

Magento 2 RMA System Extension

Created: 11/04/2017

Latest update: 23/08/2019

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Installation

Never do anything directly on a live store. First setup and test on a development domain (i.e. "dev.url.com").

Make sure that you [set](#) your Magento application to the developer [mode](#).

Temporarily disable Magento cache

To avoid any possible issues with the installation we recommend disabling Magento cache before proceeding with the installation and re-enabling it once the install is complete.

1. Log in to your Magento admin
2. Go to System > Cache Management
3. Select "Select All" in the "Mass Actions" drop down
4. Select "Disable" in the "Actions" drop down and Click Submit
5. Once the page reloads **log out of the admin**

Upload Acx RMA Extension

Using your favorite [FTP client](#), upload all files and folders to the **root folder** of your Magento installation.

Install Extension

1. Enable Acx_Backend module
2. Enable Acx_Rmasystem module.

For how to enable magento 2 module follow this [link](#).

RMA Configuration

1. Go to Stores -> Settings -> Configurations -> AGILE CODEX -> RMA System
2. Parameters

The screenshot displays the 'Configuration' page for 'RMA System' under the 'AGILE CODEX' category. The interface includes a sidebar with navigation options and a main content area with the following parameters:

- Return Policy** [store view]: A text input field.
- Admin Name** [store view]: A text input field.
- Admin Email** [store view]: A text input field.
- Enter Days** [store view]: A text input field.
- Select Allowed Order Status** [store view]: A dropdown menu with the option 'Select Status Type'.

Admin can easily set up terms and conditions for RMA requests and show them to customers/guest. Customers/guest will not be able to create a request without accepting the RMA policy.

Admin Name & Email Id: Admin can send or receive the notification message using the provided Email Id and name.

Enter Days: Admin can select or enter number of days up to which customer can request for RMA after placing the order. If number of days will exceed from order date to RMA requesting date then customer cannot request RMA of that order.

Select Allowed Order Status: Customer can file RMA only for those statuses of the order which is selected by Admin. If admin will select "Complete" in "Select Allowed Order Status" then the customer can select only that item for RMA which is shipped from that order. If admin will select "All status" then the customer will be able to register RMA with all status. Like processing, pending, complete.

Admin Panel - RMA System

Manage All RMA:

All RMA will placed at admin side. Admin Can view edit Cancel it from **Admin > AgileCodex > Rma System > Manage All RMA**

The screenshot shows the AgileCodex Admin Panel. The sidebar on the left contains various menu items, with 'Manage All Rma' highlighted in red and a red arrow pointing to it. The main content area displays a table of RMA entries. The table has columns for Order ID, Customer Name, Created At, RMA Status, and Action. The first entry has Order ID 000000011, Customer Name Sharful Islam, Created At 2019-08-23 05:31:40, and RMA Status Pending. The 'View' button in the Action column is highlighted with a red box and a red arrow.

| Order ID | Customer Name | Created At | RMA Status | Action |
|-----------|---------------|---------------------|------------|----------------------|
| 000000011 | Sharful Islam | 2019-08-23 05:31:40 | Pending | View |

By clicking view you can view the details and send their message and can approve, decline or solved.

The screenshot shows the AgileCodex Admin Panel 'RMA Details' page. The page displays RMA information, including Order Id, Package Condition, Created On, Customer Consignment Number, and Item(s) Requested for RMA. The 'Update' button is highlighted with a red arrow.

RMA Details

Order Id: #000000011 | Status: Processing

Package Condition: Open | Resolution Type: Refund

Created On: 2019-08-23 5:31:40 am | Additional Information: asdf

Customer Consignment Number: [Empty]

Additional Image(s): [Empty]

Item(s) Requested for RMA

| PRODUCT NAME | SKU | RETURN QTY | REASON | PRODUCT PRICE |
|------------------|---------|------------|--------|---------------|
| Overnight Duffle | 24-WB07 | 0 | | 45.0000 |

Message Conversation

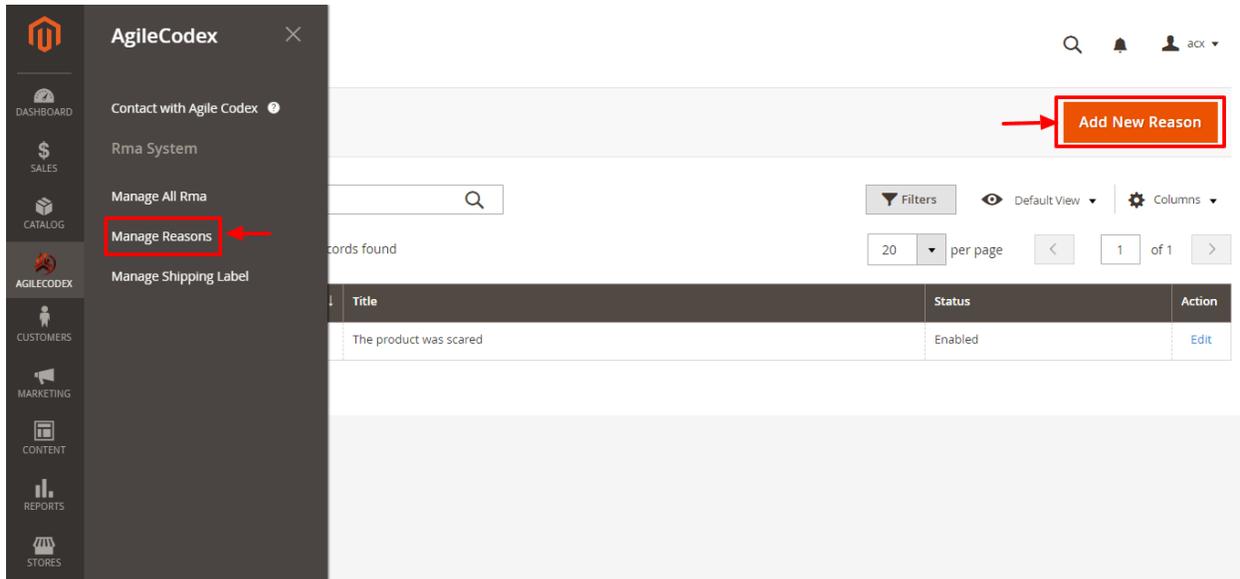
Enter Message * [Text Area]

Select Status: Approve [Dropdown]

| MESSAGE | SENDER | DATE |
|-------------------------|--------|-----------------------|
| Test message from admin | Admin | 2019-08-23 5:35:46 am |

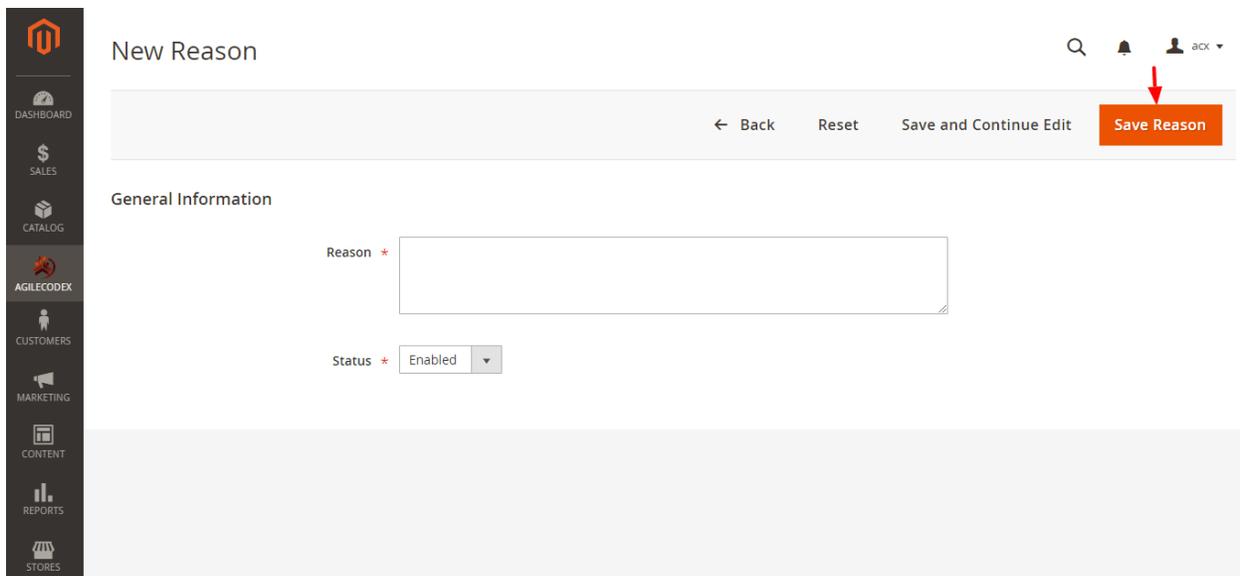
Manage Reasons:

Admin can manage RMA reason from **AgileCodex > RMA System > Manage Reason**. Admin can set the RMA and also delete or change the status. These RMA reason will be shown on front end.



The screenshot displays the AgileCodex interface for managing RMA reasons. The left sidebar contains a menu with 'Manage Reasons' highlighted. The main content area shows a table with one row: 'The product was scared' with status 'Enabled' and an 'Edit' action. A red box highlights the 'Add New Reason' button in the top right corner, with an arrow pointing to it.

>> Now clicking on **“Add New Reason”** You can create new reason.



The screenshot displays the AgileCodex interface for creating a new RMA reason. The form has a 'Reason' text field and a 'Status' dropdown menu set to 'Enabled'. A red box highlights the 'Save Reason' button in the top right corner, with an arrow pointing to it.

Manage Shipping Labels:

Admin can easily create shipping labels for new and existing orders under **AgileCodex > RMA System > Manage Shipping Label**. Admin will set the Title, label image, price and status. Using this shipping label, there is no need to give extra shipping charges for product refund or exchange.

The screenshot shows the AgileCodex dashboard with the 'Manage Shipping Label' option selected in the sidebar. The main area displays a table with the following columns: Shipping Label, Title, Price, Status, and Action. A red box highlights the 'Add New' button in the top right corner. The table is currently empty, displaying 'We couldn't find any records.'

>> By clicking “Add New” you can create new label.

The screenshot shows the 'New Shipping Label' form. The form includes the following fields:

- Label Title *
- Label Image * (Choose File) No file chosen
- Label Price *
- Status * (Enabled)

A red box highlights the 'Save Label' button in the top right corner.

Frontend - RMA

A registered customer can see RMA from the frontend My Account. Customer can generate New RMA using Request New RMA. After the selection of required order and products, customer can upload the images, specify the package condition, resolution type, delivery status, enter the consignment number and agree with RMA policy.

Welcome, Md Abdullah | Md Abdullah Al Mamun

LUMA

Search entire store here...

What's New Women Men Gear Training Sale Agile Codex Blog

Account Dashboard
Account Information
Address Book
RMA
My Downloadable Products
My Orders
Stored Payment Methods
Newsletter Subscriptions
Billing Agreements
My Product Reviews
My Wish List
My Reward (0 point/Reward Points)

RMA History

Request New RMA Apply Filters

| ID | ORDER ID | RMA STATUS | DATE | ACTION |
|----|----------|------------|------------------------|---------------|
| 1 | 00000003 | Processing | 2017-07-12 10:42:49 am | View Cancel |

1 item

Agile Codex

>>By requesting new RMA. They will see this form.

Account Dashboard
Account Information
Address Book
RMA
My Downloadable Products
My Orders
Stored Payment Methods
Newsletter Subscriptions
Billing Agreements
My Product Reviews
My Wish List
My Reward (0 point/Reward Points)

NEW RMA

Select Order Apply Filters

| ORDER ID | PRICE (\$) | DATE FROM | |
|-----------------------|------------|------------------------|-----------------------|
| ORD-17-07-14-00000017 | \$54.00 | 2017-07-14 6:24:17 am | <input type="radio"/> |
| ORD-17-07-13-00000016 | \$27.00 | 2017-07-13 10:58:27 am | <input type="radio"/> |
| 000000005 | \$90.00 | 2017-07-13 10:55:35 am | <input type="radio"/> |
| 000000004 | \$37.00 | 2017-07-12 10:52:40 am | <input type="radio"/> |
| 000000003 | \$90.00 | 2017-07-12 10:36:42 am | <input type="radio"/> |

5 Item(s)

Items Ordered: +

| NAME | SKU | QTY ORDERED | QTY RETURNED | QTY RETURNING | REASON | PRICE |
|-------------------|-----|-------------|--------------|---------------|--------|-------|
| No order selected | | | | | | |

Related Images:
Browse... No file selected.

Package Condition: +
Select Package Condition

Resolution Type: +
Select Resolution Type

Additional Information: +

Compare Products
You have no items to compare.

Recently Ordered
 Hero Hoodie
Add to Cart View All

My Wish List
You have no items in your wish list.

Resolution Type:

Refund: If buyer is not satisfied with a product, a refund will be made here.

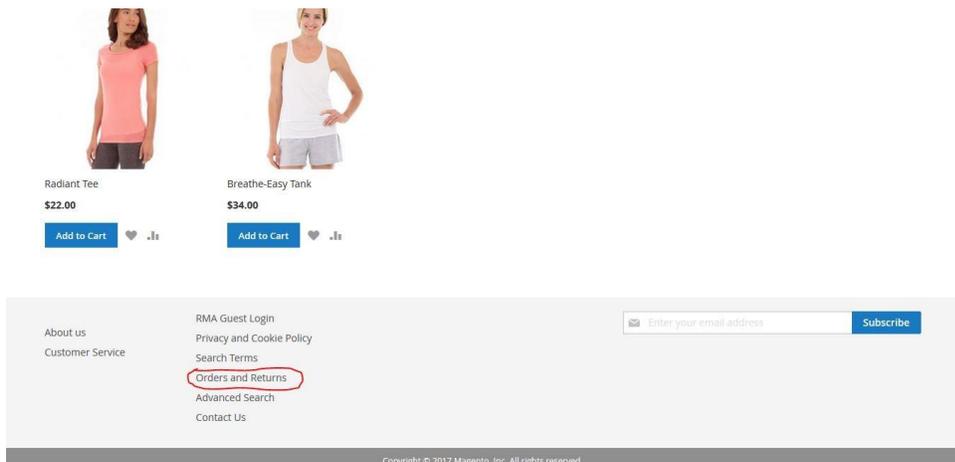
Exchange: If you need to purchase your item for a different size, color etc, you can exchange quantity item through this option.

Customer will enter the Delivery status and consignment number(if product status is delivered) for RMA generation.

After creating RMA the customer can find RMA history of all order. There are filter and sorting option by which customer can find particular RMA.

RMA FOR Guest User:

Magento RMA module provides RMA for guest user also. You just need to click the Order Returns link at the bottom of the home page.



After click on this link you just need to enter their correct Order Id and Email.

Home > Order Information

Orders and Returns

Order Information

Order ID *

Billing Last Name *

Find Order By *

Email ▼

Email *

[Continue](#)

After the generation of New RMA Customer/Guest will receive an Email.