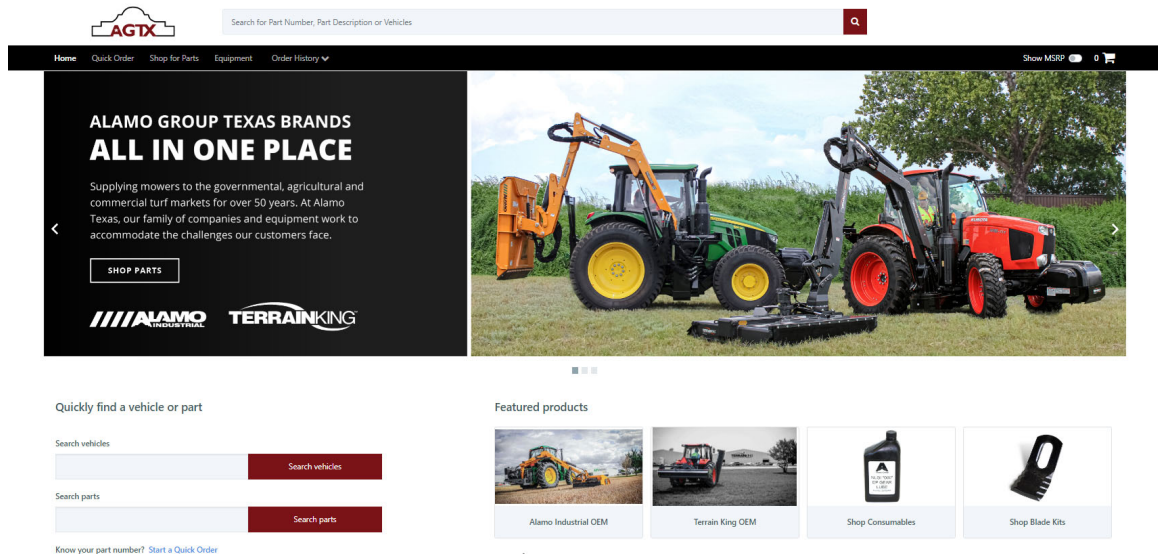




SHOP.AG-TX.COM STORE USER GUIDE



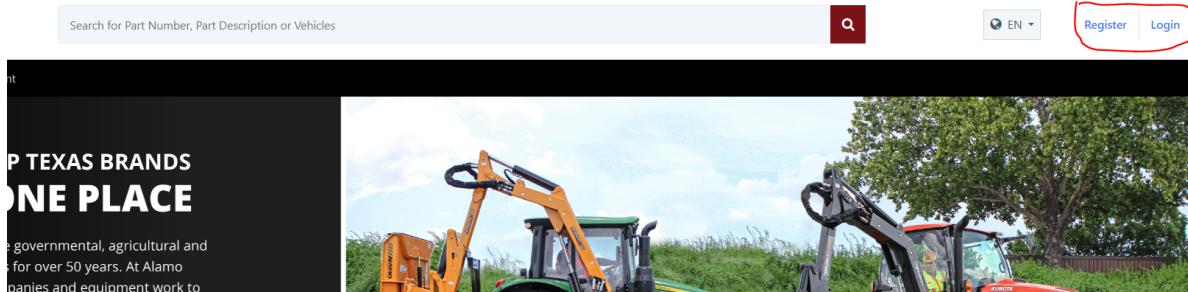
Login
Home Page Introduction
Account Details
Quick Order/Ordering
Order History
Invoice Copies
Parts Lookup
Catalog Usage
Documents
Warranty Registration
Warranty Filing
RMA



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.



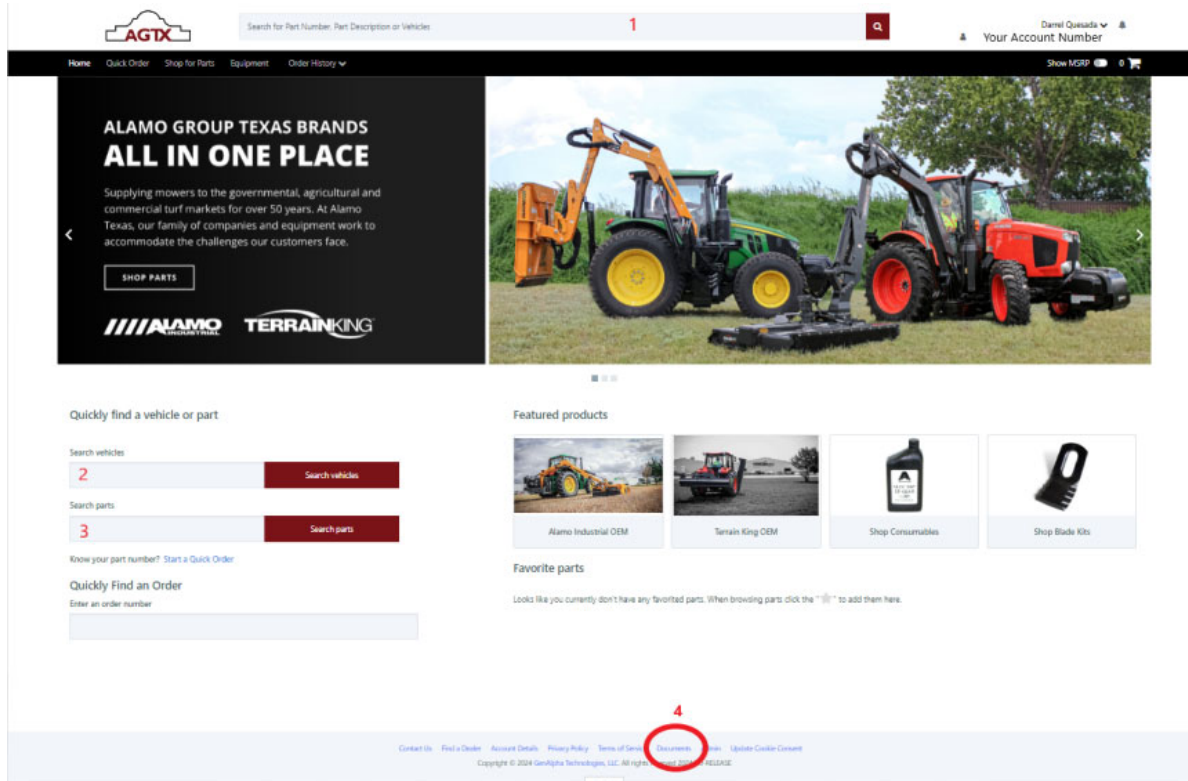
Account Verification

Please check your email and enter the verification pass code below.

Passcode*

[Back to Login](#)

[Continue](#)

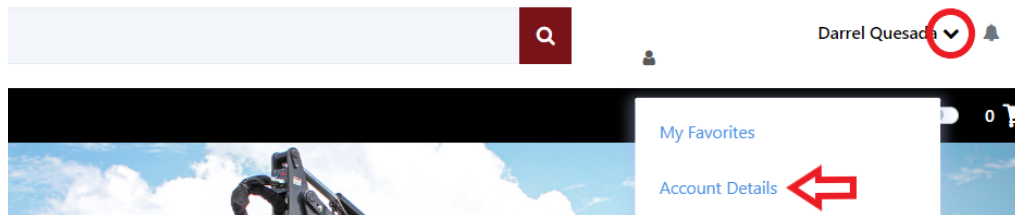


1. Main search box – Enter anything such as part number, model, part description (full or partial). Closest matching results will populate. Parts shown first, then parts catalogs.
2. Search Vehicles – “Units” This search box will search for catalogs by model name, or model and serial number. More information entered, better the results. * Fully searchable serial numbers are available from January 2022 to current
3. Search Parts – Search by part description or number
4. 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.



AGTX

Search for Part Number, Part Description or Vehicles

Home Quick Order Shop for Parts Equipment Order History

Home > Account Details

Account Details

Account Settings

First name Daniel
Last name Quesada
Email / User name dquesada@alamo-group.com
Phone +18333791480

Change Password

Profile Settings

Select Division: Alamo Industrial

Preferred Customer: Your account # - Your Co. Name

Default Billing Address: Your account # - Your Co. Name

Default Shipping Address: Your account # - Your Co. Name

Your Company Name: P.O. Box 666, Yourtown, Texas 78155-0123

Preferred Language: English

Quick Order

AGTX

Search for Part Number, Part Description or Vehicles

Home **Quick Order** Shop for Parts Equipment Order History

**Made for Kubota.
Made for Strength.
Made for you.**

Terrain King has pushed limits, molded the industry, and pioneered the way for roadside vegetation management. From vegetation management with tractor-mounted booms, mowers, and more.

SHOP NOW

TERRAIN KING

Quickly find a vehicle or part

Search vehicles

Featured products

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.



AGTX

Search for Part Number, Part Description or Vehicles

Home Quick Order Shop for Parts Equipment Order History

Home > Quick Order

Your Quick Order

[Bulk Upload Parts](#)

#	Part Number	Quantity	Part to be added to cart	Description	Results	Action
1	02761500	4 ea	02761500	BLADE - B/A, MATCHED SET	Exact Match	
2	02961001	12 ea	02961001	FILTER ELEMENT	Exact Match	
3	002502	1 ea	002502	VALVE, SOLENOID-COMplete	Exact Match	
4	Enter part number	Qty				
5	Enter part number	Qty				

[Add to cart](#)

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.

Home Quick Order Shop for Parts Equipment Order History

Home > Quick Order

Your Quick Order

[Bulk Upload Parts](#)

#	Part Number	Quantity	Part to be added to cart	Description	Results
1	02761500	4 ea	02761500	BLADE - B/A, MATCHED SET	Exact Match
2	02961001	12 ea	02961001	FILTER ELEMENT	Exact Match
3	002502	1 ea	002502	VALVE, SOLENOID-COMplete	Exact Match
4	Enter part number	Qty			
5	Enter part number	Qty			

Bulk Upload Parts

Utilize the Bulk Upload Template to upload your list of products to immediately add to your cart.

This operation will replace the items in your cart.

[Download Template for Bulk Upload](#)

[Browse](#)

[Cancel](#) [Upload](#)



Your Shopping Cart

[Continue Shopping](#)

Item details	Quantity	List Price	Unit price	Subtotal	
 ALAMO INDUSTRIAL BLADE - B/A, MATCHED SET  Part Number 02761500 483 IN STOCK	4 ea	175.55 USD	114.11 USD	456.43 USD	 Add to list
 ALAMO INDUSTRIAL FILTER ELEMENT  Part Number 02961001 95 IN STOCK	12 ea	92.35 USD	60.03 USD	720.33 USD	 Add to list
 ALAMO INDUSTRIAL VALVE, SOLENOID - COMPLETE  Part Number 002502 CALL FOR BEST AVAILABILITY	1 ea	428.85 USD	278.75 USD	278.75 USD	 Add to list

Order Summary	
Alamo Industrial	3 items
List price	2,239.25 USD
Subtotal	1,455.51 USD

[Secure checkout](#)

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

Home > Cart > Checkout

Begin Your Secure Checkout

Customer

Customer name*

Your account number and company name

PO number*

Your PO#

Additional email address (Optional)

Up to 3 more email addresses separated by commas can also receive the order confirmation

Phone*

(830) 379-1480

Fill out shipping info

Order Summary

List price	2,239.25 USD
Subtotal	1,455.51 USD
Total	1,455.51 USD

Actual tax and freight are calculated at the time of shipment, based on weight and dimensions.

[Preview order](#)
(you will remain on this screen)

Have a Coupon? [Apply here](#)

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.



Shipping Information

- 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.

Shipping Information

☐ Recipient is different from order entry

Ship to*

Your account and Company Name

Your Company Name
8675 Jenny Lane
Yourtown, Texas 78155-0122

Order Type

☒ Daily Order

Shipment Terms*

Freight Add

Transport mode*

Ground Service

Shipping and Broker information (Optional)

Allowed up to 60 characters

☐ Ship Complete 

☐ Unit Down

Fill out payment method

Order Summary

List price	2,239.25 USD
Subtotal	1,455.51 USD
Total	1,455.51 USD

Actual tax and freight are calculated at the time of shipment, based on weight and dimensions.

[Preview order](#)
(you will remain on this screen)

Have a Coupon? Apply here



Fill Out Payment Method

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

Home Quick Order Shop for Parts Equipment Order History

Transport mode: Ground Service

Payment Method

My Account

Bill to*

Your account and company name

Your Company Name
P.O. Box 686
Yourtown, Texas 78155-0123

Other notes (Optional)

Allowed up to 130 characters

Place Order

Order Summary

List price	2,239.25 USD
Subtotal	1,455.51 USD
Total	1,455.51 USD

Actual tax and freight are calculated at the time of shipment, based on weight and dimensions.

[Preview order](#)
(you will remain on this screen)

Have a Coupon? Apply here

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 for Part Number, Part Description or Vehicles

[Home](#)
[Quick Order](#)
[Shop for Parts](#)
[Equipment](#)
[Order History ▾](#)

[Home](#) > [Purchase History](#)

[Orders](#)
[RMA](#)
[Warranty](#)

Purchase History

Customer
 Your Account and Company Name

Search your history

Filter by document type
☒ Order
 ☒ Invoice

Last 30 Days ▾

Filter by document type
☒ Order
 ☒ Invoice

Last 90 Days ▾

Last 30 Days
 Last 90 Days
 Last 180 Days
 Custom Range

Document Type	Sub Type	Number	Created ▴▾
Order	Daily Order	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 Order) #7233033

PO P3417290

Status Completed

[Download order](#)

[Reorder](#)

[See more details](#)

Shipped to Your bill to account - Your company Name

Total 2,424.25 USD

Order

Invoice

Shipment

Part Number	Description	Qty	Subtotal	Discount	Qty Shipped	Ship date	Status
Q2981381	ASY. PUMP COVER	1 ea	680.85 USD	--	1 ea	01/22/2024	COMPLETED
Q2981381	ASY. PUMP COVER	1 ea	680.85 USD	--	1 ea	02/14/2024	COMPLETED
Q2981441	KNOB 3/8"NC X 1-1/2"ST...	2 ea	34.05 USD	--	2 ea	01/05/2024	COMPLETED
Q2984944	CYLINDER, 3.58 X 1.75R...	1 ea	916.73 USD	--	1 ea	01/05/2024	COMPLETED
Q2996904	SEAL KIT MV2 45 RET	1 ea	48.69 USD	--	1 ea	01/05/2024	COMPLETED
Q2998689	KIT/LD/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 order](#)
[Reorder](#)

[> See more details](#) Shipped to [redacted] 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

Invoice number 8893361

Invoice date 02/20/2024

Due date 03/21/2024

Payment type My Account

[Download Invoice](#)

Part Number	Legacy:	Description	Quantity	Discount	Unit price
02998689		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



Order Invoice Shipment

Shipment #Feb 20 2024 12:00AM

Tracking # 1Z7729630310611636

Shipment # Feb 20 2024 12:00AM

Ship date 02/20/2024

Shipping from Alamo-Group, TX.

Shipment method -

Shipping terms Freight Add

Transport mode Ground Service

Part Number	Legacy:	Description	Quantity
02998689		KIT,LID/SEAL,FILTER,MV2	1 ea

> Shipment #Feb 14 2024 12:00AM Ship date 02/14/2024

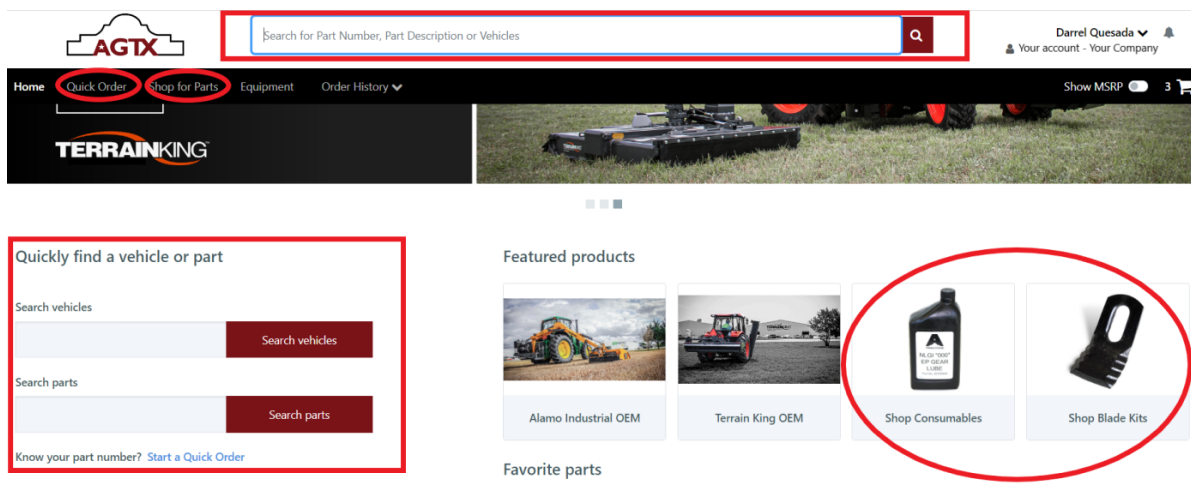
> Shipment #Jan 22 2024 12:00AM Ship date 01/22/2024

> Shipment #Jan 5 2024 12:00AM Ship date 01/05/2024



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

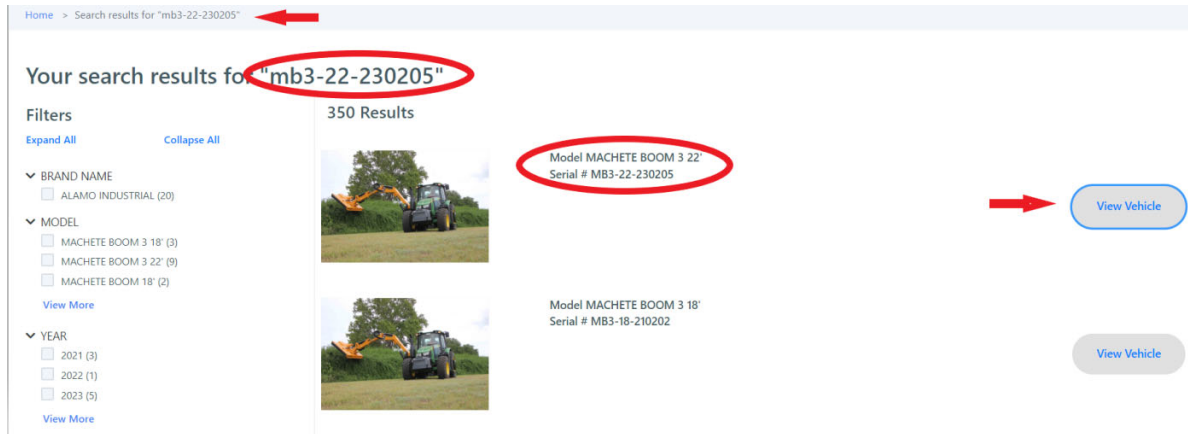
Search parts

Search parts

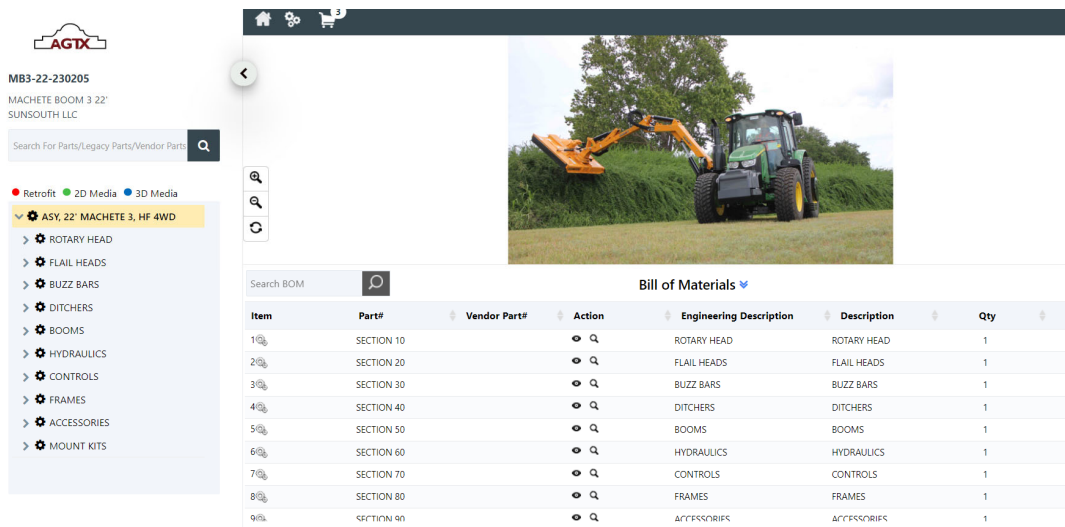
Know your part number? [Start a Quick Order](#)



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.



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





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.

MB3-22-230205
MACHETE BOOM 3 22'
SUNSOUTH LLC

Search For Parts/Legacy Parts/Vendor Parts

Retrofit 2D Media 3D Media

ASY, 22' MACHETE 3, HF 4WD

ROTARY HEAD

FLAIL HEADS

BUZZ BARS

DITCHERS

BOOMS

HYDRAULICS

CONTROLS

FRAMES

ACCESSORIES

MOUNT KITS

Search BOM

Bill of Materials

Item	Part#	Vendor Part#	Action	Engineering Description	Description	Qty
1	SECTION 10			ROTARY HEAD	ROTARY HEAD	1
2	SECTION 20			FLAIL HEADS	FLAIL HEADS	1
3	SECTION 30			BUZZ BARS	BUZZ BARS	1
4	SECTION 40			DITCHERS	DITCHERS	1
5	SECTION 50			BOOMS	BOOMS	1
6	SECTION 60			HYDRAULICS	HYDRAULICS	1
7	SECTION 70			CONTROLS	CONTROLS	1
8	SECTION 80			FRAMES	FRAMES	1
9	SECTION 90			ACCESSORIES	ACCESSORIES	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.



MB3-22-230205

MACHETE BOOM 3 22"

SUNSOOTH LLC

Search For Parts/Legacy Parts/Vendor Parts

Retrofit

2D Media

3D Media

KIT, QD, BASE UNIT-MB2/MAV/MA

DWG, INSTALL, SWIVEL KIT, MB3

COMMON CRATE COMPONENTS

JOYSTICK, STD, MA OUT

HARNESS, MB3, MA/HF

ASY, TANK AND VALVE

MOUNT KITS

DWG, WHEEL WGT, INSTALL

INSTL DWG, WHEEL WEIGHT, 130C

INSTALL DWG, AXLE STABILIZER

MT KIT, JD610SE MB2

DWG, INSTALL, SWIVEL KIT, MB3

DETAIL A

SCALE 1:4

MAKE SURE AXLE PLATES ARE FLUSH

WHEEL WEIGHTS (IF AXLES BY PARTS

NON-ROUND ROLLS, GRIPPING PLATES

MAY BE NECESSARY

Search BOM

Bill of Materials

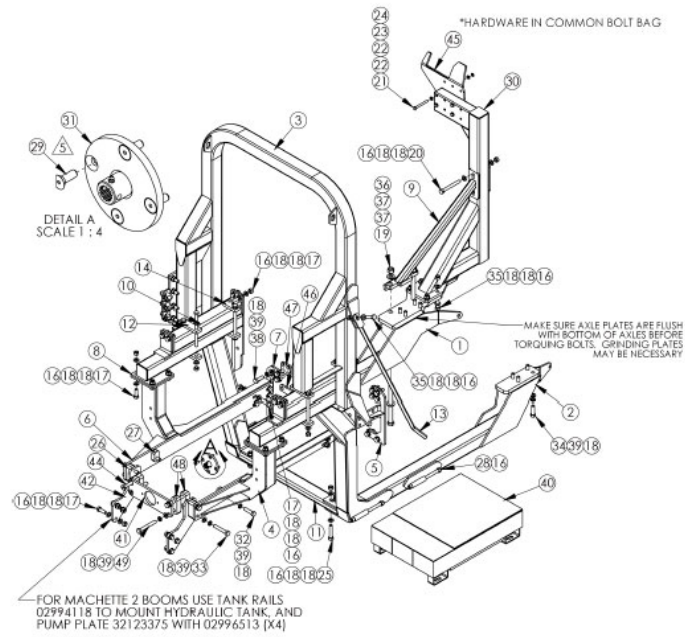
Download

Item	Part#	Vendor Part#	Action	Engineering Description	Description	Qty	UOM
34	02975738	0154047		HHCS M20-P2.5 X 70MM PL10.9	HHCS M20-P2.5 X 70MM PL10.9	8	EA
35	02960521	15364.42969-4.G221135		HHCS 3/4 NC 2-3/4 PL8	HHCS 3/4 NC 2-3/4 PL8	5	EA
36	02966321	15486		HHCS, 1"NC x 12" PL8	HHCS, 1"NC x 12" PL8	2	EA
37	9216	33122.33822.9216		WASHER, STRUCTURAL 1" F436 HRD	WASHER, STRUCTURAL 1" F436 HRD	4	EA
38	02975669	0154046		HHCS M20-P2.5 X 60MM PL10.9	HHCS M20-P2.5 X 60MM PL10.9	12	EA
39	02971158	1140389		LOCKWASHER, 20MM	LOCKWASHER, 20MM	28	EA

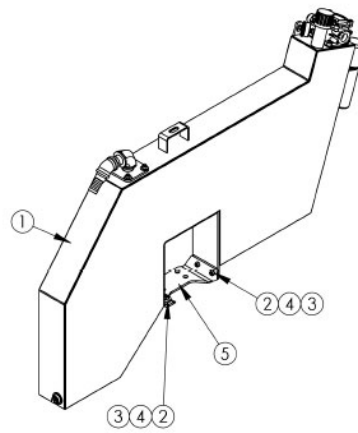
On the left side of the picture, screen controls are present to move the view, expand the view, or reduce the view. There is also a “Download” function that when clicked, will produce a high-quality pdf of the drawing and provided parts list. This is very helpful for parts personnel to provide immediate 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: 02995587
 Assembly Description: MT KIT, JD6105E MB2

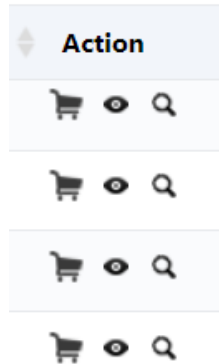
Item	Assembly	Part Number	Description	Quantity	UOM	Order Multiple
1	No	02996557	WLDMT, RH RAIL, JD6105E	1	EA	1
1	No	02994736	ASY, VERSA TANK U.F. JD 6D	1	EA	1
2	No	02996558	WLDMT, LH RAIL, JD6105E	1	EA	1
2	No	02892000	HHCS, 1/2"-13 NC X 1-1/2" PL8	4	EA	1
3	No	02987979	ASY HIGH FRAME 4WD	1	EA	1
3	No	00001800	LOCKNUT TLM 1/2 NC PLC	4	EA	1
4	No	00759635	WASHER, FLAT 1/2 HARDND NONPLT	3	EA	1
4	No	02993878	WLDMT, LH FRONT MOUNT	1	EA	1
5	No	02993880	WLDMT, LH LOADER MT	1	EA	1
5	No	02999503	WLDMT, UF TANK MT JD 6E	1	EA	1
6	No	5312316	WASHER, HARDENED 3/4"	1	EA	1
6	No	02993877	WLDMT, RH FRONT MOUNT	1	EA	1
7	No	02993879	WLDMT, RH LOADER MT	1	EA	1
8	No	02725900	SUPPORT PLATE	2	EA	1
9	No	02993881	WLDMT, BOOM REST STAB, JD6105D	1	EA	1
10	No	02970116	TUBE, FRAME MOUNTING	2	EA	1
11	No	02980697	TUBE, CROSSMEMBER	1	EA	1
12	No	02966639	BAR, MOUNT STRAP	6	EA	1
13	No	02969602	WELDMENT, CWT TIE ROD	1	EA	1
14	No	02987705	BAR, MOUNT STRAP 4-1/2"	1	EA	1
15	No	02957039	HHCS 3/4 NC 10-1/2 PL8	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	HHCS 3/4 NC 2-1/4 PL8	30	EA	1
18	No	5312316	WASHER, HARDENED 3/4"	124	EA	1
19	No	02030300	NUT, TOPLOCK 1-8 UNC PL5	2	EA	1
20	No	02958883	HHCS 3/4 NC 6-1/2 PL8	2	EA	1
21	No	02966765	HHCS 1/2 NC 4-1/2 PL8	4	EA	1
22	No	00759635	WASHER, FLAT 1/2 HARDND NONPLT	8	EA	1
23	No	00001300	WASHER, LOCK 1/2 GR8 - YDP	4	EA	1
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	SPACER, FRT MT, 2 HOLE	2	EA	1
27	No	02993892	SPACER, FRT MT, 1 HOLE	2	EA	1
28	No	02962777	SHCS 3/4 NC 11 PL8	2	EA	1
29	No	02988792	FSCS M12-1.75 X 30 NP10.9	4	EA	1
30	No	02993915	WLDMT, BOOM REST, EXT. BACK	1	EA	1
31	No	02988557	MACH. WLDMT, PULLEY ADAP 1-15	1	EA	1
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-P2.5 X 70MM PL10.9	8	EA	1
35	No	02960521	HHCS 3/4 NC 2-3/4 PL8	5	EA	1
36	No	02966321	HHCS, 1" NC X 12" PL8	2	EA	1
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	LOCKWASHER, 20MM	28	EA	1

Item	Assembly	Part Number	Description	Quantity	UOM	Order Multiple
40	No	02988435	WLDMT, CWT HF BILLET WV	1	EA	1
41	No	02996568	PLATE, PUMP MOUNT, JD6105E	1	EA	1
42	No	02996569	PLATE, VALVE MT RAIL, JD6105E	2	EA	1
43	No	02994143	PLATE, TIE ROD SUPPORT	1	EA	1
44	No	02996520	M20-2.5 X 150 FHSCS A-2	2	EA	1
45	No	02992477	PLATE, BOOM REST, MB/SAM18	1	EA	1
46	No	02996521	PLATE, BOTTOM SHIM	2	EA	1
47	No	02996522	PLATE, TOP SHIM	2	EA	1
48	No	02996677	SPACER, PUMP PLATE, 1.5"	4	EA	1
49	No	02996513	HHCS M20-P2.5 X 150MM PL10.9	2	EA	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.

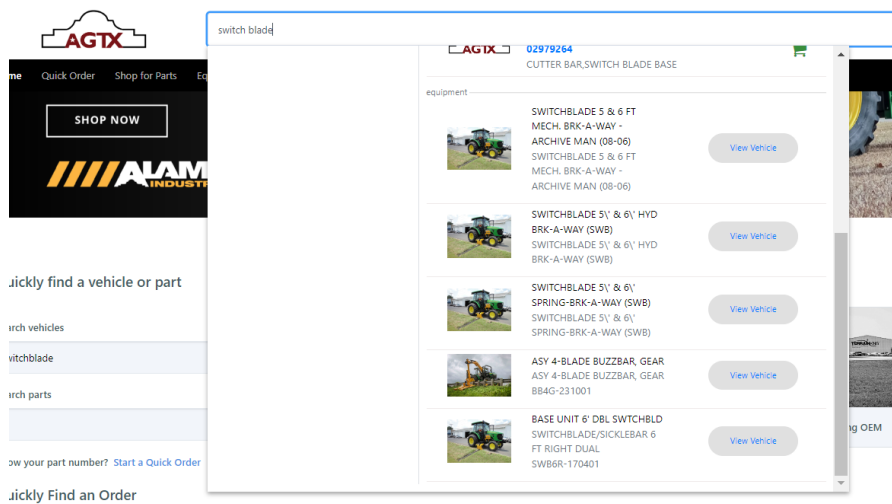
You also are offered an “Add to Cart” function while in this view.

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



The screenshot displays the AGTX website interface. On the left, there is a sidebar with a search bar and a list of parts. The main content area features a large image of a green tractor. Below the image, there is a 'Bill of Materials' table with columns for Item, Part#, Vendor Part#, Action, Engineering Description, Description, Qty, and UOM. The table lists various components and their quantities.

Item	Part#	Vendor Part#	Action	Engineering Description	Description	Qty	UOM
	02874302B	PLP219-0251-LOV/0202-B	✓	PUMP TANDEM GEAR 1.16/53 CD	PUMP TANDEM GEAR 1.16/53 CD	1	EA
	02874303	332-9122-103	✓	PUMP TANDEM GEAR 0.86/37 CD	PUMP TANDEM GEAR 0.86/37 CD	1	EA
	02874306	3192-CCZ W/HAN/3192-COL	✓	VALVE DIRECTIONAL CONTROL	VALVE DIRECTIONAL CONTROL	1	EA
	02874362		✓	ASY CARRIAGE ARM	ASY CARRIAGE ARM	1	EA
	02874372		✓	ASY ESCOLE BAR	ASY ESCOLE BAR	1	EA
	02874373		✓	CUTTER BAR, ASY, SERATED KN	CUTTER BAR, ASY, SERATED KN	1	EA
	02877715		✓	ASY 5 LH SICKLE BAR	ASY 5 LH SICKLE BAR	1	EA
	02877718		✓	ASY 6 LH SERR KNIFE BAR	ASY 6 LH SERR KNIFE BAR	1	EA

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.

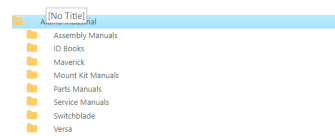
The screenshot shows the footer of the AGTX website. It includes a search bar, a 'Search parts' button, and a 'Quickly Find an Order' section. At the bottom, there is a navigation bar with links for Contact Us, Find a Dealer, Account Details, Privacy Policy, Terms of Service, Documents, and Login. The 'Documents' link is highlighted with a red circle.

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.



Documents

Search for Files, Documents

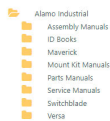


8 Results

- ASSEMBLY MANUALS
- ID BOOKS
- MAVERICK
- MOUNT KIT MANUALS
- PARTS MANUALS
- SERVICE MANUALS
- SWITCHBLADE
- VERSA

Documents

Search for Files, Documents

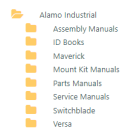


23 Results

- 02980007 - MB - JD-6200,6300 & 6400_10-04.PDF
- 02980007 - MB - JD-6200,6300 & 6400_10-04.PDF
- 02980169 - A-BOOM ASSY INST MAN_07-03.PDF
- 02980169 - A-BOOM ASSY INST MAN_07-03.PDF
- 02980169 - AB - JD-6615 & 7615_07-03.PDF
- 02980169 - AB - JD-6615 & 7615_07-03.PDF
- 02980931 - AB - NH TS-100A_02-04.PDF
- 02980931 - AB - NH TS-100A_02-04.PDF
- 02981048 - MB - NH TS-100A & TS115A 10-04_R02-08.PDF
- 02981048 - MB - NH TS-100A & TS115A 10-04_R02-08.PDF
- 02981188 - IN - NH TS-100A-115A-125A & 135A_06-04.PDF
- 02981188 - IN - NH TS-100A-115A-125A & 135A_06-04.PDF
- 02981274 - BR - JD-6120,6220,6320,6420_06-04.PDF
- 02981274 - BR - JD-6120,6220,6320,6420_06-04.PDF
- 02981341 - IN - NH TL-80,80A,90,90A,100,100A_06-04.PDF
- 02981341 - IN - NH TL-80,80A,90,90A,100,100A_06-04.PDF
- 02981764 - AB - NH TM-120,130,140 & 155_07-04.PDF
- 02981764 - AB - NH TM-120,130,140 & 155_07-04.PDF

Documents

Search for Files, Documents



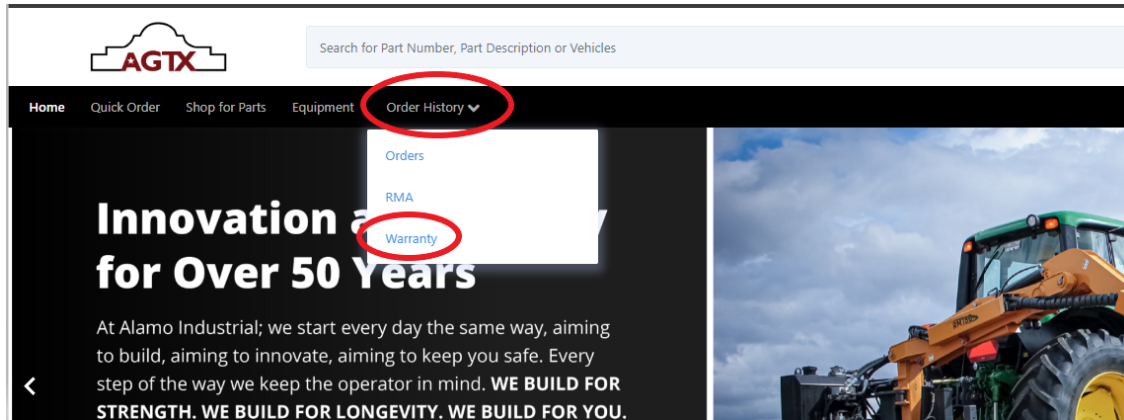
20 Results

- 02924700T - A-BOOM SERVICE MAN (10-13).PDF
- 02924700T - A-BOOM SERVICE MAN (10-13).PDF
- 02969480 - MACHETE SERVICE MAN (04-04)REV 12-09.PDF
- 02969480 - MACHETE SERVICE MAN (04-04)REV 12-09.PDF
- 02982288 - MAVERICK SERVICE MAN (12-04)REV 01-07.PDF
- 02982288 - MAVERICK SERVICE MAN (12-04)REV 01-07.PDF
- 02982612S - SWITCH BLADE SERVICE MAN (02-14) REV 05-14.PDF
- 02982612S - SWITCH BLADE SERVICE MAN (02-14) REV 05-14.PDF
- 02982817 - BRAHMA SERVICE MAN (02-14).PDF
- 02982817 - BRAHMA SERVICE MAN (02-14).PDF
- 02986941S - MACHETE 2 SERVICE MANUAL REV 7-17.PDF
- 02986941S - MACHETE 2 SERVICE MANUAL REV 7-17.PDF
- 02986950S-SAMURAI SERVICE MANUAL PUB 07-17.PDF
- 02986950S-SAMURAI SERVICE MANUAL PUB 07-17.PDF
- 02988075S - AXTRME 2 SERVICE MANUAL REV 07-17.PDF
- 02988075S - AXTRME 2 SERVICE MANUAL REV 07-17.PDF
- 02995060S - MAVERICK 2 SERVICE MANUAL (PUB 01-18) REV 01-18.PDF
- 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”



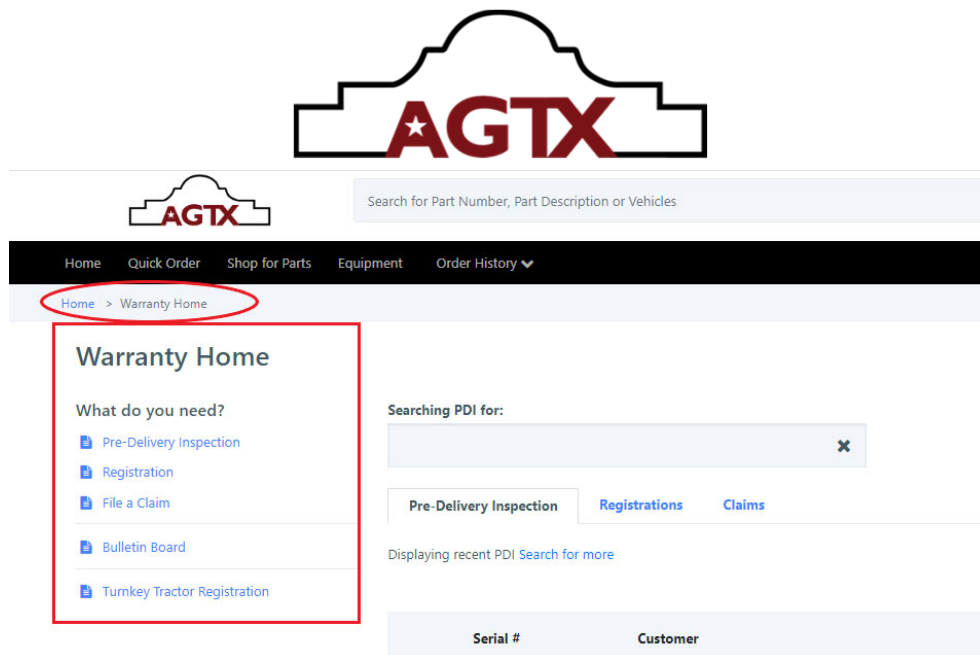
Once on the “Warranty Home” page, select the job you are tasked with.

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). This does not include a turnkey tractor.

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

Turnkey Tractor 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 www.alamo-industrial.com or www.terrainking.com 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.



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

Serial #	Customer
MV2-24-230301	MAVERICK 2 24'

MAVERICK 2 24' Sold to end user 33499119 DOBBS EQUIPMENT SOUTHEAST, LLC Owner: Miller County Government



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](#) > [Warranty](#) > [Pre-Delivery Inspection](#)

Pre-Delivery Inspection

Enter a serial number*

MVZ-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*

☐ I am not the original Dealer and am opting out of the Pre-Delivery Inspection

☐ Check all electrical connections

☐ Check that all hardware is in place and properly tightened

☐ Check for oil leaks

☐ Check hydraulic fluid level

☐ Check that serial number tags are in place

☐ Check all welds for appearance

☐ Check for excessive vibration of cutter heads

☐ Check that all guards are in place

☐ Check that all hoses are correctly routed and secured

☐ Check unit for proper operation

☐ Check that all pivot points are lubricated

Download Checklist

Pictures

[Add media](#)

Email*

yourwarrantyadmin@dealer.com

Submitted by*

Joe A. Dmen

Phone*

+18305555555

Dealer Comments

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 Part Number, Part Description or Vehicle

David Quade

361508 - KENTUCKY TRANSPORTATION CABINET #6

[Home](#) [Quick Order](#) [Shop for Parts](#) [Equipment](#) [Order History](#)

[Home](#) [Newbery](#) [Registration #734060](#)

[Back](#)

Registration #734060

Status [Approved](#)

Model Type SWITCHBLADE/SICGLDAR 0
Serial number 208G-201003

Dealer Account Number 25775
Dealer Name VIRGINIA DEPT OF TRANSPORTATION
Address VIRGINIA DEPT OF TRANSPORTATION
1401 EAST BROAD ST
RICHMOND, VA 23219-2052
US
Dealer completing registration VIRGINIA DEPT OF TRANSPORTATION

Current Odometer/Hours*

3

The last value on record is displayed.

Retail Date*

02/15/2024

Service Date*

02/15/2024

Pictures

[Add new](#)

Owner Information

Name *

Virginia Department of Transportation

[Search](#) [Enter new](#)

Virginia Department of Transportation
1401 E. Broad Street
Richmond, VA, 23219

Dealer Comments

Marketing Information

Intended Use*

☐ Commercial Use

☒ Government Use

☐ Agricultural Use

☐ Personal Use

☐ Other

Statements*

By completing this online registration I am certifying that:

☒ HYDRAULIC MACHINES: I have explained to the purchaser the necessity of using clean, good quality hydraulic oil, changing filters as instructed, the potential hazard of oil penetrating the skin and to not use bare hands to check for oil leaks, clogging leaks, damage caused by operating with over-heated oil, the necessity of maintaining the specified operating pressure, and the potential hazard of oils.

☒ SAFETY: I have explained to the purchaser that deflection, chain guards or solid skirts must be maintained in good repair to reduce the potential for the mower to cut objects. I have explained that it is not possible to guard against these objects if the mower heads are raised off of the ground and that the operator is responsible for watching for people and to stop mowing if a person comes within 300 feet of the mower.

☒ OPERATOR'S MANUAL: I have shown the purchaser that the Operator's Manual and instructed the purchaser to read and understand the manual before operating the equipment. I instructed the purchaser that if he doesn't understand any of the contents in the manual to ask his Dealer to provide additional information.

☒ POWER TRANSMISSION SHAFTS: I have made certain that the driveline, gearbox, and other shafts are in place and in good condition. I also explained the importance of maintaining these shafts in place and in good repair to reduce the potential for serious personal injury.

☒ WARRANTY AND SAFETY: I have informed the purchaser of this product of Warranty terms, provisions, and procedures that are applicable, reviewed the contents of Operator's manual including the safety equipment, safe operation and maintenance, and the Safety Signs on the equipment (and tractor if possible), and Purchaser's responsibility to train the operator in safe operation.

CUSTOMER'S DECLARATION

I have received and reviewed the Operator's Manual for this machine and understood the proper and safe operation as well as the maintenance requirements for this machine.

I have also received a copy of the warranty policy and understood the terms described therein.

Cancel

Submit



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 www.alamo-industrial.com 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

Dealer Information

Dealer*

Alamo Industrial Dealer

Dealer Name*

Dealer Name

Address*

Address

City*

City

State*

State

Zip*

Zip

Country*

US - United States

Phone Number*

 - (204) 555-6123

Tractor Information

Year / Model*

Year / Model

Serial Number*

Serial Number

Tractor Hours*

Hours

Ship Date

Retail Date

Type of Warranty*

☐ Direct Sale

☐ Dealer Stock Unit

End User / Owner

Owner*

Owner Name

Contact Name*

Contact Name

Delivery Date*

Email*

Owner Email

Address*

Physical Address (No PO)

City*

City

State*

State

Zip*

Zip

Country*

US - United States

Phone Number*

 - (204) 555-6123

Do you require a MOU/MSO for this unit? ☐ Yes ☐ No

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.

Home > Warranty > File a Claim

File a Claim

Enter a serial number*

SWB6-231203 ☒ Search across all serial numbers

SWB6-231203	SWITCHBLADE/SICKLEBAR 6"	Sold to end user	25775	VIRGINIA DEPT OF TRANSPORTATION	Owner: Virginia Department of Transportation
--------------------	--------------------------	------------------	-------	---------------------------------	--

[Verify serial number](#)

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



File a Claim

Enter a serial number*
 ☒ Search across all serial numbers

Registered Owner
 Virginia Department of Transportation
 1801 E. Broad Street
 Richmond, VA, US - 23219
[Unit History](#)

Model Type: S88TC-BLACK/SCULLDAR-2
 Dealer Account Number: 25775
 Dealer Name: VIRGINIA DEPT OF TRANSPORTATION

[Verify serial number](#)

Claim Type* **1**

Work shop order **2**

Repair Date* **3** Failure Date* **4**

Current Odometer/Miles* **5**

The last value on record is displayed.

Dealer completing the repair **6**

Repair Location **7**
 [Search](#) **8** [Enter new](#)

8820N-KENTUCKY TRANSPORTATION CABINET #6
 823 EUDAWALE RD
 FLEMINGSBURG, KY, US - 40341-4207

Comments and Pictures
 Dealer Comments* **9**

Pictures **10**

Add Products **11**
[Loading Note](#)

Additional Expenses

Type	Rate	Time / Distance	Description	Amount	Action
12 --	0.00	0h:00min	--	0.00	X
--	0.00	0h:00min	--	0.00	X
--	0.00	0h:00min	--	0.00	X

13 [Add Item](#)

Total Amount: 0.00 USD

Contact

Name* **14** Phone*

Email*

[Cancel](#) [Submit](#)

- 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** – Date repair was performed or completed
- 4 – **Failure Date** – Date which the failure occurred
- *If dealer enters these dates incorrectly, warranty claim will be rejected/denied and dealer must re-file a new claim



5 – **Current Odometer/Hours** – Hours at time of failure. If the hours are inaccurate, such as just listed as 1 hour, or less than a previous filed repair, the claim will be rejected. 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 must 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. Admininstrator 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 for:

33377848 - PAPE' MACHINERY INC

Pre-Delivery Inspection Registrations Claims

Displaying recent claim [search for more](#)

Serial #	Request #	Created	Updated	Claim Type	Work shop order	Credit #	Status	Actions
60RP-230603	110678	Feb-20-2024	Feb-22-2024	CEM	678243	-	Awaiting Information	Download all claims
1588R-230305	203601	Feb-07-2024	Feb-21-2024	CEM	677852	8895468	Approved	Download all claims
MV2-24-221007	610867	Feb-07-2024	Feb-15-2024	CEM	678243	-	Rejected	Download all claims

< < 1 > >



Home / Machinery / Warranty #110678

Back

Request # 110678

Claim status: Outstanding information

Warranty info

Warranty # 110678

Dealer Account Number: 3337349

Dealer Name: RITE MACHINERY INC

Address: RITE MACHINERY INC, 527 HAMILTON RD N, CHEHALIS, WA, US 98512-6803

Claim Type: Claim

Work shop order: 076243

Warranty start date: Jan-29-2023

Date Submitted: Feb-20-2024

Machine Information

Model Type: OCTARY HEAD PLOTS MAINTAL

Serial number: 000P-230003

Current Odometer/Hours: 217

Repair Date: Dec-09-2024

Failure Date: Dec-09-2023

Registered Owner

Washington State DOT

1400 Main St

Venecourt, WA, US-98503

519-0511

Unit History

Comments and Pictures

Pictures



Dealer

ALAMO BRUSH HEAD FALLING APART. INSPECTED AND FOUND THERE WAS NO PENETRATION ON FACTORY WELDED SPOKE WITH ALAMO. THEY SAID TO HAVE IT REPAIRED. REMOVED MULTIPLE HYDRAULIC LINES, MAIN DRIVE MOTOR AND BOOM PINS AND THE CUTTER HEAD. LOADED HEAD ONTO TRUCK AND SECURED. BROUGHT BACK TO SHOP AND MADE CALLS TO MACHINE SHOPS ABOUT COMPLETING THE REPAIRS TOOK TO

Items on claim

Part Number	Invoice Number	Description	Quantity	Unit price	Net Price	Return Required	Action
No data available in table							

Additional Expenses

Type	Rate	Time / Distance	Description	Requested Amount	Approved Amount
Freight	0.00	0.0 Miles	Enter description	075.00	075.00 USD
Chargeable Expense	0.00	0.0 Miles	machine shop	075.00	075.00 USD
Service Labor	149.00 USD	0.1 Hours		075.44 USD	045.44 USD
Chargeable Expense	0.00	0.0 Miles	tools env 800000	95.94	95.94 USD
					Total Amount: 1,042.78 USD

Add Line

Approver

Status

Factory Comments

Parts Invoice should be closed now to add the parts to the claim.

Cancel Submit

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

AGTX

Search for Part Number, Part Description or Vehicles

Home Quick Order Shop for Parts Equipment **Order History** Show MSRP

Home > Purchase History > RMA Inquiry

RMA Inquiry

What do you need?

[Start a New RMA](#)

Display RMA for 33377848 - PAPE MACHINERY INC

RMA Search

All selected Search Request #/Authorization Number...

Search

Download all results

Request #	Customer	Status	Type	Date Submitted	RMA #	Credit	Print RMA
364973	33377848-PAPE MACHINERY INC	Awaiting Parts / Processing	RMA	Feb-21-2024	7278367		Print

< Previous 1 Next >

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.

New RMA Request

Searching invoices for KENTUCKY TRANSPORTATION 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.

New RMA Request

Searching invoices for MESSICK FARM EQUIPMENT INC

Search by invoice		Search by original order		Search by product
Invoice number		Order number		02958131A
Invoice date	11/26/2023 to 02/26/2024	PO number		02958131A, FLANGE BEARING ASY 2 BORE, Alamo Industrial

[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 product
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	EU-148514-53N1

[Previous](#) [Next](#)

[Cancel](#) [Create Return Request](#)



New RMA Request

See more details

Status: Request Number: 661808 Customer # 661808 Customer name: MESSICK FARM EQUIPMENT INC Date Submitted: Daniel Quezada dquezada@alamo-group.com +18303791480

RMA Summary

Total Net Parts:	2,677.04 USD
Plus Freight:	0.00 USD
Restocking Fee:	6 0.00 USD
Taxes:	0.00 USD
Total:	2,677.04 USD

Restocking Fee applies. Freight amount not applicable.

Products

Reason Code* 1 Choose your option 2 Freight only request

Part Number	Invoice Number	Quantity 3	Description	Unit price	Net Price	Actions
02958131A	8853042	4	FLANGE BEARING AS1/2 BORE	669.25 USD	2677.04 USD	x

Additional information

Pictures Add media 4 Details 5

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

Reason Code*

Choose your option

- Choose your option
- Damaged
- Defective
- Lost in shipment
- Ordered wrong by customer/ dealer
- Refused delivery (dealer does not take possession)
- Shipped short plant
- Shipped wrong by warehouse
- Shipped wrong customer service

Additional information

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.

