

# Work Instructions for Ecommerce Site

## What is going to be covered:

1. Login and Requests.....	4-7
2. Home Page Navigation.....	8-9
3. Accessing Manuals.....	10-13
4. Shop for Parts.....	14-24
5. Shopping Cart.....	25-27
6. Create Quote.....	28-33
7. Secure Checkout- Create Sales Order.....	34-40
8. Order History-with Convert Quote.....	41-44
9. RMA's.....	45-54
10.Warranty.....	55-76
a. Receipt of Goods.....	57-61
b. Registration.....	62-69
c. Preliminary Review Form.....	70
d. Warranty Claim.....	71-76
11.Contact Us.....	77-81
12.Documents.....	82-83
13.Cheat Sheets.....	84-89

New Site goes live  
January 1, 2024



Our new ecommerce site can be reached multiple ways- [www.morbark.com](http://www.morbark.com) is one them.  
Click on **Dealer Login** to begin.

Equipment that is Made for More in the Forestry, Biomass, Recycling, ROW Maintenance, Sawmill, and Tree Care markets.



[Dealer Login](#) [Municipal Buying Programs](#) [Get our Newsletter](#) [Contact Us](#)

[OUR BRANDS](#) [EQUIPMENT](#) [PARTS](#) [SERVICE](#) [ABOUT](#) [RESOURCES](#) [FIND A DEALER](#)

OFFER GOOD ON ALL BRUSH CHIPPERS, STUMP GRINDERS, COMPACT UTILITY LOADERS AND ARTICULATED WHEEL LOADERS

**WE'RE CELEBRATING OUR 66TH ANNIVERSARY  
WITH 6.6% FINANCING, \$66 PAYMENTS FOR  
FIRST THREE MONTHS ON ALL 2023 TCP MODELS  
TILL YEAR'S END**

[LEARN MORE AND APPLY](#)

**6.6%**

[View Our Brands](#)

Select a brand to view our products



This page has a lot of information beneficial to all Dealers and Customers- lets break it down for you.



• [www.morbark.com](http://www.morbark.com) • [www.boxerequipment.com](http://www.boxerequipment.com) • [www.deniscimaf.com](http://www.deniscimaf.com) • [www.raycomfg.com](http://www.raycomfg.com)

### Popular Destinations

- [shop.morbark.com](http://shop.morbark.com)
- [Warranty Preliminary Review Form](#)
- [Remote Transmitter Repair Request](#)
- [Aftermarket Support](#)

To sign in to our dealer portal, please enter your username and password.

Username:

Password:

[Forget your password?](#)

By signing in, you are indicating that you have read and agree to the [terms](#) of our security agreement.

Click [here](#) to see our updated Privacy Policy.

For a history of warranty claims/RMAs, please [click here](#).

### To access the **NEW Ecommerce Site**

(For ALL BRANDS- manuals, online ordering, returns, and warranty)-LINK WILL WORK 1/1/24

To access Warranty Preliminary Review Form  
(also available in the Ecommerce Site)

To access Remote Transmitter Repair Form  
(used for LOR, Magnatek, and Cavotec repairs)

To access all CONTACT US forms  
(quickest response time)

To access Morbark Intranet  
(historical site used manuals/product support for Morbark Industrial, Tree Care, and Sawmill- Users who once had access can still use this site)

To view historical Warranty and RMA  
(This was used for Morbark Industrial, Tree Care, and Sawmill only)

# Login and Requests



Search for Part Number, Part Description



EN

Register

Login

Home Shop for Parts

## MADE FOR MORE.

Innovating and manufacturing durable, high-performance equipment for more than 60 years. Morbark's family of companies and equipment helps customers process and convert waste wood and other organic materials into profitable end products.



Welcome to the home page of our new Ecommerce Site!

[Shop.morbark.com](https://shop.morbark.com)

If you have been given a login already please click **LOGIN** at the top of the page.

If you are in need of a login please click **CREATE ONE** to begin.

Don't have an account? [Create one](#) for the best experience and lowest prices.



# Create a Login

When you click on Create One- you will be taken to this screen. →

Please fill out all required fields and click [Submit registration](#)

Please be very specific with your Company Name and please remember to check all the divisions/ brands you need access to (select Rayco if you need Denis Cimaf or Boxer access)

We would appreciate in the Notes section if you could define your job title within your company and whether you are needing visual access (allows viewing information with no ordering capabilities) or full online ordering access (which might need approval from your Store Manager).

Make sure you keep record of the password you create as it is your permanent password.

**MORBARK**

## Register Account

EN

First name\*

Last name\*

Email / User name\*

Password\*  [Hide](#)

Phone\*  This value is required.

Company name\*

Customer account

Select division(s)\*

Street\*

City\*

Country\*

State\*

Zip code\*

Notes

I agree to [Terms of Service](#) and [Privacy Policy](#)

I'd like to receive updates on products, launches, news, trade shows and more.

## Example 1. first login email

After a login submission is completed it will be sent in to be reviewed and completed. At this point you will see an email as shown in example 1.

If approved you will receive a 2<sup>nd</sup> email as shown in example 2. (if access was needed for multiple brands you will receive 1 for Morbark brands and 1 for Rayco brands-only need to use 1 for entry to site)

By clicking on the [eStore](#) link you will be taken to the login screen automatically where you will enter your email/username and the password you chose at time of registration

**From:** [shop@morbark.com](mailto:shop@morbark.com) <[shop@morbark.com](mailto:shop@morbark.com)>  
**Sent:** Friday, December 15, 2023 12:51 PM  
**To:** |  
**Subject:** Successful Registration to Morbark, LLC



**MORBARK**

[Shop for Parts](#)

Congratulation! You have successfully registered at Morbark, LLC.

Best Regards,  
Your Morbark, LLC eStore Team

## Example 2. second login email

**From:** [shop@morbark.com](mailto:shop@morbark.com) <[shop@morbark.com](mailto:shop@morbark.com)>  
**Sent:** Friday, December 15, 2023 12:54 PM  
**To:** |  
**Subject:** Your Morbark, LLC eStore account activation



**MORBARK**

[Shop for Parts](#)

Dear Customer,

You have now been approved to access the eStore for Morbark, LLC.

Please log into the [eStore](#) with your registered email ID and password, and enjoy the ease of online shopping.

Best Regards,  
Your Morbark, LLC eStore Team



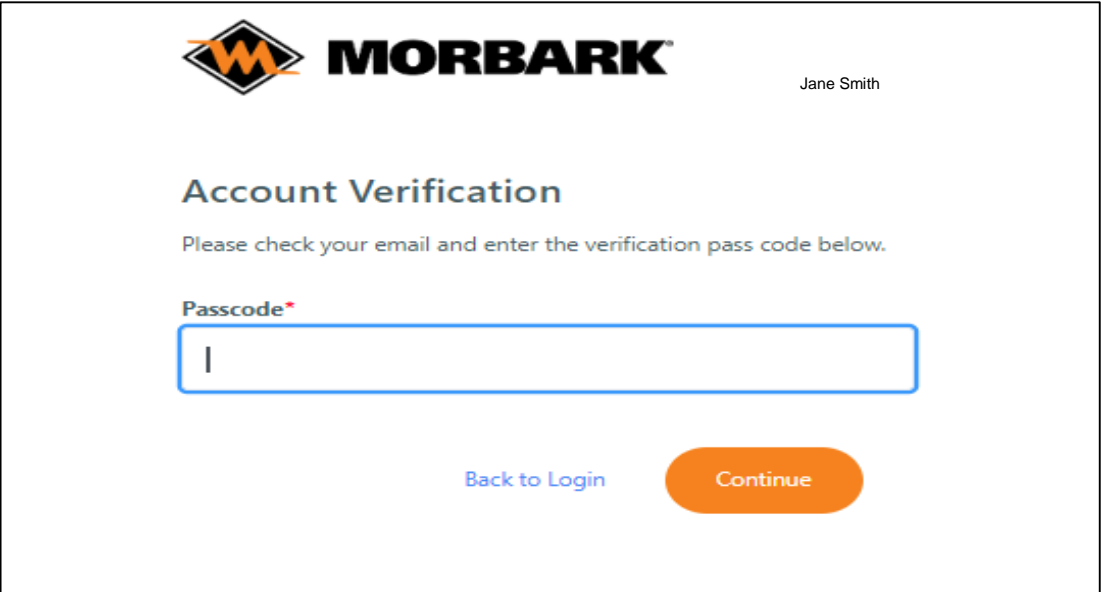
**MORBARK**


Every time you login the next screen will be populated, as shown in Example 1.

You will then receive an email, as shown in example 2.  
Please use the provided code to continue the login process

After all this you are now ready to use the system!!!!!!

## Example 1. Account Verification



 **MORBARK** Jane Smith

### Account Verification

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

Passcode\*

[Back to Login](#) [Continue](#)

## Example 2. Verification Code Email

**From:** Morbark Login <[login@morbark.com](mailto:login@morbark.com)>

**Sent:** Friday, December 15, 2023 12:56 PM

**To:**

**Subject:** Your one-time login code from Morbark

## Your login request Morbark's eShop

12345 is your one-time code to log in to your account. Your code expires in 5 minutes.

This email was intended for Jane Smith [jane.smith@morbark.com](mailto:jane.smith@morbark.com) Please do not share this code with anyone. We will never call you or send you emails requesting your code or your password.

\*\*It is recommended to log out at least once a day for the site to stay up-to-date\*\*

# Home Page Navigation



Search for Part Number, Part Description or Equipment



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

## MADE FOR MORE.

Innovating and manufacturing durable, high-performance equipment for more than 60 years. Morbark's family of companies and equipment helps customers process and convert waste wood and other organic materials into profitable end products.



### Quickly find a vehicle or part

Search Equipment

Search Equipment

Search parts

Search parts

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

[Quickly Find an Order](#)

### Favorite parts

Looks like you currently don't have any favorited parts. When browsing parts click the "★" to add them here.

Jane Smith ▼

[My Favorites](#)

[Auto-Reorders](#)

[Account Details](#)

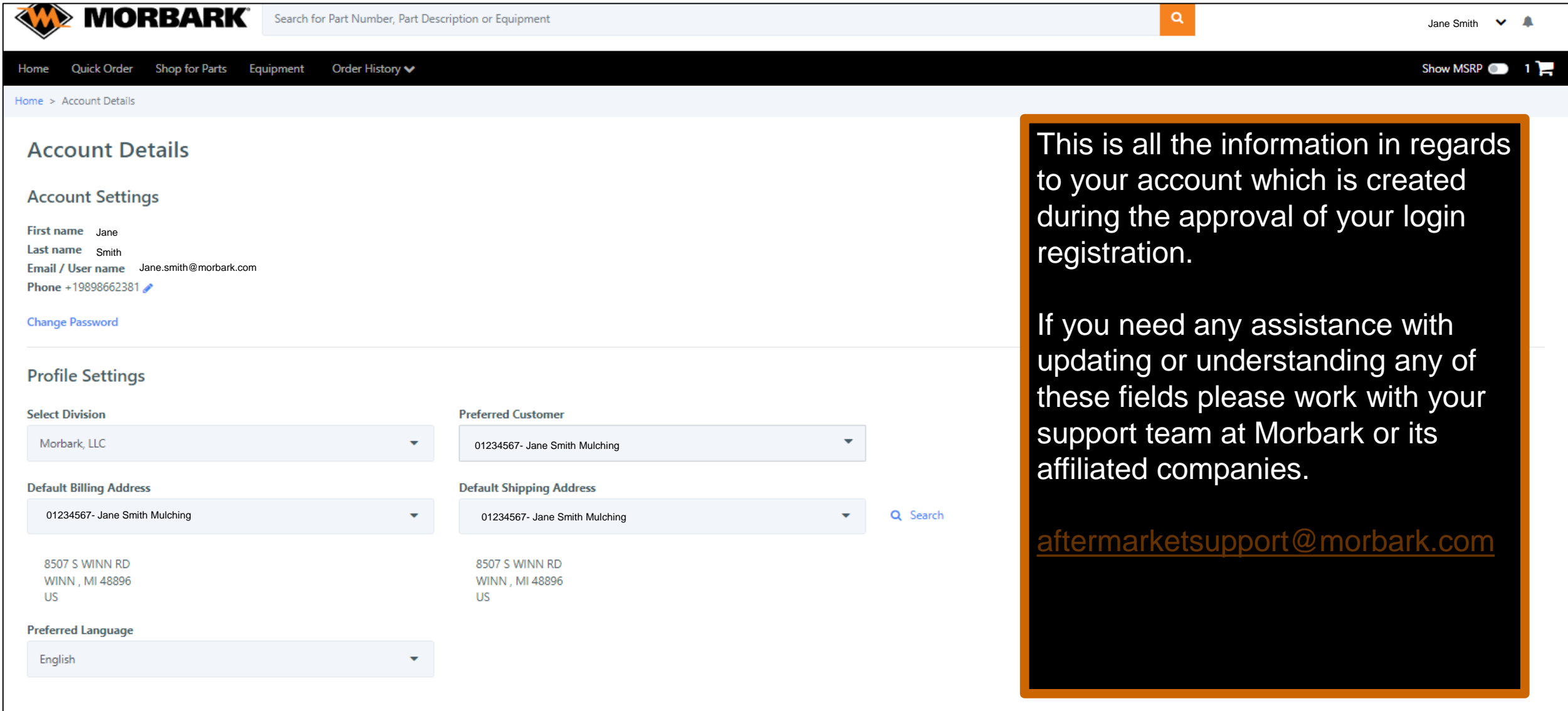
[My Lists](#)

[Sign Out](#)

Welcome to the home page of a registered user. We will be going through most of the options on this home screen but let's start with your user drop down. Click on the drop down arrow next to your name, the drop down box will populate like above. My favorites will show all items you add to your favorites, Auto-Reorders can also be created and shown there, and lists is also something created by the user. Let's click on account details to understand your account.



# Account Details



**MORBARK** Search for Part Number, Part Description or Equipment Jane Smith

Home Quick Order Shop for Parts Equipment Order History Show MSRP 1

Home > Account Details

## Account Details

### Account Settings

First name Jane  
Last name Smith  
Email / User name Jane.smith@morbark.com  
Phone +19898662381

[Change Password](#)

### Profile Settings

Select Division: Morbark, LLC  
Preferred Customer: 01234567- Jane Smith Mulching  
Default Billing Address: 01234567- Jane Smith Mulching  
Default Shipping Address: 01234567- Jane Smith Mulching [Search](#)  
8507 S WINN RD  
WINN , MI 48896  
US  
Preferred Language: English

[aftermarketsupport@morbark.com](mailto:aftermarketsupport@morbark.com)

This is all the information in regards to your account which is created during the approval of your login registration.

If you need any assistance with updating or understanding any of these fields please work with your support team at Morbark or its affiliated companies.

[aftermarketsupport@morbark.com](mailto:aftermarketsupport@morbark.com)



# Accessing Manuals



Search for Part Number, Part Description or Equipment



Jane Smith



Home Quick Order Shop for Parts Equipment Order History

Show MSRP 1

## MADE FOR MORE.

Innovating and manufacturing durable, high-performance equipment for more than 60 years. Morbark's family of companies and equipment helps customers process and convert waste wood and other organic materials into profitable end products.



### Quickly find a vehicle or part

Search Equipment

Search Equipment

Search parts

Search parts

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

[Quickly Find an Order](#)

### Favorite parts

Looks like you currently don't have any favorited parts. When browsing parts click the "★" to add them here.

We are now going to discuss ACCESSING MANUALS which can be started by using one of the **search bars** or by clicking on the **Equipment tab**.

# Accessing Manuals via Equipment tab



Search for Part Number, Part Description or Equipment



Jane Smith

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

Show MSRP 1

Home > Equipment

## Equipment

Enter a model or serial number

Model or serial number



Search Equipment

### Quick Links



Warranty

Results

 <b>MORBARK</b> Model 6400XT Woodhog Serial # 195-1037	 <b>MORBARK</b> Model 6400XT Woodhog Serial # 195-1103 DOCUMENTS ONLY
--	--

Type your model or serial number into the search bar or browse the listed machines. Once you find the machine click on the manual- will either be the **HOT SPOTTED** manual or the **DOCUMENTS ONLY** manual.

# Viewing a Hot Spotted Manual

Some manuals will provide this type of breakdown which allows you to easily view breakdowns and select parts right from this screen to add to the shopping cart.

You can click on the assigned number to view part information or by clicking on the item in the list below.

If a part shows a shopping cart symbol, you are able to add to the shopping cart. If it does not this part is most likely non orderable.

Any questions please work with the division/brand's parts specialists via the CONTACT US link.

**MORBARK**  
195-1035  
6400XT Woodhog  
Catalogs

Search For Parts/Legacy Parts/Vendor Parts/Descriptions (minimum 3 chara)

● Retrofit ● 2D Media ● 3D Media

6400XT Woodhog

- "CAT C32 1200 T4F,HPT021"
- "CATERPILLAR 325L, DOUBLE GROUSER"
- "FUEL TANK, 365 GAL"
- "GRATE, 6" HEX"
- "HYDRAULIC CYLINDER, 3 1\_2\_ BORE, 1 3\_4\_ ROD, 20\_ STROKE"
- "HYDRAULIC CYLINDER, 4 1\_2\_ BORE, 2 1\_2\_ ROD, 24\_ STROKE"
- "HYDRAULIC CYLINDER, 4\_ BORE, 2\_ ROD, 24\_ STROKE"
- 6400XT TOP LEVEL
- 6400XT WOODHOG
- 6400X-XT WOOD HOG INSERTS
- AIR COMPRESSOR
- BASE ASSY
- **BED CHAIN DRIVE ASSEMBLY**
- BELT GUARD
- BELT TENSIONER
- BUMPER ASSY
- CONVEYOR ASSY
- ENGINE HYDRAULIC KIT
- FEED WHEEL\_YOKE ASSEMBLY
- FLOOR ASSY
- HAMMER PATTERN
- HAMMERMILL
- HOOD ASSY
- INFEEED CURTAIN ASSEMBLY
- MAGNETIC END PULLEY
- ROD PULLER
- TANK ASSY

Search BOM

Bill of Materials

Item	Part#	Vendor Part#	Action	Engineering Description	Description
	40006-195			BED CHAIN DRIVE ASSEMBLY	BED CHAIN DR
1	40594-186			DOOR ASSY, DRIVE SPROCKET	DOOR ASSY, D
2	40593-186			DOOR ASSY, DRIVE SPROCKET	DOOR ASSY, D
3	40012-195			SPROCKET ASSY,WELDMNT,6400X	SPROCKET ASS
4	40009-195			HUB ASSY,MACHINING,MOTOR MT	HUB ASSY,MA
5	40007-195			HUB ASSY,MACHINING BLOC MNT	HUB ASSY,MA
6	38866-700			TUBE	TUBE
7	31744-185			SPROCKET INNER SPACER 7600/660	SPROCKET INN

Some HOT SPOTTED manuals have information in the documents tab which will be on the home page of the manual- in top right corner- click on the icon

# Viewing a Documents Only Manual

The screenshot shows the MORBARK website interface. At the top left is the MORBARK logo. To its right is a search bar with the placeholder text "Search for Part Number, Part Description or Equipment". In the top right corner, the user name "Jane Smith" is displayed next to a dropdown arrow and a notification bell icon. Below the search bar is a navigation menu with links for "Home", "Quick Order", "Shop for Parts", "Equipment", and "Order History". On the far right of this menu are "Show MSRP" and a shopping cart icon with a "1" next to it. Below the navigation menu is a breadcrumb trail: "Home > Equipment > Technical Documentation". The main content area is titled "Technical Documentation". On the left side, under "Product Information", the "Model 200" and "Serial # 0001" are listed. On the right side, there is a "Part Manuals" section with a dropdown arrow and a "1" in a blue box. Below this, a link "Part Manuals: 0001.pdf" is visible.

Viewing a DOCUMENTS ONLY manual will look like the above- click on the link and this will open a PDF link within your browser with the manual information. With the PDF open you can log the parts you need into a QUICK ORDER or by adding individually into the shopping cart. (explained in future slides)



# Shop for Parts



Search for Part Number, Part Description or Equipment



Jane Smith ✓ 🔔

Home Quick Order Shop for Parts Equipment Order History

Show MSRP 1

## MADE FOR MORE.

Innovating and manufacturing durable, high performance equipment for more than 60 years. Morbark's family of companies and equipment helps customers process and convert waste wood and other organic materials into profitable end products.



There are 3 ways to add parts into the shopping cart.

- Through the HOT SPOTTED manuals (done by clicking the shopping cart icon next to part)
- Quick Order
- Shop for Parts
- Use 1 of the search bars to find

Quickly find a vehicle or part

Search Equipment

Search Equipment

Search parts

Search parts

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

Quickly Find an Order

Enter an order number

Favorite parts

Looks like you currently don't have any favorite parts.

**NOTE:** All Rayco part numbers have to have a RY at the end (example: 2933T=2933TRY)  
All Boxer part numbers will need to have M-RY (example: M29834-703=M29834-703RY)  
All Denis Cimaf part numbers will need to have D-RY and may have a space (example: D102 042= D102 042RY)  
Some Morbark assembly numbers will need an S added (example: 40789-850= 40789-850S)

# Quick Order parts

## Your Quick Order

Please select a Division.\*

Choose Product Brand

By clicking Quick Order at the top of the screen it will populate this page.

If you are supporting multiple machine brands you will first Select a Division

If you are supporting only 1 machine brand continue to the next slide

### Bulk Upload Parts

Clear All

#	Part Number	Quantity	Part to be added to cart	Description	Results	Action
1	Enter part number	Qty				✖
2	Enter part number	Qty				✖
3	Enter part number	Qty				✖
4	Enter part number	Qty				✖
5	Enter part number	Qty				✖

Add to cart



# Quick Order parts

Home > Quick Order

## Your Quick Order

Please select a Division.\*

Choose Product Brand

Input the part number and quantity into the below sheet.

Bulk Upload Parts

Clear All

#	Part Number	Quantity	Part to be added to cart	Description	Results	Action
1	39233-813	18 ea	39233-813	KNIVES MODEL 14, 15, 18	Exact Match	✖
2	26452-800	1			Not found	✖

Line 1- populated the part to be added, description, and results. As you can see line 1 is an exact match ready to be added to cart. (If the part has been replaced it will note it in the Part to be Added section)  
Line 2- only populated RESULTS which this part was not found. (double check for inaccurate imputation and then if the results are still NOT FOUND- work with Division/Brand's parts specialist via CONTACT US link)

Once all lines are an Exact Match in Results click ADD TO CART

Add to cart





# Shop for Parts



Search for Part Number, Part Description or Equipment

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

[Home](#) > [Shop for Parts](#)

## Shop for Parts



Morbark, LLC



Rayco Manufacturing,  
Inc

If you are a dual branded user this is the home page for SHOP FOR PARTS.

Select the brand you are shopping for.



# Shop for Parts

Either brand chosen will show categories of common bought parts.

All users should expect to see this page grow

Click on a category...


Wear Parts


---


Rayco Manufacturing, Inc

Wear Parts

- BEARINGS - CW
- FILTER KITS
- POLYCHAIN

 **RAYCO**

 **RAYCO**

 **RAYCO**

BEARINGS - CW      FILTER KITS      POLYCHAIN


Wear Parts


---


Morbark, LLC


Wear Parts


- Anvils/Wearplates
- Grates
- Hammer/Raker
- Inserts
- Kits
- Knives
- Rods


 **Anvils/Wearplates**


 **Grates**

 **Hammer/Raker**

 **Inserts**

 **Kits**

 **Knives**

 **Rods**

# Shop for Parts- Morbark

## Industrial

### Filters

Expand All

Collapse All

#### MODEL

- 30/36A (1)
- 30/36B (1)
- 40/36 (1)
- 1300 (4)
- 1300B (11)

[View More](#)

25 Results



Compare

MORBARK, LLC

[WASHER, FLAT, 5/8](#) ★

Part Number 21161-046

OUT OF STOCK Please contact Customer Service for Availability

## Anvils/Wearplates

Industrial  
TCP



Industrial



TCP

Example 1.

Selecting Morbark branded parts- then selecting Anvils- the page will then ask for you to pick between INDUSTRIAL and TCP as shown in Example 1.

Either option you pick will list:

- Part Options (shown on the right)
- Model Options (shown above)

MORBARK, LLC

[SUPPORT, INNER GRATE](#) ★

Part Number 30053-186

OUT OF STOCK Please contact Customer Service for Availability

1

ea

MORBARK, LLC

[5/8 1045 x 6 1/2 x 31 1/4](#) ★

Part Number 30054-572

2 IN STOCK

1

ea

# Shop for Parts- Rayco Manufacturing

## BEARINGS - CW

### Filters

[Expand All](#)

[Collapse All](#)

#### MODEL

- CB260 (1)
- CB260RX (1)
- CB275HS (1)
- CB360 (1)
- CB360RX (1)

[View More](#)

7 Results

Sort By



RAYCO MANUFACTURING, INC  
"BEARING-PB 3-7/16""  
Part Number 38217RY

This part is no longer available. Please contact customer service for replacement

Compare

RAYCO MANUFACTURING, INC  
BEARING-PB 1-3/16 CW MWF ★  
Part Number 640000RY

48 IN STOCK

1 ea

150.59 USD

[Add to cart](#)

[+ Add to list](#)

RAYCO MANUFACTURING, INC  
BEARING-PB 2-3/16  
Part Number 714604RY

This part has been replaced with [45220RY](#)

## Example 1.

Wear Parts

Rayco Manufacturing, Inc

Wear Parts

BEARINGS - CW  
FILTER KITS  
POLYCHAIN

Wear Parts



BEARINGS - CW



FILTER KITS



POLYCHAIN

Selecting Rayco Manufacturing parts group- then Bearings as shown in Example 1.

The page will show

- Part Options (shown on the right)
- Model Options (shown above)

# Shop for Parts- Search Bars



Search for Part Number, Part Description or Equipment



Jane Smith

Home Quick Order Shop for Parts Equipment Order History

Show MSRP 1

## MADE FOR MORE.

Innovating and manufacturing durable, high-performance equipment for more than 60 years. Morbark's family of companies and equipment helps customers process and convert waste wood and other organic materials into profitable end products.



### Quickly find a vehicle or part

Search Equipment

Search Equipment

Search parts

Search parts

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

### Quickly Find an Order

Enter an order number

### Favorite parts

Looks like you currently don't have any favorite parts.

When on the home page you can use either search bar (highlighted in green) to search for parts. Typing in a description or a part number will lead you to a list of parts.

In the next slides we will show you what is important to note when looking at parts for order.

[Contact Us](#) [Find a Dealer](#) [Account Details](#) [Auto-Reorders](#) [Privacy Policy](#) [Terms of Service](#) [Documents](#) [Analytics](#) [Admin](#) [Update Cookie Consent](#)

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# Shop for Parts- Search Bar



Search for Part Number, Part Description or Equipment



Jane Smith

Home Quick Order Shop for Parts Equipment Order History

Show MSRP 1

Home > Search results for "Knife"

## Your search results for "Knife"

### Filters

Expand All

Collapse All

#### MODEL

- 30/36 (1)
- 30/36A (1)
- 40/36 (1)

[View More](#)

651 Results

	MORBARK, LLC <b>KNIFE</b> ★ Part Number 39233-783 <b>OUT OF STOCK</b> Please contact Customer Service for Availability	1	ea	List Price 40.10 USD <b>34.09 USD</b> <a href="#">Add to cart</a> <a href="#">+ Add to list</a>
<input type="checkbox"/>	Compare			
	RAYCO MANUFACTURING, INC <b>KNIFE</b> ★ Part Number M39233-620RY <b>12 IN STOCK</b>	1	ea	<a href="#">CONTACT CUSTOMER SERVICE FOR AVAILABILITY.</a>
<input type="checkbox"/>	Compare			
	MORBARK, LLC <b>KNIFE</b> ★ Part Number 39233-620 <b>3265 IN STOCK</b>	1	ea	List Price 48.86 USD <b>41.53 USD</b> <a href="#">Add to cart</a> <a href="#">+ Add to list</a>
<input type="checkbox"/>	Compare			
	RAYCO MANUFACTURING, INC <b>KNIFE</b> ★ Part Number 39233-588 <b>1269 IN STOCK</b>	1	ea	<a href="#">CONTACT CUSTOMER SERVICE FOR AVAILABILITY.</a>
<input type="checkbox"/>	Compare			

After typing in "Knife" into one of the search bars this screen populated.

We are going to take a closer look at some of the information shown here



# Shop for Parts- Search Bar

651 Results

**MORBARK, LLC**  
**KNIFE** ★  
Part Number 39233-783  
OUT OF STOCK Please contact Customer Service for Availability

**MORBARK, INC**  
**KNIFE** ★  
Part Number M39233-620RY  
12 IN STOCK

**MORBARK, LLC**  
**KNIFE** ★  
Part Number 39233-620  
3265 IN STOCK

**MORBARK, INC**  
**KNIFE** ★  
Part Number 39233-588  
1269 IN STOCK

1 ea

1 ea

1 ea

1 ea

List Price 40.10 USD  
34.09 USD  
Add to cart  
Add to list

CONTACT CUSTOMER SERVICE FOR AVAILABILITY.

List Price 48.86 USD  
41.53 USD  
Add to cart  
Add to list


CONTACT CUSTOMER SERVICE FOR AVAILABILITY.

Compare

Compare

Compare

Compare



1. For dual branded users- the first line is telling you where the product is coming from- either Morbark or Rayco

2. The we have:  
Description  
Part Number  
Availability

3. Input quantity to order

4. If you are a user that has a discount agreement notice:  
List Price  
Discounted Price  
You then have the options:  
Add to Cart  
Or  
Add to List




# Shop for Parts- Search Bar

Home > Shop for Parts > Morbark, LLC > Wear Parts > Inserts > INSERT, WEARWOLF, G2

← Back

## INSERT, WEARWOLF, G2 ★

# 40579-901



List Price 35.12 USD  
**24.58 USD**

50 IN STOCK

1 ea  
Add to cart  
Add to list


Note: Product availability is real-time updated and adjusted continuously. The product will be reserved for you when you complete your order.

### Product Details

Engineering Description Part Number	INSERT, WEARWOLF, G2 40579-901
Category	Inserts
Division	Morbark, LLC
MODEL	2600,3600,1100/1200,1000

Select  
View Similar

### Recently viewed



KNIFE

If you were to click on a specific part from the previous slide this screen will populate

This page will show the same information as the previous screen but note this section.

The Division/Brand this product is associated to

The Models this product is associated to

View Similar (look at similar parts)

Recently viewed items



# Shopping Cart



Search for Part Number, Part Description or Equipment



Jane Smith

Home Quick Order Shop for Parts Equipment Order History

Show MSRP 1

## MADE FOR MORE.

Innovating and manufacturing durable, high-performance equipment for more than 60 years. Morbark's family of companies and equipment helps customers process and convert waste wood and other organic materials into profitable end products.



As you have seen throughout these work instructions- the SHOPPING CART symbol is available.

Lets click into the shopping cart from the home page, which is located in the right hand corner under your username.

Quickly find a vehicle or part

Search Equipment

Search Equipment

Search parts

Search parts

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

Quickly Find an Order

Enter an order number

Favorite parts

Looks like you currently don't have any favorite parts.

[Contact Us](#) [Find a Dealer](#) [Account Details](#) [Auto-Reorders](#) [Privacy Policy](#) [Terms of Service](#) [Documents](#) [Analytics](#) [Admin](#) [Update Cookie Consent](#)

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MORBARK

## Your Shopping Cart

[Continue Shopping](#)

[Empty Cart](#)

[Add all items to list](#)

Item details	Organization	Quantity	MSRP	Dealer Price	Subtotal
 MORBARK, LLC <b>KNIVES MODEL 14, 15, 18</b> ★ Part Number 39233-813 29562 IN STOCK	Morbark, LLC	1 ea	69.13 USD	58.76 USD	58.76 USD 
<a href="#">Add to list</a>					
 MORBARK, INC <b>KIT, C120 SERVICE FILTERS</b> ★ Part Number 40161RY OUT OF STOCK Please contact Customer Service for Availability	Rayco Manufacturing, Inc	1 ea	-	723.31 USD	723.31 USD 
<a href="#">Add to list</a>					

### Order Summary

Morbark, LLC	1 Items
List Price	69.13 USD
Subtotal	58.76 USD
Rayco Manufacturing, Inc	1 Items
Subtotal	723.31 USD

[Proceed to checkout](#)

This user is dual branded and has 1 item from Morbark and 1 item from Rayco in their shopping cart. The order summary has broken down the information based on Brand/ Division. All users should pay attention to that detail for precise ordering and shipping on any orders.

Morbark, LLC is located in Winn, Michigan and supports Morbark Industrial, Morbark TCP, and Morbark Sawmill product lines.

Rayco Manufacturing Inc is located in Wooster, Ohio and supports Rayco Forestry, Rayco TCP, Boxer, and Denis Cimaf product lines.

## Your Shopping Cart

[← Continue Shopping](#)

[Empty Cart](#)

[+ Add all items to list](#)

Item details	Organization	Quantity	MSRP	Dealer Price	Subtotal	
MORBARK, LLC <b>KNIVES MODEL 14, 15, 18</b> ★ Part Number 39233-813 <span>29562 IN STOCK</span>	Morbark, LLC	<input type="text" value="1"/> ea	69.13 USD	58.76 USD	<b>58.76 USD</b>	<a href="#">+ Add to list</a>
RAYCO MANUFACTURING, INC <b>KIT, C120 SERVICE FILTERS</b> ★ Part Number 40161RY <span>OUT OF STOCK</span> Please contact Customer Service for Availability	Rayco Manufacturing, Inc	<input type="text" value="1"/> ea	-	723.31 USD	<b>723.31 USD</b>	<a href="#">+ Add to list</a>

### Order Summary

**Morbark, LLC** 1 Items  
List Price 69.13 USD  
Subtotal 58.76 USD

**Rayco Manufacturing, Inc** 1 Items  
Subtotal 723.31 USD

[Secure checkout](#)

[Create Quote](#)

User also has the option to **CREAT QUOTE** or **SECURE CHECKOUT**.

Lets proceed with **CREATE QUOTE** as some of you are asked to supply to your direct customers before ordering.

# Create Quote

If you are a dual branded user you will be required to SELECT THE DIVISION (as shown in Example 1.) before continuing with Create Quote or Secure Checkout options. Then you will be taken to the submission page. There are 3 sections to fill out before submission- CUSTOMER, SHIPPING INFORMATION, and BILLING INFORMATION. Follow the steps listed below and continue until complete.

## Example 1.

### Select a division to proceed

You have shopped for items across divisions. Select a division below to view orders.



Morbark, LLC



Rayco Manufacturing, Inc

## Request for Quote

### Customer

Customer name\*

01234567- Jane Smith Mulching

Additional email address (Optional)

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

Phone\*

(989) 866-2381

Fill out shipping info

### Shipping Information

### Billing Information

1. Find the Customer you want use

2. Add up to 3 emails (you do not need to add your own)

3. This populates as your documented phone number

4. Continue to Shipping Information

### Quote Summary

Subtotal 723.31 USD

723.31 USD

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

[Preview quote](#)

(you will remain on this screen)

Have a Coupon? Apply here



# Create Quote

## Shipping Information

Recipient is different from order entry

Ship to\*  
01234567- Jane Smith Mulching

MORBARK WINN ONLINE PARTS TEAM  
8507 S WINN RD  
WINN , MI 48896  
US

Shipment Terms\*  
Prepay and Add

Transport mode\*  
UPS Ground Service

Note:  
Shipping and Broker information (Optional)  
Allowed up to 60 characters

Ship Complete  Unit Down

Fill out Billing Information

## Quote Summary

Subtotal	723.31 USD
Total	723.31 USD

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

Have a Coupon? Apply here

5. Select the address you want it to go to

6. Select how you want to pay for shipping and how you want the product shipped (options explained in depth in Cheat Sheets section)

7. Add personal shipping account # (only if you want us to charge your shippers account) or any information you feel is necessary for shipping

If you want to guarantee 1 freight charge select- SHIP COMPLETE.  
If the machine is down please select- UNIT DOWN  
In the Cheat Sheet section (at end of presentation) we will elaborate on Shipping Options and what each of these checkboxes mean and what to do

8. Continue to Billing Information

SHIPPING TO A DIRECT CUSTOMER????  
Please click the check box right below Shipping Information  
And fill out the Name and Phone Number

You will also need to override the address- that will be discussed  
On the next slide- then we will continue with STEP 9.

### Shipping Information

Recipient is different from order entry

Recipient Name

Recipient Phone

# Create Quote-with end user being different than your facility

## Shipping Information

Recipient is different from order entry

Recipient Name

Recipient Phone

 (201) 555-0123

Address name\*

Address line 1\*

[+ Add More Address](#)

City\*

Zip code

Country\*

USA 

State\*


Select State 

[Reset](#)

Shipment Terms\*

Prepay and Add 

Transport mode\*

UPS Ground Service 

Note:

Shipping and Broker information (Optional)

Allowed up to 60 characters


You have selected to ship the order to a different facility than your own

## Shipping Information

Recipient is different from order entry


Recipient Name

Recipient Phone

 (201) 555-0123

Search for Customer or select **ENTER NEW** next to the SHIP TO drop down box

Ship to\*

01234567- Jane Smith Mulching 

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

Fill out all required information in the screen shown to the left and then continue with STEP 9.

## Request for Quote

**Customer**  
Customer name 01234567- Jane Smith Mulching  
Reference number  
Additional email address  
Phone (989) 866-2381

**Shipping Information**  
Street address Jane Smith Mulching  
8507 S WINN RD  
WINN , MI 48896  
US  
Shipping terms Prepay and Add  
Transport mode UPS Ground Service

### Billing Information

Bill to\*  
01234567- Jane Smith Mulching

Jane Smith Mulching  
8507 S WINN RD  
WINN , MI 48896  
US

Other notes (Optional)

Create Quote

Before completing steps 9-11 review the Customer information and the Shipping information to make sure it matches what you intended. EDIT DETAILS if needed.

Edit details

Edit details

Quote Summary	
Subtotal	723.31 USD
Taxes	43.40 USD
<b>Total</b>	<b>766.71 USD</b>

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

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

Have a Coupon? Apply here

If you would like to view the quote before CREATION click Preview Quote

9. Select the Bill To customer number (this will populate as your BILL TO account)

10. Add any additional notes or nothing at all- we recommend putting in the SERIAL NUMBER you are ordering for if applicable

11. Click Create Quote



MORBARK

This is your summary page after creating a quote!

Thanks for your quote!

You can now [GO TO QUOTE DETAILS](#) or [CONTINUE SHOPPING](#)

Quote Number 7219440

[Go to quote details](#)

An email confirmation has been sent to [Jane.smith@morbark.com](mailto:Jane.smith@morbark.com)

#### Your order is being shipped to

Jane Smith Mulching  
8507 S WINN RD  
WINN , MI 48896  
US

#### Your billing information

Jane Smith Mulching  
8507 S WINN RD  
WINN , MI 48896  
US

#### Quote Summary

Subtotal	705.12 USD
Taxes	42.31 USD
<b>Total</b>	<b>747.43 USD</b>

[Continue shopping](#)  
[Shop for Parts](#)  
[Search by vehicle](#)  
[Shop sales and promotions](#)

**\*\*You will also receive an email confirmation- shown on next slide\*\***



# Create Quote

Quote

Date: 12/16/2023

Quote Expires On: 01/14/2024



Bill To	Ship To
01234567- Jane Smith Mulching MORBARK WINN ONLINE PARTS TEAM 8507 S WINN RD WINN MI 48896 , US Phone: (989) 866-2381	01234567- Jane Smith Mulching MORBARK WINN ONLINE PARTS TEAM 8507 S WINN RD WINN MI 48896 , US

Customer	Quote	Currency	Shipment Term	Transport Mode
01234567- Jane Smith Mulching	7219440	USD	Prepay and Add	UPS Ground Service

Shipping Instructions	
Comments	

Line No	Item No. / Description	U/M	Quantity/Price	Net Sales Amount
1	39233-813 / KNIVES MODEL 14, 15, 18	EA	12.00 / 58.76	705.12
	Sales and Use Tax			42.31

Net Estimate	705.12
Freight	0.00
Taxes	42.31
Miscellaneous	0.00
Estimate total*	747.43

\*Total may not be inclusive of all freight and tax charges and is subject to change

To the left is an example of the email received by you and any others added.

To the right is an example of the attachment within the email

shop@morbar.com  
Quote# 7219440

Retention Policy | Inbox (2 years) | Expires 12/15/2025  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message

Quote-7219440.pdf  
10 KB

Thank you for requesting a quote.

Quote# [7219440](#) is successfully created. Please see attached quote confirmation.

If you need to check quote status, you can visit your [account](#) for full detail.

Contact [Morbar, LLC](#) for any questions or concerns.

Regards,  
Morbar, LLC Team



# Shopping Cart-Secure Checkout



Search for Part Number, Part Description or Equipment



Jane Smith

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

Show MSRP

[Home](#) > [Cart](#)

## Your Shopping Cart

[← Continue Shopping](#)



[Empty Cart](#)

[+ Add all items to list](#)

Item details	Quantity	MSRP	Dealer Price	Subtotal
MORBARK, LLC <b>BOLT/NUT KIT,INSERTS</b> ★ Part Number 21810-101K12 <b>OUT OF STOCK</b> Please contact Customer Service for Availability	<input type="text" value="1"/> ea	40.77 USD	30.58 USD	30.58 USD

[+ Add to list](#)

### Order Summary

Morbark, LLC	1 Items
List Price	40.77 USD
Subtotal	30.58 USD

[Secure checkout](#)

Now that we know how to CREATE QUOTE lets place an official order by selecting SECURE CHECKOUT.

(we will cover how to convert a quote when going over ORDER HISTORY)

# Secure Checkout

## Begin Your Secure Checkout

### Customer

Customer name\*

PO number\*

Additional email address (Optional)

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

Phone\*

Fill out shipping info

### Shipping Information

### Payment Method

### Order Summary

Subtotal 30.58 USD

Total 30.58 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



One difference in creating a SECURE CHECKOUT (sales order) from creating a Quote is you must have a **PO number**. If you struggle with creating one- use the serial number of the machine you are ordering for! Continue by filling out shipping information which has no differences.

# Secure Checkout

## Begin Your Secure Checkout

### Customer

Customer name 01234567- Jane Smith Mulching  
PO number Test #60  
Reference number  
Additional email address  
Phone (989) 866-2381

[Edit details](#)

### Order Summary

Subtotal 20.59 USD

### Shipping Information

Street address Jane Smith Mulching  
8507 S WINN RD  
WINN , MI 48896  
US  
Shipping terms Prepay and Add  
Transport mode UPS Ground Service

### Payment Method

- My Account  
 Credit Card

### Bill to\*

01234567- Jane Smith Mulching

8507 S WINN RD  
WINN , MI 48896  
US

### Other notes (Optional)

Allowed up to 130 characters

Place Order

Continue to card details



**MORBARK**

The only other difference SECURE CHECKOUT has from create quote is the **PAYMENT METHOD**. Users will see My Account as an option if they have terms associated with their account # or they will only see Credit Card. Please choose according to your internal policies as Morbark and Rayco will process accordingly.

If My Account is chosen- click Place Order and skip to slide 37

If Credit Card is chosen- click Continue to card details and continue to the next slide.

# Secure Checkout

## Example 1.

Card Transaction

Cancel

### Authorization

Customer

01234567- Jane Smith Mulching

Transaction Amount

52.41

Currency Code

USD

Payment Method \*

[New](#)

Start here

Submit

## Example 2.

Card Transaction

Cancel

### Card Interface

Credit Card \*

Card Type \*

American Express

Exp MM/YYYY \*

First Name \*

MORBARK WINN ONLINE PARTS

Last Name \*

TEAM

Address

8507 S WINN RD

City

WINN

Country

United States of America

State

Michigan

Zip/Postal Code

48896

Phone Number

989-866-2381

Email

partssupport@morbark.com

Save For My Group

Save For Me

Back

Save

To fill out credit card information- click NEW under Payment Method as show in Example 1. Now fill out all information in Example 2. and click SAVE. (you do have the option to save that card for your entire company or just for you- do not recommend without approval from card holder. If you save, the card holder will need to provide only the CVV code in future orders, as that is the only information not saved.

## Example 1.

Card Transaction

Cancel

### Authorization

Payment method added successfully.

Customer

01234567- Jane Smith Mulching

Transaction Amount

52.41

Currency Code

USD

Payment Method\*

MC-4567

Expires On 08/2028

Jane Smith

123 Ridge Way

Winn, MI 48896 US

\_989-866-2381


Jane.smith@morbark.com

CVV\*


[Edit](#) [Delete](#) [New](#)


Submit

Review the Card Information and enter the CVV code as show in Example 1.  
Click SUBMIT



Search for Part Number, Part Description or Equipment

Jane Smith ▼ 

[Home](#) [Quick Order](#) [Shop for Parts](#) [Equipment](#) [Order History](#) ▼ Show MSRP  0 

## Thanks for your order!

Order number 7219441  
PO number Test 60

[Go to order details](#)  
[Download order](#)

An email confirmation has been sent to [Jane.smith@morbar.com](mailto:Jane.smith@morbar.com)

<b>Your order is being shipped to</b> Jane Smith Mulching 8507 S WINN RD WINN , MI 48896 US	<b>Your billing information</b> Jane Smith Mulching 8507 S WINN RD WINN , MI 48896 US	<b>Transport mode</b> UPS Ground Service
---	---	---

### Order Summary

Subtotal	30.58 USD
Taxes	1.83 USD
<b>Total</b>	<b>32.41 USD</b>

[Continue shopping](#)  
[Shop for Parts](#)  
[Search by vehicle](#)  
[Shop sales and promotions](#)

You now have an Order Number and can review the information again. You will also receive the email confirmation and PDF attachment of the order breakdown (shown on next slide).



# Secure Checkout-Completion

shop@morbark.com  
Your Morbark, LLC Order [7219441-Test 60-PO]

Retention Policy | Inbox (2 years)

Expires 12/15/2025

if there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Order-7219441.pdf  
10 KB

Right-click or tap and hold to download pictures.

## ORDER CONFIRMATION

Thank you for your order

Dear Tera Curtiss,

We have received your order and will contact you as soon as your package is shipped. You can find your purchase information below:

### Order Summary

December 16, 2023

Order 7219441 - Your Purchase Order Test 60

Subtotal Amount	30.58 USD
Tax Amount	1.83 USD
-----	
Total Amount	32.41 USD

### Your order is being shipped to:

MORBARK WINN ONLINE PARTS TEAM  
8507 S WINN RD  
WINN, MI 48896  
US

You can view your order, track your shipment or verify payment information by visiting your account. [Contact our customer support](#) team for any questions or concerns.

[View order](#)



## ORDER (Standard)

Order Date 12/16/2023

Bill To	Ship To
01234567- Jane Smith Mulching 8507 S WINN RD WINN, MI 48896 US Phone:(989) 866-2381	01234567- Jane Smith Mulching 8507 S WINN RD WINN, MI 48896 US

Customer	Order Number	P.O. Number	Currency	Shipment Terms	Transport Mode
01234567- Jane Smith Mulching TEAM	7219441	Test 60	USD	Prepay and Add	UPS Ground Service

Reference
Shipping Instructions
Comments

Line No.	Item No. / Description	U/M	Quantity/Price	Net Sales Amount
1	21810-101K12 / BOLT/NUT KIT,INSERTS	EA	1 / 30.58	30.58
Sales and Use Tax			1.83	

Net Sales	30.58
Freight	0.00
Minimum freight charge	0.00
Miscellaneous	0.00
Taxes	1.83
Order Total	32.41

\*Total may not be inclusive of all freight and tax charges and is subject to change

Note that the email confirmation has additional information and easy buttons to Contact customer support or view order, which takes you back to the web page. We will discuss how Contacting Customer Service works at the end.



# Order History



Search for Part Number, Part Description or Equipment



Jane Smith

Home Quick Order Shop for Parts Equipment Order History

- Orders
- RMA
- Warranty

## MADE FOR

Innovating and manufacturing durable, high-performance equipment for more than 60 years. Morbark's family of companies and equipment helps customers process and convert waste wood and other organic materials into profitable end products.



Quickly find a vehicle or part

Search Equipment

Search Equipment

Search parts

Search parts

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

Quickly Find an Order

Enter an order number

Recently viewed



Now that we know how to order parts we are going to walk through the ORDER HISTORY tab and the options within the drop down.

# Order History-Orders

Home Quick Order Shop for Parts Equipment Order History ▾

Home > Purchase History

## Purchase History

Organization  
Morbark, LLC ▾

Customer  
01234567- Jane Smith Mulching ▾

Search your history  
Search 🔍

Filter by document type  
 Quote  Order  Invoice

Last 30 Days ▾

Document Type	Number	Created ▾	PO	Total	Status	Actions
Quote	7219437	Dec-16-2023	--	62.29 USD	OPEN	⋮
Quote	7219440	Dec-16-2023	--	747.43 USD	OPEN	⋮
Order	7219441	Dec-16-2023	Test 60	32.41 USD	OPEN	⬇️ ⋮

3 Results

Results per page 10 ▾

Starting with the first option in the drop down ORDERS.  
This screen has lots of filters and information needed when looking into orders, quotes and invoices.

Dual branded users will need to change if they want to look at orders placed for a different brand/division.

Searching for a specific order- type it in here

Narrow your options by deselecting a document type or enter a date range

Since we created a quote earlier lets go in and convert a Quote to a Sales Order first- find the quote and then select the Number (example highlighted in green)

# Order History-Convert a Quote

Quote #7219437

Morbark, LLC

[Requote](#)

[Download quote](#)

[See more details](#)

**Name** 01234567- Jane Smith Mulching

**Reference**

**Phone** (989) 866-2381

**Shipped to** Jane Smith Mulching  
8507 S WINN RD  
WINN MI 48896  
US

**Billed to** Jane Smith Mulching  
8507 S WINN RD  
WINN MI 48896  
US

Part Number	Legacy:	Description	Quantity
39233-813		KNIVES MODEL 14, 15, 18	<input type="text" value="1"/> ea

To Convert a Quote to a Sales Order:

1. Review all information
2. Place Order
3. You will then be taken to **SECURE CHECKOUT** and will process the same way as shown in slides 34-40. You will now have a new Order Number.

If you are just updating a quote due to customer changed their mind- update the information and then Save Changes.

Save Changes

Place Order



**MORBARK**

# Order History-Orders

## Purchase History

Organization  
Morbar, LLC

Customer  
01234567- Jane Smith Mulching

Search your history  
Search

Filter by document type  
 Quote  Order  Invoice

Last 180 Days

[Return & surplus](#) [Download all results](#) [More Filters](#)

Document Type	Number	Created	Expiration	PO	Total	Status	Actions
Quote	7219437	Dec-16-2023	Jan-14-2024	--	62.29 USD	OPEN	⋮
Quote	7219440	Dec-16-2023	Jan-14-2024	--	747.43 USD	OPEN	⋮
Order	7219441	Dec-16-2023	--	Test 60	32.41 USD	OPEN	⬇️ ⋮
Order	7065823	Aug-17-2023	--	test for ric	0.00 USD	CANCELLED	⬇️ ⋮
Order	7053954	Aug-09-2023	--	CPU TEST	0.00 USD	CANCELLED	⬇️ ⋮

Some other things to know about Order History:

1. The status of your order will change as things move through the system
2. When you open an order that has invoiced you will see invoice number and tracking information (which will be beneficial for you to stay updated without contacting us)

**If you have any questions when on this page please contact us.**

# Order History-RMA



Jane Smith

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

Show MSRP 0

- Orders
- RMA
- Warranty

## MADE FOR

Innovating and manufacturing durable, high-performance equipment for more than 60 years. Morbark's family of companies and equipment helps customers process and convert waste wood and other organic materials into profitable end products.



Quickly find a vehicle or part

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

Quickly Find an Order

Recently viewed

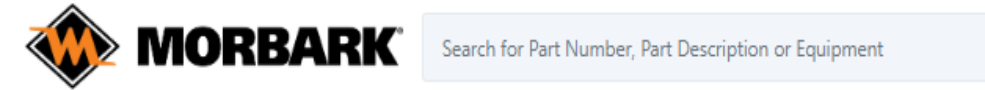


Favorite parts

Looks like you currently do

Lets take a look at the RMA section

# Order History- RMA



Home Quick Order Shop for Parts Equipment Order History

Home > Purchase History > RMA Inquiry

## RMA Inquiry

What do you need?

[Start a New RMA](#)

Please select a Division.\*

Morbark, LLC

Display RMA for

RMA Search

All selected

Search RMA #/ Request #

Search

Claim #	Customer	Status	Type	Date Submitted	RMA #	Credit	Print RMA
---------	----------	--------	------	----------------	-------	--------	-----------

No data available in table

< Previous Next >

This screen will show you all created RMA's and their status and is once again separated by Division for dual branded users.

Lets walk through how to create an RMA- Click Start a New RMA



# Order History- RMA

[← Back](#)

## New RMA Request

Please select a Division.\*

1.

Morbark, LLC

Searching invoices for Jane Smith Mulching

2.

Search by invoice

Search by original order

Search by product

Invoice number

Order number

Invoice date

09/16/2023



to

12/16/2023



PO number

3.

Search

To create RMA:

1. Select division if applicable
2. Enter Invoice #, Original Order #, PO #, or Search by Part number (adjust Invoice Date if you don't know the specific date otherwise results may not be correct)
3. Click Search



# Order History- RMA

Select	Invoice number	Product number	Description	Invoice date	Order number	PO number
<input type="checkbox"/>	8478143	12221-037	HR FLAT 1/4 X 3	Apr-20-2023	6899265	8141
<input type="checkbox"/>	8478143	12221-104	HR FLAT 3/8 X 2	Apr-20-2023	6899265	8141
<input type="checkbox"/>	8252554	12318-025	CF RD 3/4	Oct-05-2022	6620908	9234
<input type="checkbox"/>	8239859	31195-700	DISC WEIGHT	Sep-27-2022	6694504	9356
<input type="checkbox"/>	8158746	30050-701	LUG	Aug-05-2022	6620908	4564
<input type="checkbox"/>	8158746	30836-462	LUG, DISCHARGE	Aug-05-2022	6620908	4564
<input type="checkbox"/>	8102784	40011-803	ATTACHMENT PLATE ASSY COMPLETE	Jun-29-2022	6572526	3245
<input type="checkbox"/>	7671699	29316-429	LIGHT BAR,LED,3	Aug-20-2021	6207847	6987

**\*\*If an invoice/ item as already been on an RMA you will get an error message and is not returnable.\*\***

< Previous 1 Next >

Cancel

Create Return Request

5. Select the check box for Invoice/Part you want to return (we are choosing line 3 for these work instructions)

6. Click Create Return Request



# Order History- RMA

[← Back](#)

## New RMA Request

[See more details](#)


Status

Request Number:

Customer # 33384967

Customer name Jane Smith

Date Submitted

Jane Smith 

jane.smith@morbark.com

+19898662381

### RMA Summary

Total Net Parts: 53.52 USD

Freight: 0.00 USD

Restocking Fee: 0.00 USD

Taxes: 0.00 USD


**Total: 53.52 USD**

### Products

Reason Code\*

Choose your option

Freight only request

Part Number	Invoice Number	Quantity	Description	Dealer Price	Net Price	Actions
12318-025	8252554	24	CF RD 3/4	2.23 USD	53.52 USD	

### Additional information

Attachments [Add form or pictures](#) 

Details

Cancel

Submit

7. Review Details section to double check info is correct.

8. Choose the reason for return (after selection Freight, Restock Fee, and Taxes will automatically populate).

**\*\*If you are looking for freight credit ONLY please select the check box next to reason.\*\***

For more info on freight credits and restock fees see our RMA policies in Documents section

# Order History- RMA

[← Back](#)

## New RMA Request

[See more details](#)

Status

Request Number:

Customer # 33384967

Customer name Jane Smith

Date Submitted

Jane Smith

jane.smith@morbak.com

+19898662381

### RMA Summary

Total Net Parts: 53.52 USD

Freight: 0.00 USD

Restocking Fee: 0.00 USD

Taxes: 0.00 USD

**Total: 53.52 USD**

### Products

Reason Code\*

Choose your option

Freight only request

Part Number	Invoice Number	Quantity	Description	Dealer Price	Net Price	Actions
12318-025	8252554	24	CF RD 3/4	2.23 USD	53.52 USD	

### Additional information

Attachments

[Add form or pictures](#)

Details

Cancel

Submit

9. Adjust quantity if needed

10. Add pictures for all RMA's- lack of pictures could delay the approval or RMA could be DENIED.

11. Add your story for the return in Details - the more information the quicker a response will be given on the RMA submission

# Order History- RMA

[← Back](#)

## New RMA Request

[See more details](#)

Status

Request Number:

Customer # 33384967

Customer name Jane Smith

Date Submitted

Jane Smith

jane.smith@morbak.com

+19898662381

### RMA Summary

Total Net Parts:	8.92 USD
Freight:	0.00 USD
Restocking Fee:	1.78 USD
Taxes	0.00 USD
<b>Total:</b>	<b>7.14 USD</b>

Restocking Fee applies. Freight amount not applicable.

### Products

Reason Code\*

Customer Didn't Need

Freight only request

Part Number	Invoice Number	Quantity	Description	Dealer Price	Net Price	Actions
12318-025	8252554	4	CF RD 3/4	2.23 USD	8.92 USD	✖

### Additional information

Attachments

[Add form or pictures](#)

Details\*

Customer ordered extra and would like to return 4

Cancel

Submit

12. Click Submit

# Order History- RMA



shop@morbark.com

RMA Status Change - 714034

Retention Policy | Inbox (2 years)

Expires 12/15/2025

**i** If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**x** Right-click or tap and hold here to download pictures. To help...

Use this number when searching for the RMA before it has been approved.

## Return Material Request

There was a change in your RMA Request created on 12/16/2023.

### Dealer Submitted

You can review your request by visiting your account

Once you submit an RMA you will receive an email confirmation like this.

RMA will be reviewed and contact will be made to you via email communication like this one

[View RMA](#)

# Order History-


## RMA

shop@morbark.com


RMA Status Change - 714034

Retention Policy Inbox (2 years)

Expires 12/15/2025

 If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 Right-click or tap and hold here to download pictures. To help...

### Return Material Request

There was a change in your RMA Request created on 12/16/2023.

**Rejected awaiting correct**

You can review your request by visiting your account

[View RMA](#)

**There are 4 types of responses you will receive on a submitted RMA via email (1 example shown to the left):**

1. Rejected Awaiting Correction- open RMA and see comments- then make adjustments and submit again.
2. Approved and return needed- Print the attachment in the email and follow instructions for return shipping.
3. Approved with no return needed- you will be required to send pictures of the product being destroyed before credit is invoiced. Failure to do so will result in no credit.
4. Denied- The reason for a denied RMA will be communicated to you within the notes section, which can be seen by clicking VIEW RMA.

If you have any questions on RMA's please contact us.

We are going to show you the approval email next....



# Return Packing List

33384967  
COREY FOWLER  
758 S ALGER RD  
US

RMA # 7219442

Freight: 0.00 USD  
Restocking Fee: 1.78 USD  
Total Return: 7.14 USD

Request Number: 714034  
Application Date: 12/16/2023  
Total Net Parts: 8.92 USD

Part Number	Invoice Number	Description	Quantity	Dealer Price	Net Price	Details
12318-025 	8252554	CF RD 3/4	4.00 	142.72 USD	8.92 USD	Customer Didn't Need

**Dealer Comments**  
Customer ordered extra and would like to return 4.

**Factory Comments**  
Please provide pictures of product being returned. TLC. 12/16/23.

**Please Return Part To**  
 For Morbark related products please return to: Morbark, LLC 8507 S. Winn Road Winn, MI 48896  
 For Rayco, Boxer or Denis Cimaf products please return to: Rayco Manufacturing 4255 E. Lincoln Way Wooster, OH 44691-8601

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

Please clearly write the RMA number on the outside of your shipment and print a copy of this confirmation email and package with the parts for return.

You will receive an email confirmation with the document (shown to the left) as a PDF attachment.

Please notice:

- The RMA number
- Credit breakdown
- All communication notes (dealer comments and factory comments)
- Where to return to and return instructions

Failure to clearly write/ document the RMA number on all parcels or not including the Return Packing List within the shipment could lead to processing issues or credit denial.

If you are ever questioning where you need to return the product- use the Brand Icon located in the Top Left corner (yellow box around it) and then use the associated address listed at the bottom (green box around it) to ship correctly.

Any questions please contact us.

# Order History



Search for Part Number, Part Description or Equipment



Jane Smith

Home Quick Order Shop for Parts Equipment Order History

Show MSRP 0

Orders

RMA

Warranty

## MADE FOR

Innovating and manufacturing durable, high performance equipment for more than 60 years. Morbark's family of companies and equipment helps customers process and convert waste wood and other organic materials into profitable end products.



Quickly find a vehicle or part

Search Equipment

Search Equipment

Search parts

Search parts

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

Quickly Find an Order

Enter an order number

Recently viewed



MORBARK

Lets take a look at the Warranty section

# Warranty Home Page

Home Quick Order Shop for Parts Equipment Order History

Home > Warranty Home

## Warranty Home

What do you need?

- Receipt of Goods
- Registrations
- File a Claim
- Bulletin Board
- Preliminary Review Form

Please select a Division.\*  
Morbark, LLC

Searching warranty claims for: Jane Smith Mulching

Receipt of Goods Registrations Claims

Displaying recent claims. [Search for more](#)

Serial #	Claim #	Created	Updated	Claim Type	Work shop order
No data available in table					

This is the Warranty Home page. Please fill out the below in order listed for Warranty Claims to be filed.

1. Receipt of Goods
2. Registrations
3. Preliminary Review Form
4. File a Claim (Warranty Claim)

Receipt of Goods and Registrations are required before any Warranty Claims are able to be filed.

Exceptions can be made for a Demo unit or Unsold Machine- please contact us for assistance

**\*\*IMPORTANT\*\***

When searching or inputting Serial Numbers you will need the entire VIN number/ Serial number (with proper spacing)

Starting with Receipt Goods:

Click Receipt of Goods





# Warranty- Receipt of Goods

Example 1.

Home Quick Order Shop for Parts Equipment Order History

Home > Warranty > Receipt of Goods

## Receipt of Goods

Enter a serial number\*

 Search across all serial numbers

Receipt of Goods

Step 1. Enter Serial Number

(you may need to click the check box to SEARCH ACROSS ALL SERIAL NUMBERS as shown in example 1.)

Step 2. Click Verify Serial Number.

# Warranty- Receipt of Goods

Home > Warranty > Receipt of Goods

## Receipt of Goods

Enter a serial number\*

4S8SZ220 8PW0 90605

Search across all serial numbers

Dealer Account Number: 01234567

Dealer Name Jane Smith Mulching

Verify serial number

Current Odometer/Hours\*

3.

Receipt of Goods\*

6.

- Brush Chippers: [Print](#) | [Online](#)
- Industrial: [Print](#) | [Online](#)
- Sawmill: [Print](#) | [Online](#)
- AWL: [Print](#)
- Boxer: [Print](#)
- Crawlers: [Print](#)
- Denis CIMAF: [Print](#)
- Stump Cutters: [Print](#)
- Trailers: [Print](#)
- Timberwolf - Transport Checklist: [Print](#)

4.

Attachments

[Add form or pictures](#) ⓘ

5.

Step 3. Enter the Current Odometer/ Hours

Step 4. Click on the Brand you filing Receipt of Goods for and Print the form.

Step 5. Fill out the paperwork and then scan to upload as an attachment.

Step 6. Click the check box for "I have completed the Receipt of Goods form for this machine".

# Warranty- Receipt of Goods

Attachments

[Add form or pictures](#) 

Jane Smith 

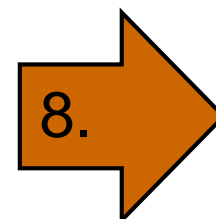
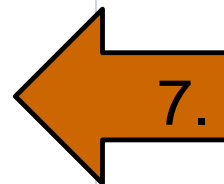
Jane.smith@morbark.com

+19898662381

Step 7. Input any comments you would like noted about the Receipt of Goods

Step 8. Click Submit

Dealer Comments



Cancel

Submit


# Warranty- Receipt of Goods

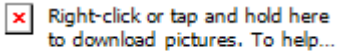
shop@morbark.com | Jane.smith@morbark.com warranty

## Morbark Serial Number 4S8SZ220 8PW0 90605 - Receipt of Goods

Retention Policy | Inbox (2 years) Expires 12/19/2025

*i* If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 MRR-4S8SZ220 8PW0 90605.pdf  
10 KB



### Receipt of Goods

Thank you for completing the receipt for equipment with serial number 4S8SZ220 8PW0 90605. A copy of your receipt report is attached.

Regards,  
The Morbark team

[View Warranty module](#)

After you submit a Receipt of Goods you will receive an email (shown to the left).

If you want to print a copy of the receipt of goods you can open the attachment and print that form.

**\*\*Please do not reply to this email, any questions or concerns please use the Contact Us link\*\***

# Warranty- Receipt of Goods

## Warranty Home

What do you need?

- [Receipt of Goods](#)
- [Registrations](#)
- [File a Claim](#)
- [Bulletin Board](#)
- [Preliminary Review Form](#)

Please select a Division.\*  
Morbark, LLC

Searching MRR for:

Receipt of Goods | Registrations | Claims

Search by equipment | Search by status | Search by date

Serial # 4S8SZ220 8PW0 90605 | Status All selected |  Created  Last updated

From 09/20/2023 to 12/20/2023

[Search](#)

[Download All](#)

Serial #	Customer	Created	Updated	Status	Actions
4S8SZ220 8PW0 90605	01234567- Jane Smith Mulching	Dec-20-2023	Dec-20-2023	Submitted	

**When you complete the Receipt of Goods, you will be brought back to the Warranty Home Page.**

**If you want to find a submitted Receipt of Goods:**

**Step1. Click on Receipt of Goods Tab**

**Step 2. Input your search parameters**

**Step 3. Click Search**

**You can now see the Serial Number and status of Receipt of Goods. These do go through an approval process and Status will change upon approval.**

# Warranty- Registration

Home > Warranty Home

## Warranty Home

What do you need?

- Receipt of Goods
- Registrations 
- File a Claim
- Bulletin Board
- Preliminary Review Form

Please select a Division.\*

Morbark, LLC

Searching warranty claims for: Jane Smith Mulching

- Receipt of Goods
- Registrations
- Claims

Displaying recent claims. [Search for more](#)

Serial #	Claim #	Created	Updated	Claim Type	Work shop order	Credit #	Status	Actions
No data available in table								

Now Lets do a Registration  
Step 1. Click on Registrations



# Warranty- Registration

Step 2. input the serial number and remember that you may have to select the check box to Search across all serial numbers

Step 3. Click Verify serial number

The screenshot shows a web page titled 'Register Equipment'. At the top, there is a navigation bar with links: Home, Quick Order, Shop for Parts, Equipment, and Order History. Below this is a breadcrumb trail: Home > Warranty > Register Equipment. The main heading is 'Register Equipment'. Underneath, it says 'Enter a serial number\*'. There is a text input field containing the placeholder text 'Serial number'. To the right of the input field is a checkbox labeled 'Search across all serial numbers'. Below the input field and checkbox is a blue button labeled 'Verify serial number'. Two orange arrows with numbers are overlaid on the image: arrow '2.' points to the checkbox, and arrow '3.' points to the 'Verify serial number' button.



**MORBARK**

# Warranty- Registration

**\*\*Notice the Dealer Account and Name populated- this is the last known dealer to "own" the machine. \*\***



Dealer Account Number: 01234567

Dealer Name Jane Smith Mulching

## Register Equipment

Enter a serial number\*

4S8SZ161 ONWO 41568

Search across all serial numbers

Verify serial number

Retail Date\*

12/21/2023



4.

Current Odometer/Hours\*

5

5.

The last value on record is displayed.

Step 4. Enter the Retail Date (day it was sold to end customer)- this field will always populate today's date and can only be changed to a day in the past.

Step 5. Enter current odometer/hours- the last value on record for the machine run time.

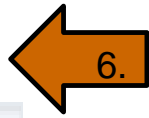


# Warranty- Registration

Attachments [Add form or pictures](#) 

## Owner Information

Name \*



 Search

 Enter new

Enter New

## Dealer Comments



Step 6. Input the Name of the company who now owns the machine- if nothing populates or the information is not correct click:

Step 7. Input any comments you feel is necessary to document.

# Warranty- Registration

## Statements\*

By completing this online registration I am certifying that:

I have signed and attached the required Start Up Form for this machine.

10.

### MORBARK

Brush Chippers  
Chiparvestor  
Ind Drum Chipper  
Sawmill  
Tub Grinder  
Wood Hog

8.

### RAYCO

Stump Cutter  
Crawler  
Trailer  
AWL

Boxer

### TIMBERWOLF

Machine Registration  
AS-FM3 Pre Delivery Inspection Form

I have downloaded and reviewed the Start Up Form for this machine.

11.

Step 8. Select the Brand of the machine you are registering and fill out form.

Step 9. Download form and attach it (the **Attachments** is located under the hours box and above the Owner information as shown in example 1. below)

Step 10. Click the check box

Step 11. Click the check box

Example 1.

The screenshot shows a registration form with the following sections:

- Current Odometer/Hours\***: A text input field containing the number "5". Below it, the text reads "The last value on record is displayed."
- Attachments**: A section with a blue plus icon and the text "Add form or pictures" followed by an information icon.
- Owner Information**: A section with a label "Company name \*" and a corresponding text input field.

An orange arrow labeled "9." points to the "Attachments" section.

# Warranty- Registration

Step 12. Review all information and submit.

**Statements\***

By completing this online registration I am certifying that:

I have signed and attached the required Start Up Form for this machine.

---

**MORBARK**  
[Brush Chippers](#)  
[Chiparvestor](#)  
[Ind Drum Chipper](#)  
[Sawmill](#)  
[Tub Grinder](#)  
[Wood Hog](#)

---

**RAYCO**  
[Stump Cutter](#)  
[Crawler](#)  
[Trailer](#)  
[AWL](#)

---

[Boxer](#)

---

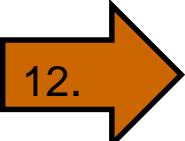
**TIMBERWOLF**  
[Machine Registration](#)  
[AS-FM3 Pre Delivery Inspection Form](#)

I have downloaded and reviewed the Start Up Form for this machine.

---

**Customer Declaration**

I have received and reviewed the operator's and service manuals for this machine and understand 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 understand the terms described therein.



# Warranty- Registration

Home > Warranty Home

## Warranty Home

What do you need?

- Receipt of Goods
- Registrations
- File a Claim
- Bulletin Board
- Preliminary Review Form

Please select a Division.\*

Morbark, LLC

Searching registrations for:

Receipt of Goods | **Registrations** | Claims

Displaying recent registrations [Search for more](#)

[Download All](#)

Serial #	Policy #	Customer	Created	Updated ↓	Status	Actions
458SZ161 ONWO 41568	94187	01234567- Jane Smith Mulching	Dec-21-2023	Dec-21-2023	Approved	<a href="#">Download</a>

After completing the registration- you will be taken back to this page.

If you click on the Registrations tab you will be able to see all Registrations entered.



# Warranty- Registration

Reply Reply All Forward IM

shop@morbark.com | Jane.smith@morbark.com

**Morbark Warranty registration Serial Number 4S8SZ161 0NW0 41568**

Retention Policy | Inbox (2 years) | Expires 12/20/2025

**i** If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Right-click or tap and hold here to download pictures. To help...

---

**Warranty Registration**

---

Registration for Serial Number 4S8SZ161 0NW0 41568 has been approved. A copy of the registration is attached, and you can view it online at the link below.

Regards,

The Morbark team

---

[View Warranty module](#)

After completing the registration- you will also receive an email as shown to the left.

**\*\*Please do not reply to these emails. Any questions or concerns, use the CONTACT US link\*\***



# Warranty- Preliminary Review Form

Home Quick Order Shop for Parts Equipment Order History

Home > Warranty Home

### Warranty Home

What do you need?

- Receipt of Goods
- Registrations
- File a Claim
- Bulletin Board
- Preliminary Review Form**

Please select a Division.\*  
Morbark, LLC

Searching warranty claims for: Jane Smith Mulching

Receipt of Goods Registrations Claims

Displaying recent claims. [Search for more](#)

Serial #	Claim #	Created	Updated	Claim Type	Work
----------	---------	---------	---------	------------	------

The start of a warranty claim begins with:

Preliminary Review Form

Open the form  
(portion of the form is shown here)

Complete form.

At the bottom of the form there is a submit button.

The Warranty team will respond with an Approved or Revision comment along with further instructions. Once this is completed they will instruct you to file a claim.

Once you have been given confirmation you may continue to:

File a Claim

## Warranty Preliminary Review Form

**Customer Name: \***    
First Name Last Name

**Customer Phone Number: \***  -   
Area Code Phone Number

**Dealer Name / Location: \***    
Dealer Name Location

**Dealer Contact Name: \***    
First Name Last Name

**Dealer Contact Email: \***   
example@example.com

**Dealer Phone Number: \***  -   
Area Code Phone Number

**Please select product line \***  Morbark Tree Care  
 Morbark Industrial  
 Rayco  
 Boxer  
 Denis Cimaf  
 Timber Wolf

**Machine Serial Number: \***

**Machine In-Service Date:**  mm-dd-yyyy

**Machine Hours: \***

**Service Support Number :**

**Assembly Group \***  Please Select

**Part number that caused the failure: \***

**Failure Date: \***  mm-dd-yyyy

# Warranty- Warranty Claim

Home > Warranty Home

## Warranty Home

What do you need?

- Receipt of Goods
- Registrations
- File a Claim**
- Bulletin Board
- Preliminary Review Form

Please select a Division.\*

Morbark, LLC

Searching warranty claims for: Jane Smith Mulching

Receipt of Goods Registrations **Claims**

Displaying recent claims. [Search for more](#)

Serial #	Claim #	Created	Updated	Claim Type	Work shop order	Credit #	Status	Actions
No data available in table								

< < > >

To file a Warranty Claim  
Click *File a Claim*



# Warranty-Warranty Claim

Home Quick Order Shop for Parts Equipment Order History

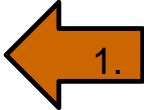
Home > Warranty > File a Claim

## File a Claim

Enter a serial number\*

Serial number  Search across all serial numbers

Verify serial number

1.

Step 1. Enter Serial Number

Step 2. Choose Claim Type:


- Machine Warranty Claim
- Replacement Part Warranty
- Dealer Stock (only used for new, unsold machines)

Step 3. Complete

- Repair Date
- Failure Date
- Current Odometer/ Hours (Odometer/ Hours must be last recorded value or greater)

Claim Type\*

Replacement Part Warranty

2.

Work shop order

Repair Date\*

12/21/2023


Failure Date\*

12/21/2023

Current Odometer/Hours \*

5

The last value on record is displayed.

3.



# Warranty-Warranty Claim

## Claim Classification

Brand\*



## Complaint, Cause, and Corrective Action

Dealer Comments \*



Complaint \*



Cause \*



Correction \*



Preliminary Review Number



Attachments

[Add form or pictures](#) ⓘ



Step 4. Select the Brand of the machine you filing claim for

Step 5. Enter Dealer Comments

Step 6. Enter Complaint

Step 7. Enter Cause

Step 8. Enter Correction

Step 9. Enter Preliminary Review Number

Step 10. Add Pictures

## Add Products

Lookup Parts

11.

Step 11. If you need to add parts- click Lookup Parts (screen shown in example 1 will populate)

Step 11a. Input Invoice #, Order #, or Product # and search (make sure to update the Invoice Date is accurate)

Step 11b. (screen shown in example 2 will populate) Select the line you would like added to warranty claim and then click ADD TO CLAIM

## Example 1.

Search by invoice      Search by original order      Search by product

Invoice number       Order number      

Invoice date 09/27/2023  to 12/27/2023       PO number

Search

11a.

Select	Invoice number	Product Number	Description	Invoice date	Order Number	PO Number
<input type="checkbox"/>	8837176	39233-291	ANVIL, ADJUSTABLE	Dec-22-2023	7215416	4263129-65-SS
<input type="checkbox"/>	8835583	24265-754	SPROCKET,H80P11	Dec-21-2023	7058666	2895755-71-DA
<input type="checkbox"/>	8835818	22424-353	BOLT,5/8-18 X 1 1/2	Dec-21-2023	7218615	4265581-63
<input type="checkbox"/>	8835818	22424-353	BOLT,5/8-18 X 1 1/2	Dec-21-2023	7218615	4265581-63
<input type="checkbox"/>	8834190	35030-846	GRATE, 1 DIA	Dec-20-2023	7208769	425699072MB
<input type="checkbox"/>	8832557	40447-452S	YOKE ASSY	Dec-19-2023	7197649	422732372MB
<input type="checkbox"/>	8832645	29116-459	THROTTLE BODY	Dec-19-2023	7210772	4259033_73_KB
<input type="checkbox"/>	8832735	23973-654	BEARING HOUSING-5 3/16	Dec-19-2023	7217323	4262548
<input type="checkbox"/>	8831044	21733-412	NUT,LOCK,7/8-9	Dec-18-2023	7216406	4263827-65-DC
<input type="checkbox"/>	8831044	21733-412	NUT,LOCK,7/8-9	Dec-18-2023	7216406	4263827-65-DC

< Previous 1 2 3 4 5 ... 634 Next >

Cancel

Add to Claim

11b.

Example 2.

# Warranty-Warranty Claim

## Add Products

Lookup Parts

11.

Search:

Product	Quantity	Description	Price	Net Price	Invoice #	Causal part	Action
39233-291	1	ANVIL, ADJUSTABLE	89.50 USD	89.50 USD	8837176	<input type="checkbox"/>	

## Additional Expenses

12.

Type	Rate	Time	Description
--	0.00	0h 00min	--
--	0.00	0h 00min	--
--	0.00	0h 00min	--

Add Lines

## Contact

Name\*

Jane Smith

Phone\*

(989) 866-2381

Email\*

Jane.smith@morbark.com

13.

Cancel

Submit

14.

Step 11. If you added parts in Step 11. you will now see the part line added.

Step 12. click on the drop down arrow to add:

- Claimable Expenses
- Freight
- Service Labor
- Mileage (INDUSTRIAL ONLY)

(if you need to add more, select Add Lines)

Step 13. Review the populated Contact information

Step 14. Click Submit

# Warranty- Warranty Claim

Home Quick Order Shop for Parts Equipment Order History

Show MSRP 0

Home > Warranty Home

## Warranty Home

### What do you need?

- Receipt of Goods
- Registrations
- File a Claim
- Bulletin Board
- Preliminary Review Form

Please select a Division.\*

Searching warranty claims for: Jane Smith Mulching

Receipt of Goods Registrations **Claims**

Displaying recent claims. [Search for more](#)

Serial #	Claim #	Created	Updated	Claim Type	Work shop order	Credit #	Status	Actions
----------	---------	---------	---------	------------	-----------------	----------	--------	---------

No data available in table

After submitting a claim you will be taken back here where you will be able to find the record in the claim tab

You will also receive an email similar to ones received for the other submissions.

Your claim will now be reviewed and you will get a notification via email for one of the following:

- Awaiting correction- view the warranty claim and adjust whatever was noted needing correction
- Pending Return- the warranty team would like the product shipped back to the specified location before approval.
- Approved- you will receive the credit
- Denied- warranty claim was denied and the communication box will explain why

# Contact Us



Search for Part Number, Part Description or Equipment

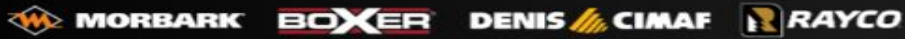


Home Quick Order Shop for Parts Equipment Order History

Show MSRP 1

## MADE FOR MORE.

Innovating and manufacturing durable, high-performance equipment for more than 60 years. Morbark's family of companies and equipment helps customers process and convert waste wood and other organic materials into profitable end products.



### Quickly find a vehicle or part

Search Equipment

Search parts

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

### Quickly Find an Order

Enter an order number

### Recently viewed



### Favorite parts

Looks like you currently don't have any favorited parts. When browsing parts click the "★" to add them here.

At the bottom of every page there is a Contact Us Link

A Member of the **ALAMO GROUP**



**MORBARK**



**DENIS**  **CIMAF**



## Aftermarket Support Request Form

Customer Service Request Number

Customer Service Request Date \*

Select Brand \*

Customer Service Request Type \*

Primary Business Name: \*

Primary Contact Name: \*

First Name

Last Name

Primary Contact Email: \*

example@example.com

Primary Contact Phone Number \*

Area Code

Phone Number

Submit

Once Contact Us is Selected this page will populate.

1. Select Brand
2. Once Brand is picked- new box will populate for you to chose from a number of different requests (shown on next slide)

# Contact Us

Listed Requests	Description
Part Number Request	Help with getting a part number
Part Number Lead Time Request	Lead time of part(s)
Part Number Pricing Request	Need pricing on a part
Part Number Update Request	Update on part number (either being priced or loaded for ordering)
Part Number Other Request	Other requests that don't fall into the above
Parts Order Machine Down Request	Machine is down or will be down in near future
Parts Order Expedited Shipping Request	Part is out of stock and would like to expedite the process of getting part
Parts Order Cancelation Request	Want to cancel an order or a line on an order
Parts Order Past Due Request	Provided lead time has expired and update is needed on the part
Parts Order Ship to / Address Change Request	Realize an incorrect shipping address was imputed and it needs to be changed
Parts Order Estimated Time of Arrival Request	Need an ETA on part or request
Parts Order Shipment Shortage Request	Received a shipment and were shorted product
Parts Order Damage Shipment Request	Received a shipment and either the parcel or the part was damaged
Parts Order Lost Shipment Request	Tracking was available and has not been delivered
Parts Order Invoice Request	Need a copy of an Invoice
Parts Order Invoice Freight Charge Request	Need a copy of a Freight Invoice
Parts Order Other Type Request	Other requests that don't fall into the above
RMA Return Support Request	RMA inquiries and support
Technical Service Support Request	Technical inquiries and support
Warranty Claim Support Request	Warranty inquiries and support
Login & Account Support Request	Login and account inquiries and support
Other General Support Requests	Other inquiries and support

**Customer Service Request Type \***

Please Select ▼

When you drop down the above box the LISTED REQUEST will be displayed

Choose the one that best fits your Inquiry Request



A Member of the **ALAMO GROUP**



**MORBARK**



**DENIS**  **CIMAF**



## Aftermarket Support Request Form

Customer Service Request Number

Customer Service Request Date \*

Select Brand \*

Customer Service Request Type \*

Primary Business Name: \*

Primary Contact Name: \*

First Name

Last Name

Primary Contact Email: \*

example@example.com

Primary Contact Phone Number \*

Area Code

Phone Number

Submit

3. Fill out all required fields (\*) and submit the request.

A representative will reach back to you via this request form in order to complete your request.





Search for Part Number, Part Description or Equipment

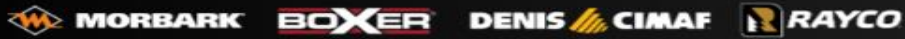


Home Quick Order Shop for Parts Equipment Order History

Show MSRP 1

## MADE FOR MORE.

Innovating and manufacturing durable, high-performance equipment for more than 60 years. Morbark's family of companies and equipment helps customers process and convert waste wood and other organic materials into profitable end products.



### Quickly find a vehicle or part

Search Equipment

Search parts

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

### Quickly Find an Order

Enter an order number

### Recently viewed



### Favorite parts

Looks like you currently don't have any favorited parts. When browsing parts click the "★" to add them here.

At the bottom of every page there is a Documents Link


# Documents

Below is what the Documents page looks like. Users should note that this section is currently being updated to house:

- Product Support Information (Grate Lists, Cross Reference Information)
- Policies and Procedures (ordering, returns, dealer stock program, etc.)
- Other Brand Specific documents to ensure success for internal and external users.
- THESE WORK INSTRUCITONS!!

If you are looking for something and it doesn't appear to be available please CONTACT US.

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



Show MSRP  1 


[Home](#) > [Documents](#)

## Documents



2 Results

-  [Morbark, LLC](#)
-  [Rayco Manufacturing, Inc](#)

 [MORBARK, LLC](#)  
MORBARK, LLC

 [RAYCO MANUFACTURING, INC](#)  
RAYCO MANUFACTURING, INC



**MORBARK**

# Cheat Sheets

## Shipping Information

Recipient is different from order entry

Ship to\*

33520298 - MORBARK WINN ONLINE PARTS TEAM

Search Enter new

MORBARK WINN ONLINE PARTS TEAM  
8507 S WINN RD  
WINN, MI 48896  
US

Shipment Terms\*

Transport mode\*

Prepay and Add

UPS Ground Service

Note:

Shipping and Broker information (Optional)

Allowed up to 60 characters

Ship Complete

Unit Down

Fill out Billing Information

Create Quote or Secure Checkout both have the SHIPPING INFORMATION portion (shown to the left) that needs to be filled out.

We would like to provide you some helpful cheat sheets when you are on this screen.

On the next slides we will provide cheat sheets for:

- Shipment Terms
- Transport Mode
- Ship Complete
- Unit Down

# Cheat Sheets- Shipment Terms

## Example 1.

**Shipment Terms\*** **Transport mode\***

Prepay and Add  UPS Ground Service

Note:

**Shipping and Broker information (Optional)**

Allowed up to 60 characters

## Example 2.

**Shipment Terms\*** **Carrier\***

Collect  UPS

**Transport mode\***

UPS Ground Service

Note:

**Shipping and Broker information \***

Please provide Carrier Name and Account number here

Allowed up to 60 characters

There are 2 choices for Shipment Terms

- **Prepay and Add** (shown in Example 1.)
  - Choosing this option means we will bill freight at time of invoicing and it will be charged to the Method of Payment Option (Account or Credit Card).
- **Collect** (shown in Example 2.)
  - Choosing this option means you want to use your company's shippers account number and be billed directly by the carrier. Please note your shipping account, carrier contact, and carrier company name in the Shipping and Broker Information and then proceed in completing the order.

**\*\*Morbark and its affiliated companies will not credit freight on any orders using Collect Shipment Terms\*\***

# Cheat Sheets- Transport Mode

**Transport Mode** (shown below) has quite a few options (breakdown to the left) and if you have any questions on them please work with the Parts Department via the [CONTACT US](#) link.

Transport Mode	Transport Description
UPS NDA SAT. DEL. EARLY AM	next day air, early morning, Saturday delivery for all USA destinations
FED-EX INTL PRIORITY	FedEx shipping to any destination (150 pounds restriction)
FED-EX INTL GROUND	FedEx shipping to any destination
FED-EX INTL ECONOMY	FedEx shipping that delivers customs-cleared shipments with package weight and dimension restrictions
DHL (WORLDWIDE PRIORITY)	DHL shipping
XPO LOGISTICS FREIGHT INC	XPO shipping to any location in the USA
UPS GROUND	UPS shipping (150 pound weight restriction)
BESTWAY	Morbark will ship with the most economical carrier
FED-EX ECONOMY	FedEx shipping within the USA
UPS 2ND DAY AIR (BLUE)	UPS expedited shipping (150 pound weight restriction)
UPS 3RD DAY AIR	UPS expedited shipping (150 pound weight restriction)
UPS NEXT DAY AIR (RED)	UPS expedited shipping (150 pound weight restriction)
UPS NEXT DAY AIR SAT. DEL.	UPS expedited shipping and will deliver on Saturday-not guaranteed time (150 pound weight restriction)
CUSTOMER PICK UP-WILL CALL	Customer will be notified to pick the product up at warehouse facility
BESTWAY INTERNATIONAL	Morbark will ship the most economical way internationally
BESTWAY INTERNATIONAL AIR IMMEDIATE	Morbark will ship the most economical way internationally by air
BESTWAY INTERNATIONAL OCEAN IMMEDIATE	Morbark will ship the most economical way internationally by ocean
BESTWAY INTERNATIONAL WAIT FOR FULL LOAD	Morbark will ship with a machine going into a container if possible

Shipment Terms\* Transport mode\*

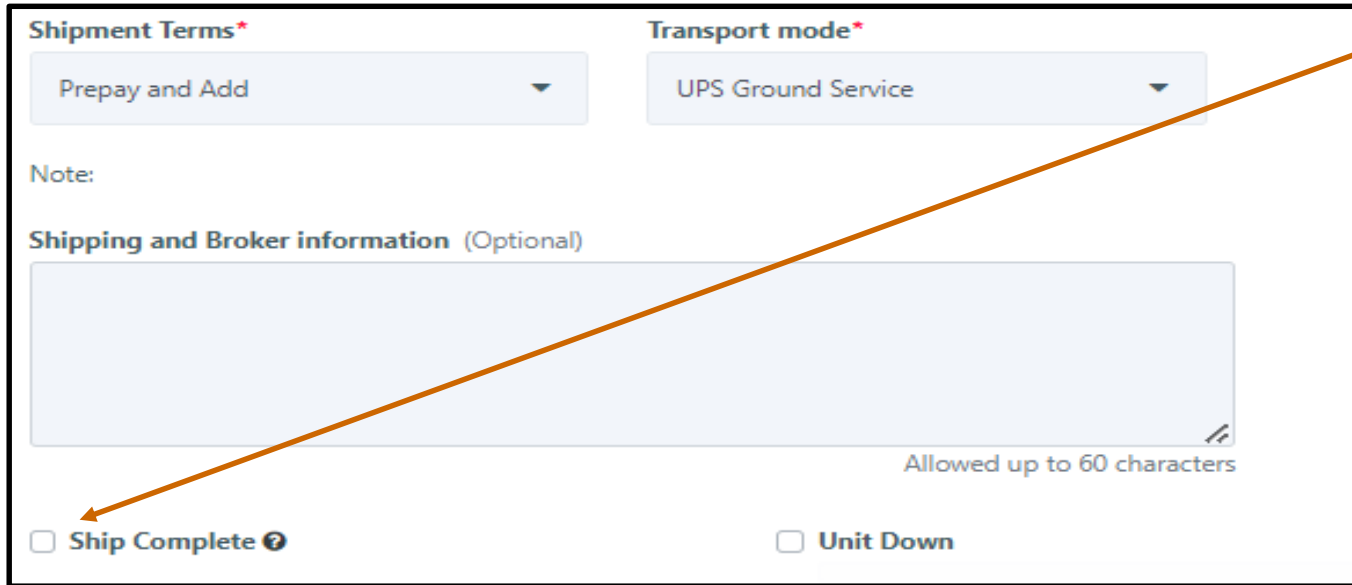
Prepay and Add UPS Ground Service

Note:

Shipping and Broker information (Optional)

Allowed up to 60 characters

# Cheat Sheets- Ship Complete



The screenshot shows a shipping form with the following elements:

- Shipment Terms\***: A dropdown menu currently set to "Prepay and Add".
- Transport mode\***: A dropdown menu currently set to "UPS Ground Service".
- Note:** A small text label above the optional information field.
- Shipping and Broker information (Optional)**: A large text input area with a note "Allowed up to 60 characters" at the bottom right.
- Ship Complete**: A checkbox option, which is highlighted by an orange arrow from the text box on the right.
- Unit Down**: Another checkbox option.

**Ship Complete** is an option offered on all orders and when it is selected it means that the product will not ship until all items are in stock.

This does guarantee 1 freight charge.

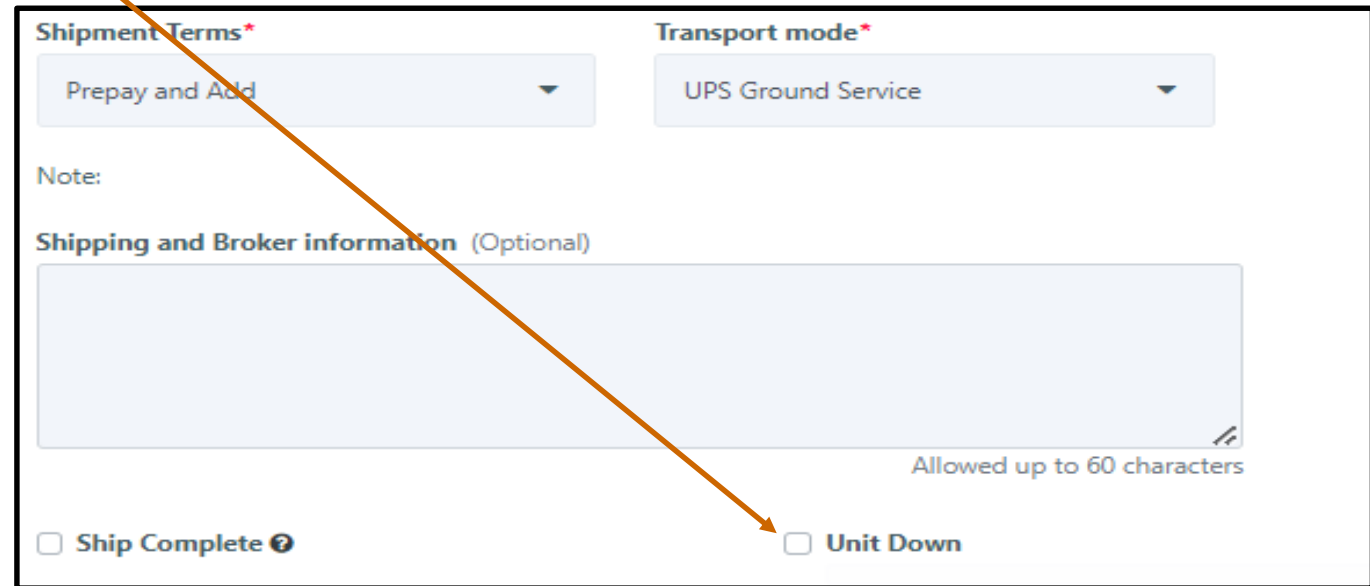
If at any point you would like to change an existing order from Ship Complete to ship what we have- work with the customer service team via CONTACT US link.

# Cheat Sheets- Unit Down

**Unit Down** (also called Machine Down) is an option offered on all orders and when it is selected it means that you or your customer has an urgent need for the product due to future potential or current Machine down

This will be required to have expedited shipping method such as Next Day Air, 2<sup>nd</sup> Day Air, or 3 Day Air (we will work with you on items that cannot be shipped Air).

After selecting Unit Down and placing order please immediately go to the CONTACT US page and fill out the Parts Order Machine Down Form. Failure to file this form could lead to delay's in processing and shipping.



The screenshot shows a shipping form with the following elements:

- Shipment Terms\***: A dropdown menu with "Prepay and Add" selected.
- Transport mode\***: A dropdown menu with "UPS Ground Service" selected.
- Note:**: A section for additional information.
- Shipping and Broker information (Optional)**: A large text input area with a "Allowed up to 60 characters" note at the bottom right.
- Ship Complete**: A checkbox with a question mark icon.
- Unit Down**: A checkbox, which is highlighted by an orange arrow from the text box on the left.

# Cheat Sheets-

## Shipping and Broker Information

### Shipping and Broker Information

We have explained that when using Collect Shipment Terms we need your shippers account number, carrier contact information, and the carrier's company name provided in the Shipping and Broker Information.

For all orders we would like to know if the delivery location needs one of the below and if so please note in the Shipping and Broker information.

- Delivery is in Residential area
- Delivery has Limited access
- Liftgate is needed
- Receiving Dock is Indoors

This helps us provide accurate Freight/Shipping costs at time of invoicing. Failure to do so could lead to additional charges on an order after invoicing.

The screenshot shows a web form with the following elements:

- Shipment Terms\***: A dropdown menu with the selected option "Prepay and Add".
- Transport mode\***: A dropdown menu with the selected option "UPS Ground Service".
- Note:**: A label above a large, empty text input area.
- Shipping and Broker information (Optional)**: A label above the text input area.
- Allowed up to 60 characters**: A character limit indicator at the bottom right of the text input area.
- Ship Complete** ⓘ
- Unit Down**