RMA Returns for Magento 2 User Guide

Introduction

RMA Returns for Magento 2 is an extension that installs an easy and convenient return system on your store. With our extension your clients can create a return request quick and easy right from their user accounts.

RMA Returns also makes it easier for the admin to track all the requests and deal with them swiftly. Wide variety of options makes it convenient for both clients and admins. Merchants can adjust email notifications, set various return options, etc. In their turn, clients also have various alternatives for a return. With this extension the whole process of refund is fast and easy.

Installation

1. Unpack the zip file provided into the root folder of your Magento 2 installation.
2. From a command line run:

```
bin/magento module:enable Neklo_Core
bin/magento module:enable Neklo_Rma
bin/magento setup:upgrade
bin/magento setup:static-content:deploy
```

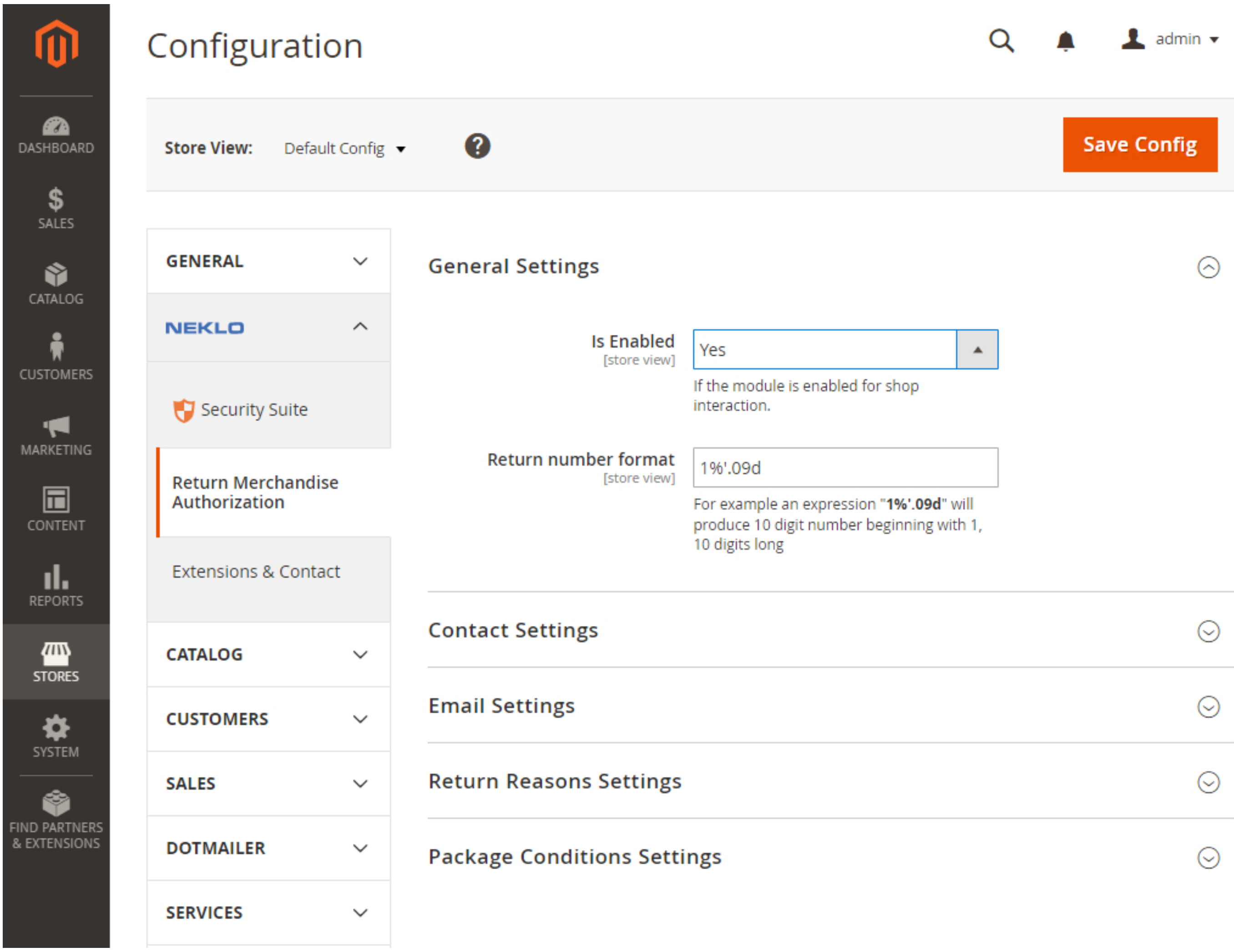
Magento compatibility

Community Edition 2.1.x, 2.2.x
Enterprise Edition 2.1.x, 2.2.x

Configuration

To enable this extension, go to **Stores** → **Settings** → **Configuration** → **Neklo** → **Return Merchandise Authorization**. There are also other features you can adjust:

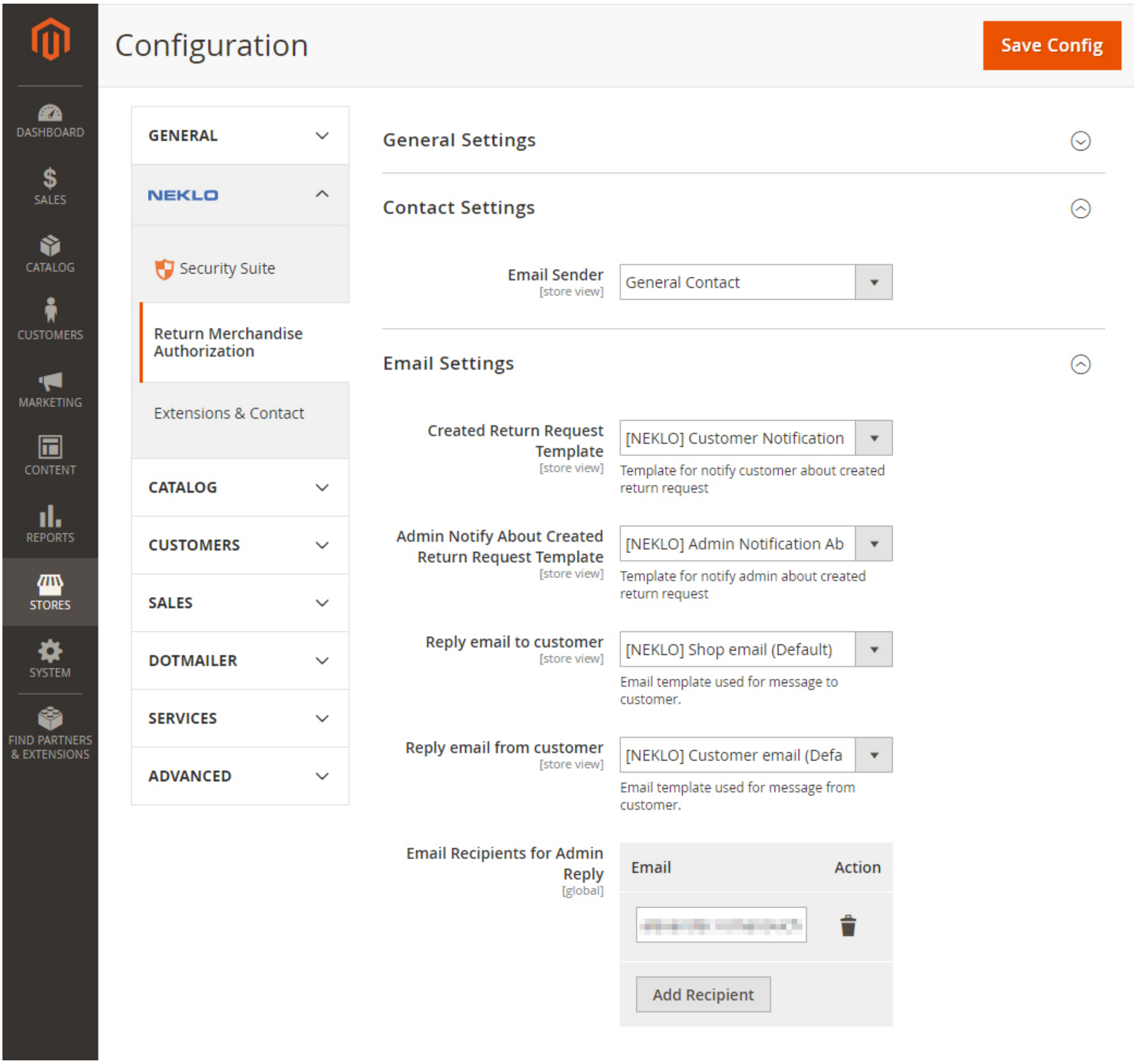
1. **Is Enabled** turns the extension on and off.
2. **Return Number format** means the appearance of a return number and how many digits are shown there.



Notification and Reply Emails Settings

Also here (**Stores** → **Settings** → **Configuration** → **Neklo** → **Return Merchandise Authorization**) you should manage the emailing process with the Contact Settings and Email Settings tabs:

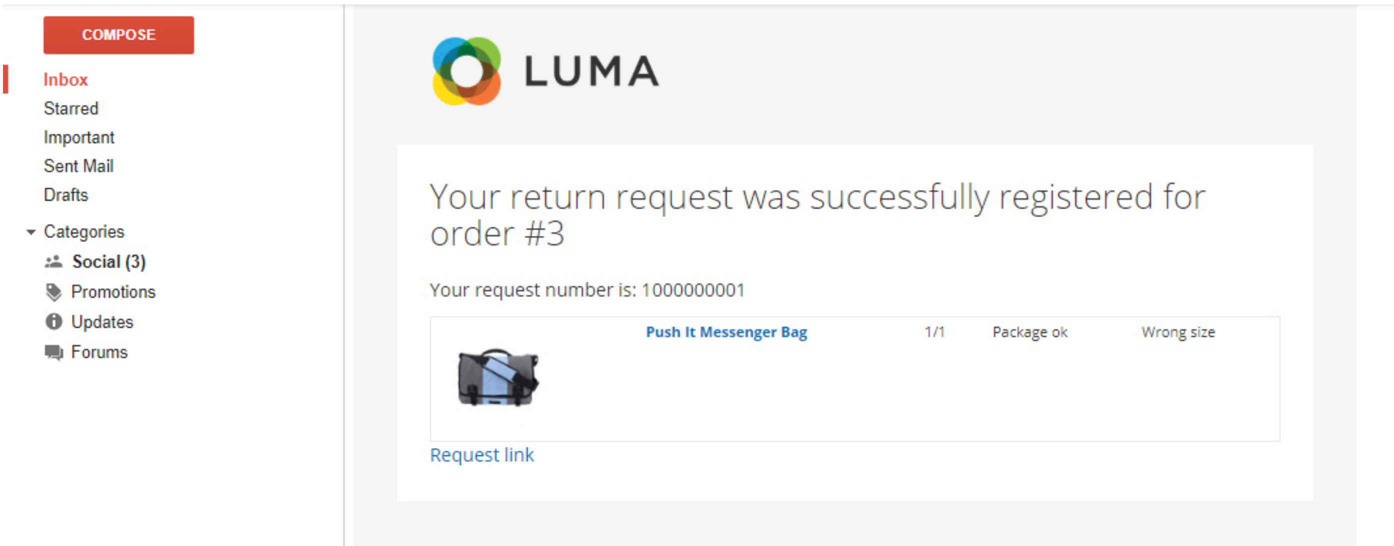
1. **Email Sender** defines who sends the emails
2. **Email Recipients** for Admin Reply - here you can set the recipients, who will get notifications about the new created requests.



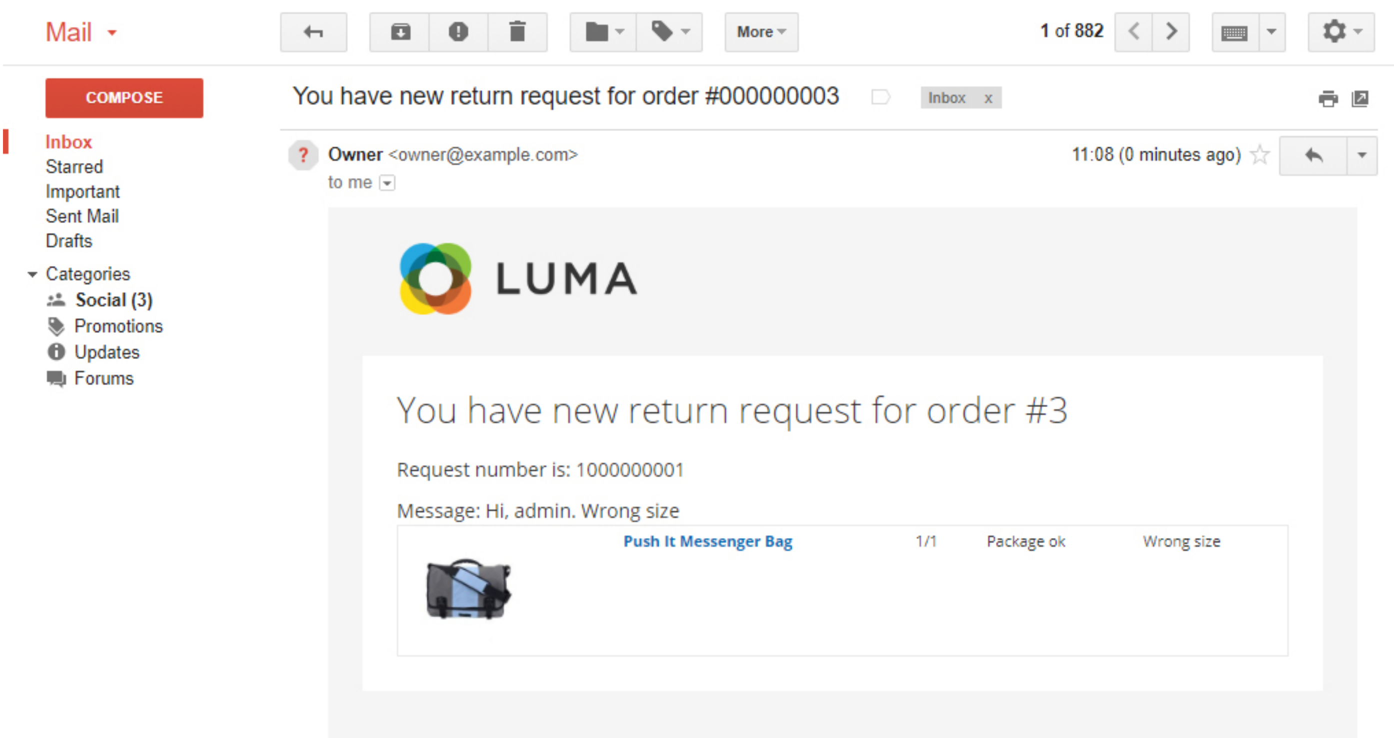
Set the Email Templates

Here are the email templates you can set:

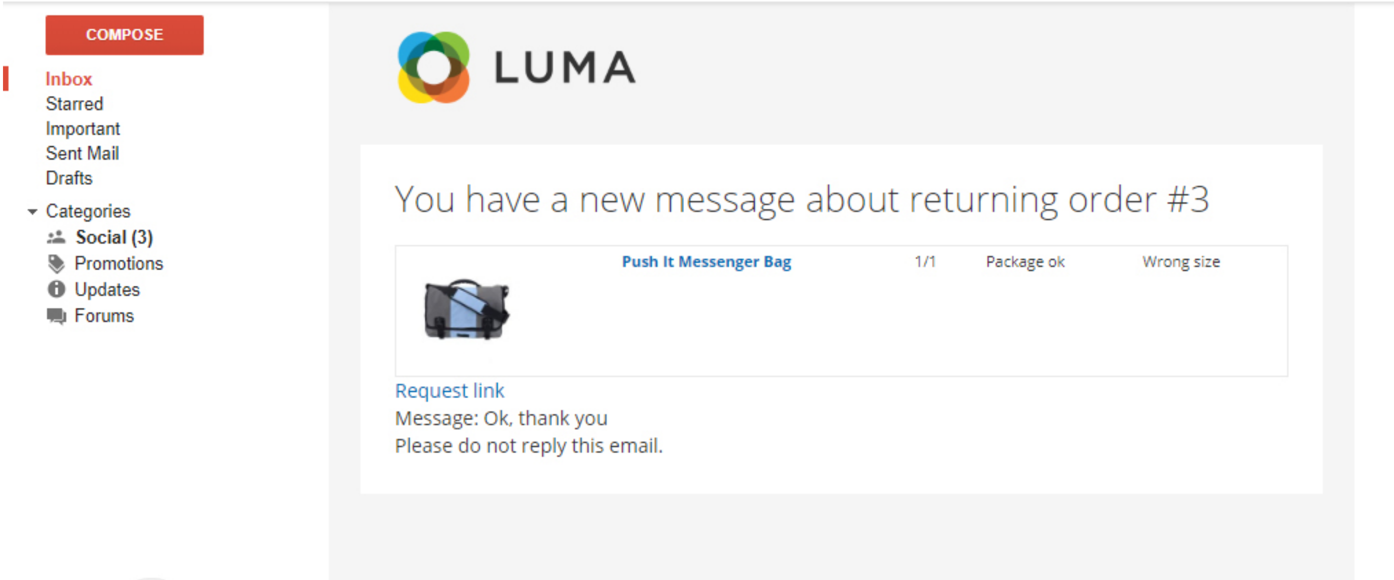
3. In **Created Return Request Template** drop-down list, you can select the email template that is sent to the customer after he created the return request.



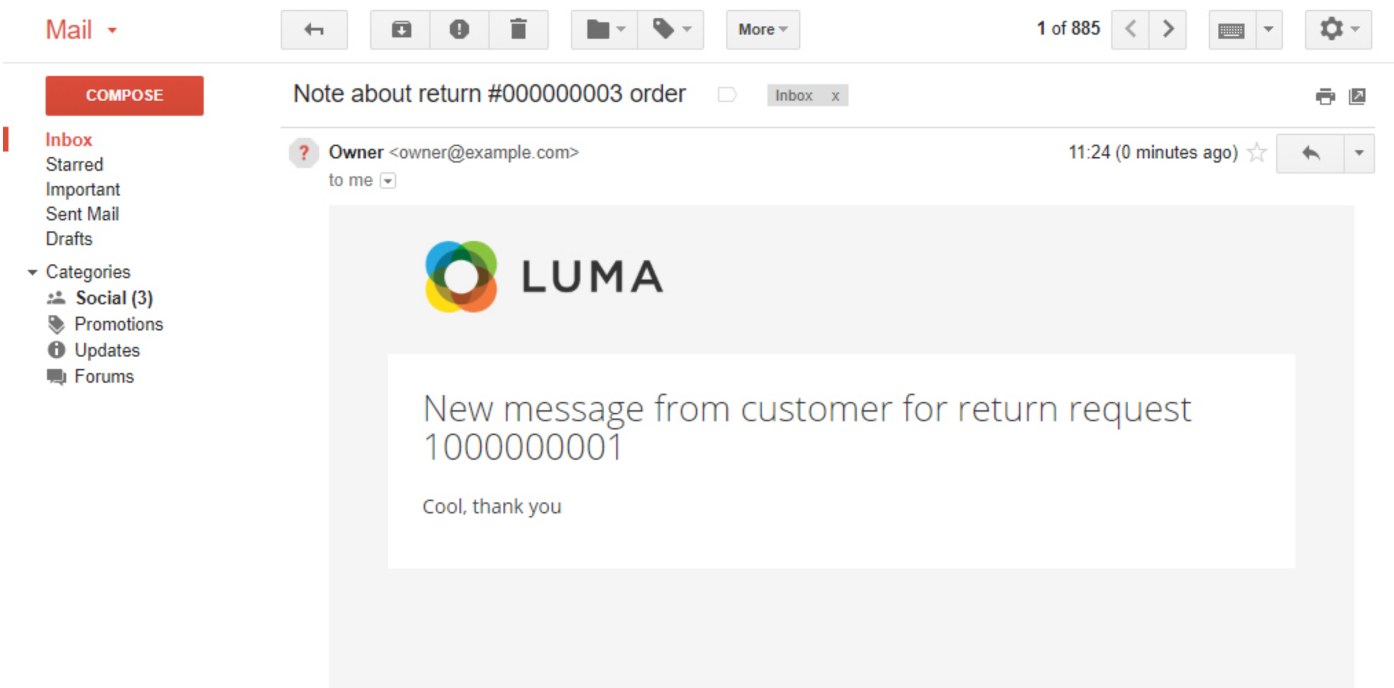
4. In **Admin Notify About Created Return Request Template** drop-down list, you can set the template for the email that about a created refund request and it is sent to the admins.



5. In **Reply email to customer** drop-down list, you can choose the email template used for replies to the customer upon the requests.



6. In **Reply email from customer** drop-down list, you can pick the template used for email replies from the customer to the admin upon the requests.

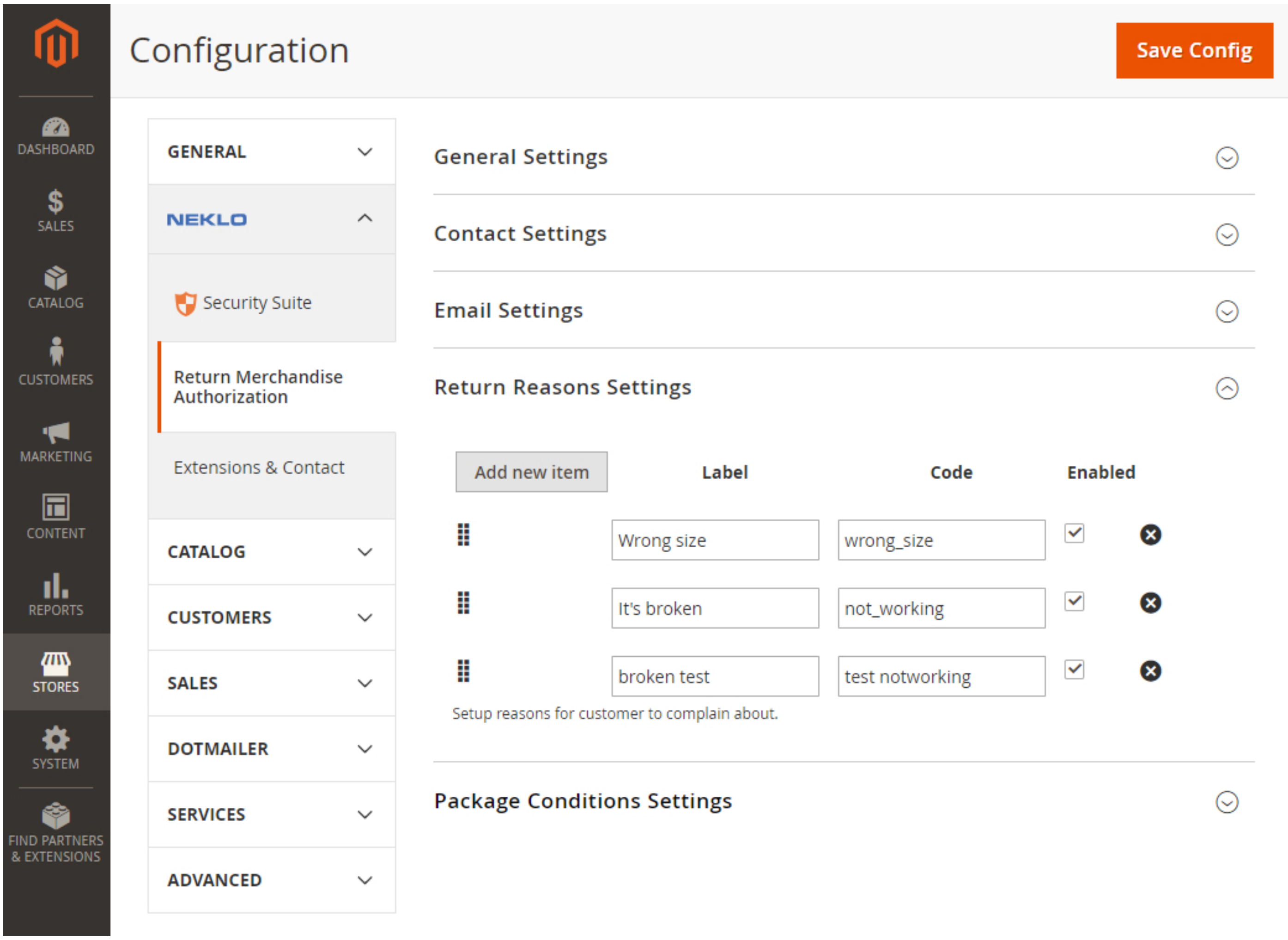


Define the Reasons of Returns

On the tab **Return Reasons Settings** (Here: **Stores** → **Settings** → **Configuration** → **Neklo** → **Return Merchandise Authorization**) you can add new return reasons or edit the existing ones:

1. Click **Add new items** to add a new reason
2. **Label** is the name customers will see
3. **Code** is the ID that is assigned to this reason
4. You may show or hide a reason for customers by the **Enabled** tick mark
5. You can delete any reason by clicking the **cross** on the right side

You can also drag & drop these lines for more convenient use.

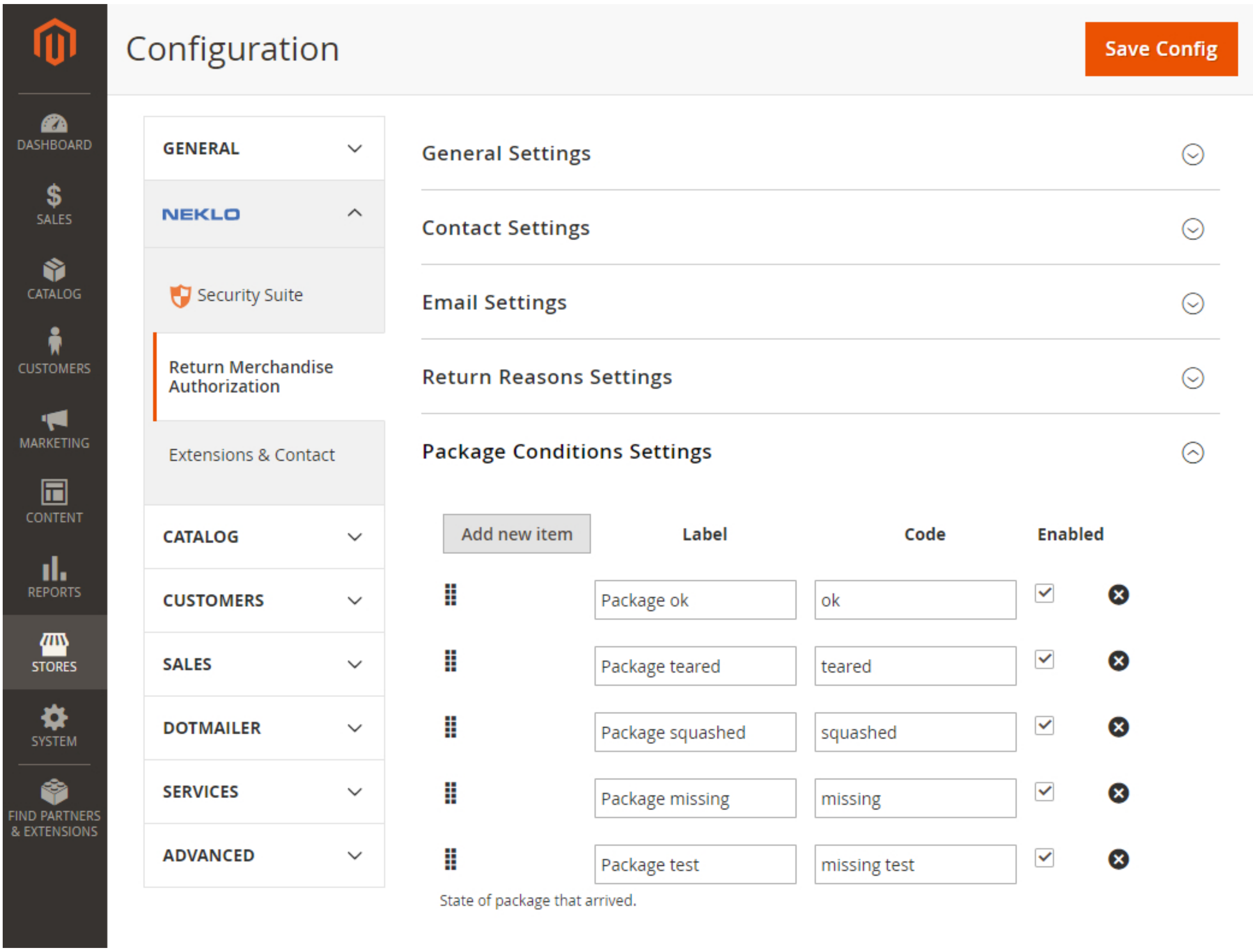


Indicate the Package Condition

The **Package Condition Settings** tab (Here: **Stores** → **Settings** → **Configuration** → **Neklo** → **Return Merchandise Authorization**) allows you to set the possible conditions of the shipped package:

1. Click **Add new items** to add a new package condition
2. **Label** is the name customers will see
3. **Code** is the identification sign that is assigned to this condition
4. You may show or hide a condition for customers by the **Enabled** tick mark
5. You can delete any condition by clicking the **cross** on the right side

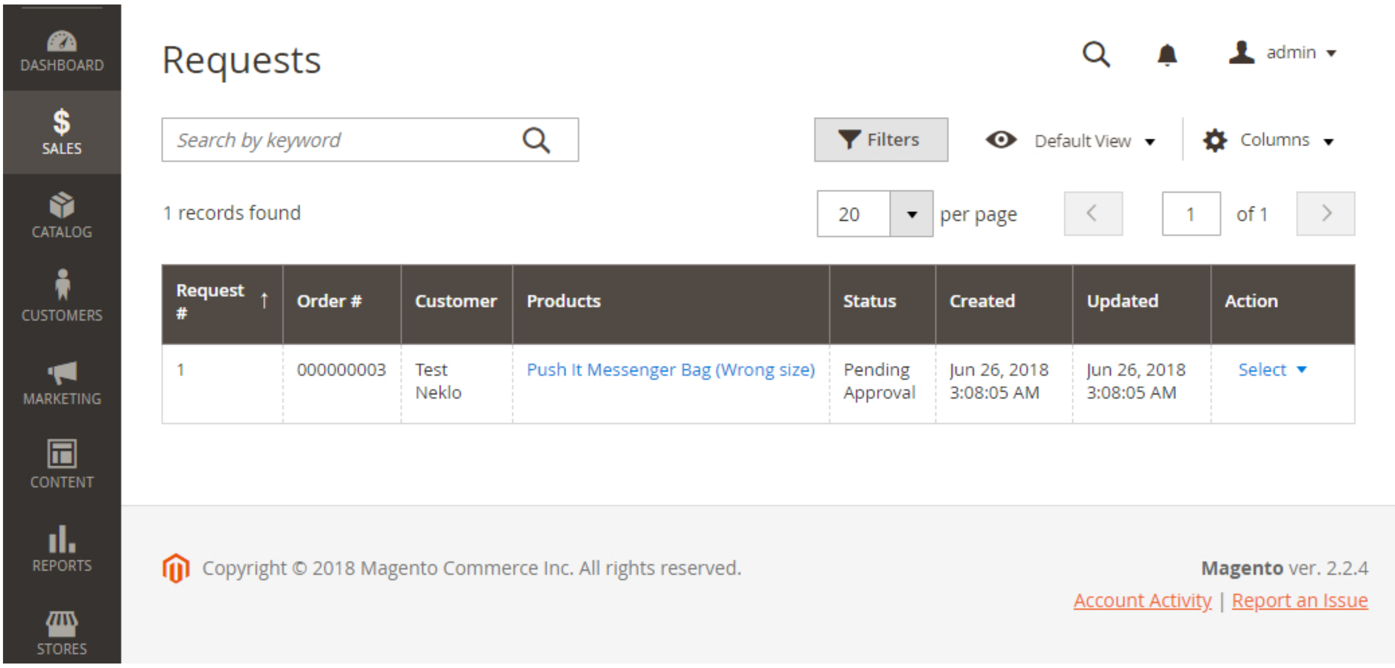
You can also drag & drop these lines for more convenient use.



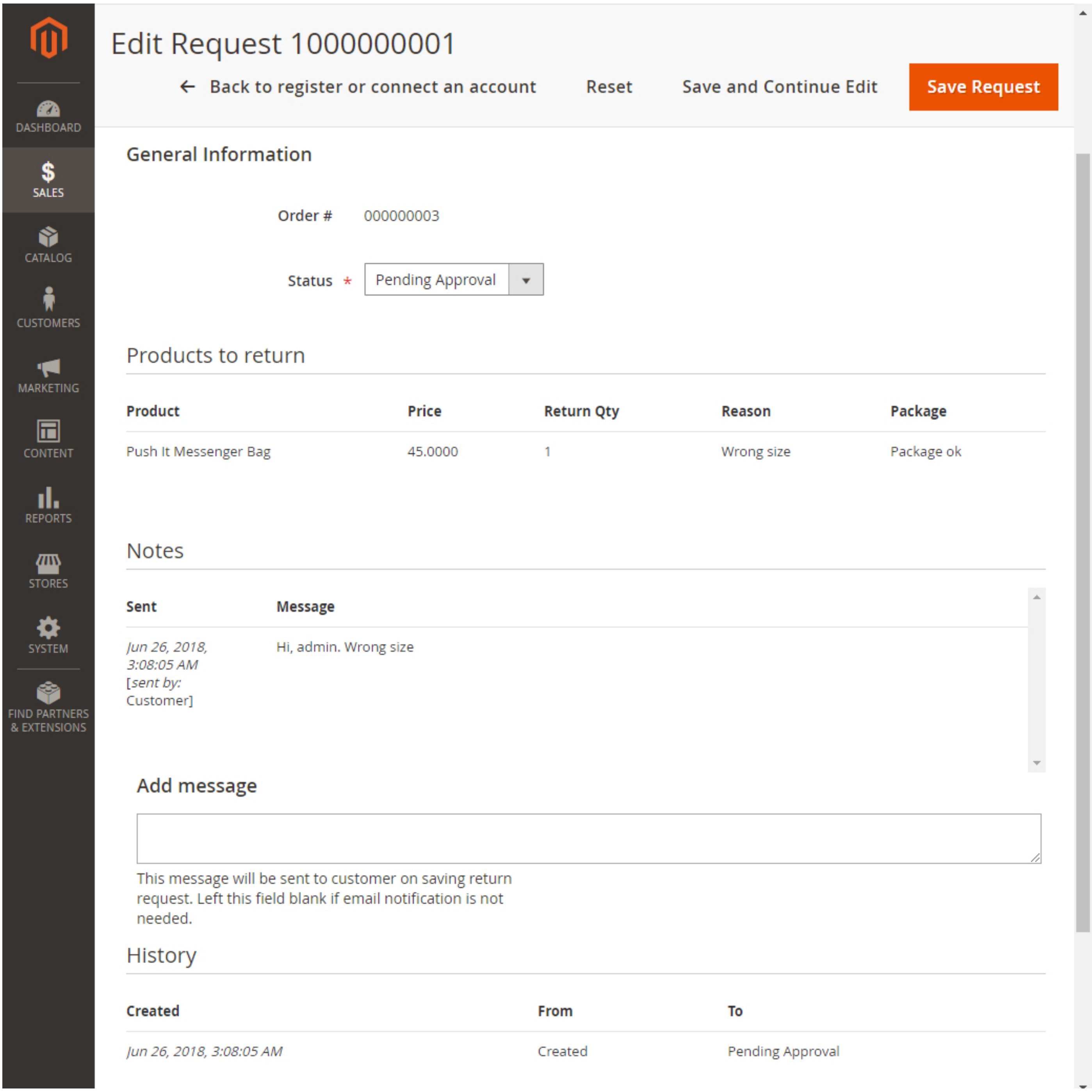
Managing the Requests

All the requests are contained here: **Sales** → **RMA System** → **Requests**. There you will see the table with all requests:

1. **Request number** is the counting number of the request
2. **Order number** is the exact number of this order. Its form may be chosen in the field Return Number format described above.
3. **Customer** is the name of your client
4. **Product** is the full name of the item
5. **Status** is the current request status. It may be set and views only by admins, no client will see it.
6. **Created** and **Updated** regulate the dates of creation and last update of the request
7. **Action** is the list of actions you can apply to the request.



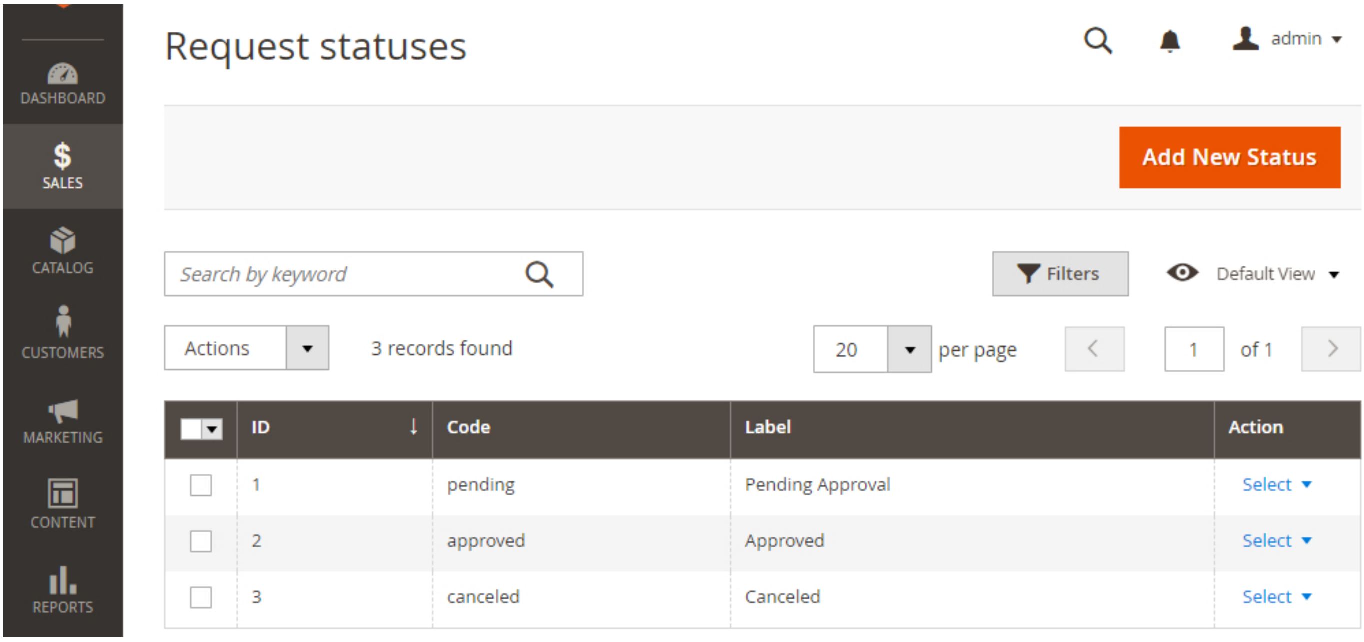
To see full information about the request, click on in or select **Edit** in the **Action** column. You can set the **Status** of the request and write a **Direct Message** to the customer. You will also see here the full history of messages and returns of this client. You can also **Delete** the resolved request by choosing the corresponding line in the **Actions** list.



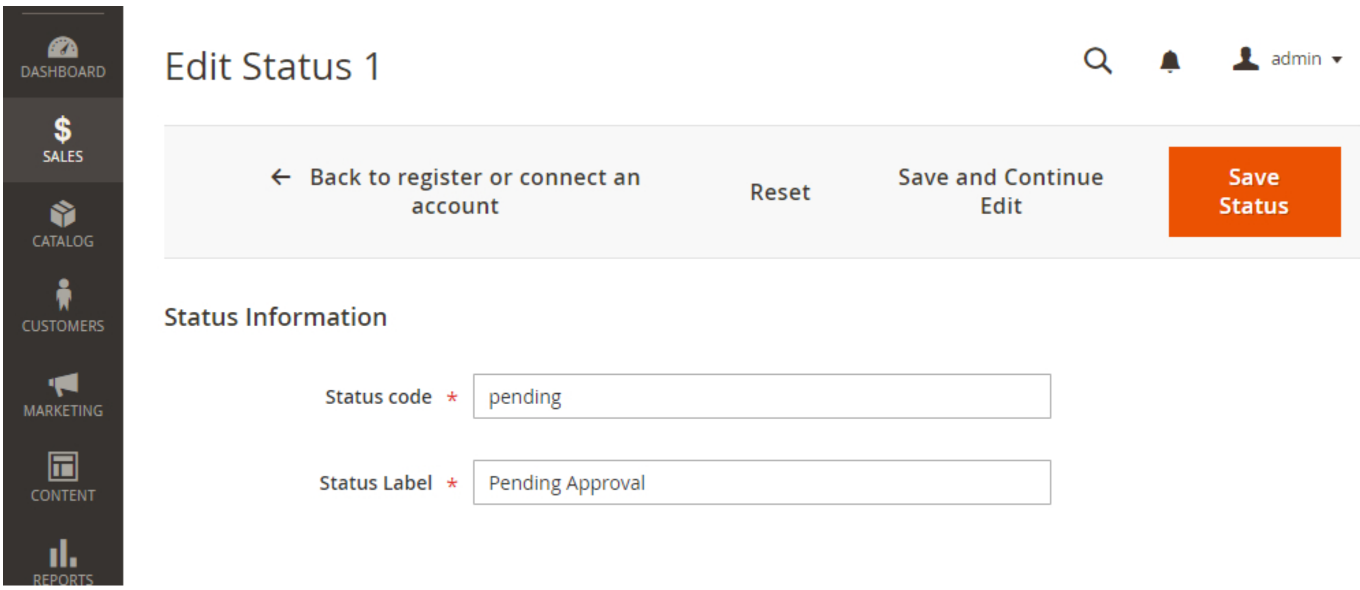
Set the Statuses

To add new Status or edit the existing one, go to **Sales** → **RMA System** → **Statuses**. There is a table with all the statuses and the following information:

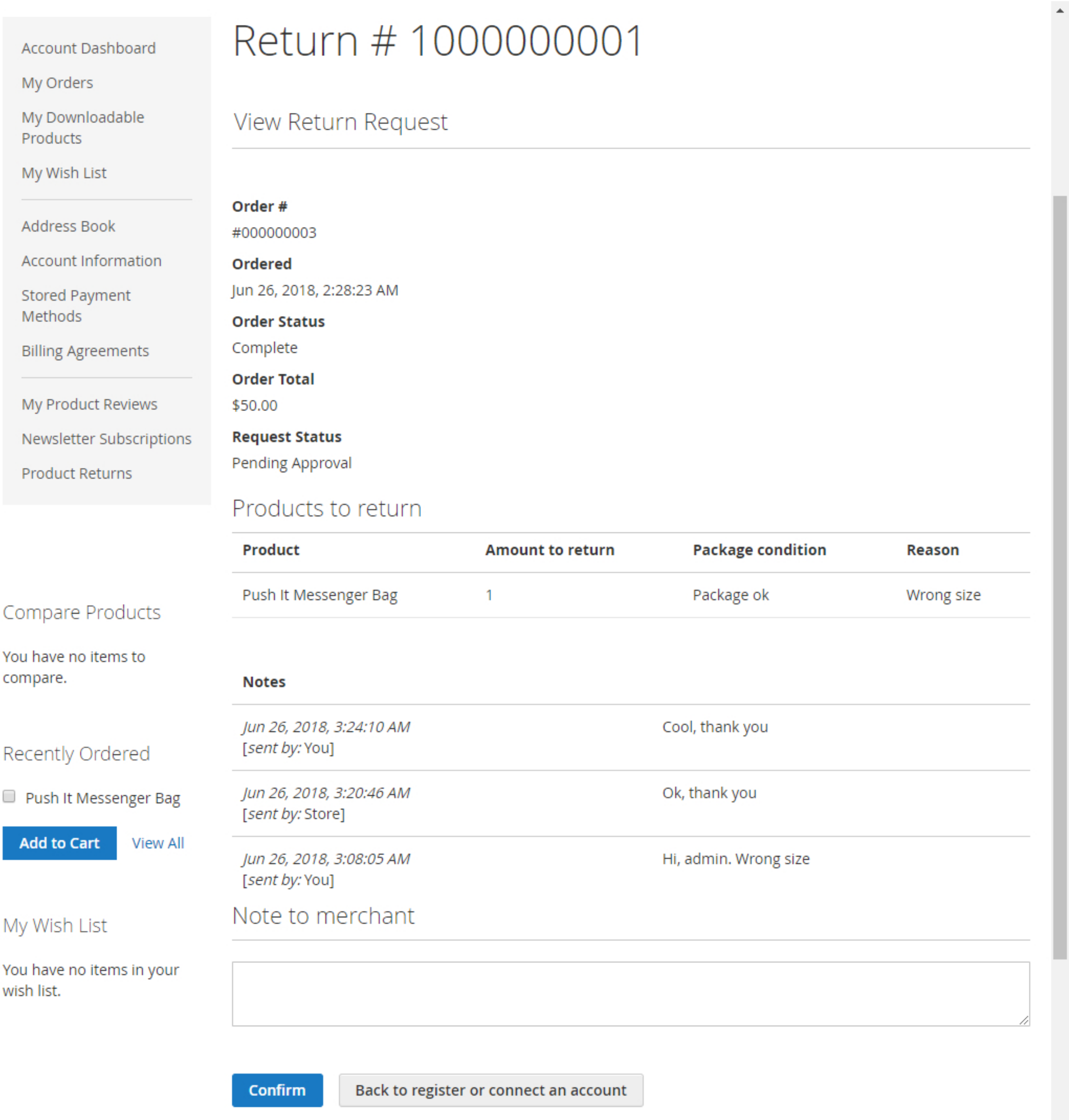
1. The **Add New Status** button gives you a possibility to add a new status
2. **ID** is the personal counting number of a Status
3. **Code** is the identification sign that is assigned to this status
4. **Label** is the name customers will see
5. **Action** is the list of actions you can apply to the status. You can **Delete** or **Set as Default**.



You can also edit statuses by clicking on any of them or selecting Edit in the Action column. You will be able to set the Code and the Label of the chosen status. Don't forget to Save your changes.



The way how the user will see it.



Thank you for using this extension. You will find more our great solutions for Magento here:

store.neklo.com

Demo frontend: http://demostore2.neklo.com/rma/
Demo backend: http://demostore2.neklo.com/rma/admin/admin/auth/demo/