



1020 S. SANGAMON AVE.
GIBSON CITY, IL 60936

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Alamo Ag Customer Service Interface Guide

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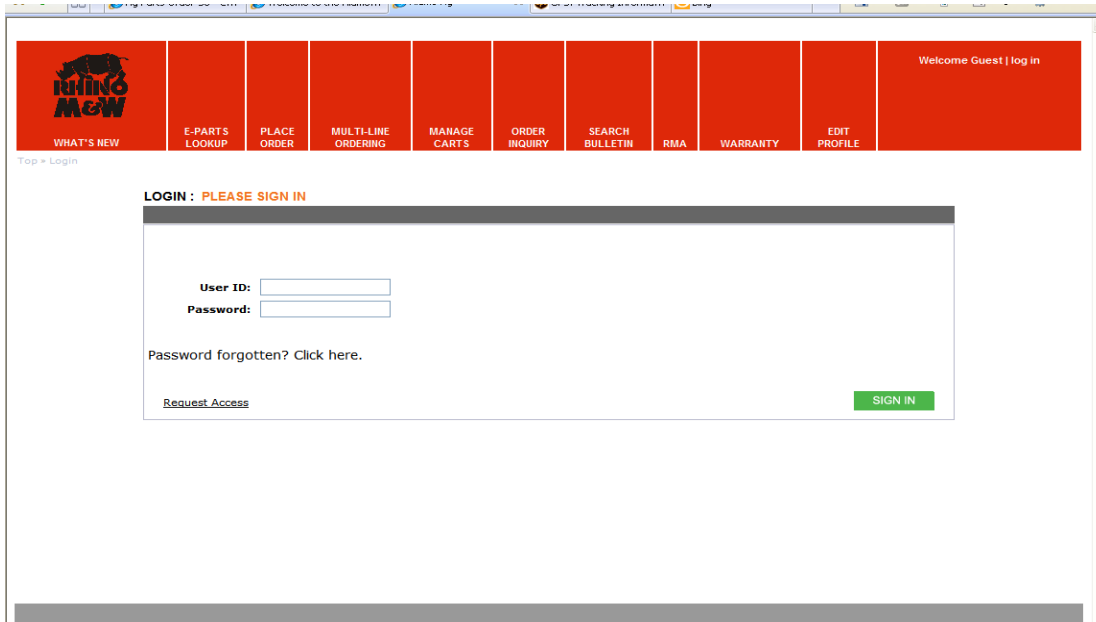
Logging On Guide

Logging On

This chapter shows you how to log on to the website.

1. Open your web browser URL of the site (www.alamoag.com) and press Enter to open the Login Screen.
2. Type your user ID in the User ID text box.
3. Type your password in the Password text box.
4. If you forgot your password, click on the Password forgotten link.
5. If you do not have a user ID and password, click on the Request Access link

Note: Normally your account number is your User ID and your password is your zip code.



The screenshot shows the Alamo Ag website's login page. At the top, there is a red navigation bar with the Alamo Ag logo on the left and a 'Welcome Guest | log in' link on the right. Below the logo, there are several menu items: WHAT'S NEW, E-PARTS LOOKUP, PLACE ORDER, MULTI-LINE ORDERING, MANAGE CARTS, ORDER INQUIRY, SEARCH BULLETIN, RMA, WARRANTY, and EDIT PROFILE. The main content area is titled 'LOGIN : PLEASE SIGN IN' and contains a form with two input fields: 'User ID:' and 'Password:'. Below the password field, there is a link for 'Password forgotten? Click here.' and a 'Request Access' link. A green 'SIGN IN' button is located at the bottom right of the form.

Request Access

1. To request access click on the Request Access link.
2. Read the Access Agreement.
3. Check the box to accept agreement and click Continue.
4. Fill out the required information and click Continue.

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Opening Screen Guide

Opening Screen

This Chapter shows all the features on the Opening Screen.

Top

WHAT'S NEW HERE?

ITEM AVAILABILITY/
LIST PRICE

Part Number

Quantity

11

To check availability,
type in a part number
and quantity.

QUICK SEARCH

12

advanced
To find an item, type all
or part of a description
or part number.

QUICK ADD

Part Number

Quantity

13

Cart

DEFAULT

NEW FOR FEBRUARY

CUSTOMER SERVICE HOURS 8:00AM-4:30PM CST

TO CHECK INVOICED AMOUNTS FOR WARRANTY CLAIMS FOLLOW THESE STEPS:

1. Log on
2. Click on WARRANTY
3. Click on Warranty Inquiry
4. Type in Warranty Application Number and click on SEARCH
5. Click on CLAIM #
6. ORDER INQUIRY screen should come up with the Sales Order Number already populated, click on SEARCH.
7. Click on ORDER NUMBER

ACTIVE CART :

DEFAULT

0 items

14

VIEW CART CHECKOUT

OTHER CARTS

15

1. What's New - Click on What's New to refresh the screen.
2. E-Parts Lookup – Click on E-parts Lookup to view Parts Manuals, Operator's Manuals, Part Number Search, etc.
3. Place Order – Click on Place Order to start an order or continue on an existing order.
4. Multi-line Ordering – Click on Multi-Line Ordering to add more than one part to your cart at one time.
5. Manage Carts – Allows you to Add, Delete, Rename, and Submit Carts.
6. Order Inquiry – Allows you to check on existing orders, get tracking, freight charges, back orders, etc.
7. Search Bulletins – Allows you to view important Bulletins.
8. RMA Inquiry – Click on RMA Inquiry to start an RMA and to view existing RMA's.
9. Warranty – Click on Warranty to Register a product and to submit a warranty claim.
10. Edit Profile – Edit Profile allows you to change personal information such as address, password, etc.
11. Item Availability – Allows you to check if an item is available or backordered plus pricing.
12. Quick Search – Allows you to search on a description or partial part number.
13. Quick Add – Click on Quick Add to add a part number to an existing cart or new cart.
14. Active Cart – Allows you to view or submit existing orders.
15. Other Carts – Shows you all carts available.
16. Dealer Log Out



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What's New Screen Guide

What's New Screen

This screen will have information such as Specials, Stocking Programs, Preseason Programs, Contact information, etc.

WHAT'S NEW

E-PARTS LOOKUP PLACE ORDER MULTI-LINE ORDERING MANAGE CARTS ORDER INQUIRY SEARCH BULLETIN RMA WARRANTY EDIT PROFILE

Welcome RPA
ADMIN-204248 | log out

WHAT'S NEW HERE?

NEW FOR JANUARY

CUSTOMER SERVICE HOURS 8:00AM-4:30PM CST

TO CHECK INVOICED AMOUNTS FOR WARRANTY CLAIMS FOLLOW THESE STEPS:

1. Log on
2. Click on WARRANTY
3. Click on Warranty Inquiry
4. Type in Warranty Application Number and click on SEARCH
5. Click on CLAIM #
6. ORDER INQUIRY screen should come up with the Sales Order Number already populated, click on SEARCH.
7. Click on ORDER NUMBER
8. New window should open with Order Information and total amount on bottom.

ITEM AVAILABILITY / LIST PRICE

Part Number

Quantity

To check availability, type in a part number and quantity.

QUICK SEARCH

advanced
To find an item, type all or part of a description or part number.

QUICK ADD

Part Number

Quantity

Cart
NEW TEST CART

ACTIVE CART:

NEW TEST CART

0 items

VIEW CART CHECKOUT

OTHER CARTS

+ DEFAULT delete

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Edit Profile Guide

Edit Profile

This chapter shows you how to edit your profile.

View or Change My Email Address

1. Click View or Change My Email Address. This will populate the email address submitted on all correspondence.
2. Type your email address and click Continue.

Change My Account Password

1. Click Change my account password.
2. Fill in the required information and click Continue.

View the Orders I Have Made

1. Click View the Orders I Have Made.
2. Use the search criteria and click Search.

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E-Parts Lookup Manuals Access Guide

E-Parts Lookup/Manual Access

This Chapter shows how to access E-Parts Lookup

1. Click E-Parts Lookup to access the E-parts Lookup Menu

The screenshot displays the Alamo Ag website's navigation bar and the E-Parts Lookup menu. The navigation bar is red with white text for menu items: WHAT'S NEW, E-PARTS LOOKUP (circled with a red circle and an arrow pointing to it), PLACE ORDER, MULTI-LINE ORDERING, MANAGE CARTS, ORDER INQUIRY, SEARCH BULLETIN, RMA, WARRANTY, and EDIT PROFILE. A user is logged in as RPA ADMIN-204248. Below the navigation bar, the 'E-PARTS LOOKUP MENU' is visible, featuring three search options: Part Number Search, Parts Lookup By Model, and Model Type Search. On the left, there are sections for 'ITEM AVAILABILITY / LIST PRICE' (with input fields for Part Number and Quantity), 'QUICK SEARCH' (with a search input field), and 'QUICK ADD' (with input fields for Part Number, Quantity, and Cart). On the right, the 'ACTIVE CART' section shows 'NEW TEST CART' with 0 items and buttons for 'VIEW CART' and 'CHECKOUT'. Below that, 'OTHER CARTS' includes a '+ DEFAULT delete' link.

2. In the E-Parts Lookup Menu you have three options; Part Number Search, Parts Lookup by Model, and Model Type Search.

Part Number Search – Search by Part Number, Item Description, and by Part List Description.

For Part Search Information see Parts Search Guide on page 21.

Parts Lookup By Model – Search for Model Type to find parts.



For Part Lookup By Model see page 14.

Model Type Search – Search for Parts by using specific Models.

For Model Type Search see Model Type Search Guide on page 19.



E-Parts Lookup/Manual Access

3. With the Parts Lookup by Model, you can use the navigation Tree to find Specific Models and parts listings.

 WHAT'S NEW	E-PARTS LOOKUP	PLACE ORDER	MULTI-LINE ORDERING	MANAGE CARTS	ORDER INQUIRY	SEARCH BULLETIN	RMA	WARRANTY	EDIT PROFILE	Welcome RPA ADMIN-204248 log out		
<ul style="list-style-type: none"> Alamo Agricultural <ul style="list-style-type: none"> M&W Rhino <ul style="list-style-type: none"> Backhoe/Loaders BMBParts DandlParts Disc Mowers Finishing Mowers Flail Mowers/Shredders Forklift Hay Equipment Hydraulic Boom Cutters Post Hole Diggers RearBlades RotaryCutters RotaryTillers 												

Navigation Tree

The Navigation Tree is a text base browse function. Click on the Plus sign to expand the Navigation Tree to access the parts lists.

 WHAT'S NEW	E-PARTS LOOKUP	PLACE ORDER	MULTI-LINE ORDERING	MANAGE CARTS	ORDER INQUIRY	SEARCH BULLETIN	RMA	WARRANTY	EDIT PROFILE	Welcome RPA ADMIN-204248 log out		
<ul style="list-style-type: none"> Alamo Agricultural <ul style="list-style-type: none"> M&W Rhino <ul style="list-style-type: none"> Backhoe/Loaders <ul style="list-style-type: none"> 102QXLoader(Jan-02) -Current 104QXLoader(Jan-02) -Current <li style="background-color: #e67e22; color: white;">1480 1485 1495 (MAY 07) - Current Rev 04-09 1585 Loader (May-07) - Current Rev 04-09 1590 Loader (April -08) -Current 1594 Loader(FEB-09) -Current 1595 Loader (May 07) - Current Rev 04-09 1598 Loader (Dec -08) -Current 1625 Loader (July-08) -Current 1640/1645 Loader (Aug-07) -Current 1650 Loader (July-08) -Current Rev 04-09 2405 Loader (Dec 01) 2406/2406SLoader(May02) 2406TL Loader (April-08) -Current 				<p style="color: #e67e22; font-weight: bold;">1480 1485 1495 (MAY 07) - Current Rev 04-09</p>  <p style="font-weight: bold; color: #e67e22;">1480/1485/1495 LOADER</p>								
				<p>Printable Manuals</p> <p>Parts Manual - 1480 1485 1495 (May-07) -Current</p> <p>Operator`s Manual - 1480/1485/1495 Loader 02-10</p>								

E-Parts Lookup/Manual Access

Product Line Information and Printable Manuals

4. To access product line information including printable manual as well as service and technical information click on the product name itself.

Product Tabs

Product Line Information includes "Product Tabs". These tabs can include printable manuals, literature, service manuals, as well as other useful information in a PDF Format. To access this useful information simply click on the tab desired.

The screenshot displays the Alamo Agricultural website interface. At the top is a red navigation bar with the following tabs: WHAT'S NEW, E-PARTS LOOKUP, PLACE ORDER, MULTI-LINE ORDERING, MANAGE CARTS, ORDER INQUIRY, SEARCH BULLETIN, RMA, WARRANTY, EDIT PROFILE, and a user welcome message: "Welcome RPA ADMIN-204248 | log out".

On the left side, there is a tree view navigation menu under the "Rhino" category, listing various loader models. The "1480 1485 1495 (MAY 07) - Current Rev 04-09" item is highlighted in blue.


The main content area shows the selected product: "1480 1485 1495 (MAY 07) - Current Rev 04-09". Below the title is an image of a red tractor loader. Underneath the image, the text "1480/1485/1495 LOADER" is displayed.

Below the product image, there is a section titled "Printable Manuals" with a light blue background. It lists two manual options: "Parts Manual - 1480 1485 1495 (May-07) - Current" and "Operator's Manual - 1480/1485/1495 Loader 02-10".

At the bottom of this section, the text "*Choose Tab Here for PDF File" is centered.

E-parts Lookup/Manual Access

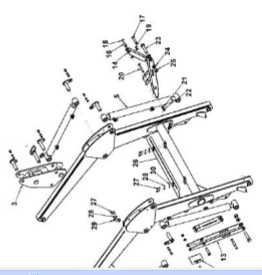
5. Click on the Parts List to access the Bill of Materials and Parts List Image.


Welcome Rhino-101627 | log out

WHAT'S NEW
E-PARTS LOOKUP
PLACE ORDER
MULTI-LINE ORDERING
MANAGE CARTS
ORDER INQUIRY
SEARCH BULLETIN
RMA
WARRANTY
EDIT PROFILE

- Alamo Agricultural
 - M&W
 - Rhino
 - Backhoe/Loaders
 - 102QXLoader(Jan-02) - Current
 - 104QXLoader(Jan-02) - Current
 - 1480 1485 1495 (MAY 07) - Current Rev 04-09
 - BONDIOLI 14/15 SERIES VALVE
 - BOOM ASSEMBLY Rev 10-08**
 - BUCKET ASSEMBLY
 - COUPLER ASSEMBLY
 - CYLINDER ASSEMBLY (BOOM)
 - CYLINDER ASSEMBLY (BUCKET)
 - HYDRAULIC PARTS ASSEMBLY
 - MOUNTING KIT ASSEMBLY

BOOM ASSEMBLY Rev 10-08



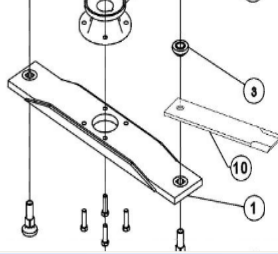
HotSpot	Part No.	Description	Quantity	Notes
1	54053	WDMT,LOADER BOOM	1	
2	54054	WDMT,RH SIDE FRAME	1	
3	54055	WDMT,LH SIDE FRAME	1	
4	54094	ASY, HYDRAULIC BOOM CYLINDER	2	
5	54095	ASY, HYDRAULIC BOOM CYLINDER	3	
6	54096	ASY, HYDRAULIC BUCKET CYLINDER	2	
7	54124	PIN	4	
8	54125	PIN	4	
9	54126	PIN-LEVER	2	

[Print Image/P](#)

For part information click on the part number. In the Specification Window to the left you will get specific information about the part you selected including the list price.

- CAPTIVE BALL COUPLER CLEVIS *OPTIONAL*
- CENTER REAR DOUBLE/SINGLE CHAIN GUARD ASSEMBLY
- COUNTERWEIGHT ASSEMBLY
- CYLINDER, HYDRAULIC (AXLE) 00761802A
- CYLINDER, HYDRAULIC (WING) P/N 00779438 Rev 05-07
- DEFLECTOR ASSEMBLY-FRONT
- DEFLECTOR ASSEMBLY-REAR
- DIVIDER GEARBOX ASSEMBLY-00779037
- DIVIDER GEARBOX ATTACHMENT

BLADE BAR ASSEMBLY Rev 12-06



Add	HotSpot	Part No.	Description	Quantity	Notes
<input type="button" value="ADD"/>		00779200	BLADE BAR WLDMT *S/N 10016 -CURRENT*	1	*S/N 10016 -CURRENT*
<input type="button" value="ADD"/>	1	00778884	BLADE BAR WLDMT *S/N 10015 -BELOW*	1	*S/N 10015 -BELOW*
<input type="button" value="ADD"/>	2	0710445	BOLT DUAL BLADE SHOULDER	2	

[Print Image/I](#)

Part Info [View Page Notes](#)

Part Number 00779250

Description BLADE BAR WELDMENT

Unit Price \$338.56

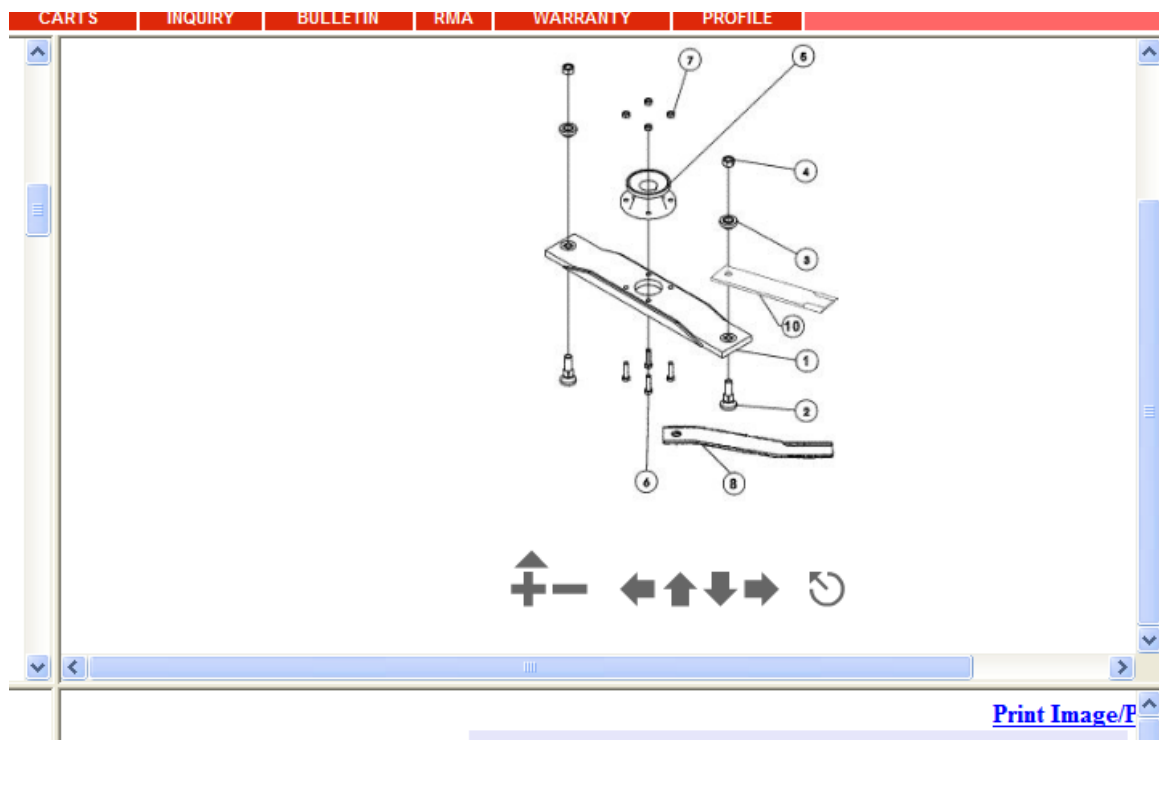
E-parts Lookup/Manual Access

Image Viewer

The Image Display Window has its own function including zoom function.

Note: If you do not see these function buttons scroll down using the scroll bar to the right in the window.

1. Zoom – These Buttons are used to zoom in (+) and out (-). You can also use the Ctrl Button and Shift Button to zoom in and out. These keys are located on the bottom left of your keyboard.
2. Pan – These Buttons are used to pan through your image. You can also use your arrow keys located on your keyboard.
3. Reset – The reset button will reset your image to the default size and position.
4. Zoom Slider – This tool allows you to zoom in and out simply by clicking and dragging the slider to the left or right.
5. Print Image – Allows you to print the parts diagram and parts listing.



E-parts Lookup/Manual Access

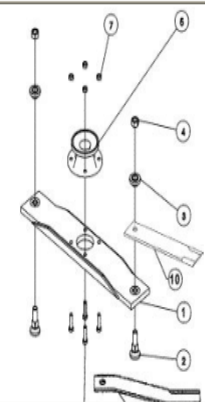
Adding Parts to Active Cart

When you are ready to add a part to your active cart, simply click on the add button. This function will add the selected part number to your cart. This function will add the quantity listed on the Bill of Materials listing.

Note: If a part number supersedes, it will not automatically supersede to the correct number by using this method in the shopping cart.

WHAT'S NEW
LOOKUP
ORDER
ORDERING
CARTS
INQUIRY
BULLETIN
RMA
WARRANTY
PROFILE

- FN15/FN10 (NITRO) (May-07)Pub05-07Rev02-08
- FN20FN14(May-07)S/N10058-CurrentRev11-07
- AXLE ASSEMBLY Rev 01-07
- AXLE TURNBUCKLE ASSEMBLY
- BAFFLE ASSEMBLY *OPTIONAL*
- BLADE BAR ASSEMBLY Rev 12-06
- BLADE PAN ASSEMBLY Pub 08-05
- BLADEPANASSEMBLYPub0805
- CAPTIVE BALL COUPLER CLEVIS *OPTIONAL*
- CENTER REAR DOUBLE/SINGLE CHAIN GUARD ASSEMBLY
- COUNTERWEIGHT ASSEMBLY
- CYLINDER, HYDRAULIC (AXLE) 00761802A



Info [View Page Notes](#)

Part Number 00779250

Description BLADE BAR WELDMENT

Unit Price \$338.56

BLADE BAR ASSEMBLY Rev 12-06

Add	HotSpot	Part No.	Description	Quantity	Notes
<input type="button" value="ADD"/>		00779250	BLADE BAR WLDMT *S/N 10016 -CURRENT*	1	*S/N 10016 -CURRENT*
<input type="button" value="ADD"/>	1	00778884	BLADE BAR WLDMT *S/N 10015 -BELOW*	1	*S/N 10015 -BELOW*
<input type="button" value="ADD"/>	2	0210448	BOLT DUAL BLADE SHOULDER	2	
<input type="button" value="ADD"/>	3	00778689	PIVOT BUSHING (USE ONLY W/ ITEM 9)	2	(USE ONLY W/ ITEM 9)
<input type="button" value="ADD"/>	4	03116140	LOCKNUT TLM 1NF LH PLB	2	
<input type="button" value="ADD"/>	5	00779023	HUB	1	
<input type="button" value="ADD"/>	6	00758002	HEXB 5/8 NC 2-1/2PLB	4	

[Print Image/P](#)



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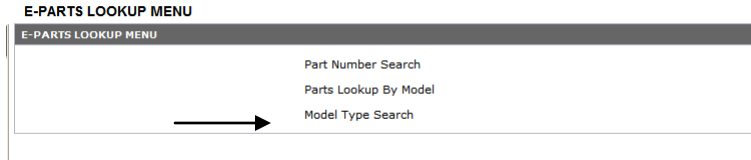
800-221-2855
217-784-4261

Model Type Search Guide

Model Type Search

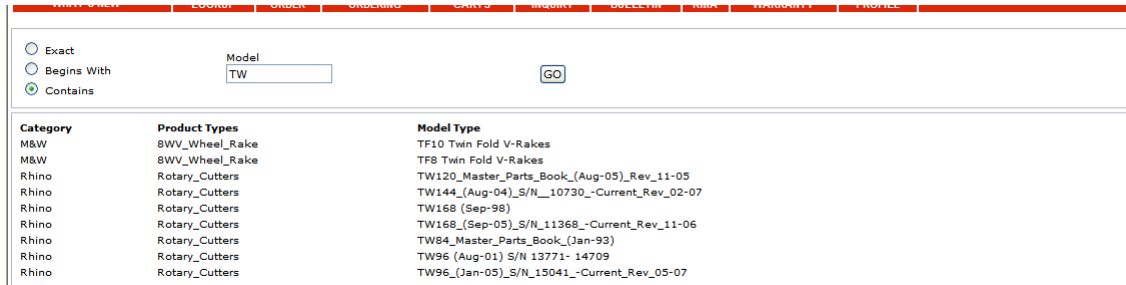
This option will allow you to look up parts for particular models by using various search options for Model Numbers.

- From the E-Parts Lookup Menu, select Parts Lookup by Model.

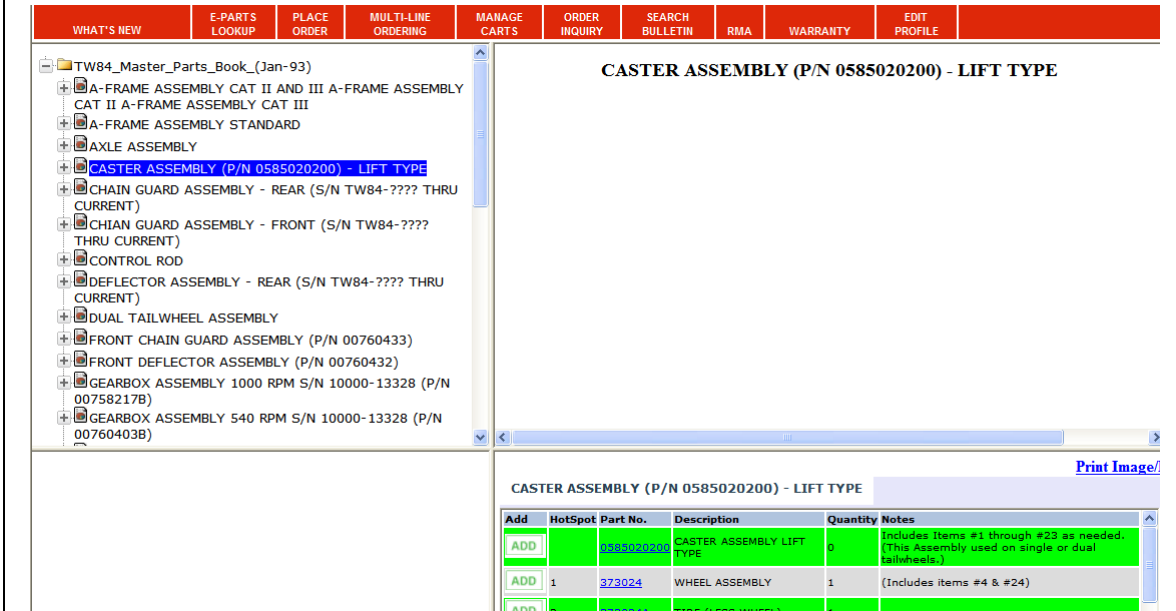


- Choose a filter option. (Exact, Begins With, or Contains) and put in Model Information and hit **GO**.

Note: It is sometimes easier to use the Contains Filter and type in a partial Model Number as shown below.



- Use the list generated to choose the correct parts manual. Click on that Manual under Model Type. This will open the parts online manual. Click the (+) symbol beside the manual name to expand the parts section. You can now use this manual as you did in the above chapters.





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Parts Search Guide

Parts Search

This Chapter shows how to search for parts.

In the E-parts Lookup Menu click **Part Number Search** to search for parts.

Note: This option can be used to find which Unit(s) a part number is used.

Top

E-PARTS LOOKUP MENU

ITEM AVAILABILITY / LIST PRICE

Part Number

Quantity

To check availability, type in a part number and quantity.

QUICK SEARCH

[advanced](#)

To find an item, type all or part of a description or part number.

E-PARTS LOOKUP MENU

Part Number Search

Parts Lookup By Model

Model Type Search

ACTIVE CART :

DEFAULT

2 x **571045** delete
WASHER, SHOULDER
BOLT

OTHER CARTS

Contact Us | Privacy Policy | Terms of Use

Parts Search

In the Search Window you have three search options and three search filters.

Search Options

- Part Number
- Item Description
- Part List Description

Search Filters

- Exact
- Begins With
- Contains

To use the search function type in a part number, item description, part list description or a combination. Next select a search filter then click go. Your search results will populate as shown below.

To open a search result click on any link shown below.

Folder Description	Part List Description	Part Number	Item Description	Quantity
Cyclone 1008 (Jan-75)	ADJUSTABLE TONGUE ASSEMBLY (P/N 075-1050-000) 1/75	571045	WASHER, HARDENED	1
Cyclone 1008 (Jan-75)	ADJUSTABLE TONGUE ASSEMBLY (P/N 075-1051-000) 5/77	571045	WASHER, HARDENED	1
G160_Master_Parts_Book_(Jan-98)	ADJUSTABLE TONGUE ASSEMBLY S/N 00101-01911	571045	WASHER (CASE HARDENED)	1
Gyro 160 (May-67)	ADJUSTABLE TONGUE ASSEMBLY. (P/N 64-105)	571045	WASHER, L/4" THICK (CASE HARDENED)	1
SAT7 (Jan-73)	BAR BLADE CARRIER ASSEMBLY	571045	WASHER, SPECIAL	2
Servis_2160_(July_03)_S/N_10302_-_Current_Rev_07-04	BLADE ASSEMBLY	571045	WASHER	2
V12 (Aug-01)	BLADE ASSEMBLY	571045	WASHER	6
GR60_Master_Parts_Book_(Feb-59)	BLADE ASSEMBLY S/N GR60-02968 TO GR60-20000	571045	SHOULDER BOLT WASHER	2
GR60_Master_Parts_Book_(Feb-59)	BLADE ASSEMBLY S/N GR60-02968 TO GR60-20000	571045	SHOULDER BOLT WASHER	2
GR72_Master_Parts_Book_(Jan-98)	BLADE ASSEMBLY S/N GR72-00101 TO GR72-20001	571045	SHOULDER BOLT WASHER	2
FS15_Master_Parts_Book_(July-05)	BLADE BAR ASSEMBLY - CTR HEAVY DUTY S/N 01162 - 10429 DEC 1980 - MAY 1988	571045	WASHER	2
FS15_Master_Parts_Book_(July-05)	BLADE BAR ASSEMBLY - WING HEAVY DUTY S/N 01162 - 10429 DEC 1980 - MAY 1988	571045	WASHER	2
GR84_(Oct-02)_S/N_26327_-_Current_Rev_03-07	BLADE BAR ASSEMBLY Rev 03-07	571045	SHOULDER BOLT WASHER	2
GR84_Master_Parts_Book_(Jan-00)	BLADE BAR ASSY & SHREDDER ATTACHMENT (PART 2)(S/N GR84-08157 - CURRENT)	571045	SHOULDER BOLT WASHER	2
CY72_Master_Parts_Book_(Jan-98)	BLADE CARRIER ASSEMBLY (INCLUDING PAN) S/N CY72-00101 TO CY72-15355	571045	SHOULDER BOLT WASHER	2
CY72_Master_Parts_Book_(Jan-98)	BLADE CARRIER ASSEMBLY (INCLUDING PAN) S/N CY72-20001 TO CURRENT	571045	SHOULDER BOLT WASHER	2
FR15/FR10 S/N 12123-Current Rev 09-10	BLADE CARRIER ASSEMBLY -CENTER & WINGS S/N 11849 -BELOW	571045	WASHER	6
FR15/FR10 S/N 12123-Current Rev 09-10	BLADE CARRIER ASSEMBLY -S/N 11850 -CURRENT	571045	WASHER	6
CY60_Master_Parts_Books_(Jan-98)	BLADE CARRIER ASSEMBLY S/N CY60-00101 TO CY60-02767	571045	SHOULDER BOLT WASHER	2
CY60_Master_Parts_Books_(Jan-98)	BLADE CARRIER ASSEMBLY S/N CY60-02768 TO CY60-15149	571045	SHOULDER BOLT WASHER	2
CY60_Master_Parts_Books_(Jan-98)	BLADE CARRIER ASSEMBLY S/N CY60-15150 TO CY60-20000	571045	SHOULDER BOLT WASHER	2
CY60_Master_Parts_Books_(Jan-98)	BLADE CARRIER ASSEMBLY S/N CY60-20001 TO CURRENT	571045	SHOULDER BOLT WASHER	2
CY72_Master_Parts_Book_(Jan-98)	BLADE CARRIER ASSEMBLY S/N CY72-15356 TO CY72-20000	571045	SHOULDER BOLT WASHER	2
G160_Master_Parts_Book_(Jan-98)	BLADE CARRIER ASY CCW (45-7/8 DIA. CUTTING CIRCLE) S/N 00101-01303	571045	SHOULDER BOLT WASHER (CASE HARDENED)	2
G160_Master_Parts_Book_(Jan-98)	BLADE CARRIER ASY CCW (45-7/8 DIA. CUTTING CIRCLE) S/N 01304-01911	571045	SHOULDER BOLT WASHER (CASE HARDENED)	2



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Place Orders Guide

Place Orders

This Chapter will show you how to place parts orders, view orders, save template orders, etc.

Multi-Line Ordering Tab

1. Select Multi-Line Ordering.

2. Enter Part Number
3. Hit TAB
4. Enter Quantity
5. Hit TAB
6. Continue entering part numbers and quantities until order is complete.
7. Once completed, or form is full (45 lines), Select **VERIFY AND ADD**, you can then add more lines as needed until order is completed.
8. Review messages and comments on Parts Order List and make changes if needed.

Note: Often you will be given a “Replace” option by stating the new part number and prompting you to select the newer number. However, if no replacement is offered, call Customer Service for the latest information.

Place Orders

VERIFY AND ADD

PART ORDER LIST						
ITEM NUMBER	QUANTITY	DESCRIPTION	IN STOCK	LIST PRICE	EXT. LIST PRICE	REMOVE ITEM
00775017	1	ASSY, SPINDLE	Available	\$243.34	\$243.34	<input type="checkbox"/>
b571044	5	KIT, (2) BLADE BOLTS & NUTS	Available	\$25.06	\$125.30	<input type="checkbox"/>
571045	10	WASHER, SHOULDER BOLT	Available	\$3.33	\$33.30	<input type="checkbox"/>

Remove checked items

Order Total: 401.94

Cancel Save to Cart Convert To Order

Contact Us | Privacy

9. Once all parts are listed and you have finished the Verify and Add Step select **CONVERT TO ORDER**.
10. Proceed to **CHECK OUT**
11. Follow the CHECK OUT procedures listed on pages 32 and 33.

Note: If you leave the screen prior to Saving to Cart or Converting to Order, all information will be lost.

Place Orders

Place Orders Tab

Note: This option is best when ordering only a few items, or adding a few items to cart at a time.

1. Click **Place Order** to access Parts Ordering.

The screenshot shows the website's navigation bar with the following tabs: WHAT'S NEW, E-PARTS LOOKUP, PLACE ORDER (highlighted with a red circle and an arrow), MULTI-LINE ORDERING, MANAGE CARTS, ORDER INQUIRY, SEARCH BULLETIN, RMA, WARRANTY, and EDIT PROFILE. The user is logged in as RPA ADMIN-204248.

WHAT'S NEW HERE?

NEW FOR JANUARY

CUSTOMER SERVICE HOURS 8:00AM-4:30PM CST

TO CHECK INVOICED AMOUNTS FOR WARRANTY CLAIMS FOLLOW THESE STEPS:

1. Log on
2. Click on WARRANTY

Billing Address:
RPA ADMIN RPA ADMIN

Calculate

Qty.	Part Number	Description	Availability	List Price	Extended Price	Est. Dealer Cost	Est. Percent Discount	Est. Extended Cost
Total (Not Including Freight Charges)						\$0.00	Ext Total	\$0.00

PRINT CHECKOUT

ACTIVE CART: DEFAULT, 0 items

VIEW CART CHECKOUT

OTHER CARTS

Place Orders

2. Click on the **Qty Field** to add your quantity amount. Then click your **TAB Key**.
3. Add your Part Number in the **Part Number Field** and click on your **ENTER Key**.
4. Continue adding part numbers until you have entered your entire order.

Note: These part numbers will be added to your default cart. And any part number that supersedes, will automatically change using this option..

WAYNESBORO
GEORGIA 30830-0478

	Qty.	Part Number	Description	Availability	List Price	Extended Price	Est. Dealer Cost	Est. Extended Cost	Est. Percent Discount
ADD	<input type="text"/>	<input type="text"/>							
Delete Update	1	571045	WASHER, SHOULDER BOLT	Available	\$3.33	\$3.33			
Delete Update	4	8264	KIT, (2) BLADE BOLTS & NUTS	Available	\$32.00	\$128.00			
Delete Update	8	B571044	KIT, (2) BLADE BOLTS & NUTS	Available	\$25.06	\$200.48			
Delete Update	1	00724317	PULLEY SHAFT	Available	\$495.62	\$495.62			
Total (Not Including Freight Charges)						\$827.43	Ext Total	\$0.00	

PRINT
CHECKOUT

VIEW CART

OTHER CARTS

5. To estimate your dealer cost, type in your discount in the **Est. Percent Discount Field**.

WAYNESBORO
GEORGIA 30830-0478

	Qty.	Part Number	Description	Availability	List Price	Extended Price	Est. Dealer Cost	Est. Extended Cost	Est. Percent Discount
ADD	<input type="text"/>	<input type="text"/>							
Delete Update	1	571045	WASHER, SHOULDER BOLT	Available	\$3.33	\$3.33	\$2.83	\$2.83	15
Delete Update	4	8264	KIT, (2) BLADE BOLTS & NUTS	Available	\$32.00	\$128.00	\$27.20	\$108.80	
Delete Update	8	B571044	KIT, (2) BLADE BOLTS & NUTS	Available	\$25.06	\$200.48	\$21.30	\$170.41	
Delete Update	1	00724317	PULLEY SHAFT	Available	\$495.62	\$495.62	\$421.28	\$421.28	
Total (Not Including Freight Charges)						\$827.43	Ext Total	\$703.32	

PRINT
CHECKOUT

VIEW CART

OTHER CARTS

6. Click on **Calculate**.
7. Click on **Print** to print a copy of your order. (A new screen will open up and this screen will remain open as well)
8. Click on **CHECKOUT** to proceed.

Place Orders

DELIVERY INFORMATION

9. Choose your order type. **(You must select correct order type, Customer Service cannot change this after the order is placed.)**
10. Change your ship to address if needed.
11. Choose your shipping method.
Note: Freight is always Add to Invoice unless 3rd Party Account is used. Ship Via Account is only used when 3rd Party Account is used. Input 3rd Party Account Number here. If not using 3rd Party Account, leave this section blank.
12. Add comments to your order if needed.
13. Click Continue to proceed to Payment Information.

WHAT'S NEW LOOKUP ORDER ORDERING CARTS INQUIRY BULLETIN RMA WARRANTY PROFILE

Top » Checkout » Shipping Method

CHECKOUT : DELIVERY INFORMATION

ORDER TYPE
STANDARD CLICK DOWN ARROW AND CHOOSE STOCKING FOR STOCK ORDERS ~ Customer Pick Up orders please choose Customer Pick up as the order type~

CURRENT SHIPPING ADDRESS 1020 S SANGAMON AVENUE

CHANGE SHIP TO ADDRESS
Select different ship to address
1020 S Sangamon Avenue

SHIPPING METHOD
Freight :
Ship Via :
Ship Via Account:

ADD COMMENTS ABOUT YOUR ORDER (Limited to 4 lines of 10 characters)

CONTINUE CHECKOUT PROCEDURE

Delivery Information Payment Information Confirmation Finished!

PAYMENT INFORMATION

14. Choose Payment Type.
15. Type in your Purchase Order Number (Required)
16. View your added comments, modify if needed.
17. Click Continue to proceed to confirmation.

CHECKOUT : PAYMENT INFORMATION

CURRENT BILLING ADDRESS
1020 S SANGAMON AVENUE

PAYMENT TYPE
PAYMENT TYPE

PURCHASE ORDER NUMBER Required *
TEST *

ADD COMMENTS ABOUT YOUR ORDER (Limited to 4 lines of 10 characters)
ADD COMMENTS HERE

CONTINUE CHECKOUT PROCEDURE

Place Orders

Confirmation

18. Verify E-mail Address (can be changed if necessary).
19. Save the cart for future orders if needed.
20. Name Cart if saving for future orders.
21. Print (a new screen will open and you will not navigate from this page.)
22. Confirm Order.
23. Finished, an E-mail with your sales order number will be sent to your email address.

WHAT'S NEW	LOOKUP	ORDER	ORDERING	CARTS	INQUIRY	BULLETIN	RMA	WARRANTY	PROFILE
----------------------------	------------------------	-----------------------	--------------------------	-----------------------	-------------------------	--------------------------	---------------------	--------------------------	-------------------------

Top > Checkout > Confirmation

CHECKOUT: CONFIRMATION

DELIVERY ADDRESS (Edit)	BILLING ADDRESS
1020 S SANGAMON AVENUE	1020 S SANGAMON AVENUE

PARTS	LIST PRICE	EXTENDED PRICE
1 X BS71044 KIT, (2) BLADE BOLTS & NUTS	\$25.06	\$25.06

OTHER INFO (Edit)	NAME	PAYMENT METHOD (Edit)	TOTAL EXTENDED PRICE
ORDER TYPE : CARRIER NAME : FREIGHT : SHIP VIA ACC :	STANDARD UPS Ground ADD FREIGHT TO INVOICE	Purchase Order PURCHASE ORDER NUMBER : TEST	Total(List): \$25.06

VERIFY EMAIL ADDRESS * Required	ORDER COMMENTS
Email Address <input type="text" value="TSEIFERT@ALAMO-GROUP.COM"/> Re-enter Email Address <input type="text" value="TSEIFERT@ALAMO-GROUP.COM"/>	

Save this cart for future orders.
 Cart Name

 BE SURE TO CONFIRM YOUR ORDER

Delivery Information	Payment Information	● Confirmation	Finished!
----------------------	---------------------	----------------	-----------

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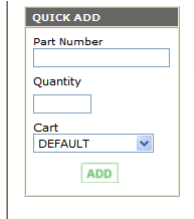
800-221-2855
217-784-4261

Quick Add Guide

Quick Add

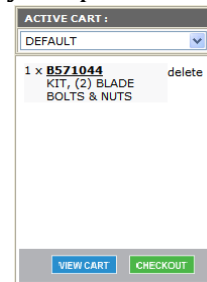
Quick Add will allow you to add a part to a cart and or create a new cart.

1. Type in a part number in the Part Number Field and Quantity into the Quantity Field.

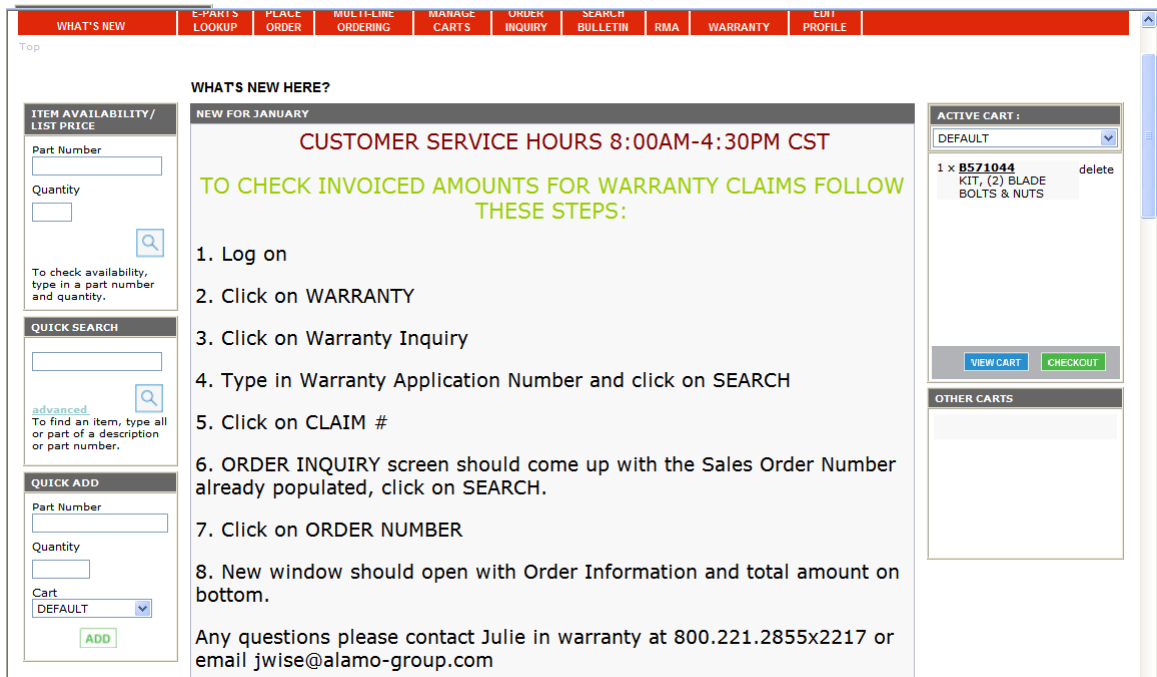


A screenshot of the 'QUICK ADD' form. It contains a 'Part Number' text input field, a 'Quantity' text input field, and a 'Cart' dropdown menu currently set to 'DEFAULT'. A green 'ADD' button is located at the bottom of the form.

2. Click on Add. This will add the part number into your active cart. You can view your part number in the Active Cart Area.



A screenshot of the 'ACTIVE CART' area. It shows a dropdown menu for 'DEFAULT' and a list of items: '1 x B571044 KIT, (2) BLADE BOLTS & NUTS' with a 'delete' link. At the bottom are 'VIEW CART' and 'CHECKOUT' buttons.



A screenshot of a website's warranty information page. The top navigation bar includes links for 'WHAT'S NEW', 'E-PARTS LOOKUP', 'PLACE ORDER', 'MULTI-LINE ORDERING', 'MANAGE CARTS', 'ORDER INQUIRY', 'SEARCH BULLETIN', 'RMA', 'WARRANTY', and 'EDIT PROFILE'. The main content area is titled 'WHAT'S NEW HERE?' and features a 'NEW FOR JANUARY' section with the text: 'CUSTOMER SERVICE HOURS 8:00AM-4:30PM CST' and 'TO CHECK INVOICED AMOUNTS FOR WARRANTY CLAIMS FOLLOW THESE STEPS:'. The steps are: 1. Log on, 2. Click on WARRANTY, 3. Click on Warranty Inquiry, 4. Type in Warranty Application Number and click on SEARCH, 5. Click on CLAIM #, 6. ORDER INQUIRY screen should come up with the Sales Order Number already populated, click on SEARCH, 7. Click on ORDER NUMBER, 8. New window should open with Order Information and total amount on bottom. Below the steps, it says: 'Any questions please contact Julie in warranty at 800.221.2855x2217 or email jwise@alamo-group.com'. On the right side, there is a 'ACTIVE CART' sidebar showing '1 x B571044 KIT, (2) BLADE BOLTS & NUTS' and 'OTHER CARTS' section.



Item Availability Guide

Item Availability

Click on Item Availability to check if a part and quantity are available. Parts can also be added to the Active Cart from this screen.

1. Type in a part number into the Part Number Field and quantity into the Quantity Field.
2. Click the Search Icon (magnifying glass).

3. Type in your estimated percent discount and click on Calculate if needed.
4. List Price.
5. Availability of Quantity Entered.

6. Click on **Add to Cart** or **Cancel** if needed.
7. Remove or change your quantities in the Cart Content and click **UPDATE**.

Item Availability

8. Click on **BACK** to check availability of other part numbers.

ITEM AVAILABILITY

Enter Part Number:	<input type="text"/>	
Enter Quantity:	<input type="text"/>	<input type="button" value="Check"/>

9. Click on **CHECK OUT** when finished.

Superseding Items

If an item supersedes, you will get this screen.

PART NUMBER: 00769938

The Item you selected has been superseded by "00769938"

BEARING,ROLLER-50 X 90 X 21.75	Price : \$41.78 Available
--------------------------------	------------------------------

Customers who bought this product also purchased

00760507P ASY,GEARBOX SPD,NON-LUBED	00774759 KIT,SEAL	3318015 OIL SEAL, 90x40x10
00776373 DEFLECTOR,SIDE CHUTE	00776374 DEFLECTOR,REAR PANEL	00776388 MOTOR,HYDRAULIC - MEDIUM FLOW

Simply hit **ADD TO CART if needed** to add the new part number to your active cart.

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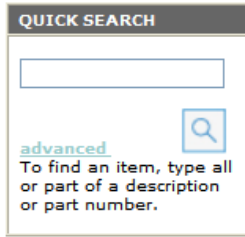
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217-784-4261



Quick Search Guide

Quick Search

This feature is used as a “fuzzy” search. If you have a partial part number, it will pull up all part numbers that have this in it. (Ex. 9216)



1. Type in the part number you are inquiring about into the text box.
2. Hit the Search Icon (Magnifying Glass).

PARTS SEARCH RESULTS : 9216

PART DESCRIPTION	UNIT PRICE	QTY	QUICK ADD TO CART
00779216 CV SHAFT	\$0.0000	01	DEFAULT <input type="button" value="ADD"/>
9216 WASHER, STRUCTURAL 1"	\$0.8500	01	DEFAULT <input type="button" value="ADD"/>

Displaying 1 to 2 (of 2 products) Result Pages: 1

3. If you hit **advanced**, you can search for a description of the part number. (Ex. Blade) All Part Numbers that have “Blade” in the description will be shown.

ADVANCED SEARCH

SEARCH CRITERIA

9216

Search by Part Number Search by Description

[Search Help \[?\]](#)

Price From:

Price To:

PARTS SEARCH RESULTS : BLADE

PART DESCRIPTION	UNIT PRICE	QTY	QUICK ADD TO CART
00127028 BLADE 14 LG	\$42.1200	01	DEFAULT <input type="button" value="ADD"/>
00137200 WASHER, SPECIAL - BLADE ASSY	\$12.9600	01	DEFAULT <input type="button" value="ADD"/>
00167700 BOLT, BLADE 3/4 -16INF 3-1/2 5	\$6.1600	01	DEFAULT <input type="button" value="ADD"/>
00720891 BOLT KIT, DANDL ROTARY BLADE	\$95.6500	01	DEFAULT <input type="button" value="ADD"/>
00748499 HUB, BLADE RAW	\$84.2500	01	DEFAULT <input type="button" value="ADD"/>
00748541 MD60 RND BLADE CARRIER ILO	\$792.2200	01	DEFAULT <input type="button" value="ADD"/>
00748642 BLADE HOLDER WELDMT 60 LIFT	\$0.0000	01	DEFAULT <input type="button" value="ADD"/>

4. From this screen you can either **Add** the part to your cart or simply hit the **Back** button to perform other actions.



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Manage Carts Guide

Manage Carts

This section shows you how to add, delete, rename, and submit carts.

MANAGE CARTS

SHOPPING CART: SELECT

REMOVE	SELECT	CART DESCRIPTION	#ITEMS
<input type="checkbox"/>	<input checked="" type="radio"/>	DEFAULT Opened on 06/27/07 at 07:06:12	0

CONTINUE SHOPPING UPDATE CHECKOUT

CREATE NEW CART

ACTIVE CART: DEFAULT

OTHER CARTS

Create New Cart

1. To Create a new cart, click on “Create New Cart”. This will allow you to name a cart before adding parts.
2. Type in a name into the “Description” field and click on “Update”.

CREATE: NEW CART

ENTER CART DESCRIPTION

Description: New Test Cart

CONTINUE SHOPPING UPDATE

3. Your New Test Cart is now added to your SHOPPING CART.

SHOPPING CART: SELECT

REMOVE	SELECT	CART DESCRIPTION	#ITEMS
<input type="checkbox"/>	<input checked="" type="radio"/>	NEW TEST CART Opened on 01/28/11 at 10:17:08	0
<input type="checkbox"/>	<input checked="" type="radio"/>	DEFAULT Opened on 06/27/07 at 07:06:12	0

CONTINUE SHOPPING UPDATE CHECKOUT

Manage Carts

To select your New Test Cart as your active cart, click on “SELECT” then click on “UPDATE”.

SHOPPING CART : SELECT

REMOVE	SELECT	CART DESCRIPTION	#ITEMS
<input type="checkbox"/>	<input checked="" type="radio"/>	NEW TEST CART Opened on 01/28/11 at 10:17:08	0
<input type="checkbox"/>	<input type="radio"/>	DEFAULT Opened on 06/27/07 at 07:06:12	0

Create New Cart

[← CONTINUE SHOPPING](#) [UPDATE ↻](#) [CHECKOUT →](#)

Your New Test Cart is now your Active Cart. Any new part numbers added will be in your New Test Cart.

ACTIVE CART :

NEW TEST CART

0 items

[VIEW CART](#) [CHECKOUT](#)

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Order Inquiry

Order Inquiry

This Screen allows you to check on already existing orders, the order status, shipping information, tracking numbers, back orders, etc.

1. Fill in any of the search filters necessary and hit **SEARCH**. A list will populate with all of the orders that fit into your search criteria.

ORDER INQUIRY

PENDING APPROVAL

ORDER NUMBER	PURCHASE ORDER	ORDER TYPE	ORDER DATE	STATUS
--------------	----------------	------------	------------	--------

Displaying 0 to 0 (of 0 records)

IN PROCESS/COMPLETE

ORDER NUMBER	PURCHASE ORDER	ORDER TYPE	ORDER DATE	STATUS
2155437	RI-3005436		01/10/2011	Order Printed for Picking
2104456	RI-2905184		11/02/2010	Order Invoiced
2076946	RI-2906178		10/08/2010	Order Invoiced
2070048	FR15-13405		10/01/2010	Order Invoiced
1722418	RI-2446918		09/16/2009	Order Invoiced
1669660	RI-1668195		07/14/2009	Order Invoiced
1639894	RI-2346071		06/08/2009	Order Invoiced
1639374			06/05/2009	Backordered in Order Entr
1630575	RI-2318792		05/28/2009	Order Invoiced
1621009	RI-2315697		05/15/2009	Order Invoiced
1559758	RI-2228932		02/20/2009	Canceled

Order Inquiry

2. Click on the Order Number of the Order you are inquiring about.

Order Information

Order Number: 2070048	Purchase Order: FR15-13405	
Order Date: 10/01/2010	Billing Address: RHINO NO CHARGE EXP(CS,DE,EE,ME,WE) 1020 S Sangamon Avenue GIBSON CITY, IL 60936	
Customer Number: 101627		
Ship To: BARKER IMPLEMENT INC. RR4 BOX 63 SHELBYVILLE, IL 62565	Freight: Add Freight to Invoice	
	Ship Via:	
	Ship Via Account:	
	Order Type:	-

Shipped Items

Item	Line Number	Description	Quantity Shipped	Price	Extended Price	Shipped On	B	C
00779530	1.000	PLATE,GEARBOX REINFORCEMENT	1.000	\$48.27	\$48.27	10/04/2010	R1-2906178	IL
00007800	2.000	HEXB 3/4 NC 3 PL5	6.000	\$4.92	\$29.52	10/04/2010	R1-2906178	IL
00037200	3.000	NUT 3/4-NC TOPLOCK GRC PL	2.000	\$2.41	\$4.82	10/04/2010	R1-2906178	IL
00037200	3.001	NUT 3/4-NC TOPLOCK GRC PL	4.000	\$2.41	\$9.64	10/01/2010	R1-2905184	TX
00037200	4.000	NUT 3/4-NC TOPLOCK GRC PL	6.000	\$2.41	\$14.46	10/04/2010	R1-2906178	IL
15D1200	5.000	WASHER 3/4 HG ST CP	6.000	\$6.25	\$37.50	10/04/2010	R1-2906178	IL
00777841P	6.000	ASY,GEARBOX AG - NON-LUBED	1.000	\$1,221.33	\$1221.33	10/04/2010	R1-2906178	IL

A **Shipment Information**

Ship From Loc	Date Shipped	Comment	Tracking Number	Freight Charge
IL			34250337-9-R & L-172 #	63.81

D **Order Totals**

TOTAL ITEMS	TOTAL NET AMOUNT
7	\$1429.35

E

3. From this screen you can check status, shipping information (A), Invoice information (B), once parts have been invoiced, where parts shipped from(C) as well as Cost. Also available is the Net Amount of the Order (D) and Print (E) option.
4. If the package shipped UPS, you can click on the UPS Tracking Number in the Shipment Information Box, and a new window will open to the UPS Site and automatically track the package.

Note: This process is also used to check on Credits through RMA and Warranty. That process will be explained in those sections.

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Bulletins Guide

Bulletins

This section shows you how to search and print bulletins.

Opening Bulletins

1. After logging in if a bulletin immediately displays you are required to print and check the box acknowledging you have read the bulletin.
2. Click on the Update button.

You are not able to proceed to any other section until you have completed these steps.

Note: These bulletins contain important information including recalls, price changes, and service information.

The screenshot shows the R-I-N-O M&W website navigation bar with the following menu items: WHAT'S NEW, E-PARTS LOOKUP, PLACE ORDER, MULTI-LINE ORDERING, MAHAJE CARTS, ORDER INQUIRY, SEARCH BULLETIN (highlighted with a red circle and an arrow), RMA, WARRANTY, and EDIT PROFILE. A user is logged in as RPA ADMIN-204248.

Below the navigation bar is a search form with the following fields: Model Type (containing 'sm'), Bulletin Number, and (and/or)Description. The search criteria are set to 'Contains'. A 'GO' button is present.

The search results show 2 records found:

MODEL	NUMBER	DESCRIPTION	STATUS	ASK ME AGAIN
SM60	2010-02R	Hydraulic motor replacement & in-stock inventory update	Viewed	<input type="checkbox"/>
SM72	2010-02R	Hydraulic motor replacement & in-stock inventory update	Viewed	<input type="checkbox"/>

An 'Update Status' button is located below the table.

The selected bulletin details are shown in a 'Service Bulletin' window with a 'Print' button. The bulletin information includes:

- SERVICE BULLETIN**
- 1020 S. Sangamon Ave. Gibson City, IL 60936 P# (217) 784-4261 Fax# (217) 784-1093
- NO. 2010-02R
- Sept. 03, 2010
- PRODUCTS AFFECTED:** SM60 & SM72
- SUBJECT:** Hydraulic motor replacement & in-stock inventory update
- SERVICE REQUIRED:** For units in which hydraulic motor/seals need replaced, kits will be made available for SM60/72 units for dealer/customers. The dealer in consultation with R-I-N-O technical service will determine the proper kit for the mower. Kits will include hydraulic motor, gearbox, brackets and hardware. The kit for the SM60 will differ from the SM72 in which the SM60 will require some deck modification. Assembly instructions will also be included in the kit. Please order one of the following kits below.

A small image of a mower deck is shown at the bottom right of the bulletin details.

Bulletin Search

Bulletin Search

In the search window you have three search options and three search filters.

Search Options

Model Type
Bulletin Number
(and/or) Description

Search Filters

Exact
Begins With
Contains

1. To use the search function type in a model type, bulletin number, description or a combination, select a search filter then click Go. Your search results will populate as shown below.
2. Use the print button to print the bulletin. To view a bulletin at a later time, check Ask Me Again and scroll down and click Update Status.
3. To open a search result click on the link under "Number" in the populated list for the bulletin you wish to open.

Criteria: Model Type Begins With (sr).
9 Records Found.

MODEL	NUMBER	DESCRIPTION	STATUS	ASK ME AGAIN
SR162	2007-04R	Floating Link	Viewed	<input type="checkbox"/>
SR240	2007-04R	Floating Link	Viewed	<input type="checkbox"/>
SR240	2006-01R	Tongue Jack upgrade for models SR240 and FN20.	Action Required	<input type="checkbox"/>
SR240/SR162 540 and 1000 rpm	2009-02R	FR15/ FR10 540 and 1000 rpm & SR240/SR162 540 and 1000 rpm Main Driveline Installation	Viewed	<input type="checkbox"/>
SR240/SR162 540	2009-02R	The divider gearbox end of the main driveline (00778930, 00778931, and 00778932)	Action Required	<input type="checkbox"/>
SRW10	2010-02Rb	INSTRUCTIONS FOR 3690412	Action Required	<input type="checkbox"/>
SRW10 - Units prior to serial	2010-02R	Front finger-wheels being too heavy on ground.	Action Required	<input type="checkbox"/>
SRW12 - Units shipped	2010-03R	Front-wheel lines making excessive	Action	<input type="checkbox"/>

INFORMATION BULLETIN [Print](#)

RHINO
1020 S. Sangamon ave. Gibson City, IL 60936 Ph# (217) 784-4261 Fax# (217) 784-1093

NO. 2007-04R **March 16, 2007**

PRODUCTS AFFECTED : All FR15, FR10, FN15, FN10, FN20, FN14, SR162, and SR240

AREA OF CONCERN : Floating Link

CORRECTIVE ACTION : Please remove bolt located in both floating links before use. This is for shipping only.

[Contact Us](#)



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RMA Process Guide

RMA Process

1. Click on **RMA Inquiry** tab.



2. Click on **Add New**.

RMA : INQUIRY

SEARCH CRITERIA

RMA Status:

RMA #:

Authorization #:

ADD NEW

3. You will see the **Return Materials Authorization** screen. At this point, your dealer profile will be auto populated including your email address (if the email did not automatically enter, you can still enter it here).

4. Fill in the required information. (i.e. part number, invoice number, quantity and reason code). Hit **ADD**. All RMA's submitted must have dealer comments, please give explanation of reason for RMA in this section.

Return Materials Authorization (* Required Information)

RMA DETAILS

Application Number: 204248 Minus Restock: \$0.00 Allowed Amount:

Dealer: RPA ADMIN Equals Total: \$0.00

User: RPA ADMIN Return not Required:

Date Submitted: 01/31/2011 Return Branch:

Total Net Parts: \$0.00 Return Order Type:

Plus Freight: \$0.00

Add Part Numbers (Click "ADD" after entering all part numbers with the same invoice)

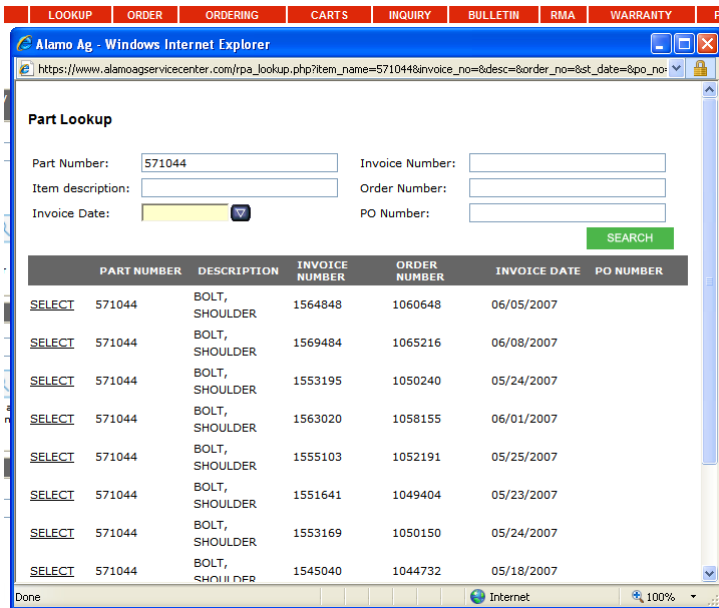
FREIGHT	PART NUMBER	INVOICE NUMBER	QUANTITY/FREIGHT AMOUNT	REASON CODE
<input type="checkbox"/>	<input type="text" value="571045"/>	<input type="text" value="3025471"/>	<input type="text" value="5"/>	Select
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Ordered Wrong Customer/Dealer
				Shipped Wrong Customer Service
				Shipped Wrong by Warehouse
				Defective
				Damaged
				Refused Delivery (dealer does not take pos
				Shipped Short Plant
				Billing Error

COMMENTS

Dealer:

RMA Process

- If you only have a copy of the packing slip, you can do a search for the invoice by clicking on the Look up Parts option. Enter your order number or part number and click search. Click **Select** that is next to the part number you wish to return. This will populate your information into the Return Materials Authorization screen. Be sure to enter the **Quantity** and **Reason Code** after selecting part.



- After adding the Reason Code, Click the **Add** Button and this will transfer down to the bottom tab where you see **Items on RMA**. You can add as many part numbers as you need to as long as you keep clicking the **Add** button after each one. You should get a comment stating your items were added successfully.

Return Materials Authorization

Item added successfully!

RMA DETAILS			
Application Number:	???	Minus Restock:	\$0.19
Dealer:	Rhino Dealer 101627	Equals Total:	\$1.08
User:			
Date Submitted:	06/26/2007		
Total Net Parts:	\$1.27		
Plus Freight:	\$0.00		

Add Part Numbers				
FREIGHT	PART NUMBER	INVOICE NUMBER	QUANTITY/FREIGHT AMOUNT	REASON CODE
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select

RMA Process

EMAIL ADDRESS

STATUS

RMA Status:

Items on RMA

ACTION	PART NUMBER	INVOICE NUMBER	DESCRIPTION	QUANTITY	PRICE	NET PRICE	REASON CODE
Delete	9100206	1587038	WASHER, LOCK 12MM	1	\$1.2717	\$1.27	Ordered Wrong Customer

Displaying 1 to 1 (of 1 rows)
Page 1

7. If you have freight, you are eligible to receive credit for, click on the box below the word Freight. This will give you a check mark and allow you to enter a freight amount. You will have to input the invoice number, freight amount and reason code. Click **Add**. This will add your freight amount at the bottom as well and give you the comment at the top "**Item added successfully**".

Add Part Numbers

FREIGHT	PART NUMBER	INVOICE NUMBER	QUANTITY/FREIGHT AMOUNT	REASON CODE
<input checked="" type="checkbox"/>			22.00	Select

ADD

LOOKUP PARTS

8. Once all of your information is filled in, you have entered your dealer comments and your email address is listed click **Submit**.

Items on RMA

ACTION	PART NUMBER	INVOICE NUMBER	DESCRIPTION	QUANTITY	PRICE	NET PRICE	REASON CODE
Delete	9100206	1587038	WASHER, LOCK 12MM	1	\$1.2717	\$1.27	Ordered Wrong Customer

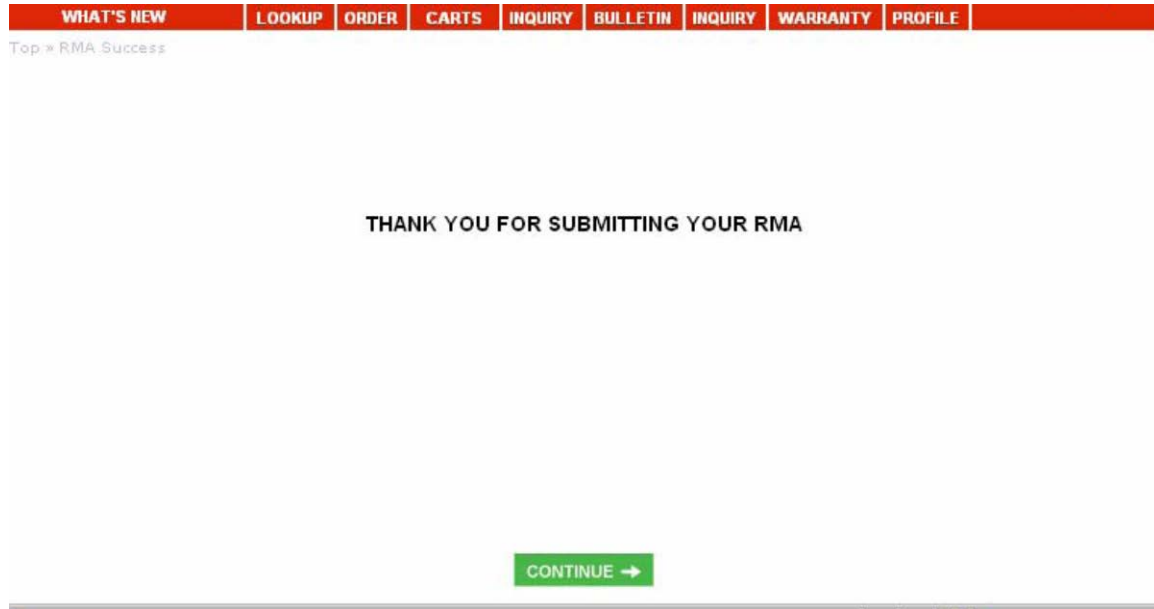
Displaying 1 to 1 (of 1 rows)
Page 1

SUBMIT

CANCEL RMA

RMA Process

9. You will see a comment thanking you for your RMA. Click on continue to proceed to different options. At this point, you have completed submitting your RMA.



Once the Alamo Ag Administrator has reviewed and accepted your request you will receive an email (this will have a 7 digit authorization number on the top left hand corner) **THIS IS YOUR AUTHORIZATION FOR RETURN.** Please include a copy of this form in your return package.

RMA Process

Checking RMA Status

1. Click RMA Inquiry tab.



2. Click the search option, it will show any RMAs open for that dealer and their status. Once it has been approved and an RMA number is given, it will populate into the **AUTHORIZATION#** field. You can then view or print your RMA.

Note: Your RMA Status will have changed to “Awaiting Parts/Processing”.

RMA : INQUIRY

SEARCH CRITERIA

RMA Status

RMA #

ADD NEW

RMA#	STATUS	AUTHORIZATION#	DATE SUBMITTED	ACTION
277	Dealer Submitted		06/26/2007	Display

Displaying 1 to 1 (of 1 rows) Page 1

RMA Process

To Check for Credit on a RMA Return

1. Go to the Order Inquiry Screen.
2. Type the Authorization Number into the **Sales Order Number Field** and hit **SEARCH**.

E-PARTS LOOKUP	PLACE ORDER	MULTI-LINE ORDERING	MANAGE CARTS	ORDER INQUIRY	SEARCH BULLETIN	RMA	WARRANTY	EDIT PROFILE
-------------------	----------------	------------------------	-----------------	------------------	--------------------	-----	----------	-----------------

ORDER INQUIRY

SEARCH CRITERIA

Order Status	All	▼
Order Type	All	▼
Sales Order Number		
PO #		
Ship To	All	▼
Start Date	01/28/2011	▼
End Date	02/04/2011	▼
All Backordered Items Only	<input type="checkbox"/>	

SEARCH

Double click the Order Number (Authorization Number) and you will see your final credit.

Note: This will work only after the credit has been invoiced.



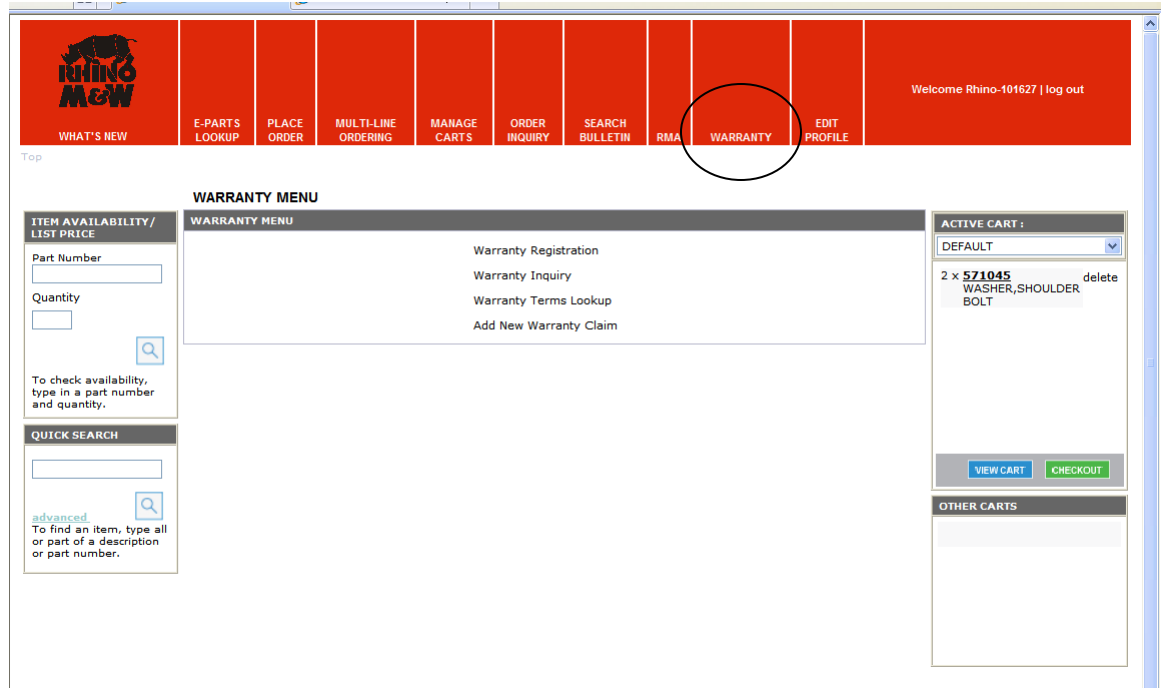
1020 S. SANGAMON AVE.
GIBSON CITY, IL 60936

800-221-2855
217-784-4261

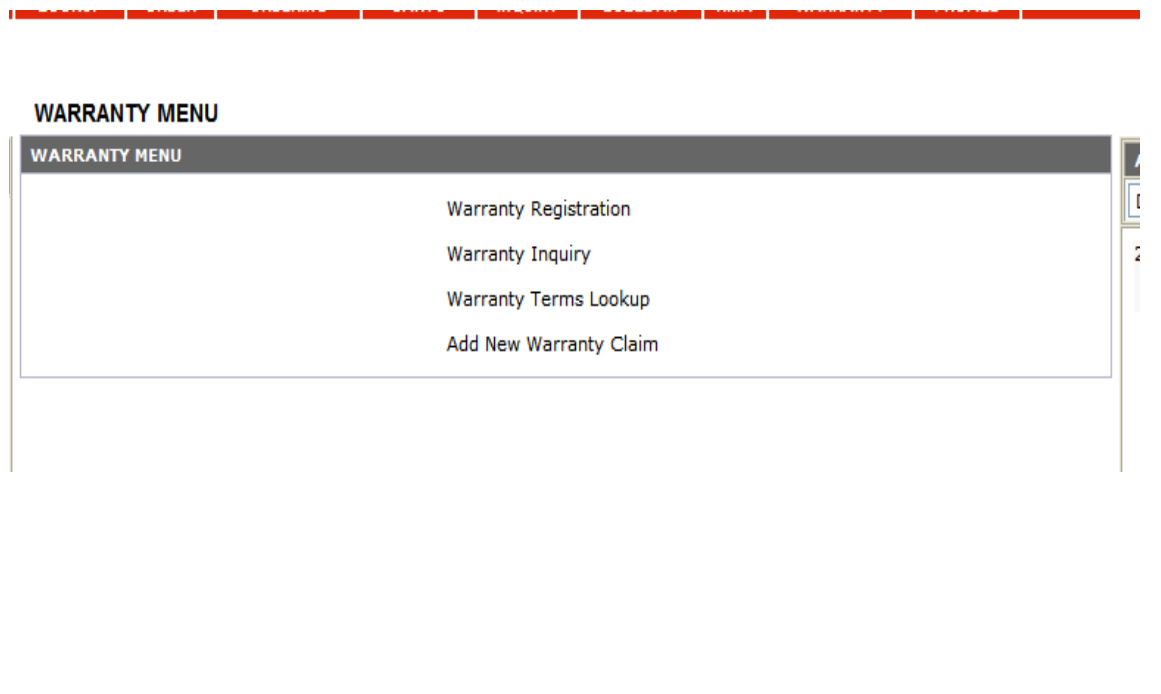
Warranty Guide

Warranty

This chapter will show you how to register units, file warranty claims, view warranty status, and warranty coverage period.




Click on the **Warranty** to get to the Warranty Menu Screen.



Warranty

Warranty Registration

Predelivery Checklist must be completed before a unit can be registered.



WHAT'S NEW

E-PARTS LOOKUP

PLACE ORDER

MULTI-LINE ORDERING

MANAGE CARTS

ORDER INQUIRY

SEARCH BULLETIN

RMA

WARRANTY

EDIT PROFILE

Welcome Rhino-101627 | log out

Top

WARRANTY PREDELIVERY CHECKLIST

ITEM AVAILABILITY / LIST PRICE	CHECKLIST	ACTIVE CART :
<p>Part Number <input type="text"/></p> <p>Quantity <input type="text"/></p> <p>To check availability, type in a part number and quantity.</p>	<ul style="list-style-type: none"><input type="checkbox"/> All Manuals With Machine<input type="checkbox"/> Checked oil levels, lubrication points and hydraulics for proper lubrication and fluid levels and leaks.<input type="checkbox"/> Checked tires and wheels for proper air pressure, lug nuts for correct torque. Checked grease, height adjustment, and preload on wheels and bearings.<input type="checkbox"/> Checked attachments and installation including deflectors front and rear, shredding attachments, correct blade rotation direction, axle arms and beams, tongue and control rods adjustment, and all bolts pins and nuts for proper torque.<input type="checkbox"/> Checked the implement to tractor connections including draw bar lengths, a-frame pivot and links, control rods adjustments, axle height adjustment, cutting height adjustment front to rear, implement belts adjustment, implement wing adjustment and proper raising operation, c.v. drivelines turn radius, pull type hitch adjustment and hydraulic hoses are tied to prevent interference.<input type="checkbox"/> Checked safety items for installation and operation including protective shields, driveline clutch (torque limiter), safety decals, tractor pto shields, s.m.v emblem (when required), tongue jack, and safety tow chains.<input type="checkbox"/> Checked that the Operator's Manual is in the Canister on the Equipment or in cab of the tractor.<input type="checkbox"/> Checked that the Safety Decals are in place on the equipment and in good readable condition.<input type="checkbox"/> If Applicable for Towed Implement: checked that the Safety Tow Chain is properly secured to the implement and the SMV sign is installed on the implement.<input type="checkbox"/> If Applicable for Mowers: checked that the thrown objects shields are installed and in good condition.	<p>DEFAULT</p> <p>2 x S71045 delete WASHER, SHOULDER BOLT</p> <p>VIEW CART CHECKOUT</p>
<p>QUICK SEARCH</p> <p><input type="text"/></p> <p>advanced To find an item, type all or part of a description or part number.</p>	<p>Back Print Register</p>	<p>OTHER CARTS</p>

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Note: This Checklist can be printed for your convenience.

Warranty

Warranty Claim

A Warranty Claim can only be complete once the unit is registered. The dealer that registered the unit is the only dealer able to file a Warranty Claim. For a dealer that wishes to file a claim on a unit that was not registered by that dealer, please call the Warranty Administrator.

1. Select the appropriate Claim Type.

OEM Claim – Alamo warrants for one year from the purchase date to the original noncommercial, governmental, or municipal Purchaser and warrants for six months to the original commercial or industrial Purchaser, that the goods purchased are free from defects in material or workmanship. This includes the 5 year Gearbox or Extended Driveline Warranty as well.

90 Day – Alamo warrants new replacement parts against defects in materials or workmanship for 90 days from the date of sale of the part.

2. Select your model type and serial number.

3. Date Repaired: Enter the date of last labor on the repair order.

Top » Warranty Edit

Unit must be registered before filing a warranty claim.

▲ Please select claim type.

WARRANTY : ADD/EDIT * Required Information

WARRANTY INFO	
Application Number:	Claim Type: *
Dealer Account Number: 101627,	Work Shop Order:
Dealer Name: Rhino 101627 Rhino	
Date Submitted: 02/03/2011	

MACHINE INFORMATION	
Model Type: *	Repair Date: = 02/03/2011
Serial Number: *	Failure Date: = 02/03/2011

ATTACHED TO	
<input type="radio"/> Tractor	Make: Year: Hp: Assembly By: Hours:
<input type="radio"/> Other	

COMMENTS AND PICTURES	
Dealer: *	Pictures: ADD PICTURES

STATUS	
Email : *	Warranty Status :
ROB@BURKETRACTOR.COM	

Items on Claim								
ACTION	PART NUMBER	INVOICE NUMBER	DESCRIPTION	QUANTITY	PRICE	NET PRICE	CAUSAL PART	RETURN PART
SUBMIT								

Warranty

4. Date of Failure: Enter date the failure occurred.
5. Equipment Attached to: If the product is an implement, provided the requested information about the power source. The Dealer should verify that Alamo recommendations are being met when determining warranty coverage when the tractor may have contributed to the failure.
6. Assembled by: Check the appropriate box for the party that assembled, installed, or mounted the product. In some cases, this information is critical to the settlement of the claim.
7. Hours in Operation: Enter the operating hours accumulated on the product. If the hours are not known, enter the estimated hours, followed by and "E".
8. Comments & Pictures: Use this area to describe the failure and the repair made to clearly establish responsibility and to justify the expenses being claimed. The information provided here should provide Alamo Ag with enough information to make a warranty decision. The information provided should include the User's complaint, what caused the failure, any resultant damage, and what you did to repair the failure. Any items not adequately explained will be disallowed. Attach Pictures to help aid in describing the failure or repair. Supplemental claims may be submitted if additional information is provided.
9. Add Part Numbers: List Part Number, Invoice Number, Quantity and Casual Part. Type **Yes** if the part is the casual part. Select **Add** after each part number entered. If the Alamo invoice number is not known, select **Lookup Parts** and a search screen will allow you to select the correct information.
10. Labor: List the quantity of hours and minutes. The Flat Rate Job Numbers are no longer required, but can be used as a guideline when listing the labor amount. The listed labor rate is the current labor rate the dealer has on file with Alamo Ag.
11. Freight: List any claimable freight charges.
12. Additional Claimable Expenses: List any claimable expenses that occurred, such as grease, oil, or small parts used from dealer stock where no invoice is available.



The screenshot shows a form with a dark grey header bar labeled "STATUS". Below the header, there is a label "Email :" followed by a text input field containing the email address "TSEIFERT@ALAMO-GROUP.COM". Below the email field, there is a label "Warranty Status :" followed by a larger, empty text input field.

13. Status: Please provide your current email address. All warranty correspondence will be sent to this address.
14. When all required information is completed, click on **Submit** to complete and receive your claim number.

Note: At this point an email is sent to the Warranty Administrator notifying of the new warranty claim. Any change including completion of your warranty will be sent by email.

Warranty

Warranty Inquiry

This is a general inquiry which allows you to search for warranty status. To do a general search, you may change the dates to the time frame you wish. For a specific application, put the Application Number in and hit **Search**.

WARRANTY : **SEARCH**

SEARCH CRITERIA	
Warranty Type	All
Warranty Status	All
Warranty Application Number	
Serial Number	
Causal Part Number	
Start Date	06/19/2007
End Date	06/26/2007
<input type="button" value="SEARCH"/>	

WARRANTY#	DATED	SERIAL#	CLAIM#	TYPE	STATUS	ACTION
1289	09/19/2008	VRSA-06927		OEM	New	Edit
1278	09/15/2008		1469720	90 Day Parts Warranty	Invoiced	Display
1277	09/15/2008	AX22-01107	1471947	OEM	Invoiced	Display
1273	09/12/2008	MB21-02285		OEM	Waiting on Info	Edit
1272	09/12/2008	EKII-01408		OEM	New	Edit
1271	09/12/2008	AX22-01178		OEM	New	Edit
1270	09/12/2008	MV30-01080		OEM	New	Edit

- When the Warranty Inquiry is complete it will list the warranty claims that match your search options. Click on the Action to View or Edit the selected warranty claim.

Note: If the status is **Waiting on Info**, click on **Edit** and scroll down to read Factory Comments. You can then call the Warranty Administrator for further action.

Warranty

To Check for Credit on a Warranty Claim

1. Click on WARRANTY
2. Click on Warranty Inquiry
3. Type in Warranty Application Number and click on SEARCH

WARRANTY : SEARCH

SEARCH CRITERIA

Warranty Type	All
Warranty Status	All
Warranty Application Number	
Serial Number	
Causal Part Number	
Start Date	01/28/2011
End Date	02/04/2011

SEARCH

WARRANTY#	DATED	SERIAL#	CLAIM#	TYPE	STATUS	ACTION
6221	12/07/2010	0284-10189	2139812	OEM	Invoiced	Display
6162	11/26/2010	FR15-13089	2136374	OEM	Invoiced	Display
6160	11/26/2010	0284-10063	2136325	OEM	Invoiced	Display
5871	10/18/2010	0272-11069	2089402	OEM	Invoiced	Display

4. Click on CLAIM #
5. ORDER INQUIRY screen should come up with the Sales Order Number already populated, click on SEARCH.

ORDER INQUIRY

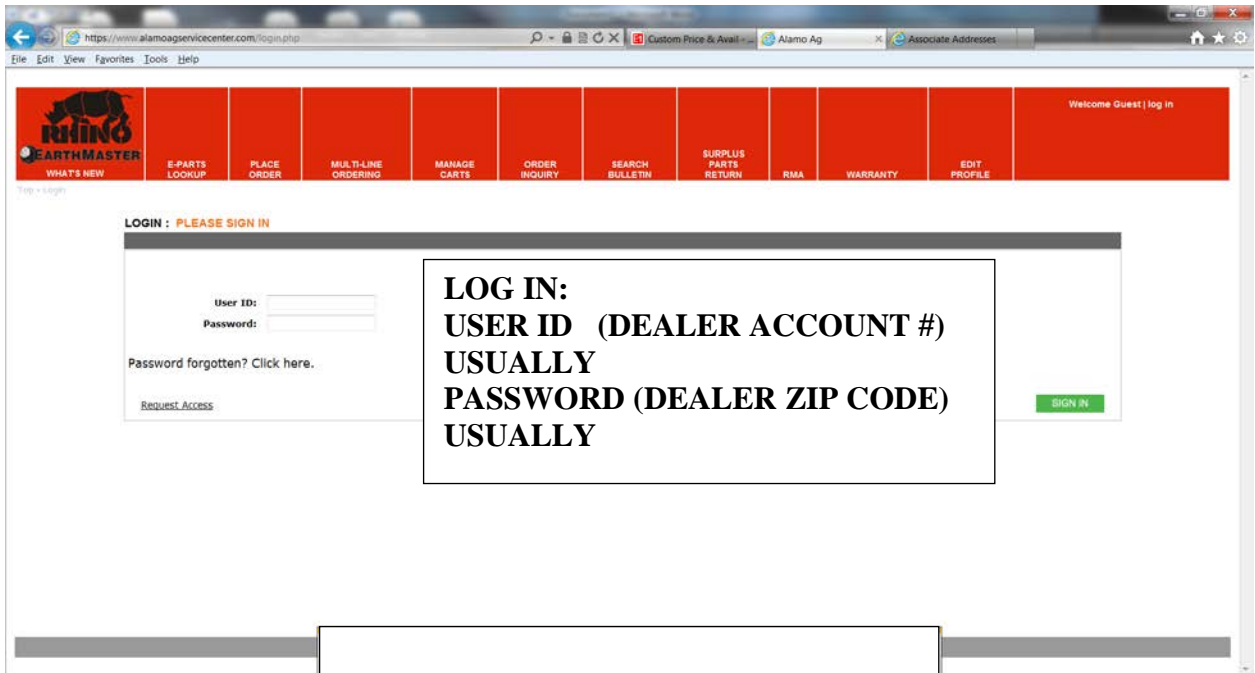
SEARCH CRITERIA

Order Status	All
Order Type	All
Sales Order Number	2139812
PO #	
Ship To	All
Start Date	01/28/2011
End Date	02/04/2011
All Backordered Items Only	<input type="checkbox"/>

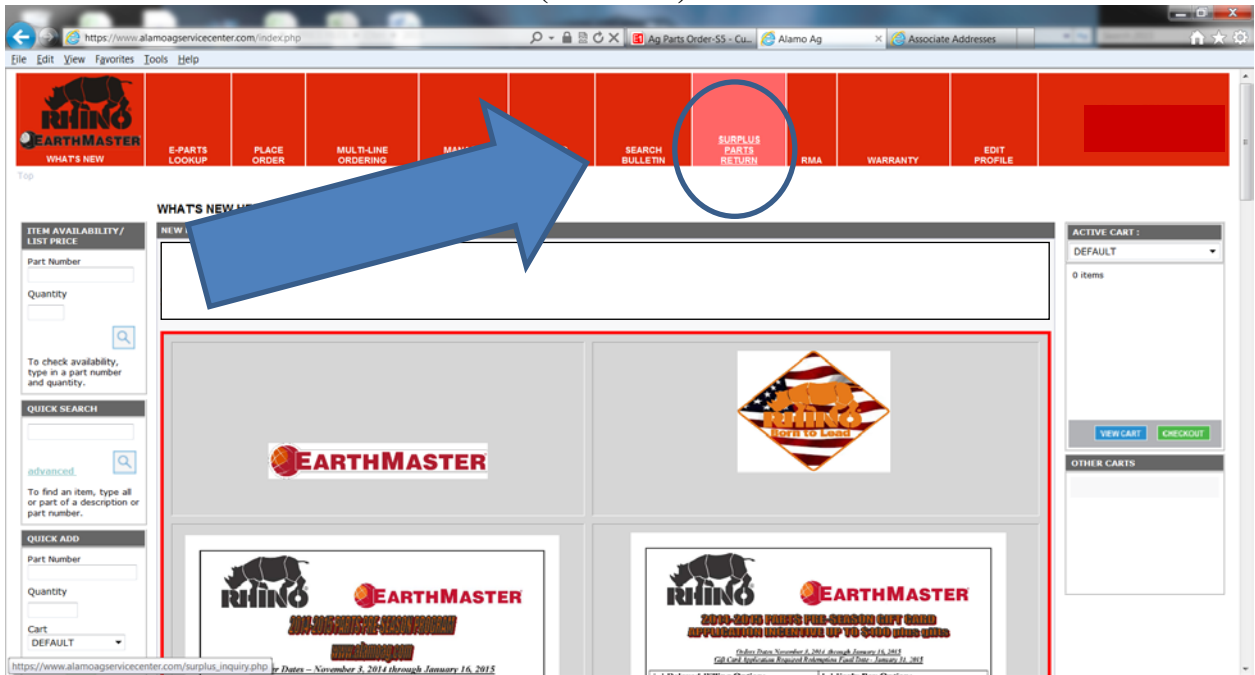
SEARCH

6. Click on ORDER NUMBER
7. New window should open with Order Information and total amount on bottom.

ENTERING SURPLUS RETURNS



Click on SURPLUS PARTS RETURN (see below)



The screenshot shows a web browser window with the URL https://www.alamoagservicecenter.com/surplus_inquiry.php. The page has a red header with the Alamo Ag logo and navigation links: E-PARTS LOOKUP, PLACE ORDER, MULTI-LINE ORDERING, MANAGE CARTS, ORDER INQUIRY, SEARCH BULLETIN, SURPLUS PARTS RETURN, RMA, WARRANTY, and EDIT PROFILE. A user is logged in as CRAIN TRACTOR & EQUIPMENT INC-183032.

The main content area is titled "RMA : INQUIRY". It contains a search criteria form with fields for RMA Status (set to "All"), RMA #, and Authorization #, and a "SEARCH" button. To the left, there are sections for "ITEM AVAILABILITY / LIST PRICE" and "QUICK SEARCH". To the right, there is an "ACTIVE CART" section showing "0 items" and "OTHER CARTS".

A blue arrow points to a button that says "CLICK HERE TO START SURPLUS RETURN". Below this button, the text "CLICK HERE TO START SURPLUS RETURN" is displayed in large, bold, black letters.

Surplus Returns (* Required Information)

SURPLUS RETURN MESSAGES
Restocking Charge Notice: 15% restocking charge will be applied at time of parts return.

SURPLUS RETURN DETAILS

Application Number:	12345	Eligible Amount:	\$0.00
Dealer:	Dealer ABC	Current Amount:	\$0.00
User:		Remaining Eligible Amount:	\$0.00
Ship To:	Select Address	Date Submitted:	11/13/2014
Return Branch:	9500		
Return Order Type:	CS		

ADD PART NUMBERS

ITEMS ON SURPLUS RETURN

ACTION	PART NUMBER	DESCRIPTION	QUANTITY	PRICE	IN CODE

COMMENTS

Dealer:

EMAIL ADDRESS: SUBMITTED BY: SUBMITTED BY PHONE # (Format: ###-###-####)

Surplus Returns (* Required Information)

Restocking Charge Notice: 15% restocking charge will be applied at time of parts return.

SURPLUS RETURN DETAILS	
Application Number:	12345
Dealer:	Dealer ABC
User:	Dealer ABC, 1234 S Main....
Ship To:	
Return Branch:	9500
Return Order Type:	CS
Eligible Amount:	\$279.94
Current Amount:	\$0.00
Remaining Eligible Amount:	\$279.94
Date Submitted:	11/13/2014

ONCE THE ADDRESS IS FILLED OUT THEN OVER ON RIGHT HAND SIDE UNDER ELIGIBLE AMOUNT A DOLLAR FIGURE WILL POPULATE. (KEEP IN MIND THIS MAY TAKE AWHILE BECAUSE IT IS CALCULATING THE ELIGIBLE QUARTER AMOUNT). PLEASE DO NOT PROCEED UNTIL THIS AMOUNT IS SHOWN.

Surplus Returns (* Required Information)

SURPLUS RETURN MESSAGES
Restocking Charge Notice: 15% restocking charge will be applied at time of parts return.

SURPLUS RETURN DETAILS

Application Number:	12345	Eligible Amount:	\$279.94
Dealer:	Dealer ABC	Current Amount:	\$0.00
User:	Dealer ABC, 1234 S Main....	Remaining Eligible Amount:	\$279.94
Ship To:		Date Submitted:	11/13/2014
Return Branch:	9500		
Return Order Type:	CS		

ADD PART NUMBERS (Click "ADD" after entering part number and quantity)

	PART NUMBER	QUANTITY
ADD	00778930	1

ITEMS ON SURPLUS RETURN

ACTION	PART NUMBER

COMMENTS

Dealer:

EMAIL ADDRESS

START ENTERING PART NUMBERS IN CORRESPONDING BOX AND QUANTITY. THEN CLICK ADD (LOCATED TO LEFT IN WHITE BOX WITH GREEN LETTERING) KEEP IN MIND WAIT FOR THE ELIGIBLE AMOUNT TO SHOW BEFORE ENTERING MORE ITEMS. IF AN ITEM IS ENTERED THAT EXCEEDS THE ELIGIBLE AMOUNT A MESSAGE THAT LOOKS LIKE THE FOLLOWING PAGE WILL APPEAR.

Browser address bar: https://www.alamoagservicecenter.com/surplus_add.php

Navigation menu: WHAT'S NEW, E-PARTS LOOKUP, PLACE ORDER, MULTI-LINE ORDERING, MANAGE CARTS, ORDER INQUIRY, SEARCH BULLETIN, SURPLUS PARTS RETURN, RMA, WARRANTY, EDIT PROFILE

Page Title: Top - RMA Add

Surplus Returns (* Required Information)

Part cannot be added. The return value of this part will result in you exceeding your eligible return amount.

SURPLUS RETURN MESSAGES
Restocking Charge: 15% restocking charge will be applied at time of parts return.

SURPLUS RETURN DETAILS

Application Number:	12345	Eligible Amount:	\$279.94
Dealer:	Dealer ABC	Current Amount:	\$0.00
User:	Dealer ABC, 1234 S Main....	Remaining Eligible Amount:	\$279.94
Ship To:		Date Submitted:	11/13/2014
Return Branch:	9500		
Return Order Type:	CS		

ADD PART NUMBERS (Click "ADD" after entering part number and quantity)

PART NUMBER	QUANTITY
00778930	1

ITEMS ON SURPLUS RETURN

ACTION	PART NUMBER	DESCRIPTION	QUANTITY	PRICE	NET PRICE	VENDOR	REASON CODE
[Empty Table]							

COMMENTS
Dealer: [Text Area]

The screenshot shows a web browser window with the URL https://www.alamoagservicecenter.com/surplus_add.php. The page features a red navigation bar with the following menu items: WHAT'S NEW, E-PARTS LOOKUP, PLACE ORDER, MULTI-LINE ORDERING, MANAGE CARTS, ORDER INQUIRY, SEARCH BULLETIN, SURPLUS PARTS RETURN, RMA, WARRANTY, and EDIT PROFILE. Below the navigation bar, the page title is "Surplus Returns" with a red asterisk indicating required information. A red error message banner at the top of the main content area contains the following text: "Part cannot be added. Item is not in allowed parts list." and "Part cannot be added. Please refer to the return policy for a list of nonreturnable items." Below this banner, the "SURPLUS RETURN MESSAGES" section displays a restocking charge notice: "Restocking Charge Notice: 15% restocking charge will be applied at time of parts return." The "SURPLUS RETURN DETAILS" section provides the following information: Application Number: 12345, Dealer: Dealer ABC, User: Dealer ABC, 1234 S Main..., Ship To: Dealer ABC, 1234 S Main..., Return Branch: 9500, Return Order Type: CS, Eligible Amount: \$279.04, Current Amount: \$0.00, Remaining Eligible Amount: \$279.04, and Date Submitted: 11/13/2014. The "ADD PART NUMBERS" section includes a table with columns for PART NUMBER and QUANTITY, and a row with the part number 00785575 and a quantity of 1. A callout box with a black border and white background is overlaid on the page, containing the text: "IF A PART NUMBER ENTERED IS NOT ACCEPTED YOU WILL RECEIVE A MESSAGE SIMILAR TO THE ONE AT TOP OF THIS PAGE. REMEMBER TO ALWAYS WAIT FOR THE ELIGIBLE AMOUNT TO POPULATE. ONCE A NUMBER IS ACCEPTED A MESSAGE SAYS ITEM (S) ADDED SUCCESSFULLY. (SEE NEXT PAGE)".

Surplus Returns (* Required Information)

! Item(s) added successfully!

SURPLUS RETURN MESSAGES

Restocking Charge Notice: 15% restocking charge will be applied at time of parts return.

SURPLUS RETURN DETAILS

Application Number: 20427
 Dealer: 12345
 User: Dealer ABC
 Ship To: Dealer ABC, 1234 S Main....
 Return Branch:
 Return Order Type:

Eligible Amount: \$141.88
 Current Amount: \$50.60
 Remaining Eligible Amount: \$91.28
 Date Submitted: 11/13/2014

ADD PART NUMBERS (Click "ADD" after entering part number and quantity)

ACTION	PART NUMBER	DESCRIPTION	QUANTITY	PRICE	NET PRICE	VENDOR	REASON CODE
Delete	00759970	NUT, BEARING ADJUSTMENT	2	\$25.30	\$50.60		Quarterly Parts Return

COMMENTS

Dealer: Factory:

Surplus Returns (* Required Information)

! Item(s) added successfully!

SURPLUS RETURN MESSAGES

Restocking Charge Notice: 15% restocking charge will be applied at time of parts return.

SURPLUS RETURN DETAILS

Application Number: 20427
 Dealer: 12345
 User: Dealer ABC
 Ship To: Dealer ABC, 1234 S Main....
 Return Branch:
 Return Order Type: CS

Eligible Amount: \$141.88
 Current Amount: \$119.20
 Remaining Eligible Amount: \$22.68
 Date Submitted: 11/13/2014

ADD PART NUMBERS (Click "ADD" after entering part number and quantity)

ACTION	PART NUMBER	DESCRIPTION	QUANTITY	PRICE	NET PRICE	VENDOR	REASON CODE
Delete	00759970	NUT, BEARING ADJUSTMENT	2	\$25.30	\$50.60		Quarterly Parts Return
Delete	37107012	PIN TOP LINK CAT 1(PLATED)	6	\$6.44	\$38.65		
Delete	371134	WASHER,FLAT - PLATED	3	\$2.71	\$8.13		
Delete	61108	WOMT,PIN,INDEX 0.7501A X 3.13"	1	\$21.83	\$21.83		

COMMENTS

Dealer: Factory:

KEEP ENTERING ITEMS BY CLICKING THE ADD BUTTON. THE AMOUNTS WILL GIVE THE CURRENT AMOUNT AND ALSO TELL HOW MUCH THE ELIGIBLE AMOUNT IS LEFT AFTER EVERY PART NUMBER ENTERED.

ONCE ALL ITEMS ARE ENTERED, SIMPLY FILL OUT THE EMAIL ADDRESS, SUBMITTED BY AND SUBMITTED BY PHONE #. THEN CLICK SUBMIT. ONCE RMA IS APPROVED BY ALAMO AG AN EMAIL IS GENERATED NOTING APPROVAL. PRINTED COPY WILL LOOK LIKE NEXT PAGE. PUT A COPY OF THIS WITH THE RETURN.

ADD PART NUMBERS (Click "ADD" after entering part number and quantity)

QUICK ADD

Part Number:

Quantity:

Cart: **DEFAULT**

ADD

ITEMS ON SURPLUS RETURN

ACTION	PART NUMBER
Delete	00759970
Delete	37107812
Delete	371134
Delete	61108

COMMENTS

Dealer:

EMAIL ADDRESS

SUBMITTED BY

SUBMITTED BY PHONE # (Format: ###-###-####)

STATUS

RMA Status:

SUBMIT **CANCEL RMA**

Alamo Agricultural Division

Return Materials Authorization



12345
DEALER ABC
1234 S MAIN
ANYWHERE, US 12345

Authorization #: 3545036 C5


Plus Freight: \$0.00
Minus Restock: Allowed \$0.00
Amount:

Application Number: 20431
Application Date: 11/13/2014
Total Net Parts: \$148.66

Total: \$148.66
Return not Required:
Return Branch: 9500

PART NUMBER	DESCRIPTION	QUANTITY	PRICE	NET PRICE	REASON CODE
00755625 	HUB, BLADE COMER#0.139.7000.00	1 	\$148.6615	\$148.66	Quarterly Parts Return

Dealer comments

Factory comments

Restocking Charge Notice: 15% restocking charge will be applied at time of parts return.

Please Return Parts To:

ALAMO GROUP (IL) INC. W/G
ALAMO GROUP
1020 S SANGAMON AVE
GIBSON CITY, IL 60936

****IMPORTANT NOTICE!!! PLEASE READ CAREFULLY!!!****

1. Parts must be received on Alamo Dock prior to the 15th day of the last month of the current quarter (March, June, September, and December) or this claim will be non-allowed and returned.
2. All parts must be returned freight prepaid and above RMA number must be clearly written on outside of pieces shipped (boxes, parts, etc.).
3. All parts will be subject to inspection, restock fee, and/or rework fee if applicable.
4. In the event that this claim is non-allowed, ___ Return parts and bill my account for freight. ___ Scrap parts. If these lines are left blank, parts will be disposed of at Alamo Group's discretion.
5. All hydraulic components must be returned with all parts plugged or capped to prevent contamination. Parts received with open ports will be non-allowed!!!

