

Asset Management > View Hardware > Actions > Details > Track RMA (Return Merchandise Authorization)

From the asset detail page, under "Update Asset Details," select the "RMA" tab.

Go to the asset's detail page, access the "Update Asset Details" section, and then select the "RMA" tab to manage Return Merchandise Authorizations.

The screenshot shows the NexaONE interface for asset HCP397612SP. The left sidebar contains navigation links: Dashboard, Assets, Entitlements, Locations, Orders, Reports & Exporting, and Administration. The main content area displays asset details for HCP397612SP, including a list of attributes like Serial #, Product Relationship Type, Legacy RMACS ID, Parent Instance Number, Parent Serial Number, Legacy RMACS ID, External ID, and Asset Tag. The 'Update Asset Details' section is open, showing tabs for 'RMA', 'Location', 'Storage', and 'Configuration'. The 'RMA' tab is selected, and the 'Track RMA' button is highlighted.

2. Enter the RMA number provided by the OEM.

- Enter the RMA number given to you by the Original Equipment Manufacturer (OEM).

3. Enter the RMA date.

- Specify the date associated with the RMA request.

4. If available, enter the tracking number.

- If the OEM provides a tracking number for the replacement parts, enter it here.

5. Enter the return serial number (if provided).

- If you are returning a defective part with a serial number, enter that serial number here.

6. Enter the replacement serial number.

- Enter the serial number of the replacement part you are receiving.

7. Enter the return date and ship date (if you want to track these).

- Record the date when the defective part was returned and the date when the replacement part was shipped.

8. Click the "Track RMA" button.

- Click this button to initiate the RMA tracking process.

The screenshot shows the NexaONE dashboard for asset HCP397612SP. The left sidebar contains navigation links: Dashboard, Assets, Child Assets, Locations, Orders, Reports & Reporting, and Administration. The main content area has tabs for Details, Child Assets, Maintenance, Orders, History, and Changing. The Details tab is active, showing asset information for a Cisco AIR-CT5502-K9. A table titled 'RMA History' shows one entry with a status of 'Not Under Warranty'. A 'Track RMA' button is visible at the bottom right of the main content area.

9. Confirm the action.

- A confirmation message will appear; confirm to proceed with tracking the RMA.

The screenshot shows a confirmation dialog box titled 'Confirmation: Track RMA'. The dialog contains a table with the following data:

Your RMA changes are:	Current	New
Asset ID	HCP397612SP	HCP397612SP
RMA Number	12345	12345
RMA Request Date	2025-10-09	October 8, 2025 at 8:00:00 PM
Return Serial Number	C25271	C25271
Replacement Serial Number		
Return Date	N/A	N/A
Shipped Received Date	N/A	N/A
Tracking Number		1085370272

At the bottom of the dialog, there are 'Cancel' and 'Confirm' buttons. The 'Confirm' button is highlighted in blue.

10. The RMA is now tracked. You can view the RMA request in the device history.

- After confirmation, the RMA is tracked within the system, and you can view its history and status.

HCP397612SP

Dashboard / Assets / Hardware / HCP397612SP

Details Child Assets Maintenance Orders **History** Changelog

Advanced Filters

Fields 11

Print Export

	RACS ID	Status	Source Type	Entity Category	Client Name	Reseller Name	Created By
 View	1658035714	In Queue		Hardware Asset	c693d500-493d-47d5-89cd-106b499c296f	ACME Inc	Ben Strickland

Displaying 1 - 1 of 450,189 records.

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