

Morbark, Inc.

Instructions For: How to enter an RMA for Repair/Rework
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Effective Date: 2/3/10
Revisions: 2/10/10

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
Address: http://www.frontlines247.com/FrontLineReturns_V6_Nov132007/EU_Login.asp

Browse: All Topics
All Categories
Search: powered by FrontLines

[Create an Account](#)

Login

If you don't have an account, click on 'Create an Account' to create

User Name *

User Password * [Forgot Password?](#)

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

Microsoft Internet Explorer
Address: http://www.frontlines247.com/FrontLineReturns_V6_Nov132007/EU_S33.asp

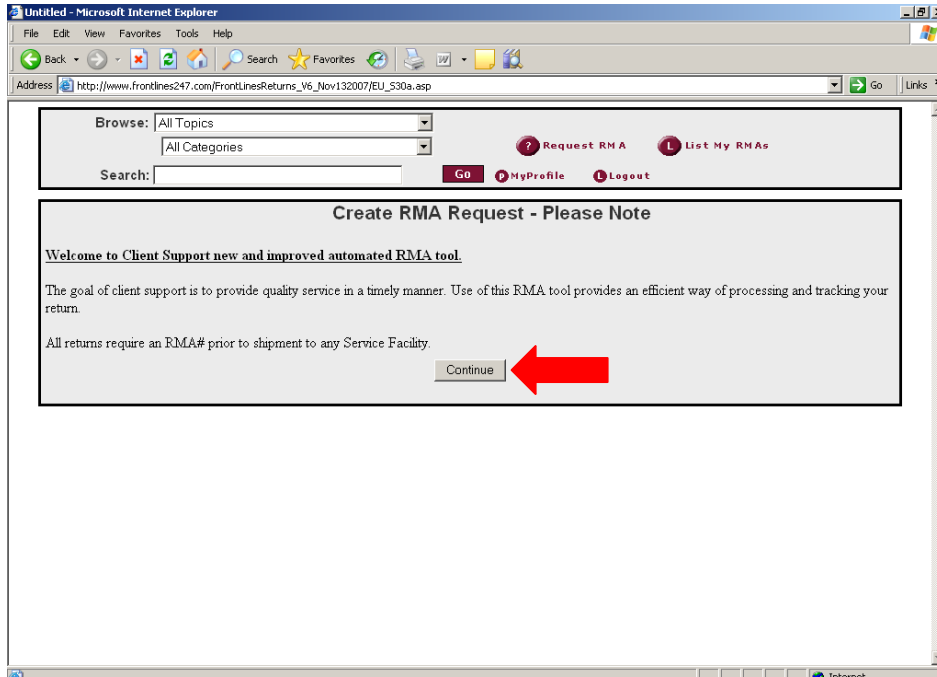
Browse: All Topics
All Categories
Search:

My RMA Requests - Active

[List My Completed RMAs](#)

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

- 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

Request RMA List My RMAs
MyProfile Logout

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 web browser window with the following form fields:

- Country *
- Zip/Postal Code *
- Customer Account No. *
- Billing Address:** Same as Contact Address above (indicated by a red arrow)
- 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

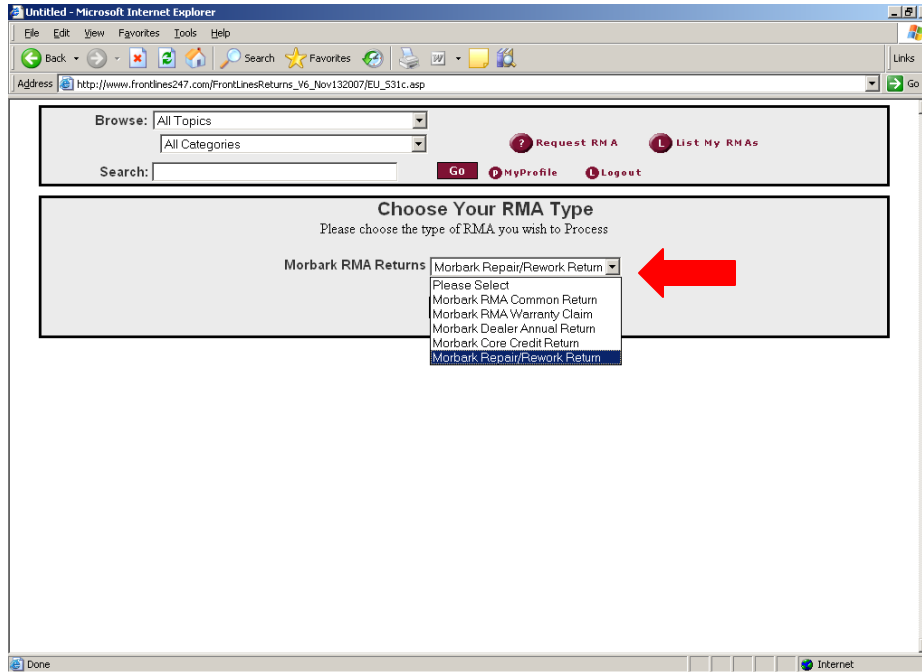
Below these fields is a section for the shipping address:

Shipping Address: Same as Contact or Same as Billing

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

A "Continue" button is located at the bottom of the shipping address section. Two red arrows are overlaid on the image: one pointing to the "Same as Billing" checkbox and another pointing to the "Continue" button.

- Type of RMA Return screen
 - Click drop-arrow to select Morbark Repair/Rework Return
 - Click Continue



- Morbark Repair/Rework Return screen

Item Information

- Enter Item Description
- Enter Morbark Part Number
- Enter Quantity of Item
- Enter Serial Number of Machine

Payment and Return Information

- Enter a PO # (for billing purposes)
- Enter a Sales Order #
- Enter how you would like your item(s) returned to you
- Enter the address of the location you would like your items returned to you

Service Information

- Enter what repair/rework you are submitting parts for
- Click Yes or No if you are returning blades to be sharpened
- Click Yes, No or Can't Remember if the item has required work before
- 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.

The screenshot shows a web browser window with the address bar displaying http://www.frontlines247.com/FrontLinesReturns_V6_Nov132007/EU_539.asp?ScreenID=135. The page title is "Morbark Repair/Rework Return".

At the top, there is a navigation bar with a search box, a "Go" button, and links for "Request RMA", "List My RMAs", "MyProfile", and "Logout".

The main content area contains the following text:

For items being returned to Morbark because of a necessary repair or to be reworked (such as knife sharpening). 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.

Ship to: MORBARK INC., 8507 S. WINN RD. WINN, MICHIGAN 48896

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

The form is divided into sections by a blue bar labeled "Item Information" with a "Help" link on the right. The fields in this section are:

- Item Description *
- Morbark Part Number *
- Quantity of Item *
- Serial Number of Machine

Each field has a small question mark icon to its right. The "Done" button is visible at the bottom of the browser window.

- 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.

Search: [MyProfile](#) [Logout](#)

Summary

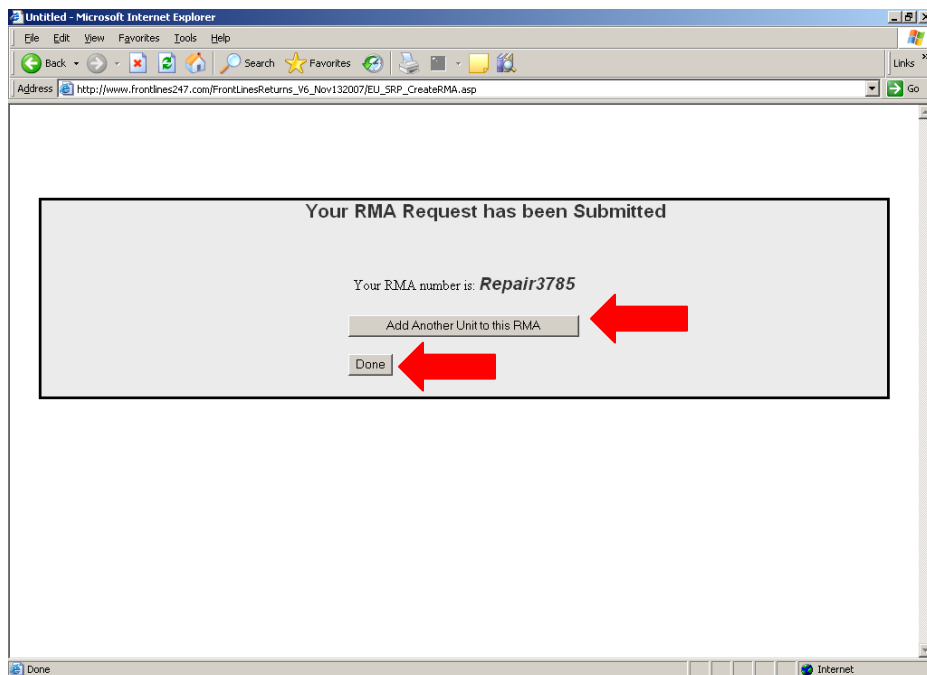
Please review all information. If it is correct submit the RMA. If it is incorrect please go back and correct it.

Item Information	Help
Item Description	Knives
Morbark Part Number	12345-678
Quantity of Item	4
Serial Number of Machine	50000

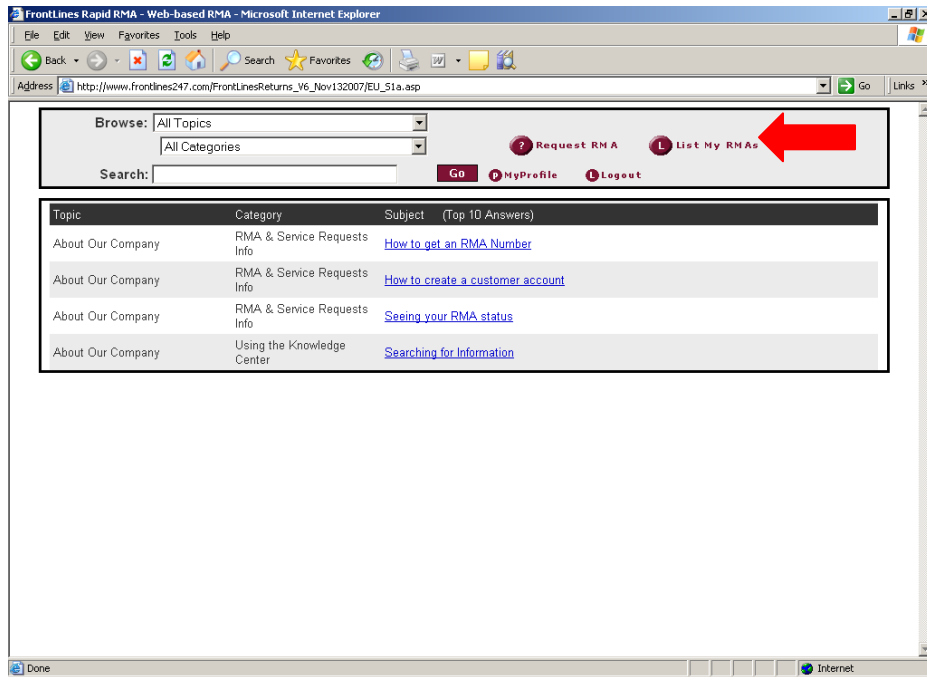
Payment and Return Information	Help
P.O.# (For billing purposes)	123
Sales Order #	123456
How would you like your item returned to you?	UPS
To what address would you like it returned?	John Doe's Tree Service 1234 Main Street Hometown MI 00000

Service Information	Help
What repair/rework are you submitting this for?	Sharpening
Are you returning blades to be sharpened?	Yes
Has this item required this work before?	Can't Remember

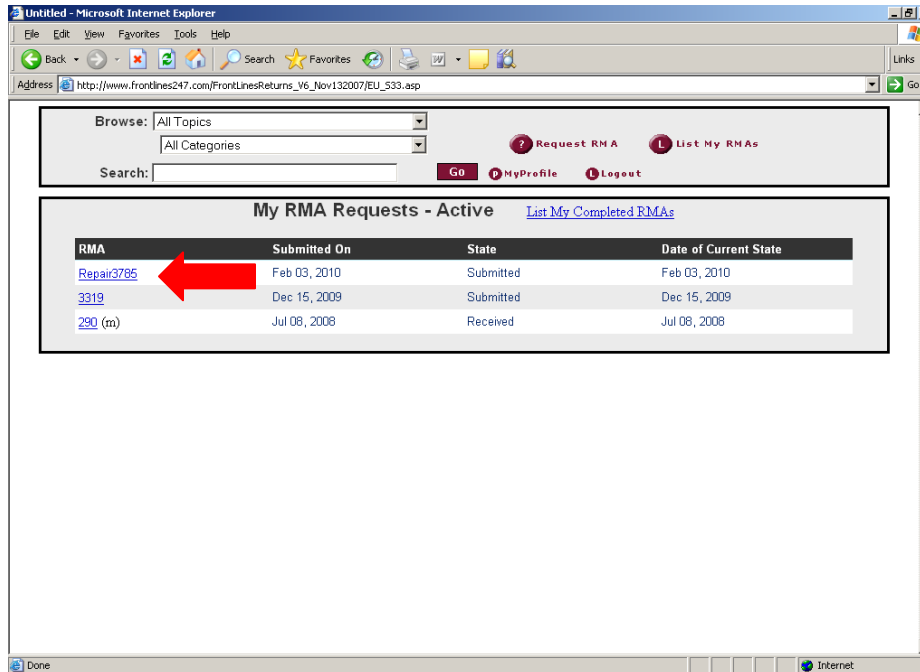
- Your RMA Request has been Submitted screen
 - Record RMA number provided for use later in steps
 - If additional parts are to be added to this RMA, click Add Another Unit to this RMA. Complete steps above beginning with Morbark Repair/Rework Return screen.
 - If there are no additional parts to be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

Microsoft Internet Explorer

Address: http://www.frontlines247.com/FrontLinesReturns_v6_Nov132007/EU_534.asp?RMArequestID=7309

Browse: [All Topics] [All Categories]

Search: [Go] [MyProfile] [Logout]

RMA Repair3785 (Submitted)

Item Information [Help](#)

Item Description Knives
 Morbark Part Number 12345-678
 Quantity of Item 4
 Serial Number of Machine 50000

Payment and Return Information [Help](#)

P.O.# (For billing purposes) 123
 Sales Order # 123456
 How would you like your item returned to you? UPS
 To what address would you like it returned? John Doe's Tree Service 1234 Main Street Hometown MI 00000

Service Information [Help](#)

What repair/rework are you submitting this for? Sharpening
 Are you returning blades to be sharpened? Yes
 Has this item required this work before? Can't Remember

[COMPANY](#) [CONTACT](#) Submitted Feb 03, 2010 10:43