

RMA



Magento Extension User Guide

Official extension page: [RMA](#)



User Guide: [RMA](#)

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

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1. General Settings

Current Configuration Scope:
Default Config

Configuration

AMASTY EXTENSIONS

RMA

RMA

General

Enabled

Yes

Here you can enable RMA requests for particular items.

Allow return items for certain order status

-- Allow return statuses --

Enable per item RMA

Yes

Allow return the same item multiple times

No

Allow Guest RMA

Yes

Allow guest visitors to create RMA requests.

Minimal time period allowed for RMA after order completion (days)

Maximal time period allowed for RMA after order completion (days)

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

Print Label

Yes

Please go to admin panel -> System -> Configuration -> RMA to manage the extension settings.



User Guide: [RMA](#)

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

1. General Settings

RMA

Save Config

General

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

Shipping

Properties

Email

Extra Fields

Make a complex RMA process easier with more flexible settings. The feature gives you an opportunity to return products depending on their order status.



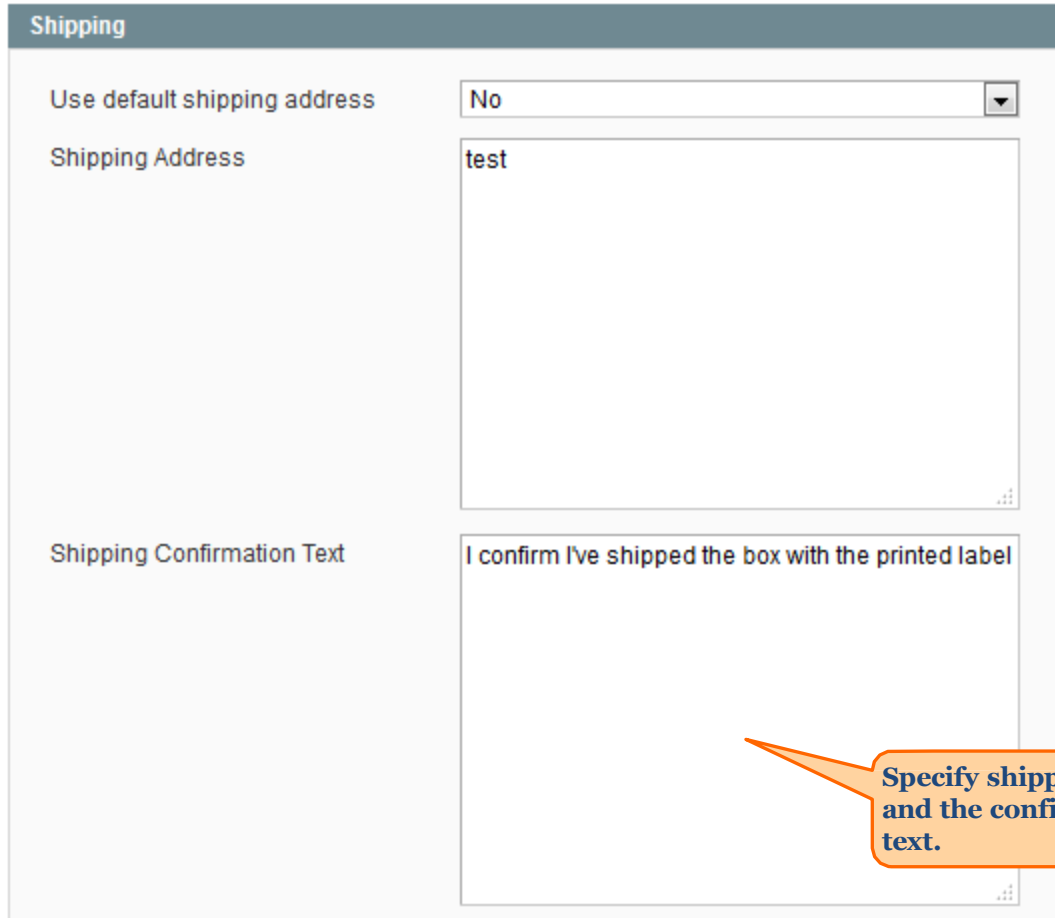
1. General Settings

Shipping


Use default shipping address

Shipping Address




Shipping Confirmation Text




A screenshot of a web application's 'Shipping' settings page. The page has a dark grey header with the word 'Shipping' in white. Below the header, there are three main sections. The first section is 'Use default shipping address' with a dropdown menu currently showing 'No'. The second section is 'Shipping Address' with a large text input field containing the word 'test'. The third section is 'Shipping Confirmation Text' with a large text input field containing the sentence 'I confirm I've shipped the box with the printed label'. An orange callout box with a pointer to the text input fields contains the text 'Specify shipping address and the confirmation text.'




1. General Settings

Newsletter
Customer Configuration
Wishlist
Promotions
Persistent Shopping Cart
AMASTY EXTENSIONS
Extensions Store 
Extensions & Notifications
Demo Tooltips
RMA
SALES
Sales
Sales Emails
PDF Print-outs
Tax
Checkout
Shipping Settings
Shipping Methods
Google API
Payment Methods
Payment Services
Moneybookers

Properties

Value		[STORE VIEW]
Not as expected	 Delete	
Broken	 Delete	
	 Add Value	

Value		[STORE VIEW]
Damaged	 Delete	
Open	 Delete	
	 Add Value	

Value		[STORE VIEW]
Refund	 Delete	
Replace	 Delete	
	 Add Value	

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"/>	[GL
Max Attachment Size (Mb)	<input type="text"/>	[GL

In this tab you can add new conditions, reasons and resolutions displayed to customers when they create RMA requests.

Here you can specify RMA Department name and email as well as to choose whether to notify customers and admins by email.



1. General Settings

Current Configuration Scope:
Default Config

Configuration

AMASTY EXTENSIONS

RMA

RMA

General	
Shipping	
Properties	
Email	
Extra Fields	
Block Title	Bank Details
Field #1	Account number
Field #2	Account name
Field #3	Date
Field #4	
Field #5	

Add extra fields to your RMA requests.



User Guide: [RMA](#)

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

1. General Settings

Zolof The Rock And Roll Destroyer: LOL Cat T-shirt (Shirts T)

[Back](#) [Reset](#) [Delete](#) [Duplicate](#) [Save](#) [Save and Continue Edit](#)

General		+ Create New Attribute
Name *	<input type="text" value="Zolof The Rock And Roll Destroyer: LOL Cat T-shirt"/>	[STORE VIEW]
Model *	<input type="text" value="Zolof The Rock And Roll Destroyer: LOL Cat T-shirt"/>	[GLOBAL]
SKU *	<input type="text" value="zol_b_med"/>	[GLOBAL]
Weight *	<input type="text" value="0.4400"/>	[GLOBAL]
Status *	<input type="text" value="Disabled"/>	[WEBSITE]
Tax Class *	<input type="text" value="Taxable Goods"/>	[STORE VIEW]
URL Key	<input type="text" value="zolof-the-rock-and-roll-destroyer-lol-cat-t-shirt-b-med"/> <input checked="" type="checkbox"/> Create Permanent Redirect for old URL	[GLOBAL]
Visibility *	<input type="text" value="Not Visible Individually"/>	[STORE VIEW]
Manufacturer	<input type="text"/>	[GLOBAL]
Set Product as New from Date	<input type="text"/>	[GLOBAL]
Set Product as New to Date	<input type="text"/>	[GLOBAL]
Country of Manufacture	<input type="text"/>	[WEBSITE]
Allow for RMA	<input type="text" value="Yes"/>	[GLOBAL]

It is possible to disallow RMA for a particular product. When ordering, the product will not be displayed in the list of the products allowed to return.



User Guide: [RMA](#)

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

2. Status Management

To view already existing request statuses or create a new one please go to:
Sales->RMA->Statuses

Dashboard **Sales** Catalog Mobile Customers Promotions Newsletter CMS Reports

Status Management + Add Status

Page 1 of 1 pages | View 20 per page | Total 5 records found Reset Filter Search

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

	ID	Status	Name	Sort ↑
Any				
<input type="checkbox"/>	1	Active	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.



2. Status Management

Status Configuration

- General
- Labels
- Email Templates

Here you can specify status name and choose the email template.

Edit Status `NEW`

Back Reset Save

General	
Label *	<input type="text" value="NEW"/>
Status	<input type="text" value="Active"/>
Email Template	<input type="text" value="Amasty: RMA"/>
Sort	<input type="text" value="1"/>

Specify the order number for each status you create to easily manage them.



2. Status Management

Status Configuration

General

Labels

Email Templates

Specify status labels
for each store view.

Edit Status `NEW`

Back

Reset

Save

Store View Specific Labels



Main Website

Main Store

English

NEW

French

NOUVEAU

German

NEU



User Guide: [RMA](#)

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

2. Status Management

Status Configuration

General

Labels

Email Templates

Edit Status `NEW`

Back

Reset

Save

Save and Continue Edit

Store View Specific Templates



Main Website

Main Store

English

Amasty: RMA



French

Amasty: RMA (French)



German

Amasty: RMA (German)



You can select a custom email template for each particular store view.



User Guide: [RMA](#)

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

3. Request Management

To view and edit all RMA requests please go to:

Sales->RMA->Requests

Request Management

Page 1 of 1 pages | View 20 per page | Total 5 records found

Reset Filter Search

ID	Store View	Order ID	Created	Updated	Status	Is Shipped	Customer Name	Customer Email
	All Store Views		From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>				
5	Main Website Main Store English	100000003	Mar 3, 2014 6:47:14 AM	Mar 3, 2014 6:48:47 AM	NEW	No	Tim Brendon	tim@example.com
4	Main Website Main Store English	100000001	Feb 28, 2014 4:10:27 AM	Feb 28, 2014 4:12:53 AM	NEW	No	Peter Parker	demo@example.com
3	Main Website Main Store English	100000003	Feb 28, 2014 4:01:17 AM	Feb 28, 2014 4:02:30 AM	NEW	No	Tim Brendon	tim@example.com
2	Main Website Main Store English	100000002	Feb 28, 2014 3:31:54 AM	Feb 28, 2014 3:31:54 AM	NEW	No	Amanda Johnson	example@demo.com
1	Main Website Main Store English	100000002	Feb 28, 2014 3:30:29 AM	Mar 3, 2014 1:26:46 AM	Processing	No	Amanda Johnson	example@demo.com



3. Request Management

Request Configuration

- Request
- RMA Items
- Notes

RMA Request 5 for order #100000003

[Back](#) [Reset](#) [Save](#) [Save and Continue Edit](#) [Generate Shipping Label](#)

Information	
ID	5
Order #	100000003
Email	tim@example.com
Customer	Tim Brendon

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

Comments History	
Status	NEW
Comment	<input type="text"/>
<input type="button" value="Browse..."/>	No file selected.
<input type="checkbox"/> Notify Customer by Email	<input checked="" type="checkbox"/>
<input type="checkbox"/> Mar 3, 2014 6:48:47 AM	Admin Hello Tim, unfortunately we haven't received your order back
<input type="checkbox"/> Mar 3, 2014 6:47:14 AM	Customer hi there, I'm still waiting for my order to be replaced

View the request history and create new comments.



3. Request Management

Request Configuration

- Request
- RMA Items
- Notes

RMA Request 5 for order #100000003

[Back](#) [Reset](#) [Save](#) [Save and Continue Edit](#) [Generate Shipping Label](#)

Information	
ID	5
Order #	100000003
Email	tim@example.com
Customer	Tim Brendon

Comments History

Status

Comment

No file selected.

Notify Customer by Email

- Mar 3, 2014 6:48:47 AM**
Admin
Hello Tim, unfortunately we haven't received your order back
- Mar 3, 2014 6:47:14 AM**
Customer
hi there, I'm still waiting for my order to be replaced

Change the request status.

Attach additional files to your comment.



3. Request Management

Request Configuration

- Request
- RMA Items
- Notes

RMA Request 5 for order #100000003

[Back](#) [Reset](#) [Save](#) [Save and Continue Edit](#) [Generate Shipping Label](#)


Product	SKU	Reason	Item Condition	Reason to Return	Qty
Nine West Women's Lucero Pump	nine_5	Not as expected	Damaged	Refund	<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.



3. Request Management

Request Configuration

- Request
- RMA Items
- Notes** 

RMA Request 5 for order #100000003

Notes

Notes

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

You can create notes for each RMA request for internal use.



3. Request Management

Information	
ID	5
Order #	100000003
Email	tim@example.com
Customer	Tim Brendon

Click here to generate the shipping label for RMA request.

Here is the example of a print label.



RMA Return Info

Date Mar 5, 2014
ID 5
Order ID 100000003
Code 531495f235d7a

Customer Address
Tim Brendon
Phones +
Grey Str. 111
London, 12345678
United Kingdom
T: 12345678

Return Department Address
United States
California
90034

Items

Product Name	SKU	Qty
Nine West Women's Lucero Pump	nine_5	1

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



3. Request Management

To see RMA info in the Order Page please go to:

Sales ->Orders and click on the order you are interested in.

Order View

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

Order # 100000003 | Feb 28, 2014 3:59:13 AM

Back Edit Cancel Send Email Hold Invoice

Order # 100000003 (the order confirmation email was sent)	
Order Date	Feb 28, 2014 3:59:13 AM
Order Status	Processing
Purchased From	Main Website Main Store English
Placed from IP	87.252.238.217

Account Information	
Customer Name	Tim Brendon
Email	tim@example.cc
Customer Group	NOT LOGGED IN

Click on the RMA tab.



3. Request Management

Click on this button to create an RMA request from admin panel.

Order # 100000003 | Feb 28, 2014 3:59:13 AM

Back Edit Cancel Send Email Hold Invoice

Page 1 of 1 pages | View 20 per page | Total 2 records found

Reset Filter Search Create RMA

ID	Order #	Date	Order Status	View
		From: <input type="text"/>	<input type="text"/>	
		To: <input type="text"/>		
5	100000003	Mar 3, 2014	NEW	View
3	100000003	Feb 28, 2014	NEW	View

Here you'll find the same information like on the Requests tab.



3. Request Management

New Return for Order 100000003

Order ID 100000003

Customer Name Tim Brendon

Order Shipping Address Tim Brendon
Phones +
Grey Str. 111
London, 12345678
United Kingdom
T: 12345678

Email Address tim@example.com

* Item

* Quantity To Return

Remaining quantity: 1

* Resolution

* Item Condition

* Reason to Return

Comment

File No file selected.

Here you can create the RMA request from admin panel.



4. Email Templates

To create a new email template please go to:
System -> Transactional Emails

Click here to create a new template.

Transactional Emails

[+ Add New Template](#)

Page 1 of 1 pages | View 20 per page | Total 3 records found

[Reset Filter](#) [Search](#)

ID	Template Name	Date Added	Date Updated	Subject	Template Type	Action
		From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>	<input type="text"/>	<input type="text"/>	
1	Amasty: RMA		Feb 27, 2014 4:40:40 AM	{{var request.incrementId()}}: Status has been changed	HTML	Preview
4	Amasty: RMA (French)		Mar 5, 2014 4:28:20 AM	{{var request.incrementId()}}: Status has been changed	HTML	Preview
5	Amasty: RMA (German)		Mar 5, 2014 4:29:42 AM	{{var request.incrementId()}}: Status geändert	HTML	Preview



New Email Template Back Reset Convert to Plain Text Preview Template Save Template

Load default template

Template *

Locale *

Load Template

Please click here to load the necessary default status.

Template Information

Template Name *

Template Subject *

Template Content *

```
<body leftmargin="0" marginwidth="0" topmargin="0" marginheight="0" offset="0">
<div>
  Dear, {{var request.getCustomerFirstname()}} {{var request.getCustomerLastname()}}<br/>
  Status has been changed to: {{var request.getStatusLabel()}}<br/><br/>
  Comment here:<br/>
  -----<br/>
  {{var comment.getCommentText()}}<br/>
  -----<br/>
  {{if comment.getFirstFileUrl()}}
    <a href="{{var comment.getFirstFileUrl()}}">{{var comment.getFirstFileName()}}</a>
  {{else}}
  {{/if}}
</div>
</body>
```



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

MY ACCOUNT

- 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
- My Returns

Did you know?
 Our customer service is available **24/7**
(555) 555-0123
 Hold on, help is on the way.



MY CART
 You have no items in your shopping cart.

COMPARE PRODUCTS

Return request for order #100000001, status: NEW

Request Information

Request ID: 4
 Order ID: [100000001](#)
 Date: 2/28/14
 Email Address: demo@example.com
 Status: NEW

Shipping Address

United States
 California
 90034

Items

Product Name	SKU	Reason	Condition	Resolution	Qty
Chair	1112	Not as expected	Damaged	Replace	1

Leave Comment

No file selected.

2/28/14 4:12 AM | Customer Service
 Hello Peter,

sure, as soon as we get the order back, we'll replace the chair and send it to you.

2/28/14 4:10 AM | Peter Parker
 Please, replace the ordered item.



5. Frontend Examples

About Us | Customer Service | Privacy Policy
Site Map | Search Terms | Advanced Search | Orders and Returns | Contact Us | Orders and Returns
Help Us to Keep Magento Healthy - [Report All Bugs](#) (ver. 1.7.0.2)
© 2012 Magento Demo Store. All Rights Reserved.

To create an RMA request guest customer should click on the 'Orders and Returns' link in the store footer.

Here guest visitor needs to specify his/her order id and email address.

Furniture Electronics Apparel

Login

REQUEST RMA

Please enter your email address and order #.

Email Address *

Order # *

* Required Fields

Login



User Guide: [RMA](#)

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](#)

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