# View and Manage RMAs

Navigation Guide: Government

# RMAs



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

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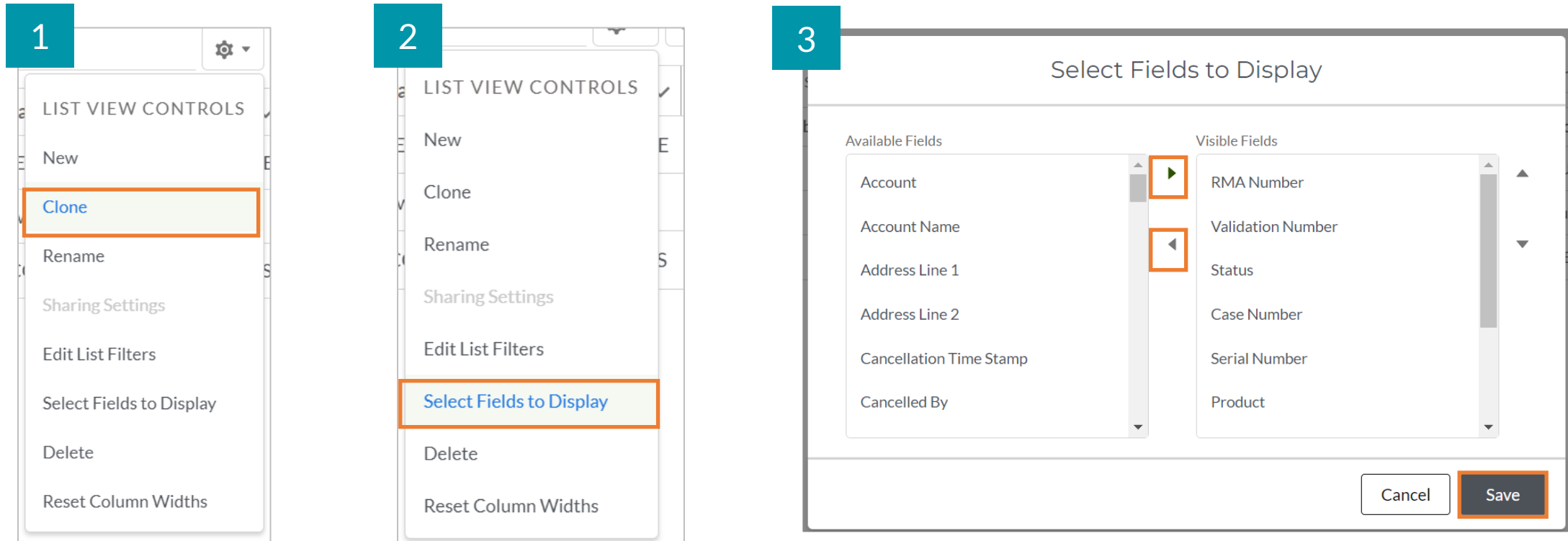- You can pin the view of your choice to display by default.

# Create Views



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



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

# View RMA Details



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

# View RMA Details



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



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

# View RMA Details



- **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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