



**INTERSTATE-McBEE**



# ONLINE ORDERING

## Returns Portal

How-To Guide



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AUGUST 2025



# 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](mailto: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.

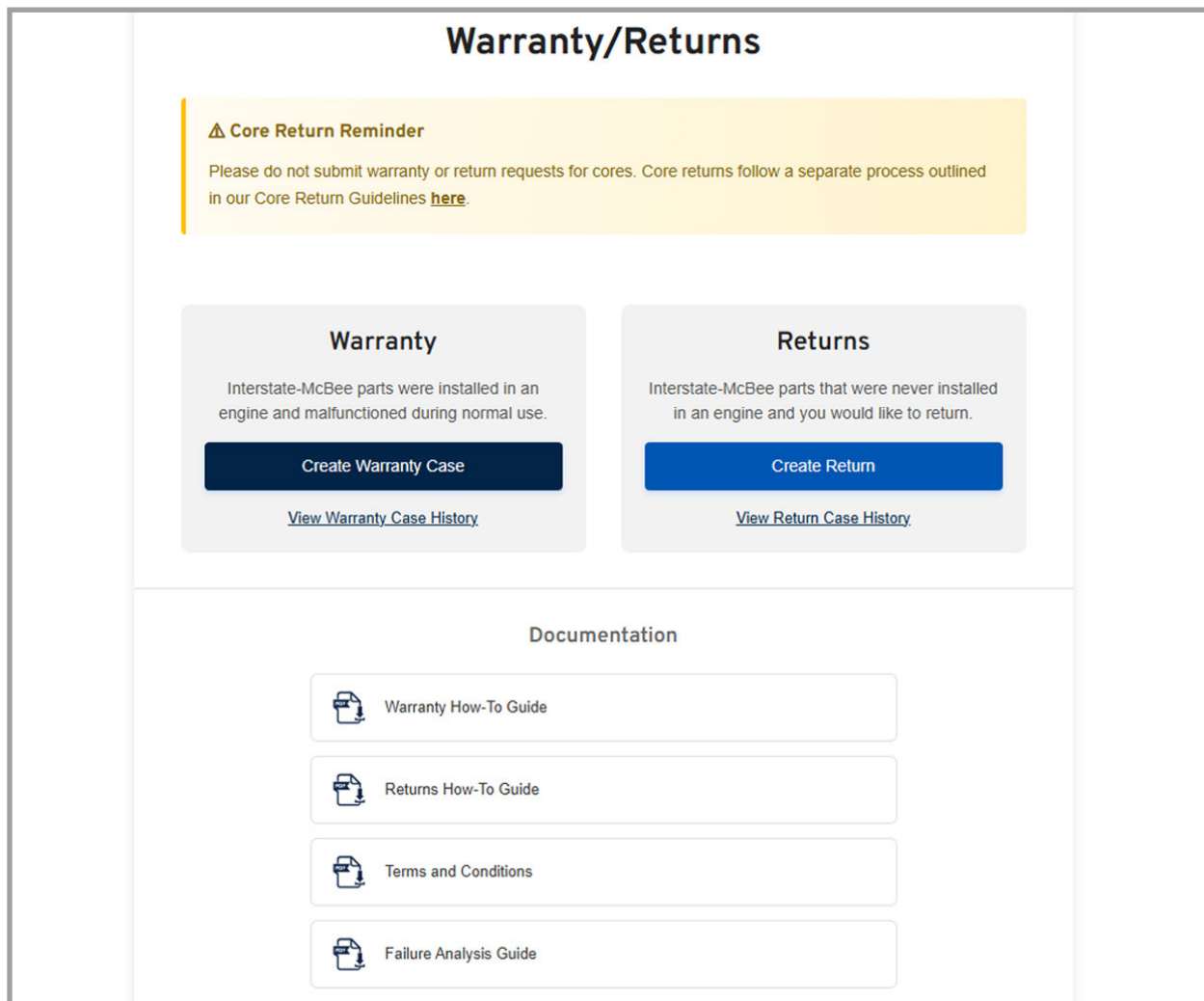
(See screenshot below for reference)

The screenshot shows the user dashboard for 'Brady Carroll'. The top navigation bar includes 'Contact Us', 'About Us', and 'Quick Order'. The left sidebar has a 'Warranty/Returns' link highlighted with a red box and a red arrow. The top-right dropdown menu, triggered by the user's name 'Brady Carroll', also has 'Warranty/Returns' highlighted with a red box and a red arrow. The dashboard content area shows 'New Announcements (0)', 'Shopping Cart (0)', 'Recent Orders', 'Open Invoices', and 'Product List (4)'. The bottom of the page shows 'Shipping Address', 'Payments (0)', and 'Web Accounts'.

### 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.

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Form: Return Case Creation

#### Section 1: Customer Details

- **Required:**

- Original Reference / PO Number

*(See screenshot on next page for reference)*

**Return Case Creation**  
Customer Details

**Sold To #**  
117395

**Name**  
\*\*\*[REDACTED]\*\*\*

**Contact Phone Number**  
\*\*\*[REDACTED]\*\*\*

**Email ID**  
[REDACTED]

**Reference/PO#**  
\*\*\*[REDACTED]\*\*\*

**Add Parts from Past Order (Mandatory)**

All RMA case must include Interstate. Move 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 #**  
117395

**Name**  
\*\*\*[REDACTED]\*\*\*

**Contact Phone Number**  
\*\*\*[REDACTED]\*\*\*

**Email ID**  
[REDACTED]

**Reference/PO#**  
\*\*\*[REDACTED]\*\*\*

**Add Parts from Past Order (Mandatory)**

All RMA case must include Interstate. Move 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**

**1. Locate Parts**

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

Order Number: \_\_\_\_\_ Customer PO #: \_\_\_\_\_

Submission Date From: \_\_\_\_\_ Submission Date Thru: \_\_\_\_\_

Item #:  Invoice Number: \_\_\_\_\_

**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="text" value="0"/>	1015777	03/07/2025	M-3054508	Col - 12V - 1 Terminal	10	149.50
<input type="text" value="0"/>	1000485	01/10/2025	M-3054508	Col - 12V - 1 Terminal	15	224.25
<input type="text" value="0"/>	1002296	10/21/2024	M-3054600	Col - 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 **“Submit”** 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](mailto:z_onlineordering@interstate-mcbee.com) for support.



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## **TEXAS**

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## **FLORIDA**

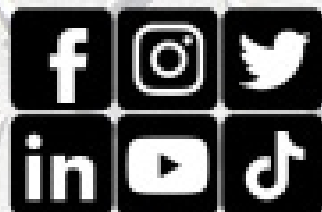
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Fax: 305-863-6272

## **NEBRASKA**

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