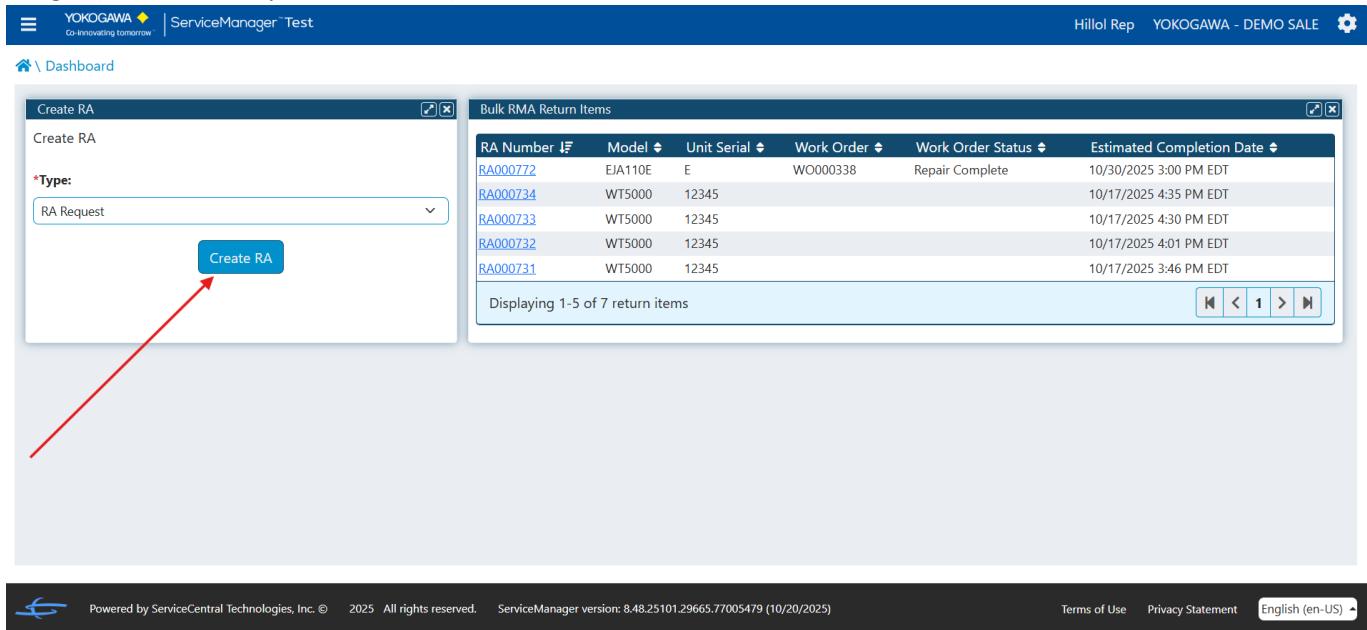


## How to Create a Return Authorization (RA)

**Step 1:** Once logged into the **Service Manager** portal, click the **Create RA** radio button in the **Create RA** widget (as indicated by the red arrow)



The screenshot shows the Service Manager portal interface. At the top, there is a header with the YOKOGAWA logo, the text 'ServiceManager Test', and user information 'Hillol Rep YOKOGAWA - DEMO SALE'. Below the header, there is a 'Dashboard' link. The main content area is divided into two widgets. The left widget is titled 'Create RA' and contains a form with a dropdown menu set to 'RA Request'. A red arrow points to the 'Create RA' button, which is highlighted with a blue box. The right widget is titled 'Bulk RMA Return Items' and displays a table of 7 return items. The table columns are: RA Number, Model, Unit Serial, Work Order, Work Order Status, and Estimated Completion Date. The data in the table is as follows:

RA Number	Model	Unit Serial	Work Order	Work Order Status	Estimated Completion Date
RA000772	EJA110E	E	WO000338	Repair Complete	10/30/2025 3:00 PM EDT
RA000734	WT5000	12345			10/17/2025 4:35 PM EDT
RA000733	WT5000	12345			10/17/2025 4:30 PM EDT
RA000732	WT5000	12345			10/17/2025 4:01 PM EDT
RA000731	WT5000	12345			10/17/2025 3:46 PM EDT
Displaying 1-5 of 7 return items					

**Step 2:** In the next window, select the existing **Ship To** information, or click **New** to add a new shipping address for the RA.

**Step 3:** Repeat the same process to complete the **Contact Information** field.

**Step 4:** Click **Confirm RA Details** to proceed.

Customer

Customer Information:

**\*Customer:** YOKOGAWA - DEMO SALE

Name:	YOKOGAWA - DEMO SALE
Address:	2 DART ROAD, Newnan, GA, 30265, USA
Phone:	
Mobile Phone:	
Email:	lisa.given@us.yokogawa.com

Ship to:

Ship to Information:

Name:	Hillol Chatterjee
Address:	4 Dart road, Newnan, GA (Georgia), 30265, US (United States)
Phone:	9876126518
Type:	Main Site

Contact:

Contact Information:

Name:	
Phone:	
Mobile Phone:	
Email:	
Type:	

**Confirm RA Details** **Cancel**

\* = Required Information

**Step 5:** Click **Add Return Item** to enter the details for the item being returned.

Dashboard

Create RA

1 Customer 2 Return Items 3 Review 4 Submitted

Return Items

**Add Return Item**

Return Item	Return Item Description	Cost	Item Quantity	Return Serial
<input type="checkbox"/>				

Previous Next Cancel

\* = Required Information

**Step 6:** In the fields highlighted in yellow, enter the necessary details, including the **Return Model ID** and **Suffix**.

Then, **look up and select** the corresponding **Service Level** and **Service Type** associated with the specified Model ID

Return Items

**\*Return Model ID:** GM10   **\*Return Serial:** 12345

**\*Suffix (complete model code):** 11 **\*Item Quantity:** 1

**Line Number:** 1 **Item Reference:**

**Return Memo:** Maximum characters 100 ( 100 remaining )

**\*Neutralization Statement:**  Unit will be neutralized prior to shipment  Unit has never been installed  N/A (Not Applicable)

**Service Request**

**\*Service Type:** Repair  1

**\*Service Level:** \$992 - Evaluation fee only. Cost to repair to be sent after evaluat  2

**Note - If returning multiple modules, please add the serial number of all modules here:** x1, x2

**Buttons:** Save, Save & Add New, Cancel

**Step 7:** Click on **Save** to save and move to the next step click or Click on **Save & Add New** to add another product details as part of the RA

Return Items

**\*Return Model ID:** GM10   **\*Return Serial:** 12345

**\*Suffix (complete model code):** 11 **\*Item Quantity:** 1

**Line Number:** 1 **Item Reference:**

**Return Memo:** Maximum characters 100 ( 100 remaining )

**\*Neutralization Statement:**  Unit will be neutralized prior to shipment  Unit has never been installed  N/A (Not Applicable)

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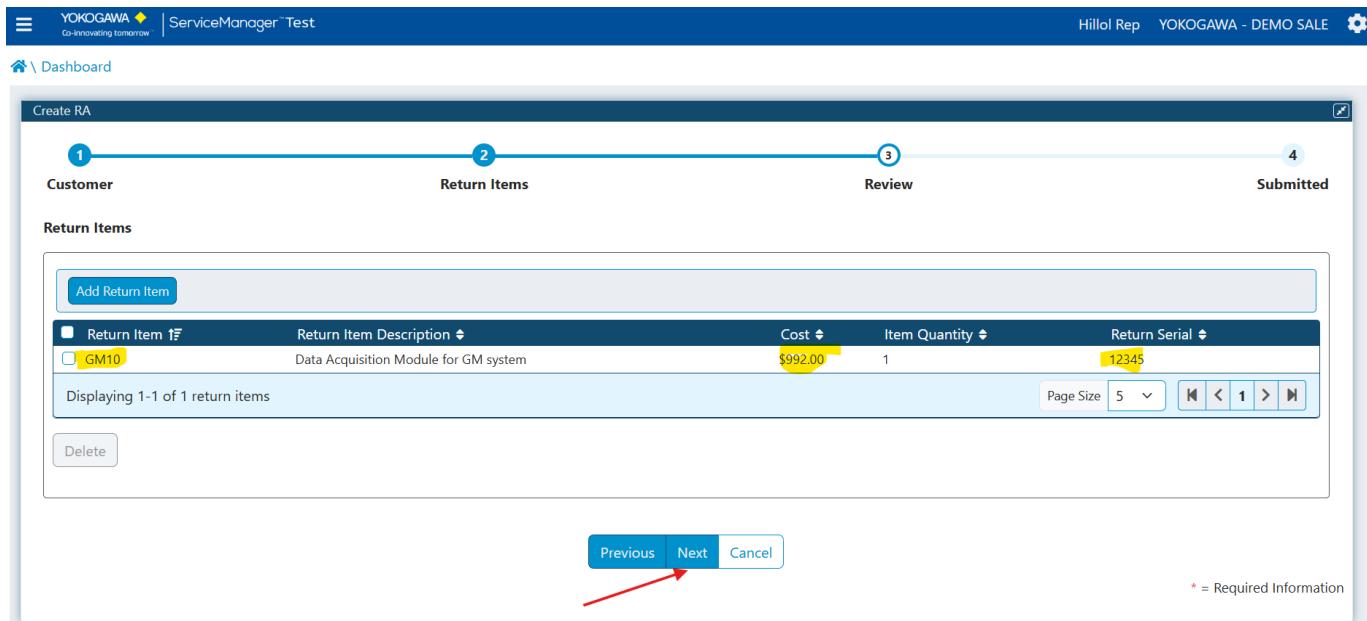
**Note - If returning multiple modules, please add the serial number of all modules here:** x1, x2

**Buttons:** Save, Save & Add New, Cancel

A red arrow points to the 'Save' button, which is highlighted with a red box.

**Step 8:** In this step, you can view the details of the previously selected product, including the **Return Item, Return Item Description, Cost, Quantity, and Return Serial Number.**

**Step 9:** Click on **Next** after validating the Return Item details



The screenshot shows the 'Create RA' application interface. At the top, there is a header with the YOKOGAWA logo, the text 'ServiceManager Test', and user information 'Hillol Rep YOKOGAWA - DEMO SALE'. Below the header is a breadcrumb navigation 'Dashboard'. The main content area is titled 'Create RA' and shows a progress bar with four steps: 1 Customer (highlighted in blue), 2 Return Items (highlighted in blue), 3 Review (light blue), and 4 Submitted (light blue). The 'Return Items' step is titled 'Return Items' and contains a table with one item: 'GM10' (Return Item), 'Data Acquisition Module for GM system' (Return Item Description), '\$992.00' (Cost), '1' (Item Quantity), and '12345' (Return Serial). Below the table, it says 'Displaying 1-1 of 1 return items'. At the bottom of the page, there are buttons for 'Previous', 'Next' (highlighted in red), and 'Cancel'. A red arrow points to the 'Next' button. A note at the bottom right says '\* = Required Information'.

**Step 9:** In this step, attach a copy of the **Purchase Order (PO)** by following the **PO instructions** provided in the red box. Alternatively,

Users may **download the Credit Card Form**, complete the required details, and attach the filled form.

**Step 10:** Click on **Approve and Submit RA** after completing **Step 9**

>Create RA

1 Customer      2 Return Items      3 Review      4 Submitted

Code:	RA000773	Type:	RA Request																				
<b>Customer:</b> YOKOGAWA - DEMO SALE <b>Customer Information:</b> <table border="1"> <tr><td>Name:</td><td>YOKOGAWA - DEMO SALE</td></tr> <tr><td>Address:</td><td>2 DART ROAD, Newnan, GA, 30265, USA</td></tr> <tr><td>Phone:</td><td></td></tr> <tr><td>Mobile Phone:</td><td></td></tr> <tr><td>Email:</td><td>lisa.given@us.yokogawa.com</td></tr> </table>		Name:	YOKOGAWA - DEMO SALE	Address:	2 DART ROAD, Newnan, GA, 30265, USA	Phone:		Mobile Phone:		Email:	lisa.given@us.yokogawa.com	<b>Contact:</b> <b>Contact Information:</b> <table border="1"> <tr><td>Name:</td><td></td></tr> <tr><td>Phone:</td><td></td></tr> <tr><td>Mobile Phone:</td><td></td></tr> <tr><td>Email:</td><td></td></tr> <tr><td>Type:</td><td></td></tr> </table>		Name:		Phone:		Mobile Phone:		Email:		Type:	
Name:	YOKOGAWA - DEMO SALE																						
Address:	2 DART ROAD, Newnan, GA, 30265, USA																						
Phone:																							
Mobile Phone:																							
Email:	lisa.given@us.yokogawa.com																						
Name:																							
Phone:																							
Mobile Phone:																							
Email:																							
Type:																							
Ship to:	Hillol Chatterjee																						
Ship to Information:	<table border="1"> <tr><td>Name:</td><td>Hillol Chatterjee</td></tr> <tr><td>Address:</td><td>4 Dart road, Newnan, GA (Georgia), 30265, US (United States)</td></tr> <tr><td>Phone:</td><td>9876126518</td></tr> <tr><td>Type:</td><td>Main Site</td></tr> </table>			Name:	Hillol Chatterjee	Address:	4 Dart road, Newnan, GA (Georgia), 30265, US (United States)	Phone:	9876126518	Type:	Main Site												
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Address:	4 Dart road, Newnan, GA (Georgia), 30265, US (United States)																						
Phone:	9876126518																						
Type:	Main Site																						
Return Item #	Return Item Description	Cost	Item Quantity																				
GM10	Data Acquisition Module for GM system	\$992.00	1																				
			Return Serial																				
			12345																				

Return Item #	Return Item Description	Cost	Item Quantity	Return Serial
GM10	Data Acquisition Module for GM system	\$992.00	1	12345

Displaying 1-1 of 1 return items

Page Size: 5 | < | < | 1 | > | > |

\*Attach PO or Credit Card Form:

**PO / Credit Card Instructions:**

Please add 7.0% tariff surcharge as a separate line item "SURCHARGE" to PO

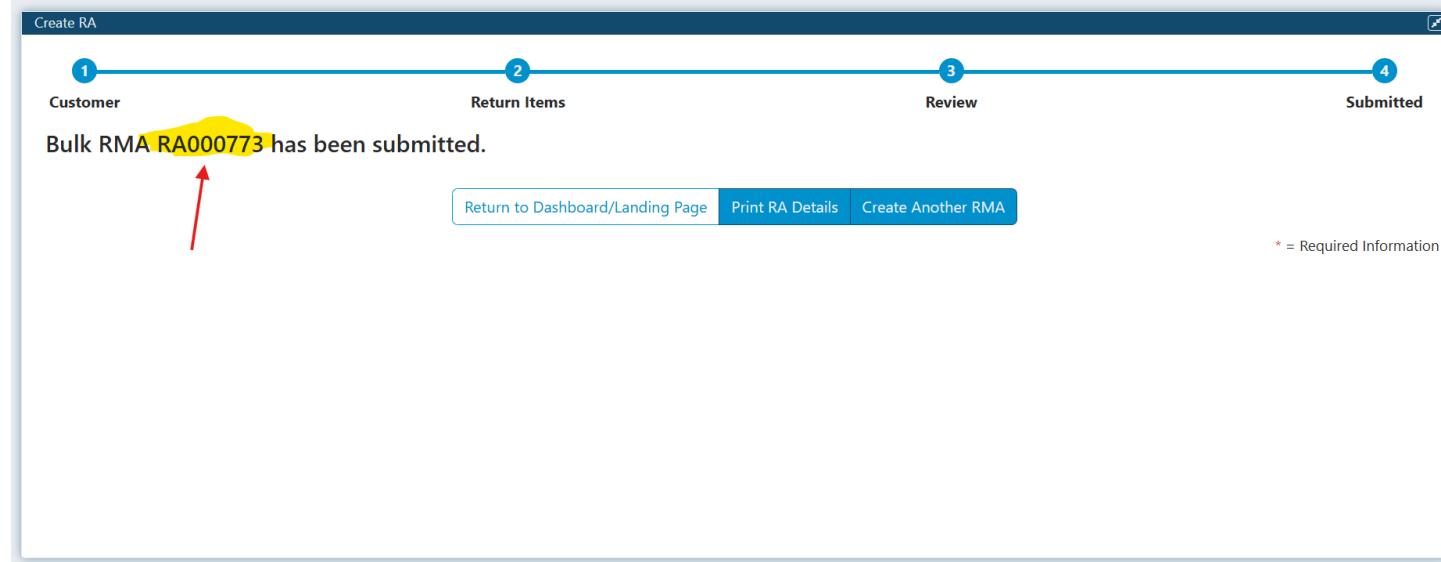
Address PO to:  
Yokogawa Corporation of America  
2 Dart Road  
Newnan, GA 30265

Download credit card form:  
<https://www.yokogawa.com/us/support/return-policy/#Return-Policy>

[Previous](#) [Approve and Submit RA](#) [Cancel](#)

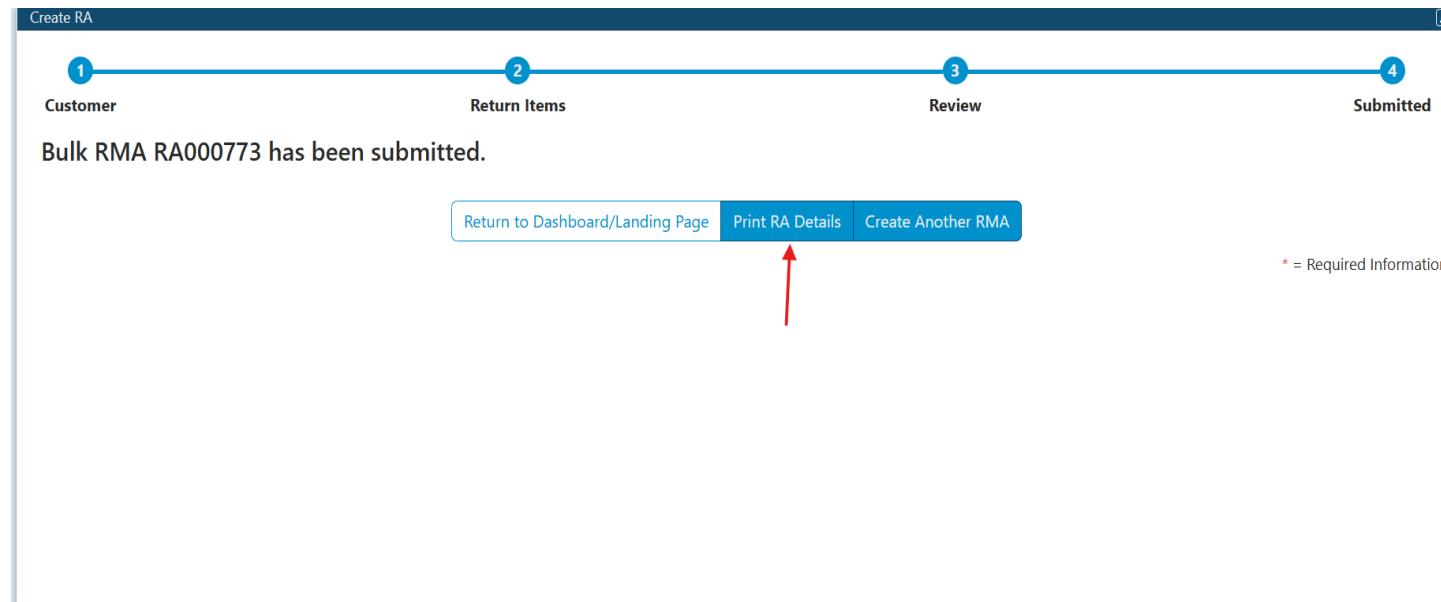
\* = Required Information

**Step 10:** In this window, a notification confirming the successful submission of the **Return Authorization (RA)** will be displayed, including the **RA Number** for your reference.



### Step 11: Print RA Details

To print the Return Authorization (RA) information, click the **Print RA Details** option.



**Created:** Hillol Rep 11/1/2025 1:34 PM EDT  
**Updated:** Hillol Rep 11/1/2025 2:36 PM EDT  
**Code:** RA000773  
**Status:** Pending Receipt  
**Type:** RA Request (RA Request)  
**Customer:** YOKOGAWA - DEMO SALE  
**Ship to:** Hillol Chatterjee  
**Contact:**

**MT Job #:**

**Return Tracking Number:**

**Payment Type:**

**Payment Reference Number:**

**Attach PO or Credit Card Form:** [PO.odt \(5 kb\)](#)

**PO / Credit Card**

**Instructions:** Please add 7.0% tariff surcharge as a separate line item "SURCHARGE" to PO Address PO to: Yokogawa Corporation of America 2 Dart Road Newnan, GA 30265 Download credit card form: <https://www.yokogawa.com/us/support/return-policy/#Return-Policy>



#### Bulk RMA Items

Item Code	Item Description	Quantity
GM10	Data Acquisition Module for GM system	1

 **Print** **Close**