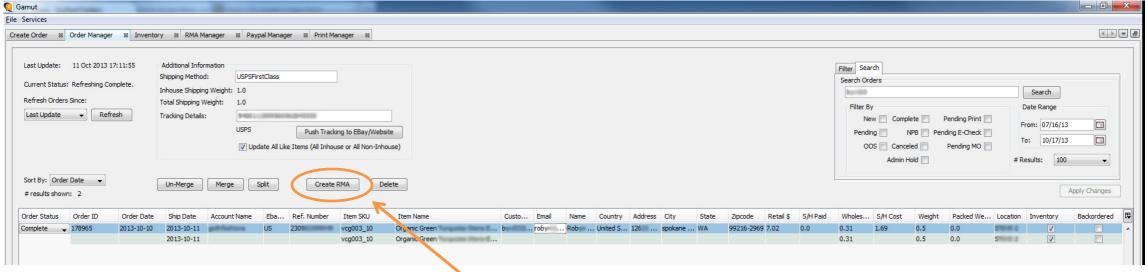# Returns (RMA) Manager

Returns Manager offers a centralized placed 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
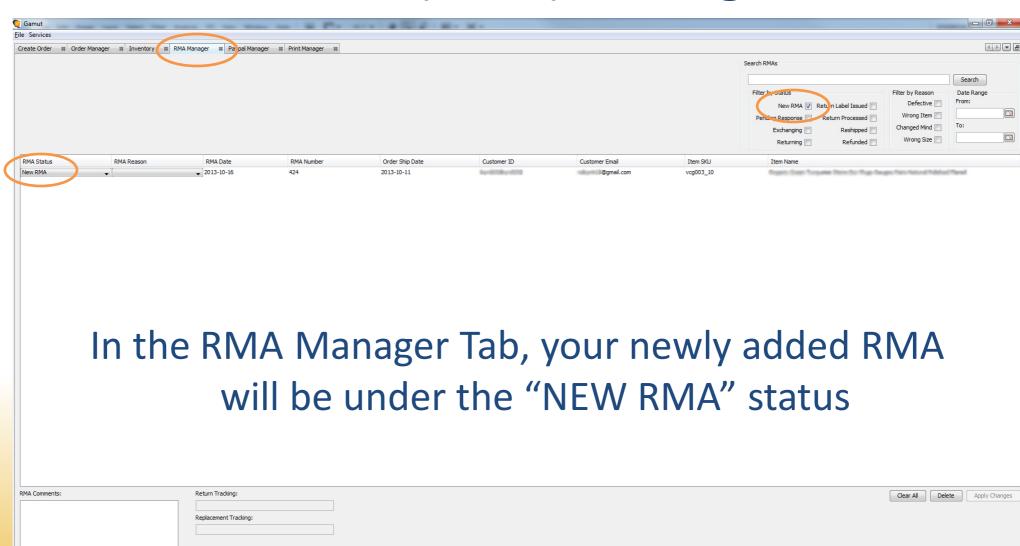- Track prepaid return labels

Hands-Up Solutions

Order Manager: Create RMA

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.

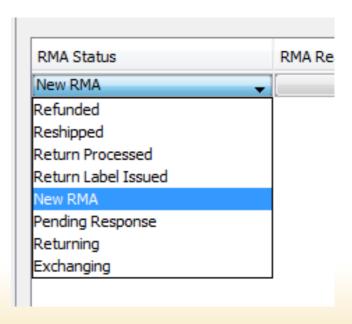2. Click "Create RMA"

3. Search for your order in RMA Manager

Returns (RMA) Manager

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
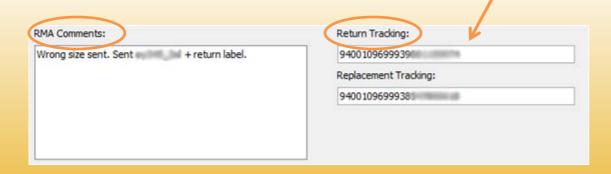- **Refunded**: issued a refund to the customer

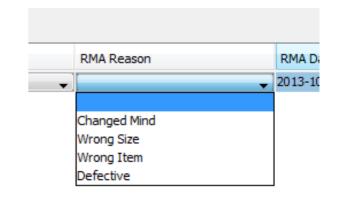| RMA Status	RMA Re
New RMA ▼	
Refunded	
Reshipped	
Return Processed	
Return Label Issued	
New RMA	
Pending Response	
Returning	
Exchanging	

Hands-Up
Solutions

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 Da**
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:
9400 1096999390▓▓▓▓▓

Replacement Tracking:
9400 1096999938▓▓▓▓

Hands-Up Solutions

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

Hands-Up Solutions