

# RMA for Magento 2



## Magento 2 Extension User Guide

**Official extension page:** [RMA for Magento 2](#)



User Guide: [RMA for Magento 2](#)

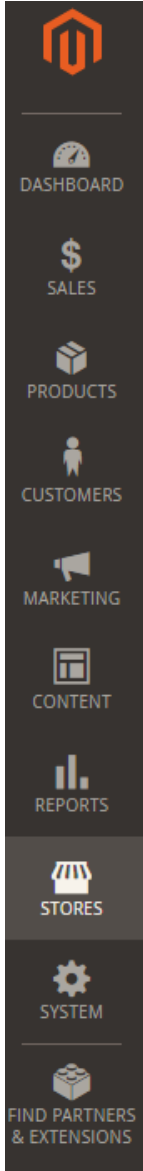
Support: <http://amasty.com/contacts/>

# Table of contents:

1.	<u>General Settings .....</u>	<u>3</u>
2.	<u>Status Management .....</u>	<u>8</u>
3.	<u>Request Management .....</u>	<u>12</u>
4.	<u>Email Templates .....</u>	<u>18</u>
5.	<u>Frontend Examples .....</u>	<u>20</u>



## Configuration



Store View: Default Config

To configure the extension please, go to Stores -> Configuration -> Amasty Extensions -> RMA.

Save Config

GENERAL	General
CATALOG	
CUSTOMER	Enable per item RMA <input type="text" value="Yes"/>
SALES	Allow Guest RMA <input type="text" value="Yes"/>
SERVICES	Allow to create multiple requests for the same order <input type="text" value="Yes"/>
AMASTY EXTENSIONS	Max Attachment Size (Mb) <input type="text" value="10"/>
RMA	Minimal time period allowed for RMA after order completion (days) <input type="text" value="1"/>
	Maximal time period allowed for RMA after order completion (days) <input type="text" value="10"/>
	Print Label <input type="text" value="Yes"/>

Allow guest visitors to create RMA requests.

You can allow or restrict multiple requests for the same order.

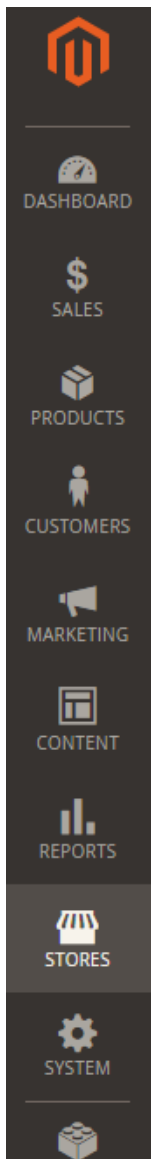
Define max. size for RMA attachments.

Specify the time period within which customers will be able to create RMA request.

Enable printing labels.



## Configuration



Store View: Default Config ? Save Config

- GENERAL
- CATALOG
- CUSTOMERS
- SALES
- SERVICES
- ADVANCED
- AMASTY EXTENSIONS**
- RMA

### General

### Shipping

Use default shipping address  [STORE VIEW]

Shipping Confirmation Text  [STORE VIEW]

**Specify shipping address and the confirmation text.**

### Properties

### Email

### Email Templates





# Configuration

## 1. General Settings

Store View: Default Config



Save Config

GENERAL

CATALOG

CUSTOMERS

SALES

SERVICES

ADVANCED

AMASTY EXTENSIONS

RMA

### Properties

#### Reasons

Value Action

Not as expected

Broken

Add

#### Conditions

Value Action

Damaged

Open

Add

#### Resolutions

Value Action

Refund

Replace

Add

Add conditions, reasons and resolutions displayed to customers when they create RMA requests.

DASHBOARD

SALES

PRODUCTS

CUSTOMERS

MARKETING

CONTENT

REPORTS

STORES

SYSTEM

FIND PARTNERS



User Guide: [RMA for Magento 2](#)

Support: <http://amasty.com/contacts/>



Store View: Default Config



Save Config

GENERAL

### Email

Specify RMA Department name and email. You can also choose whether to notify customers and admins by email.

CATALOG

RMA Department Name

CUSTOMERS

RMA Department Email

SALES

Notify Customer by Email

SERVICES

Notify Admin by Email

ADVANCED

### Email Templates

AMASTY EXTENSIONS

Admin Comment

Notification sent to customer when admin places comment

Customer Comment

Notification sent to admin when customer places comment

New RMA Created

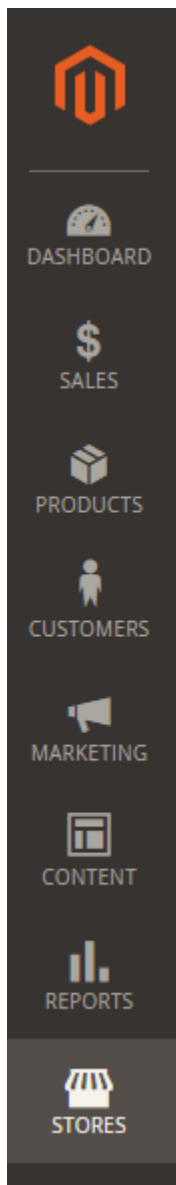
Notification sent to admin when new RMA is placed

Select the necessary email templates for various occasions.

RMA



## Configuration



Store View: Default Config ▼



Save Config

GENERAL ▼

CATALOG ▼

CUSTOMERS ▼

SALES ▼

SERVICES ▼

ADVANCED ▼

 AMASTY EXTENSIONS ▲

RMA

### Extra Fields

Add extra fields to your RMA request.

Block Title

Field #1

Field #2

Field #3

Field #4

Field #5



## 2. Status Management

### RMA Statuses

admin

To view RMA statuses or create a new one, please go to Sales -> RMA section -> Statuses.

Add Status

Filters

Default View

Columns

Actions

5 records found

20

per page

<

1

of 1

>

<input type="checkbox"/>	Id	Active	Name	Priority	Action
<input type="checkbox"/>	1	Yes	NEW	0	<a href="#">Edit</a>
<input type="checkbox"/>	2	Yes	Processing	1	<a href="#">Edit</a>
<input type="checkbox"/>	3	Yes	Product Shipped	2	<a href="#">Edit</a>
<input type="checkbox"/>	4	Yes	Product Received	3	<a href="#">Edit</a>
<input type="checkbox"/>	5	Yes	Completed	4	<a href="#">Edit</a>

Click Edit to change the status settings.




User Guide: [RMA for Magento 2](#)

Support: <http://amasty.com/contacts/>



← Back   Delete   Reset   Save and Continue

**STATUS CONFIGURATION**

- General 
- Labels
- Templates

### General

Label \*

Active  Yes

Allow Print Labels  Yes

Email Template

Priority

**You can specify status name and choose the email template. It's also possible to specify priority and allow printing labels.**



### RMA

← Back

Delete

Reset

Save and Continue Edit

Save

#### STATUS CONFIGURATION

General

Labels 

Templates

#### Store View Specific Labels

French store view

Nouveau

German store view

Neu

Default Store View

New


**Specify status labels for each store view.**



### RMA

← Back   Delete   Reset   Save and Continue

#### STATUS CONFIGURATION

General 

Labels

Templates 

#### Store View Specific Templates

French store view

Amasty: RMA (French) ▼

German store view

Amasty: RMA (German) ▼

Default Store View

Amasty: RMA ▼

Select a custom email template for each particular store view.



## RMA Requests

To view and edit all RMA requests, please go to Sales -> RMA section -> Requests.

3 records found

Id	Store View	Order Number	Created	Updated	Status	Customer Name	Customer Email	Action
1	Main Website Main Website Store Default Store View	000000003	Jun 22, 2016 2:16:42 PM	Jun 22, 2016 2:16:42 PM	NEW	Jane Rose	jane@example.com	<a href="#">Edit</a>
2	Main Website Main Website Store Default Store View	000000002	Jun 22, 2016 2:26:23 PM	Jun 22, 2016 2:35:30 PM	Processing	Veronica Costello	roni_cost@example.com	<a href="#">Edit</a>
3	Main Website Main Website Store Default Store View	000000004	Jun 22, 2016 3:31:48 PM	Jun 22, 2016 3:31:48 PM	NEW	Mike Douglas	mike_douglas@example.com	<a href="#">Edit</a>



# 3. Request Management

## General Information

**REQUEST CONFIGURATION**

- Request
- RMA Items
- Notes

ID 2  
Order # 00000002  
Email roni\_cost@example.com

Click on the order ID to turn to the Order View page.

Rapidly change the request status and attach additional files.

## Comments History

### Status

Processing ▼

### Comment

Choose File No file chosen

Notify Customer by Email

**Submit Comment**

Jun 22, 2016 | 2:35:30 PM | Admin

Veronica,  
please accept or apologies for the inconveniencel We will process your request as soon as possible.  
Have a good day!

Jun 22, 2016 | 2:32:32 PM | Customer

Please, refund the order. Items in the box were damaged. Thanks.  
photo.jpg

View the request history and submit new comments.

Jun 22, 2016 | 2:26:23 PM | Customer

Status has been changed to NEW



# 3. Request Management

RMA

admin

← Back    Reset    Save and Continue Edit    **Save**

## REQUEST CONFIGURATION

Request

RMA Items

Notes

Product	SKU	Reason	Item Condition	Reason to Return	Qty
Harmony Lumaflex™ Strength Band Kit	24-UG03	Broken	Damaged	Replace	<input type="text" value="1"/>

**Here you'll see the product for which the RMA request was created. You can manually edit its quantity if needed.**



← Back    Reset    Save and Continue Edit    **Save**

### REQUEST CONFIGURATION

Request

RMA Items

Notes

### Notes

Notes

This is a very important customer. Instantly answer to all requests.

**Create notes for each RMA request for internal use.**



# 3. Request Management

**REQUEST CONFIGURATION**

- Request
- RMA Items
- Notes

## General Information

ID 1

Order # 000000003

Email jane@example.com

Customer Guest

Code 576a9dcac4c29

Is Shipped No

[View Shipping Label](#)

Click here to preview the shipping label for RMA request.

Here is the example of a print label.

### RMA Return Info

Date Jun 22, 2016

ID 1

Order ID 000000003

Code 576a9dcac4c29

<b>Customer Address</b>	<b>Return Department Address</b>
Jane Rose Pennsylvania Avenue Washington, DC , Washington, 20460 United States T: 2025550196	United States California 90034

### Items

Product Name	SKU	Qty
Driven Backpack	24-WB03	1

[Print](#) [Close](#)





# 3. Request Management

#000000003

admin

← Back    Send Email    Credit Memo    **Create RMA**

**ORDER VIEW**

- Information
- Invoices
- Credit Memos
- Shipments
- Comments History
- RMA**

Filters    Default View    Columns

**It's possible to create a RMA request from the order page.**

1 records found

20 per page    1 of 1

Id	Date	Status	Action
1	Jun 22, 2016 2:16:42 PM	Processing	<a href="#">Edit</a>

**You can view RMA info in the order page.**



## 4. Email Templates

### Email Templates

To create a new email template, please go to: **Marketing -> Email Templates**

Click here to create a new template.

Add New Template

Search

Reset Filter

3 records found

20





per page

<

1

of 1

>

ID	Template	Added	Updated	Subject	Template Type	Action
		From  To 	From  To 			
1	Amasty: RMA	Jun 21, 2016, 1:10:31 PM	Jun 21, 2016, 1:10:31 PM	{{var request.getIncrementId()}}: Status has been changed	HTML	<a href="#">Preview</a>
2	Amasty: RMA (French)	Jun 22, 2016, 12:10:31 PM	Jun 22, 2016, 12:10:31 PM	{{var request.getIncrementId()}}: Comment has been placed	HTML	<a href="#">Preview</a>
3	Amasty: RMA (German)	Jun 22, 2016, 12:11:03 PM	Jun 22, 2016, 12:11:03 PM	{{var request.getIncrementId()}}: RMA placed	HTML	<a href="#">Preview</a>



User Guide: [RMA for Magento 2](#)

Support: <http://amasty.com/contacts/>

## New Template

← Back    Reset    Convert    **Select the appropriate default template:**    Review Template

Load default template

Template

Status Changed ▼

Load Template

Amasty\_Rma  
Admin Comment  
Customer Comment  
RMA Created  
Status Changed

### Template Information

Template Name \*

Amasty: RMA

Template Subject \*

{{var request.getIncrementId()}}: Status has been char



# New Return for Order #000000005

Account Dashboard

Account Information

Address Book

My Downloadable  
Products

My Orders

Newsletter Subscriptions

My Returns

Billing Agreements

My Product Reviews

My Wish List

Order ID 000000005  
Customer Name John Doe  
Order Shipping Address John Doe  
Pennsylvania Avenue  
Washington, Washington, 12345  
United States  
T: 2025550196  
Email Address doe@test.com

Item \*

Breathe-Easy Tank-S-Purple

Breathe-Easy Tank-S-Purple

Overnight Duffle

Bolo Sport Watch

Resolution \*

Replace

Item Condition \*

Damaged

Reason to Return \*

Not as expected

Add Item To Return | Remove

On the My Returns tab a customer can submit a request and view RMA history.

Customer can create a single RMA request for several items in the order.



# RMA Login

## 5. Frontend Examples

Order Information

Order ID \*

3

Billing Last Name \*

Rose

Find Order By \*

Email

Email

ZIP Code

Email \*

jane@example.com

Continue

About us

Customer Service

Privacy and Cookie Policy

Search Terms

Advanced Search

Contact Us

Orders and Returns

Return requests

**Guest visitors can create a RMA request with the help of this quick link.**

User Guide: [RMA for Magento 2](#)

Support: <http://amasty.com/contacts/>



# Thank you!

Should you have any questions or feature suggestions, please contact us at:

<http://amasty.com/contacts/>

Your feedback is absolutely welcome!



User Guide: [RMA for Magento 2](#)

Support: <http://amasty.com/contacts/>