

SHOP.AG-TX.COM STORE USER GUIDE

Home Quick Order Shop for Parts Equipment Order History V		Show MSRP 💿 0 📜
ALAMO GROUP TEXAS BRANDS ALL IND ONE PLACE Supplying mowers to the govermental, agricultural and commercial turi markets for over 50 years. At Alamo texas our family of companies and equipment work to accommodate the challenges our customers face.		
Quickly find a vehicle or part	Featured products	
Search vehicles		D
Search vehicles		
Search vehicles		

Login Home Page Introduction Account Details Quick Order/Ordering Order History Invoice Copies Parts Lookup Catalog Usage Documents Warranty Registration Warranty Filing RMA



In address bar of web browser, enter in

https://shop.ag-tx.com/store

Once page loads, locate the "Register" button, or "Login" if you are already registered.



If registering, use your company issued email address, and provide first and last name.

Due to security reasons, will cannot accept "group" email addresses or general names such as "Partscounter" or "parts dept".

The 2-Step validation procedure used to protect our website, as well as the dealer's account requires knowing exactly who is gaining access and when they log in. Once the username and password is entered correctly, a message will appear notifying that a one-time password, (OTP) is being emailed to the registered email address. Enter this OTP to complete the 2-Step verification process of logging in. Pro Tip – You can check the "Keep Me Logged In" button on your computer to reduce the number of times you're required to login in. Do not use this on shared computers.



Guide for shop.ag-tx.com/store. 2024 Alamo Group- Texas (800) 356-6286



AGTX	Search for Part Number, Part Description or Vehicles	1		۹	Darrel Quesada 🗸 🛔 /our Account Number
Home Quick Order Shop for Parts	Equipment Order History 🛩				Show MSRP 🌑 0
ALAMO GROU	P TEXAS BRANDS	40		A State	
ALLING	IL PLACE				
Supplying mowers to the commercial turf markets Texas, our family of com accommodiate the shall	e governmental, agricultural and s for over 50 years. At Alamo panies and equipment work to space our cultomars fore				
SHOP PARTS	nges our customers nace.		100		
	TERRAINKING				
Quickly find a vehicle or part		Featured products			
Search vehicles		and a contra		-	0
2	Search whicles	-			
Search parts				Market Market	
3	Search parts	Alamo Industrial OEM	Terrain King CEM	Shop Consumables	Shop Blade Kits
Know your part number? Start a Quick Ord	der .				
Quickly Find an Order		Favorite parts			
Enter an order number		Looks like you currently don't have any favorit	ted parts. When browsing parts click the " 1	" to add them here.	
			4		
		_			

- 1. Main search box Enter anything such as part number, model, part description (full or partial). Closest matching results will populate. Parts shown first, then parts catalogs.
- Search Vehicles "Units" This search box will search for catalogs by model name, or model and serial number. More information entered, better the results. * Fully searchable serial numbers are available from January 2022 to current
- 3. Search Parts Search by part description or number
- Documents A vast collection of pdf files from printable parts manuals, reference manuals, service manuals, assembly manuals, etc.



Account Details

In the upper right corner by your name, there is a down arrow "v" which when clicked on, will expand and provide you a menu to access preferences.



Account details that can be changed are important if you have multiple Alamo Group-Texas accounts such as standard AI, Remote Control line, or even a TK account.

By using the drop down on the "Preferred Customer" box, you can scroll through your multiple accounts.

This is also true if you have multiple "ship to locations" by using the drop-down box for "Default Shipping Address"

Selecting a "Preferred Customer" profile will affect your "Default Billing Address" information and initial shipping address

On this page you can also choose to change your password.



	Search for Part Number, Part Description or Vehicles		Q Darrel Quesada ✔ #
Home Quick Order Shop for Parts Eq.	vipment Order History 🗸		Show MSRP 💿 0
Home > Account Details			
Account Details			
Account Settings			
First name Darrel			
Last name Quesada Email / User name dquesada@alamo-group.co	m		
Phone +18303791480 /			
Change Password			
Profile Settings			
Select Division	Preferred Customer		
Alamo Industrial	✓ Your account # - Your Co. Na	ame 👻	
Default Billing Address	Default Shipping Address		
Your account # - Your Co. Name	 Your account # - Your Co. Ne 	ame 💌 Q Search	
New Owners and			
Your Company Name P.O. Box 666	Your Company Name 8675 Jenny Lane		
Yourtown, Texas 78155-0123	Yourtown, Texas 78155-0122		
Preferred Language			
English	•		
	Quic	k Order	٩
	TX		
Home Quick Orde	r Shop for Parts Equipment Order History 🗸		
			N
Ma	de for Kubota		
Ma	do for Strongth		
Ma	de for Strength.		
Ма	de for you.		
Terrain	King has pushed limits, molded the industry, and pione	ered	
the way manage	y for roadside vegetation management. From vegetatior ement with tractor-mounted booms, mowers, and more		
SH	OP NOW		
TER			
I EF	HAINKING	and the second	The second second second
Quickly find a	vehicle or part	Featured products	
Search vehicles			
			waters with the second s

The "Quick Order" is a very basic and fast way to enter an order when the part numbers are already chosen and provided to the parts personnel.

"Quick Order" is located on the black menu bar close to the top of the screen. To start a quick order, simply click on it.



٢	AGTX Search for Part	Number, Part Description o	or Vehicles		٩	۵	Darrel Quesada 🗸 🌲
Home Quick	Order Shop for Parts Equipment Or	der History 🗸					Show MSRP ෩ 0 🃜
ome > Quick O	rder						
Your Q	uick Order						
Bulk Uploa	d Parts						Clear All
5 †	Part Number	Quantity	Pa	rt to be added to cart	Description	Results	Action
1	02761500	4 0	ea 02	761500	BLADE - B/A, MATCHED SET	Exact Match	0
2	02961001	12 -	ea 02	961001	FILTER ELEMENT	Exact Match	0
3	002502	1 4	ea 00	2502	VALVE, SOLENOID-COMPLETE	Exact Match	0
4	Enter part number	Qty					•
		Otv					0

Once selecting the "Quick Order" function, you will simply enter in your parts and quantities.

When completed and satisfied with your selection, you will need to click on the "Add to Cart" button on the lower right corner.

This will transfer the quick order into an order ready to process and check out.

There is another handy helpful option on this page for "Bulk Upload Parts". This is for large orders that may have been created by your business system and saved as an Excel file. Clicking on this will provide you an example template to use to format your Excel file to be easily uploaded.

# • •	Part Number	Quantity	Part to b	Bulk Upload Parts	ription	Result
	02761500	4 ea	02761500	Utilize the Bulk Upload Template to upload your list of products to immediately add to your cart.	E - B/A, MATCHED SET	Exact Match
2	02961001	12 ea	02961001	This operation will replace the items in your cart.	R ELEMENT	Exact Match
3	002502	1 ea	002502	🛓 Download Template for Bulk Upload	E, SOLENOID+COMPLETE	Exact Match
4	Enter part number	Qty		Upload your file Browse		
	Enter part number	Qty				
				Cancel Upload		



Your Shopping Cart Continue Shopping		Û	₽	 ▲ Ⅲ Empty Cart + Add all items to list 	Order Summa	ry
Item details	Quantity	List Price	Unit price	Subtotal	Alamo Industrial	2.0.000
ALAMO INDUSTRIAL BLADG - BJA, MATCHED SET 1 Part humber 02761500 IRB IN STOCK	4 ea	175.55 USD	114.11 USD	456.43 USD 🔇	List price Subtotal	2,239.25 USD 1,455.51 USD
ALAND RUDUTENL FILTER ELEMENT IN DUAL SE OPERATION	12 ea	92.35 USD	60.03 USD	720.33 USD 😮	A Secure	checkout
ALAND RUDUTENL VALVE SOLENOID-COMPLETE * Parts CALL FOR BEST AVAILABILITY	1 ea	428.85 USD	278.75 USD	278.75 USD 3		

When the order is "added to cart", the screen will change to the "Your Shopping Cart" view.

This screen will provide list price of parts, your cost (list minus discount), your order subtotal and total of order at list price.

The screen also displays inventory availability for your order. The example above indicates that 002502 is currently not available and recommends calling Customer Service for best availability

There are red "X's" at the end of each row if you choose to delete an item from your list prior to starting the check out process.



Check Out Process

The secure check out is a 3-step process.

- Billing information PO is a required field to be filled out before moving on.
- Additional email address can be used to share the order information with another contact. It is NOT recommended to use this to send a customer a copy of the email as it will show your cost for parts. It is however ideal to share with warranty or service departments
- Phone number is a required field to continue checking out

Checkout		
Your Secure Checkout		
er		
	Order Summary	
ame"	order Summary	
ccount number and company name		
	List price	2,239.25 USD
	Subtotal	1,455.51 USD
email address (Optional)	Total	1,455.51 USD
e email addresses separated by commas can also receive the order confirmation	Actual tax and freight are calculated at the time of shipme	nt, based on wei
	dimensions.	
0) 379-1480	E Preview order	
	(you will remain on this screen)	
t shipping info	Have a Coupon? Apply here	
		<u> </u>

Shipping Information

- Ensure address is correct
- If not, is the address you are sending it to included in your account as a "ship to account" and listed in the drop down
- OR if you are dropping shipping to a customer directly, you can click on the "Enter New" edit button to the right of your account default "ship to"
- Ensure you enter a company, entity or person's name, physical address. NO P.O. Boxes
- Shipment Terms should always be "Freight Add" unless you are using a 3rd party account to ship the order. Example, your company has a UPS account, and you want UPS to bill you directly.



- If using your own UPS or other carrier account, change the "Freight Terms" to "Customer Account" and enter the carrier's name and account number into the "Shipping and Broker Information"
- Choose shipping speed in "Transport Mode". This defaults to ground service. You can choose 3rd Day Air to Next Day Air. Ground can be UPS or LTL trucking. Our stockroom will determine this once order is packed, measured and weighed.
- If choosing expedited air freight and the order exceeds weight limits, we will contact who placed the order to notify of needed changes.
- Other Options Ship Complete, Unit Down
 - Ship complete is instructions to please hold order until it is complete. We do see this, but however, sometimes due to space constraints, we may not be able to accommodate this request.
 - Unit Down This option lets Customer Service know that this order is for a critical unit down and we will do everything in our power to expedite your order.

hipping Information			
Recipient is different from order entry hip to*			
Your account and Company Name Q. Sear	Enter new	Order Summary	
Your Company Name 8675 Jenny Lane		List price	2,239.25 USD
Yourtown, Texas 78155-0122		Subtotal	1,455.51 USD
rder Type Daily Order		Total	1,455.51 USD
ipment Terms* Freight Add Ground Service		Actual tax and freight are calculated at the time of shipment dimensions.	t, based on weight and
		Preview order (you will remain on this screen)	
upping and Broker information (Optional)		Have a Coupon? Apply here	
			0
Allowed up to 60 characters			
Ship Complete D Unit Down			
	Shipping Information Company Company Name Company Name Story Company Name Story Service Shipping and Broker information (Optional) Ship Complete Company Company Company Shipping and Broker information (Optional) Ship Complete Company Shipping and Broker information (Optional)	Shipping Information Company Name Vour Company Name Company Name Ship to: Company Name Ship Sof: Senny Lane Yourtown, Texas 78155-0122 Order Type Dobdy Order Shipping and Breker information (Optional) Company Compa	Shipping Information Shipping Information Company Name Your account and Company Name Vour Company Name Ship Company Name Company Company Name Company Name Company Name Company Name Company Name Company Company



On this page, you will need to confirm your billing account information that the order is to be charged to. There is also an "Other notes" text block to add special notes that will appear on your invoice. This is for your internal notes and is not used to pass on special instructions to our Customer Service or our stockroom. If you need to provide special instructions, contact Customer Support to relay the special instructions after you have submitted the order by clicking the "Place Order" button.

AGTX	Search for Part Number. Part Description or Vehicles		Q	Darrel Quesada 🗸 🌲
Home Quick Order Shop for Parts	Equipment Order History 🗸			Show MSRP ෩ 3 🏲
Transport mode Ground Service				
Payment Method				
 My Account Bill to* 			Order Summary	
Your account and company name			List price	2.239.25 USD
Your Company Name P.O. Box 666			Subtotal	1.455.51 USD
Tourtown, lexas /8155-0123			Total	1,455.51 USD
Other notes (Optional)			Actual tax and freight are calculated at the time o	f shipment, based on weight and
			dimensions. Preview order (you will remain on this screen)	
	Allowed up to 130 charac	ters	Have a Counon? Apply here	
Place O	rder		rate a contrast table years	•

Once you do click on "Place Order" you can go to the menu bar and click on "Order History" and a drop-down box appears. Select "Orders" and the page will display your "Purchase History". The system automatically defaults to the last 30 days. You can also choose 90, 180 days, or select "Custom" and enter a specific date, or date range all the way to 2012 if your account was active then. Your latest order should now appear here on the top of the list.

	Search fo	AGTX or Part Number, Part Description or Vehicles]	
Home Quick Order Shop for Parts	Equipment	Order History 🗸 🚽		
Purchase History Purchase History Customer Your Account and Company Name		Orders RMA Warranty		
Search your history				
Search		Q		
C Order C Invoice	•			
Filter by document type	Equipment	Order History v		
Last 90 Days	· •	•		
Last 30 Days Last 90 Days Lost 400 Days	ype		Number	Created 🔶
Custom Range	, Drder		7276855	Feb-21-2024
Invoice	Standard		8893361	Feb-20-2024
Invoice	Standard		8886945	Feb-14-2024
Invoice	Standard		8860885	Jan-22-2024
Invoice	Standard		8859586	Jan-19-2024

While viewing the history page, you can click on the order or invoice "number" to get a detailed view of it. The view provided can be sorted by "Document Type"

Sub Type	Number
Daily Order	7276855
Standard	8893361
Standard	8886945
Standard	8860885

Order (Daily Ord Po P3417290 Download order Reorder	ler #7233033	Status Completed					
> See more details		Shipped to Your bill to account - Your company Na	ame	Total 2,424.25 USD			
Order Invoice S	hipment						
Part Number 🛧	Description	Qty	Subtotal 💡	Discount	Qty Shipped	Ship date	Status
02981381	ASY, PUMP COVER	1 ea	680.85 USD		1 ea	01/22/2024	COMPLETED
02981381	ASY, PUMP COVER	1 ea	680.85 USD		1 ea	02/14/2024	COMPLETED
02981441	KNOB 3/8NC X 1-1/2 ST	2 ea	34.05 USD		2 ea	01/05/2024	COMPLETED
02984944	CYLINDER, 3.58 X 1.75R	1 ea	916.73 USD		1 ea	01/05/2024	COMPLETED
02996904	SEAL KIT, MV2 45 RET	1 ea	48.69 USD	-	1 ea	01/05/2024	COMPLETED
02998689	KIT,LID/SEAL,FILTER,MV2	1 ea	63.08 USD		1 ea	02/20/2024	COMPLETED
FREIGHT	Freight Prepaid & Allow	-1 ea	-140.75 USD				COMPLETED

Once the order is opened, there is easy to see information such as:

- Order number
- PO number
- Ship date of the line items
- Your net cost of each item

There is more information available, but you will need to click on them to see these details.

- Invoice this will show you the actual invoice. From the invoice view, you can click on "Download", and it will share the invoice to your computer as a pdf
- Shipment this selection will provide shipping details such as freight carrier and tracking numbers. Tracking by UPS will provide a live link which can be used to get delivery progress and delivery ETA posted by UPS. LTL shipment information will provide carrier name in an abbreviated form, number of skids, weight, and PRO#. This information can be used to visit the carrier's website to get tracing information regarding your order.



Clicking the "Invoice" tab

← Back								
Order (Daily Order) #7233033								
PO P3417290	Status Completed							
Download orderReorder								
> See more details	Shipped to		Total 2,424.25 USD					
Order Invoice	Shipment							
> Invoice #8893361	Total 63.08 USD	Due date 03/21/2024	OPEN					
> Invoice #8846226	Total 999.47 USD	Due date 02/04/2024 🛕	OPEN					
> Invoice #8860885	Total 680.85 USD	Due date 02/21/2024 🛕	OPEN					
> Invoice #8886945	Total 680.85 USD	Due date 03/15/2024	OPEN					

Clicking on the actual "Invoice" number will bring up that Invoice. From that view, you can select the "Download Invoice" to get the pdf of the actual invoice. This is an extremely useful function that previously was not available creating a demand to contact Customer Service to receive a copy

Order	Invoice	Shipment				
 ✓ Inv Inv Du Pay 	oice number 88 oice date 02/20, a date 03/21/20. ment type My A Download Invo	93361 /2024 24 .ccount				OPEN
P	art Number	Legacy:	Description	Quantity	Discount	Unit price
Ċ	2998689		KIT,LID/SEAL,FILTER,MV2	1 ea		63.08 USD
					Subtotal	63.08 USD
					Total	63.08 USD

Clicking on the "Shipment"

Clicking the "shipment" tab will bring up each shipment involved with the order. This selected order shipped on 4 different days due to initial back orders. By clicking directly on the shipment, the screen will expand and provide the tracking number for UPS or LTL shipment information. The below expanded example shows a clickable UPS tracking number



Orde	r Invoice	Shipment			
Sh Sh Sh Sh	ipment #Feb 20 20 cking # 127729630 ipment # Feb 20 202 ip date 02/20/2024 ipming from Alamo- ipment method - ipping terms Freigh	24 12:00AM 310611636 24 12:00AM Group, TX.			
Tra	art Number	nd service	Legacy:	Description	Quantity
F	art Number	na service	Legacy:	Description KIT.LID/SEAL.FILTER.MV2	Quantity 1 ea
F F Shi	art Number 12998689 pment #Feb 14 202	14 12:00AM	Legacy: Ship date 02/1	Description KIT.LID/SEAL.FILTER.MV2	Quantity 1 ea
Tra F Shi	art Number 12998689 pment #Feb 14 202 pment #Jan 22 202	14 12:00AM	Legacy: Ship date 02/1 Ship date 01/2	Description KIT.LID/SEAL.FILTER.MV2 14/2024 22/2024	Quantity 1 ea



Parts Look Up

Parts look up comes in many different fashions on the site. You can use the main search window located by the AGTX logo, you can search "Vehicles", "Search Parts", "Shop for Parts" or click on many of the preset categories under the "Featured Products"



The most direct means of finding the correct parts is to have the complete model and serial number for the unit the parts search is being conducted for. We will use MB3-22-230205 as an example.

Quickly find a vehicle or part

Search vehicles	
mb3-22-230205	Search vehicles
MB3-22-230205 Searcn parts	
	Search parts

Know your part number? Start a Quick Order



By entering the serial number, the system will try to provide a predictive list of options according to the information you start to enter. As you can see, we applied the complete model and serial number to the field and the system responded with a complete match.

Home > Search results for "mb3-22-230205"		
Your search results fo	nb3-22-230205"	
Filters	350 Results	
Expand All Collapse All BRAND NAME ALAMO INDUSTRIAL (20) MODEL MACHETE BOOM 3 10° (3) MACHETE BOOM 3 22° (9) MACHETE BOOM 19° (2)	Model MACHETE BOOM 3 22' Serial # MB3-22-230205	View Vehicle
View More VEAR 2022 (3) 2022 (1) 2023 (5) View More	Model MACHETE BOOM 3 18' Serial # MB3-18-210202	View Vehicle

Clicking on the "View Vehicle" button will start an expanded parts listing. From this listing, we can explore further components / systems that make up the unit by serial number "build" as sold

AGTX	* %	ل ظ ال		12				
MB3-22-230205	<			The second	an a man and			
MACHETE BOOM 3 22' SUNSOUTH LLC								
Search For Parts/Legacy Parts/Vendor Parts			C MA	1 and		States.		
● Retrofit ● 2D Media ● 3D Media	e		3	A REAL		1 Salar		
🗸 🏶 ASY, 22' MACHETE 3, HF 4WD	a,			Contract Silve		Report Statements		
> 🌣 ROTARY HEAD	0					and the second second		
> 🌣 FLAIL HEADS			State of Contraction of Contraction	and the second	a contraction of the second	Charles and and and and		
> 🌣 BUZZ BARS	Search BOM	Q			Bill of Materials ¥			
> 🌣 DITCHERS	Item	Part#	Vendor Part#	Action	Engineering Description	Description	Otv	
> 🌣 BOOMS	10.	SECTION 10		• 9	ROTARY HEAD	ROTARY HEAD	1	
HYDRAULICS	20.	SECTION 20		• 9	FLAIL HEADS	ELAIL HEADS	1	
> 🌣 CONTROLS	200	SECTION 20			PUTZ PAPS	PLIZZ PAPS	1	
> 🌣 FRAMES	40	SECTION 40			DITCUERS	DITCUERS	1	
> 🌣 ACCESSORIES	406	SECTION 40		• -	BOOMS	BOOMS	1	
MOUNT KITS	506	SECTION 30			BOOMS	BOOMS		
	9.06	SECTION 60		• •	HYDRAULICS	HYDRAULICS	1	
	1.cF	SECTION 70		e q	CONTROLS	CONTROLS	1	
	8@	SECTION 80		οq	FRAMES	FRAMES	1	
	902	SECTION 90		ΘQ	ACCESSORIES	ACCESSORIES	1	



At this junction, knowing what component, or system of the unit is needed. You have the option to use the lefthand displayed "information tree" or select the same information listed under the "Bill of Materials" window displayed under the representative photo of the machine. The "Bill of Materials" option will require clicking on the gear symbols to display the details. The "information tree" option you click on the > symbol to expand the breakdown further.

HB-22-230205 HB-22-230205 HC-HT E3/Vendor Parts HC Earth for Parts/Legacy Parts/Vendor Parts HC Earth for Parts/Legacy Parts/Vendor Parts HC HC Earth for Parts/Legacy Parts/Vendor Parts HC	< () () () () () () () () () ()								
> BUZZ BARS	Search BOM	Q			Bill of Materials ¥				
> 🌣 DITCHERS	Item	Part#	Vendor Part#	Action	Engineering Description	Description	ó	Otv	ó
> 🌣 BOOMS		SECTION 10		o Q	ROTARY HEAD	ROTARY HEAD		1	-
> OP HYDRAULICS	20.	SECTION 20		• 9	FLAIL HEADS	FLAIL HEADS		1	
CONTROLS	30.	SECTION 30		• 9	BUZZ BARS	BUZZ BARS		1	
> 🌣 FRAMES	40.	SECTION 40		• 9	DITCHERS	DITCHERS		1	
> 🌣 ACCESSORIES	50.	SECTION 50		• 9	BOOMS	BOOMS		1	
> 🌣 MOUNT KITS	60.	SECTION 60		• 0	HYDRAULICS	HYDRAULICS		1	
	7%	SECTION 70		• 0	CONTROLS	CONTROLS		1	
	80.	SECTION 80		• 0	FRAMES	FRAMES		1	

In the sample below, I have selected "Mount Kits" from the information tree, and further selected "MT KIT, 6105E. This look up includes a mount kit drawing from which a technician or parts person can select parts specific to this build by serial number. This functionality was missing in the previous website and resulted in quite a bit of labor for dealer techs, parts personnel and factory customer support to look up and provide this information. This information however is not 100% retroactive. This type of information is in place for units shipped from January 2023 to current. We are planning on expanding this to earlier serial numbers.



On the left side of the picture, screen controls are present to move the view, expand the view, or reduce the view. There is also a "Download" function that when clicked, will produce a high-quality pdf of the drawing and provided parts list. This is very helpful for parts personnel to provide immediate assistance to a technician or customer needing to identify a needed part. Example below and the following 2 pages



02996587 Images and 2D Drawings







BATTERY RELOCATION KIT P/N: 02996573



Assembly Details: Assembly Number: '02996587' Assembly Description: MT KIT, JD6105E MB2

Item	Assembly	Part Number	Description	Quantity	UOM	Order Multiple
1	No	02996557		1	EA	1
1	No	02994736	WEDNIT, REFINIE, JUNIUSE	1	EA	1
2	No	00005559	ASY, VERSA TANK U.F. JD 6D		EA	
2	No	02990000	WLDMT, LH RAIL, JD6105E	'	5	•
2	No	02892000	HHCS, 1/2"-13 NC x 1-1/2" PL8	4	EA	1
3	No	02987979		1	EA	1
3	No	00001800	AST HIGH FRAME 4WD	4	EA	1
4	No	00750535	LOCKNUT TLM 1/2 NC PLC		EA	
-	~	00739035	WASHER, FLAT 1/2 HARDND NONPLT	~		
4	NO	02993878	WLDMT, LH FRONT MOUNT	1	EA	1
5	No	02993880	WI DATE I HI OADER MT	1	EA	1
5	No	02999503	WEDWIT, ET COMDER MI	1	EA	1
6	No	5312316	WLDMT, UF TANK MT JD 6E	1	FA	1
		0012010	WASHER, HARDENED 3/4"		55	
6	NO	02993877	WLDMT, RH FRONT MOUNT	1	EA	1
7	No	02993879	WI DMT, RH LOADER MT	1	EA	1
8	No	02725900		2	EA	1
٩	No	02993881	SUPPORT PLATE	1	FA	1
			WLDMT. BOOM REST STAB, JD6105D			-
10	NO	02970116	TUBE, FRAME MOUNTING	2	EA	1
11	No	02980697	TUBE CROSSMEMBER	1	EA	1
12	No	02966639	TODE, ONOCOMEMBER	6	EA	1
13	No	02969602	BAR, MOUNT STRAP	1	FA	1
10		02505002	WELDMENT, CWT TIE ROD		5	
14	No	02987705	BAR, MOUNT STRAP 4-1/2"	1	EA	1
15	No	02957039	HHCS 3/4 NC 10-1/2 DL8	7	EA	1
Item	Assembly	Part Number	Description	Quantity	UOM	Order Multiple
16	No	00037200	NUT HEX TOPLOCK 3/4 NC GR C PL	50	EA	1
17	No	02959390		30	EA	1
18	No	5312316	HHCS 3/4 NC 2-1/4 PL8	124	EA	1
10	No	02020200	WASHER, HARDENED 3/4"	2	54	
19	NO	02030300	NUT, TOPLOCK 1-8 UNC PL5		5	•
20	No	02958883	HHCS 3/4 NC 6-1/2 PL8	2	EA	1
21	No	02956765		4	EA	1
22	No	00759635	HINGS 1/2 NG 4-1/2 PL0	8	EA	1
23	No	00001300	WASHER, FLAT 1/2 HARDND NONPLT	4	FA	1
20	140	00001300	WASHER, LOCK 1/2 GR8 - YDP		2	
24	NO	00001200	NUT 1/2 NC HEX PL	4	EA	1
25	No	02959332	HHCS 3/4 NC 4 PL8	4	EA	1
26	No	02993891		2	EA	1
27	No	02993892	SPACER, FRI MI, 2 HOLE	2	EA	1
29	No	02062777	SPACER, FRT MT, 1 HOLE	2	EA	
20	140	02902111	SHCS 3/4 NC 11 PL8	-	2	
29	No	02988792	FSCS M12-1.75 X 30 NP10.9	4	EA	1
30	No	02993915	WA DAVE BOOM BEST EVE BACK	1	EA	1
31	No	02988557	WEDWIT, DOOW REST, EXT. BROK	1	EA	1
20	No	00075117	MACH.WLDMT, PULLEY ADAP 1-15	2	54	
32	NO	02976113	HHCS M20-P2.5 X 80MM PL10.9	2	EA	1
33	No	02970497	HHCS M20-P2.5 X 120MM PL10.9	4	EA	1
34	No	02975738	HHCS M20-R2 5 X 70MM RI 10 9	8	EA	1
35	No	02960521		5	EA	1
36	No	02966321	HHCS 3/4 NC 2-3/4 PL8	2	FA	1
			HHCS, 1"NC x 12" PL8	-		
37	NO	9216	WASHER, STRUCTURAL 1" F436 HRD	4	EA	1
38	No	02975669	HHCS M20-P2.5 X 60MM PL10.9	12	EA	1
39	No	02971158		28	EA	1
			LOCKWASHER, 20MM			
Hom	Ascombly	Part Number	Description	Quantity	UCM	Order Multiple
40	No	02099435	Description	1	EA	1
41	1	02500430	THE REAL PROPERTY OF A DECK			
	No	02996568	WLDMT, CWT HF BILLET WV	1	FA	1
	No	02996568	WLDMT, CWT HF BILLET WV PLATE, PUMP MOUNT, JD6105E	1	EA	1
42	No	02996568	WLDMT, CWT HF BILLET WV PLATE, PUMP MOUNT, JD6105E PLATE, VALVE MT RAIL, JD6105E	1	EA EA	1
42 43	No No No	02996568 02996569 02994143	WLDMT, CWT HF BILLET WV PLATE, PUMP MOUNT, JD6105E PLATE, VALVE MT RAIL, JD6105E PLATE, THE ROD SUPPORT	1 2 1	ЕА ЕА ЕА	1 1 1
42 43 44	No No No	02996568 02996569 02994143 02996920	WLDMT, CWT HF BILLET WV PLATE, PUMP MOUNT, JD6105E PLATE, VALVE MT RAIL, JD6105E PLATE, TIE ROD SUPPORT	1 2 1 2	EA EA EA EA	1 1 1 1
42 43 44 45	No No No No	02995568 02996569 02994143 02996920 02992077	WLDMT, CWT HF BILLET WV PLATE, PUMP MOUNT, JD6105E PLATE, VALVE MT RAIL, JD6105E PLATE, TIE ROD SUPPORT M20-2.6 X 150 PHSCS A-2	1 2 1 2 1	EA EA EA EA EA	1 1 1 1
42 43 44 45	No No No No	0290433 02996568 02996569 02994143 02996920 02992477	WLDMT, CWT HF BILLET WV PLATE, PUMP MOUNT, JD6105E PLATE, VALVE MT RAIL, JD6105E PLATE, TIE ROD SUPPORT M20-2.5 X 150 FHSCS A-2 PLATE, BOOM REST, MB/SAM18	1 2 1 2 1	EA EA EA EA EA	1 1 1 1 1
42 43 44 45 46	No No No No No	02995568 02995569 02996569 02996143 02996920 02992477 02996921	WLDMT, GWT HF BILLET W PLATE, PUMP MOUNT, JD6105E PLATE, VALVE MT RAIL, JD6105E PLATE, TIE ROD SUPPORT M20-2.5 X 150 FHSCS A-2 PLATE, BOOM REST, MBISAM18 PLATE, BOTTOM SHIM	1 2 1 2 1 2 2	EA EA EA EA EA EA	1 1 1 1 1 1 1
42 43 44 45 45 45 47	No No No No No No	02996568 02996569 02994143 02996920 029992477 02996921 02996921	WLDMT, CWT HF BILLET WV PLATE, PUMP MOUNT, JD6105E PLATE, VALVE MT RAIL, JD6105E PLATE, TIE ROD SUPPORT M20-2.5 X 150 FHSCS A-2 PLATE, BOOM REST, MB/SAM18 PLATE, BOTTOM SHIM PLATE, TOP SHIM	1 2 1 2 1 2 2 2	EA EA EA EA EA EA EA	1 1 1 1 1 1 1 1
42 43 44 45 46 46 47 48	No No No No No No No	0299558 0299558 0299559 02994143 02995920 02992477 02995921 02995921 02995922	WLDMT, GWT HF BILLET W PLATE, PUMP MOUNT, JD6105E PLATE, VALVE MT RAIL, JD6105E PLATE, VALVE MT RAIL, JD6105E PLATE, TIE ROD SUPPORT M20-2.5 X 150 FHSCS A-2 PLATE, BOOM REST, MB/SAM18 PLATE, BOTTOM SHIM PLATE, TOP SHIM SALCER, DUND DLATE, 1 61	1 2 1 2 1 2 2 4	EA EA EA EA EA EA EA EA EA	1 1 1 1 1 1 1 1 1 1 1 1
42 43 44 45 45 45 47 48 49	No No No No No No No No No	02996568 02996569 02994143 02996920 02992477 02996921 02996921 02996921 02996921 02996923	WLDMT, CWT HF BILLET W PLATE, PUMP MOUNT, JD6105E PLATE, VALVE MT RAIL, JD6105E PLATE, TIE ROD SUPPORT M20-2.5 X 150 PHSCS A-2 PLATE, BOOM REST, MB/SAM18 PLATE, BOTTOM SHIM PLATE, TOP SHIM SPACER, PUMP PLATE, 1.5"	1 2 1 2 1 2 2 4 2	EA EA EA EA EA EA EA EA EA EA	1 1 1 1 1 1 1 1 1 1 1



While viewing the "Bill of Materials" selecting an operation from the "Action" list will provide different functions.



The **cart** icon adds the selected part to your shopping cart. It will require you to enter a quantity.

The **eye** icon provides details. Part description, List and Net price, and inventory level. If there is a photo of the actual part on file, it will display this.

You also are offered an "Add to Cart" function while in this view.

The **magnifying glass** icon provides a very high view of other assemblies or models that use this same part. It functions as a "Where Used" operation. It will suggest assembly numbers as well as parts manuals the item is also found in.



Catalog Usage

The site utilizes 2D catalog images for the bulk of current production machines and occasionally a downloadable pdf file for current machines that have not had their parts catalog converted yet. Alamo's units are generally built alike when it comes to the mower system. With that information, knowing you are looking for parts for a particular unit, you can utilize the parts catalog for the standard parts. Example, Alamo's Switchblade current production units are built alike with the exception of cutter bar length. The same parts manual is used across the line. Using "Switchblade" in a search field will populate results for many units with different serial numbers. However, the base machines are alike. The mounting kits will vary from tractor to tractor. So, for tractor specific items, you must use a serial number. For base unit parts. A current parts manual will serve well.



Clicking on "View Vehicle" will take the user into the selected catalog



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O USE 02997758 PER 28503	Search ROM	0			Bill of Materials M			
ASY 5 LH SICKLE BAR		~			Bill Of Waterials •			as coming
ASY 5 LH SERR KNIFE BAR	Item	Part#	Vendor Part#	Action	Engineering Description	Description	Qty	UOM
O ASY 6 LH SICKLE BAR	9	029743028	PLP20.19 0351-LOF/DD20.8-) H e d	PUMP TANDEM GEAR 1.16/.50 CID	PUMP TANDEM GEAR 1.16/.50 OD	1	EA
ASY 6 LH SERR KNIFE BAR	9	02974303	332-9122-103	2 o 🛒	@PUMP TANDEM GEAR 0.98/0.37CID	0PUMP TANDEM GEAR 0.98/0.37CID	1	EA
ASY LH CARRIAGE ARM	9	02974306	31922-CCZ W/HAN,31922-CDL	2 • #	VALVE DIRECTIONAL CONTROL	VALVE DIRECTIONAL CONTROL	1	EA
WIRE HARNESS TWIN SWITCHBLADE	9	02974362) e e	ASY CARRIAGE ARM	ASY CARRIAGE ARM	1	EA
> Ø ASY HYDRAULIC TANK	9	02974372		P ● Щ	ASY 6SICKLE BAR	ASY 6SICKLE BAR	1	EA
> © COMMON COMP BOX SGL SWB VDOT	9	02974373) • • #	CUTTER BAR, ASY, SERRATED KN	OUTTER BAR, ASY, SERRATED KN	1	EA
<	9	02977715		• 4	ASY 5 LH SICKLE BAR	ASY 5 LH SICKLE BAR	1.00	EA
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Documents

A new function for this site that was not available on the previous site is an area where will are including downloadable pdf manuals. These manuals will encompass our available Customer Service Library which will have old archived manuals, parts identification manuals, service manuals, assembly manuals, mount kit archive manuals and even past production manuals. It is located at the very bottom of the home page.



This is still a work in progress due to the number of files we must transfer, and the transfer time involved. We also have been taking request for items to be added there by customers.



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Parts Manuals Service Manuals Switchblade	MAVERICK			
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C 100 02995060S - MAVERICK 2 SERVICE MANUAL (PUB 01-18) REV 01-18.PDF



Warranty System

The warranty system is found on the black menu bar listed under "Order History". Placing the cursor on "Order History" and clicking the mouse will open the drop-down box. Then select "Warranty"

	Search for Part Number, Part Description or Vehicles	
Home	Quick Order Shop for Parts Equipment Order History 🗸	
	Orders	and the second
	for Over 50 Years	Contraction of the second
	At Alamo Industrial; we start every day the same way, aiming	A CONTRACTOR OF THE OWNER OWNER OF THE OWNER OWNER OF THE OWNER OWNE OWNER OWNE
	to build, aiming to innovate, aiming to keep you safe. Every	
<	step of the way we keep the operator in mind. WE BUILD FOR	
	STRENGTH. WE BUILD FOR LONGEVITY. WE BUILD FOR YOU.	

Once on the "Warranty Home" page, select the job you are tasked with.

Choices:

Pre-Delivery – this must be completed on new Alamo Group- Texas produced machine when delivered to the new owner. This must be performed for every Alamo produced item with a serial number. (boom, head, tool carrier). <u>This</u> <u>does not include a turnkey tractor.</u>

Registration - This is the 2nd step in getting the unit registered to the new owner and starts the warranty coverage. <u>This does not include a turnkey tractor.</u>

Turnkey <u>Tractor</u> **Registration** - This is a new step for our website but a requirement to be completed for all turnkey Alamo provided tractors shipped from our factory. This step was previously found on our <u>www.alamo-industrial.com</u> or <u>www.terrainking.com</u> sites. Now located here, thus reducing the number of websites needing to be accessed to register new machines. Please note, this is for the tractor only.

	AGTX
LAGTX	Search for Part Number, Part Description or Vehicles
Home Quick Order Shop for Parts	Equipment Order History 🗸
Home > Warranty Home	
Warranty Home	
What do you need?	Searching PDI for:
Pre-Delivery Inspection	×
RegistrationFile a Claim	Pre-Delivery Inspection Registrations Claims
🖹 Bulletin Board	Displaying recent PDI Search for more
Turnkey Tractor Registration	
	Serial # Customer

Pre-Delivery Inspection Process

Clicking on "Pre-Delivery Inspection" will require you to enter in the serial number you are wanting to register. You must click "Search across all serial number". This will enable to access the serial number regardless of who the factory sold and shipped the new unit to. If the serial number was already registered, the system will give you notice of this step already being performed. It will also provide you registration information if the registration was completed

	Salesforce G Google	A Store Alamo Indus	Alamo Warranty Ad	🙏 alamo-industriaLco	AlamoCSI	Alamo Industrial Su.	Admin Menu	UPS Shipping & Lo.		All Bookmar
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MV2-24-230301	MAVERICK 2 24'	Sold to end user	33499119	DOBBS EQUI	PMENT SOU	THEAST, LLC	Owner: Mille	County Govern	ment	
Verify serial nu	mber									



Pre-Delivery Inspection check list is simple and straight forward. It is the same process the previous website followed with the same check boxes. There is an added feature that is currently an option, "Add Media". This will be turning into a required step in the future to ensure our dealer mounted units are fully prepared in accordance with Alamo standards.

Home > Marriety > Dro Deliver/Innection			
Home > Waranty > Pre-Demety inspection			
Pre-Delivery Inspection			
Enter a serial number*			
MV2-24-231201	Search across all serial numbers		Model Type MAVERICK 2.24
			Dealer Account Number: 19367
			Dealer Name EFE, INC DBA EVERGLADES EQUIPMENT GROUP
Verify serial number			
Current Odometer/Hours*			
Pre-Delivery Inspection*			± Download Checklist
I am not the original Dealer and am opting out of the Pre-Delive	ry Inspection		
Check all electrical connections		Check for excessive vibration of cutter heads	
Check that all hardware is in place and properly tightened		Check that all guards are in place	
Check for oil leaks		Check that all hoses are correctly routed and secured	
Check hydraulic fluid level		Check unit for proper operation	
Check that serial number tags are in place		Check that all pivot points are lubricated	
Chack all walds for annearance			
circe of webs to appearance			
Pictures O Add media 🖲			
Email*			
yourwarrantyadmin@dealer.com			
Submitted by*			
Jae A. Dmen			
Phone*			
+ 1830555555			
Dealer Comments			
	4		
	Cancel	Submit	



The registration process is the same process the previous website followed with the same check boxes and required information fields. Once properly filled out, the registration can be submitted. Email will be sent to person performing the registration indicating that the registration was successful.

	Search for Net Namber, Part Description or Welches.
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CFERRICR'S MANUAL: I have shown the additional information.	purchaser that the Operator's Manual and Instructed the purchaser to mad and understand the manual before operating the equipment. Linstructed the purchaser that If he doesn't understand any of the constence in the manual to alk bic Dealer to provide
 POWER TRAVEMENTS ON SHELDS I have WARRANTY AND SAFETY: I have inform tractor if possible), and Purchaser's resp 	nade notain that the divelop, gendou, and after divelat are inglaces and in good candidon. I also explained the importance of maintaining three divelop in good repair to induce the parental for serious personal injury. If the partners of this product of Weinstey terms, providence that are applicable, reviewed the contents of Operator's meanal including the tabley equipment, sub-operation and maintenance, and the Salery Says on the equipment just withing to tools the operators in sub-operator.
CUSTOMERS DECLARATION Thave received and molecular the Operator's M Thave also received a copy of the warranty pd	much for this machine and understand the parager and safe operation as well as the maintenance requirements for this machine.





Turnkey Registration

This process is required ONLY for tractors that were sold by Alamo on the customer's sales order. Previously, this form was found on <u>www.alamo-industrial.com</u> and required those registering the new turnkey Alamo to visit and login into 2 different websites. The new website allowed us to have this required step to migrate here so those registering only need the single website. It is important that dealers selling turnkey units fill this out at the same time they are registering the Alamo manufactured units to allow the tractor manufacturer properly track the tractor's warranty process. Failure to perform this crucial step could lead to loss of tractor warranty coverage.



Turnkey Tractor Registration Form

Dwiller *			
Alarno industrial Dealer			
Dealer Name*			
Dealer Name			
Address*			
Address			
City"		State*	Zip*
City		92200	Zp
Country"		Phone Number*	
US - Linited States		- (201) 555-012	a
Tractor Information			
Vear / Model*	Serial Number*		Tractor Hours*
Nue / Madel	Serial Number		Hours
Ship Date		Retail Date	
Type of Warrantyc* Direct Sale Dealer Stock Unit			
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Submit Registration



Filing Warranty Claims

Filing claims on shop.ag-tx.com is again, identical or very similar to the previous site. While in "Warranty Home" you will select the menu choice of "File a Warranty" You will be prompted to fill out the serial number field 1st. The system will display the unit and owner information if the unit was properly registered. If it was not registered, the system will provide a warning prompting that the unit is not registered.



Once you select "Verify serial number" the warranty claim screen will open, and you can proceed to fill out the required information.



Image: Source of the second of the secon	Virgini Digartore Not Data One Rithmand, VA, Lif- Unit Henry IN Prov	r of Tanapartakion + 32239	Dealer Account Namber: 2075 Dealer Harre VRGNA DOT TANDOORADO
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1 - Claim Type - OEM or 90 Day Parts

2 – **Workshop Order** – Optional field for dealer service department to note their work order

3 – **Repair Date** – <u>Date repair was performed</u> or completed

4 – Failure Date – Date which the failure occurred

*If dealer enters these dates incorrectly, warranty claim will be rejected/denied and dealer <u>must re-file a new</u> <u>claim</u>



5 – **Current Odometer/Hours** – Hours at time of failure. <u>If the</u> <u>hours are inaccurate, such as just listed as 1 hour, or less than</u> <u>a previous filed repair, the claim will be rejected.</u> Only exception to this is if the repaired unit is a mechanical mower and can be removed and used on a different tractor.

6 – **Dealer Making Repairs** –Servicing dealer's bill to account information

7 – Many dealers have multiple locations and a centralized warranty administrator. The administrator can change this information to properly reflect which location purchased parts and performed the repair.

8 – **"Search / Enter New"** - These are functions for the administrator to look up his other location's information to add to the claim accurately.

9 – **Dealer Comments** – This is where the dealer <u>must</u> provide the details regarding:

- Failure/Complaint
- Diagnostic process

Diagnosis/Root Cause

Repair Process

Any other details that require further explanation directly associated with the failure and repair.

10 – **Pictures/Media** – This enables the dealer to add photos of damage, repair, copies of invoices for supplies, outsourced parts or other subcontracted work such as welding not performed by the dealer.

11 – **Add Products** - This where the dealer adds the Alamo invoiced parts for the repair.

By clicking on the "Lookup Parts" button, the dealer can use the search to locate the exact invoice(s) for the parts used for the repair. This is very helpful and offers many search functions to locate the parts invoice(s) and required information. Clicking on ther correct part and invoice will auto populate the information into the required fields except the quantity. Administrator must enter the correct quantity for the part(s) to be successfully added to the claim



12 – **Additional Expenses** – This is where the following will be added:

Labor for the repair Locally sourced parts if allowed Subcontracted work such as certified welder Shop Supplies Freight cost for repair parts (Only ground freight is warrantable) Freight cost for return of defective parts if requested back by Alamo Other items approved by Alamo's warranty administration team

13 – **"Add Lines"** - This is used to add more lines to the "Additional Expenses" field

14 – Contact information for individual filing the warranty claim. All fields are required. Contact can be the warranty administrator or the service manager of the location who performed the repair.

Additional Warranty Information

Any time a warranty process is performed, such as registration, filing of a claim, the registered user submitting the process will receive an email to confirm the process, and they will receive additional emails when a process they submitted has been acted upon. This process is most relevant to warranty claims. Anytime Alamo reviews a warranty claim and changes the claim status, the individual who submitted the claim will be notified. This is very helpful to communicate required information regarding their claim and moves it closer to being finalized. Some of the actions which the dealer see communicated in email regarding warranties are:

Need more information/corrections Please return parts Claim sent to review Claim Rejected Claim Granted



It is imperative that those dealer contactrs receiving these email notifications actually read the email and review the claim for what is needed, or explanation of comments added by the factory warranty committee. Failure to provide timely responses will delay claim processing.

Warranty Claims Display

Dealer employees with access can all view what warranty claims they have filed and review the status of these claims. The simple display shows all claims "Request#" or they can click on "Search for more" to drill down their search by specific information.

The user can also choose to "Download All Claims". This will create an Excel spread sheet to view and sort all claims. "Actions", clicking on this icon will download the individual claim to Excel

To review the warranty claim , user will click on the blue number under the "Request#". This will open the claim. This is how the user will find details entered by the factory if Alamo is "Awaiting Information" as shown in the status column.

Searching warranty claims fo	er:							
33377848 - PAPE' MACHINERY INC			×					
Pre-Delivery Inspection	Registrations	Claims						
Displaying recent claims Searc	h for more							
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Serial #	Request #	Created	Updated 🔸	Claim Type	Work shop order	Credit #	Status	Actions
60RP-230603	110678	Feb-20-2024	Feb-22-2024	OEM	678243		Awaiting Information	
IS88R-230305	203601	Feb-07-2024	Feb-21-2024	OEM	677852	8895468	Approved	
MV2-24-221007	610867	Feb-07-2024	Feb-15-2024	OEM	678243		Rejected	
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heranty # 141125364			Claim Type OD/r					
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The above claim, the dealer didn't add the parts to claim due to an invoicing issuer. Alamo corrected and now the dealer can add the parts as required



RMA

Search for Part Number	, Part Description or Ve	hicles			٩	🛔 383509 - KENTUCKI	Darr TRANSPORTATIO	el Quesada ✔ 🗍 N CABINET #9
Home Quick Order Shop for Parts Equipment Order Histor	y 🕶 🔵						Shi	ow MSRP 💿 3
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	364973	33377848-PAPE' MACHINERY INC	Awaiting Parts / Processing	RMA	Feb-21-2024	7278367		*
							< Previou	is 1 Next 1

The RMA operations are located under the "Order History drop down menu. Once on the RMA page, it will automatically display any RMA's already submitted, in process, or completed.

To start a new RMA, locate "Start a New RMA" on the left side of the screen under "What do you need?"

Once this is clicked on, the search program appears to guide the user to locate the correct part/order/invoice/PO or dates to enter in for the RMA. If the user already has this information, submitting the RMA is as easy as entering in the required fields.

Ne	w RMA Request				
	Searching invoices for KENTUCKY TRANSPO	RTATION CABINET #9 🌶			
		Search by invoice		Search by original order	Search by product
	Invoice number		Order number		
	Invoice date	11/25/2023 💼 to 02/25/2024 💼	PO number		
	Search				



In the example below, dealer knows part number they wish to return. It's been entered into the "Search by Product" field. The next step will be to click on "search" to populate results of orders for this part during the last 90 days, or whatever date range the dealer has set to search for.

Ne	w RMA Request					
	Searching invoices for MESSICK FARM EQUIPM	ient inc 🥜				
		Search by invoice		Sea	rch by original order	Search by product
	Invoice number			Order number		02958131A 02958131A FLANGE BEARING ASY 2 BORE Alamo Industri
	Invoice date	11/26/2023	to 02/26/2024	PO number		al
	Search					

Results below. The "select" box will need to be check marked and the green "Create Return Request" button clicked on to bring the application form up.

	Search by invoice			Search by original order		Search by pro	duct
Invoice number			Order number			02958131A, FLANGE BEARING ASY	2 BORE,Alamo Industrial
Invoice date	11/26/2023	🗂 to 02/26/2024	PO number				
Search							
Select	Invoice number	Product number	Description		Invoice date	Order number	PO number
	8853242	02958131A	FLANGE BEARING ASY 2 BORE		Jan-12-2024	7237525	ELI-146514-55N
							< Previous 1 Nex



New RMA Request	t.									
✓ See more details Status Request Number: Customer # 661828 Customer name MESSICK FAP Date Submitted	M EQUIPMENT INC		Darret Quer dquerada@ +18303791	sada / Dalamo-group.com 480				RMA Summary Total Net Parts: Plus Freight: Restocking Fee: Taxes	6	2,677.04 USD 0.00 USD 0.00 USD 0.00 USD
Products			2					Restocking Fee applies. Freight amo	unt not applicable.	
Choose your option	1	•	Freight only request							
Part Number	Invoice Number	3 Quantity	Description		Unit price	Net Price	Actions			
02958131A	8853242	4	FLANGE BEARING ASY 2 BORE		669.26 USD	2677.04 USD	×			
Additional information Pictures O Add media O 4				Details						
					5		h			

1 – **Reason Code** – Pre-set reason for return. This is a mandatory field. Reasons are listed in a dropdown box



2 – **Freight Only Request** - This box must be clicked if only requesting credit on freight and no parts. Example, you ordered shipment and were charged for Next Day Air shipment, but freight carrier failed to delivery for 2 days after shipment. You are requesting the difference back between Next Day Air and 2nd day air.

3 – **Quantity** – Enter the quantity of the part(s) you are wishing to return. The quantity of the selected part you are requesting to return will default to all of the selected part quantity ordered on the same invoice. In the example, 4 were ordered, so it defaults to quantity 4.



4 – Pictures - Pictures or other files can be added. This is important or recommended especially for damaged shipment claims resulting in the need to file a RMA
5 – Details – Dealer must submit exact details of why the return of parts is being requested.

6 – **RMA Summary** – This will indicate at the time of being submitted, what the RMA dollar total is at. As the RMA processes, the total can and will change according to fees and freight added or removed from the total.

As with the warranty processes, the individual who submits the RMA will receive e-mail notifications for when the RMA is submitted, updated, information or action required, and finally, when approved and processed.

