

Magento 2 Vendor RMA Addon - User Guide

by CedCommerce Docs - Products User Guides

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1. Overview

Vendor RMA Addon, developed by the CedCommerce for Magento® 2 provides a feature that enables the front-end users to return the products to either vendor or admin, whoever is the seller of the product. This add-on works only with the CedCommerce Multivendor Marketplace extension and the Vendor Order add-on. An administrator can handle RMA if a vendor fails to do so, and increase sites authentication.

RMA (**Return Merchandise Authorization**) is a part of the process of returning a product to receive a refund, get the product replaced, or get the product repaired during the warranty period defined by the admin.

If the customer has placed the order that contains the products of multiple vendors, and requests RMA for the complete order, then RMA splits to multiple requests, where each group contains the products of each vendor. Thus, any RMA request has products of only one vendor, whereas orders can have multi-vendor products in it. So the RMA handling and updates are grouped among the following three interfaces:

- Admin
- Vendor
- Front-end User

Since all the payments are received by the admin, and the admin transfers the amount to the respective vendors after deducting the commission, the refunded credit memo is generated in the admin panel on RMA creation. Admin can later on manually debit amount from vendor account for refunds, or can pay partial amount to the vendor.

Key Features are as follows:

- Supports multi-store and multi-website in Magento 2
- Supports multi-vendor returns
- Return Validity for products
- Dynamic order selection with various option
- RMA History with Filters and Pagination.
- Multi-Vendor Return Policy Content.
- The chat group contains vendor, admin, and the front-end users of the requested RMA.
- RMA updates are listed sequentially to show step by step progress RMA.

2. Admin Panel

Admin can view all RMA requests and can create a new RMA for any completed order. Admin can update the status of the RMA. Admin can view all the chat details and reply in the chat group.

Features Available to the Admin:

- Admin can view all RMA requests and can create a new RMA for any completed order. Admin can update the status of the RMA. Administrator can view all chat details and reply in the chat group.
- Admin and buyer both can receive notification mail.
- Admin can control Time Limit for RMA.

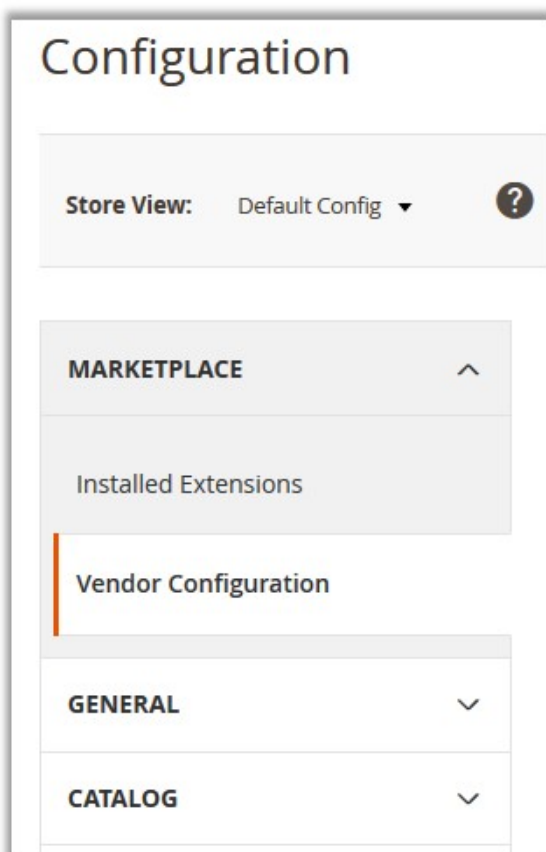
Admin can perform the following tasks:

- Set up Configuration Settings(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=configuration-settings-19>)
- Manage RMA Requests(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=manage-rma-requests>)
- Manage RMA Statuses(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=manage-rma-statuses>)

2.1. Configuration Settings

To set up the configuration settings

1. Go to the **Admin** panel.
2. On the left navigation bar, click the **MARKETPLACE** menu, and then click **Vendor Configuration**.
The left navigation panel of the Configuration page appears as shown in the following figure:



3. In the right panel, scroll down to the **Vendor RMA Configuration** tab, and then click the tab.
4. Under **Vendor RMA Configuration**, scroll down to the **General Settings** group.
The relevant fields under the **General Settings** group appear as shown in the following figure:

General Settings

Enable Extension

[store view]

Yes

▼

Allow Guest to request RMA

[store view]

No

▼

Time after delivery for permitting RMA Request

[store view]

365

in days

5. Under **General Settings**, do the following steps:
 - a. In the **Enable Extension** list, select **Yes** to enable the Vendor RMA features in Magento 2.
 - b. In the **Allow Guest to request RMA** list, select **Yes** to allow the guest users to request for RMA.
 - c. In the **Time after delivery for permitting RMA Request** box, **enter the** minimum period in a number of days.
The period such as warranty period for which an order is available for RMA after the period is over.
6. Scroll down to the **Mail Contacts** group.
The fields under the group appear as shown in the following figure:

Mail Contacts

Enable E-mail notifications

[store view]

Yes

▼

RMA department display name

[store view]

Vendor Rma

RMA department email

[store view]

RMA department address

[store view]

demo,demo.23demo,india

Email Sender

[store view]

General Contact

▼

Base email template for customer

[store view]

▼

Base email template for vendor

[store view]

▼

Base email template for admin

[store view]

▼

7. Under **Mail Contacts**, do the following steps:

- a. In the **Enable Email notifications** list, select **Yes** so that the email notification is sent on RMA creation and updation.
- b. In the **RMA department display name** box, enter the name of the RMA service department other than the alternative option of **Administrator**.
The provided name appears in the emails sent by the admin, available chats window, and so on.
- c. In the **RMA department email** box, enter the email Id that the admin wants to use for sending and receiving emails on behalf of the RMA department.
- d.
In the **RMA department address** box, enter the correspondence address of the RMA department.
- e.
In the **Email sender** list, select the sender of the Email notifications.
- f.
In the **Base email template for customer** list, select the available email template to send the emails to the customers regarding RMA creation.
- g. In the **Base email template for vendor** list, select the available email template to send the emails to the vendors regarding RMA creation.
- h.
In the **Base email template for admin** list, select the available email template to send the emails to the admin regarding RMA creation.

8. Scroll down to the **Chat Contacts** group.

The fields under the group appear as shown in the following figure:

Chat Contacts

Enable Chats and their mail notifications [store view] Yes ▼

Chat sender's name [store view] Merchant

Base email template for customer chat notification mail [store view] ▼

Base email template for admin chat notification mail [store view] ▼

Base email template for vendor chat notification mail [store view] ▼

9. Under **Chat Contacts**, do the following steps:

- a. In the **Enable Chats and their mail notifications** list, select **Yes** so that the chats and its email notification are sent on RMA creation and updation.
- b. In the **Chat sender's name** box, enter the name of the chat messenger.
- c. In the **Base email template for customer chat notification mail** list, select the available email

- template to send the chat notification emails to the **customers** regarding RMA creation.
 - d. In the **Base email template for admin chat notification mail** list, select the available email template to send the chat notification emails to the **admin** regarding RMA creation.
 - e. In the **Base email template for vendor chat notification mail** list, select the available email template to send the chat notification emails to the **vendor** regarding RMA creation.
10. Scroll down to the **Return Policy** group.
- The fields under the group appear as shown in the following figure:

Return Policy

Return Policy Description
[store view]




Having clicked "Yes", you won't be able to make any changes.
Please ensure that:
1. You have included the RMA Label inside the package

Mention your agreement for return and exchange of Items here

11. Under **Return Policy** , enter the required content in the following field:
- o **Return Policy Description:** Enter the text that the admin wants to display as the policy description. Even if the policy page is enabled, but no text is available to display, then the policy text are does not appear.
12. Scroll down to the **Properties** group.
- The fields under the group appear as shown in the following figure:





Properties

Reasons [store view]

Reasons	Action
<input type="text" value="Defctive piece"/>	
<input type="text" value="Seal is Broken"/>	
<input type="text" value="Product is damaged"/>	
<input type="button" value="Add"/>	




Do not delete these option

Resolutions [store view]

Resolution	Action
<input type="text" value="Replace"/>	
<input type="text" value="Repair"/>	
<input type="text" value="Refund"/>	
<input type="text" value="Cancel"/>	
<input type="button" value="Add"/>	

Do not delete these option

Package Conditions [store view]

Package Conditions	Action
<input type="text" value="Open"/>	
<input type="text" value="Closed"/>	
<input type="text" value="Damaged"/>	
<input type="button" value="Add"/>	

Do not delete these option

13. Under Properties, enter the required values in the following fields:
 - **Reasons:** Contains a few sample reasons. To add more reasons, click the **Add** button, and enter the required reason in the appeared box.
 - **Resolutions:** Contains a few sample resolution. To add more resolutions, click the **Add** button, and enter the required resolution in the appeared box.
 - **Package Conditions:** Contains a few sample conditions. To add more conditions, click the **Add** button, and enter the required condition in the appeared box.

Caution: Do not remove or edit the default values of the above fields.
13. Scroll down to the **RMA for Order Status Settings** group.
The fields under the group appear as shown in the following figure:

RMA for Order Status Settings

Allow Customer To cancel Orders [store view] Yes ▼

Allow RMA for only shipped products [store view] Yes ▼
if yes, it allows customer to generate RMA for individual products shipped

Allow RMA for only invoiced products [store view] Yes ▼
if yes, it allows customer to generate refund for individual products invoiced

14. Under **RMA for Order Status Settings**, enter the required values in the following fields:
 - **Allow Customer To cancel Orders:** If the admin selects **Yes**, then the users can generate RMA to cancel the order before shipment.
 - **Allow RMA for only shipped products:** If the admin selects **Yes**, then the users can generate RMA for the individual product that are shipped.
 - **Allow RMA for only invoiced products:** If the admin selects **Yes**, then the users can generate RMA for the individual product that are invoiced but has not yet shipped.
15. Click the **Save Config** button.

2.2. Manage RMA Requests

Admin can perform the following tasks while managing the RMA:

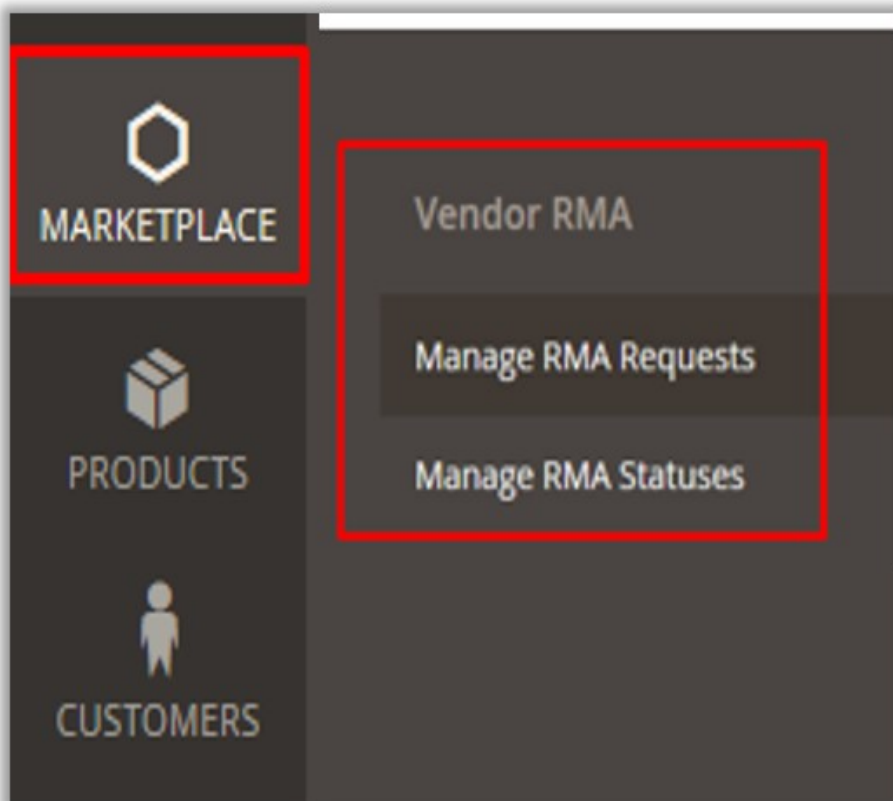
- Create New Request(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=create-a-new-request>)
- Edit the Existing Request(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=edit-the-existing-request>)
- Delete the Request(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=delete-the-existing-request>)

guide?section=delete-the-request)

2.2.1. Create A New Request

To create a new request

1. Go to the Admin panel.
2. On the left navigation panel, click the **MARKETPLACE** menu.
The menu appears as shown in the following figure:



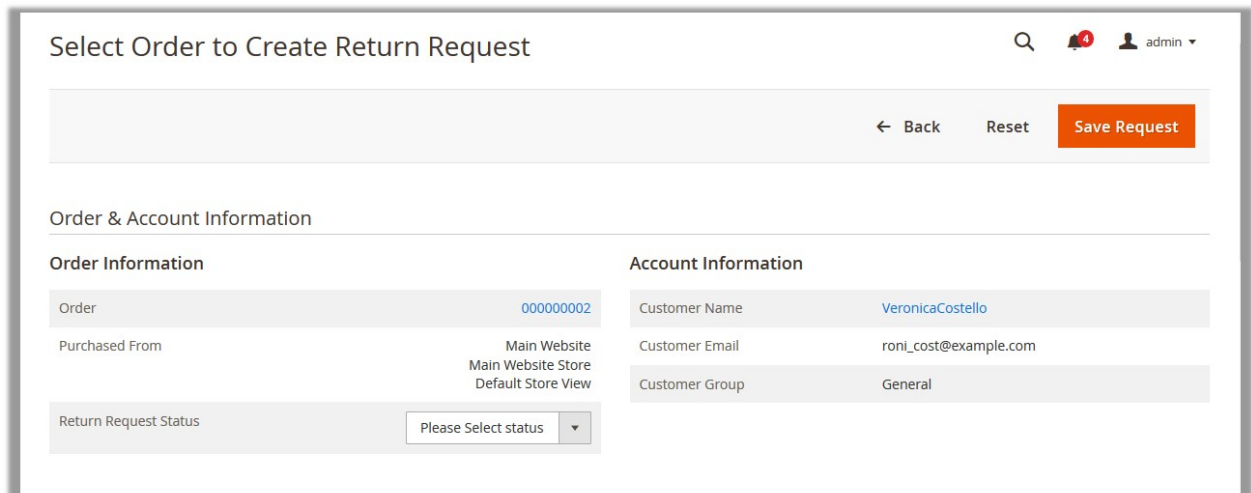
3. Click **Manage RMA Requests**.
The **RMA Manage** page appears as shown in the following figure:

RMA Manage										
										Create New Request
<input type="text" value="Search by keyword"/>										
21 records found										20 per page 1 of 2
<input type="checkbox"/>	Purchase Point	Vendor Name	Order Id	Customer Name	Customer Email	Status	Resolution Requested	Created At	Updated At	Action
<input type="checkbox"/>	Main Website Main Website Store Default Store View	ced ced	000000019	Veronica Costello		Pending	Refund	Oct 10, 2017 7:29:41 AM	Oct 10, 2017 7:29:41 AM	Select
<input type="checkbox"/>	Main Website Main Website Store Default Store View	ced ced	000000059	Veronica Costello		Pending	Refund	Oct 9, 2017 10:18:19 AM	Oct 9, 2017 10:19:48 AM	Select
<input type="checkbox"/>	Main Website Main Website Store	ced ced	000000023	ced ced		Cancelled	Replace	Sep 14, 2017 11:51:43 AM	Sep 14, 2017 12:02:26 PM	Select

- Click the **Create New Request** button.
The page appears as shown in the following figure:

Select Order to Create Return Request						Back
	Main Website Store Default Store View					
000000011	Main Website Main Website Store Default Store View	Sep 12, 2017, 5:04:22 AM	63.0400	63.0400	closed	
000000002	Main Website Main Website Store Default Store View	Sep 4, 2017, 1:03:40 PM	39.6400	39.6400	complete	
000000005	Main Website Main Website Store Default Store View	Sep 5, 2017, 6:23:06 AM	400.0000	400.0000	complete	

- Scroll down to the required Order.
- Click the order row.
The page appears as shown in the following figure:



Select Order to Create Return Request

← Back Reset **Save Request**

Order & Account Information

Order Information

Order: 000000002

Purchased From: Main Website, Main Website Store, Default Store View

Return Request Status: Please Select status

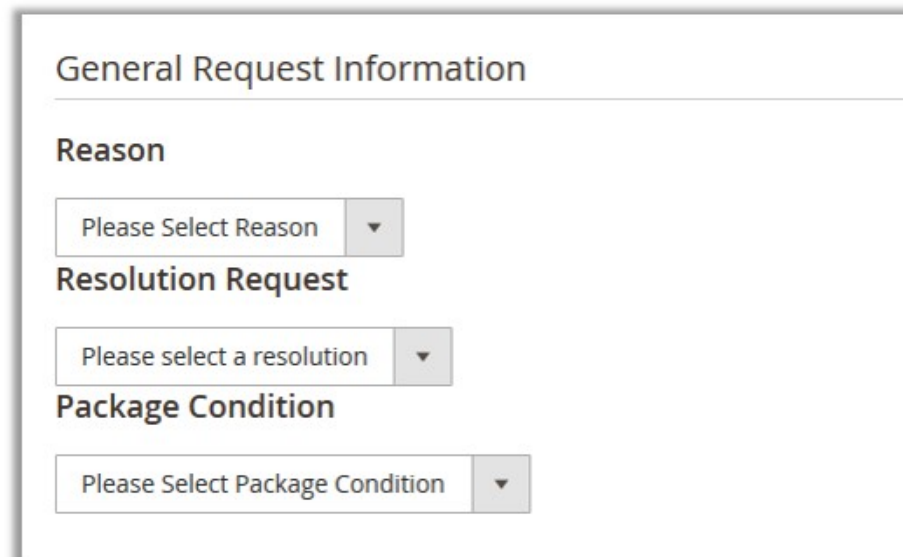
Account Information

Customer Name: VeronicaCostello

Customer Email: roni_cost@example.com

Customer Group: General

7. In the **Return Request Status** list, select the required status of the RMA.
8. Scroll down to the **General Request Information** section.



General Request Information

Reason

Please Select Reason

Resolution Request

Please select a resolution

Package Condition

Please Select Package Condition

9. Under **General Request Information**, do the following steps:
 - a. In the **Reason** list, select the required reason for RMA request.
 - b. In the **Resolution Request** list, select the required resolution requested for RMA.
 - c. In the **Package Condition** list, select the required package condition for RMA request.
10. Click the **Save Request** button.

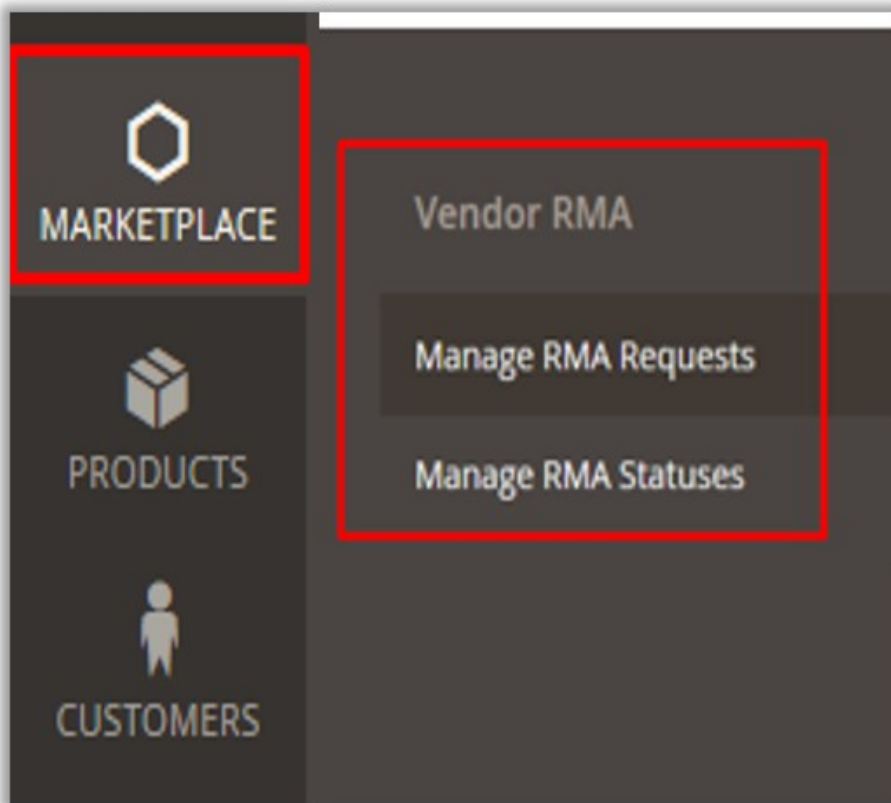
2.2.2. Edit the Existing Request

Admin can edit the RMA with only the pending status.

To edit the RMA

1. Go to the Admin panel.
2. On the left navigation panel, click the **MARKETPLACE** menu.

The menu appears as shown in the following figure:



3. Click **Manage RMA Requests**.

The **RMA Manage** page appears as shown in the following figure:

RMA Manage

4

admin

Create New Request

Search by keyword

Filters

Default View

Export

Columns

21 records found

20

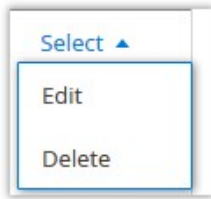
per page

1 of 2

	Purchase Point	Vendor Name	Order Id	Customer Name	Customer Email	Status	Resolution Requested	Created At	Updated At	Action
<input type="checkbox"/>	Main Website Main Website Store Default Store View	ced ced	000000019	Veronica Costello		Pending	Refund	Oct 10, 2017 7:29:41 AM	Oct 10, 2017 7:29:41 AM	Select
<input type="checkbox"/>	Main Website Main Website Store Default Store View	ced ced	000000059	Veronica Costello		Pending	Refund	Oct 9, 2017 10:18:19 AM	Oct 9, 2017 10:19:48 AM	Select
<input type="checkbox"/>	Main Website Main Website Store	ced ced	000000023	ced ced		Cancelled	Replace	Sep 14, 2017 11:51:43 AM	Sep 14, 2017 12:02:26 PM	Select

4. Scroll down to the required RMA.

- In the **Action** column, click the **Arrow** button next to the **Select** link.
A menu appears as shown in the following figure:



- Click **Edit**.
The page appears as shown in the following figure:

#3cc0010184113 🔍 🔔 4 👤 admin ▼

← Back Reset Save and Continue Edit **Save Request**

Order & Account Information

<p>Order Information</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 40%;">Order</td> <td style="width: 60%;">000000013</td> </tr> <tr> <td>Purchased From</td> <td>Main Website Main Website Store Default Store View</td> </tr> <tr> <td>Return Request Status</td> <td>Pending ▼</td> </tr> <tr> <td>Transfer To Vendor</td> <td>Yes ▼</td> </tr> </table>	Order	000000013	Purchased From	Main Website Main Website Store Default Store View	Return Request Status	Pending ▼	Transfer To Vendor	Yes ▼	<p>Account Information</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 40%;">Customer Name</td> <td style="width: 60%;">ced ced</td> </tr> <tr> <td>Customer Email</td> <td>cedtest2018@gmail.com</td> </tr> <tr> <td>Customer Group</td> <td>Retailer</td> </tr> </table>	Customer Name	ced ced	Customer Email	cedtest2018@gmail.com	Customer Group	Retailer
Order	000000013														
Purchased From	Main Website Main Website Store Default Store View														
Return Request Status	Pending ▼														
Transfer To Vendor	Yes ▼														
Customer Name	ced ced														
Customer Email	cedtest2018@gmail.com														
Customer Group	Retailer														

- In the **Return Request Status** list, select the required status of the RMA.
- In the **Transfer to Vendor** list, select **Yes** to transfer the RMA to Vendor if required.
- Scroll down to the **Chat Information** section.
The section appears as shown in the following figure:

Chat Information

Chat Section

Attch Your File

Browse...

No file selected.

Send Message

10. In the **Chat Section** box, enter the message text.
 11. Click the **Browse** button and select the required document if required.
 12. Click the **Send Message** button.
- The message is sent to the user and appears under the **Chat History** section as shown in the following figure:

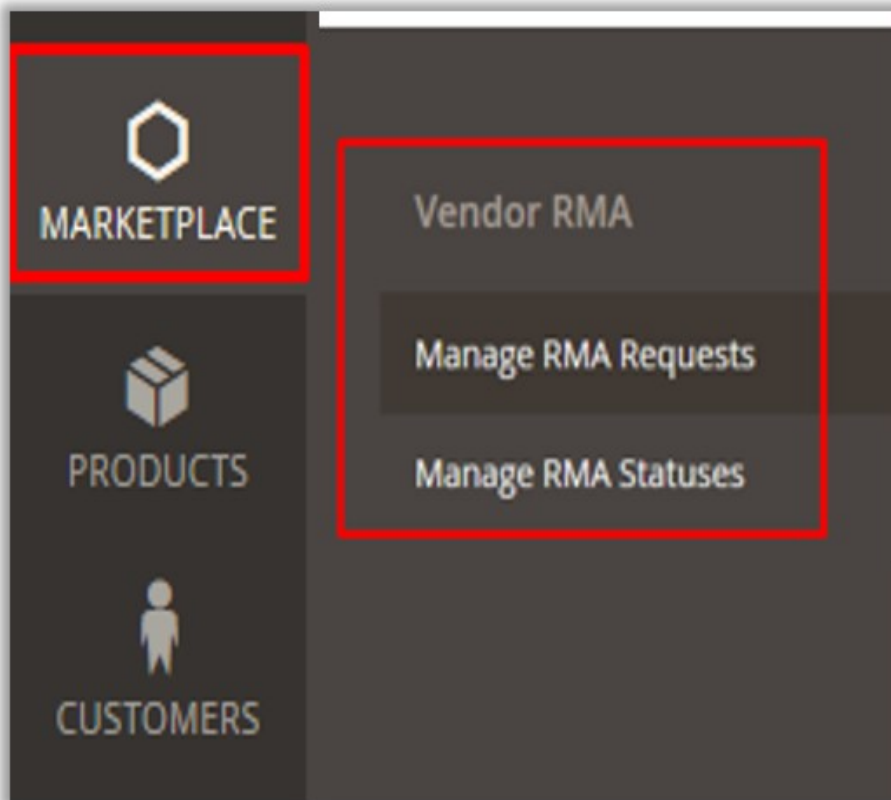


2.2.3. Delete the Request

Admin can delete the RMA with only the pending status.

To edit the RMA

1. Go to the Admin panel.
 2. On the left navigation panel, click the **MARKETPLACE** menu.
- The menu appears as shown in the following figure:



3. Click **Manage RMA Requests**.

The **RMA Manage** page appears as shown in the following figure:

RMA Manage

Search by keyword

Filters Default View Export Columns

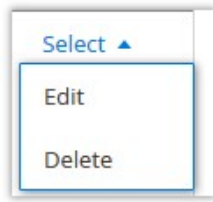
21 records found 20 per page 1 of 2

<input type="checkbox"/>	Purchase Point	Vendor Name	Order Id	Customer Name	Customer Email	Status	Resolution Requested	Created At	Updated At	Action
<input type="checkbox"/>	Main Website Main Website Store Default Store View	ced ced	000000019	Veronica Costello		Pending	Refund	Oct 10, 2017 7:29:41 AM	Oct 10, 2017 7:29:41 AM	Select
<input type="checkbox"/>	Main Website Main Website Store Default Store View	ced ced	000000059	Veronica Costello		Pending	Refund	Oct 9, 2017 10:18:19 AM	Oct 9, 2017 10:19:48 AM	Select
<input type="checkbox"/>	Main Website Main Website Store	ced ced	000000023	ced ced		Cancelled	Replace	Sep 14, 2017 11:51:43 AM	Sep 14, 2017 12:02:26 PM	Select

4. Scroll down to the required RMA.

5. In the **Action** column, click the **Arrow** button next to the **Select** link.

A menu appears as shown in the following figure:



6. Click **Delete**.
A confirmation dialog box appears.
7. Click the **OK** button.
The RMA is deleted and a success message appears.

2.3. Manage RMA Statuses

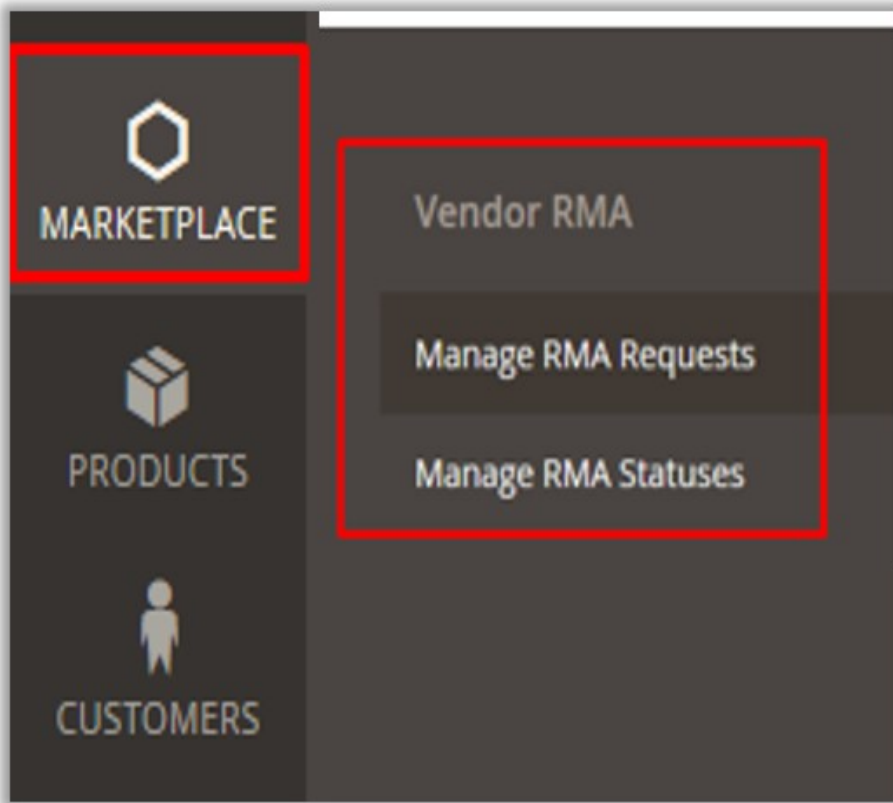
Admin can perform the following tasks while managing the statuses of the RMA:

- Add A New Status(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=add-a-new-status>)
- Edit the Existing Status(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=edit-the-existing-status>)
- Delete the Status(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=delete-the-status>)

2.3.1. Add A New Status

To add a new status

1. Go to the Admin panel.
2. On the left navigation panel, click the **MARKETPLACE** menu.
The menu appears as shown in the following figure:



3. Click **Manage RMA Statuses**.

The **Statuses** page appears as shown in the following figure:

Search by keyword

Filters Default View Columns

20 per page 1 of 1

<input type="checkbox"/>	Status Label	Enable Status	Status Order	Action
<input type="checkbox"/>	Pending	1	1	Select
<input type="checkbox"/>	Approved	1	2	Select

4. Click the **Add New Status** button.

The **New Status** page appears as shown in the following figure:

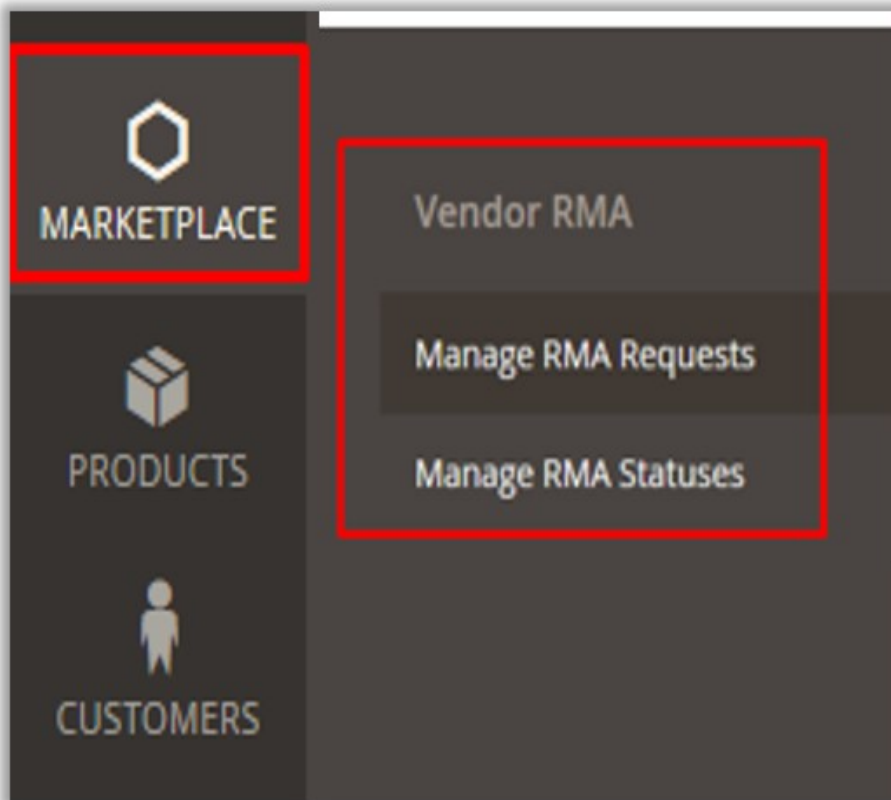
5. Under the **General Information** section, do the following steps:
 - a. In the **Status Label** box, enter the label name of the new Status.
 - b. In the **Status Sort Order** box, enter the number to define the sort order of the status.
 - c. In the **Enable** list, select **Enabled** to enable the new status.
 - d. In the **Notify Customer by Email** list, select **Yes** to activate the notification email for the Customers.
 - e. In the **Visible on Storefront** list, select **Yes** to make the status visible on the front-end.
 - f. In the **Notification Message** box, enter the notification content.
6. Click the **Save Status** button.
The status is saved and a success message appears.

2.3.2. Edit the Existing Status

Admin can edit the existing status.

To edit the status

1. Go to the Admin panel.
2. On the left navigation panel, click the **MARKETPLACE** menu.
The menu appears as shown in the following figure:



3. Click **Manage RMA Statuses**.

The **Statuses** page appears as shown in the following figure:

Statuses Q 4 admin

[Add New Status](#)

Search by keyword Q

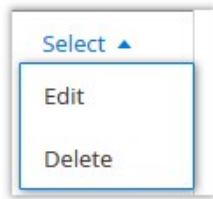
Actions ▼ 4 records found

Filters ▼ Default View ▼ Columns ▼

20 ▼ per page < 1 of 1 >

<input type="checkbox"/>	Status Label	Enable Status	Status Order	Action
<input type="checkbox"/>	Pending	1	1	Select ▼
<input type="checkbox"/>	Approved	1	2	Select ▼

4. Scroll down to the required Status.
5. In the **Action** column, click the **Arrow** button next to the **Select** link.
A menu appears as shown in the following figure:



6. Click **Edit**.

The page appears as shown in the following figure:

7. Make the changes as per the requirement.

8. Click the **Save Status** button.

The changes are saved and a success message appears.

2.3.3. Delete the Status

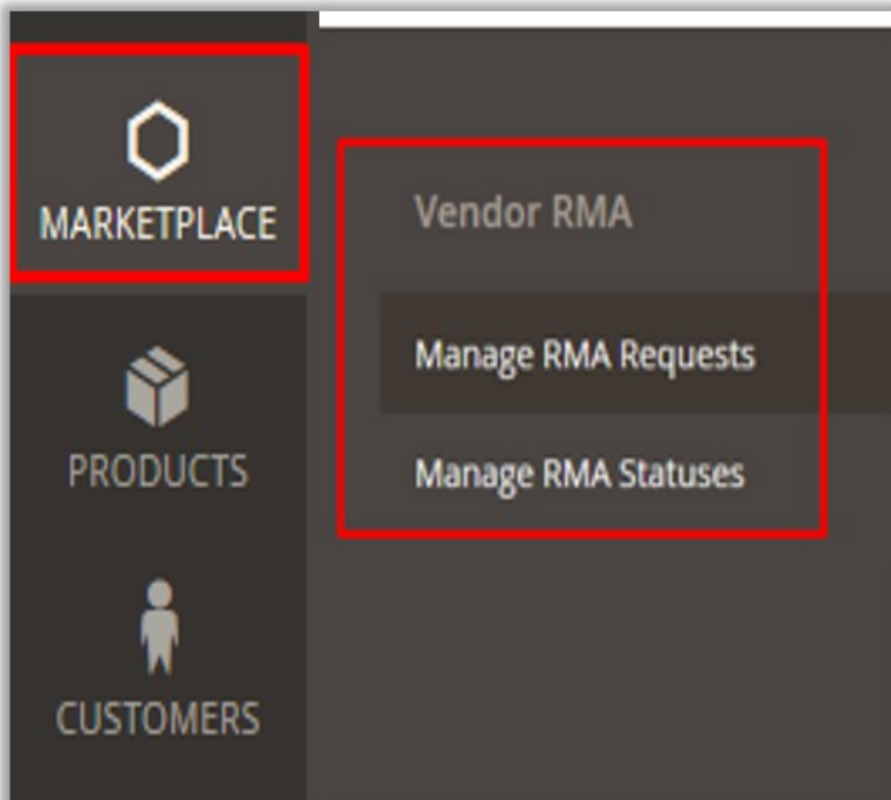
Admin can delete the existing status that is no more required.

To delete the status

1. Go to the Admin panel.

2. On the left navigation panel, click the **MARKETPLACE** menu.

The menu appears as shown in the following figure:



3. Click **Manage RMA Statuses**.

The **Statuses** page appears as shown in the following figure:

Statuses Q 4 admin

[Add New Status](#)

Search by keyword Q

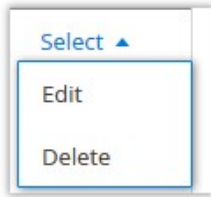
Actions ▼ 4 records found

Filters ▼ Default View ▼ Columns ▼

20 ▼ per page < 1 of 1 >

<input type="checkbox"/>	Status Label	Enable Status	Status Order	Action
<input type="checkbox"/>	Pending	1	1	Select ▼
<input type="checkbox"/>	Approved	1	2	Select ▼

4. Scroll down to the required Status.
5. In the **Action** column, click the **Arrow** button next to the **Select** link.
A menu appears as shown in the following figure:



6. Click **Delete**.
A confirmation dialog box appears.
7. Click the **OK** button.

3. Vendor Panel

Features Available to the Vendors:

Vendor can avail the following features of the add-on based on the configuration settings applied by the admin:

- Vendors can view any RMA request generated for their orders.
- Vendors can update the status, if administrator has transferred RMA to the vendor. Vendor can also view the Chats related to the RMA and reply to those.

Vendors can perform the following task:

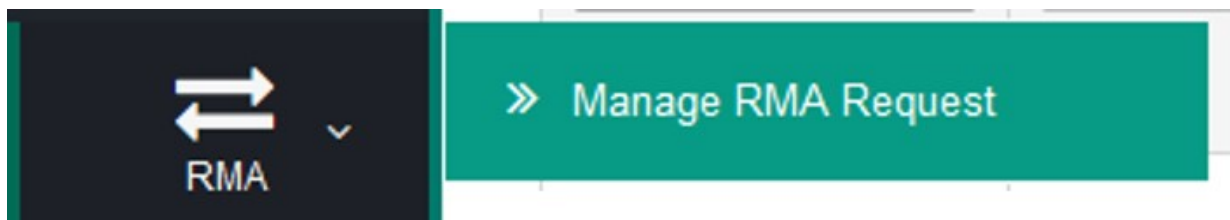
- Manage RMA Request(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=manage-rma-request>)

3.1. Manage RMA Request

Vendor can change the status of the RMA based on the requirements. Also, can have a discussion with the user over the chat window.

To manage RMA request

1. Go to the vendor panel.
2. On the left navigation panel, click the **RMA** menu.
The menu appears as shown in the following figure:



3. Click **Manage RMA Request**.
The **Manage Return Request** page appears as shown in the following figure:

Manage Return Request

Search

[Reset Filter](#)
18 records found

20

per page

<

1

of 1

>

Purchased Point	Order Id#	RMA Id	Customer Name	Customer Email	Status	Resolution Requested	Updated At
<div> <div></div> <div></div> </div>							<div>From</div> <div>To</div>
Main Website Main Website Store Default Store View	000000019	1VC0010581119	Veronica Costello	roni_cost@example.com	Pending	Refund	Oct 10, 2017, 7:29:41 AM
Main Website Main Website Store Default Store View	000000059	1VC0054299159	Veronica Costello	roni_cost@example.com	Pending	Refund	Oct 9, 2017, 10:19:48 AM

4. Scroll down to the required RMA.
5. Click the row of the required RMA to view the details and set the status of the RMA accordingly.
The page appears where the RMA details appear as shown in the following figure:

#1VC0010581119

EDIT RETURN REQUEST

SAVE

CANCEL

BACK

ORDER INFORMATION

Order Id:

000000019

Purchase From:

Main Website
Main Website Store
Default Store View

Status:

Pending

Reason

Defective piece

Package Condition

Damaged

Resolution Requested

Refund

CUSTOMER INFORMATION

Customer Name:

Veronica Costello

Customer Email:

roni_cost@example.com

Customer Group:

General

Customer Address:

Veronica Costello
hjgg
sdada
new york, New York, 10001
United States
T: 23

ITEM INFORMATION

Product	Item SKU	Price	Qty for RMA
config	config-Blue	100	2

CHAT INFORMATION

Message

Attach Your File

Browse... No file selected.

SEND MESSAGE

CHAT HISTORY INFORMATION

Chat History

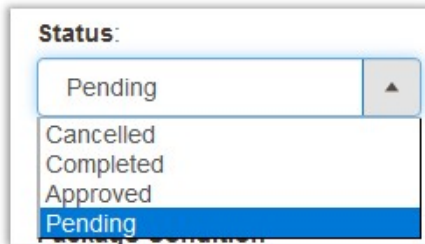
- Oct 10, 2017 8:19:06 AM |
Sample Message 1507623546.jpg

ACTIVITY INFORMATION

Activity Notification

- Oct 10, 2017 7:29:41 AM |
Pending

6. Under the **Order Information** section, in the **Status** list, select the required status.

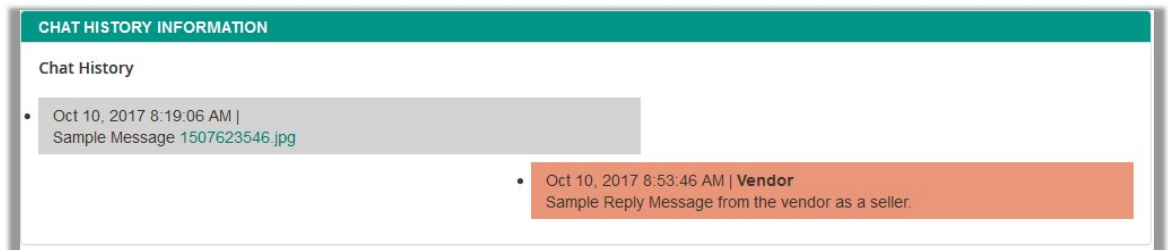


7. Scroll down to the **Chat Information** section.

8. Under **Chat Information**, do the following steps:

- In the **Message** box, enter the message text.
- Click the **Browse** button and select the required document to send it to the user if required.
- Click the **Send Message** button.

The message is sent to the user and appears under the **Chat History** section as shown in the following figure:



4. Front-end User Panel

There are following two types of front-end users in the Magento 2 store:

- **Registered Users:** These users can view the details of all of their RMA requested. Also they can create a new RMA request from their user account. They cannot edit or update any of the information provided while creating the RMA. They can initiate the chat regarding the RMA generated to resolve the problems related to the concerned product.
- **Guest Users:** These users can request a new RMA by using the footer link available on the Magento 2 site. The guest users can view their RMA details by using the link provided in the mail.

Facilities Provided to the Front-end Users:

- Users can send the RMA request, in the following conditions:
 - When the users have placed the order but not have yet paid for the product, they can send RMA for order cancellation.
 - When the order is placed and also paid for the product, the user can send RMA for refund.
 - When the order is under shipment, the user can send RMA for refund.
- Registered users can view the RMA details from their account, and the guest users can view the RMA details from the link provided in mails. Users can use a chat box available in the Magento 2 store to

enhance the customer-seller relationship.

- Guest Users can generate RMA by mentioning their Order Increment Id, and respective email address given during placing the order.
- Guest Users can request an RMA for selected products and selected quantity for an order.
- Notifications are saved for each update either in the admin panel or in the vendor panel and are listed date-wise in the user login. Also the notification emails are sent to the users, if the admin enable the settings for the notification.
- The chat group contains vendor, admin, and the front-end users of the requested RMA. Hence a chat section is provided separately for each RMA. Users can view the vendor and admin as the separate repliers.

The users can perform the following tasks:

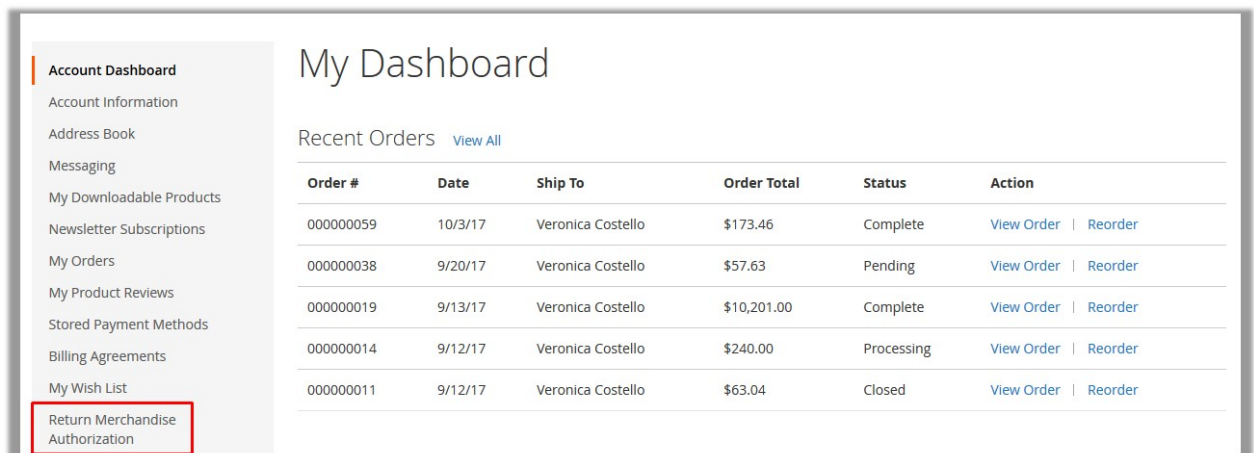
- Request a New RMA(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=request-a-new-rma>)
- View the RMA Details and Chat with the Seller(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=view-the-rma-details-and-chat-with-the-seller>)
- Cancel the RMA(<https://docs.cedcommerce.com/magento-2/magento-2-vendor-rma-addon-user-guide?section=cancel-rma>)

4.1. Request a New RMA

To request a new RMA

1. Go to the front-end user panel.

The page appears as shown in the following figure:



2. In the left navigation panel, click the **Return Merchandise Authorization** menu.
The **Return Merchandise List** page appears as shown in the following figure:

Account Dashboard
Account Information
Address Book
Messaging
My Downloadable Products
Newsletter Subscriptions
My Orders
My Product Reviews
Stored Payment Methods
Billing Agreements
My Wish List
Return Merchandise Authorization

Return Merchandise List

Request New RMA

Rma Id #	Vendor	Order #	Date	Bill To	Status	
1VC0054299159	Seller	000000059	10/9/17	Veronica Costello	Pending	View Request Cancel
1VC0013450011	admin	000000011	9/12/17	Veronica Costello	Approved	View Request
1VC000352407	admin	000000007	9/5/17	Veronica Costello	Approved	View Request
1VC000210916	Seller	000000006	9/5/17	Veronica Costello	Approved	View Request
1VC000909215	Seller	000000005	9/5/17	Veronica Costello	Cancelled	View Request
1VC000276615	Seller	000000005	9/5/17	Veronica Costello	Approved	View Request
1VC000638904	admin	000000004	9/5/17	Veronica Costello	Approved	View Request

3. Click the **Request New RMA** button.

The **Request New RMA** page appears as shown in the following figure:

Request New RMA

Order Information

Order # *

Please select ORDER #

Item Ordered

SKU	Name	PRICE	ROW TOTAL	QTY ORDERED	RMA QTY

Address Information

Shipping Address *

Billing Address *

General Information

Reason Requested *

Please select a reason for RMA request.

Package Condition *

Please select package condition for RMA request.

Resolution Requested *

Please select a resolutuon for which want to request RMA

Rma Policy Information *

Having clicked "Yes", you won't be able to make any changes.
Please ensure that:
1. You have included the RMA Label inside the package

☐ I accept Policy

Submit RMA Request

4. Under **Order Information**, do the following steps:
 - a. In the **Order #** list, select the required order number to submit the RMA request form.
The section appears as shown in the following figure:

Order Information

Order # *

#000000019

Item Ordered

SKU	Name	PRICE	ROW TOTAL	QTY ORDERED	RMA QTY
config-Blue	config	100	200	2	2

- b. In the **RMA QTY** box, enter the required quantity.
After selecting the **Order #**, the relevant **Shipping Address** and **Billing Address** appear as shown in the following figure:

Address Information

Shipping Address *
Veronica Costello
hjgg
sdada
new york, New York, 10001
United States
T: 23

Billing Address *
Veronica Costello
hjgg
sdada
new york, New York, 10001
United States
T: 23

5. Scroll down to the **General Information** section and do the following steps:

Note: In the following fields the values available in the respective list are provided by the admin.

- In the **Reason Requested** list, select the required reason for RMA request.
 - In the **Package Condition** list, select the required package condition for RMA request.
 - In the **Resolution Requested** list, select the required resolution requested for RMA.
 - Read the RMA Policy displayed in the Rma **Policy Information** area, and then select the checkbox associated with the **I accept Policy** text.
6. Click the **Submit RMA Request** button.
The RMA is submitted and listed on the **Return Merchandise List** page as shown in the following figure:

Return Merchandise List

Request New RMA

Rma Id #	Vendor	Order #	Date	Bill To	Status	
1VC0010581119	Seller	000000019	10/10/17	Veronica Costello	Pending	View Request Cancel
1VC0054299159	Seller	000000059	10/9/17	Veronica Costello	Pending	View Request Cancel
1VC0013450011	admin	000000011	9/12/17	Veronica Costello	Approved	View Request
1VC000352407	admin	000000007	9/5/17	Veronica Costello	Approved	View Request

The status appears as pending. The user can view the request or cancel the request.

4.2. View the RMA Details and Chat with the Seller

Once the user has created an RMA, they cannot edit any of the information related to the RMA. They can have a discussion with the seller over the chat window.

To view the RMA details and chat with the seller

1. Go to the front-end user panel.
The page appears as shown in the following figure:

My Dashboard

Recent Orders [View All](#)

Order #	Date	Ship To	Order Total	Status	Action
000000059	10/3/17	Veronica Costello	\$173.46	Complete	View Order Reorder
000000038	9/20/17	Veronica Costello	\$57.63	Pending	View Order Reorder
000000019	9/13/17	Veronica Costello	\$10,201.00	Complete	View Order Reorder
000000014	9/12/17	Veronica Costello	\$240.00	Processing	View Order Reorder
000000011	9/12/17	Veronica Costello	\$63.04	Closed	View Order Reorder

2. In the left navigation panel, click the **Return Merchandise Authorization** menu.
The **Return Merchandise List** page appears as shown in the following figure:

Return Merchandise List

[Request New RMA](#)

Rma Id #	Vendor	Order #	Date	Bill To	Status	
1VC0010581119	Seller	000000019	10/10/17	Veronica Costello	Pending	View Request Cancel
1VC0054299159	Seller	000000059	10/9/17	Veronica Costello	Pending	View Request Cancel
1VC0013450011	admin	000000011	9/12/17	Veronica Costello	Approved	View Request
1VC000352407	admin	000000007	9/5/17	Veronica Costello	Approved	View Request

3. Click the **View Request** link.
The relevant RMA details page appears as shown in the following figure:

RMA ID # 1VC0010581119

Order Information

Order Id

#000000019

PENDING

Reason

Defective piece

Package Condition

Damaged

Resolution Requested

Refund

Items Information

Product	Price	RMA Qty
config config-Blue	100	2

Customer Information

Customer Name

Veronica Costello

Customer Email

roni_cost@example.com

Customer Group

General

Customer Group

Veronica Costello

hjgg

sdada

new york, New York, 10001

United States

T: 23

New Chat

Message

Attach Your File

Browse...

No file selected.

Send Message

Activity Notification

Oct 10, 2017 7:29:41 AM

Pending

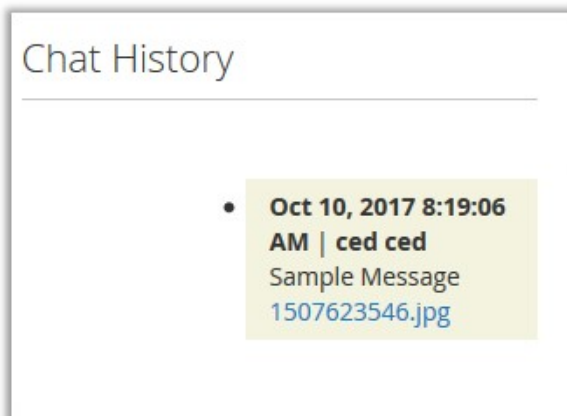
Chat History

No chat history.

The user can only chat with the seller get the RMA related queries resolved. Also, the user can provide the extra information through providing an attachment with the chat.

- In the **Message** box, enter the message text.
- Click the **Browse** button and select the required document to send it to the seller if required.
- Click the **Send Message** button.

The message is sent to the seller and appears under the **Chat History** section as shown in the following figure:



4.3. Cancel RMA

Until the Status of the RMA is Pending, the user can cancel the RMA.

To cancel RMA

- Go to the front-end user panel.
The page appears as shown in the following figure:

Account Dashboard

- Account Information
- Address Book
- Messaging
- My Downloadable Products
- Newsletter Subscriptions
- My Orders
- My Product Reviews
- Stored Payment Methods
- Billing Agreements
- My Wish List
- Return Merchandise Authorization**

My Dashboard

Recent Orders [View All](#)

Order #	Date	Ship To	Order Total	Status	Action
000000059	10/3/17	Veronica Costello	\$173.46	Complete	View Order Reorder
000000038	9/20/17	Veronica Costello	\$57.63	Pending	View Order Reorder
000000019	9/13/17	Veronica Costello	\$10,201.00	Complete	View Order Reorder
000000014	9/12/17	Veronica Costello	\$240.00	Processing	View Order Reorder
000000011	9/12/17	Veronica Costello	\$63.04	Closed	View Order Reorder

- In the left navigation panel, click the **Return Merchandise Authorization** menu.
The **Return Merchandise List** page appears as shown in the following figure:

Return Merchandise List

[Request New RMA](#)

Rma Id #	Vendor	Order #	Date	Bill To	Status	
1VC0010581119	Seller	000000019	10/10/17	Veronica Costello	Pending	View Request Cancel
1VC0054299159	Seller	000000059	10/9/17	Veronica Costello	Pending	View Request Cancel
1VC0013450011	admin	000000011	9/12/17	Veronica Costello	Approved	View Request
1VC000352407	admin	000000007	9/5/17	Veronica Costello	Approved	View Request

- Click the **Cancel** link.
A confirmation dialog box appears.
- Click the **OK** button.
The RMA is canceled.