

**rma\_product\_return\_magento2**

**version**

**BoostMyShop**

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# Contents

<b>RMA Product Return for Magento2</b>	<b>1</b>
1. Overview	1
2. Installation	1
<b>First Installation</b>	1
<b>Upgrade</b>	1
<b>Disable extension</b>	1
3. Customer Side	1
<b>Return view</b>	2
<b>New request</b>	3
4. Admin Side	3
<b>Create a new RMA</b>	4
<b>RMA Admin Panel Screen Info</b>	5
<b>General tab</b>	5
<b>Item tab</b>	5
<b>Message Tab</b>	5
<b>History Tab</b>	6
<b>Manage RMA</b>	6
<b>Process RMA</b>	6
<b>Return form</b>	8



# RMA Product Return for Magento2

## 1. Overview

RMA Product Return extension for Magento 2 is designed to manage customer returns.

Main features :

- Customer can request returns from customer account selecting an order, filling comments, reasons, request
- Automatic email notification for both admin and customer when RMA status changes
- Integrated messages system to communicate with the client
- Customer can print return form including RMA details and return address
- Process RMA to refund customer and restock products

## 2. Installation

### *First Installation*

To install a boostmyshop magento2 extension on your platform, process the following steps :

- Download zip archive from your boostmyshop customer account
- Upload files on your server : once uploaded, module must be in directory app/code/BoostMyShop/
- Connect on your server via ssh and run the following commands :

```
php bin/magento module:enable BoostMyShop_Rma
php bin/magento setup:upgrade
php bin/magento setup:di:compile
php bin/magento setup:static-content:deploy
```

Once everything is done, go back in Magento, select menu system > web setup wizard, then click on the component manager button : you should see the new extension here

### *Upgrade*

The upgrade process is exactly the same as the installation process

### *Disable extension*

To disable an extension, Please run the below command

```
php bin/magento module:disable BoostMyShop_Rma
```

Or to disable an extension, select menu system > web setup wizard, then click on the component manager button Find the extension you want to disable and select “disable” in the “Actions” column

Or use this to fully uninstall the module:

```
php bin/magento module:uninstall BoostMyShop_Rma
```

## 3. Customer Side

You can enable the RMA features in customer account using :

- Stores > Configuration > BoostMyShop > Rma > Front > Enable

To allow customers to request a new RMA, enable also option “Enable request”

Front

**Enable**  
[store view] Yes

Enable the RMA features in the customer account

**Enable request**  
[store view] Yes

Customer can send return request

**Allowed orders statuses for return request**  
[global]

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

**RMA accepted message**  
[store view]

Congratulations, the Product Return is accepted. Please print the return form and send products back to us.

this message is displayed in the RMA view on the website, when RMA status is accepted

Once it's done, customer can see a new "My Returns" tab in frontend of customer section.

## My Returns

Return #	Date	Products	Status	
20190301-000000022	3/1/19	1x Circe Hooded Ice Fleece-S-Gray	requested	<a href="#">View</a>

[Request for a return](#)

From this tab, he can consult returns history and get details.

### **Return view**

- Customer can send you a message using the textbox at the bottom : When a new message is sent, admin is automatically notified by email.
- Customer can print the return form (only if the RMA status is "accepted")

# Return #20190301-000000022

## Details

Order #: 000000022

Status: requested

Product	SKU	Qty	Reason	Request	Comments
Circe Hooded Ice Fleece-S-Gray	WH12-S-Gray	1	Wrong size	Exchange	Wrong size, Please help me to exchange this product

## Messages

Post a new message

Post message

2019-03-01 07:52:26, by admin

Yes, we are processing your request.

2019-03-01 07:50:20, by customer

Hi, Can you please exchange this product.?

## New request

From the returns tab, customer can ask a new return using the “Request for a return” button.

The next step is to select the order to return : you can control what orders are visible here configuring the allowed statuses in stores > configuration > boostmyshop > rma > front > Allowed order statuses

Once the order is selected, customer can select quantity to return for each products, but also the reason, request and additional comments : you can configure the available reasons & requests in stores > configuration > boostmyshop > rma > General.

Once the request is submitted, it creates a new RMA with status “Requested”, and an email notification is sent to admin (the admin email address is configurable in stores > configuration > boostmyshop > rma > admin notification)

## 4. Admin Side

The RMA screens are available in several places :

- Menu Sales > Manage returns
- From the order view, tab “RMA”
- From the customer view, tab “RMA”

#### 4. Admin Side

### Create a new RMA

To create a new Return, 2 options :

- Go in sales > Manage returns, click on button "Create RMA for order" and in the next screen, select the order to return

Manage returns

🔍 🔔 👤 admin ▾

Create RMA from order

Search [Reset Filter](#) 2 records found

20 per page < 1 of 1 >

RMA #	Order	Last update	Customer	Products	Status	Store	Manager	Customer comments
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
20190301-000000022	000000022	2019-03-01 09:33:43	gnanabai vinodha	1x Circe Hooded Ice Fleece-S-Gray	Requested	Default Store View		
20190301-000000022	000000022	2019-03-01 09:28:08	gnanabai vinodha	1x Circe Hooded Ice Fleece-S-Gray	Accepted	Default Store View	admin	

- Go in the order to return, select the "RMA" tab and click on button "Create order"

#000000028

🔍 🔔 👤 admin ▾

← Back Send Email Credit Memo Reorder

#### ORDER VIEW

Information

Margins

Inventory

Rma

Invoices

Credit Memos

Shipments

Comments History

Organizer

Create RMA 1 records found

#	Created at	Customer	Products	Status	Store	Manager	Customer comments
20190215-000000028	2019-02-15 05:59:26		1x Beaumont Summit Kit-M-Yellow	Draft	Default Store View	admin	



## 4. Admin Side

### RMA Admin Panel Screen Info

#### General tab

Here we can find the basic information about customer name, reference number, customer email, status, shipping address, messages and comments.

Edit RMA '20190301-000000022'

The screenshot shows the 'General' tab of the RMA Admin Panel. The page title is 'Edit RMA '20190301-000000022''. The top right corner has a search icon, a notification bell, and a user profile 'admin'. Below the title bar are navigation buttons: 'Back', 'Delete', 'Reset', 'Print', 'Send email', and 'Save RMA'. On the left is a sidebar with 'RMA INFORMATION' and sub-tabs: 'General', 'Items', 'Messages', and 'History'. The main content area is titled 'Main' and contains the following fields:

- Reference: 20190301-000000022
- Customer name: ghanabai vinodha
- Customer account: Customer #3
- Customer email: ghanabaiwinodha123@gmail.com
- Associated order: Order #000000022
- Status: Complete
- Manager: admin
- Valid until: 0000-00-00 00:00:00
- Shipping Address: Drop Shipping, street 7, bangalore, Karnataka 560025, India
- Customer comments: (empty text area)
- Private comments: (empty text area)

#### Item tab

In this screen you will be able to see the items for RMA like reasons, request and comments with the quantity.

Edit RMA '20190213-000000008'

The screenshot shows the 'Item' tab of the RMA Admin Panel. The page title is 'Edit RMA '20190213-000000008''. The top right corner has a search icon, a notification bell, and a user profile 'admin'. Below the title bar are navigation buttons: 'Back', 'Delete', 'Reset', 'Print', 'Send email', 'Process', and 'Save RMA'. On the left is a sidebar with 'RMA INFORMATION' and sub-tabs: 'General', 'Items', 'Messages', and 'History'. The main content area shows '1 records found' and a table with the following data:

Image	SKU	Product	Quantity	Reason	Request	Comments
	WJ02-M-Gray	Josie Yoga Jacket-M-Gray	1	Wrong size	Exchange	jklj

Below the table, the following statistics are displayed:

- Qty ordered : 1
- Qty shipped : 1
- Qty refunded : 1

#### Message Tab

You can exchange messages with the client using the "Messages" tab : from here you can send a new message : then a notification email is sent to customer and your message is added to the thread.

Customer can reply from his/her customer account.

#### Note

Note : if you enabled option stores > configuration > boostmyshop > rma > customer notification > Automatic customer notification on RMA status change, the customer will receive an email each time the RMA status changes.

## History Tab

The “History” tab lists every events related to the RMA, an entry is added when :  
RMA status changes Customer or admin is notified A product is refunded OR returned in stock

## Manage RMA

Once you are in a RMA, you can manage RMA using the statuses :

- Draft : you are creating the RMA, it is not visible for customer
- Requested : customer sent a return request, it is pending admin approval
- Accepted : you accepted the return, customer must print the return form (from its customer account or using the link into the email sent)
- Processing : you received the products, you are going to process them
- Complete : you have processed the RMA (you processed refunds)

Edit RMA '20190213-000000008'

Search, Notifications, User: admin

← Back Delete Reset Print Send email Process Save RMA

**RMA INFORMATION**

- General
- Items
- Messages
- History

Main

Reference: 20190213-000000008

Customer name: Gnanabal Vinodha

Customer account: Customer #R

Customer email: granabavlnodha@gmail.com

Associated order: Order #000000008

Status: Processing

Manager: admin

Valid until: 0000 00 00 00:00:00

Shipping Address: supplier1 Vinodha, pondicherry, pondicherry, Tamil Nadu 560012, India

From the above screen of RMA you will be able to print, send e-mail and PROCESS

## Process RMA

This is the final step for a RMA. TO process a RMA, go within the RMA and click on the “Process” button.

Then a new screen is displayed where you can select the actions to performed :

- For each product, you can decide the quantity to put back to stock, and the quantity to refund. Note : you can not refund a product if it has NOT been invoiced.
- You can decide to refund shipping using the “Yes / No” drop down menu
- Last, you can change the amount refunded using the adjustment textboxes : “Refund fee” and “Refund adjustment”

Every time you change a refund option, the Total refunded is updated at the bottom.

Once everything is done, you can click on button “Complete RMA” to perform the selected actions. Then the RMA status goes to “Complete” and the customer receives and email

There are 2 process methods in RMA:

- Process a refund

#### 4. Admin Side

This screen has the basic information about the product name, reason for return, request, comments, quantity to return, price paid.

As an example in the below image, The reason for the Return is the product with wrong size. So it can be added to the stock again and refund a new product with correct size to the customer.

On the return dropdown choose the quantity and warehouse. Then fill the refund columns and click on Complete return. Then the status will be changed to complete and the customer receives an email and the returned product will be added to the stock.

### Note

**You can not refund a product if it has not been invoiced yet.**

Process RMA 20190215-000000010

🔍 🔔 👤 admin ▾

← Back [Complete RMA](#)

Product	Qty returned	Price paid	Back to stock	Refund
<b>24-MB01 - Joust Duffie Bag</b> Reason : wrong_size Request : exchange Help me in exchanging this product with correct size	1	\$34.00	Return <input type="text" value="0"/> in warehouse <input type="text" value="Default"/>	<input type="text" value="1"/>
<b>Shipping</b>		\$5.00		<input type="text" value="No"/>
<b>Refund fee</b> <i>Deducted to amount refund</i>				<input type="text" value="0"/>
<b>Refund adjustment</b> <i>Added to amount refund</i>				<input type="text" value="0"/>
<b>Total refunded</b>				<b>34.00</b>
<b>Online refund</b>				<input type="text" value="Offline"/>

- Process an exchange

This screen is same as the process a refund one, with an additional checkbox in the exchange column.

If you tick this checkbox, a new pop up will be displayed allowing you to select which product exchange the current one with.

Then, select a product to exchange with and finally choose the shipping method.

Click on complete to finalize the exchange process.

## 4. Admin Side

Select substitution product

Search Reset Filter 1890 records found

20 per page 1 of 95

Product ID	Sku	Name	Qty	Price	Action
2044	WSH12-32-Red	Enka Running Short-32-Red	99.0000	\$45.00	Select
2043	WSH12-32-Purple	Enka Running Short-32-Purple	100.0000	\$45.00	Select
2042	WSH12-32-Green	Enka Running Short-32-Green	100.0000	\$45.00	Select
2041	WSH12-31-Red	Enka Running Short-31-Red	100.0000	\$45.00	Select
2040	WSH12-31-Purple	Enka Running Short-31-Purple	100.0000	\$45.00	Select
2039	WSH12-31-Green	Enka Running Short-31-Green	98.0000	\$45.00	Select
2038	WSH12-30-Red	Enka Running Short-30-Red	100.0000	\$45.00	Select
2037	WSH12-30-Purple	Enka Running Short-30-Purple	100.0000	\$45.00	Select
2036	WSH12-30-Green	Enka Running Short-30-Green	100.0000	\$45.00	Select
2035	WSH12-29-Red	Enka Running Short-29-Red	100.0000	\$45.00	Select
2034	WSH12-29-Purple	Enka Running Short-29-Purple	100.0000	\$45.00	Select
2033	WSH12-29-Green	Enka Running Short-29-Green	100.0000	\$45.00	Select
2032	WSH12-28-Red	Enka Running Short-28-Red	100.0000	\$45.00	Select
2031	WSH12-28-Purple	Enka Running Short-28-Purple	100.0000	\$45.00	Select
2030	WSH12-28-Green	Enka Running Short-28-Green	100.0000	\$45.00	Select
2029	WSH12-29-Red	Ina Compression Short-29-Red	100.0000	\$49.00	Select
2027	WSH12-29-Orange	Ina Compression Short-29-Orange	100.0000	\$49.00	Select
2026	WSH12-29-Blue	Ina Compression Short-29-Blue	100.0000	\$49.00	Select
2025	WSH12-28-Red	Ina Compression Short-28-Red	100.0000	\$49.00	Select
2024	WSH12-28-Orange	Ina Compression Short-28-Orange	100.0000	\$49.00	Select

### Return form

You (and the customer) can print the download the return form : customer must print this document and put it with the products he returns.

You can control several areas in this pdf :

- Logo : it is the one configured in stores > configuration > sales > sales > invoice and packing slip design > Logo for PDF print out
- The return to address : configurable in stores > configuration > boostmyshop > rma > general > return address
- Instructions : this is a free text displayed after the product list in the PDF. You can configure it in stores > configuration > boostmyshop > rma > general > instructions