RMA – Magento 2

USER MANUAL

Supported Version: 2.0, 2.1, 2.2, 2.3

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Preface:

Product Return RMA(Return Merchandise Authorization) is a flexible extension that offers great flexibility in setting milestones and conditions for Returns. Magento RMA extension is very powerful return management tool for magento users by which buyer can create multiple rma request with return reason.

Installation:

There are two ways of installing extension in magento2.

1) Using COMMAND LINE.
2) Manually install extension.

Option 1: Magento 2 install extension using COMMAND LINE (Recommended).

Follow below steps to install extension from the command line.

Step 1: Download the extension and unzip it.

Step 2: Upload it to code directory in your magento installation's app directory. If code directory does not exists then create.

Step 3: Disable the cache under System → Cache Management.

Step 4: Enter the following at the command line:
php bin/magento setup:upgrade
php bin/magento setup:static-content:deploy

Step 5: Once you complete above steps log out and log in back to the admin panel and switch to Stores → Configuration → Mageants → RMA. The module will be displayed in the admin panel.

Option 2: Magento 2 install extension manually.

Step 1: Download the extension and unzip it.

Step 2: Upload it to code directory in your magento installation's app directory. If code directory does not exists then create.

Step 3: Disable the cache under System → Cache Management Edit app/etc/config.php file and add one line code: 'Mageants_RMA' → 1
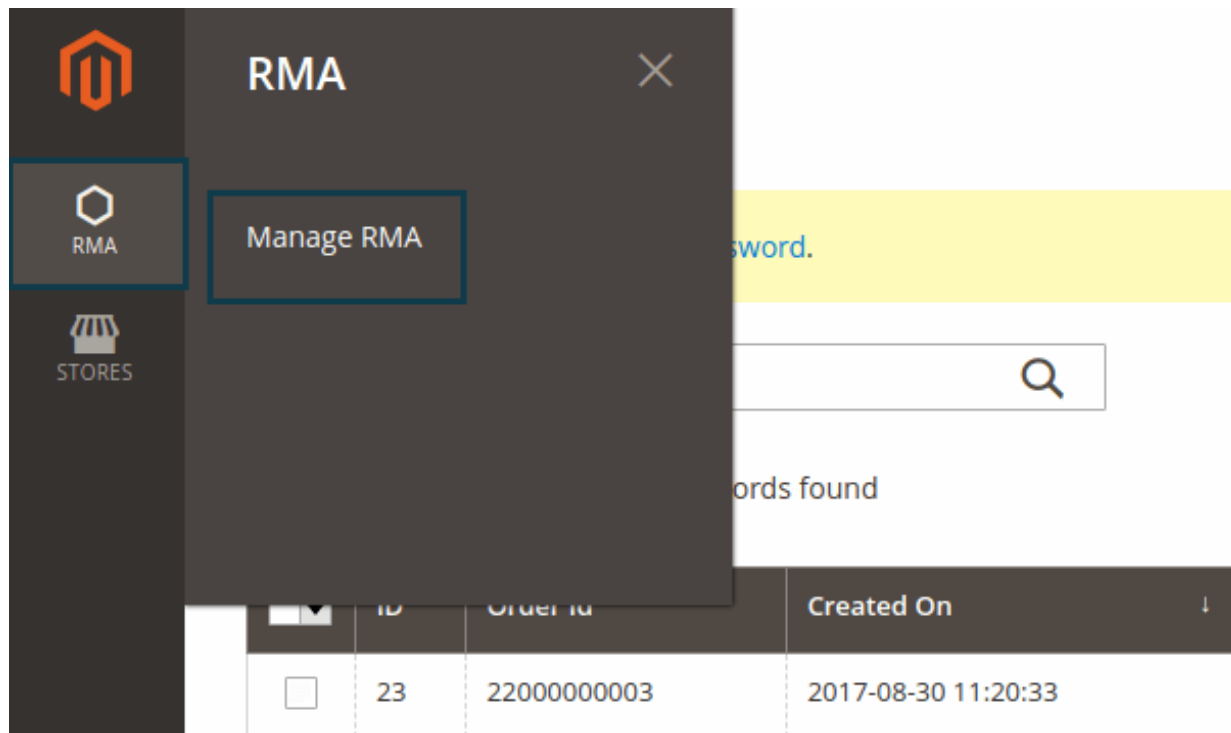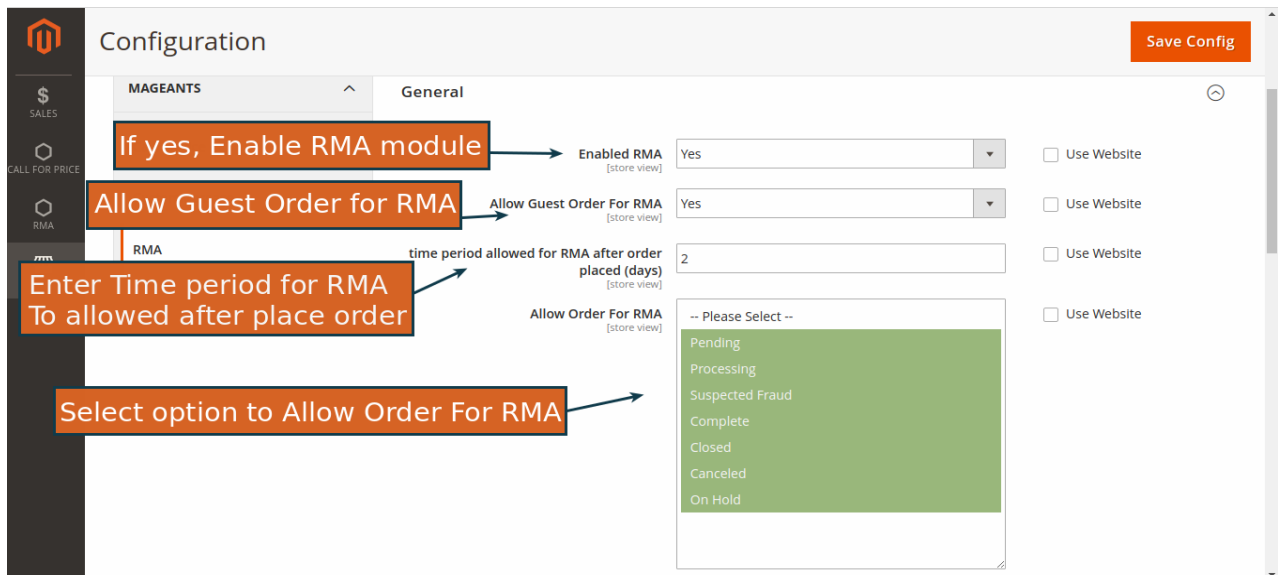
Step 4: Disable the cache under System → Cache Management

Step 5: Once you complete above steps log out and log in back to the admin panel and switch to Stores → Configuration → Mageants → RMA, the module will be displayed in the admin panel.

Backend example

Configuration

Extension menu and submenu.

To configure RMA go to RMA Options -> configuration -> MAGEANTS ->RMA -> General
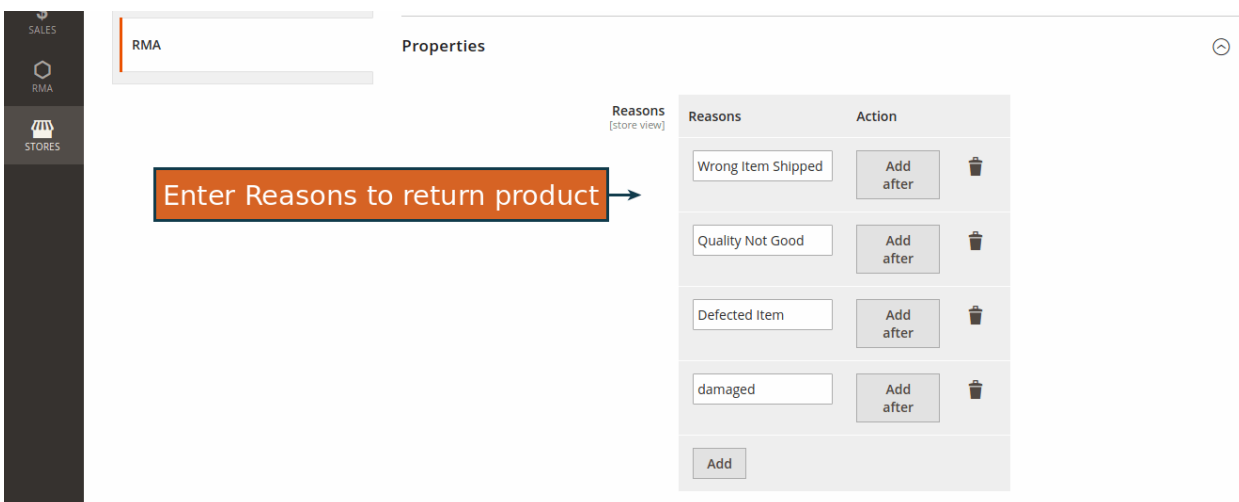
- Specify number of day for allowing RMA after order.
- Select order status for allowing RMA for that.
- Select "yes" to show print button in RMA view page on front end.

To configure RMA properties go to RMA Options -> configuration -> MAGEANTS -> RMA -> Properties.

Package Conditions
[store view]

Conditions	Action	
Open	Add after	🗑
Packed	Add after	🗑
Add		

Enter Package Conditions of Product

Resolutions
[store view]

Resolutions	Action	
Refund	Add after	🗑
exchange	Add after	🗑
Add		

Enter Resolutions of Product

Delivery Status
[store view]

Delivery Status	Action	
Not Delivered Yet	Add after	🗑
Delivered	Add after	🗑
Add		

Enter Delivery Status option

1. Specify reasons for RMA like "Bloken Product or Quality is not Good".

2. Specify package condition for RMA like "opened or not opened".

3. Specify resolution for RMA like "Replace or Refund".

4. Specify order delivery status for RMA like "Delivered or Not Delivered".

5. Specify RMA Status like "Open,Processing,Complete and Closed".

To configure RMA Email go to RMA Options -> configuration -> MAGEANTS → RMA -> Email.

1. Select convenient option to send email to customer when admin perform some operation on submitted RMA.

To configure RMA policy go to RMA options → Configuration → Mageants → RMA → Policy
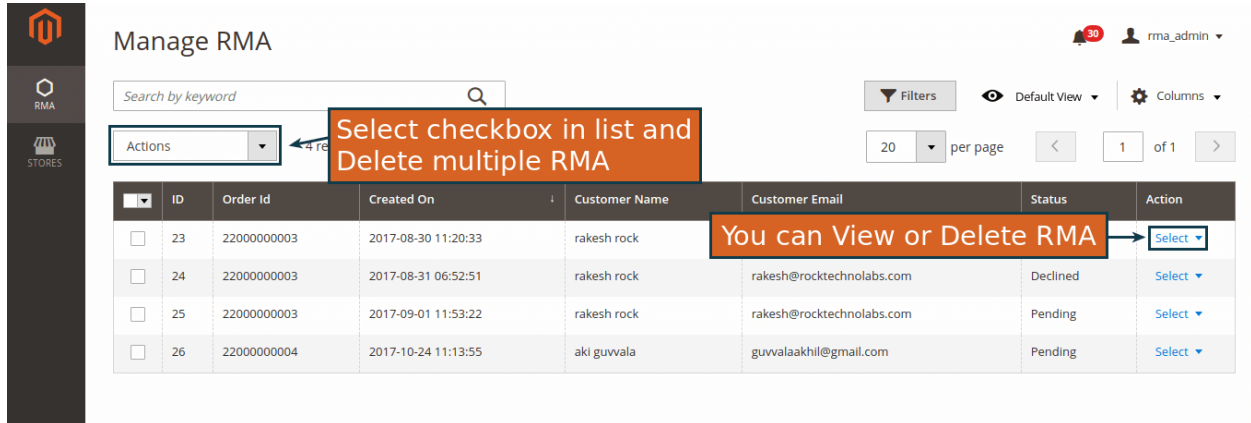
To Manage RMA go to RMA Options -> Manage RMA.

1. Select Delete option to delete RMA in bulk.
2. Select select all option to select all RMA at one time to perform mass action.
3. Select view option to view RMA
4. Select delete option to delete single RMA.

To View RMA Details go to **RMA Options -> Manage RMA** select view option from RMA row.

To View RMA Comments go to **RMA Options -> Manage RMA** select view option from RMA row.

![MageAnts - Performant Magento Extensions]

RMA INFORMATION

RMA Details

RMA Comments

Your Comment :

Select RMA status Option

RMA Status :

Cancelled ▼

Enter RMA Comment here

submit

Comments

Display all comments

Customer Comment | Aug 30, 2017 11:21 AM

hii i don't like this item

Admin Comment | Aug 30, 2017 13:06 PM
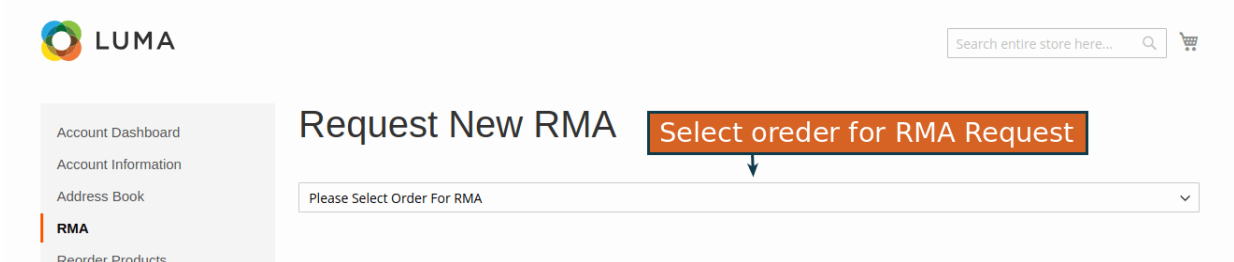
gsxj

Admin Comment | Aug 30, 2017 13:12 PM

cvkj

Frontend example

RMA frontend request page.

RMA frontend view page

RMA Information

Request New RMA ← **Click to Create new RMA Request**

Order #	Date	Status	Action
22000000012	05-Dec-2018	Pending	View RMA

RMA frontend view detail page

RMA View

Print ← **Click and print RMA Information**

RMA Information

OredrID : #22000000012   **RMA Status :** Pending

RMA Submited ON : 05-Dec-2018   **Additional Information :**

Products Requested To Return :

Product Name : Tristan Endurance Tank   **Product SKU :** MT02

Quantity Ordered : 1   **Quantity Returning :** 1

Reason : Defected Item   **Resolution :** Refund

Package Condition : Open   **Image :** No Image Available

Your Comment :

submit

Customer can submit comment for RMA Form here

Comments

No Comments To Show

RMA front end request page for guest order. You need to enter email id for guest order.

Allow Guest Order for RMA If Enabled from configuration

Enter your Email Id of Guest Order

Click to create new RMA Request for Guest

Select a guest order to request a new RMA.

RMA front end view details page for guest order.

Thank you!

if you have any questions or feature suggestions, please contact us at:
https://www.mageants.com/contact-us

Your feedback is absolutely welcome!