this page as well.

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.”

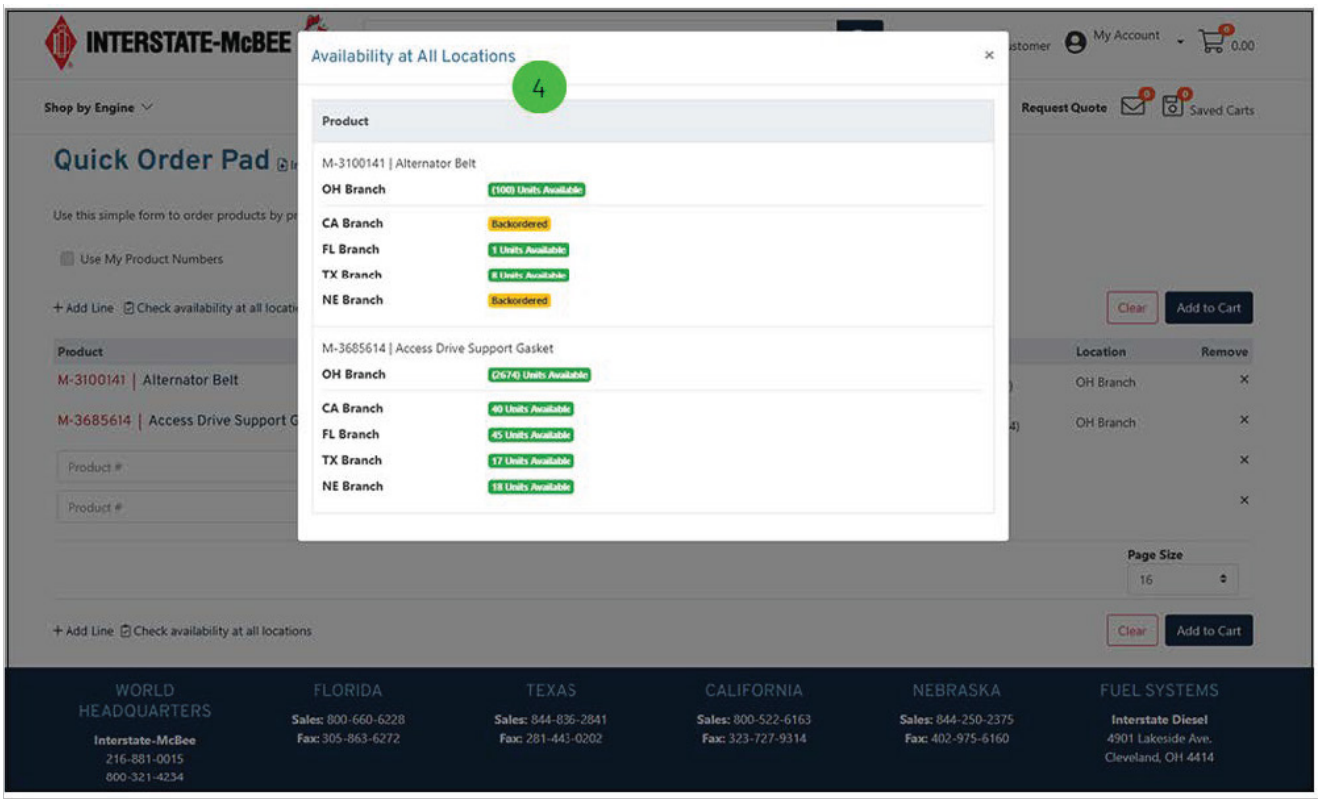
2. If you’d like to import your products via an excel file, use the "Import Order" button.



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

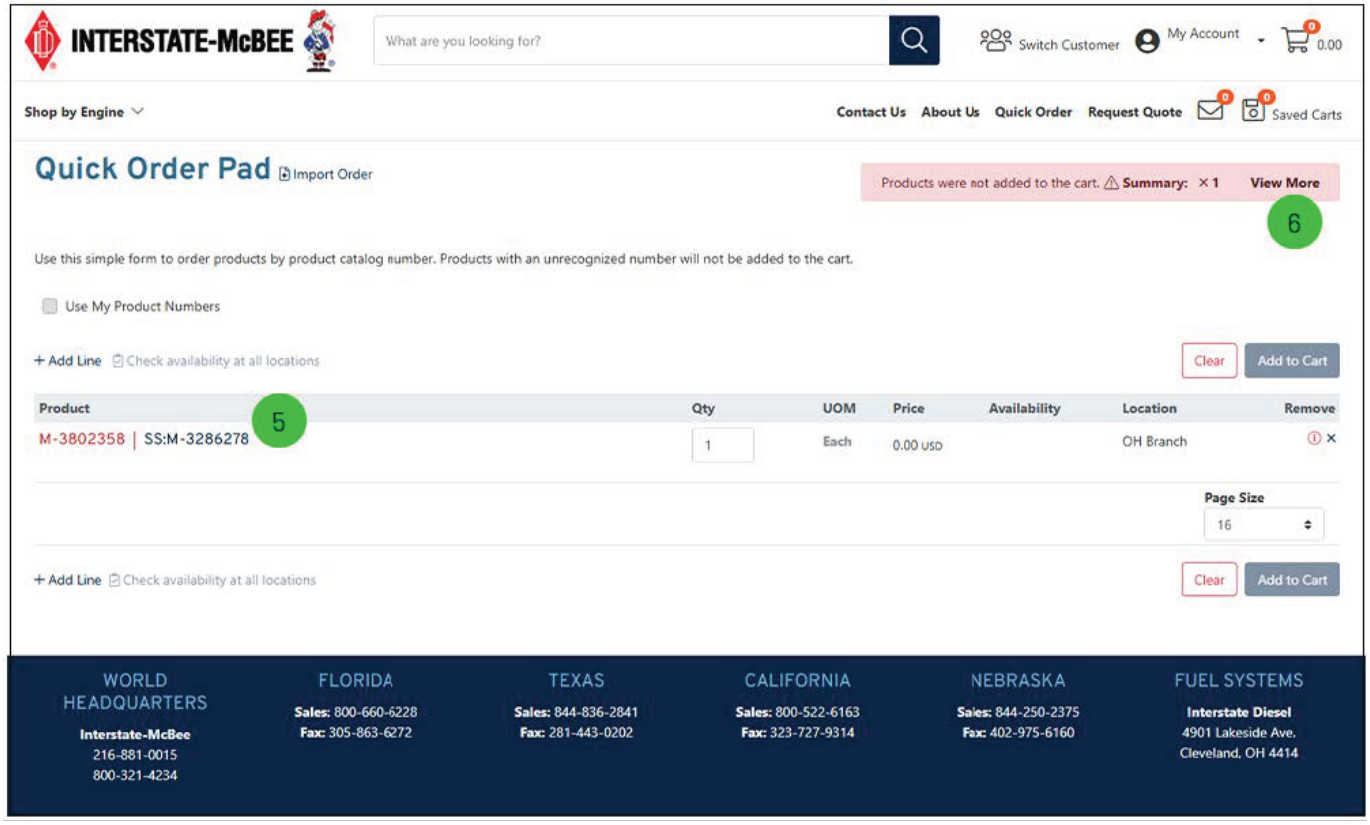


4. View availability per branch for each part added to the Quick Order Pad.

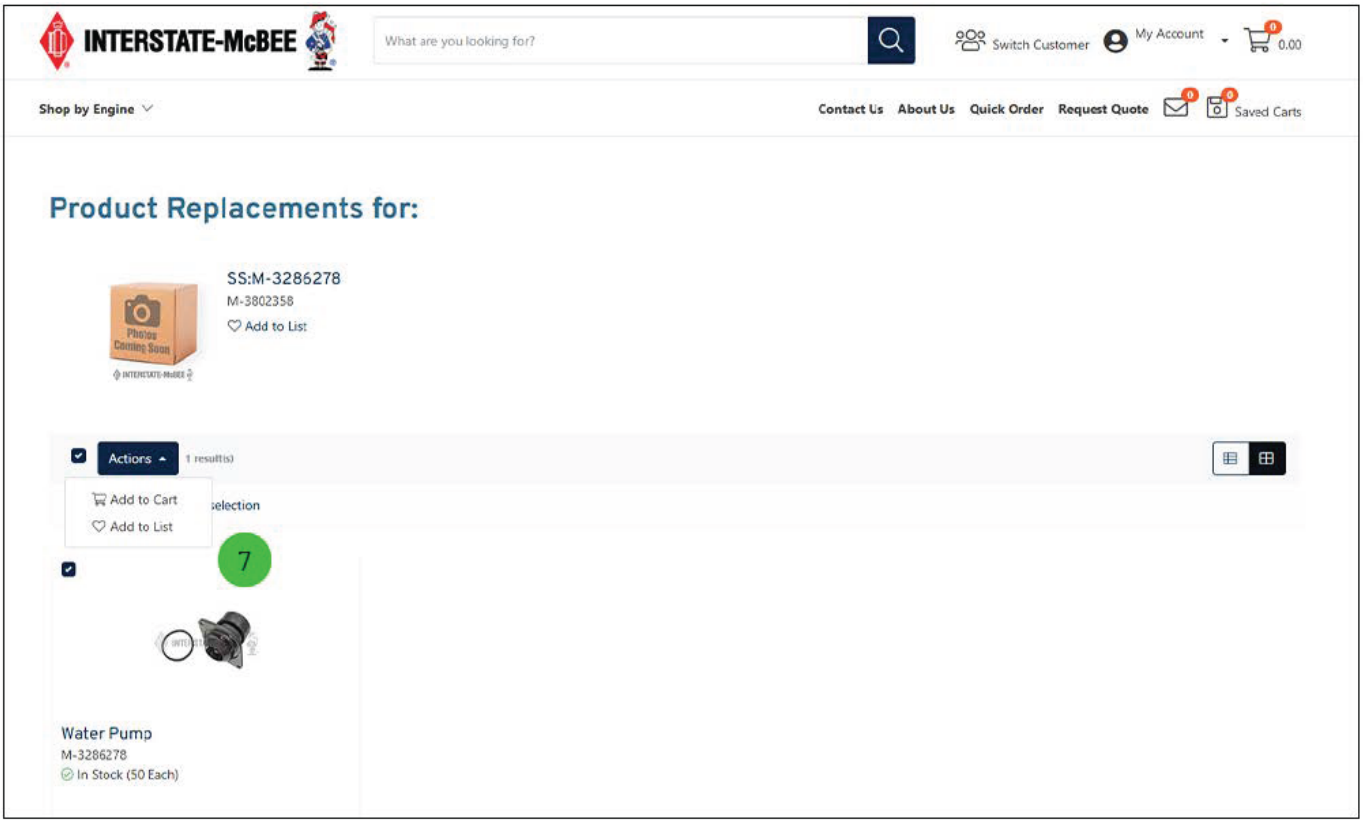


5. Enter your part number(s) then click "Add to Cart".

6. If a part is superseded this message will pop-up. Click "View More" then "Check Replacements".



7. You can add the replacement part to your cart or a list from here.

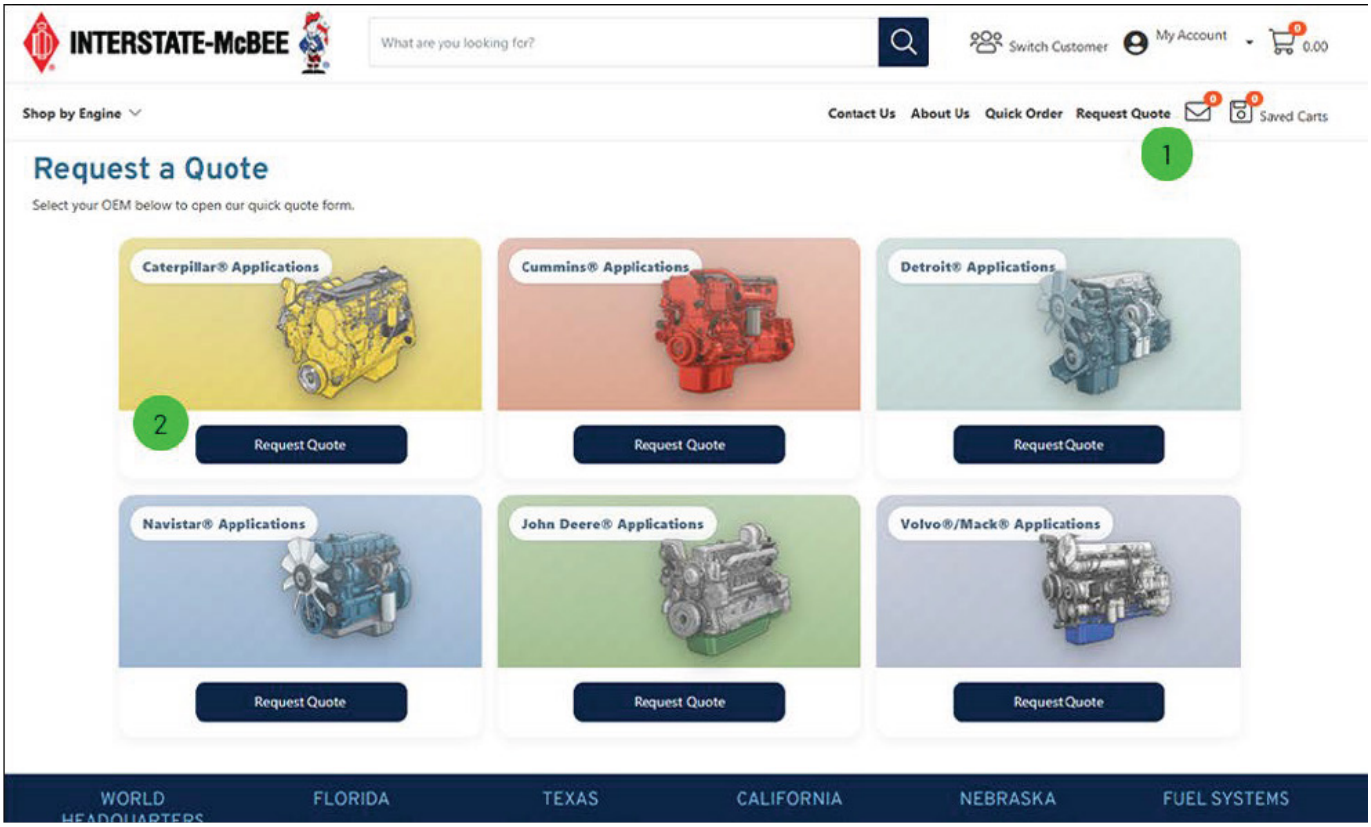


Other > Request Quote

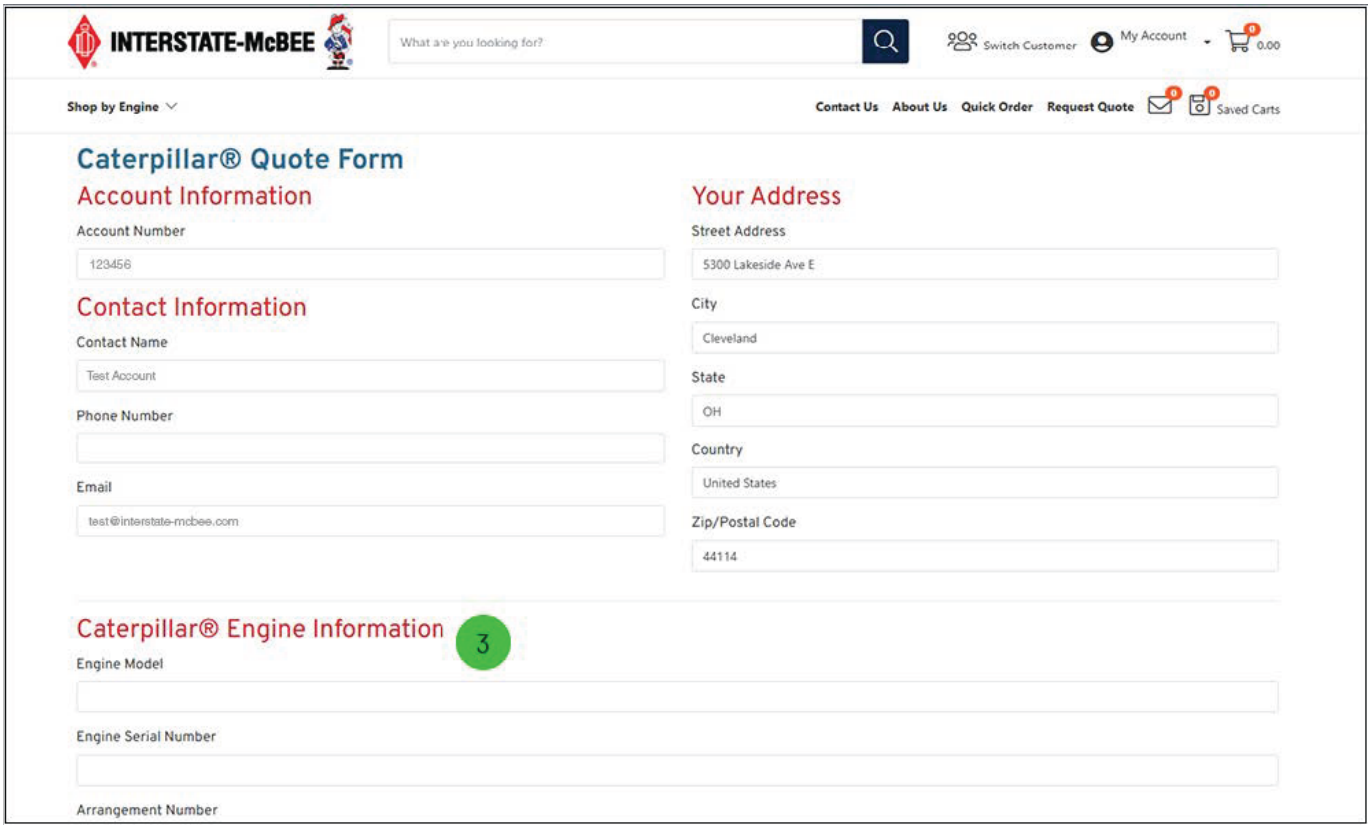
Skip the back-and-forth. Submit your engine info and let our engine experts deliver the right parts and pricing, straight to your dashboard.

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

2. Select the OEM that you would like to request a quote for.



3. Fill out the engine information for your selected OEM and click "Submit".



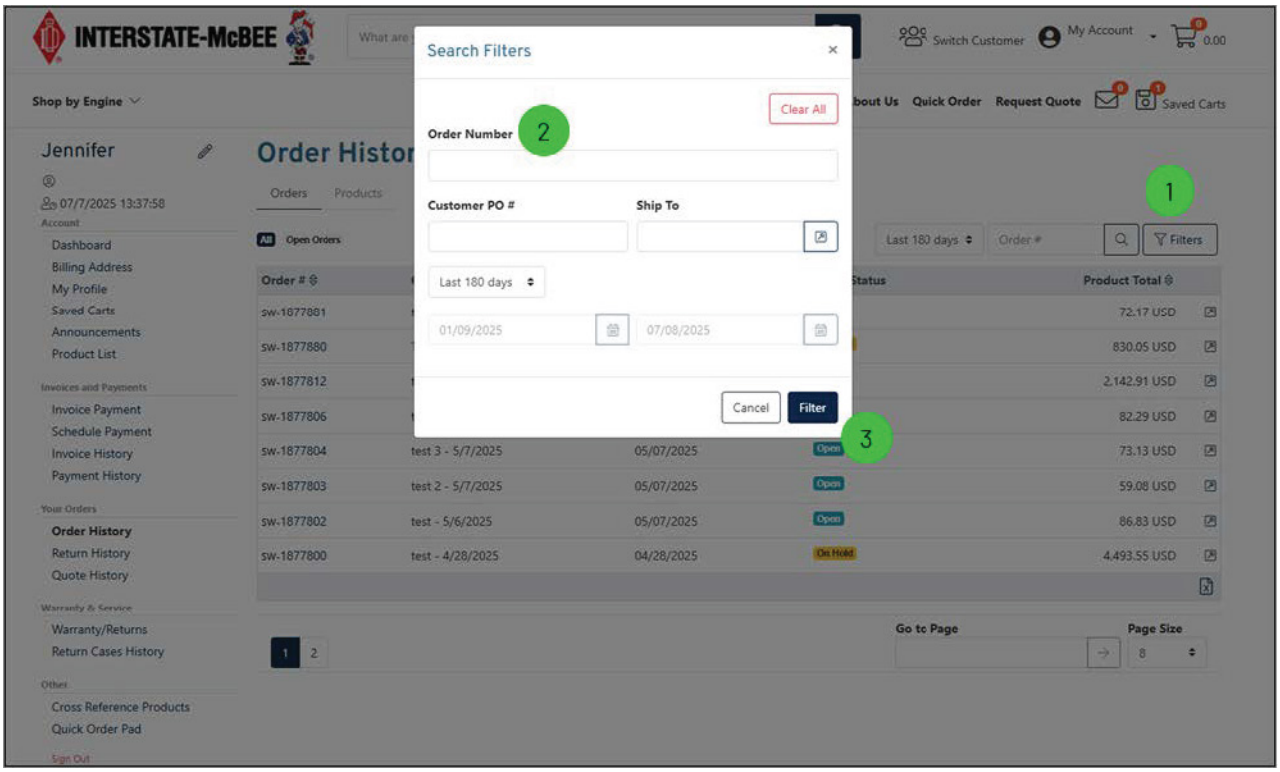
Other > Filters

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.

1. Click on the "Filters" button to open the filter popup.

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.



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