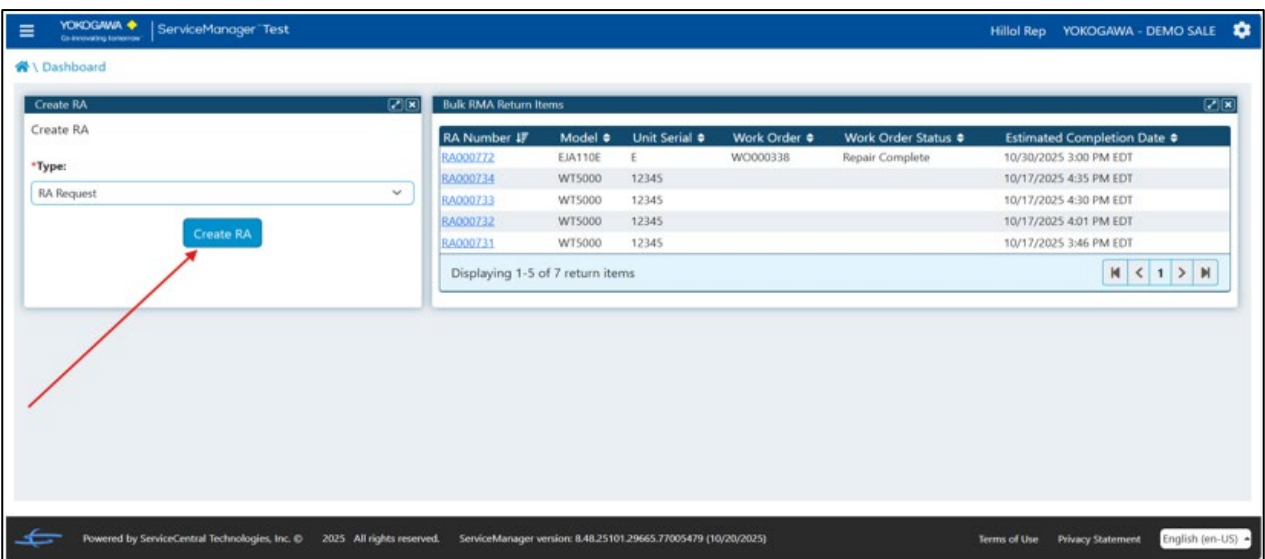


How to Create a Return Authorization (RA)

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, the 'Create RA' widget is visible, featuring a dropdown menu for '*Type:' with 'RA Request' selected. A red arrow points to the 'Create RA' button. On the right, the 'Bulk RMA Return Items' table displays 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 5 items, with a note indicating 'Displaying 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.

The screenshot shows the 'Create RA' form at the 'Customer' step. The form is divided into sections for Customer Information, Contact Information, and Ship to information. The 'Customer' section shows 'YOKOGAWA - DEMO SALE' with address and email. The 'Contact' section shows 'Hillol Chatterjee' with address and phone. The 'Ship to' section shows 'Hillol Chatterjee' with address and phone. At the bottom, there is a 'Confirm RA Details' button and a 'Cancel' button. A red arrow points to the 'Confirm RA Details' button. Another red arrow points to the 'New' button in the contact dropdown menu.

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:

Buttons: Confirm RA Details, Cancel

* = Required Information

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

The screenshot shows the 'Create RA' form at the 'Return Items' step. The form has a table for adding return items. The table has columns for Return Item, Return Item Description, Cost, Item Quantity, and Return Serial. A red arrow points to the 'Add Return Item' button. At the bottom, there are 'Previous', 'Next', and 'Cancel' buttons. A red arrow points to the 'Next' button.

Return Items

Add Return Item

Return Item	Return Item Description	Cost	Item Quantity	Return Serial
-------------	-------------------------	------	---------------	---------------

Buttons: 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.

Customer Return Items Review Submitted

Return Items

*Return Model ID: GM10 Data Acquisition Module for GM system

*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

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

*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

Customer Return Items Review Submitted

Return Items

*Return Model ID: GM10 Data Acquisition Module for GM system

*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

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

*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.

YOKOGAWA ServiceManager Test Hillol Rep YOKOGAWA - DEMO SALE

Dashboard

Create RA

1 Customer 2 Return Items 3 Review 4 Submitted

Return Items

Add Return Item

Return Item 17	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

Previous Next Cancel

* = 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**.

YOKOGAWA ServiceManager Test Hillol Rep YOKOGAWA - DEMO SALE

Dashboard

Create RA

1 Customer 2 Return Items 3 Review 4 Submitted

Code: RA000773 Type: RA Request

Customer: YOKOGAWA - DEMO SALE

Customer Information:

Name: YOKOGAWA - DEMO SALE

Address: 2 DART ROAD, Newnan, GA, 30 265, 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 Information:

Name:

Phone:

Mobile Phone:

Email:

Type:

Return Item 17	Return Item Description	Cost	Item Quantity	Return Serial
GM10	Data Acquisition Module for GM system	\$992.00	1	12345

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.

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

Print

Close

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