For more details see how the RMA extension works.

Guide for RMA for Magento 2

Manage product returns and exchanges effectively with the powerful RMA for Magento 2 module. Make these processes simple and enhance your customer service.

- Use RMA for all or specific types of products
- Set unique return reasons, rules, and resolutions
- Customize RMA statuses
- Provide customers with understandable instructions
- Enable guest requests
- Activate notifications and use live chat to interact with customers
- Add custom fields
- Let users rate you return system
- WCAG compliance (for Luma and Hyvä Theme)

Important! Though we did our best to transfer all the data from the old version to the new one while updating, please keep in mind that 2.0.0 version is an absolutely new extension. Don't forget to make a full backup and test it on a staging site first.

Magento 2 RMA extension (standard version) is compatible with **Hyvä themes**. You can find the **amasty/module-rma-hyva** package for installing in composer suggest (Note: the compatibility is available as part of an active product subscription or Support Subscription). For the correct Hyvä compatibility work, the GraphQL module (**amasty/rma-graphql**) should also be installed. Explore our internal **Knowledge Base** to gain even more valuable insights and uncover answers to popular questions about the configuration and features of the Magento 2 RMA extension.

Return Request Creation

Customers can create requests right from their accounts in 2 ways.

It can be done right in the **My Orders** tab.

My Orders

Order #	Date	Order Total	Status	Action
00000029	5/3/21	\$146.14	Pending	View Order Reorder
00000028	5/3/21	\$55.88	Processing	View Order Reorder
00000027	5/3/21	\$81.19	Complete	View Order Reorder Return
00000026	4/28/21	\$59.54	Complete	View Order Reorder Return
00000025	4/28/21	\$79.28	Complete	View Order Reorder
00000024	4/28/21	\$79.28	Complete	View Order Reorder Return
00000023	4/28/21	\$104.59	Complete	View Order Reorder Return
00000015	9/16/19	\$26.65	Closed	View Order Reorder
00000014	9/6/19	\$214.34	Closed	View Order Reorder

Also, they can view and manage all requests in the **My Returns** tab and select the order they want to return.

y Ret	UI	rns Red	ques	sts		
reate new eturn request	. [Order #00000001	15 - 9/16/1 15 - 9/16/1	9 - \$26.65 ↓	Return	
ms Qty	1	Order #0000000 Order #0000000 Order #0000000	14 - 9/6/19 13 - 9/6/19 12 - 9/6/19	9 - \$214.34 9 - \$173.20 9 - \$69.28		
5	1	Order #000000 Order #000000 Order #000000	11 - 8/20/1 10 - 8/20/1 09 - 8/20/1	19 - \$53.71 19 - \$43.97 19 - \$53.71	v	/ie\
2	1	Order #000000 Order #000000 Order #000000 Order #000000	08 - 8/20/1 07 - 8/20/1 06 - 8/20/1 05 - 8/20/1	19 - \$104.59 19 - \$125.57 19 - \$141.40 19 - \$47.43	V	/ie\
)	10	Order #0000000 0 8/20/19 000	01 - 12/7/1 0000010	18 - \$36.39 NEW	v	/ie
1	9	8/20/19 000	000009	RESOLVED AND R	ATED V	/ie
	eturn request ms Qty 5 2 2 2 1 7 1	Peace new eturn request ms Qty 1 </td <td>react frew Order #0000000 eturn request Order #0000000 order #0000000 Order #00000000</td> <td>eturn request Order #00000015 - 9/16/19 order #000000015 - 9/16/19 Order #000000014 - 9/6/19 Order #000000013 - 9/6/19 Order #000000013 - 9/6/19 Order #000000012 - 9/6/19 Order #000000011 - 8/20/19 Order #000000000000000000000000000000000000</td> <td>Preate new eturn request Order #00000015 - 9/16/19 - \$26.65 Order #000000015 - 9/16/19 - \$26.65 Order #000000015 - 9/16/19 - \$26.65 Order #000000014 - 9/6/19 - \$214.34 Order #000000013 - 9/6/19 - \$214.34 Order #000000012 - 9/6/19 - \$214.34 Order #000000012 - 9/6/19 - \$214.34 Order #000000012 - 9/6/19 - \$173.20 Order #000000012 - 9/6/19 - \$53.71 Order #000000010 - 8/20/19 - \$53.71 Order #000000000000000000000000000000000000</td> <td>Peace new eturn request Order #00000015 - 9/16/19 - \$26.65 v Return order #000000015 - 9/16/19 - \$26.65 Order #00000015 - 9/16/19 - \$26.65 Order #00000014 - 9/6/19 - \$26.65 ms Qty Order #000000014 - 9/6/19 - \$214.34 Order #00000013 - 9/6/19 - \$173.20 Order #000000012 - 9/6/19 - \$69.28 Order #000000011 - 8/20/19 - \$53.71 Order #000000010 - 8/20/19 - \$53.71 Order #000000009 - 8/20/19 - \$53.71 Order #000000008 - 8/20/19 - \$104.59 Order #000000008 - 8/20/19 - \$104.59 Order #000000007 - 8/20/19 - \$125.57 Order #000000006 - 8/20/19 - \$141.40 V Order #000000005 - 8/20/19 - \$141.40 Order #000000001 - 12/7/18 - \$36.39 V Image: The state of the</td>	react frew Order #0000000 eturn request Order #0000000 order #0000000 Order #00000000	eturn request Order #00000015 - 9/16/19 order #000000015 - 9/16/19 Order #000000014 - 9/6/19 Order #000000013 - 9/6/19 Order #000000013 - 9/6/19 Order #000000012 - 9/6/19 Order #000000011 - 8/20/19 Order #000000000000000000000000000000000000	Preate new eturn request Order #00000015 - 9/16/19 - \$26.65 Order #000000015 - 9/16/19 - \$26.65 Order #000000015 - 9/16/19 - \$26.65 Order #000000014 - 9/6/19 - \$214.34 Order #000000013 - 9/6/19 - \$214.34 Order #000000012 - 9/6/19 - \$214.34 Order #000000012 - 9/6/19 - \$214.34 Order #000000012 - 9/6/19 - \$173.20 Order #000000012 - 9/6/19 - \$53.71 Order #000000010 - 8/20/19 - \$53.71 Order #000000000000000000000000000000000000	Peace new eturn request Order #00000015 - 9/16/19 - \$26.65 v Return order #000000015 - 9/16/19 - \$26.65 Order #00000015 - 9/16/19 - \$26.65 Order #00000014 - 9/6/19 - \$26.65 ms Qty Order #000000014 - 9/6/19 - \$214.34 Order #00000013 - 9/6/19 - \$173.20 Order #000000012 - 9/6/19 - \$69.28 Order #000000011 - 8/20/19 - \$53.71 Order #000000010 - 8/20/19 - \$53.71 Order #000000009 - 8/20/19 - \$53.71 Order #000000008 - 8/20/19 - \$104.59 Order #000000008 - 8/20/19 - \$104.59 Order #000000007 - 8/20/19 - \$125.57 Order #000000006 - 8/20/19 - \$141.40 V Order #000000005 - 8/20/19 - \$141.40 Order #000000001 - 12/7/18 - \$36.39 V Image: The state of the

After choosing the order to return, a customer needs to specify the most important info about the request.

By the way, it is possible to open the 'My Returns' tab directly from the header block.



An admin can create return right from the backend. Just open the necessary order and click **Create return**.



Return Reasons

For customers, it is allowed to create requests according to return reasons store admins create in the backend settings.



New Return for Order #000000011

Customer name: Veronica Costello

Email: roni_cost@example.com

Customer Address

Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326

Choose Items



Aim Analog Watch SKU: 24-MG04 Details V

Return Qty 1 🗸 / 1	
Return Reason	
Wrong Product Description	~
Please choose	
Wrong Product Description	
Wrong Product Delivered Wrong Product Ordered Product Did Not Meet My Expectations No Longer Needed/Wanted Defective/Does not Work Properly Damaged During Shipping Late Delivery of Items	
Store is supposed to cover shipping costs	

To view and edit all reasons, please go to **Admin Panel** \rightarrow **Sales** \rightarrow **RMA Settings** \rightarrow **Return Reasons**.

Mar	nag	e Return Reasons		Q	#	admin 🔻
				Ad	d New Rea	ason
		The second se	Filters O Defau	lt View 🔻	🔅 Colur	nns 🔻
Actio	ons	 ▼ 8 records found 20 	▼ per page	<	1 of 1	\rightarrow
•	ID	Title	Who Pays For Shipping	Position	Status	Action
	1	Wrong Product Description	Store Owner	1	Enabled	Edit
	2	Wrong Product Delivered	Store Owner	2	Enabled	Edit
	3	Wrong Product Ordered	Customer	3	Enabled	Edit
	4	Product Did Not Meet Customer's Expectation	Customer	4	Enabled	Edit
	5	No Longer Needed/Wanted	Customer	5	Enabled	Edit
	6	Defective/Does not Work Properly	Store Owner	6	Enabled	Edit
	7	Damaged During Shipping	Store Owner	7	Enabled	Edit
	8	Late Delivery of Items	Store Owner	8	Enabled	Edit

On a handy grid, you can see reasons' **Titles**, **Positions**, **Statuses** and also check who is supposed to pay for shipping: a customer or the store owner.

To create a new one, hit the **Add New Reason** button.

New Reason

New Reason		Q	🔊 🧎 admin 🗸					
	← Back	Save and Continue Edit	Save Reason					
Reason								
Enabled	Ves							
Title *	Defective/Does no	ot Work Properly						
Position	6		?					
Who Pays for Shipping	Store Owner Customer Store Owner	•						
Store Labels								
All Store Views								
Label	Defective/Does r	ot Work Properly	0					
Main Website								
🔗 Main Website Store	🔿 Main Website Store							
🔿 Default Store	View							
	Label Defection	ve/Does not Work Properly	?					
nabled - set to Yes to activate the reason.								

Title - specify the title that will be displayed on the grid to your store admins.

Position - set the position of a new reason among the other reasons displayed on the frontend.

Who Pays for Shipping - specify who is supposed to pay for shipping according to the reason for return request. The information will be displayed to a customer while creating a request.

Label - customize the title of the reason that will be displayed to your customers.

You may adjust the **Label** for each particular *Store* and *Store View*.

Item Conditions

To submit the request, a customer also needs to choose the condition of the product.

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New Return for Order #000000011

Customer name: Veronica Costello

Email: roni_cost@example.com

Customer Address

Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326

Choose Items



Aim Analog Watch SKU: 24-MG04 Details V

Return Qty 1 🗸 / 1
Return Reason
Wrong Product Description V
Item Condition
Unopened v
Please choose
Damaged
Opened
Unopened
Store is supposed to cover shipping costs

To adjust this step, go to Admin Panel \rightarrow Sales \rightarrow RMA Settings \rightarrow Item Conditions.

Q 上 admin 👻 Manage Item Conditions **Add New Condition Filters** Default View • 🔆 Columns 🔻 20 1 of 1 • per page Actions • 3 records found Title Position Status Action ID -1 1 Enabled Unopened Edit Enabled 2 Opened 2 Edit 3 Damaged 3 Enabled Edit

Conditions' **Titles**, **Positions** and **Statuses** are displayed on the grid. Easily edit any of them via *Action* column or delete them in bulk using *Actions* dropdown menu.

To create a new one, click **Add New Condition**.

New Condition

New Condition	Q	抱 👤 admin 🗸
← Back Save and Continue Edit	Save I	tem Condition
Item Condition		
Enabled Ves		
Title * Damaged		
Position 3		0
Store Labels		
All Store Views		
Label Damaged		?
Main Website		
Main Website Store		
 Default Store View 		
Label Damaged		?

Here you also need to **Enable** the condition, specify its **Title**, **Position** and **Labels**.

Return Resolutions

The next step for a customer is to choose one of the resolutions available in your store.

New Return for Order #000000011

Customer name: Veronica Costello Email: roni_cost@example.com

Customer Address

Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326

Choose Items



Aim Analog Watch SKU: 24-MG04 Details V

Return Qty 1 v / 1					
Return Reason					
Wrong Product Description V					
Item Condition					
Unopened v					
Return Resolution					
Please choose 🗸 🗸					
Please choose					
Repair					
Return					
Exchange					

To configure the resolutions, navigate to Admin Panel \rightarrow Sales \rightarrow RMA Settings \rightarrow Return Resolutions.

Man	age Retu	Q 💋 🛽	admin 🗸				
Add New Resolu							
Filters Default View Columns Actions 4 records found 20 per page 1 of 1 >							
	ID ↓	Title	Position	Status	Action		
	1	Exchange	1	Enabled	Edit		
	2	Return	2	Enabled	Edit		
	3	Repair	3	Enabled	Edit		
	4	Store Credit	4	Disabled	Edit		

Click the **Add New Resolution** button.

New Resolution

New Resolution			Q 📫 🎝 adı	min 👻
	← Back	Save and Continue Edit	Save Resolutio	on
Resolution				
Enabled	Ves			
Title	* Exchange			
Position	1		0	
Store Labels				
All Store Views				0
Label	Exchange		?	0
Main Website				
🔿 Main Website Stor	e			
🔿 Default Store	View			
	Label	change	?	

Enable the resolution, specify its Title, Position and Labels.

Return Rules

With the extension, you can set various return rules for all the products in your store. Customers will

see it on product pages in the More Information tab and in their shopping carts (if these options are enabled in the general setting).

🚫 LUM	4	Search entire store here Q 📜 1
What's New W	'omen ∨ Men ∨ Gear ∨	✓ Training ✓ Sale
Home > Gear >	Watches > Didi Sport Watch	
		Didi Sport Watch
	5	2 Reviews Add Your Review
	R	\$92.00 IN STOCK SKU#: 24-WG02
		Qty 1
		Add to Cart
		ADD TO WISH LIST I ADD TO COMPARE EMAIL
Details	More Information	Reviews (2)
Activity	Gym, Athletic	1-
Material	Metal, Rubber, Sil	licone
Category	Electronic Exercis	se Timepiece
Repair perio	od 90 days	, interior
Return peri	od 60 days	
Exchange po	eriod 60 days	

If some products are non-refundable in your store, customers will not be able to create return

requests. Thus, you won't have to handle these requests manually.

	MA			Search entire store here	٩
What's New	Women ~	∽ Men ∽ Gear ∽	r Training ∨ Sale	2	
New	Retu	irn for O	rder #00	0000010	
Customer n Email: roni_(ame: Veronic cost@exampl	a Costello e.com	Customer Address Veronica Costello 6146 Honey Bluff P Calder, Michigan, 4 United States T: (555) 229-3326	arkway 9628-7978	
Choose	Items				
	Fi Si D	usion Backpack KU: 24-MB02 etails 🗸	The return for the The return period If you have quest administrator: 12345678 admin@example	his product can't be processed. od expired. tions, please contact the store e.com	
		uest Lumaflex™ Band K U: 24-UG01 etails ∨			

To view or edit all existing rules, go to **Admin Panel** \rightarrow **Sales** \rightarrow **RMA Settings** \rightarrow **Return Rules**.

Return Rule	es			Q	📫 👤 ad	min 👻
					Add New Ru	ıle
Actions 💌	4 records f	ound	▼ Filters 20 ▼	Default View r page	v ▾ │ ✿ Colur	nns 🔻
Rule Name	Status	Priority	Exchange Period	Return Period	Repair Period	Action
Women Top	Enabled	5	30	15	30	Edit
Fitness Equipment	Enabled	4	15	30	30	Edit
Watches	Enabled	1	60	60	90	Edit
Non-refundable items	Enabled	0	-	-	-	Edit

On a handy grid, you can see Rules' Names, active Statuses, Priority and Resolution Periods.

Hit Add New Rule button to create a new return rule.

New Rule

Expand the **General Settings** tab.

New Return Rule			Q	" ()	👤 admin 🗸
•	🕂 Back	Save and Continue Edit	S	ave Reti	urn Rule
General Settings					
Enabled	Ves 🌔				
Return Rule Name *	Watches				
Priority *	1				•
Websites	Main Webs	ite			
Customer Groups	NOT LOGG General Wholesale Retailer	ED IN			

Leave empty to apply rule to all customer groups.

Enabled - set to Yes to activate the rule.

Return Rule Name - specify the name that will be displayed in the backend.

Priority - set the priority of the rule. It is useful in a situation when one particular product fits the conditions of several return rules. In such a case the rule with the highest priority will be applied to the product.

Websites - assign the rule to particular websites if needed.

Customer Groups - select customer groups to which the rule will be applied.

In the next tab specify the **period** for each resolution you've created. The default resolution period is applied to all resolutions inside the rule unless the admin sets the values for each resolution individually.

New Return Rule			🔍 🏓 上 admin 🗸
	← Back	Save and Continue Edit	Save Return Rule
General Settings			
Resolutions Period			
Default Resolution Period (days)	90 The default reso the Admin sets t	olution period is applied to all resolutio the values for each resolution individu	ons inside the rule. Unless Jally.
Exchange Period (days)	60 Enter "0" or leav	ve empty to disable this type of resolu ult Value	tion.
Return Period (days)	60 Enter "0" or leav	ve empty to disable this type of resolu ult Value	tion.
Repair Period (days)	90 Enter "0" or leav	ve empty to disable this type of resolu ult Value	tion.

Conditions

If ALL of these conditions are TRUE :		
Category is 6 ⊗		
۲		

Choose the products to which the rule will be applied using flexible conditions.

To avoid common mistakes while setting the conditions, check this post.

You can also create rules according to which the particular items will be non-returnable. For example, you want to forbid returning products that were on sale. In this case, set the resolution periods to 0 and choose the appropriate condition.

Resolutions Period		\odot
Default Resolution Period (days)	0	
	The default resolution period is applied to all resolutions inside the rule. Unless the Admin sets the values for each resolution individually.	
Exchange Period (days)	0	
	Enter "0" or leave empty to disable this type of resolution.	
	✓ Use Default Value	
Return Period (days)	0	
	Enter "0" or leave empty to disable this type of resolution.	
	✓ Use Default Value	
Repair Period (days)	0	
	Enter "0" or leave empty to disable this type of resolution.	
	✓ Use Default Value	
Conditions		$\overline{\bigcirc}$
If ALL of those conditions		
Broduct was on cale in 1		
Product was on sale IS		
۲		

RMA Statuses

When a return request is created, a customer can easily track the state of the request in his account.



Your request has been created and is pending approval. Store administrators will check it and inform you if the product(s) can be sent back. In case any details are needed, we will contact you. Please wait for further instructions.

Items

Product Details	Return Details	ltem Status
Aim Analog Watch SKU: 24-MG04 Qty: 1	Return Reason: Wrong Product Description Items Conditions: Unopened Return Resolution: Exchange Store pays for Shipping.	Processing

There are 5 possible states: Processing, Approved, Delivered, Completed (these states are displayed in a customer's progress bar) and Canceled.

Every RMA request usually passes 4 basic statuses:

- **Processing** a request is processed by an admin.
- **Approved** an admin approves that a customer is allowed to send the item back to the store.

- **Delivered** an admin receives the package and checks if everything is OK.
- **Completed** an admin resolves the request.

In some cases, a request can be **Rejected** - an admin rejects the request or a customer cancel it if no longer needed.

We display the current state of the request to the customer on the progress bar of the request page. But before the request reaches each particular state, it can have several statuses, e.g. '*Need Details*'. With the extension, you can create as many statuses as you need and customize the conditions according to which the request will get to the next state.

To manage all the statuses, please go to **Admin Panel** \rightarrow **Sales** \rightarrow **RMA Settings** \rightarrow **RMA Statuses**.

R۱	/IA Statuses			Q .	01	admin 👻
				Ad	d New Sta	atus
			Filters Oefaul	t View 🔻	🔅 Colun	nns 🔻
Ac	tions 13 records found	d	20 • per page	<	1 of 1	>
ID	Title	State	Admin Grid	Status	Position	Action
1	New Request	Processing	Manage Requests	Enabled	10	Edit
2	Need Details	Processing	Customers' Pending Requests	Enabled	20	Edit
3	Updated by Customer (Processing)	Processing	Manage Requests	Enabled	30	Edit
4	Approved by Admin	Approved	Customers' Pending Requests	Enabled	40	Edit
5	Updated by Customer (Approved)	Approved	Manage Requests	Enabled	50	Edit
6	Shipped by Customer	Approved	Manage Requests	Enabled	60	Edit
7	Received by Admin	Delivered	Manage Requests	Enabled	70	Edit
8	Updated by Customer (Delivered)	Delivered	Manage Requests	Enabled	80	Edit
9	Resolved by Admin	Completed	Archived Requests	Enabled	90	Edit
10	Updated by Customer (Completed)	Completed	Manage Requests	Enabled	100	Edit
11	Resolved and Rated	Completed	Archived Requests	Enabled	1 10	Edit
12	Canceled by Customer	Canceled	Archived Requests	Enabled	120	Edit
13	Rejected by Admin	Canceled	Archived Requests	Enabled	130	Edit

On the grid, all the statuses and their states are displayed. In the Admin Grid column, you can see the grid to which the requests will be moved if they reach the specified status.

Click Add New Status.

New Status

New Status			Q	# 0 1	admin 👻
	← Back	Save and C	ontinue Edit	Save	Status
General					
Enabled	Ves				
Title *	New Request				
Request State *	Processing Processing Approved Delivered Completed Canceled	•			
Is Initial Status	🚺 Yes 🕐				
Automatically Set Status on Event	Please choose Please choose Customer Added Customer Added Customer Cance Customer Rated	New Comment Tracking Numb led Rma RMA	er		
Move Request to Grid *	Manage Requests Manage Request Customers' Pend Archived Request	s s ling Requests ts	. ()		
Label Color	#012) 교정 Click the field to choos	e color.			
Position	10				

Enable the status.

Title - specify the title of the status that will be displayed in the backend settings.

Request State - assign the necessary request state to the status. An appropriate request state will be displayed on the progress bar on the frontend when the status is set for the request.

Is Initial Status - activate this option if you want to automatically assign all new requests to this status. Please mind that there can be only one initial status.

Automatically Set Status on Event - when a customer performs the selected action in his RMA request, the status of the request is automatically updated to the current one.

Move Request to Grid - when a request switches to the current status, it is moved to the grid selected in this option. Thus, an admin can create a comfortable for him workspace by removing all unnecessary requests from the particular grid or placing requests that need admin actions to the separate '*Manage Requests*' grid. This kind of workflow allows to save admins' time and effort since they can see all the requests they need to approve on a separate grid.

There are 3 available grids:

- Manage Requests grid all the requests that need admin actions are placed here.
- **Customers' Pending Requests** the requests that need some details or action from a customer are moved to this grid.
- **Archived Requests** the requests that are resolved or rejected and do not need any actions from both admins and users are placed here.



Label Color - choose the color for the state to simplify its processing. Click the field to use a handy color-picker tool.

Position - set the position of the status among the other statuses.

New Statu	S			Q	💋 👤 admin 🗸
		← Back	Save and Co	ntinue Edit	Save Status
Store Labels					
All Store Views	5 /				
Label	New				
Description	Show / Hid	le Editor			
	Your request h you if the produ for further instr	as been created and is uct(s) can be sent back uctions.	pending approval. Store In case any details are r	administrators will c needed, we will cont	heck it and inform act you. Please wait
	Path: p				1.
Send Email to	Customer	No The notification will the current one.	be send to the custome	er when status valu	e changes to
Send Ema	il to Admin	No The notification will current one.	be send to the admin w	vhen status value cl	hanges to the
Send T	ext to Chat	Yes The notification will	be send to the chat wh	en status value cha	nges to the
	Chat Text	Thank you for y soon as possib	your requestl Our ma le.	anager will conta	ict you as

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Label - customize the title of the status that will be shown to a customer in his account.

Description - in the description field you can specify the instructions for customers concerning the current state. These instructions will make each step of the RMA process extremely clear.

Send Email to Customer - enable this option if you want the notification to be sent to the customer when status value changes to the current one.

Send Email to Admin - activate this option if you want the notification to be sent to the admin when the status value changes to the current one.

Send Text to Chat - set to *Yes* if you want the notification to be sent to the chat when status value changes to the current one.

Chat Text - if enabled, fill in the text that will be sent.

Save the status.

How do the statuses work?

Let's see how statuses are changing during processing. According to our default settings, all new requests are displayed on the *Manage Requests* grid with a *New Request* status.

Mar	age	Request	ts			💄 de	mouser 🔻
				Fi	Default View	• 🏠 Co	olumns 👻
4 record	ls found			20	▼ per page <	1 of	1
	ID ‡	Request Date	Customer Name	Manager	Status	State	Action
	5	2019-08-20 13:02:06	Veronica Costello	Liza White	SHIPPED BY CUSTOMER	Approved	View
	7	2019-08-20 13:05:10	Veronica Costello	Kate Miller	UPDATED BY CUSTOMER (PROCESSING)	Processing	View
	10	2019-08-20 13:20:57	Veronica Costello	Liza White	NEW REQUEST	Processing	View
	12	2019-09-06 12:10:10	Veronica Costello	Jeff Bridge	RECEIVED BY ADMIN	Delivered	View

An admin clicks this new request to approve it.

View Return Request

🔍 🛯 🔎 👤 admin 🗸

		÷	– Back	Save a	nd Continue	e Edit	Save
Items to	Poturn						
items to	Product	RMA Details		Who Pays for Shipping	Return QTY	Approved	Delivere
Ţ	Portia Capri-29- Orange SKU: WP13-29- Orange	Return Reason: Wrong Produc Description Items Conditions: Unopened Resolution: Exchange Edit	ct	Store is supposed to cover shipping costs	1		
RMA State	u s Jest	¥		Chat			
RM	IA stomer Informa	ation		Start	of conversation	with custome	ïr
Order:	#00000000 (complete) 2019-08-16 09:52:27	5 RMA Manager Unassigned	•	O Mess	-309		
Purchased From:	Main Websi Main Websi Store Default Stor View	te http://ce227market.vor re Copy Link	10		9r		Send

Here we see that a customer didn't attach any files and did not specify the request details. So an admin changes the status to '*Need Details*' and sends the message to a customer.

View Return Request Q **6** 👤 admin 🔻 Save and Continue Edit ← Back Save Items to Return Who **RMA Details** Delivere Product Pays for Return QTY Approved Shipping Return Reason: Wrong Product Portia Store is Description Capri-29supposed Orange Items Conditions: Unopened 1 to cover SKU: Resolution: Exchange shipping WP13-29costs Orange Edit **RMA Status** Chat Need Details * admin х RMA Hi! Please, provide us with additional details so that we could resolve your problem. **Customer Information** 2019-08-16 12:22:17 #00000005 Order: **RMA Manager** (complete) 2019-08-16 Unassigned Ŧ 09:52:27 **Customer's Direct Link** Message Send Ø Purchased Main Website http://ce227market.vorol From: Main Website Store Copy Link Default Store View

You may use the direct link if you want to share it.

RMA		
Custo	omer Informatio	n
Bank	Details	
Order: Purchased From:	#00000003 (complete) 2019-08-16 09:48:31 Main Website Main Website	RMA Manager Unassigned Customer's Direct Link http://ce227sty/rma/view
	Store Default Store View	Copy Link

According to the settings, the 'Need Details' status still remains in the Pending state, but the request is to be moved to the 'Customers' Pending Requests' grid.

New Status	Q	💋 👤 admin 🗸
	← Back Save and Continue Edit	Save Status
General		
Enabled	Ves	
Title	Need Details	
Request State	Processing	
Is Initial Status	<u>No</u> (?	
Automatically Set Status on Event	Please choose Please choose event to set this status automatically.	
Move Request to Grid	Customers' Pending Requests 🔹 🕐	
Label Color	#3f51b5 Click the field to choose color.	
Position	20	

Thus, the request is moved to another grid with the specified status.

Customers' Pending Requests



2 records found

ID↓	Store	Order #	Request Date	Customer Name	Manager	Status	State	Action
2	Main Website Main Website Store Default Store View	#00000010	2019-08-19 07:05:54	Veronica Costello	Unassigned	NEED DETAILS	Processing	View
4	Main Website Main Website Store Default Store View	#00000004	2019-08-19 07:07:01	Veronica Costello	Unassigned	APPROVED BY ADMIN	Approved	View

A customer sees that he needs to provide the details and updates the info using the chat.



Items to Return

Product Details	Return Details	Item Status
Portia Capri-29- Orange SKU: WP13-29-Orange Qty: 1	Return Reason: Wrong Product Description Items Conditions: Unopened Return Resolution: Exchange Store pays for Shipping.	Pending

Chat



An admin can also attach files to RMA request that were created from the admin panel.

The request automatically moves to the 'Manage Requests' grid with an updated status.

Manage Requests						💄 demouser 👻	
				🛛 🍸 Fi	Iters Oefault View	🗸 🔅 Ca	olumns 👻
3 records found			20 • per page < 1 of 1			1	
	ID ‡	Request Date	Customer Name	Manager	Status	State	Action
	7	2019-08-20 13:05:10	Veronica Costello	Kate Miller	UPDATED BY CUSTOMER (PROCESSING)	Processing	View

The status changes according to the action performed by a customer. In our case, if a customer adds a comment, the status is changed to '*Updated by Customer*'.
New Status			Q	<i>🕫</i> 1	admin 👻
	← Back	Save and Continue	Edit	Save St	tatus
General					
Enabled	Ves				
Title *	Updated by Custor	ner (Processing)			
Request State *	Processing v	?			
Is Initial Status	<u>No</u>				
Automatically Set Status on Event	Customer Added N Choose event to set this	lew Comment 🔹	0		
Move Request to Grid *	Manage Requests	· ()			
Label Color	#1aa2d4 Click the field to choose	color.			
Position	30				

An admin again opens the request, sees the details and decides what to do further: approve it, reject or ask for other details.

View Return Request

🔍 🛛 📫 👤 admin 🗸

RMA Status							
Approved by	v Admin	-		Chat			
Approved b	y Autom	•					\sim
RMA					Hi! Please, pro details so tha problem.	ovide us with addi t we could resolve 2019-08	tional your 3-16 12:22:17
Cust	omer Informatior	1		Veroni	ca Costello		
				Hi! the exc	I've ordered ora blue model! Co hange it?	nge capri, but rece uld you please	eived
Order:	#00000005	RMA Manager		Ø	capri	2019-08-16 13	:13:51
	(complete) 2019-08-16	Unassigned	•				
Duraharand	09:52:27	Customer's Direct	Link	N	Message		Send
From:	Main Website	http://ce227marke	et.vorol				
	Store Default Store	Copy Link					
Tracking li	nformation						
		•				Add	
Shipping La	ibel		Internal R	MA Note			
Choose a file f	or upload shipping	label	1Z 999				
Add							
af88b002357b	00301						

Here an admin approves the request. If the store is supposed to pay for shipping, an admin adds tracking information and attaches the shipping label. The state is changed in the progress bar and a customer can see further instructions.

Return #00000004 [APPROVED]



Returns: how it works

So your return request got approved. That's a win! What's next? To return your purchase to domain.com, follow the step-by-step instructions below.



1. Print the packing slip and shipping label simply by clicking the buttons below.

Print Packing Slip Download Shipping Label

2. If possible, put your purchase(s) in the original package. We remind you that only returns that are in good condition are refunded. Prior to sending your return, make sure you've removed all additional labels from the package. Then put the packing slip you've printed into the package.

3. Now place the shipping label you've printed onto the package.

4. You should send the package with a pre-paid traceable method like Insured Parcel Post or UPS.

NOTE: Some charges are non-refundable. We don't return Shipping and Handling costs, gift box costs and other charges.

The instructions are added during a new status creation with the WYSIWYG editor.

New Status			Q 🕫	💄 admin 🗸
	← Back	Save and Continue	Edit	Save Status
General				
Enabled	Ves			
Title	* Approved by Admin	1		
Request State	* Approved v	0		
Store Labels				
All Store Views 🖌				
Label	Approved			
Description	Show / Hide Editor			
	So your return request go What's next? To return yo below.	Image: Paragraph Font Fam Image: Paragraph Font Fam Image: Paragraph Font Fam Image: Paragraph Font Fam Image: Paragraph Image: Paragraph Image: Paragraph Image: Paragraph	ily → Font Size	instructions
			2	
	 Print the packing slip and magento widget magento widget magento 2. If possible, put your purch are in good condition are ref additional labels from the pagential additional labels from the pagential additional labels from the pagential magenti	shipping label simply by clicking the bu agento widget hase(s) in the original package. We rem funded. Prior to sending your return, ma tokage. Then put the packing slip you've	ittons below. ind you that only ake sure you've re e printed into the	returns that amoved all package.
				• •

In addition to this, you can add special widgets that are necessary for advanced RMA process: **Shipping Label Button** and **Packing Slip Button**.



Shipping Label allows improving the customers shopping experience in cases when a store is supposed to pay for shipping. A user just needs to press the button and download a shipping label. **Packing Slip** is also generated automatically to make the shipping process even easier for a customer.

If a customer is supposed to pay for shipping, he should add tracking numbers by himself.

Tracking Information

UPS	~	1Z 999 AA1 01 2345 6784	Add
Please Select			
UPS			
FedEx			
USPS			

When a product is shipped, an admin sees the *Received* state and resolve the request according to return rules and chosen resolution.

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Ma	inage Red	quests			Q	🤨 👤 a	dmin 👻
Filters Default View Columns 1 records found 20 per page 1 of 1						mns 🔻	
ID ↓	Store	Order #	Request Date	Customer Name	Status	State	Action

A customer checks the state in the account and rates the work of a manager so that an admin could analyze and improve RMA processing.



All completed requests are moved to the Archive Requests grid where you can see their **Dates**, **Managers**, **Rating**, and **Statuses**.

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Archived Requests



_			~	
2	recor	ols.	tou	nd
~	1000	0.5	100	110

ID †	Store	Order #	Request Date	Customer Name	Manager	Rating	Status	Action
5	Main Website Main Website Store Default Store View	#00000009	2019-08-19 07:07:29	Veronica Costello	Unassigned	5/5	RESOLVED AND RATED	View
1	Main Website Main Website Store Default Store View	#00000005	2019-08-16 12:07:48	Veronica Costello	Unassigned		REJECTED BY ADMIN	View

Creating a New Order

You can create a new order based on a return request right from the View Return Request page.

Just click the **New Order** button.

View Return Request

← Back	History	Save and	d Continue Ed	it New	/ Order	Credit Me	mo	Save
Items to Return								
Product	RMA Details	Who Pays for Shipping	Return QTY	Approved	Delivered	Completed	Reject	Action

You will be redirected to the order creation page. All data provided in the return request will remain. Change the required parameters and hit the **Submit Order** button.

Create New Order for Tim Black in Default S tore View

					Cancel	Subm	it Order		
Order Currency:	Items Ord	Items Ordered Add Products							
US Dollar 🔹	Product	Price	Qty	Subtotal	Discount	Row Subtotal	Action		
Customer's Activities	Erika Running Short-32- Green	\$45.00 Custom Price*	1	\$45.00	\$0.00	\$45.00	Please sele		
G Shopping Cart (0)	SKU: WSH12- 32-Green								
No items	Total 1 product(s)	Subtotal:		\$45.00	\$0.00	\$45.00			

A new order is created. You can go back to return management from this page.

#00000028



Configuration

To adjust the basic RMA setting, go to **Admin Panel** \rightarrow **Stores** \rightarrow **Configuration** \rightarrow **RMA**.

Expand the General tab.

General Settings

General

Module Enabled [store view]	Yes 🔹
URL Prefix [store view]	rma
	Set route name. Example for logged in user: {base_store_url}/{URL prefix}/account/view/request/

Module Enabled - select Yes to enable the extension.

URL Prefix - specify the prefix that will be used for a route name.

Example for the registered customers:

{base_store_url}/{URL prefix}/account/view/request/

For guests:

{base_store_url}/{URL prefix}/guest/login/

Allow Guest RMA [store view]	Yes	•	?
Confine Guest RMA to the Current Store View	Yes	•	
[store view]	When enabled, guests are only allowed to create RMA requests for orders made from the current store view. for orders from other store views will not be available.	RMA	
Hide Billing Last Name from Guest	Yes	•	
[store view]	When enabled, a guest RMA form only required custon order ID and customer email or zip code.	ner	1
Allowed Order Statuses for RMA [store view]	Please Select		
	Pending		
	Processing		
	Suspected Fraud		
	Complete		
	Closed		
	Canceled		
	On Hold		
		1.	

Please, note that RMA request can not be created for orders without shipped item(s)

Allow Guest RMA - choose *Yes* if you want to allow your guest visitors to submit return requests as well.

Confine Guest RMA to the Current Store View - when enabled, guests are only allowed to create RMA requests for orders made from the current store view. RMA for orders from other store views will not be available.

Hide Billing Last Name from Guest RMA Form – set to *Yes* if you want to hide the Billing Last Name field on the RMA form, allowing guests to submit RMA requests using only the order ID and customer email or zip code.

Allowed Order Statuses for RMA - select order statuses for which RMA will be allowed.

This is how RMA looks like for a guest visitor (with the **Hide Billing Last Name from Guest RMA Form** enabled):

RMA Login

Order Information

Order ID *

00000012

Find Order By *

Email

Email *

peter_brown@example.com

Continue

Please, note that RMA request can not be created for orders without shipped item(s)

Display Return Information on Product Page [store view]	Yes 🔻	?
Display Return Information on Shopping Cart Page [store view]	Yes 🔻	?
Ask Customers to Leave Feedback [store view]	Yes 🔹	?
Max Message Attachment File Size (KB) _[global]	2000]

Display Return Information on Product Page - if *Yes*, resolution periods (in days) will be displayed on product details pages in the 'More Information' tab.

Display Return Information on Shopping Cart Page - if *Yes*, resolution periods (in days) will be displayed for each product in the shopping cart.

Ask Customers to Leave Feedback - set Yes to provide your customers with the ability to leave

feedback, or just set No to disable 'How do you rate the work of a manager' pop-up.

If enabled customers will see the 'How do you rate the work of a manager' pop-up in the request after it changes its State to 'Completed'. The feedback consists of the rating stars and text. The rating can be later seen and used in the filter on the 'Archived Requests' grid. As well as it is used in the RMA Reports Add-on.

Max Message Attachment File Size (KB) - limit the size of allowed attachments if needed.

RMA Policy

With the extension, you can create your own return policy and display it to customers to make your RMA maximally clear.



Enable Return Policy - if *Yes*, a customer will have to accept the Return Policy before submitting a Return Request.

Return Policy CMS Page - select the CMS magento orders and returns page to redirect your customers to.

The example of RMA Policy on the frontend:

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	U	 _	
	Attention	×	
Con	Please accept the Return Policy.		
Plea Plea	ОК		: such photos may not be appro
<i>⊚</i> Atta	ich File		
	nave read and accept the Return Policy *		
Subm	it Request Cancel		

RMA Custom ID Number (PRO and PREMIUM)

In the RMA Custom ID Number tab, you can customize the display of RMA request numbers.

RMA Custom ID Number

Enabled [store view]	Yes 💌
Number Format [store view]	RMA-{yy}-{mm}-{dd}-{rma_id}
	You can use variables {rma_id}, {store}, {yyyy}, {yy}, {m}, {mm}, {d}, {dd}. If you type RMA-{yy}- {mm}-{dd}-{rma_id} in the field, you will have RMA numbers of the kind: RMA-13-08-15-1
RMA ID Padding [store view]	б
	Total number of digits in the RMA number. If the RMA id is 24 and padding is 6, the result will be 000024. Leave 0 (zero) not to add leading zeros.

Please note that the RMA Custom ID Number functionality is available only as a part of an active

product subscription or support subscription for RMA Pro and RMA Premium extension versions.

Enable - set to *Yes* to customize the RMA request numbers.

If enabled, the customized RMA request numbers will be displayed on the Manage Requests grid, Customers' Pending Requests grid, Archived Requests grid, in the customer account (My Returns tab), and in emails.

Number Format - specify the RMA number format to replace the default format.

To ensure the uniqueness of the RMA request numbers, consider using various variables. Please refer to this list to find the necessary ones:

- {rma_id} for RMA ID;
- {*store*} for store ID;
- {yyyy} for full year display;
- {yy} for shortened year display;
- {*m*} for short month display;
- {mm} for full month display;
- {*d*} for short day display;
- {*dd*} for full day display.

For instance, if RMA-{yy}-{mm}-{dd}-{rma_id} is specified in the Number Format field, you will have RMA numbers of the kind: RMA-13-08-15-1.

RMA ID Padding - specify the total number of digits in the RMA ID number. If you want all RMA ID numbers to have 6 digits, set the padding to 6. For example, if the RMA ID is 24 and the padding is 6, the result will be '000024.' Leave it as '0' (zero) to avoid adding leading zeros.

Shipping

Expand this tab to adjust the carriers that will be available for a customer to be selected while attaching a Tracking Number to the RMA Request.

Configura	ition				Q	1 6	👤 admin 👻
Store View: De	efault Config 🔻	0				Sa	ve Config
General							\odot
RMA Policy							\odot
Shipping							$\overline{\bigcirc}$
	Carriers [store view]	Carrier Code	Carrier Label	Action	0		
		ups	UPS	*			
		fedex	FedEx	Î			
		usps	USPS	Î			
		Add					

Specify a Carrier Code and a Carrier Label.

RMA Creation Email Notifications

Using this tab, you can notify both customers and your RMA managers about new requests. In addition to this, you may enable notifications for customers in cases when a manager created a new message without changing the status.

RMA Creation Email Notifications

Notify Customer [store view]	Yes Please mind that this setting enables the notification w new RMA is created. To set notifications on the status change please proceed to 'RMA Statuses' and set it for	▼ /hen a every	
Email Sender [store view]	Status you need. General Contact	•	
Email Template [store view]	Amasty RMA creation customer notification	•	
Notify Customer About New Manager Messages If Status Didn't Change [store view]	Yes	•	?
Email Sender [store view]	General Contact	•	
Email Template [store view]	Amasty RMA Manager Sent New Message	•	





Please, put each new email address on a new line

Registered customers will be automatically logged in if they follow the link specified in the email about the RMA request.

Specify **Email Senders**, and **Receivers** (for managers) and choose **Email Templates** according to which the emails will be generated.

Please, keep in mind that **Notify Customer About New Manager Messages If Status Didn't Change** email will be sent only after saving the return request.

When the **Notify Admin About New Customer Messages** setting is enabled, administrators will receive notifications if a new chat message is sent by a customer. Additionally, it is possible to specify a **specific time period (in min.)** after which a notification for a received new chat message will be sent.

Administrator Contact Data

You can use this tab to display administrator contacts in case an item couldn't be returned according to the return rules.

Configuration		Q	A	💄 admin 🛨
Store View: Default Config 🔻 🕜			Save	e Config
General				\odot
RMA Policy				\odot
Shipping				\odot
RMA Creation Email Notification	าร			\odot
Administrator Contact Data				\odot
Display Administrator Contact Data [store view]	Yes		•	0
Email [store view]	admin@example.com			
Phone Number [store view]	12345678			

A customer will see the following message:



Custom Fields

It is also possible to create additional fields that a customer will have to fill in while creating a new request.

Configuration			Q	1 6	👤 admin 👻
Store View: Default Config 🔻	0			Sav	e Config
General					\odot
RMA Policy					\odot
Shipping					\odot
RMA Creation Email N	otifications				\odot
Administrator Contact Data				\odot	
Custom Fields					\odot
Block Title [store view]	Bank Details			•	
RMA Request Custom Fields [store view]	Code	Label	Action		
	bank_name	Bank Name	Î		
	bank_code	Bank IFS C Code	Î		
	account_number	Bank Account Nur	*		
	Add				

The **Block Title** field is responsible for the name of the block with the custom text fields. Also, specify fields' codes and labels.

Chat Quick Replies

In this field, you can prepare quick replies and use them while managing return requests. It allows to save managers' time and automate RMA processing even more.

Enable Chat on the Frontend - choose whether you want to enable or disable chat on the frontend.

Please note that even if you disable chat on the frontend in general settings, you'd be still able to see this chat on the backend. Thus, your customers won't be able to communicate with you until you enable the chat again.

In case your customers have their email notifications enabled, then they would get your comments from the chat on their email even though the chat is disabled on the frontend.

Configuration		C	ር 🔎	👤 admin 🔻
Store View: Default Config 👻 😯				Save Config
General				\odot
RMA Policy				\odot
Shipping				\odot
RMA Creation Email Notifications				\odot
Administrator Contact Data				\odot
Custom Fields				\odot
Chat Quick Replies				\odot
Enable Chat on the Frontend [store view]	Yes		*	
Quick Replies [store view]	Label	Quick Reply	Action	
	Newi	Thank you for your request! Our manager will contact you soon.	•	

Hit the **Save Config** button.

Need

Add

Please, provide us with additional details and

attach photos if possible so that we could approve your request. Ê

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RMA Export (PRO and PREMIUM)

The extension includes a part of **Export Orders** solution. It means that you can export any RMA requests using the simplified export UI.

Navigate to System → Amasty Export → Export.



Choose the required entity and configure export settings.

Main features you can use:

- Choose 1 of 6 available file types (CSV, XML, ODS, XLSX, JSON, Template)
- Specify output option (Store Exported File On Server, Upload Exported File By FTP / SFTP, Send Exported File to E-mail, Send to Rest Api Endpoint)

- Configure export fields and their namings
- Filter requests by any parameter (managers, request statuses, rating, etc.)

Check the details of each tab configuration in this guide.

RMA Import (PRO and PREMIUM)

It is also possible to import any RMA entities using the convenient import UI.

Import

Import Settings



Please note that compatibility with the Amasty Import Orders extension is available for RMA Pro and Premium versions as part of an active product subscription or support subscription.

Go to System \rightarrow Amasty Import \rightarrow Import

Select the required entity and configure import settings (import behavior, import file type, import source, etc.).

Check the details of each tab configuration in this in this guide.

API Integration (PRO and PREMIUM)

The **Pro** and **Premium** extension versions include API support. Store admins may use the following methods:



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amastyRmaChatRepositoryV1 Interface ChatRepositoryInterface

GET /V1/amasty_rma/rma_chat/get/{messageId}

POST /V1/amasty_rma/rma_chat/message

amastyRmaApiChatMessageFinderV1

GET /V1/amasty_rma/rma_chat/list

amastyRmaRequestRepositoryV1 Interface RequestRepositoryInterface



amastyRmaApiRequestFinderV1

|--|

amastyRmaCustomerRequestRepositoryV1 Interface CustomerRequestRepository

POST	/V1/amasty_rma/rma_request/request
POST	/V1/amasty_rma/rma_request/cancel/{requestIdHash}

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GraphQL Compatibility

The extension is compatible with GraphQL (read + write). Here is an example of the implementation via Graphql. Follow the steps below:

1. Create return request



```
mutation {
  placeAmRmaCustomerReturnRequest(
    input: {
      order id: "Your order ID"
      comment: "Rour return comment"
      policy_allowed: 1
      return_items: [
        {
          order_item_id:"Order item ID for return"
          return: 1
          qty: "Return qty"
          reason: "Return reason ID"
          condition: "Return condition ID"
          resolution: "Return resolution ID"
        }
      ]
    }
  ) {
    request_id
  }
}
```

2. See all return requests for customer



{

customer { amrma_returns { items { request_id url hash order_id store id created_at modified at status customer id customer_name manager_id custom_fields rating rating_comment note tracking_numbers shipping label status { color label } request items { request_item_id request id reason id condition id resolution_id order_item_id qty item_status request_qty } } page_info { page_size current_page total pages } total_count } } }

3. See all reasons/conditions/resolutions

1* {	· {
2 v getAnRmaSettings {	<pre>* "Oata": { "notAmpmoSettings": {</pre>
4 ischattnabled	"isEnabled": true.
5 isReturnPolicyEnabled	"isChatEnabled": true,
6 isShowRmaInfoProductPage	"isReturnPolicyEnabled": true,
7 IsShowAdministratorContact	"isShowRmaIntoProductPage": true,
administratorFmai	"administratorPhoneNumber": null
10 policyUrl	"administratorEmail": null,
11 urlPrefix	"policyUrl": "http://ee242giftoholodinskaya.ap74.corp.amdev.by/amasty-rma-return-policy",
12 · allReasons {	"urlPrefix": "ma",
13 reason_10 14 label	a treasons : [
15 payer	"reason id": 1,
16 position	"label": "Wrong Product Description",
	"payer: 1,
18 * allongitions ("position": 1
20 Label	
21 payer	"reason_id": 2,
22 position	"label": "Wrong Product Delivered",
23 J 24. allBosolutions ("payer: 1, "position": 2
25 resolution id	
26 label	* ([*]
27 status	"reason_id": 3,
28 position 29 b	"label": "Wrong Product Undered", "naver": A
30 }	"position": 3
31).	}, '
	Y {
	"Teabon_ld": 4, "label": "Product Did Not Meet My Expectations"
	"payer": 6,
	"position": 4
	"reason id": 5.
	"label": "No Longer Needed/Wanted",
	"payer": θ,
	"position": 5
	1, • {
	"reason_id": 6,
	"label": "Defective/Does not Work Properly",
	"payer": 1, "position": 6
	posición : o
	т {
	"reason_id": 7,
	"tabel": "Damaged During Shipping",
	"position": 7
	},
	Y {
	"reason_10": 8, "label": "Late Delivery of Items"
	"paver": 1,
OUERY VARIABLES	"position": 8

{

```
getAmRmaSettings {
  isEnabled
  isChatEnabled,
  isReturnPolicyEnabled
  isShowRmaInfoProductPage
  isShowAdministratorContact
  administratorPhoneNumber
  administratorEmail
 policyUrl
 urlPrefix
  allReasons {
    reason_id
    label
    payer
    position
  }
 allConditions {
    condition_id
    label
    payer
    position
  }
  allResolutions {
    resolution_id
```

```
label
status
position
}
}
```

4. Displaying the return status of the product on the product page



RMA Shipping Labels (Add-On)

If a store is supposed to cover shipping costs, an admin needs to pay for shipments beforehand. To simplify this process, you may generate shipping labels automatically and improve customer shopping experience with fast shipment processing.

The feature can be enabled only after purchasing the **Shipping Labels for RMA Add-On** and available for **UPS**, **DHL** and **FedEx** shipping carriers.

General Configuration

First of all, you need to set the address according to which shipping cost will be calculated by a



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carrier.

Navigate to Stores → Configuration → Amasty Extensions → RMA Automatic Shipping Label.

Items Return Address Return Address Source Custom Address Ŧ [global] General Store Address Shipping Origin Address Contact Name [website] Custom Address Country United States Ŧ [website] Region/State Michigan [website] ZIP/Postal Code 49862 [website] City Munising [website] Street Address 1411 Center St [website] Street Address Line 2 [website]

Here you can choose between:

- General store address
- Shipping origin address
- Custom address

If you choose Custom Address, specify the address details in the appropriate fields.

Shipping Carriers

On the next step, you need to enable labels generation for particular carriers.

Go to Stores \rightarrow Configuration \rightarrow Sales \rightarrow Shipping Methods.

Expand the necessary carrier.

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FedEx

Enabled for Checkout [website]	Yes		Use system value
Use for Amasty RMA [website]	Yes	?	
Title [store view]	Federal Express		✓ Use system value
Account ID [website]	•••••		
	Please make sure to use only digits here. No dashes are allowed.		

Use for Amasty RMA - if enabled, the current shipping method will be used for shipping label generation.

Labels Generation

To create a shipping label, navigate to a particular return request page. Scroll down to the Tracking Information section.

Tracking Information	
Please Select	Add
Shipping Label	Internal RMA Note
Generate	
or Add a file to upload shipping label	

Keep in mind that automatic label generation is available for **Approved** return requests only:
RMA Status

Approved by Admin	r -
New Request	
Need Details	
Updated by Customer (Processing)	Deals Deats
Approved by Admin	Bank Deta
Updated by Customer (Approved)	
Shipped by Customer	
Received by Admin	
Updated by Customer (Delivered)	
Resolved by Admin	-
Updated by Customer (Completed)	
Resolved and Rated	ect Link
Canceled by Customer	
Rejected by Admin	tomation

Also, you can generate a label only for the **Approved items** as well:



If an item is in a *Rejected* or *Procesing* status, you are not able to add this item to the package.

Click the **Generate** button.

Step	1. Shipping Information	×
Э\ В		Apply and generate package
0	Federal Express	\odot
# (c 2) P N N	 International Economy 114.3 International Priority 122.62 International First 169.62 	6

In the appeared popup select the necessary shipping carrier and its option. Click **Apply and generate package**.

Step 2. Create	e Packages								×
							Back	Add Package	Done
Shipping Informa Federal Express Package 1	ation International Firs	t 169.62						Add Products	s to Package
Package Type	Customs Value	Total Weight		Length	Width	Height		Signatur Confirm	e ation
FedE v FedEx Envelop FedEx Pak FedEx Box FedEx Tube Your Packagin	1 De Ig	1	lb 💌	10	12	8	in	Adult Not Rer Adult Direct Indirect	quired

Here specify package options that are obligatory for a particular carrier and method.

Find out more about carriers and their requirements here.

Next, add the products that will be sent in the package by clicking **Add Products to Package** and ticking the necessary ones.

Step 2. Create Packages							×
					Back Add	Package Done	9
Shipping Information Federal Express International First 169.62							
Package 1					Add Selecte	ed Product(s) to Package	3
Package Customs Total Type Value Weight		Length	Width	Height		Signature Confirmation	
FedE	lb 💌	12	10	8	in 💌	Adult 🔻	
Product	Weight	Qty Or	dered	Qty			
Montana Wind Jacket-S-Green	1	1		1			
Zeppelin Yoga Pant-34-Green	1	1		1			

Click Add Selected Product(s) to Package and hit the Done button.

The add-on also supports a validation feature. Thus, if the package options are incorrect, you will be notified.

Step 2. Create Packages							×
					Back	Add Package	Done
Weight - Package weight ex commodity 1. Please correct	ceeds maximum for requested t the value as it will not be acce	service/packag pted in the fut	;ing in Reque: ure.;	stedPackage 1;	Invalid country	of manufacture for	
Shipping Information Federal Express International Fir	st 169.62						
Package 1						Add Products	to Package
Package Customs Type Value	Total Weight	Length	Width	Height		Signature Confirmation	
FedE 🔻 0	2 Ib 🔻	10	12	8	in 💌	Adult 👻	Delete

If everything is correct, the generated label and a tracking code will be added to the return request.

Tracking Info	ormation	
Carrier	Tracking Number	Action
FedEx	794616129526	Remove
Please Select	•	Add
Shipping Labe		Internal RMA Note
ShippingLabel(13).pdf 👕	
View Package		

It is possible to *View* or *Delete* the package if it is incorrect.

Save the return request updates. After that, a webstore user will be able to download the generated

label right in the customer account.

RMA Automation Rules (Add-On)

With the extension it is possible to process RMA requests automatically, without manager involvement.

The feature can be enabled only after purchasing the **Automation Rules for RMA Add-On**.

Configuration

To configure the add-on general settings, navigate to **Stores** \rightarrow **Configuration** \rightarrow **Amasty Extensions** \rightarrow **RMA Automation Rules**.

Configuration		Q 💄 admin 👻
Store View: Default Config	• 🕜	Save Config
AMASTY ^	General	
Extensions & Notifications	Enabled [store view]	Yes 🔻
RMA Automation Rules	RMA Automation Rules Apply Schedule [global]	0 0 * * * Enter cron expression
RMA		* * * * * + Day of the Week (range: 0-6, 1 standing for Monday)
		<pre> + Month of the Year (range: 1-12) + Day of the Month (range: 1-31) + Hour (range: 0-23) + Minute (range: 0-59) Example: 0 0 * * * Daily at midnight Read more about cron expressions - here</pre>

Enabled - set to Yes to activate the add-on.

RMA Automation Rules Apply Schedule - enter cron expression to apply rules by schedule.

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Read more about cron expressions here.

Automation Rules Grid

To view and manage all automatic rules, please go to **Sales** \rightarrow **RMA Automation Rules**.

Automation Rules Q 💄 admin					nin 🔻		
						Add New Rul	e
			Ţ	Filters	 Default View 	N 🔻 🏠 Column	ns 🔻
Action Delete	e 🔺	5 records found (2 selected)	20	▼ pe	er page 🛛 <	1 of 1	>
• •	Rule ↓ ID	Rule Name	Priority	Status	Rule Applied For	Stop Further Rules Processing	Action
	1	Total amount is less than 100\$	0	Enabled	New Rma	Yes	Edit
~	2	Damaged During Shipping Items	1	Enabled	New And Existing Rma	Yes	Edit
✓	3	Rejected Items	3	Enabled	New Rma	Yes	Edit
	3 4	Rejected Items Shipped Items	3	Enabled Enabled	New Rma New And Existing Rma	Yes No	Edit Edit

All the info about rule processing is displayed on a handy grid.

To manage a rule, click **Edit** in the Action column.

To delete rules in bulk, tick the necessary rules and select **Delete** in the Actions dropdown menu.

New Automation Rule

To create an automation rule, click the **Add New Rule** button.

General Settings

For example, you want to create a rule according to which all requests with the "Damage During Shipping" return reason will be automatically approved.

New Return Rule		🔍 💄 admin 🗸
÷	Back Save and Continue Edit	Save Automation Rule
General Settings		
Return Rule Name	Damaged During Shipping Items	
Priority	• 0	?
Enabled	Ves	
Stop Further Rules Processing	Yes	
Apply Rule for New RMA	Ves 🕐	
Apply Rule for Existing RMA	Yes	

Return Rule Name - specify the name for internal rule usage. It will be displayed on the grid.

Priority - prioritize the rule, where 0 is the highest priority.

Enable - set to Yes to activate the rule.

Stop Further Rules Processing - enable this option if you do not want other rules to be applied to the same requests.

Apply Rule for New RMA - if *Yes*, the rule will be applied only for newly created RMA requests while the existing ones will be ignored.

Apply Rule for Existing RMA - if *Yes*, the rule will be applied only for existing RMA requests while the new ones will be ignored. The triggering events are requests amendments by a manager,

automatic RMA status changes and the daily Cron job.

Conditions

In this tab you may specify the conditions according to which the rule will be applied. Here we set the particular return reason.

New Return Rule			Q 💄 admin 🗸
	← Back	Save and Continue Edit	Save Automation Rule
Conditions			
If ALL of these condit	ions are TRUE	:	
Items Reason is D	amaged Durir	ng Shipping 🛞	
Current Status is N	lew Request	8	
۲			

Besides product and customer attributes, the add-on includes request attributes as well. Thus, you may choose particular RMA reasons, statuses, conditions, resolutions, last updates and total request amount. See use cases here.

If ALL of these conditions are TRUE :

Please choose a condition to add.	•
First Failure Date	
First Name	
Gender	
Group	
Is Confirmed	
Last Name	
Middle Name/Initial	
Name Prefix	
Name Suffix	
Tax/VAT Number	
Updated At	
Request Attributes	
Current Status	
Current Manager	
Last Update (hours)	
Last Update by	
Items Reason	
Items Condition	
Items Resolution	
Items Total Price	-

Actions

In this tab choose the actions that will be taken if a request falls under the specified conditions.

New Return Rule	Q 💄 admin 🗸
← Back Save and Continue Edit	Save Automation Rule
Actions 🖌	
Set Status Approved by Admin	•
Set Owner Kate Miller	
Send Email to Customer 🛛 🚺 Yes ?	
Email Sender * Sales Representative 🔻	
Email Template * Amasty RMA Manager Sent New M	1essage 🔻
Send Email to Admin 🛛 🔿 No 🕐	

Set Status - select the status that will be assigned to the request.

Set Owner - choose a manager for further request processing.

Send Email to Customer - enable this option to notify a customer about the event.

You should also choose an **Email Sender** and **Email Template**.

Send Email to Admin - set to Yes to notify your admin as well.

Please mind, that if your action is 'Set Status' and email notifications are set in the **Status settings**, then it's better not to use these settings for email notifications. Otherwise, admin and customer will receive two notifications on the event.

Automation Use Cases

Automated Rules allow admins to minimize the time spent on request processing. For example, you may automatically reject the requests which have the particular reason or condition.

Automation Rule Re	jected l	ltems	Q	admin 👻
← Back	Delete	Save and Continue Edit	Save Automatio	n Rule
General Settings				
Return Rule Name 🔺	Rejected	ltems		
Conditions				
If ALL of these conditions are TF	RUE :			
Items Reason is No Longer N	Needed/War	nted 🐵		
Items Condition is Opened (8			
•				
Actions				
Set Status	Rejecte	ed by Admin	•	

Also it is possible to change request status based on the total request amount and return reasons. Thus, you can automatically approve the requests with items from particular category with particular return reasons in case the total order amount is less than 100\$.



The extension is extremely useful if you assign requests to managers according to request status. In our case we assign all requests with "Shipped by Customer" status to a particular manager.

Automation Ru	le Ship	ped Iter	ns			Q	💄 adm	in 🔻
~	Back	Delete	Save a	nd Continue Ed	lit	Save Automa	tion Rul	e
General Settings								
Return Rule N	ame *	Shipped Items						
Conditions								
If ALL of these condition Current Status is Ship	s are TRUE oped by Cus	: stomer ⊗			-			
۲					-			
Actions								
Set	Status	Please select	t		•			
Set (Owner	Jeff Bridge	-					

You may use automation rules to notify customers or admins in particular cases. For example, if a request has an Approved status, but a customer has not updated it for a long time (30 days in our case), you can send him a notification.

Automation R	Rule 30 l	Days in	Approved Status	(Q 1	admin 👻
÷	🕂 Back	Delete	Save and Continue Edit	Save Aut	omatior	n Rule
General Settings						
Return Ru	ıle Name 🔺	30 Days in /	Approved Status			
Apply Rule for Exist	ting RMA	Ves 🕻				
Conditions						
If ALL of these condit Current Status is /	tions are TRU Approved by	E: Admin 🥹				
Last Update (hours	5) equals or g	greater than i	720 🥹			
Actions						
Send Email to C	ustomer	Ves 🚺	2			
Ema	il Sender 🔺	Customer S	Support 🔻			
Email 1	Template *	Amasty RM	A Manager Sent New Message	2	•	

Or you may just send notifications and close the request automatically if a customer hasn't updated the request for more than 45 days.

Ŧ

Q 💄 admin 🗸 Automation Rule No Updates for 45 Days Save and Continue Edit Save Automation Rule ← Back Delete **General Settings** Return Rule Name * No Updates for 45 Days Conditions If ALL of these conditions are TRUE : Current Status is Approved by Admin @ Last Update (hours) equals or greater than 1080 @ ۲ Actions Set Status Rejected by Admin Ŧ Set Owner Jeff Bridge Ŧ Send Email to Customer Yes 🕜 Email Sender * Customer Support





Thus, you can create an unlimited number of flexible rules to speed up and simplify return requests processing.

Additional packages (provided in composer suggestions)

To make additional functionality available, please install the suggested packages you may need.

Available with **no additional fees**:

• **amasty/rma-graphql** - Install amasty/rma-graphql to activate Graphql and RMA integration.

Available as a part of an active product **subscription** or support subscription:

For Lite, Pro and Premium versions:

- **amasty/module-rma-subscription-functionality** Install this package:
- 1. For compatibility with automatic filling of Credit Memo data
- 2. To restrict the creation of RMAs for site guests to only the store view where the order was placed
- 3. Hide the 'Billing Last Name' field on the RMA Login form for site guests
- amasty/module-rma-hyva Install this package to ensure the RMA Base extension works with Hyva Theme.

For Pro and Premium versions:

- amasty/module-rma-import-entity Install this package for Import Orders compatibility.
- **amasty/module-rma-custom-number** Install this package to use custom RMA ID number functionality.

RMA Reports (Add-On)

It is possible to track and analyze the completed requests statistics in a separate dashboard.

The feature can be enabled only after purchasing the **Reports for RMA Add-On**.

Reports Overview

To view the analytical charts, please go to **Admin Panel** \rightarrow **Amasty** \rightarrow **RMA Reports** \rightarrow **Reports**.

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atistics					Top Reasons	
Total 6 Percen frequests 6 Percen of Return 5 4 3 2 1 Oct 16	Le tin	ad- 1e 82.50 ct 18	Rating 4.0 Delivery by store	6 0ct 21	 Defective/Doe Wrong Product No Longer Ne Product Did N Expectations Wrong Product 	es not Work Pr tt Description eded/Wanted lot Meet Custo tt Ordered
ems Return Reason Defective/Does	not Work Properly	×	Customers Return Resolution	Repair		*
ems Return Reason Defective/Does	not Work Properly Returned, times	• Price	Customers Return Resolution Name	Repair Orders Qty	RMA Qty	• Profit
ems Return Reason Defective/Does Item	not Work Properly Returned, times	Price \$32.00	Customers Return Resolution Name Veronica Costello	Repair Orders Qty 13 (\$1129.88)	RMA Qty 10 (\$202.00)	• Profit \$927.88
ems Return Defective/Does Item Voyage Yoga Bag Cruise Dual Analog Watch	not Work Properly Returned, times 0 1	Price \$32.00 \$55.00	Customers Return Resolution Name Veronica Costello John Smith	Repair Orders Qty 13 (\$1129.88) 2 (\$114.00)	RMA Qty 10 (\$202.00) 3 (\$0.00)	▼ Profit \$927.88 \$114.00

Set the period according to which the data will be displayed (7 *Days*, 30 *Days*, *Last year* or *Custom Date*) and view all the information in one place.

Statistics

On the *Statistics* chart you may see the overall data based on the specified period. It is possible to check the average indicator of:

- Total Requests
- Percentage of Returns
- Lead-time
- Rating
- Delivery by Store



Top Reasons

Track the most frequent return reasons in a separate chart. The diagram shows the percentage of each return reason you've created.



Items

In the *Items* chart you may see the return requests products according to their return reasons. For example, you can easily check what products are "defective" or which items have the "wrong description".

Items							
Return Reason	Wrong Product Delivered 🔹						
	Wrong Product Description						
	Wrong Product Delivered						
	Wrong Product Ordered						
	Product Did Not Meet Customer's Expectations						
No Longer Needed/Wanted							
	Defective/Does not Work Properly						
	Damaged Duri	ng Shipping					
	Late Delivery o	fitems					
ltem		Returned, times	Price				
Voyage Yoga Bag		0	\$32.00				
Cruise Dual Analog	Watch	1	\$55.00				
Hero Hoodie-M-Gre	en	1	\$0.00				

Customers

With the add-on, it is possible to check the customers who are returning more often and what profit do you get from them. Thus, you may easily see problematic customers and adjust you policy regarding them if you do not have enough profit from resolving their requests.

Customers			
Return Resolution	Repair		•
	Exchange Return		
	Repair		
Name	Orders Qty	RMA Qty	Profit
Veronica Costello	13 (\$1129.88)	10 (\$202.00)	\$927.88
John Smith	2 (\$114.00)	3 (\$0.00)	\$114.00
Peter Brown	4 (\$302.00)	3 (\$55.00)	\$247.00

Detailed Reports

To get more specific info, switch to the *Reports in Details* tab.

Reports in details

REPORTS

Overview

Reports in details

Date Ran	ge: Custor	m Date 🔻	Fro	om: 08/	1/2019	то: 1	0/21/2019	ntanta 	
Stati: Tot Re	stics tal 3 quests 2.5	Perce of Re	entage eturns	15.79%	Lead	. 165.00	Rating 1	2.0	
	2 1.5 1 0.5		0-						
	Oct 16				Oct 1	8		Oct	2(
Active filter	s: Request	t Items Cond	ition: Op	ened 🕲			Y Filters	Colui	mns 👻
	Request	t Items Reaso	on: Defe	ctive/Does	not Work P	roperly 📀			
3 records	found				20	 per page 	<	1 of 1	\rightarrow
RMA I ID	Customer	Manager	Lead Time	Rating	Request Items SKU	Request Items Reason	Request Items Condition	Request Items Resolution	Total
2	Jane Smith	Kate Miller	60 Days		MH07- M- Green	Defective/Does not Work Properly	Opened	Repair	0.00
12	Veronica Costello	Jeff Bridge	40 Days		24- WB01	Defective/Does not Work Properly	Opened	Exchange	0.00
14	Peter Brown	Liza White	0 Days	4	24- MG05	Defective/Does not Work Properly	Opened	Repair	55.00



The dynamics is displayed on the chart, while the particular requests and their details are shown on the grid below.

Here you may apply various filters to see the statistics of particular cases based on:

- RMA ID
- Lead Time
- Rating
- Total
- Request Items Resolution
- Request Items Conditions
- Request Items Reason
- Customers
- Managers
- Request Items SKU

							Filters	🔅 Colu	mns 🔻
Active filters:	Request Request	Items Condi Items Reaso	ition: Op on: Defeo	ened 🛞 tive/Does	not Work Pr	operly 🙁		C	lear all
RMA ID		Lead	Time		Rati	ng	Tota	I	
from		from			from	0	from	0	
to		to			to	5	to	100	
Request Item Resolution Exchange × Repair × Manager Select	S 	Requ Cond	est Item ition ened × Unopened Damage Don	s ed d	Requ De no Pr	efective/Does to Work × operly	n Cust	omer el Apply	Filters
3 records fou	nd				20	 per page 	<	1 of 1	>
RMA I C	ustomer	Manager	Lead Time	Rating	Request Items SKU	Request Items Reason	Request Items Condition	Request Items Resolution	Total
2 ja S	ane mith	Kate Miller	60 Days		MH07- M- Green	Defective/Does not Work Properly	Opened	Repair	0.00
12 V C	eronica ostello	Jeff Bridge	40 Days		24- WB01	Defective/Does not Work Properly	Opened	Exchange	0.00
14 P B	eter rown	Liza White	0 Days	4	24- MG05	Defective/Does not Work Properly	Opened	Repair	55.00
									Σ: 55

Thus, you may easily analyze the tendencies of your RMA system, find out the most problematic issues and find the resolutions.

RMA for PWA (Add-on)

The PWA add-on helps your customers manage their return requests from mobile devices.

Before purchasing the **PWA for RMA Add-On**, keep in mind that it requires

- the original RMA extension;
- PWA theme and PWA Studio installed.

In order to correctly install a PWA add-on, please install the **corresponding GraphQL system package** first. For the correct name of it, please check the *composer.json file* of the main module. *For example*, the GraphQL system package name of the PWA add-on for the Blog Pro extension would be the following: **amasty/blog-graphql**

```
{
    "name": "amasty/blog",
    "description": "Amasty Blog Pro",
    "require": {
       "php": ">=7.3.0",
       "amasty/base": ">=1.13.4",
       "amasty/email-unsubscribe": "*",
       "amasty/cron-schedule-list": "*",
       "magento/framework": ">=102.0.0",
       "magento/module-catalog": "*"
    },
    "suggest": {
               /hl
                                                                                                                egration.".
       "amasty/blog-graphql": "Install blog-graphql module to activate Graphql and Blog Pro integration.",
                                                                                                                or Magento 2.4.0+ version.",
        "amasty/module-blog-pro-to-builder": "Install Amasty_BlogProToBuilder module to activate the integration with Custom Reports Builder extens
   }.
    "type": "magento2-module",
    "version": "2.10.4",
    "license": [
        "Commercial"
    1,
    "autoload": {
        "files": [
        "registration.php"
```

This is how a customer account looks:



A sample of a new request:

	VENIAQ
	Penelope Peasant Blouse SKU: VT01-PE-L Fashion Color: Peach Fashion Size: L
Return Qty Return Regs	1 ×
Wrong Pro	on
Unopened Return Reso	✓ Iution
Return You are su	∽ pposed to cover

Customers can use all features of the original extension while managing RMA from mobiles, including chat:



×

Please, note a few limitations when purchasing PWA for RMA Add-On:

- Creating and managing RMA is unavailable for guests;
- Widgets can't be used in a customer account.

FAQ

- * How to create an RMA request from the admin panel?
- * How do I adjust the sum of money that should be refunded to a customer?
- * How to export refund requests to a CSV file?
- * What features are included in each tariff plan of RMA?
- * How to allow guest customers to submit an RMA request?
- * Can I refund orders with store credits?
- * Show more articles →

Find out how to install the RMA extension via Composer.

From: https://amasty.com/docs/ - Amasty Extensions FAQ

Permanent link: https://amasty.com/docs/doku.php?id=magento_2:rma

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