

amasty

For more details see the [RMA](#) extension page.

Guide for RMA

Benefit from a powerful Magento RMA system. The module enables you to create custom request types and their statuses. Provide shoppers with better shopping experience by adding the convenient return and exchange functionality to your Magento store.

- Manage RMA requests efficiently
- Create requests for any type of products
- Provide RMA functionality for guest users
- Allow creating RMA requests per item
- Add the unlimited number of custom statuses

Extension Configuration

To configure the extension, please go to **System → Configuration → Amasty Extensions → RMA** and expand the **General** section.

The screenshot shows the Magento Admin Panel interface. At the top, there's a navigation bar with 'System' highlighted. Below it, the 'RMA' configuration page is displayed. The left sidebar shows the 'Configuration' menu with 'GENERAL' selected. The main content area shows the 'General' configuration section with various settings.

Setting	Value	Scope
Enabled	Yes	[STORE VIEW]
Allow return items for certain order status	-- Allow return for all statuses --	[STORE VIEW]
	Canceled	
	Closed	
	Complete	
	Suspected Fraud	
	On Hold	
	Payment Review	
	Pending	
	Pending Payment	
	Pending PayPal	
Enable per item RMA	Yes	[STORE VIEW]
Allow return the same item multiple times	Yes	[STORE VIEW]
Allow Guest RMA	Yes	[STORE VIEW]
Minimal time period allowed for RMA after order completion (days)		[STORE VIEW]
Maximal time period allowed for RMA after order completion (days)		[STORE VIEW]
Print Label	Yes	[STORE VIEW]

Enabled — enable or disable the module;

Allow return items for certain order status — allow returning products depending on their order status;

Enable per item RMA — enable RMA requests for particular items;

Allow return the same item multiple times — this option allows customers to return an item several times;

Allow Guest RMA — enable to allows guest visitors to create RMA requests;

Minimal time period allowed for RMA after order completion (days) — set the minimal period of time after the order completion when RMA requests are allowed;

Maximal time period allowed for RMA after order completion (days) — set the maximal period of time after the order completion when RMA requests are allowed;

Print Label — enable label printing for RMA requests.

Shipping

Expand the **Shipping** section.

Shipping

Use default shipping address

No

[STORE VIEW]

Shipping Address

Alternative address

[STORE VIEW]

Shipping Confirmation Text

I confirm I've shipped the box with the printed label

[STORE VIEW]

Use default shipping address — enable to use the default shipping address for RMA requests;

Shipping Address — specify alternative shipping address if you are not going to utilize the default one;

Shipping Confirmation Text — fill in the confirmation text about successful shipping.

Conditions Setup

Next, please expand the **Properties** section.

Properties									
Reasons	<table border="1"><thead><tr><th>Value</th><th></th></tr></thead><tbody><tr><td>Not as expected</td><td>Delete</td></tr><tr><td>Broken</td><td>Delete</td></tr><tr><td></td><td>Add Value</td></tr></tbody></table> [STORE VIEW]	Value		Not as expected	Delete	Broken	Delete		Add Value
Value									
Not as expected	Delete								
Broken	Delete								
	Add Value								
Conditions	<table border="1"><thead><tr><th>Value</th><th></th></tr></thead><tbody><tr><td>Damaged</td><td>Delete</td></tr><tr><td>Open</td><td>Delete</td></tr><tr><td></td><td>Add Value</td></tr></tbody></table> [STORE VIEW]	Value		Damaged	Delete	Open	Delete		Add Value
Value									
Damaged	Delete								
Open	Delete								
	Add Value								
Resolutions	<table border="1"><thead><tr><th>Value</th><th></th></tr></thead><tbody><tr><td>Refund</td><td>Delete</td></tr><tr><td>Replace</td><td>Delete</td></tr><tr><td></td><td>Add Value</td></tr></tbody></table> [STORE VIEW]	Value		Refund	Delete	Replace	Delete		Add Value
Value									
Refund	Delete								
Replace	Delete								
	Add Value								

Here you can define reasons, conditions, and resolutions for RMA requests.

Use the **Add Value** button to add new reason, condition, or resolution. Also, you can delete any value by clicking the **Delete** button.

Provide as many values as you can so customers will be able to describe the reason for an RMA request, the condition of an item and the resolution they require.

Email Configuration

To provide customers with better communication, please configure the options in the **Email** section.

Email		
RMA Department Name	<input type="text" value="Owner"/>	[GLOBAL]
RMA Department Email	<input type="text" value="owner@example.com"/>	[GLOBAL]
Notify Customer by Email	<input type="text" value="Yes"/>	[GLOBAL]
Notify Admin by Email	<input type="text" value="Yes"/>	[GLOBAL]
Max Attachment Size (Mb)	<input type="text" value="5"/>	[GLOBAL]
Email template for comment	<input type="text"/>	[STORE VIEW]

▲ Please make sure that the 'Amasty RMA: Comment' template has been created at System->Transaction Emails

RMA Department Name — fill in the RMA department title;

RMA Department Email — specify the email address of the RMA department;

Notify Customer by Email — enable this options to notify customers via email;

Notify Admin by Email — enable this option to notify store admin via email;

Max Attachment Size (Mb) — define the maximal attachment size.

Email template for comment — choose the email template to use for notifications for an admin on a new RMA comment (can be separately set for each store view). Please, make sure that the 'Amasty RMA: Comment' template has been created at System→Transaction Emails.

To manage the email templates, please go to **System → Transactional Emails**.

Adding Extra Fields

You can provide shoppers with extra fields to complete their RMA requests. Please expand the **Extra Fields** section.

Extra Fields		
Block Title	<input type="text" value="Bank Details"/>	[GLOBAL]
Field #1	<input type="text"/>	[GLOBAL]
Field #2	<input type="text"/>	[GLOBAL]
Field #3	<input type="text"/>	[GLOBAL]
Field #4	<input type="text"/>	[GLOBAL]
Field #5	<input type="text"/>	[GLOBAL]

Disabling RMA Requests for Products

With the module, you can disable RMA requests for particular products. Please open the required product and set the **Allow for RMA** option to **No**.

RMA Requests Management

To view the existing RMA requests, please go to **Sales → RMA → Requests**.

Request Management

Page 1 of 1 pages | View 20 per page | Total 11 records found Reset Filter Search

ID	Store View	Order ID	Created	Updated	Status	Is Shipped	Customer Name	Customer Email
	All Store Views		From: To:	From: To:				
11	Main Website Main Store English	100000008	Apr 6, 2017 7:54:20 AM	Apr 6, 2017 7:54:20 AM		No	John Doe	john.doe@example.com
10	Main Website Main Store English	100000007	Sep 23, 2015 7:05:35 AM	Oct 5, 2015 6:39:32 AM	Product Shipped	No	Peter Parker	demo@example.com
9	Main Website Main Store English	100000005	Mar 28, 2014 6:56:40 AM	Mar 31, 2014 6:03:51 AM	Product Received	No	Peter Parker	demo@example.com
8	Main Website Main Store English	100000004	Mar 28, 2014 6:56:13 AM	Mar 31, 2014 6:04:33 AM	Product Shipped	No	Peter Parker	demo@example.com
7	Main Website Main Store English	100000005	Mar 26, 2014 1:11:35 AM	Mar 26, 2014 1:11:35 AM		No	Peter Parker	demo@example.com
6	Main Website Main Store English	100000005	Mar 26, 2014 1:11:26 AM	Mar 26, 2014 1:11:26 AM		No	Peter Parker	demo@example.com

You can see all incoming requests on the grid. Click on the request open the existing request or hit the **Create RMA** button to create a new request.

Request Configuration

Request

RMA Items

Notes

RMA Request 9 for order #100000005

Back

Reset

Save

Save and Continue Edit

Generate Shipping Label

Information

ID

9

Order #

100000005

Email

demo@example.com

Customer

Peter Parker

Comments History

Status

Product Received

Comment

Choose File

No file chosen

Submit

Notify Customer by Email

Mar 31, 2014 6:03:51 AM

Admin

Status has been changed to Product Received

Mar 31, 2014 6:03:43 AM

Admin

Status has been changed to Product Shipped

Mar 28, 2014 6:56:40 AM

Customer

Status has been changed to NEW

Click on the order ID or customer name to turn to the Order View page or Customer Information page.

RMA requests can be achieved from the Order View page. You need to select the RMA tab.

In the **Comments History** section you can modify the request's status, view the history of comments and add a new one.

Switch to the **RMA Items** tab to view products included in this request.

Request Configuration

Request

RMA Items

Notes

RMA Request 9 for order #100000005

Back

Reset

Save

Save and Continue Edit

Remove Shipping Label

Product	SKU	Reason	Item Condition	Reason to Return	Qty
Seagate 500GB HD - 5400RPM	500gb5400	Broken	Damaged	Refund	1

In the **Notes** tab you can create notes for internal use.

amasty

Request Configuration

- Request
- RMA Items
- Notes

RMA Request 9 for order #100000005

Back
Reset
Save
Save and Continue Edit
Remove Shipping Label

Notes

Notes

Custom note for internal use

Hit the **Generate Shipping Label** button to create it for this request.

RMA Statuses Management

To view already existing request statuses or create a new one please go to **Sales → RMA → Statuses**.

Status Management
Add Status

Page 1 of 1 pages | View 20 per page | Total 6 records found
Reset Filter
Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected
Actions
Submit

	ID	Status	Name	
Any				
<input type="checkbox"/>	6	Active	Deleted	
<input type="checkbox"/>	1	Inactive	NEW	1
<input type="checkbox"/>	2	Active	Processing	2
<input type="checkbox"/>	3	Active	Product Shipped	3
<input type="checkbox"/>	4	Active	Product Received	4
<input type="checkbox"/>	5	Active	Complete	5

Click on any status on the grid to view and edit its settings or hit the **Add Status** button.

Status Configuration

- General
- Labels
- Email Templates

Edit Status 'Processing'

Back
Reset
Delete
Save
Save and Continue Edit

General

Label *
Processing
Status
Active
Email Template
Amasty: RMA
Sort
2

In the **General** tab you can specify:

- Label
- Status

- Email Template
- Sorting order

In the **Labels** tab you can fill in the label title for different Store Views.

The screenshot shows the 'Status Configuration' sidebar on the left with 'Labels' selected. The main content area is titled 'Edit Status `Processing`' and features a toolbar with 'Back', 'Reset', 'Delete', 'Save', and 'Save and Continue Edit' buttons. Below the toolbar is a section titled 'Store View Specific Labels'. Under 'Main Website', there is a 'Main Store' section with three rows for 'English', 'French', and 'German', each followed by an empty text input field.

In the **Email Templates** tab please select the appropriate templates for different Store Views.

The screenshot shows the 'Status Configuration' sidebar on the left with 'Email Templates' selected. The main content area is titled 'Edit Status `Processing`' and features the same toolbar as the previous screenshot. Below the toolbar is a section titled 'Store View Specific Templates'. Under 'Main Website', there is a 'Main Store' section with three rows for 'English', 'French', and 'German', each followed by a dropdown menu. The dropdowns are currently set to 'Amasty: RMA', 'Amasty: RMA (French)', and 'Amasty: RMA (German)' respectively.

RMA Requests on the Frontend

To view the RMA history or make a new request customer should click on the **My Returns** tab on the account page.

The screenshot shows the 'My Return Requests' page. On the left is a 'MY ACCOUNT' sidebar with links: Account Dashboard, Account Information, Address Book, My Orders, Billing Agreements, Recurring Profiles, My Product Reviews, My Tags, My Wishlist, My Applications, Newsletter Subscriptions, My Downloadable Products, and **My Returns**. The main content area is titled 'My Return Requests' and includes a breadcrumb: Order #100000010 - 4/7/17 - \$20.00 > **Return**. Below this is a message: 'Recent orders. You can file return for an older order at 'My Orders' page.' A table shows 1 item(s) with columns ID, Date, Order #, and Status. The table contains one row: ID 11, Date 4/6/17, Order # 100000008, Status NEW. There are 'View' and 'Delete' links for this item. A 'Back' link is at the bottom left.


ID	Date	Order #	Status
11	4/6/17	100000008	NEW

Customers can create RMA requests on the Order grid in their accounts using the **Return** button. Please note that shoppers won't be able to create an RMA request from the Order View.

The screenshot shows the 'My Orders' page. The sidebar is the same as in the previous screenshot, but 'My Orders' is highlighted. The main content area is titled 'My Orders' and shows 3 item(s). The table has columns: Order #, Date, Ship To, Order Total, Order Status, and actions. The actions column contains 'View Order', 'Reorder', and 'Return' links. The table contains three rows of orders, all with a status of 'Pending'.

Order #	Date	Ship To	Order Total	Order Status	
100000010	4/7/17	John Doe	\$20.00	Pending	View Order Reorder Return
100000009	4/7/17	John Doe	\$304.99	Pending	View Order Reorder Return
100000008	4/6/17	John Doe	\$139.99	Pending	View Order Reorder Return

To create an RMA request guest customer should click on the **Orders and Returns** link in the store footer and specify the order ID and email address.

 **REQUEST RMA**

Please enter your email address and order #.

Email Address *

Order # *

* Required Fields

Login

From:

<https://amasty.com/docs/> - **Amasty Extensions FAQ**

Permanent link:

https://amasty.com/docs/doku.php?id=magento_1:rma

Last update: **2019/07/22 13:53**

