

amasty

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

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.


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
000000029	5/3/21	\$146.14	Pending	View Order Reorder
000000028	5/3/21	\$55.88	Processing	View Order Reorder
000000027	5/3/21	\$81.19	Complete	View Order Reorder Return
000000026	4/28/21	\$59.54	Complete	View Order Reorder Return
000000025	4/28/21	\$79.28	Complete	View Order Reorder
000000024	4/28/21	\$79.28	Complete	View Order Reorder Return
000000023	4/28/21	\$104.59	Complete	View Order Reorder Return
000000015	9/16/19	\$26.65	Closed	View Order Reorder
000000014	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.



Search entire store here...



What's New Women Men Gear Training Sale

- My Account
- My Orders
- My Downloadable Products
- My Wish List

Address Book

Account Information

Stored Payment Methods

Billing Agreements

My Product Reviews

Newsletter Subscriptions

My Returns

My Returns Requests

Create new return request Order #000000015 - 9/16/19 - \$26.65 Return

Order #000000015 - 9/16/19 - \$26.65

Order #000000014 - 9/6/19 - \$214.34

Order #000000013 - 9/6/19 - \$173.20

Order #000000012 - 9/6/19 - \$69.28

Order #000000011 - 8/20/19 - \$53.71

Order #000000010 - 8/20/19 - \$43.97

Order #000000009 - 8/20/19 - \$53.71

Order #000000008 - 8/20/19 - \$104.59

Order #000000007 - 8/20/19 - \$125.57

Order #000000006 - 8/20/19 - \$141.40

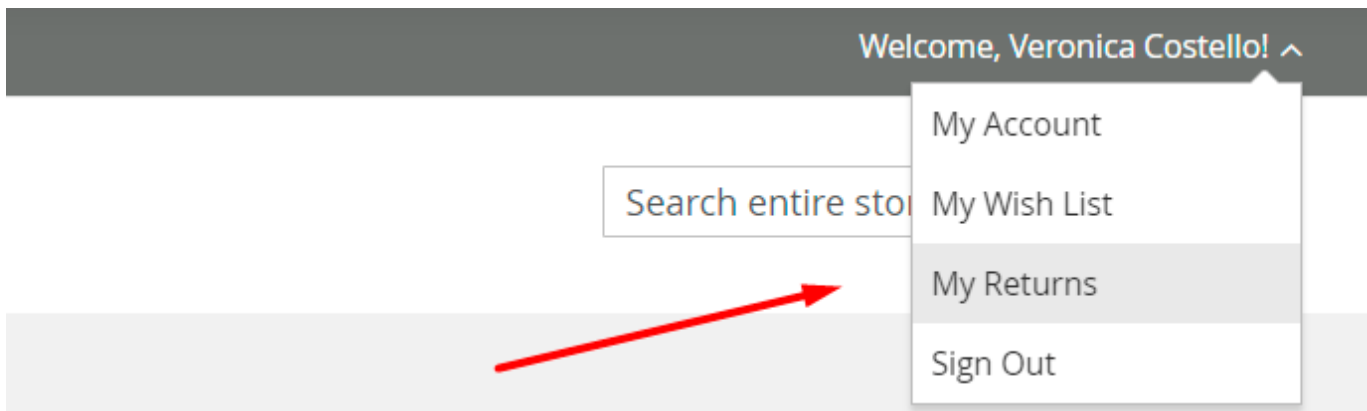
Order #000000005 - 8/20/19 - \$47.43

Order #000000001 - 12/7/18 - \$36.39

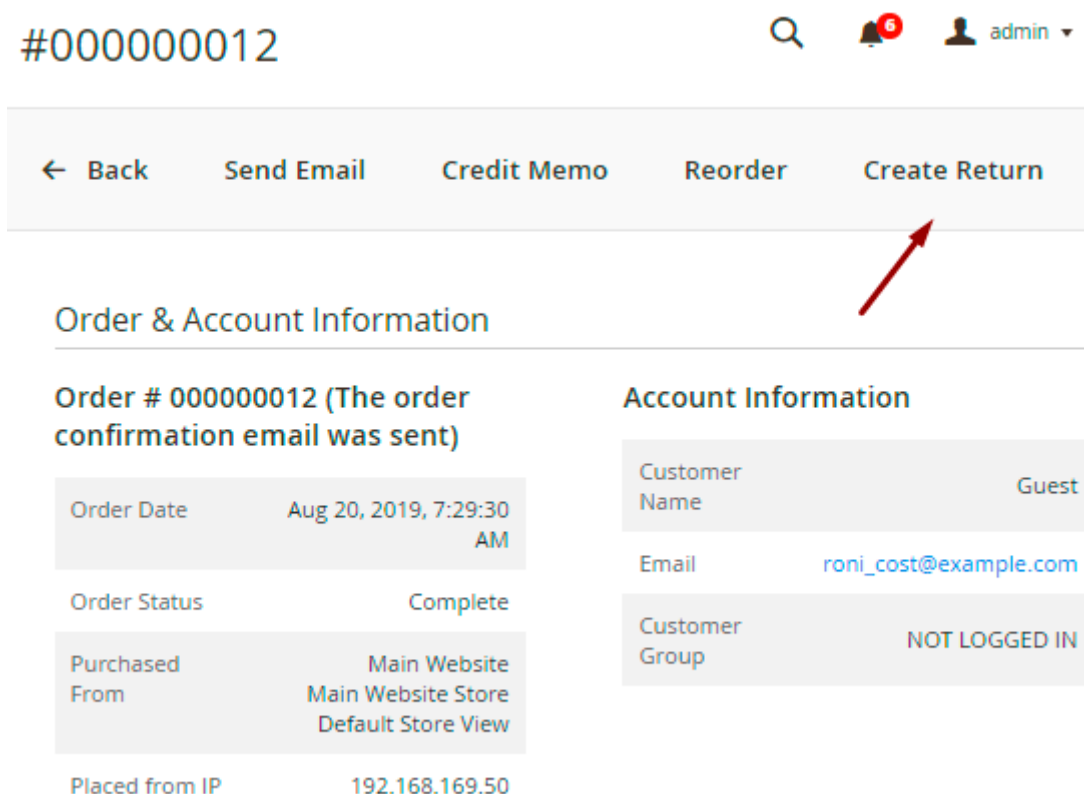
Items	Qty						
	5	1					View
	2	1					View
	1	10	8/20/19	000000010	NEW		View
	1	9	8/20/19	000000009	RESOLVED AND RATED		View
	1	8	8/20/19	000000008	REJECTED		View

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 #0000000011

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 ∨

Return Qty / 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 → Sales → RMA Settings → Return Reasons**.

Manage Return Reasons

[Add New Reason](#)

Filters | Default View ▾ | Columns ▾

Actions ▾ 8 records found 20 ▾ per page < 1 of 1 >

<input type="checkbox"/>	ID	Title	Who Pays For Shipping	Position	Status	Action
<input type="checkbox"/>	1	Wrong Product Description	Store Owner	1	Enabled	Edit
<input type="checkbox"/>	2	Wrong Product Delivered	Store Owner	2	Enabled	Edit
<input type="checkbox"/>	3	Wrong Product Ordered	Customer	3	Enabled	Edit
<input type="checkbox"/>	4	Product Did Not Meet Customer's Expectation	Customer	4	Enabled	Edit
<input type="checkbox"/>	5	No Longer Needed/Wanted	Customer	5	Enabled	Edit
<input type="checkbox"/>	6	Defective/Does not Work Properly	Store Owner	6	Enabled	Edit
<input type="checkbox"/>	7	Damaged During Shipping	Store Owner	7	Enabled	Edit
<input type="checkbox"/>	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



admin ▾

← Back

Save and Continue Edit

Save Reason

Reason

Enabled Yes

Title *

Position ?

Who Pays for Shipping ?

Store Labels

All Store Views

Label ?

Main Website

⊖ Main Website Store

⊖ Default Store View

Label ?

Enabled - 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.

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 ∨

Return Qty 1 ∨ / 1

Return Reason
Wrong Product Description ∨

Item Condition
Unopened ∨
Please choose
Damaged
Opened
Unopened

Store is supposed to cover shipping costs

To adjust this step, go to **Admin Panel** → **Sales** → **RMA Settings** → **Item Conditions**.

Manage Item Conditions

[Add New Condition](#)

 Filters  Default View ▾  Columns ▾

Actions ▾ 3 records found 20 ▾ per page < 1 of 1 >

<input type="checkbox"/>	ID	Title	Position	Status	Action
<input type="checkbox"/>	1	Unopened	1	Enabled	Edit
<input type="checkbox"/>	2	Opened	2	Enabled	Edit
<input type="checkbox"/>	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



admin ▾

← Back

Save and Continue Edit

Save Item Condition

Item Condition

Enabled Yes

Title *

Position



Store Labels

All Store Views

Label



Main Website

⊖ Main Website Store

⊖ Default Store View

Label



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 ▾

Return Qty 1 ▾ / 1

Return Reason
Wrong Product Description ▾

Item Condition
Unopened ▾

Return Resolution
Please choose ▾
Please choose
Repair
Return
Exchange

To configure the resolutions, navigate to **Admin Panel** → **Sales** → **RMA Settings** → **Return Resolutions**.

Manage Return Resolutions



admin ▾

[Add New Resolution](#)

Filters



Default View ▾



Columns ▾

Actions ▾

4 records found

20 ▾

per page



1

of 1



<input type="checkbox"/>	ID	Title	Position	Status	Action
<input type="checkbox"/>	1	Exchange	1	Enabled	Edit
<input type="checkbox"/>	2	Return	2	Enabled	Edit
<input type="checkbox"/>	3	Repair	3	Enabled	Edit
<input type="checkbox"/>	4	Store Credit	4	Disabled	Edit

Click the **Add New Resolution** button.

New Resolution

New Resolution



admin

← Back

Save and Continue Edit

Save Resolution

Resolution

Enabled Yes

Title *

Position



Store Labels

All Store Views

Label



Main Website

⌵ Main Website Store

⌵ Default Store View

Label



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](#)).

LUMA Search entire store here...

What's New Women ▾ Men ▾ **Gear ▾** Training ▾ Sale

Home > Gear > Watches > Didi Sport Watch

Didi Sport Watch

★★★★☆
2 Reviews [Add Your Review](#)

\$92.00 **IN STOCK**
SKU#: 24-WG02

Qty:

[Add to Cart](#)

[ADD TO WISH LIST](#) [ADD TO COMPARE](#) [EMAIL](#)

Details	More Information	Reviews (2)
Activity	Gym, Athletic	
Material	Metal, Rubber, Silicone	
Gender	Women	
Category	Electronic, Exercise, Timepiece	
Repair period	90 days	
Return period	60 days	
Exchange period	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.




- What's New
- Women ▾
- Men ▾
- Gear ▾
- Training ▾
- Sale

New Return for Order #000000010


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

 **Fusion Backpack**
SKU: 24-MB02
[Details ▾](#)

The return for this product can't be processed.
The return period expired.
If you have questions, please contact the store administrator:
12345678
admin@example.com

 **Quest Lumaflex™ Band**
SKU: 24-UG01
[Details ▾](#)

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

Return Rules



admin ▾

Add New Rule

Filters



Default View ▾



Columns ▾

Actions ▾

4 records found

20 ▾

per page



1

of 1



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

[← Back](#) [Save and Continue Edit](#) [Save Return Rule](#)

General Settings

Enabled Yes

Return Rule Name *

Priority * 

Websites

Leave empty to apply rule to all websites.

Customer Groups

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



admin ▾

← Back

Save and Continue Edit

Save Return Rule

General Settings

Resolutions Period

Default Resolution Period (days)

90

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)

60

Enter "0" or leave empty to disable this type of resolution.

Use Default Value

Return Period (days)

60

Enter "0" or leave empty to disable this type of resolution.

Use Default Value

Repair Period (days)

90

Enter "0" or leave empty to disable this type of resolution.

Use Default Value

Conditions

If **ALL** of these conditions are **TRUE** :

Category is 6



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

Default Resolution Period (days)

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)

Enter "0" or leave empty to disable this type of resolution.

Use Default Value

Return Period (days)

Enter "0" or leave empty to disable this type of resolution.

Use Default Value


Repair Period (days)

Enter "0" or leave empty to disable this type of resolution.

Use Default Value

Conditions

If **ALL** of these conditions are **TRUE** :

Product was on sale is Yes 

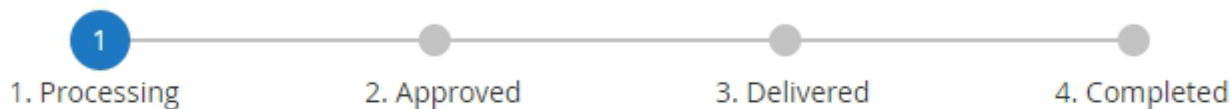


RMA Statuses

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

Return #000000014 NEW

Cancel RMA



Order ID: #000000011
Customer name: Veronica Costello
Email: roni_cost@example.com
Created At: 9/13/19


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

Returns: how it works



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	Item 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 → Sales → RMA Settings → RMA Statuses**.

RMA Statuses

[Add New Status](#)

 Filters

 Default View ▾

 Columns ▾

Actions ▾

13 records found

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	110	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



admin ▾

← Back

Save and Continue Edit

Save Status

General

Enabled Yes

Title *

Request State * ?

- Processing
- Approved
- Delivered
- Completed
- Canceled

Is Initial Status Yes ?

Automatically Set Status on Event ?

- Please choose...
- Customer Added New Comment
- Customer Added Tracking Number
- Customer Canceled Rma
- Customer Rated RMA

Move Request to Grid * ?

- Manage Requests
- Customers' Pending Requests
- Archived Requests

Label Color

Click the field to choose color.

Position

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.

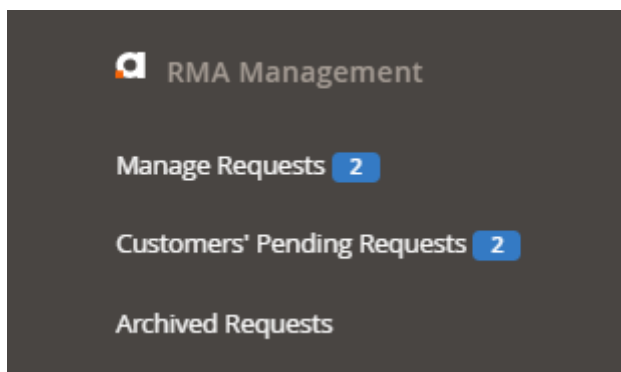
Is Initial Status - activate this option if you want to automatically assign all new requests to this status. Please mind that there can be only one initial status.

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:

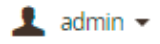
- **Manage Requests grid** - all the requests that need admin actions are placed here.
- **Customers' Pending Requests** - the requests that need some details or action from a customer are moved to this grid.
- **Archived Requests** - the requests that are resolved or rejected and do not need any actions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



← Back

Save and Continue Edit

Save Status

Store Labels

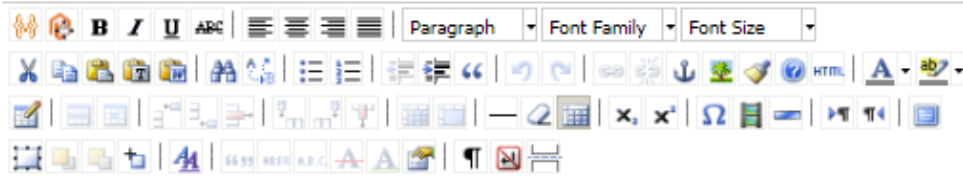
All Store Views

Label

New

Description

Show / Hide Editor



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.

Path: p

Send Email to Customer

No

The notification will be send to the customer when status value changes to the current one.

Send Email to Admin

No

The notification will be send to the admin when status value changes to the current one.

Send Text to Chat

Yes

The notification will be send to the chat when status value changes to the current one.

Chat Text

Thank you for your request! Our manager will contact you as soon as possible.

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.

Manage Requests

 demouser ▾

 Filters

 Default View ▾

 Columns ▾

4 records found

20 ▾ per page  1 of 1 

<input type="checkbox"/>	ID ↓	Request Date	Customer Name	Manager	Status	State	Action
<input type="checkbox"/>	5	2019-08-20 13:02:06	Veronica Costello	Liza White	SHIPPED BY CUSTOMER	Approved	View
<input type="checkbox"/>	7	2019-08-20 13:05:10	Veronica Costello	Kate Miller	UPDATED BY CUSTOMER (PROCESSING)	Processing	View
<input type="checkbox"/>	10	2019-08-20 13:20:57	Veronica Costello	Liza White	NEW REQUEST	Processing	View
<input type="checkbox"/>	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 and Continue Edit

Save

Items to Return

Product	RMA Details	Who Pays for Shipping	Return QTY	Approved	Delivered
 Portia Capri-29-Orange SKU: WP13-29-Orange	Return Reason: Wrong Product Description Items Conditions: Unopened Resolution: Exchange Edit	Store is supposed to cover shipping costs	<input type="text" value="1"/>	<input type="checkbox"/>	<input type="checkbox"/>

RMA Status

New Request ▾

Chat

Start of conversation with customer



Message

Send

RMA

Customer Information

Order: #000000005
(complete)
2019-08-16
09:52:27

Purchased From: Main Website
Main Website Store
Default Store
[View](#)

RMA Manager

Unassigned ▾

Customer's Direct Link

<http://ce227market.vorol>

[Copy Link](#)

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




admin

← Back

Save and Continue Edit

Save

Items to Return

Product	RMA Details	Who Pays for Shipping	Return QTY	Approved	Delivered
 Portia Capri-29-Orange SKU: WP13-29-Orange	Return Reason: Wrong Product Description Items Conditions: Unopened Resolution: Exchange Edit	Store is supposed to cover shipping costs	<input type="text" value="1"/>	<input type="checkbox"/>	<input type="checkbox"/>

RMA Status

Need Details

Chat

admin

Hi! Please, provide us with additional details so that we could resolve your problem.
2019-08-16 12:22:17

RMA

Customer Information

Order: #000000005 (complete)
2019-08-16 09:52:27

Purchased From: Main Website
Main Website Store
Default Store
View

RMA Manager
Unassigned

Customer's Direct Link
<http://ce227market.vorol>
[Copy Link](#)

Message


Send

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

RMA

Customer Information

Bank Details

Order:	#00000003 (complete) 2019-08-16 09:48:31	RMA Manager Unassigned ▼
Purchased From:	Main Website Main Website Store Default Store View	Customer's Direct Link <input type="text" value="http://ce227sty/rma/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



admin ▾

← Back

Save and Continue Edit

Save Status

General

Enabled Yes

Title *

Request State * ?

Is Initial Status No ?

Automatically Set Status on Event ?

Choose event to set this status automatically.

Move Request to Grid * ?

Label Color



Click the field to choose color.

Position

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

Customers' Pending Requests

   admin ▾

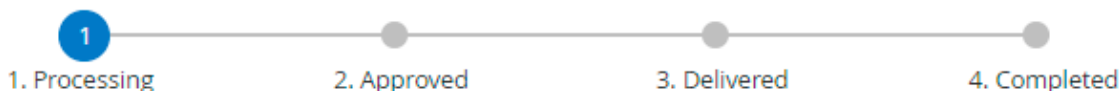
 Filters  Default View ▾  Columns ▾

2 records found

20 ▾ per page  1 of 1 

ID ↓	Store	Order #	Request Date	Customer Name	Manager	Status	State	Action
2	Main Website Main Website Store Default Store View	#000000010	2019-08-19 07:05:54	Veronica Costello	Unassigned	NEED DETAILS	Processing	View
4	Main Website Main Website Store Default Store View	#000000004	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.



Order ID: #000000005
 Customer name: Veronica Costello
 Email: roni_cost@example.com
 Created At: 8/16/19


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

Return Instructions



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 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


admin

Hil Please, provide us with additional details so that we could resolve your problem.


2019-08-16 12:22:17

Veronica Costello

Hil I've ordered orange capri, but received the blue model! Could you please exchange it?

 capri


2019-08-16 13:13:51


 Message Send

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 ▾

 Filters

 Default View ▾

 Columns ▾

3 records found

20 ▾ per page  1 of 1 

<input type="checkbox"/>	ID ↓	Request Date	Customer Name	Manager	Status	State	Action
<input type="checkbox"/>	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



admin ▾

← Back

Save and Continue Edit

Save Status

General

Enabled Yes

Title * Updated by Customer (Processing)

Request State * Processing ?

Is Initial Status No ?

Automatically Set Status on Event ?

Choose event to set this status automatically.

Move Request to Grid * ?

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 Admin

RMA

Customer Information

Order:	#000000005 (complete) 2019-08-16 09:52:27	RMA Manager	Unassigned
Purchased From:	Main Website Main Website Store Default Store	Customer's Direct Link	http://ce227market.vorol Copy Link

Chat

Hi! Please, provide us with additional details so that we could resolve your problem. 2019-08-16 12:22:17

Veronica Costello

Hi! I've ordered orange capri, but received the blue model! Could you please exchange it? [capri](#) 2019-08-16 13:13:51

Message [Send](#)

Tracking Information

[Add](#)

Shipping Label

Choose a file for upload shipping label

[Add](#)

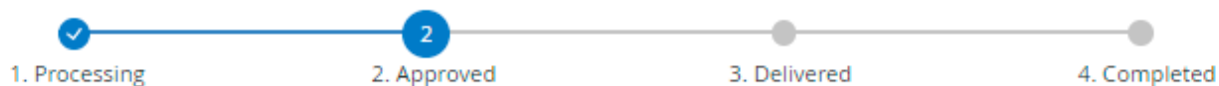
af88b002357b00301...

Internal RMA Note

1Z 999

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 #000000004 APPROVED



Order ID: #000000001
Customer name: Veronica Costello
Email: roni_cost@example.com
Created At: 8/20/19

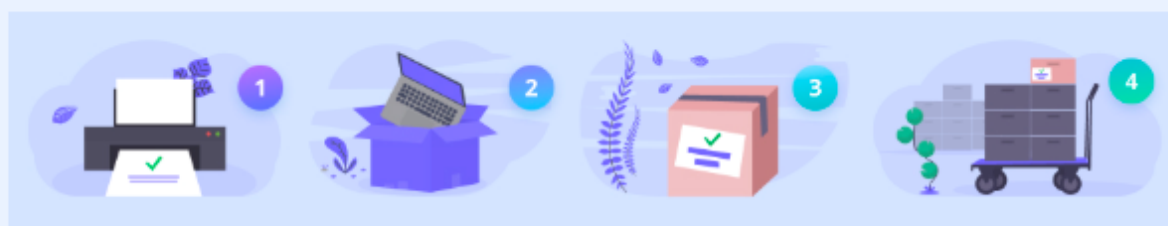
Customer Address
Veronica Costello
6146 Honey Bluff Parkway
Calder, Michigan, 49628-7978
United States
T: (555) 229-3326

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



admin ▾

← Back

Save and Continue Edit

Save Status

General

Enabled Yes

Title *

Request State *

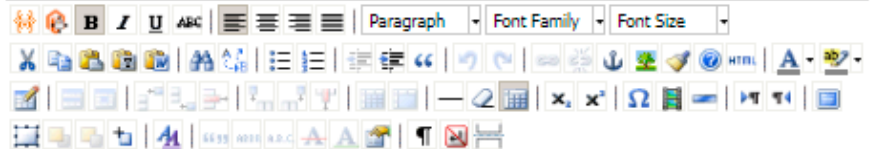


Store Labels

All Store Views ✎

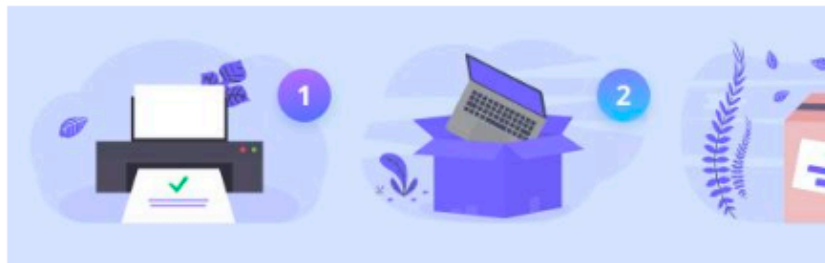
Label

Description



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.

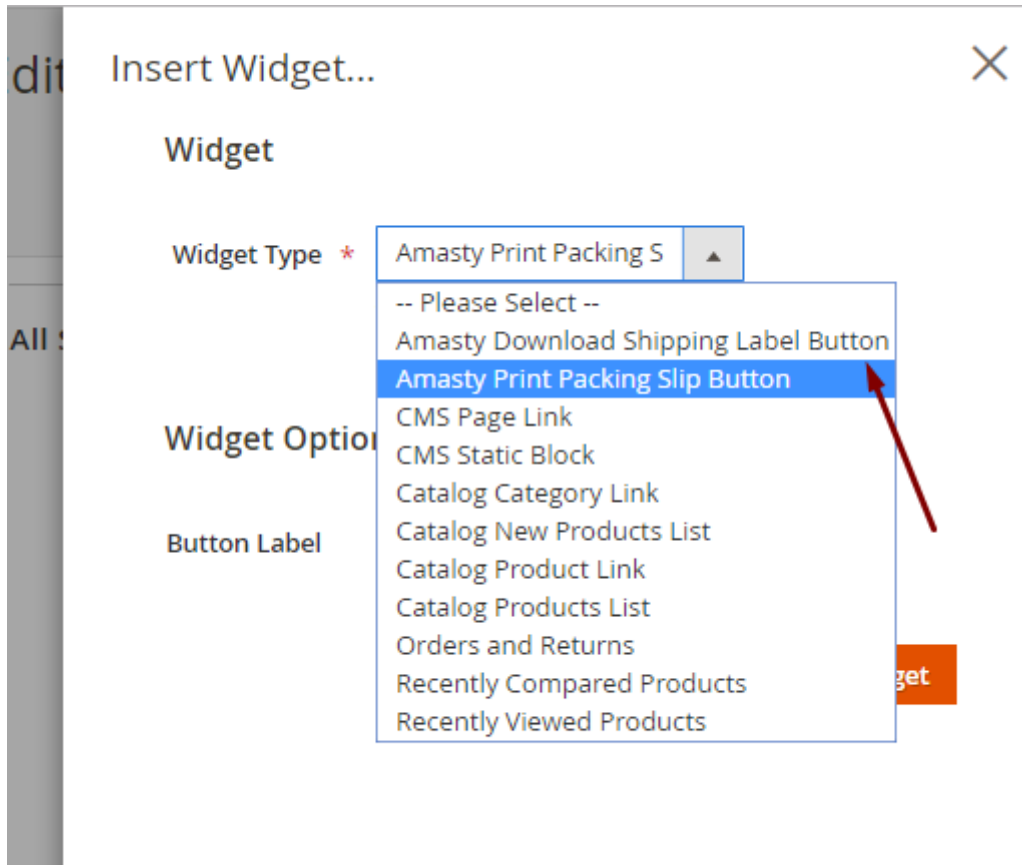


1. Print the packing slip and shipping label simply by clicking the buttons below.

magento widget magento widget

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.

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.

Manage Requests

 Filters  Default View ▾  Columns ▾

1 records found

20 ▾ per page  1 of 1 

ID ↓	Store	Order #	Request Date	Customer Name	Status	State	Action
1	Main Website Main Website Store Default Store View	#000000005	2019-08-16 12:07:48	Veronica Costello	SHIPPED BY CUSTOMER	Delivered	View

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.



What's New Women ▾ Men ▾ Gear ▾ Training ▾ Sale

Return #000000001 RESOLVED



How do you rate the work of a manager?

☆☆☆☆☆

You can also leave a comment. Send

Order ID: #000000005
Customer name: Veronica Costello
Email: roni_cost@example.com
Created At: 8/16/19

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

Return Instructions ↑

Your refund request is complete. Please rate our service so that we could improve it.

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

Archived Requests

Filters Default View Columns

2 records found

20 per page < 1 of 1 >

ID ↑	Store	Order #	Request Date	Customer Name	Manager	Rating	Status	Action
5	Main Website Main Website Store Default Store View	#000000009	2019-08-19 07:07:29	Veronica Costello	Unassigned	5/5	RESOLVED AND RATED	View
1	Main Website Main Website Store Default Store View	#000000005	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 Continue Edit **New Order** Credit Memo 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 Store View

[Cancel](#) [Submit Order](#)

Order Currency:
US Dollar ▼

Customer's Activities

Shopping Cart (0)

No items

Items Ordered Add Products

Product	Price	Qty	Subtotal	Discount	Row Subtotal	Action
Erika Running Short-32-Green <small>SKU: WSH12-32-Green</small>	\$45.00 <input type="checkbox"/> Custom Price*	1	\$45.00	\$0.00 <input checked="" type="checkbox"/> Apply	\$45.00	Please select
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.

#000000028

← BackBack to ReturnLogin as CustomerCancelSend EmailHoldInvoiceShip

✓ You created the order.

Configuration

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

Expand the **General** tab.

General Settings

Configuration



Store View: Default Config ▾ ?

Save Config

General



Module Enabled [store view] Yes ▾

URL Prefix [store view] rma

Set route name. Example: {base_store_url}/{URL prefix}/request/view.

Allow Guest RMA [store view] Yes ▾ ?

Allowed Order Statuses for RMA [store view]

- Please Select --
- Pending
- Processing
- Suspected Fraud
- Complete
- Closed
- Canceled
- On Hold

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

Module Enabled - select Yes to enable the extension.

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

Example: {base_store_url}/{URL prefix}/request/view.

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

This is how RMA looks like for a guest visitor:



- What's New
- Women ▾
- Men ▾
- Gear ▾
- Training ▾
- Sale

RMA Login

Order Information

Order ID *

Billing Last Name *

Find Order By *

Email *

[Continue](#)

- [About us](#)
- [Customer Service](#)

- [Privacy and Cookie Policy](#)
- [Search Terms](#)
- [Orders and Returns](#)
- [Advanced Search](#)
- [Contact Us](#)
- [Return Requests](#)

 [Subscribe](#)

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

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

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.

Configuration

Store View: Default Config ▾



Save Config

General



RMA Policy



Enable Return Policy
[store view]



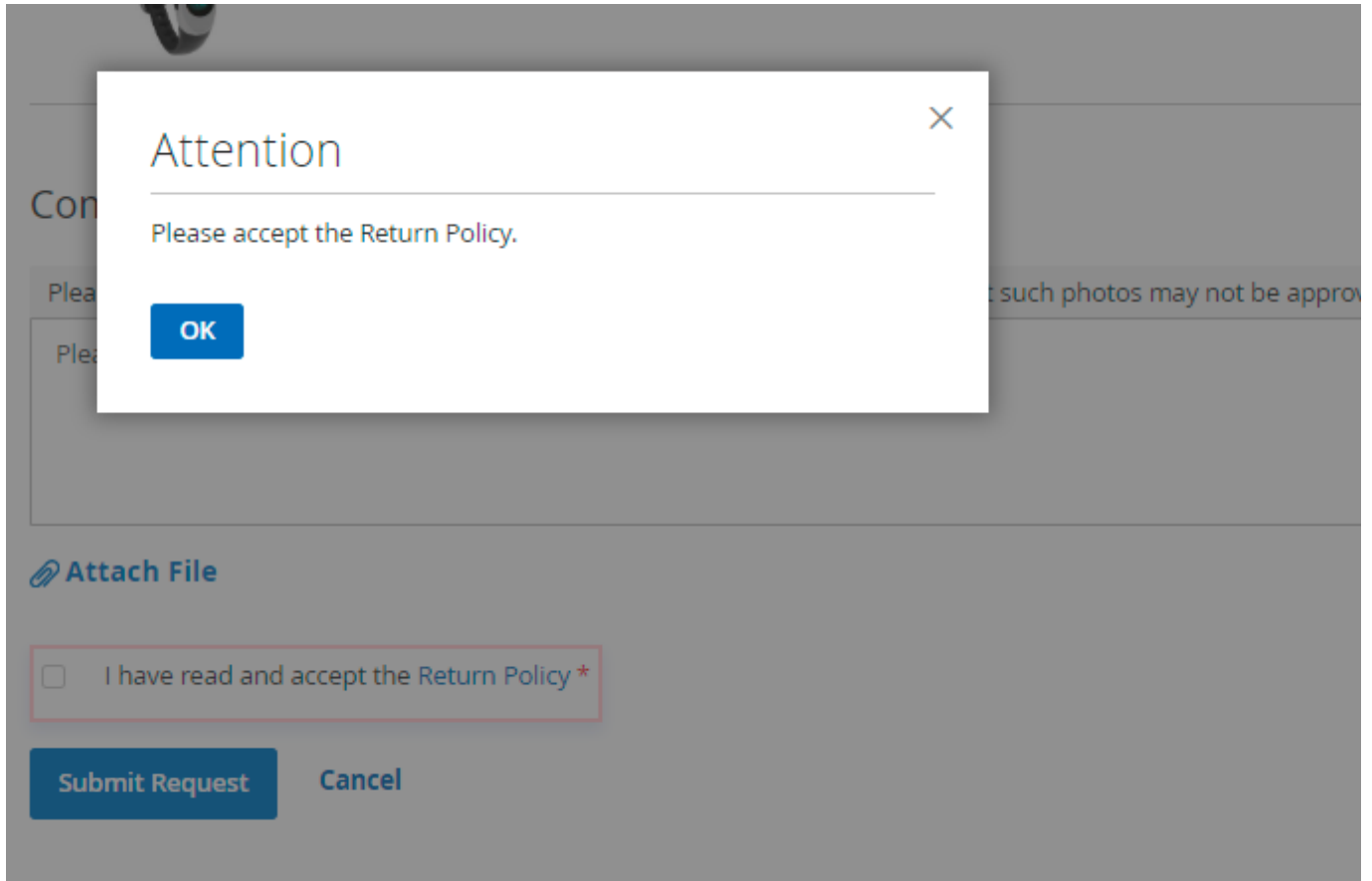
Return Policy CMS Page
[store view]



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:



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.

Configuration



admin ▾

Store View: Default Config ▾



Save Config

General



RMA Policy



Shipping



Carriers
[store view]

Carrier Code	Carrier Label	Action
<input type="text" value="ups"/>	<input type="text" value="UPS"/>	
<input type="text" value="fedex"/>	<input type="text" value="FedEx"/>	
<input type="text" value="usps"/>	<input type="text" value="USPS"/>	
<input type="button" value="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.

Configuration



admin ▾

Store View: Default Config ▾



Save Config

General



RMA Policy



Shipping



RMA Creation Email Notifications



Notify Customer [store view] Yes ▾

Email Sender [store view] General Contact ▾

Email Template [store view] Amasty RMA creation customer notificator ▾

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 ▾

Notify Admin [store view] Yes ▾

Send Notification to [store view] admin@example.com

Please, put each new email address on a new line

Email Template [store view] Amasty RMA creation admin notification te ▾

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

Specify **Email Senders, 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.

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



admin ▾

Store View: Default Config ▾



Save Config

General



RMA Policy



Shipping



RMA Creation Email Notifications



Administrator Contact Data



Display Administrator Contact Data
[store view]

Yes



Email
[store view]

admin@example.com

Phone Number
[store view]

12345678

A customer will see the following message:



Search entire store here...



- What's New
- Women ▾
- Men ▾
- Gear ▾
- Training ▾
- Sale

- My Account
- My Orders
- My Downloadable Products
- My Wish List

Address Book

Account Information

Stored Payment Methods

Billing Agreements

My Product Reviews

Newsletter Subscriptions

My Returns

New Return for Order #000000015

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

 **Fusion Backpack**
SKU: 24-MB02
[Details ▾](#)

This product cannot be returned.
This product was on sale.
If you have questions, please contact the store administrator:
[2345678](tel:2345678)
admin@example.com

Custom Fields

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

Configuration



admin ▾

Store View: Default Config ▾



Save Config

General



RMA Policy



Shipping



RMA Creation Email Notifications



Administrator Contact Data



Custom Fields



Block Title
[store view]

Bank Details



RMA Request Custom Fields
[store view]

Code	Label	Action
<input type="text" value="bank_name"/>	<input type="text" value="Bank Name"/>	
<input type="text" value="bank_code"/>	<input type="text" value="Bank IFS C Code"/>	
<input type="text" value="account_number"/>	<input type="text" value="Bank Account Nur"/>	
<input type="button" value="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



admin ▾

Store View: Default Config ▾



Save Config

General



RMA Policy



Shipping



RMA Creation Email Notifications



Administrator Contact Data



Custom Fields



Chat Quick Replies



Enable Chat on the Frontend
[store view]

Yes



Quick Replies
[store view]

Label	Quick Reply	Action
New	Thank you for your request! Our manager will contact you soon.	
Need	Please, provide us with additional details and attach photos if possible so that we could approve your request.	
<p>Add</p>		

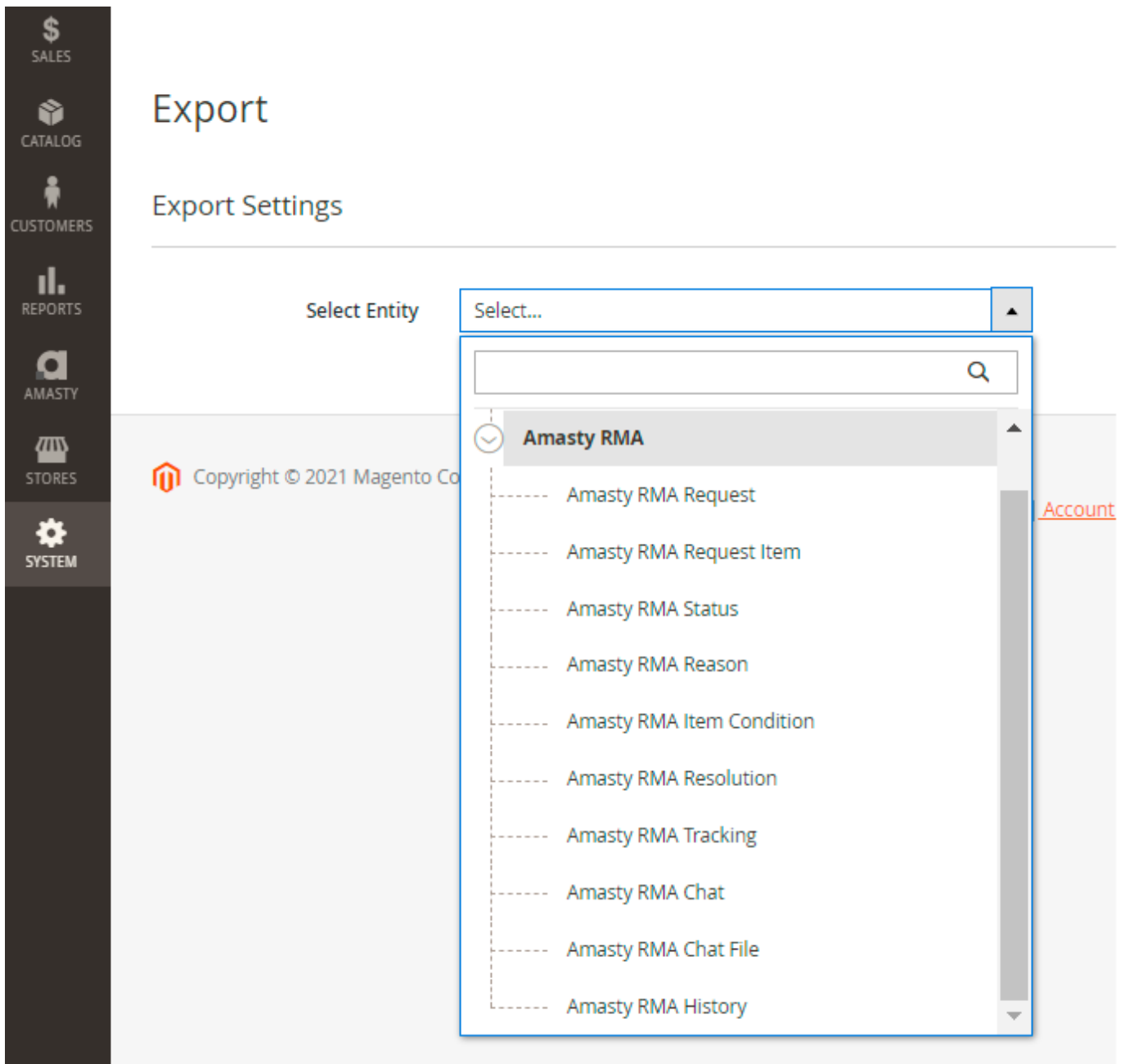


Hit the **Save Config** button.

RMA Export

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](#).

API Integration

The extension includes API support. Store admins may use the following APIs:

Amasty\RMA\Api>StatusRepositoryInterface - for status processing

Available methods:

```
getId(id)
```

Amasty\RMA\Api\ApiStatusFinderInterface - for status processing

Available methods:

```
getList()
```

Amasty\RMA\Api\ResolutionRepositoryInterface - for resolution processing

Available methods:

```
getId(id)
```

Amasty\RMA\Api\ApiResolutionFinderInterface

Available methods:

```
getList()
```

Amasty\RMA\Api\ConditionRepositoryInterface - for condition processing

Available methods:

```
getId(id)
```

Amasty\RMA\Api\ApiConditionFinderInterface

Available methods:

```
getList()
```

Amasty\RMA\Api\ReasonRepositoryInterface - for reason processing

Available methods:

```
getId(id)
```

Amasty\RMA\Api\ApiReasonFinderInterface

Available methods:

```
getList()
```

Amasty\RMA\Api\ChatRepositoryInterface - for chat messages processing

Available methods:

```
getId(messageId)  
save(message)
```

Amasty\RMA\Api\ApiChatMessageFinderInterface

Available methods:

```
getList()
```

Amasty\RMA\Api\RequestRepositoryInterface - for request processing

Available methods:

```
getId(requestId)  
getByTrackingId(trackingId)  
save(tracking)  
deleteByTrackingId(trackingId)
```

Amasty\RMA\Api\ApiRequestFinderInterface

Available methods:

```
getList()
```

Amasty\RMA\Api\CustomerRequestRepositoryInterface - for customer request processing

Available methods:

```
save(request)  
save(requestIdHash)
```

Amasty\RMA\Api\ApiRequestDeleterInterface - for delete request

Available methods:

deleteByRequestId(*tr*requestId)

Amasty\RMA\Api\ApiRequestItemRepositoryInterface

Available methods:

```
getId(id)
save(item)
deleteByItemId(itemId)
```

Amasty\RMA\Api\ApiRequestItemFinderInterface - for request item processing

Available methods:

```
getList()
```

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

```

1 * mutation {
2   placeAmRmaCustomerReturnRequest(
3     input: {
4       order_id:5
5       comment: "Hello from graphql"
6       policy_allowed: 1
7       return_items: [
8         {
9           order_item_id:5
10          return: 1
11          qty: 1
12          reason:1
13          condition:1
14          resolution: 1
15        }
16      ]
17    }
18  } {
19    request_id
20  }
21 }

```

```

{
  "data": {
    "placeAmRmaCustomerReturnRequest": {
      "request_id": 2
    }
  }
}

```

```

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

```

1* {
2*   customer {
3*     amrma_returns {
4*       items {
5*         request_id
6*         url_hash
7*       }
8*       order_id
9*       store_id
10*      created_at
11*      modified_at
12*      status {
13*        color
14*        label
15*        state
16*        status_id
17*        title
18*      }
19*      customer_id
20*      customer_name
21*      manager_id
22*      custom_fields
23*      rating
24*      rating_comment
25*      note
26*      tracking_numbers {
27*        is_customer
28*        request_id
29*        tracking_code
30*        tracking_id
31*        tracking_number
32*      }
33*      shipping_label
34*      status {
35*        color
36*        label
37*      }
38*      request_items {
39*        request_item_id
40*        request_id
41*        reason_id
42*        condition_id
43*        resolution_id
44*        order_item_id
45*        qty
46*        item_status
47*        request_qty
48*      }
49*      page_info {
50*        page_size
51*        current_page
52*        total_pages
53*      }
54*      total_count
55*    }
56*  }
57* }

```

```

{
  "data": {
    "customer": {
      "amrma_returns": {
        "items": [
          {
            "request_id": 1,
            "url_hash": "HuA7AwAU5rf5KIGvvpR17H7knS1zxjx",
            "order_id": 3,
            "store_id": 1,
            "created_at": "2021-06-30 14:05:43",
            "modified_at": "2021-06-30 14:05:43",
            "status": {
              "color": "#021a6f",
              "label": "New",
              "state": 0,
              "status_id": 1,
              "title": "New Request"
            },
            "customer_id": 1,
            "customer_name": "Veronica Costello",
            "manager_id": 0,
            "custom_fields": "[]",
            "rating": 0,
            "rating_comment": null,
            "note": null,
            "tracking_numbers": [],
            "shipping_label": null,
            "request_items": [
              {
                "request_item_id": 1,
                "request_id": 1,
                "reason_id": 1,
                "condition_id": 2,
                "resolution_id": 3,
                "order_item_id": 3,
                "qty": 1,
                "item_status": 0,
                "request_qty": 1
              }
            ]
          }
        ],
        "page_info": {
          "page_size": 10,
          "current_page": 1,
          "total_pages": 1
        },
        "total_count": 1
      }
    }
  }
}

```

```

{
  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   getAmRmaSettings {
3     isEnabled
4     isChatEnabled,
5     isReturnPolicyEnabled
6     isShowRmaInfoProductPage
7     isShowAdministratorContact
8     administratorPhoneNumber
9     administratorEmail
10    policyUrl
11    urlPrefix
12  }
13  allReasons {
14    reason_id
15    label
16    payer
17    position
18  }
19  allConditions {
20    condition_id
21    label
22    payer
23    position
24  }
25  allResolutions {
26    resolution_id
27    label
28    status
29    position
30  }
31 }

```

QUERY VARIABLES

```

{
  "data": {
    "getAmRmaSettings": {
      "isEnabled": true,
      "isChatEnabled": true,
      "isReturnPolicyEnabled": true,
      "isShowRmaInfoProductPage": true,
      "isShowAdministratorContact": false,
      "administratorPhoneNumber": null,
      "administratorEmail": null,
      "policyUrl": "http://ee24gift--oholodinskaya.ap74.corp.amdev.by/amasty-rma-return-policy",
      "urlPrefix": "rma",
      "allReasons": [
        {
          "reason_id": 1,
          "label": "Wrong Product Description",
          "payer": 1,
          "position": 1
        },
        {
          "reason_id": 2,
          "label": "Wrong Product Delivered",
          "payer": 1,
          "position": 2
        },
        {
          "reason_id": 3,
          "label": "Wrong Product Ordered",
          "payer": 0,
          "position": 3
        },
        {
          "reason_id": 4,
          "label": "Product Did Not Meet My Expectations",
          "payer": 0,
          "position": 4
        },
        {
          "reason_id": 5,
          "label": "No Longer Needed/Wanted",
          "payer": 0,
          "position": 5
        },
        {
          "reason_id": 6,
          "label": "Defective/Does not Work Properly",
          "payer": 1,
          "position": 6
        },
        {
          "reason_id": 7,
          "label": "Damaged During Shipping",
          "payer": 1,
          "position": 7
        },
        {
          "reason_id": 8,
          "label": "Late Delivery of Items",
          "payer": 1,
          "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

```

1 {
2   products(filter: {url_key: {eq: "fusion-backpack"}}) {
3     items {
4       uid
5       amrma_resolutions {
6         label,
7         status,
8         position
9       }
10    }
11  }
12 }

```

```

{
  "data": {
    "products": {
      "items": [
        {
          "uid": "Ng==",
          "amrma_resolutions": [
            {
              "label": "Repair",
              "status": 1,
              "position": 3
            },
            {
              "label": "Return",
              "status": 1,
              "position": 2
            },
            {
              "label": "Exchange",
              "status": 1,
              "position": 1
            }
          ]
        }
      ]
    }
  }
}

```

```

{
  products(filter: {url_key: {eq: "fusion-backpack"}}) {
    items {
      uid
      amrma_resolutions {
        label,
        status,
        position
      }
    }
  }
}

```

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

carrier.

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

Items Return Address



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

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 → Configuration → Sales → Shipping Methods**.

Expand the necessary carrier.

FedEx



Enabled for Checkout <small>[website]</small>	<input type="text" value="Yes"/>	<input type="checkbox"/> Use system value
Use for Amasty RMA <small>[website]</small>	<input type="text" value="Yes"/>	
Title <small>[store view]</small>	<input type="text" value="Federal Express"/>	<input checked="" type="checkbox"/> Use system value
Account ID <small>[website]</small>	<input type="text" value="....."/>	

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

<input type="text" value="Please Select"/>	<input type="text"/>	<input type="button" value="Add"/>
--	----------------------	------------------------------------

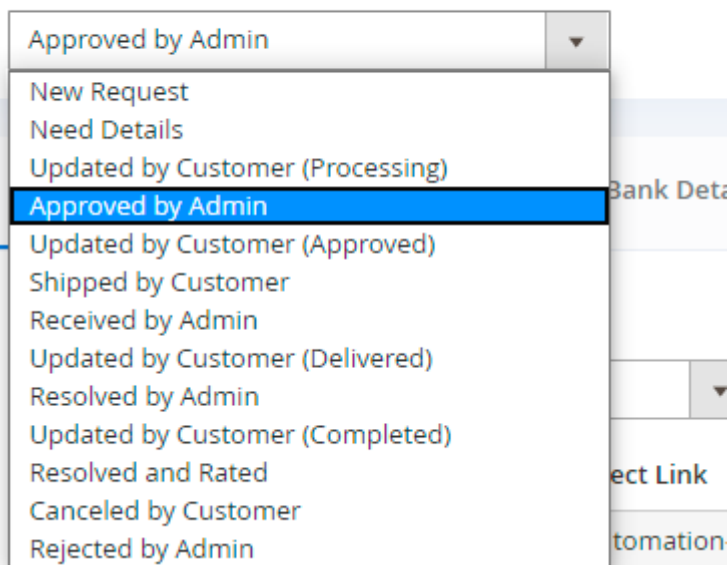
Shipping Label

or [Add a file](#) to upload shipping label

Internal RMA Note


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

RMA Status



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

Items to Return

Product	Who Pays for Shipping	Approved
 Erika Running Short-32-Green SKU: WSH12-32-Green	Store is supposed to cover shipping costs	<input checked="" type="checkbox"/>

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

Click the **Generate** button.

Step 1. Shipping Information ✕

[Apply and generate package](#)

Federal Express ⌵

- International Economy 114.36
- International Priority 122.62
- International First 169.62

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

Step 2. Create Packages ✕

[Back](#) [Add Package](#) [Done](#)

Shipping Information
Federal Express International First 169.62

Package 1 [Add Products to Package](#)

Package Type	Customs Value	Total Weight	Length	Width	Height	Signature Confirmation
FedE FedEx Envelope FedEx Pak FedEx Box FedEx Tube Your Packaging	1	1	lb 10	12	8	in Adult Not Required Adult Direct Indirect

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

Shipping Information
Federal Express International First **169.62**

Package 1 Add Selected Product(s) to Package

Package Type	Customs Value	Total Weight		Length	Width	Height		Signature Confirmation
FedE ▼	<input type="text"/>	<input type="text" value="1"/>	lb ▼	<input type="text" value="12"/>	<input type="text" value="10"/>	<input type="text" value="8"/>	in ▼	Adult ▼

Product	Weight	Qty Ordered	Qty
<input checked="" type="checkbox"/> Montana Wind Jacket-S-Green	1	1	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Zeppelin Yoga Pant-34-Green	1	1	<input type="text" value="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 exceeds maximum for requested service/packaging in RequestedPackage 1; Invalid country of manufacture for commodity 1. Please correct the value as it will not be accepted in the future.;

Shipping Information

Federal Express International First **169.62**

Package 1

[Add Products to Package](#)

Package Type	Customs Value	Total Weight	Length	Width	Height	Signature Confirmation			
FedE	0	2	lb	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 Information

Carrier	Tracking Number	Action
FedEx	794616129526	Remove

Shipping Label

[ShippingLabel\(13\).pdf](#)

Internal RMA Note

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 → Configuration → Amasty Extensions → RMA Automation Rules**.

Configuration

admin

Store View: Default Config

Save Config

AMASTY EXTENSIONS

- Extensions & Notifications
- RMA Automation Rules
- RMA

General

Enabled [store view] Yes

RMA Automation Rules Apply Schedule [global] 0 0 * * *

Enter cron expression

* * * * *

| | | | |

| | | | +---- Day of the Week (range: 0-6, 1 standing for Monday)

| | | +----- 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](#)

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



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

Read more about cron expressions [here](#).




Automation Rules Grid

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

Automation Rules


  admin ▾

[Add New Rule](#)

 Filters  Default View ▾  Columns ▾

Actions ▾ 5 records found (2 selected) 20 per page < 1 of 1 >

Delete

	Rule ID ↓	Rule Name	Priority	Status	Rule Applied For	Stop Further Rules Processing	Action
<input type="checkbox"/>	1	Total amount is less than 100\$	0	Enabled	New Rma	Yes	Edit
<input checked="" type="checkbox"/>	2	Damaged During Shipping Items	1	Enabled	New And Existing Rma	Yes	Edit
<input checked="" type="checkbox"/>	3	Rejected Items	3	Enabled	New Rma	Yes	Edit
<input type="checkbox"/>	4	Shipped Items	4	Enabled	New And Existing Rma	No	Edit
<input type="checkbox"/>	5	30 Days in Approved Status	5	Enabled	Existing Rma	No	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 *

Priority * 

Enabled Yes

Stop Further Rules Processing Yes

Apply Rule for New RMA Yes 

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

  admin ▾


[← Back](#)


[Save and Continue Edit](#)

[Save Automation Rule](#)

Conditions

If **ALL** of these conditions are **TRUE** :

Items Reason is **Damaged During Shipping** 

Current Status is **New Request** 



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

[← Back](#) [Save and Continue Edit](#) [Save Automation Rule](#)

Actions


Set Status

Set Owner

Send Email to Customer Yes 

Email Sender *

Email Template *

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 Rejected Items

[← Back](#)

[Delete](#)

[Save and Continue Edit](#)


[Save Automation Rule](#)

General Settings

Return Rule Name *

Conditions


If ALL of these conditions are TRUE :

Items Reason is No Longer Needed/Wanted 

Items Condition is Opened 



Actions

Set Status 

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\$.

Edit Automation Rule Defective, total amount is less than 100\$

[← Back](#) [Delete](#) [Save and Continue Edit](#) [Save Automation Rule](#)

General Settings



Return Rule Name *

Conditions

If ALL of these conditions are TRUE :

- Items Total Price equals or less than 100 ✖
- Category is 5 ✖

If ANY of these conditions are TRUE : ✖

- Items Reason is Defective/Does not Work Properly ✖
- Items Reason is Damaged During Shipping ✖
- 
- 

Actions

Set Status ▾

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 Rule Shipped Items

← Back

Delete

Save and Continue Edit


Save Automation Rule

General Settings

Return Rule Name *

Conditions

If ALL of these conditions are TRUE :

Current Status is Shipped by Customer 



Actions

Set Status

Set Owner

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 Rule 30 Days in Approved Status

← Back

Delete

Save and Continue Edit

Save Automation Rule

General Settings

Return Rule Name * 30 Days in Approved Status

Apply Rule for Existing RMA Yes ?

Conditions

If ALL of these conditions are TRUE :

Current Status is Approved by Admin ✖

Last Update (hours) equals or greater than 720 ✖



Actions

Send Email to Customer Yes ?

Email Sender * Customer Support ▼

Email Template * Amasty RMA Manager Sent New Message ▼

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

Automation Rule No Updates for 45 Days

[← Back](#) [Delete](#) [Save and Continue Edit](#) [Save Automation Rule](#)

General Settings

Return Rule Name *

Conditions

If **ALL** of these conditions are **TRUE** :

- Current Status is **Approved by Admin** ❌
- Last Update (hours) **equals or greater than 1080** ❌



Actions

Set Status ▾

Set Owner ▾

Send Email to Customer Yes ?

Email Sender * ▾

Email Template * ▾

Send Email to Admin Yes ?

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

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 → Amasty → RMA Reports → Reports**.

Date Range:

Statistics

Total Requests: 6	Percentage of Returns: 31.58%	Lead-time: 82.50	Rating: 4.0	Delivery by store: 6
-------------------	-------------------------------	------------------	-------------	----------------------

Top Reasons

- Defective/Does not Work Proper
- Wrong Product Description
- No Longer Needed/Wanted
- Product Did Not Meet Customer Expectations
- Wrong Product Ordered

Items

Return Reason: Defective/Does not Work Proper

Item	Returned, times	Price
Voyage Yoga Bag	0	\$32.00
Cruise Dual Analog Watch	1	\$55.00
Hero Hoodie-M-Green	1	\$0.00

Customers

Return Resolution: 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

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

Date Range: Last Year



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 During Shipping
- Late Delivery of Items

Item	Returned, times	Price
Voyage Yoga Bag	0	\$32.00
Cruise Dual Analog Watch	1	\$55.00
Hero Hoodie-M-Green	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.

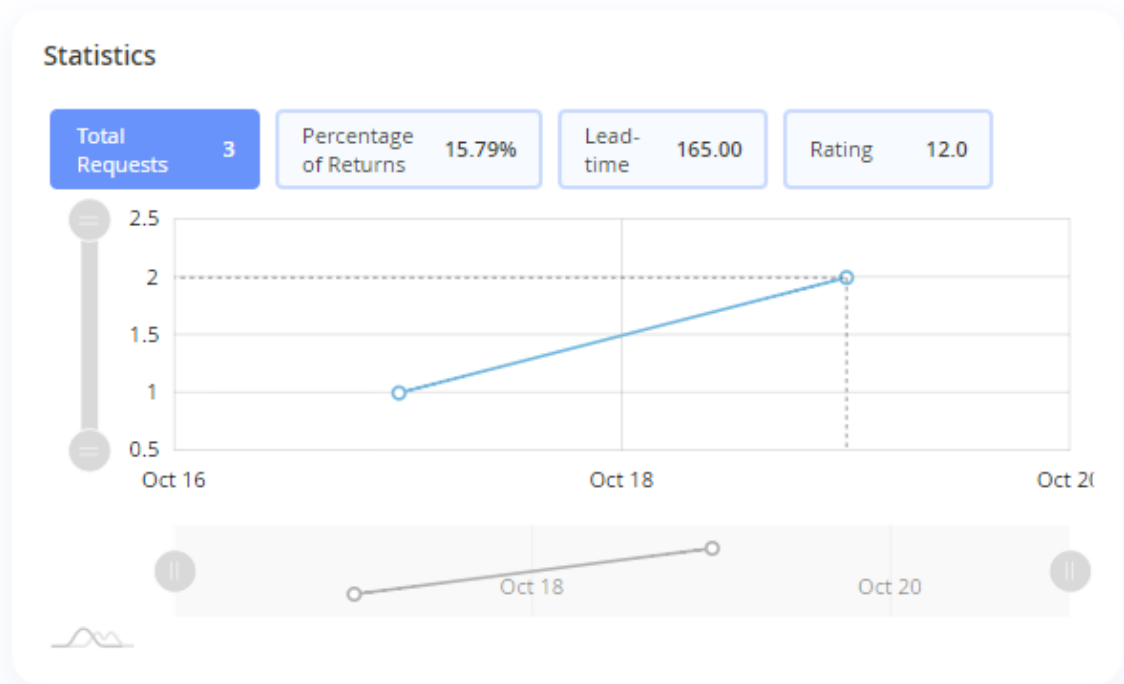
Reports in details

REPORTS

Overview

Reports in details

Date Range: Custom Date From: 08/1/2019 To: 10/21/2019



Filters Columns

Active filters: Request Items Condition: Opened Request Items Reason: Defective/Does not Work Properly Clear all

3 records found 20 per page 1 of 1

RMA 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 Columns

Active filters: Request Items Condition: Opened Request Items Reason: Defective/Does not Work Properly Clear all

RMA ID Lead Time Rating Total

from to from to from to from to

Request Items Resolution: Exchange Repair

Request Items Condition: Opened Unopened Opened Damaged Done

Request Items Reason: Defective/Does not Work Properly

Customer

Manager: Select..

Cancel Apply Filters

3 records found 20 per page 1 of 1

RMA 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
									Σ: 55

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

Find out how to install the RMA extension via [Composer](#).

From:

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

Permanent link:

https://stg.amasty.net/docs/doku.php?id=magento_2:rma



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