

Instructions For: FrontLines - how to enter a *Common Return RMA* (customer/dealer)
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Please note all fields with an asterisk () are required fields.

- Through web browser locate the following site:
www.frontlines247.com/morbark.htm
- Enter User Name (from when Account was created)
- Enter Password (from when Account was created)
- Click Submit

Microsoft Internet Explorer window showing the login page. The address bar shows http://www.frontlines247.com/FrontLineReturns_V6_Nov132007/EU_Login.asp. The page contains a search bar, a 'Login' button, and a 'Create an Account' link. The main content area is titled 'Login' and includes the text: 'If you don't have an account, click on 'Create an Account' to create'. Below this are two input fields: 'User Name *' and 'User Password *', followed by a 'Submit' button and a 'Forgot Password?' link. Three red arrows point to the 'User Name *', 'User Password *', and 'Submit' fields.

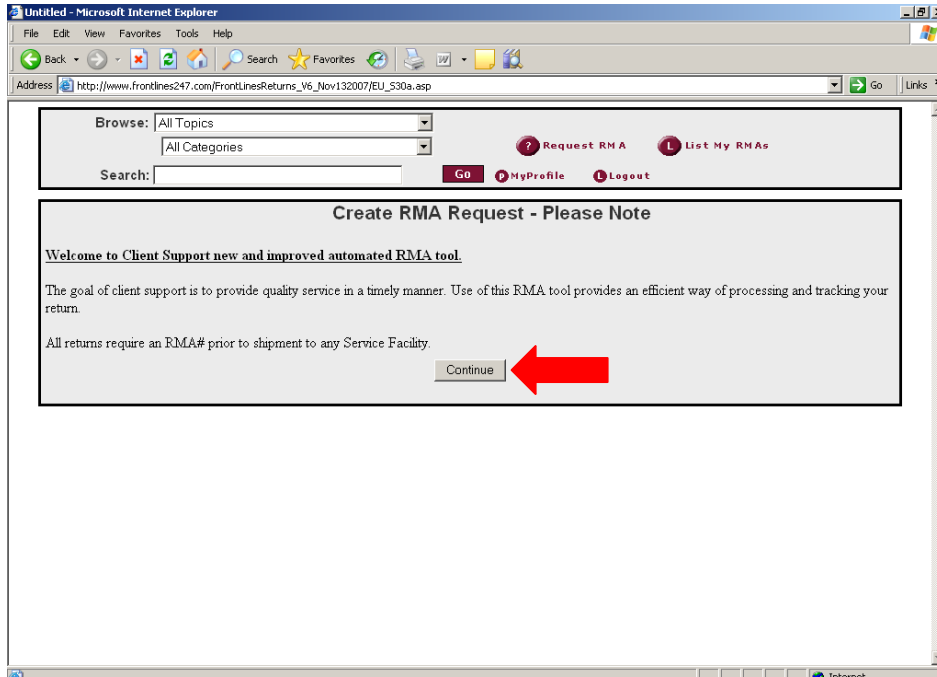
- My RMA Requests - Active screen will appear
- Click Request RMA

Microsoft Internet Explorer window showing the 'My RMA Requests - Active' page. The address bar shows http://www.frontlines247.com/FrontLineReturns_V6_Nov132007/EU_S33.asp. The page contains a search bar, a 'Request RMA' button, and a 'Logout' button. The main content area is titled 'My RMA Requests - Active' and includes a link to 'List My Completed RMAs'. Below this is a table with the following data:

RMA	Submitted On	State	Date of Current State
358 (m)	Sep 05, 2008	Submitted	Sep 05, 2008

A red arrow points to the 'Request RMA' button.

- Click Continue



- Create an RMA Request screen (NOTE: if the following contact information is changed after initial entry, the RMA will reflect most recent information entered):

Contact Information:

- Enter Company Name
- Enter Customer (Account) Number
- Enter Contact Name
- Enter Email address
- Enter Phone Number
- Enter Fax Number, if applicable
- Enter Address 1
- Enter Address 2, if applicable
- Enter City
- Enter State/Providence
- Enter Country
- Enter Zip/Postal Code
- Enter Customer Account Number

Untitled - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address http://www.frontlines247.com/FrontLinesReturns_v6_Nov132007/EU_530.asp Go Links

Browse: All Topics
All Categories

Search: Go MyProfile Logout

Request RMA **List My RMAs**

Create RMA Request

(Screen 1 of 3)

Please enter customer and contact data here.

Contact Information:

Company *

Customer No *

Contact

Email *

Phone *

Fax

Address Line 1 *

Address Line 2

City *

State/Province *

Country *

Internet

Billing Address:

*If the same as contact address as above, check box to next to Bill Address header auto populate the fields.

- Enter Company Name
- Enter Contact Name
- Enter Phone Number
- Enter Fax Number, if applicable
- Enter Address 1
- Enter Address 2, if applicable
- Enter City
- Enter State/Providence
- Enter Country
- Enter Zip/Postal Code

The screenshot shows a Microsoft Internet Explorer window displaying a web form. The browser's address bar shows the URL: http://www.frontlines247.com/FrontLinesReturns_V6_Nov132007/EU_530.asp. The form contains the following fields:

- Country *
- Zip/Postal Code *
- Customer Account No. *
- Billing Address:** Same as Contact Address above (A red arrow points to this checkbox)
- Company
- Contact
- Phone
- Fax
- Address Line 1
- Address Line 2
- City
- State/Province
- Country
- Zip/Postal Code
- Shipping Address:** Same as Contact or Same as Billing
- Company
- Phone
- Address Line 1

Shipping Information:

*If the same as contact address or billing address, check the appropriate box to next to header auto populate the fields.

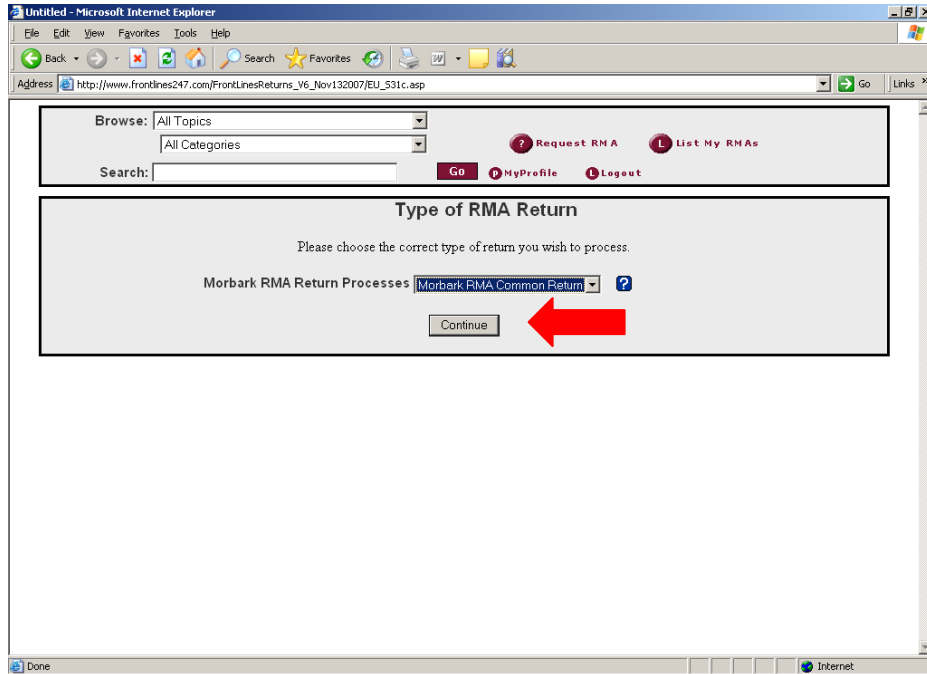
- Enter Company Name
- Enter Phone Number
- Enter Address 1
- Enter Address 2, if applicable
- Enter City
- Enter State/Province
- Enter Country
- Enter Zip/Postal Code
- Click Continue

The screenshot shows a web browser window with the following form fields:

- Phone
- Fax
- Address Line 1
- Address Line 2
- City
- State/Province
- Country
- Zip/Postal Code

Below these fields is a section titled "Shipping Address:" with two checkboxes: "Same as Contact" and "Same as Billing". A red arrow points to the "Same as Billing" checkbox. Below the checkboxes are the same set of address fields as above. At the bottom of this section is a "Continue" button, with another red arrow pointing to it.

- Type of RMA Return screen
 - Click drop-arrow to select Morbark RMA Common Return
 - Click Continue



- Morbark RMA Common Return screen
 - Enter Item Description
 - Enter Morbark Part Number
 - Enter Quantity of Item
 - Click drop-down arrow and select Reason for Return
 - If Reason for Return is "Other," enter detailed Other Reason for Return
 - Select correct response to if you will be contacting Morbark for a pick-up
 - If yes, also select if the pick-up will be from returnee's location or a customer's location
 - Enter Morbark Sales Order Number
 - Enter Purchase Order of Original Sales Order Number
 - Enter Invoice Number
 - Click Continue

**Please note if this return is due to Morbark's error, please contact Morbark Customer Service at 800-255-8839 for an item pick-up to be scheduled. For all other returns, freight charges are the customer's responsibility.

Browser: All Topics
All Categories

Search: [Request RMA](#) [List My RMAs](#) [MyProfile](#) [Logout](#)

Morbark RMA Common Return

For common types of returns (not warranty or bulk returns), please fill in information as complete as possible. All fields with asterisks are required for submission to be accepted.

NOTICE: If this return is due to Morbark's error, please call 1-800-255-8839 and ask for customer service to arrange for Morbark to pick-up returned items. For all other returns, freight charges are the customer's responsibility.

IMPORTANT!

A COPY OF THE RMA MUST BE PRINTED TO BE SHIPPED AS A PACKING SLIP WITH THE RETURNED ITEM(S), AND THE RMA NUMBER MUST BE CLEARLY WRITTEN ON THE OUTSIDE OF THE CONTAINER FOR MORBARK RECEIVING TO PROCESS PROPERLY.

All fields with asterisks (*) must be completed for form to accept submission.

Item Information Help

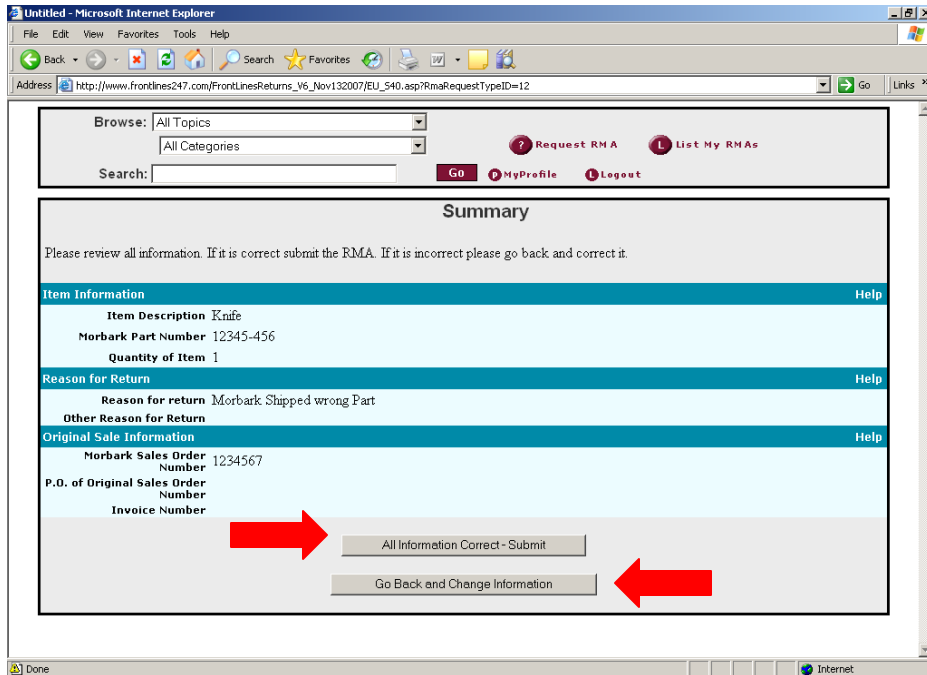
Item Description *

Morbark Part Number *

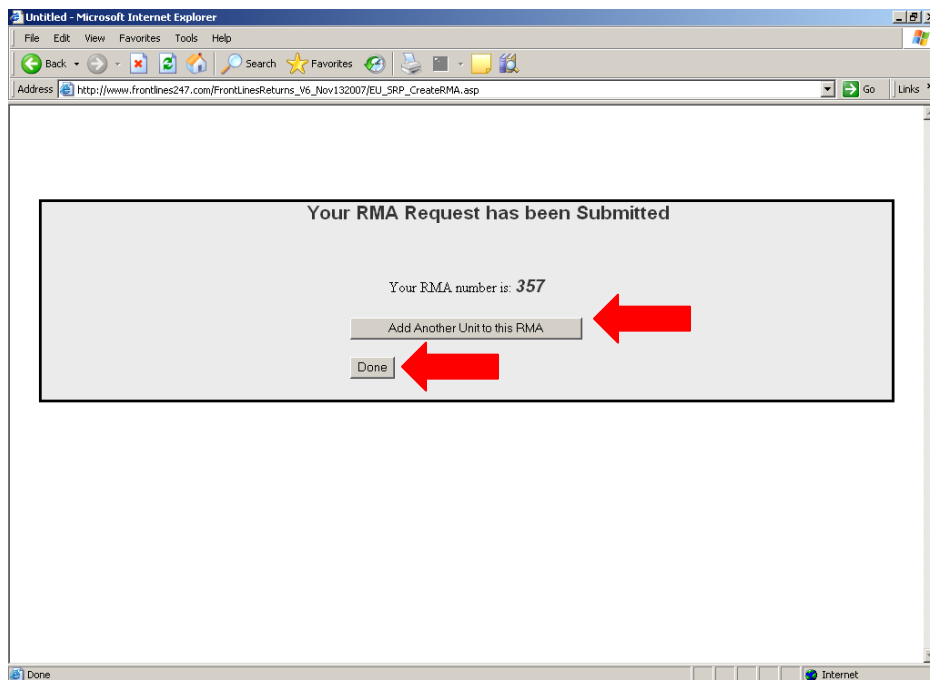
Quantity of Item*

Reason for Return Help

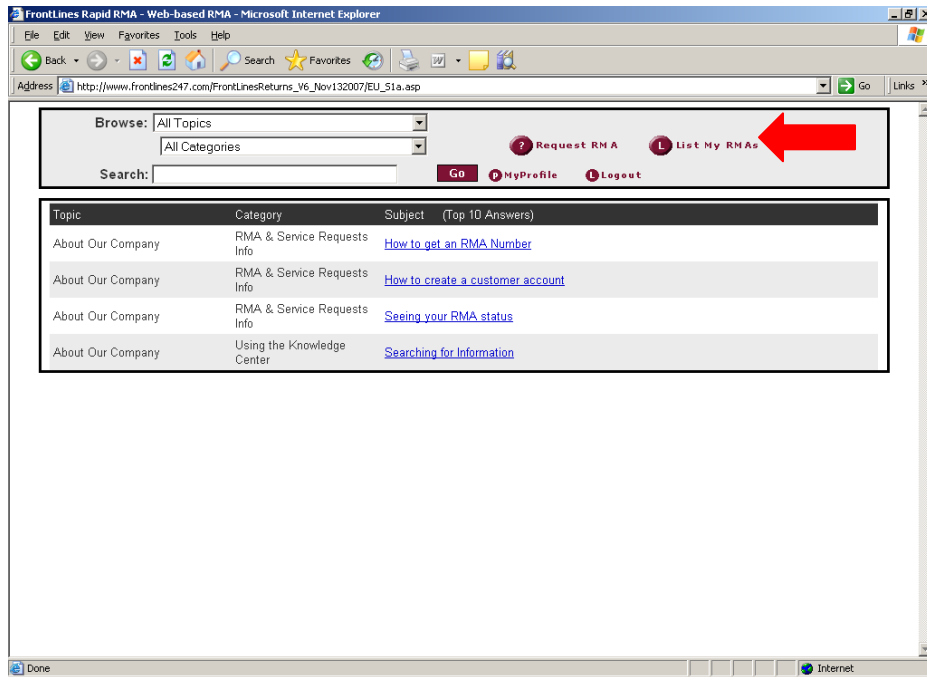
- Summary screen.
 - If all information shown in summary is *correct*, click All Information Correct - Submit.
 - If summary information shown is *incorrect*, click Go Back and Change Information.



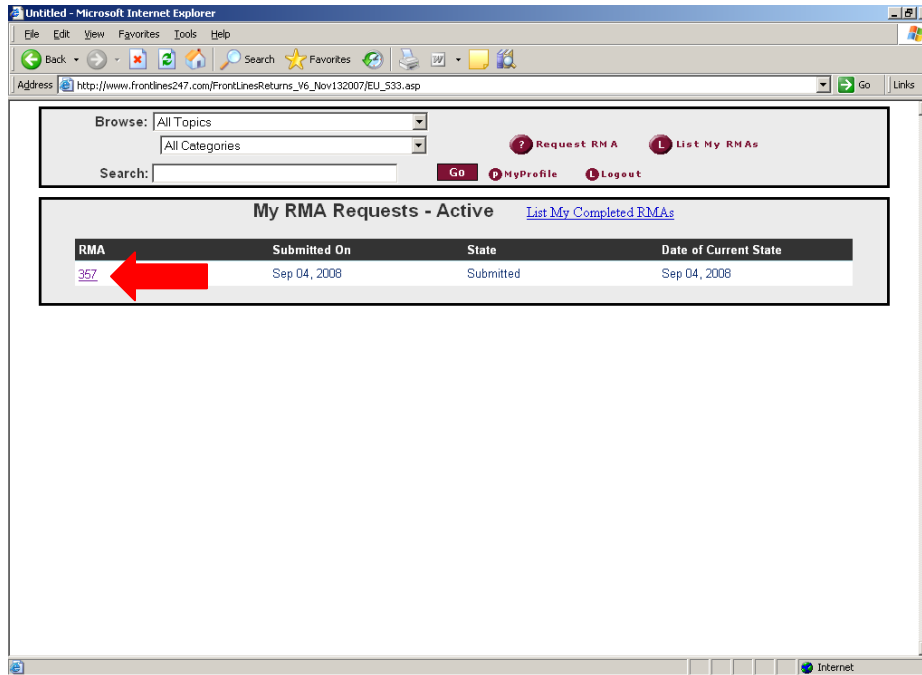
- Your RMA Request has been Submitted screen
 - Record RMA number provided for use later in steps
 - If additional parts are to be added to this RMA, click Add Another Unit to this RMA. Complete steps above beginning with Morbark RMA Common Return screen.
 - If there are no additional parts to be added, click Done



- Click List My RMAs



- My RMA Requests - Active screen
- Click number of RMA just entered (recorded in above steps)



- Once RMA appears on screen, use the Print button on the toolbar of the web browser to print two copies
 - Copy #1 - to remit to Morbark with returned parts. This will serve as a packing slip.
 - Copy #2 - to be saved by customer for records
- Click Log Out to end session

PLEASE NOTE: When boxing parts for shipment to Morbark, write the RMA number on outside of box

