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Search by part number

Sales & Service

Welcome

0

Parts

Service

Fleet Solutions

Warranty / Safety

Training

My Account

Resources



Getting the parts you need just got easier

Introducing the new Online Express — now with a mobile-friendly design, faster checkout and improved search features

[LEARN MORE](#)

- My Account - Dashboard
- Profile
- Address Book
- Shopping List
- Payment Preferences
- Order Management**
- Equipment Ship Date Report
- Manage Users

From the Home page of Online Express you will need to access "Order Management". You may do this by selecting one of the options identified here in the red boxes. If you do not see this option you may need to contact your User Admin or onlineexpress@jlg.com to have your User Permissions updated.

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- MY ACCOUNT - DASHBOARD
- ORDER MANAGEMENT >**
- PROFILE
- ADDRESS BOOK
- SHOPPING LISTS
- PAYMENT PREFERENCES
- MANAGE USERS

Parts Order Inquiry

Locate and view the status for all open and closed orders. By selecting the Order Number from the results you can also obtain shipping and tracking information, see backordered quantities, and print invoices.

Invoice Information

Locate Equipment and Parts Invoices using various search criteria. [quick reference guide](#)

90 Day Parts Purchase History

Provides a list of parts ordered in the last ninety days.

Parts Return - Create New

Create and submit a new parts return request. [quick reference guide](#)

Parts Return - Search Existing

Search for existing parts return requests for status updates [quick reference guide](#)

Parts Purchasing Performance

Categorizes and compares ordering performance within a chosen date range.

Equipment Ship Date Report

Receive an email with your machine's shipping date. [quick reference guide](#)

This is the Order Management page. From here you may check the status of your orders, view invoices and run reports. This is also where you go to either create a parts return or search for the status of an existing return.



Parts Return - Create

If you need to return a defective part, please file a warranty claim. Parts returns for defective parts will be rejected. Please note that parts should be returned to the address on the return form.

International Return Procedure - Customers desiring to send products back to the United States for credit/refund are responsible for all freight, duties, and taxes relating to the shipment. Ship the goods back to JLG under DDP (Delivery Duty Paid) incoterm where they must act as the importer of record. A customs invoice must be completed for all return shipments from outside the U.S. The original shipment invoice should not be used as a customs invoice for return shipments because shipper/recipient information will differ, and line items and/or quantities may have changed. For HTSUS code and Country of Origin (COO) information, please contact the JLG Parts Department at 717-485-6472. Click [here](#) for a customs invoice template.

Customer Name: JLG PARTS	Customer Number:	Date: 10/17/2019
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Create your Parts Return by JLG Order Number, PO Number, JLG Invoice Number, or JLG Part Number. Please make a selection below.

Create Parts Return by JLG Order Number.

NOTE: This is the BEST search function for Return creation.

Create Parts Return by PO Number.

Create Parts Return by JLG Invoice Number.

Create Parts Return by JLG Part Number.

From the "Parts Return—Create" page you may begin your return by searching by the JLG Order Number, PO Number, Invoice Number or Part Number. Once you make your selection you may enter the information and select "Search".



Parts Return - Search

Status:

Start Date:

App #:

End Date:

Invoice #:

Order #:

PO #:

From the "Parts Return—Search" page you are able to search for existing returns. You may narrow your returns by the current status of the return or you may search for your return by the Return Number (App#), Invoice Number, Order Number or PO Number. Also be sure that the date range selected is correct for the return you are searching for.