



# Returns (RMA) Manager

Returns Manager offers a centralized place to manage and track RMA status for customers.

Including:

- Issue RMA number to customers for approved returns
- Follow RMA's through the return process
- Record of reasons for returns
- Track prepaid return labels



# Order Manager: Create RMA

Additional Information

Shipping Method: USPSFirstClass

Inhouse Shipping Weight: 1.0

Total Shipping Weight: 1.0

Tracking Details:

USPS

Update All Like Items (All Inhouse or All Non-Inhouse)

Sort By: Order Date

# results shown: 2

Order Status	Order ID	Order Date	Ship Date	Account Name	Eba...	Ref. Number	Item SKU	Item Name	Custo...	Email	Name	Country	Address	City	State	Zipcode	Retail \$	S/H Paid	Wholes...	S/H Cost	Weight	Packed We...	Location	Inventory	Backordered
Complete	178965	2013-10-10	2013-10-11		US	230	vcg003_10	Organic Green		roby...	Rob...	United S...	126 ...	spokane ...	WA	99216-2969	7.02	0.0	0.31	1.69	0.5	0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>
			2013-10-11				vcg003_10	Organic Green											0.31		0.5	0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>

1. In Order Manager, select the items in an order which are being returned. If the all of the items in a multiple item order are being returned, select the full order.
2. Click “Create RMA”
3. Search for your order in RMA Manager



# Returns (RMA) Manager

Search RMAs

Filter by Status

- New RMA
- Return Label Issued
- Pending Response
- Return Processed
- Exchanging
- Reshipped
- Returning
- Refunded

Filter by Reason

- Defective
- Wrong Item
- Changed Mind
- Wrong Size

Date Range

From:

To:

RMA Status	RMA Reason	RMA Date	RMA Number	Order Ship Date	Customer ID	Customer Email	Item SKU	Item Name
New RMA		2013-10-16	424	2013-10-11	54901860002	colbert1@gmail.com	vcg003_10	Desktop Screen Touchpad Mouse for HP Pavilion G6000 (Pavilion)

RMA Comments:

Return Tracking:

Replacement Tracking:

Clear All Delete Apply Changes

In the RMA Manager Tab, your newly added RMA will be under the “NEW RMA” status





# Returns (RMA) Manager

Returns information can be set to one of the following status:

- **New RMA:** newly created RMA's
- **Returning:** Customer paying to return item
- **Exchanging:** Customer requested to exchange the item
- **Return Label Issued:** Prepaid return label was issued to the customer
- **Reshipped:** Reshipped an exchange item
- **Pending Response:** Waiting a customer response to complete exchange or return
- **Return Processed:** received and accepted the return, no further action required
- **Refunded:** issued a refund to the customer

RMA Status	RMA Re
New RMA	
Refunded	
Reshipped	
Return Processed	
Return Label Issued	
New RMA	
Pending Response	
Returning	
Exchanging	



# Returns (RMA) Manager

Other RMA Manager functionality:

- Filter RMA's by Status, Reason for Return, and/or Date Range
- Add any special comments
- Track the RMA's which have a prepaid return label issued to confirm customer return

RMA Reason	RMA D
▼	2013-10
▼	
Changed Mind	
Wrong Size	
Wrong Item	
Defective	

Search RMAs

Search

**Filter by Status**

New RMA  Return Label Issued

Pending Response  Return Processed

Exchanging  Reshipped

Returning  Refunded

**Filter by Reason**

Defective

Wrong Item

Changed Mind

Wrong Size

**Date Range**

From:

To:

**RMA Comments:**

Wrong size sent. Sent  + return label.

**Return Tracking:**

9400109699939

**Replacement Tracking:**

9400109699938



# Further Tutorials

- **Please view our other tutorials for more information or feel free to contact us with any questions**
- Further Tutorials:
  - More Order Manager Tutorials:
    - Order Manager Overview
    - Importing eBay sales and tracking
    - Search and Filter Orders
    - Manually Create Orders
    - Exporting and Invoice Creation
  - Add-on Tutorials:
    - General Inventory Management
    - General Financial Overview