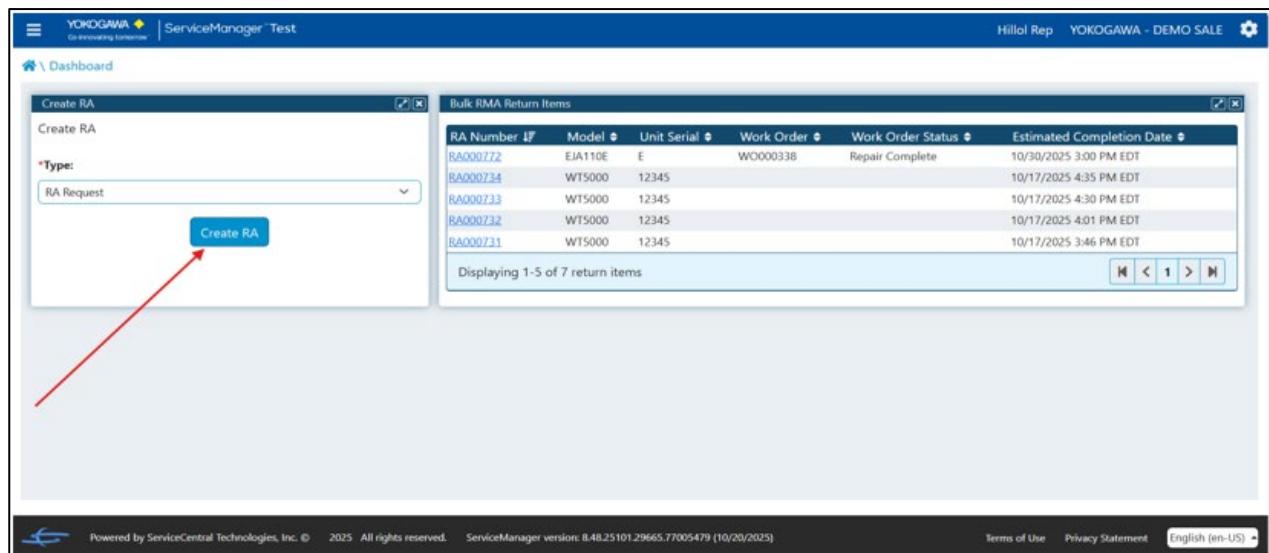


# How to Create a Return Authorization (RA)

ServiceManager

## 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 ServiceManager portal interface. On the left, there is a 'Create RA' widget with a dropdown menu set to 'RA Request'. A red arrow points to the 'Create RA' button. On the right, there is a 'Bulk RMA Return Items' table displaying a list of return items with columns for RA Number, Model, Unit Serial, Work Order, Work Order Status, and Estimated Completion Date. The table shows 1-5 of 7 return items.

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. Please note that if the reps want the customer on whose behalf they are creating the RA get notification about the RA status please make sure that those details are available in 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, Newman, GA, 30265, USA  
Phone:   
Mobile Phone:   
Email: lisa.given@us.yokogawa.com

Ship to:

Hilol Chatterjee

Name: Hilol Chatterjee  
Address: 4 Dart road, Newman, 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

Customer

Return Items

Add Return Item

Return Item Description Cost Item Quantity Return Serial

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 Customer 2 Return Items 3 Review 4 Submitted

### Return Items

**\*Return Model ID:** GM10   

**\*Suffix (complete model code):** 11

**Line Number:** 1

**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

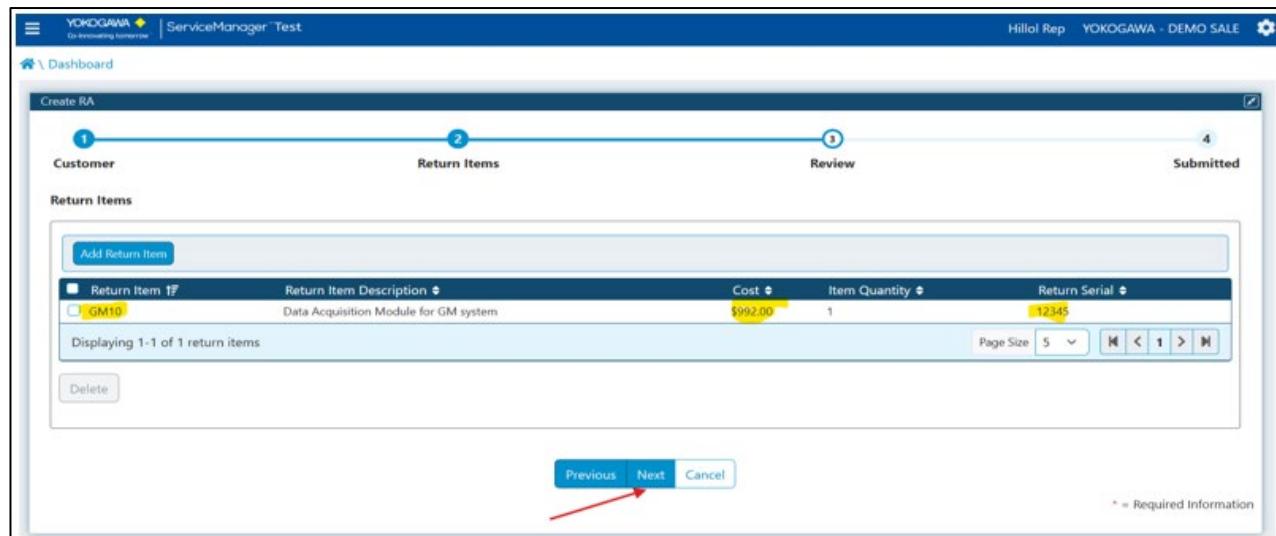
**Note - If returning multiple modules, please add the serial number of all modules here:** x1, x2

**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

**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**.

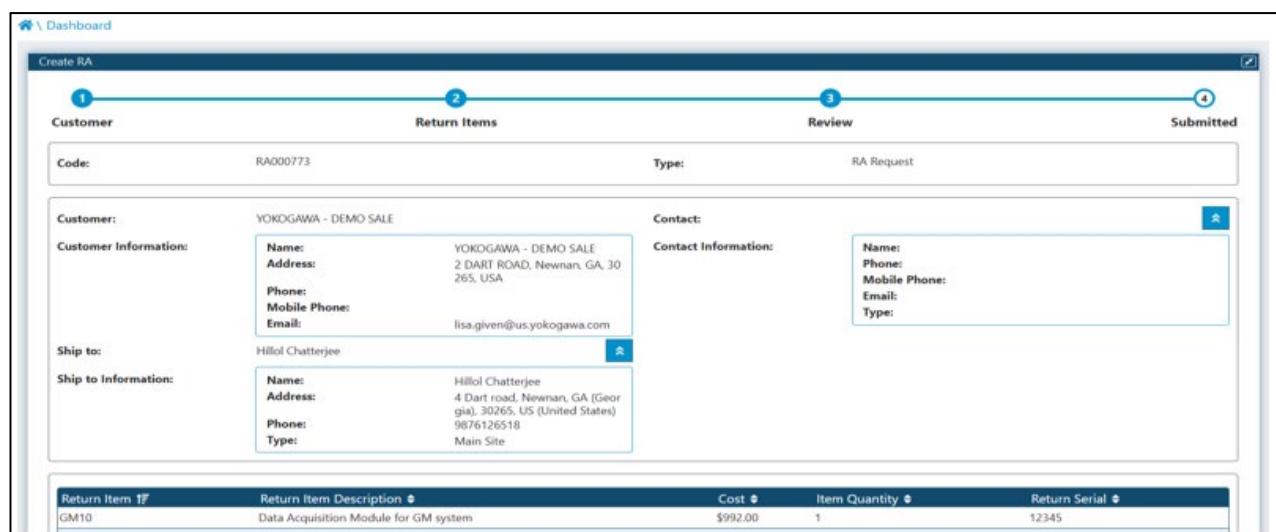
**Step 9:** Click on **Next** after validating the Return Item details.



The screenshot shows the 'Create RA' process in ServiceManager. The current step is 'Return Items' (Step 2). The interface displays a table of return items with one item listed: 'GM10' (Data Acquisition Module for GM system) with a cost of '\$992.00', quantity of '1', and return serial '12345'. Below the table, there are buttons for 'Delete' and 'Next'. A red arrow points to the 'Next' button. The status bar at the bottom right indicates '\* = Required Information'.

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**.



The screenshot shows the 'Create RA' process in ServiceManager. The current step is 'Review' (Step 3). The interface displays customer and ship-to information, and a table of return items. A red box highlights the 'Customer Information' and 'Ship to' sections. Below the table, there are buttons for 'Delete' and 'Next'. A red arrow points to the 'Next' button. The status bar at the bottom right indicates '\* = Required Information'.

## How to Create a Return Authorization (RA) - ServiceManager

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 ▾ ⏪ ⏴ ⏵ ⏶ ⏷ ⏸ ⏹

\*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

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

Dashboard

Create RA

1 Customer 2 Return Items 3 Review 4 Submitted

Bulk RMA RA000773 has been submitted.

Return to Dashboard/Landing Page Print RA Details Create Another RMA

\* = Required Information

### 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

Bulk RMA RA000773 has been submitted.

Return to Dashboard/Landing Page   Print RA Details   Create Another RMA

\* = Required Information

**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

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