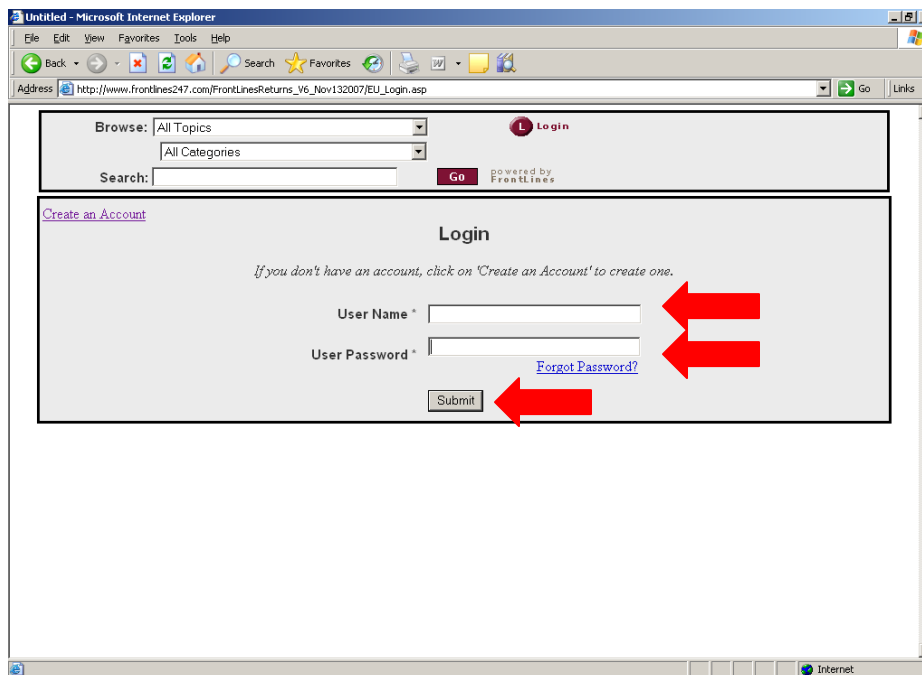


Instructions For: FrontLines - how to enter a *Warranty Claim RMA* (customer/dealer)
Prepared By: Susan Yaw

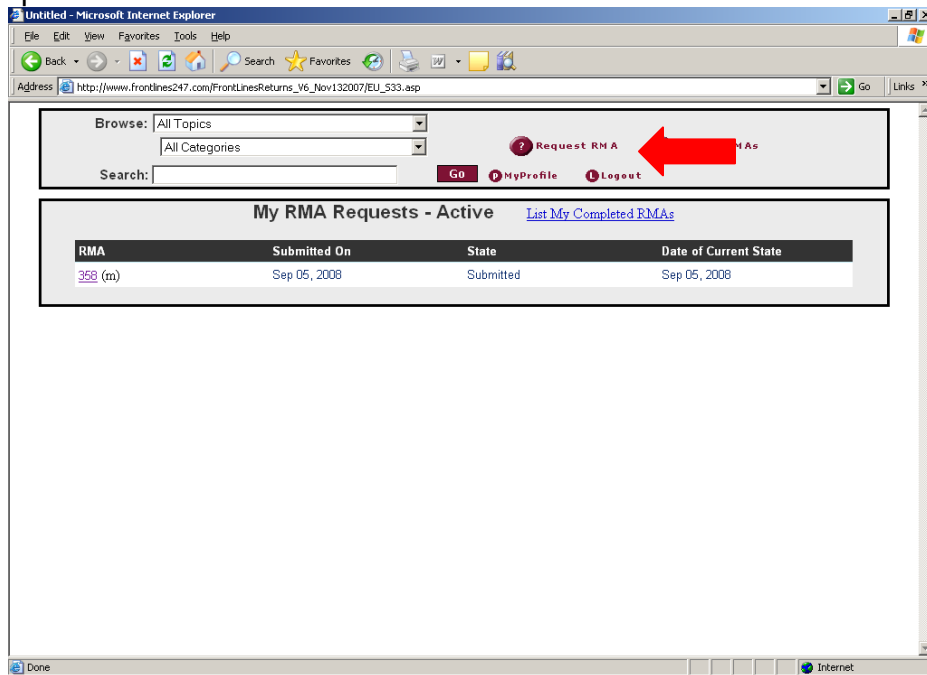
Effective Date: 11/12/08
Revisions: 2/26/09

Please note all fields with an asterisk () are required fields.

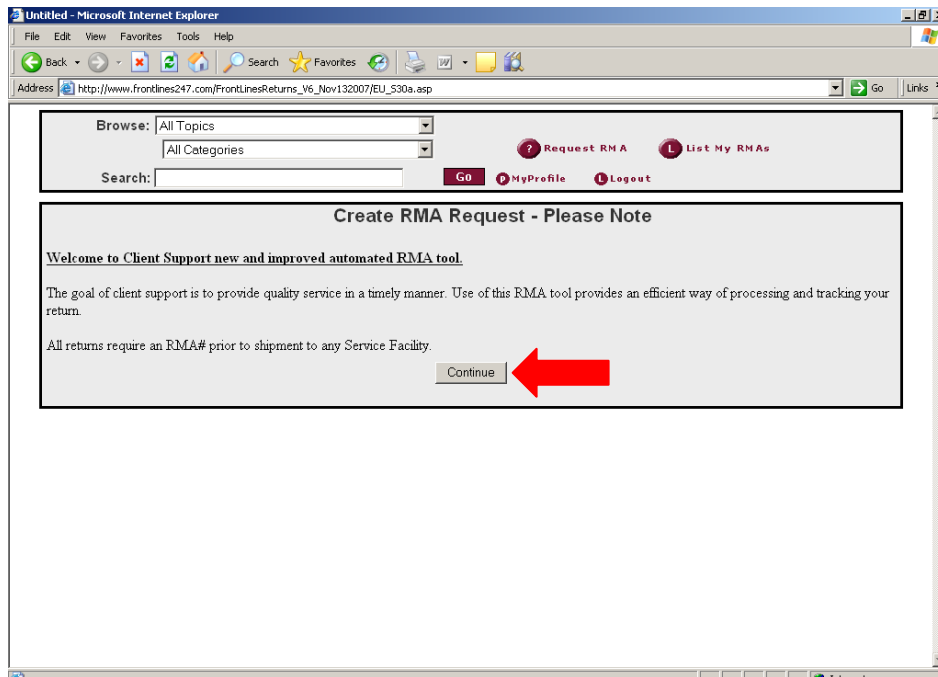
- Through web browser locate the following site:
www.frontlines247.com/morbark.htm
- Enter User Name (from when Account was created)
- Enter Password (from when Account was created)
- Click Submit



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



- Click Continue



- Create an RMA Request screen (NOTE: if the following contact information is changed after initial entry, the RMA will reflect most recent information entered):

Contact Information:

- Enter Company Name
- Enter Customer (Account) Number
- Enter Contact Name
- Enter Email address
- Enter Phone Number
- Enter Fax Number, if applicable
- Enter Address 1
- Enter Address 2, if applicable
- Enter City
- Enter State/Province
- Enter Country
- Enter Zip/Postal Code

The screenshot shows a web browser window titled 'Untitled - Microsoft Internet Explorer'. The address bar displays 'http://www.frontlines247.com/FrontLinesReturns_v6_Nov132007/EU_530.asp'. The page content includes a navigation bar with 'Browse: All Topics', 'All Categories', and buttons for 'Request RMA', 'List My RMAs', 'MyProfile', and 'Logout'. The main heading is 'Create RMA Request (Screen 1 of 3)'. Below this, a message reads 'Please enter customer and contact data here.' The 'Contact Information:' section contains the following fields: Company *, Customer No *, Contact, Email *, Phone *, Fax, Address Line 1 *, Address Line 2, City *, State/Province *, and Country *.

Billing Address:

*If the same as contact address as above, check box to next to Bill Address header auto populate the fields.

- Enter Company Name
- Enter Contact Name
- Enter Phone Number
- Enter Fax Number, if applicable
- Enter Address 1
- Enter Address 2, if applicable
- Enter City
- Enter State/Province
- Enter Country
- Enter Zip/Postal Code

Address Line 2

City *

State/Province *

Country *

Zip/Postal Code *

Customer Account No. *

Billing Address: Same as Contact Address above ←

Company

Contact

Phone

Fax

Address Line 1

Address Line 2

City

State/Province

Country

Zip/Postal Code

Shipping Address: Same as Contact or Same as Billing

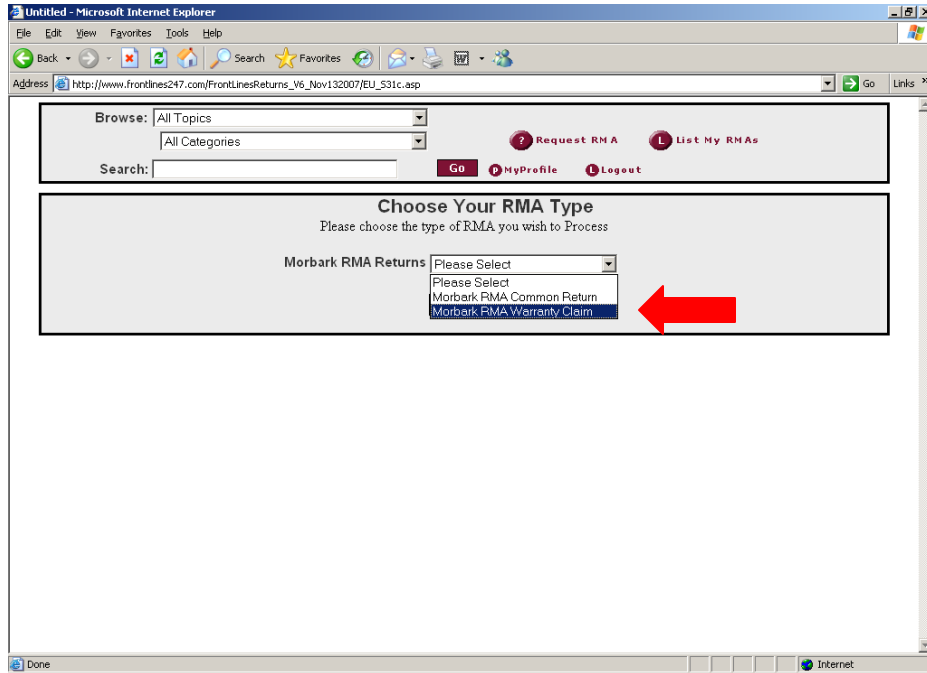
Shipping Information:

*If the same as contact address or billing address, check the appropriate box to next to header auto populate the fields.

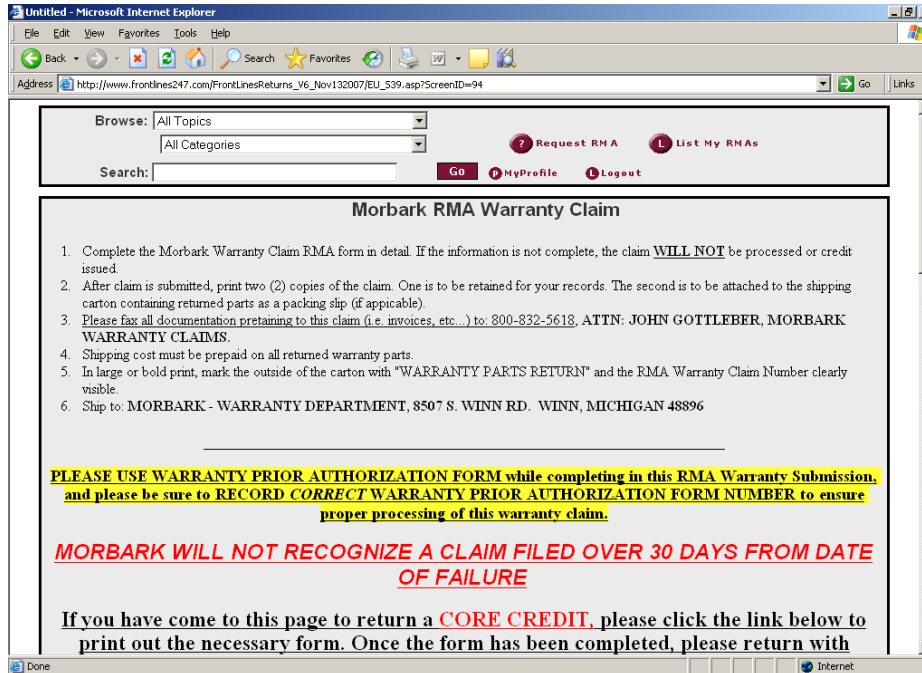
- Enter Company Name
- Enter Phone Number
- Enter Address 1
- Enter Address 2, if applicable
- Enter City
- Enter State/Province
- Enter Country
- Enter Zip/Postal Code
- Click Continue

The screenshot shows a web browser window titled "Untitled - Microsoft Internet Explorer" with the address bar displaying "http://www.frontlines247.com/FrontLinesReturns_V6_Nov132007/EU_530.asp". The form contains two main sections. The top section has input fields for "Phone", "Fax", "Address Line 1", "Address Line 2", "City", "State/Province", "Country", and "Zip/Postal Code". Below this is a section labeled "Shipping Address:" with two checkboxes: "Same as Contact" and "or Same as Billing". A red arrow points to the "or Same as Billing" checkbox. Below the checkboxes are another set of input fields for "Company", "Phone", "Address Line 1", "Address Line 2", "City", "State/Province", "Country", and "Zip/Postal Code". A "Continue" button is located at the bottom right of the form, with a red arrow pointing to it.

- Type of RMA Return screen
 - Click drop-arrow to select Morbark RMA Warranty Claim
 - Click Continue



- Morbark RMA Warranty Return screen
 - Read all instructions and information regarding the Morbark RMA Warranty Claim



- Enter Failure Date
- Enter Unit (Model Name)
- Enter Model Number
- Enter Machine S/N
- Enter Hours on Unit
- Enter Name of Machine Owner
- Enter Address of Owner
- Enter City of Owner
- Enter State of Owner
- Enter Zip of Owner
- Enter Machine Delivery Date
- Enter Customer Complaint
- Select Yes or No if the complaint covers the entire claim
- Enter Prior Authorization Number (from Pre-Authorization Form in regards to this claim completed and returned by John Gottleber)

The screenshot shows a web browser window with the following form fields:

- Customer and Machine Information:**
 - Failure Date *
 - Unit *
 - Model Number *
 - Machine Serial Number *
 - IMPORTANT - Hours on Unit *
 - Name of Machine Owner
 - Address of Owner
 - City of Owner
 - State of Owner
 - Zip Code of Owner
 - Machine Deliver Date *
- **CUSTOMER COMPLAINT MUST BE FILLED OUT !!!****
 - Customer Complaint *
 - Does this Complaint Cover Entire Claim? No Yes
 - Prior Authorization Number *
- Item Information:**
 - Quantity of This Item *
 - Morbark Part Number of Item *
 - Description of Part *

- Enter Quantity of This Item
- Enter Morbark Part Number of Item
- Enter Description of Part
- Enter Unit Price Each
- Enter Morbark Invoice Number
- Select Yes or No if the item is being returned
- Enter Freight Being Claimed (ONLY claim once)
- Enter Total From Above (total from items PLUS freight)
- Enter Shipment Tracking Number
- Enter Hours of Labor (ONLY claim once)
- Enter Miles Incurred for Consideration (Industrial Equipment Only)
- Enter Amount of Misc. Material (e.g. welding rod, etc.)
- Remaining fields (Claim Approved/Denied, Labor Accepted for Credit, Miles Accepted for Credit, Amount of Materials Accepted, Warranty Notes, BUN Billed and Interco. Dept) are for **WARRANTY MANAGER'S USE ONLY**
- Click Continue

The screenshot shows a web browser window with the following form sections:

- Does this Complaint Cover Entire Claim?** (Radio buttons for No/Yes)
- Prior Authorization Number *** (Text input)
- Item Information** (Section header with Help link)
 - Quantity of This Item* (Text input)
 - Morbark Part Number of Item * (Text input)
 - Description of Part * (Text input)
 - Unit Price Each * (Text input)
 - Morbark Invoice Number (Text input)
- Freight and Costs** (Section header with Help link)
 - Is Item(s) Being Returned? * (Radio buttons for Yes/No)
 - Freight Being Claimed (CLAIM ONLY ONCE) (Text input)
 - Total from Above (Total from Items plus Freight) * (Text input)
 - Shipment Tracking Number (Text input)
- Labor / Mileage / Parts Claimed** (Section header with Help link)
 - Hours of Labor for Consideration (Claim Only Once) (Text input)
 - Miles Incurred for Consideration (Industrial ONLY) (Text input)
 - Amount for Misc. Materials (e.g. welding rod, etc) (Text input)
- FOR WARRANTY MANAGER USE ONLY:** (Section header with Help link)
 - Claim Approved / Denied (Dropdown menu: Please Select)
 - Labor Accepted for Credit (Text input)
 - Miles Accepted for Credit (Text input)
 - Amount for Misc. Materials Accepted (Text input)

- Summary screen.
 - If all information shown in summary is *correct*, click All Information Correct - Submit.
 - If summary information shown is *incorrect*, click Go Back and Change Information.

Summary

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

Customer and Machine Information Help

Failure Date 2/1/09
Unit Brush Chipper
Model Number Hurricane 18
Machine Serial Number 56713
IMPORTANT - Hours on Unit 42
Name of Machine Owner Tree Chompers
Address of Owner 1234 Main Street
City of Owner Hometown
State of Owner MI
Zip Code of Owner 48931
Machine Deliver Date 1/28/09

****CUSTOMER COMPLAINT MUST BE FILLED OUT !!!**** Help

Customer Complaint Knives warped which caused cracking
Does this Complaint Cover Entire Claim? Yes
Prior Authorization Number 123456

Item Information Help

Unit Price Each 40.00
Morbark Invoice Number 645789

Freight and Costs Help

Is Item(s) Being Returned? Yes
Freight Being Claimed (CLAIM ONLY ONCE) 25.00
Total from Above (Total from Items plus Freight) 105.00
Shipment Tracking Number 78913DF5641SE

Labor / Mileage / Parts Claimed Help

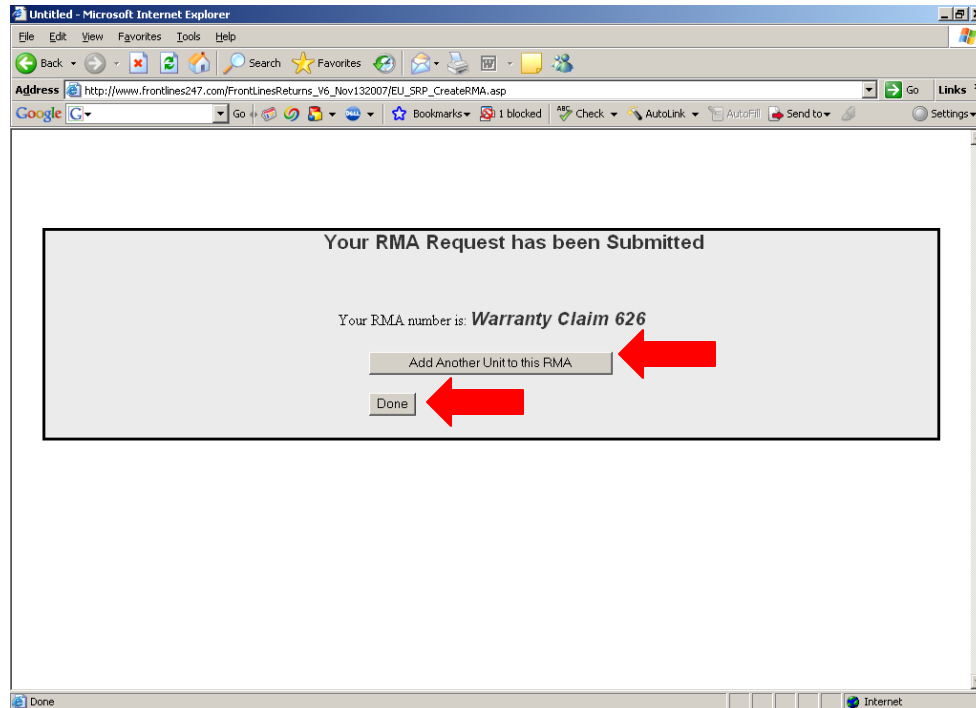
Hours of Labor for Consideration (Claim Only Once) 1
Miles Incurred for Consideration (Industrial ONLY) 0
Amount for Misc. Materials (e.g. welding rod, etc) 0

FOR WARRANTY MANAGER USE ONLY: Help

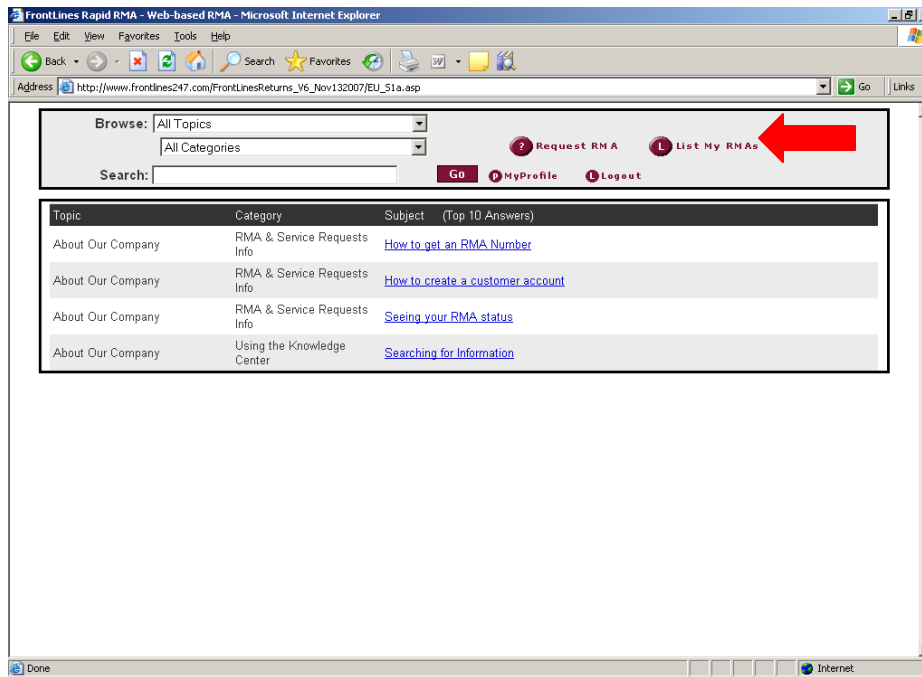
Claim Approved / Denied Please Select
Labor Accepted for Credit
Miles Accepted for Credit
Amount for Misc. Materials Accepted
Warranty Notes:
Bun Billed
Interc. Dept.
Problem Code Please Select

All Information Correct - Submit
Go Back and Change Information

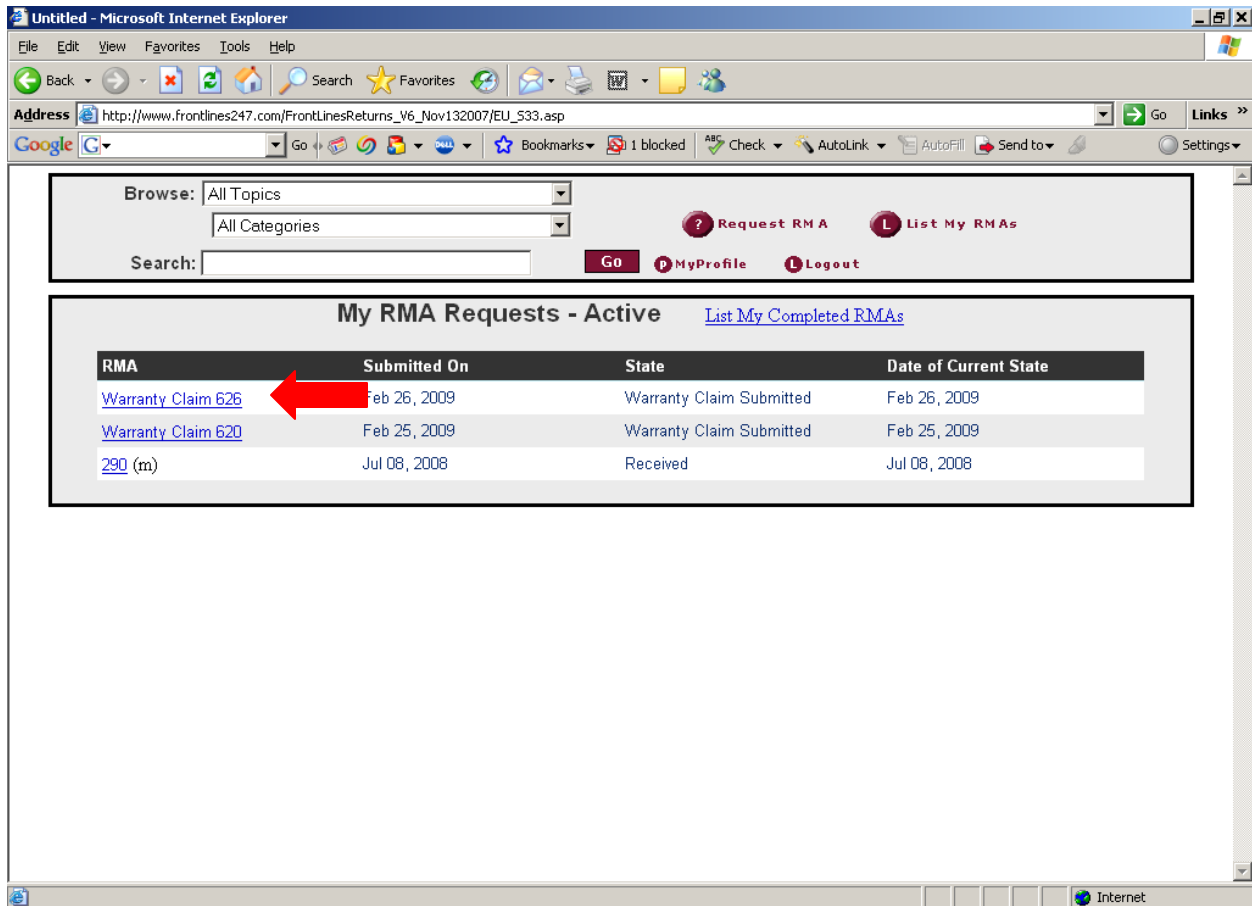
- Your RMA Request has been Submitted screen
 - Record RMA number provided for use later in steps
 - If there are no additional units to be added, click Done
 - If additional units are to be added to this RMA, click Add Another Unit to this RMA. Complete steps above beginning with Morbark RMA Warranty Return screen.
 - Please note some fields will be populated from entry of the previous unit



- Click List My RMAs



- My RMA Requests - Active screen
- Click number of RMA just entered (recorded in above steps)



- Once RMA appears on screen, use the Print button on the toolbar of the web browser to print two copies
 - Copy #1 - to remit to Morbark with returned parts. This will serve as a packing slip.
 - Copy #2 - to be saved by customer for records
- Click Log Out to end session

PLEASE NOTE: When boxing parts for shipment to Morbark, write the following information on the outside of the box:

- RMA number (as documented above)
- "WARRANTY PARTS RETURN"

