



View and Manage RMAs

Navigation Guide: Government

RMA

RMA Number	Validation Number	Status	Case Number	Serial Num...	Product	Created Date	Company Name	City	Country
1	R200487621	GV-000000193TST	RMA Initiated	G-2023-1204-001204...	JPSU-350-AC-AFO	12/14/2023, 4:37 ...			
2	Pending	GV-000000207TST	Verified	G-2023-1204-001204...	JPSU-350-AC-AFO	12/18/2023, 2:08 ...			
3	R200487653	GV-000000218TST	RMA Initiated	G-2023-1204-001204...	JPSU-350-AC-AFO	12/19/2023, 11:1...			
4	R200487665	GV-000000229TST	RMA Initiated	G-2023-1204-001204...	JPSU-350-AC-AFO	12/27/2023, 8:11 ...			
5	R200487522	GV-000000117TST	Closed	G-2023-1204-001205...	JPSU-350-AC-AFO	12/4/2023, 5:50 AM			
6	R200487523	GV-000000118TST	Open	G-2023-1204-001223...	EX2300-24T	12/4/2023, 1:13 PM			
7	R200487524	GV-000000119TST	Open	G-2023-1204-001225...	SRX5800X-BASE	12/4/2023, 2:45 PM			
8	R200487540	GV-000000133TST	Open	G-2023-1205-001277...	QFX5110-48S-AF...	12/6/2023, 5:11 AM			
9	R200487528	GV-000000120TST	RMA Initiated	G-2023-1205-001302...	QFX10002-72Q-T	12/5/2023, 5:06 AM			
10	R200487532	GV-000000122TST	Open	G-2023-1205-001308...	EX3400-48T	12/5/2023, 6:24 AM			
11	R200487533	GV-000000123TST	RMA Initiated	G-2023-1205-001333...	QFX5110-48S-AF...	12/5/2023, 12:18 ...			
12	Pending	GV-000000124TST	Verified	G-2023-1205-001335...	QFX5110-48S-AF...	12/5/2023, 12:30 ...			
13	R200487534	GV-000000125TST	Open	G-2023-1205-001337...	JPSU-350-AC-AFO	12/5/2023, 12:34 ...			
14	R200487535	GV-000000126TST	RMA Initiated	G-2023-1205-001338...	JPSU-1600W-AC...	12/5/2023, 1:37 PM			
15	R200487536	GV-000000127TST	RMA Initiated	G-2023-1205-001339...	EX4300-32F-TAA	12/5/2023, 1:42 PM			

You can view and manage RMA requests for replacement hardware in the Juniper Support Portal.



- You manage requests to create RMAs through the **Create Case** button in the **Cases** tab.
- This guide explains how to view and manage RMAs post-RMA creation.

The RMAs Section

The screenshot shows the Juniper Support Government interface with the 'RMAs' tab selected. The dashboard includes three donut charts: 'All Open Cases' (1.1k), 'All Open RMAs' (587), and 'Assets Announced EOL' (5). A 'Featured Content' section is visible at the bottom of the dashboard.

Navigation: Home | Knowledge | Cases | **RMAs** | More

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All Open Cases
Record Count: 1.1k
Status Legend:

- Assigned
- Awaiting ...
- Dispatch
- Dispatch I...
- In Process
- Pending C...
- Submitted
- Vonage A...

As of Yesterday at 9:28 PM

All Open RMAs
Record Count: 587
Line Item Status Legend:

-
- Awaiting ...
- CE Not R...
- CE Sched...
- In Process...
- Request S...
- RMA Can...
- RMA Deliv...
- RMA in Pr...
- RMA Ship...

As of Yesterday at 9:28 PM

Assets Announced EOL
Record Count: 5
Product Series Legend:

- SRX-Serie...

As of Yesterday at 9:28 PM

Featured Content

- [Junos Upgrade FAQs and Junos End-of-Support \(EOS\) enforcement notification for 12.x, 14.x, 15.x, and 16.x](#)
- [Junos Software Versions - Suggested release to consider and evaluate](#)

Select **RMAs** to navigate to the RMAs section.



The navigation to the RMA section differs based on your screen resolution.



Manage RMAs

Access Multiple Views

The screenshot shows the Juniper Support Government interface. The top navigation bar includes 'Home', 'Knowledge', 'Cases', 'RMAs', and 'More'. The user is logged in as 'JOHN DOE'. The main content area is titled 'RMA My Open RMAs' and features a search bar and a dropdown menu. The dropdown menu is open, showing a list of view options: 'All Completed RMAs', 'All Open RMAs', 'My Completed RMAs', 'My Open RMAs (Pinned list)', and 'RMAs Awaiting Defective Return'. The 'My Open RMAs (Pinned list)' option is selected and highlighted in green. Below the dropdown, a table of RMA records is visible, with columns for RMA ID, GV ID, Status, G-Case ID, Company Name, City, and Country.

RMA ID	GV ID	Status	G-Case ID	Company Name	City	Country
R200487540	GV-000000133TST	Open	G-2023-1205-001277...	QFX5110-48S-AF...		
R200487528	GV-000000120TST	RMA Initiated	G-2023-1205-001302...	QFX10002-72Q-T		
R200487532	GV-000000122TST	Open	G-2023-1205-001308...	EX3400-48T		
R200487533	GV-000000123TST	RMA Initiated	G-2023-1205-001333...	QFX5110-48S-AF...		
Pending	GV-000000124TST	Verified	G-2023-1205-001335...	QFX5110-48S-AF...		
R200487534	GV-000000125TST	Open	G-2023-1205-001337...	JPSU-350-AC-AFO		
R200487535	GV-000000126TST	RMA Initiated	G-2023-1205-001338...	JPSU-1600W-AC...		
R200487536	GV-000000127TST	RMA Initiated	G-2023-1205-001339...	EX4300-32F-TAA		

- The RMAs page provides a list of multiple view options.
- You can pin the view of your choice to display by default.

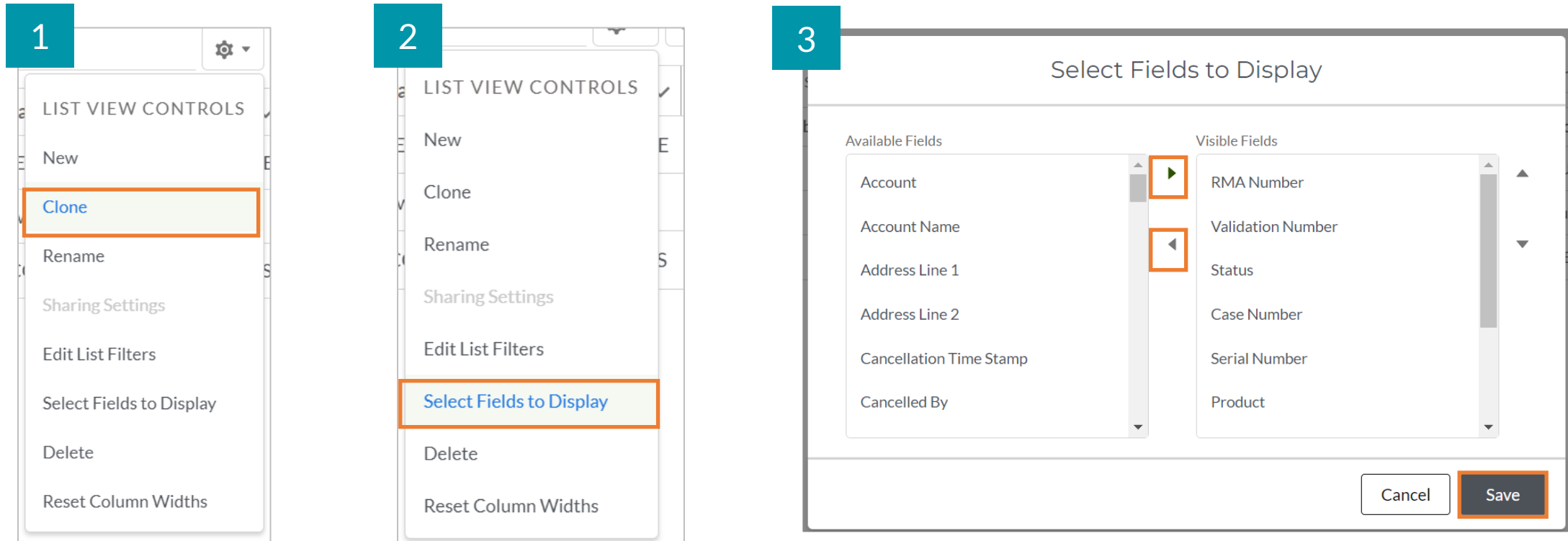
Create Views

100+ items • Sorted by Case Number • Filtered by All rmas - Status, isContactIdMatchWithLoggedInUser • Updated a few seconds ago

	RMA Number	Validation Number	Status	Case Number	Serial Num...	Product	Created Date	Company Name
1	R200487621	GV-000000193TST	RMA Initiated	G-2023-1204-001204...		JPSU-350-AC-AFO	12/14/2023, 4:37 ...	
2	Pending	GV-000000207TST	Verified	G-2023-1204-001204...		JPSU-350-AC-AFO	12/18/2023, 2:08 ...	
3	R200487653	GV-000000218TST	RMA Initiated	G-2023-1204-001204...		JPSU-350-AC-AFO	12/19/2023, 11:1...	
4	R200487665	GV-000000229TST	RMA Initiated	G-2023-1204-001204...		JPSU-350-AC-AFO	12/27/2023, 8:11 ...	
5	R200487522	GV-000000117TST	Closed	G-2023-1204-001205...		JPSU-350-AC-AFO	12/4/2023, 5:50 AM	
6	R200487523	GV-000000118TST	Open	G-2023-1204-001223...		EX2300-24T	12/4/2023, 1:13 PM	
7	R200487524	GV-000000119TST	Open	G-2023-1204-001225...		SRX5800X-BASE	12/4/2023, 2:45 PM	
8	R200487540	GV-000000133TST	Open	G-2023-1205-001277...		QFX5110-48S-AF...	12/6/2023, 5:11 AM	
9	R200487528	GV-000000120TST	RMA Initiated	G-2023-1205-001302...		QFX10002-72Q-T	12/5/2023, 5:06 AM	
10	R200487532	GV-000000122TST	Open	G-2023-1205-001308...		EX3400-48T	12/5/2023, 6:24 AM	
11	R200487533	GV-000000123TST	RMA Initiated	G-2023-1205-001333...		QFX5110-48S-AF...	12/5/2023, 12:18 ...	
12	Pending	GV-000000124TST	Verified	G-2023-1205-001335...		QFX5110-48S-AF...	12/5/2023, 12:30 ...	
13	R200487534	GV-000000125TST	Open	G-2023-1205-001337...		JPSU-350-AC-AFO	12/5/2023, 12:34 ...	
14	R200487535	GV-000000126TST	RMA Initiated	G-2023-1205-001338...		JPSU-1600W-AC-...	12/5/2023, 1:37 PM	
15	R200487536	GV-000000127TST	RMA Initiated	G-2023-1205-001339...		EX4300-32F-TAA	12/5/2023, 1:42 PM	

You can create new views or clone from existing views.

Select RMA Fields



You can select the fields you want to display in an RMA view by using the left and right arrows to remove or add the required fields.



View RMAs

View an RMA

RMA Number Validation Number Status Case Number Serial Num... Product Created Date Company Name City Country

	RMA Number	Validation Number	Status	Case Number	Serial Num...	Product	Created Date	Company Name	City	Country
1	R200487932	GV-000000443TST	RMA Initiated	G-2023-1204-001196...		EX3400-24T	1/30/2024, 4:05 AM			
2	R200487621	GV-000000193TST	RMA Initiated	G-2023-1204-001204...		JPSU-350-AC-AFO	12/14/2023, 4:37...			
3	Pending	GV-000000207TST	Verified	G-2023-1204-001204...		JPSU-350-AC-AFO	12/18/2023, 2:08...			
4	R200487653	GV-000000218TST	RMA Initiated	G-2023-1204-001204...		JPSU-350-AC-AFO	12/19/2023, 11:1...			
5	R200487665	GV-000000229TST	RMA Initiated	G-2023-1204-001204...		JPSU-350-AC-AFO	12/27/2023, 8:11...			
6	R200487522	GV-000000117TST	Closed	G-2023-1204-001205...		JPSU-350-AC-AFO	12/4/2023, 5:50 AM			
7	R200487523	GV-000000118TST	Open	G-2023-1204-001223...		EX2300-24T	12/4/2023, 1:13 PM			
8	R200487524	GV-000000119TST	Open	G-2023-1204-001225...		SRX5800X-BASE	12/4/2023, 2:45 PM			
9	R200487540	GV-000000133TST	Open	G-2023-1205-001277...		QFX5110-48S-AF...	12/6/2023, 5:11 AM			
10	R200487528	GV-000000120TST	RMA Initiated	G-2023-1205-001302...		QFX10002-72Q-T	12/5/2023, 5:06 AM			
11	R200487532	GV-000000122TST	Open	G-2023-1205-001308...		EX3400-48T	12/5/2023, 6:24 AM			
12	R200487533	GV-000000123TST	RMA Initiated	G-2023-1205-001333...		QFX5110-48S-AF...	12/5/2023, 12:18...			
13	Pending	GV-000000124TST	Verified	G-2023-1205-001335...		QFX5110-48S-AF...	12/5/2023, 12:30...			
14	R200487534	GV-000000125TST	Open	G-2023-1205-001337...		JPSU-350-AC-AFO	12/5/2023, 12:34...			
15	R200487535	GV-000000126TST	RMA Initiated	G-2023-1205-001338...		JPSU-1600W-AC...	12/5/2023, 1:37 PM			

You can view an existing RMA record by clicking the RMA Number or the Validation Number in an RMA view.

View RMA Details

DETAILS RELATED ASK A QUESTION

▼ RMA Information

RMA Number	R123456789	Account	[REDACTED]
Status	Verified	Serial Number	[REDACTED]

▼ Ship To Information

Company Name	ABC COMPANY LLC	Shipping Contact Name	JOHN DOE
Address Line 1	3031 WORLD COMMERCE WAY	Shipping Customer Email	johndoe@gmail.com
Address Line 2		Contact Phone Country Code	US
City	[REDACTED]	Shipping Contact Phone	0012345678900 EXT#
State	[REDACTED]	Tax ID Number ⓘ	
Country	[REDACTED]	Special Delivery Instructions ⓘ	
Postal Code	[REDACTED]		

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An RMA record details are listed in three sections: Details, Related, and Ask a Question.

View RMA Details

DETAILS	RELATED	ASK A QUESTION
<p>▼ RMA Information</p> <p>RMA Number R123456789</p> <p>Status Verified</p>		<p>Account [REDACTED]</p> <p>Serial Number [REDACTED]</p>

Get answers to all your RMA questions from the customer care team.

View RMA line-item information, including shipping details such as the Carrier and Tracking URLs.

View RMA header details such as status and shipping address information.

View RMA Details

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JOHN DOE

RMA **R123456789** + Follow

Account Name: [Redacted] Validation Number: GV-00000123TST Case Number: [G-2023-1205-001335-TEST](#) Status: Verified

Do you have questions about an RMA?
Use the "Ask A Question" tab to get answers to all your RMA Questions from the Customer Care Team.

DETAILS **RELATED** ASK A QUESTION

RMA Line Items (2)

Line Item Number	RMA Type	RMA Sub-Type	Serial Number	Product	Line Item Status	Service Level Description	Item Category	Carrier	Tracking URL
110	Advance Exchange	SVC-ND	[Redacted]	JNP-FAN-1RU			RMA Replacement	UPS	Click here to Track Shipment
100	Advance Exchange	SVC-ND	[Redacted]	JNP-FAN-1RU-BB		NEXT BUSINESS DAY ADV REP PART DELIVERY	RMA Defective		

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RMA Line Items in the Related section display the defective and replacement line-item information.

View RMA Details

▼ Defective Asset Details

Serial Number [REDACTED]	Product Description
Product JNP-FAN-1RU-BB	

▼ Related Dates

Opened Date / Time 1/9/2024, 2:27 PM	Received Date
Time Zone EST	

▼ Return Waybill Information

Return Carrier Name ⓘ	Return Tracking URL ⓘ
Return Way Bill No. ⓘ	

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- **Defective Asset Details:** This section provides the details of the RMA defective product.
- **Return Waybill Information:** This section helps customers enter the name of the carrier service used to return the defective item and the return tracking number.



THANK YOU

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