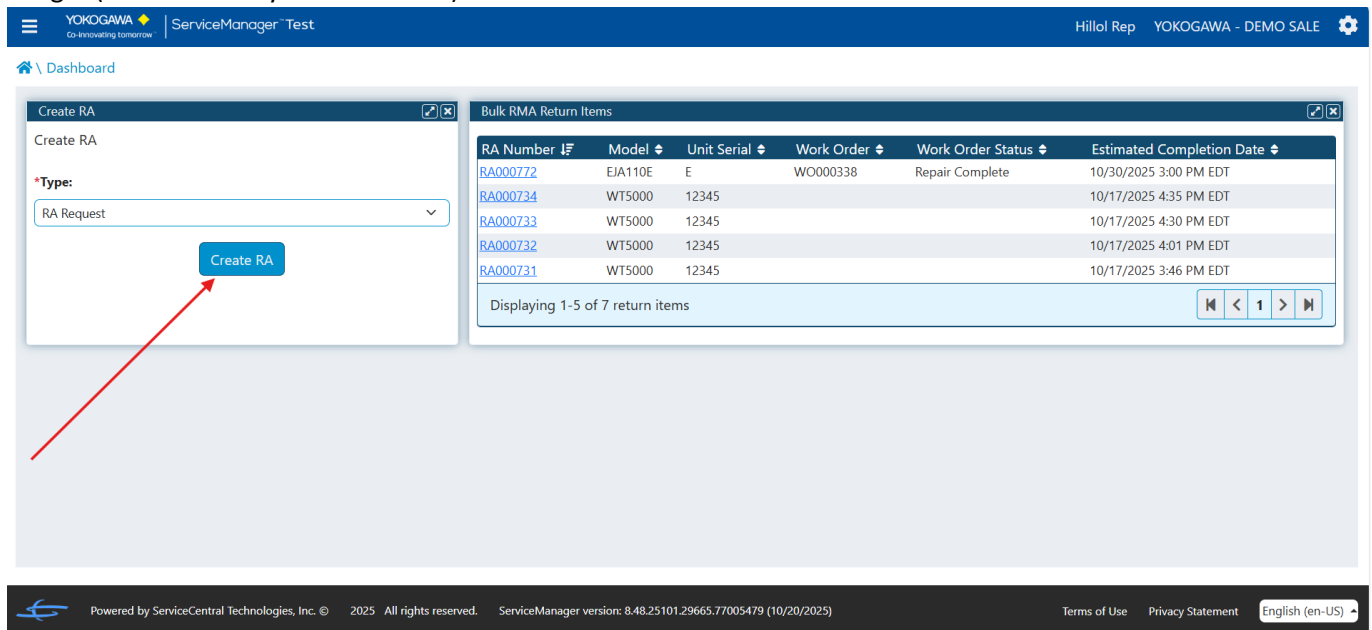


How to Create a Return Authorization (RA)

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 displays the Service Manager portal interface. At the top, the header includes the YOKOGAWA logo, 'ServiceManager Test', and user information 'Hillol Rep YOKOGAWA - DEMO SALE'. The main content area features a 'Dashboard' section with two widgets. The 'Create RA' widget on the left has a dropdown menu for '*Type:' set to 'RA Request' and a blue 'Create RA' button. A red arrow points to this button. The 'Bulk RMA Return Items' widget on the right displays a table with 5 rows of return items. The table columns are RA Number, Model, Unit Serial, Work Order, Work Order Status, and Estimated Completion Date. The footer contains the ServiceCentral Technologies logo, copyright information, version details, and links for Terms of Use, Privacy Statement, and a language selector set to English (en-US).

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

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.

1 Customer 2 Return Items 3 Review 4 Submitted

Customer

*Customer: YOKOGAWA - DEMO SALE

Customer Information:

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

Ship to: Hillol Chatterjee

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
No data available				

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

1

2

3

4

CustomerReturn ItemsReviewSubmitted

Return Items

*Return Model ID:

GM10

Q

🔒

Data Acquisition Module for GM system

*Return Serial:

12345

Lookup

*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

Q

1

*Service Level:

\$992 - Evaluation fee only. Cost to repair to be sent after evaluat

Q

2

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

x1, x2

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

1

2

3

4

CustomerReturn ItemsReviewSubmitted

Return Items

*Return Model ID:

GM10

Q

🔒

Data Acquisition Module for GM system

*Return Serial:

12345

Lookup

*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

Q

*Service Level:

\$992 - Evaluation fee only. Cost to repair to be sent after evaluat

Q

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

x1, x2

Save

Save & Add New

Cancel

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' form in the ServiceManager Test application. The form is at Step 2, 'Return Items'. The top navigation bar shows the progress: 1 Customer, 2 Return Items, 3 Review, and 4 Submitted. The 'Return Items' section contains a table with one item:

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

Below the table, it says 'Displaying 1-1 of 1 return items'. There is a 'Delete' button and a 'Page Size' dropdown set to 5. At the bottom, there are 'Previous', 'Next', and 'Cancel' buttons. A red arrow points to the 'Next' button. A legend at the bottom right indicates '* = 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

2

3

4

CustomerReturn ItemsReviewSubmitted

Code:RA000773Type:RA Request

Customer:YOKOGAWA - DEMO SALE

Customer Information:

Name:YOKOGAWA - DEMO SALE

Address:2 DART ROAD, Newnan, GA, 30265, USA

Phone:

Mobile Phone:

Email:lisa.given@us.yokogawa.com

Ship to:Hillol Chatterjee

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:

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 Size5

*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.

Create RA 

1

Customer

2

Return Items

3

Review

4

Submitted


Return to Dashboard/Landing Page

Print RA Details

Create Another RMA

Step 11: Print RA Details

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

Create RA 

1

Customer

2

Return Items

3

Review

4

Submitted

Return to Dashboard/Landing Page

Print RA Details

Create Another RMA

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](#)