

How to search for an RA

1. Click on the expand option (as indicated with the red arrow), in the 'Bulk RMA Return Item Widget'

The screenshot shows the ServiceManager Test interface. On the left is a 'Create RA' widget with a dropdown menu set to 'RA Request' and a 'Create RA' button. On the right is a 'Bulk RMA Return Items' widget. This widget has a table with 6 columns: RA Number, Model, Unit Serial, Work Order, Work Order Status, and Estimated Completion Date. It displays 5 rows of data. A red box highlights the 'Bulk RMA Return Items' title bar, and a red arrow points to the expand icon (a square with a plus sign) in the top right corner of this widget's title bar.

RA Number	Model	Unit Serial	Work Order	Work Order Status	Estimated Completion Date
RA000773	GM10	12345			11/1/2025 2:07 PM EDT
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
RA000717	WT5000	12345			10/17/2025 4:01 PM EDT

Displaying 1-5 of 8 return items

2. To Search from the list of Ras, click on the search option (as indicated with the red arrow)

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Dashboard

Bulk RMA Return Items

View Customer View Search

Customer View

RA Number	Model	Unit Serial	Work Order	Work Order Status	Estimated Completion Date
RA000773	GM10	12345			11/1/2025 2:07 PM EDT
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

Displaying 1-5 of 8 return items Page Size 5

Export (CSV) Export (XML)

3. User should be able to search through all the filterable fields e.g. 'RA Number', 'Model', 'Unit Serial' etc.

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Dashboard

Bulk RMA Return Items

View Customer View Cancel Search Clear Go

Customer View

RA00773 GM10

RA Number	Model	Unit Serial	Work Order	Work Order Status	Estimated Completion Date
RA000773	GM10	12345			11/1/2025 2:07 PM EDT

Displaying 1-1 of 1 return items Page Size 5

Export (CSV) Export (XML)