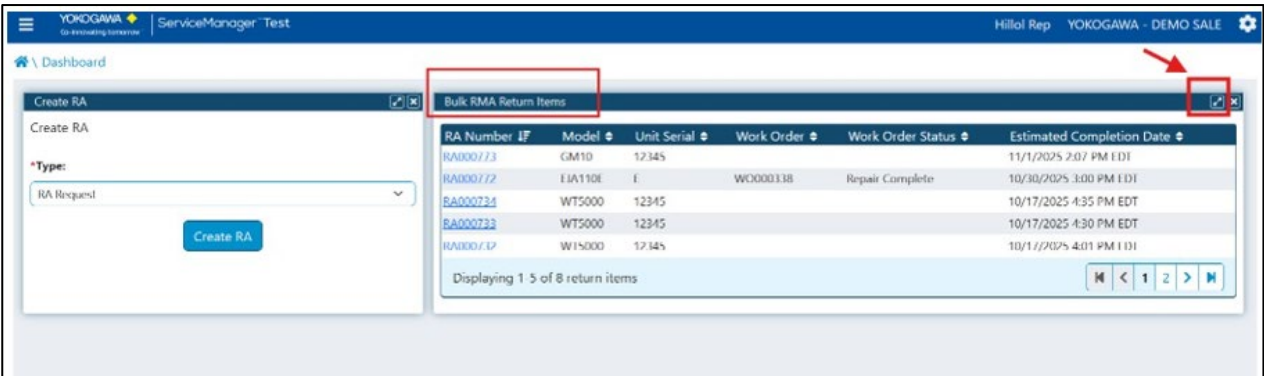


How to Search for a Return Authorization (RA)

ServiceManager

How to search for a Return Authorization (RA)

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

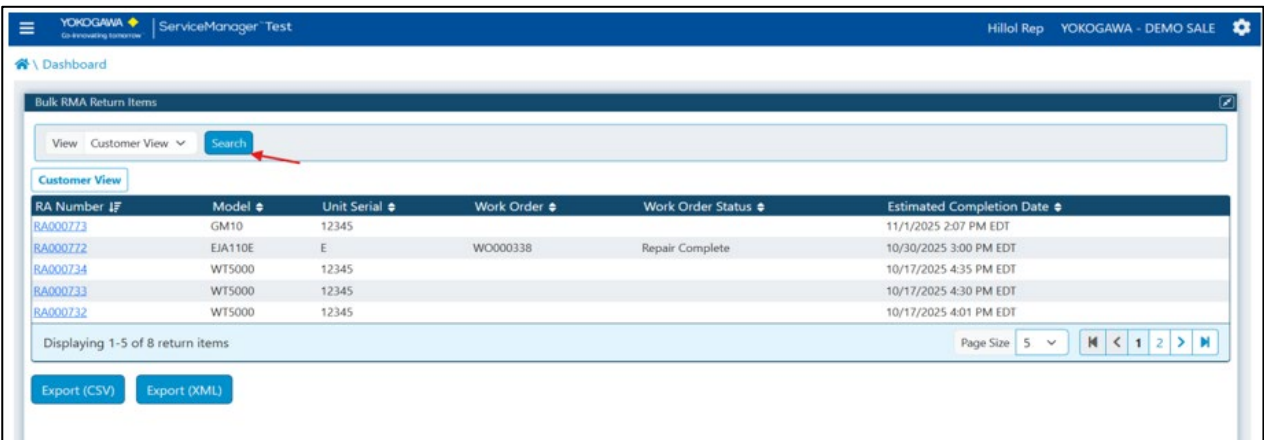


The screenshot shows the ServiceManager interface. On the left is a 'Create RA' form with a dropdown menu set to 'RA Request' and a 'Create RA' button. On the right is the 'Bulk RMA Return Items' widget. A red box highlights the widget title, and a red arrow points to the expand icon in the top right corner. The widget displays a table of return items.

RA Number	IF	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

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



The screenshot shows the ServiceManager interface with the 'Bulk RMA Return Items' widget in 'Customer View'. A red arrow points to the 'Search' button in the top right corner. The widget displays a table of return items.

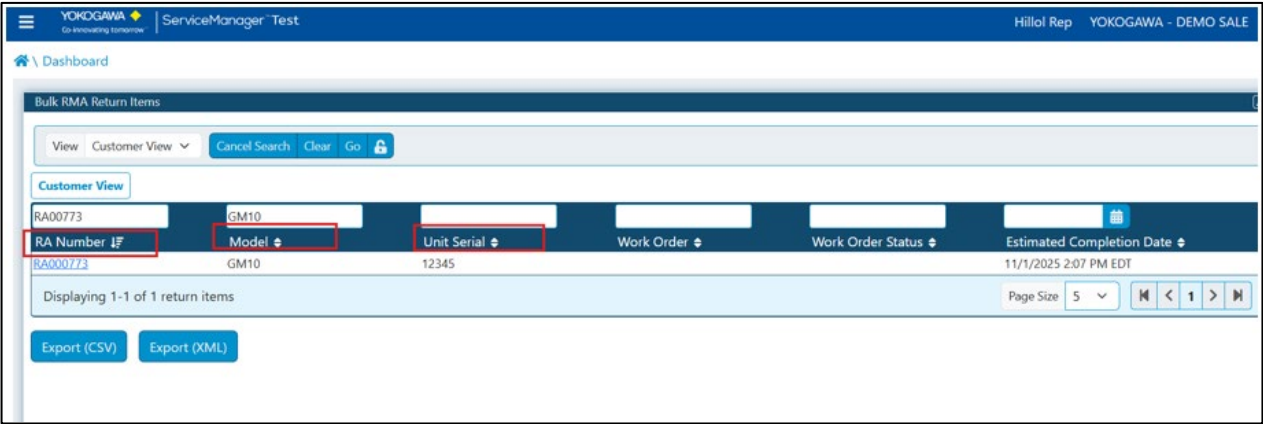
RA Number	IF	Model	Unit Serial	Work Order	Work Order Status	Estimated Completion Date
RA000773		GM10	12345			11/1/2025 2:07 PM EDT
RA000772		EJA110E	E	WO000338	Repair Complete	10/30/2025 3:00 PM EDT
RA000734		WT5000	12345			10/17/2025 4:35 PM EDT
RA000733		WT5000	12345			10/17/2025 4:30 PM EDT
RA000732		WT5000	12345			10/17/2025 4:01 PM EDT

Displaying 1-5 of 8 return items

Page Size: 5

Export (CSV) Export (XML)

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



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