MagentiCity
Online Solution

Return Merchandise Authorization
For Magento 2

Overview

Now organize return and exchanges hassle free in most functional manner with less efforts. With use of most powerful and well developed RMA tool, Product returns can be sorted and processed with time and labor saving. RMA will allow customers to avail option of replacement, refund or order cancellation. Rolling out new way of streamlined and fast communication by introducing predefined responses.

Key Elements

1. Enable/Disable RMA Extension.
2. Designed and developed for guest and registered customers.
3. Provision to set manual timeframe within which return request can be raised.
4. Dynamically fetching the department address.
5. Functionality to add multiple reasons for order return.
6. Specifying parcel condition.
7. Maintaing record of Email sender, Email receiver, Cc, Bcc.
8. Custom email templates for each status which is modifiable.
9. Supply important files attachments with return request.
10. Limit file attachement size and type of files to be attached i.e. PNG, JPG, PDF etc.
11. Add canned responses.
12. Facilitating speedy communication by adding comments to and fro.
13. Flexible way of creating new return request from backend.
14. Manage return and exchanges for single item from order of multiple items.
15. Entire RMA cycle can be managed from backend.
16. Add customized responses, saving the same for viewing later.

Install extension using COMMAND LINE

1. Download the Magenticity RMA extension.

2. Unzip the file in a temporary directory/folder with name as Rma

3. Put Rma directory as per this folder structure:

    project_root/app/code/Magenticity/Rma

4. Disable cache from System >> Cache Management.

5. Give proper file permission.

6. Enter following in the command line from your magento_store_root :

    php bin/magento setup:upgrade

7. Enter following in the command line in your magento_store_root to compile
   the code:
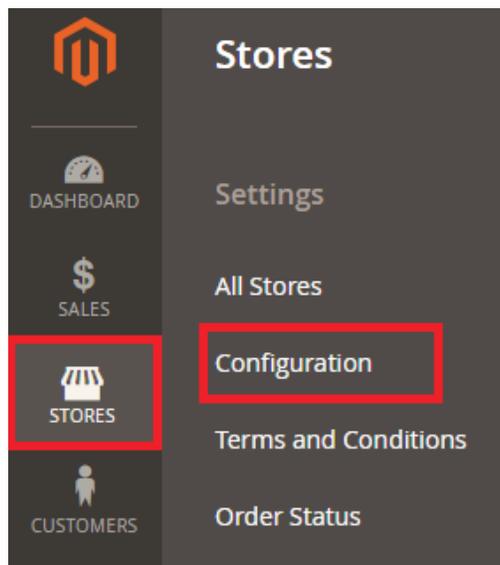
    php -dmemory_limit=1g bin/magento setup:di:compile

8. Give proper file permission.

9. Enter following in the command line in your magento_store_root to generate
   static files into your pub directory:

    php -dmemory_limit=1g bin/magento setup:static-content:deploy

10. Give proper file permission.

11. Enable/Refresh cache from System >> Cache Management.

12. Once all above steps are done, see the module (Rma) at Stores >>
Configuration >> Magenticity >> Rma, the extension will be shown in the admin
panel.

Understanding RMA Configurations

Follow below steps for managing RMA settings from backend.

1. Login to Magento Admin Panel.
2. **Go to Stores >> Configuration >> Magenticity >> RMA.**

RMA

3. **Enable RMA -** This dropdown contains 2 values i.e. Yes/No. According to the option selected, You can enable/disable extension.

4. **Allow Guest RMA -** If this option is set to yes, Guest user can create RMA request using order id and email address.

5. **Time Period Allowed For RMA(Days) -** RMA request can be created within range of defined days considering from date of delivery.

6. **RMA Department Address -** This will be autofilled based on the customer order information.

7. **Add Reason -** You can specify the reason for return of product.

8. **Add Package Condition -** You can specify the package condition returned.

Email Options

1. **Email Sender -** It defines the type/role of sender. Hence, showing by whom the mail was sent.

2. **Send Emails To -** Specify the email address where you want the emails to be sent i.e. to the admin.

3. **Send Carbon Copy To -** On form submission, this email id(s) will get the emails as 'CC'.

4. **Send Blind Carbon Copy To -** On form submission, this email id(s) will get the emails as 'BCC'.

5. **New Request Email Template -** Select the email template used for sending emails for new RMA request.

6. **Comment Email Template -** Select the email template to be used for sending emails when customer will update the request from "My Account".

7. **Status Email Template -** Select the email template to be used for sending emails when admin will change the return request status from backend.

File Attachment

|	
Enable File Attachment [store view]	Yes ▼
Max Attachment Size(MB) [store view]	10
Allow File Type [store view]	jpg,jpeg,gif,png,pdf

zip,rar,jpg,jpeg,png,gif,pdf,doc,docx,xls,xlsx

1. **Enable File Attachment -** Set this option to Yes/No for customer to attach file while creating new return request.

2. **Max Attachment Size(MB) -** Specify the maximum file size to be attached.

3. **Allow File Type -** Specify attachment type to be allowed for attaching.

Print Label Content
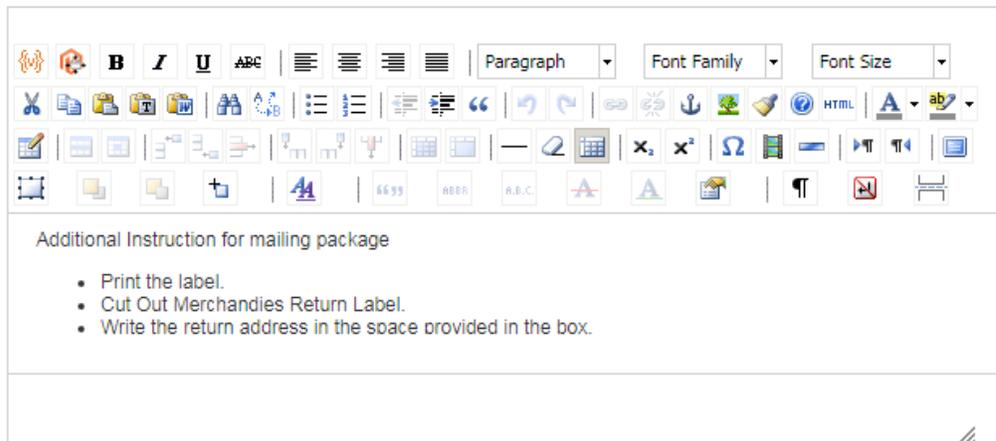
→ Above editor provides separate space which can be used for adding content for PDF which user can download once the request moves in Processing state.

RMA Cycle

1. To create new return request, Navigate to "**My Account**" section and click on "**Create New Return**" button. You will see the following screen.

2. Now proceed to click **"Create Request"** and you will be redirected to below page.

Create New Request for Order #000000042

Products to Return:

	1	**2**	**3**	**4**	

Back

Product Name	Image	SKU	Price	Qty	Resolution	Package Condition	Reason
Strike Endurance Tee		MS08-XL-Blue	$39.00	1 ⌄	Please Select ⌄	Please Select ⌄	Please Select ⌄
					Please Select		
					Refund		
					Replacement		

My Account
My Orders
My Downloadable Products
My Wish List

Address Book
Account Information
Stored Payment Methods
Billing Agreements

My Product Reviews
Newsletter Subscriptions

Message* **5**

Type here to add a message to manager

Attachment Files **6**

Choose Files | No file chosen   Allow File types: jpg,jpeg,gif,png,pdf

7 Submit Request

3. Here user need to enter following details:

- Product Quantity
- Resolution whether user needs replacement or refund
- Package Condition i.e. Mentioning Good,bad or defective
- Reason for Return.
- Message to admin
- Attachment to be sent if any
- After you click "Submit Request" button it will show below in "My Returns".

RMA Request List

Create New Return

	Return #	Order #	Product(s)	Status	Updated At	Created At	
My Account							
My Orders	100000037	000000042	Strike Endurance Tee	Pending	12/28/18	12/28/18	View Request
My Downloadable Products							
Newsletter Subscriptions							
My Returns	1 Item				Show 10 ⌄ per page		

- You can see status as **"Pending"** and clicking on **"View Request"** will allow you to update Message, attachments etc.

4. Once you send a return request user and admin will be notified via email as shown below.

LUMA

Hi magento support,

Your return request #100000037 status has been changed to Pending for Approval
Our support team will get back to you shortly.

Your Comment :

I need refund please

You can view return request status and add a message Click Here.

Thank you for using our return service.
Main Website

LUMA

Hi Admin,

You have new request from customer.
Customer Name : **magento support**
Customer Email_Id : **magento.support@vsourzltd.com**
Customer Order ID : **#000000042**
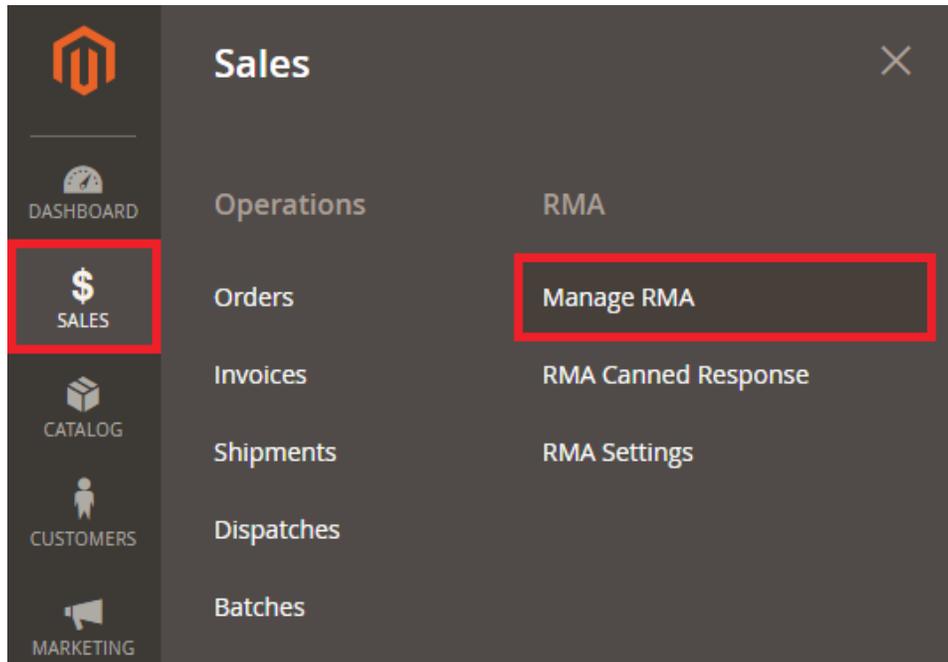Customer return request ID : **#100000037**

Comment from Customer :

I need refund please

Thanks,
Main Website

5. To process return request:

Login to Magento admin panel >> Select Sales >> Select Manage RMA.

As shown in above screenshot, Click on "**Edit**" and you will see below page (scroll down)

Product Information

Product Title	SKU	Product Price	Qty to Return	Resolution	Reason	Package Condition
Strike Endurance Tee	MS08-XL-Blue	$39.00	1	Refund	Defective	Good

Status

[Pending ▼] [**Save**]

Comment

[   ]

☑ Notify Customer

[Please select canned response... ▼]

[Submit Comment]

- Return request status can be changed to Processing, Complete, Canceled and Closed using Status dropdown. On every status change, customer will get notified via email on clicking save button.

- Admin can add any comment directly by using Comment section.

- Checkbox for notifying customer, if ticked then comments will be sent within the notification email body, otherwise comments will be stored for future reference.

- **"Please select canned response"** dropdown contains several pre defined comments templates. On selecting specific canned value from dropdown, It will be autofilled in comments section.

6. To Create your own predefined response messages/templates.

Go to >> Sales >> RMA >> RMA Canned Response.
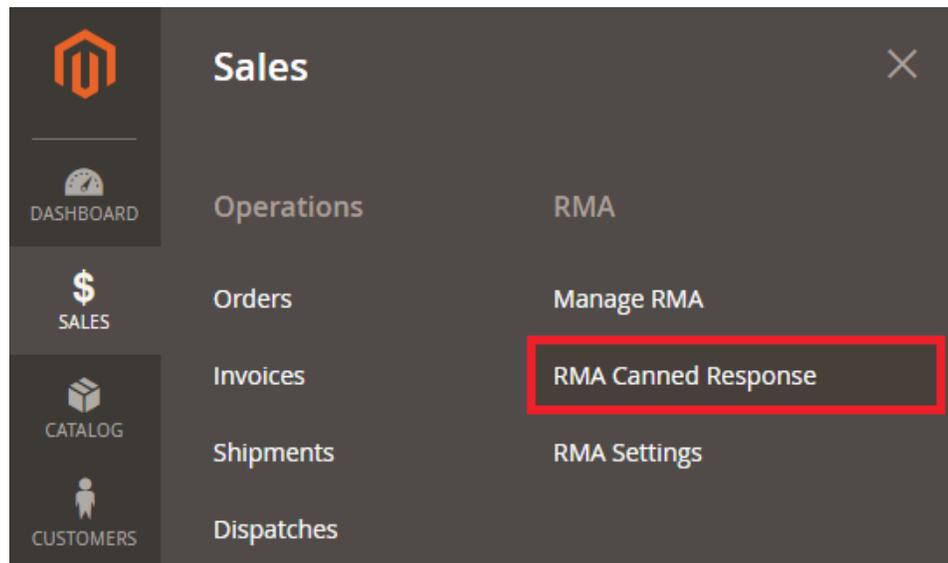
Click on **"Add New Canned Response"** button to create predefined message for sending it to customers.

You will be redirected to below screen.

- Here you can add title for comment template in Title field.
- Enable has 2 values i.e. Yes/No. If enabled admin will be able to see the comment dropdown.
- Readymade Message can be added in Response field.

Create Return Request (Backend)

Go to >> Sales >> Manage RMA >> Add New Request

Clicking on **"Add New Request"** button it will take you to below page.

Select Order

| Search | Reset Filter | 10 records found | | | | 20 ▼ | per page | ‹ | 1 | of 1 | › |

Order # ↑	Customer Email	Store Views	Status	Date	Action
		All Store Views ▼		From 🗓 / To 🗓	
000000042	magento.support@vsourzltd.com	Main Website Main Website Store MagentiCity	complete	Dec 28, 2018	View
000000041		Main Website Main Website Store MagentiCity	complete	Dec 27, 2018	Create

- Click on **Create** button to create new return request.

- Order which already have return request in place – **View** button will be displayed for that particular order.

- After clicking Create button you will redirected to below page.

Products to Return

Product Name	SKU	Price	Qty	Resolution	Package Condition	Reason
Juno Jacket	WJ06-S-Blue	$77.00	▼	Please Select ▼	Please Select ▼	Please Select ▼ 100000034 100000035 Item not available for return
Neve Studio Dance Jacket	WJ11-M-Black	$69.00	▼	Please Select ▼	Please Select ▼	Please Select ▼ 100000034 100000035 Item not available for return
Nadia Elements Shell	WJ10-S-Yellow	$69.00	0 ▼	Please Select ▼	Please Select ▼	Please Select ▼
Inez Full Zip Jacket	WJ07-M-Red	$59.00	0 ▼	Please Select ▼	Please Select ▼	Please Select ▼
Adrienne Trek Jacket	WJ08-L-Purple	$57.00	0 ▼	Please Select ▼	Please Select ▼	Please Select ▼

- Here you need to select which products would user like to refund specifying the Qty, Resolution i.e. Refund or Replacement, Package Condition i.e. Good, Bad , Reason for return.

- After filling details regarding product, admin can add any attachment, write any comment or select predefined comments from canned response dropdown.

- Clicking on **"Submit Request"** will create a new return request in favor of customer.