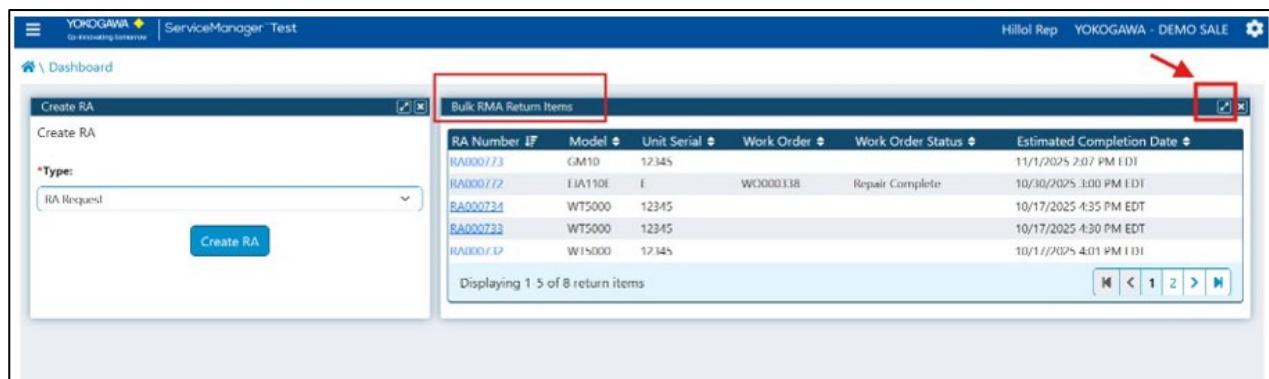


How to Search for a Return Authorization (RA)

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**.

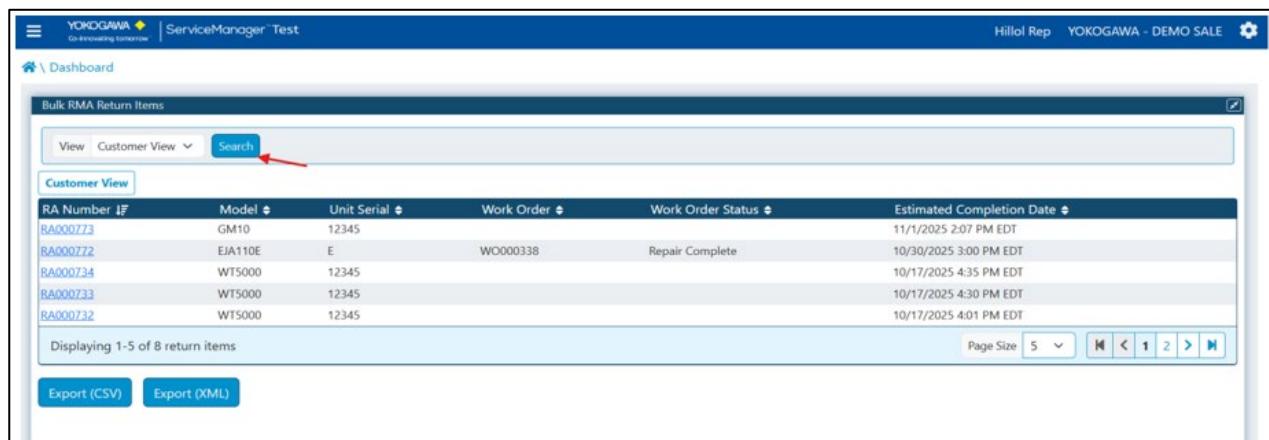


The screenshot shows the ServiceManager interface with a 'Create RA' panel on the left and a 'Bulk RMA Return Items' widget on the right. The widget displays a table of 8 return items with columns: RA Number, Model, Unit Serial, Work Order, Work Order Status, and Estimated Completion Date. A red box highlights the 'Bulk RMA Return Items' title bar, and a red arrow points to the expand icon in the top right corner of the table area.

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
RA000731	WT5000	12345			10/17/2025 4:01 PM EDT
RA000730	WT5000	12345			10/17/2025 4:01 PM EDT
RA000729	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 'Customer View' tab selected in the Bulk RMA Return Items widget. A red arrow points to the 'Search' button in the top navigation bar. The table below shows the same 8 return items as the previous screenshot.

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
RA000731	WT5000	12345			10/17/2025 4:01 PM EDT
RA000730	WT5000	12345			10/17/2025 4:01 PM EDT
RA000729	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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