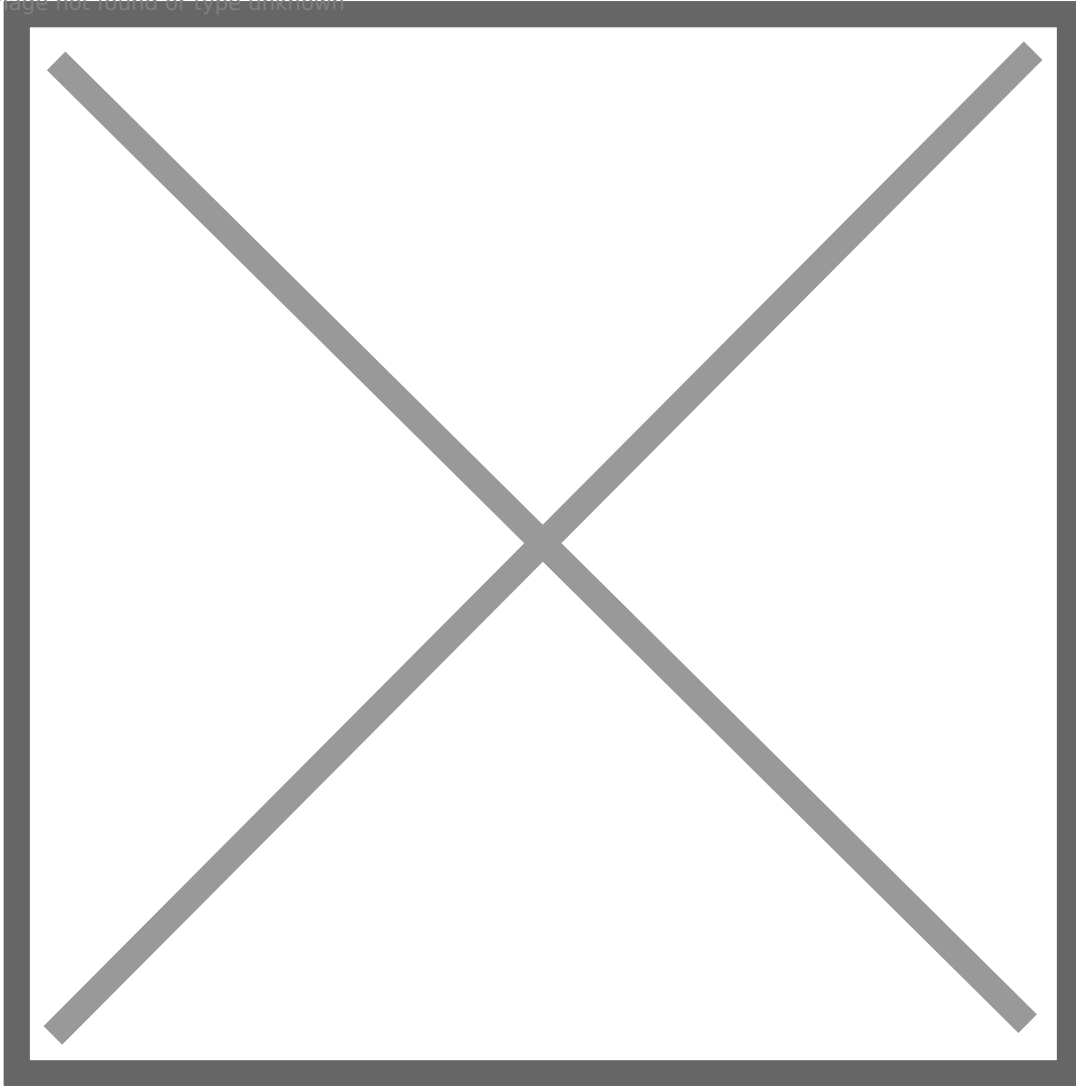


Create a new RMA

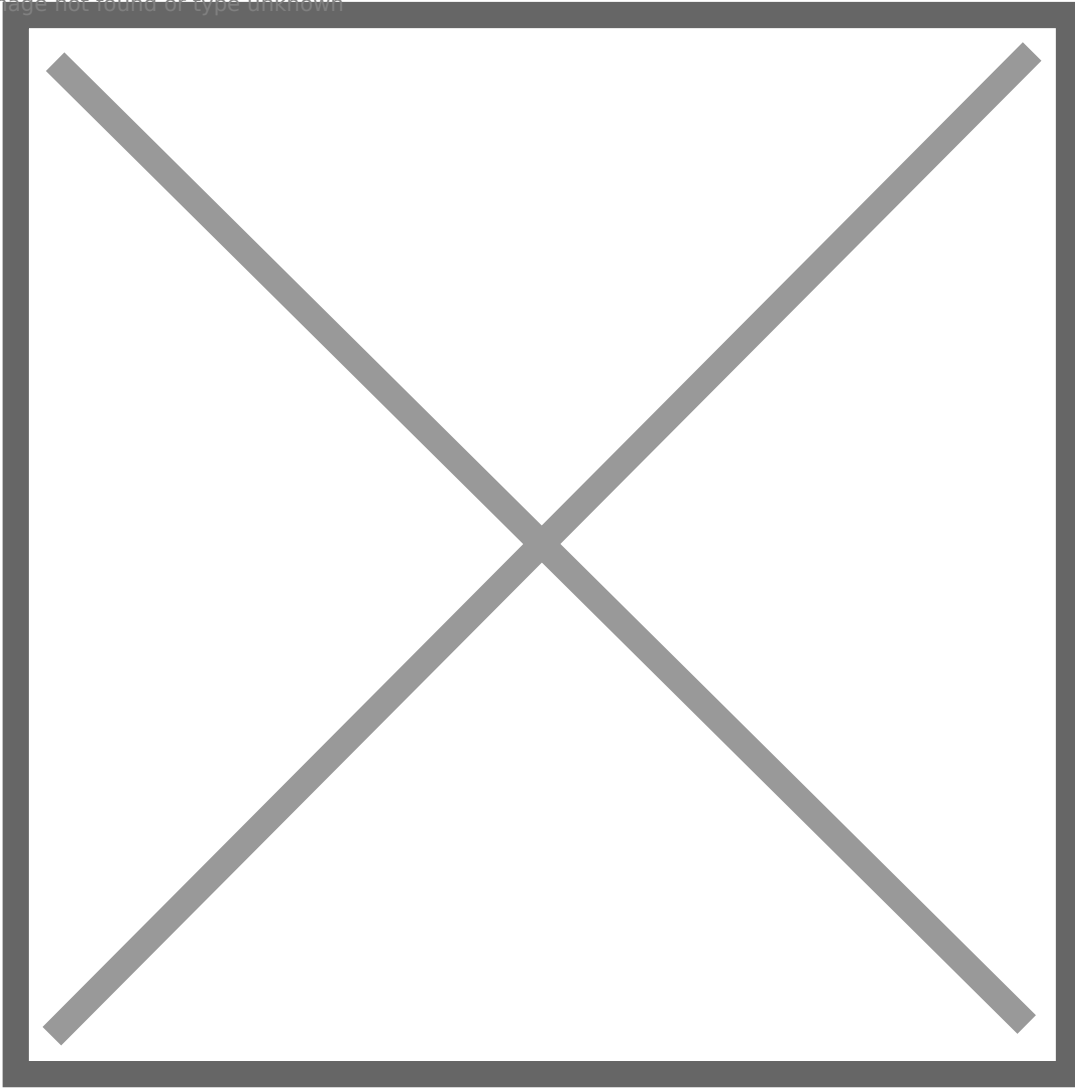
1. Click "Add new return"

Image not found or type unknown



2. Search for a Sales Order

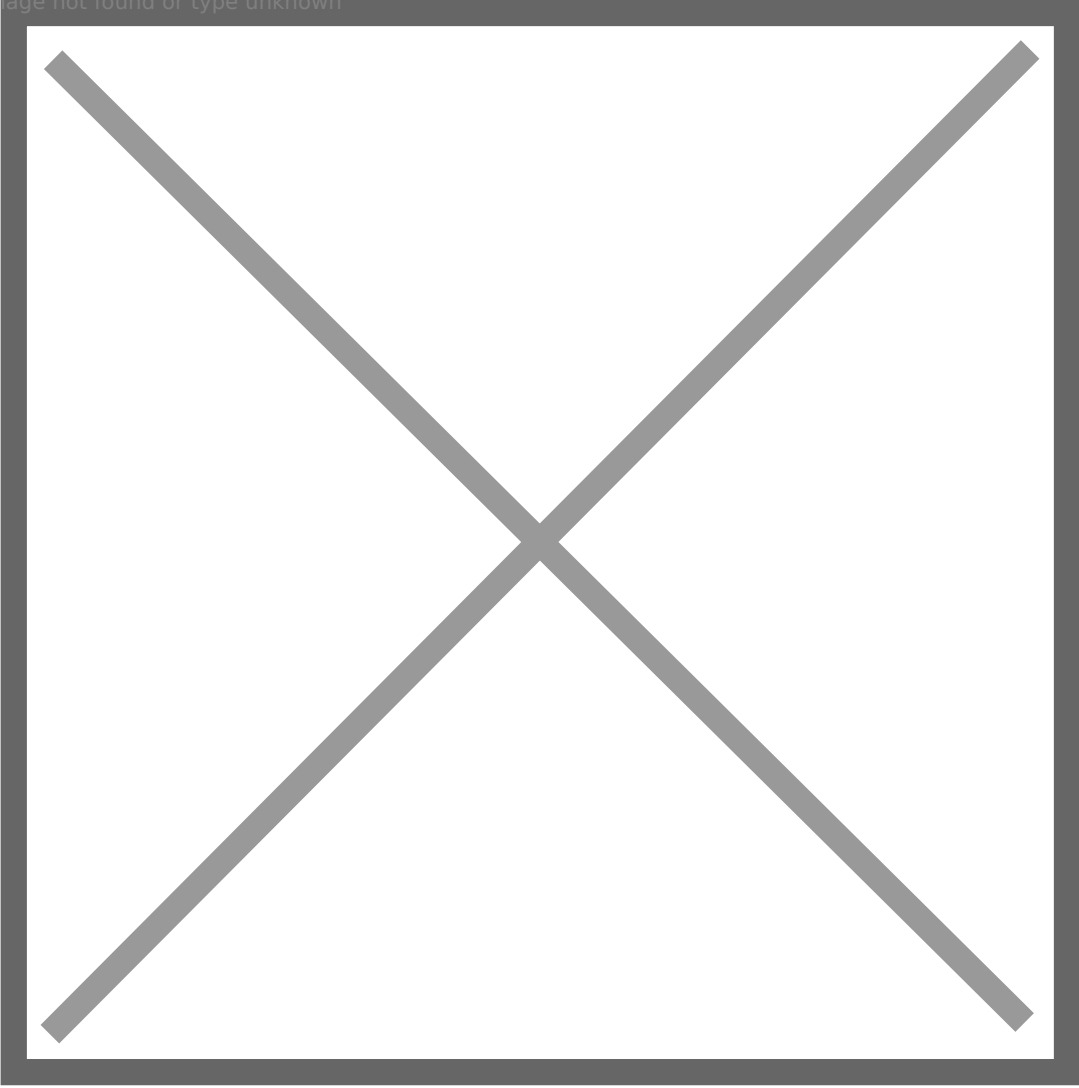
Image not found or type unknown



Tip: This can also be done directly from the Sales Oder Detail screen

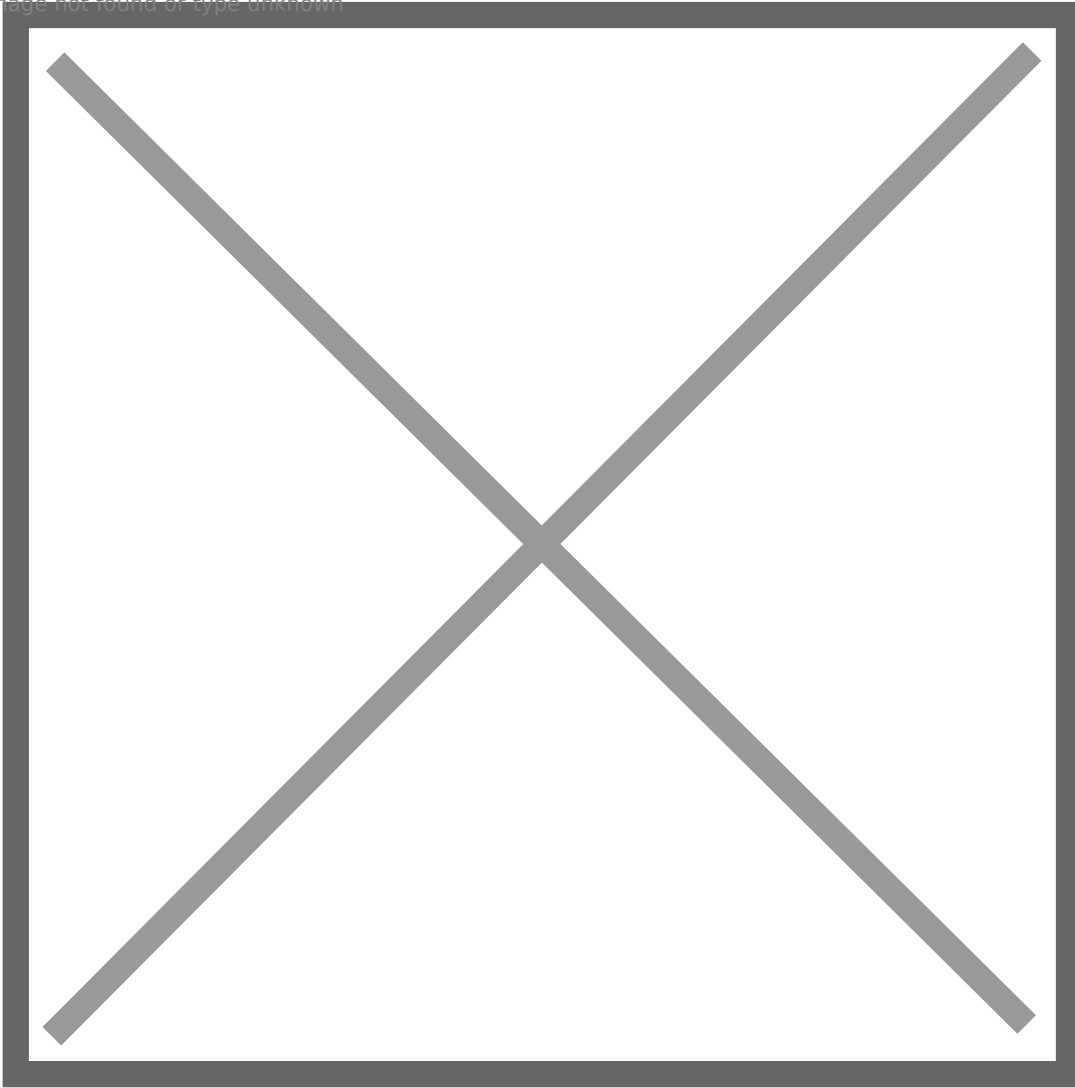
3. Click "Create return"

Image not found or type unknown



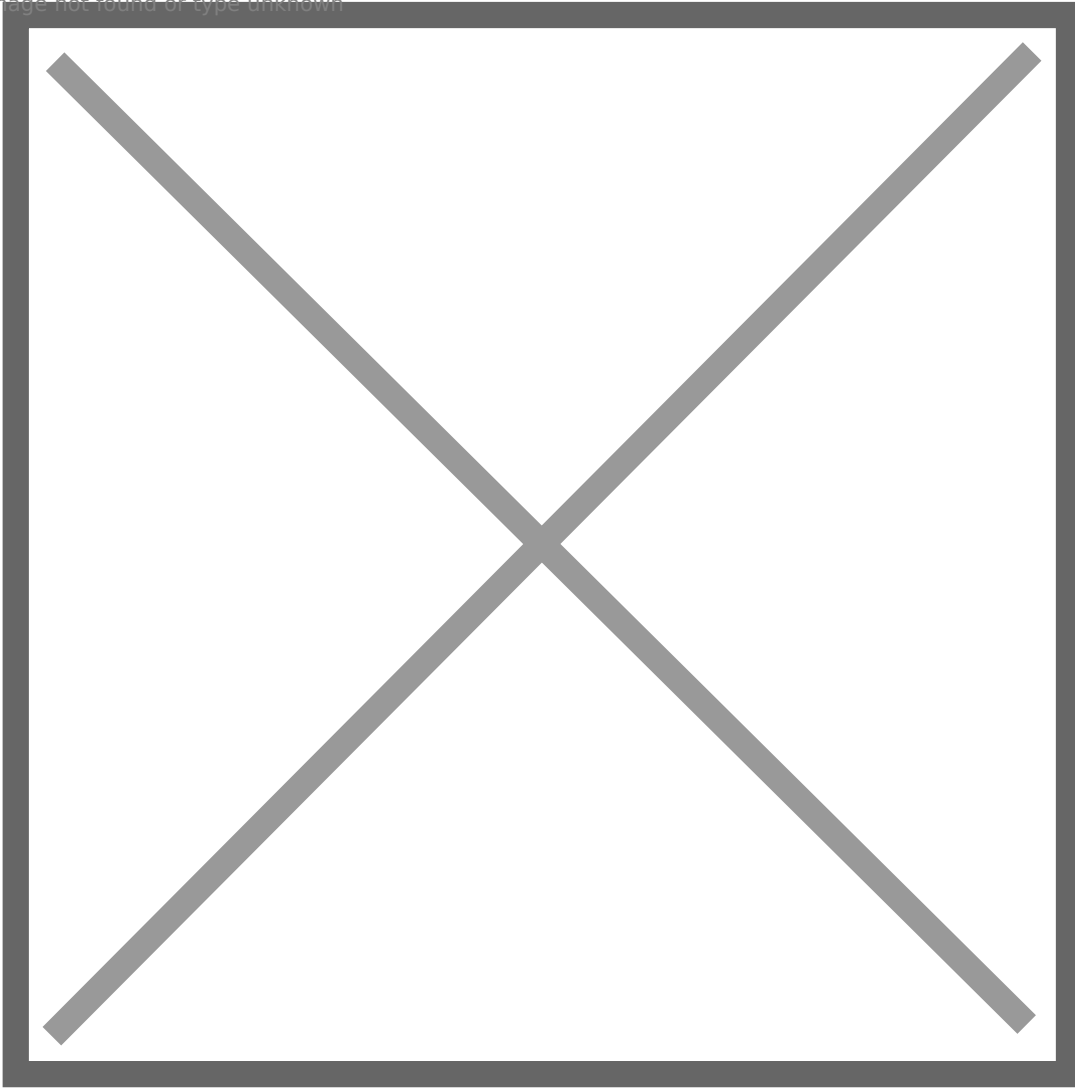
4. Select the items to return

Image not found or type unknown



5. Optionally select reasons and requested actions, as well as adding notes

Image not found or type unknown



6. Click "Create return"

Image not found or type unknown

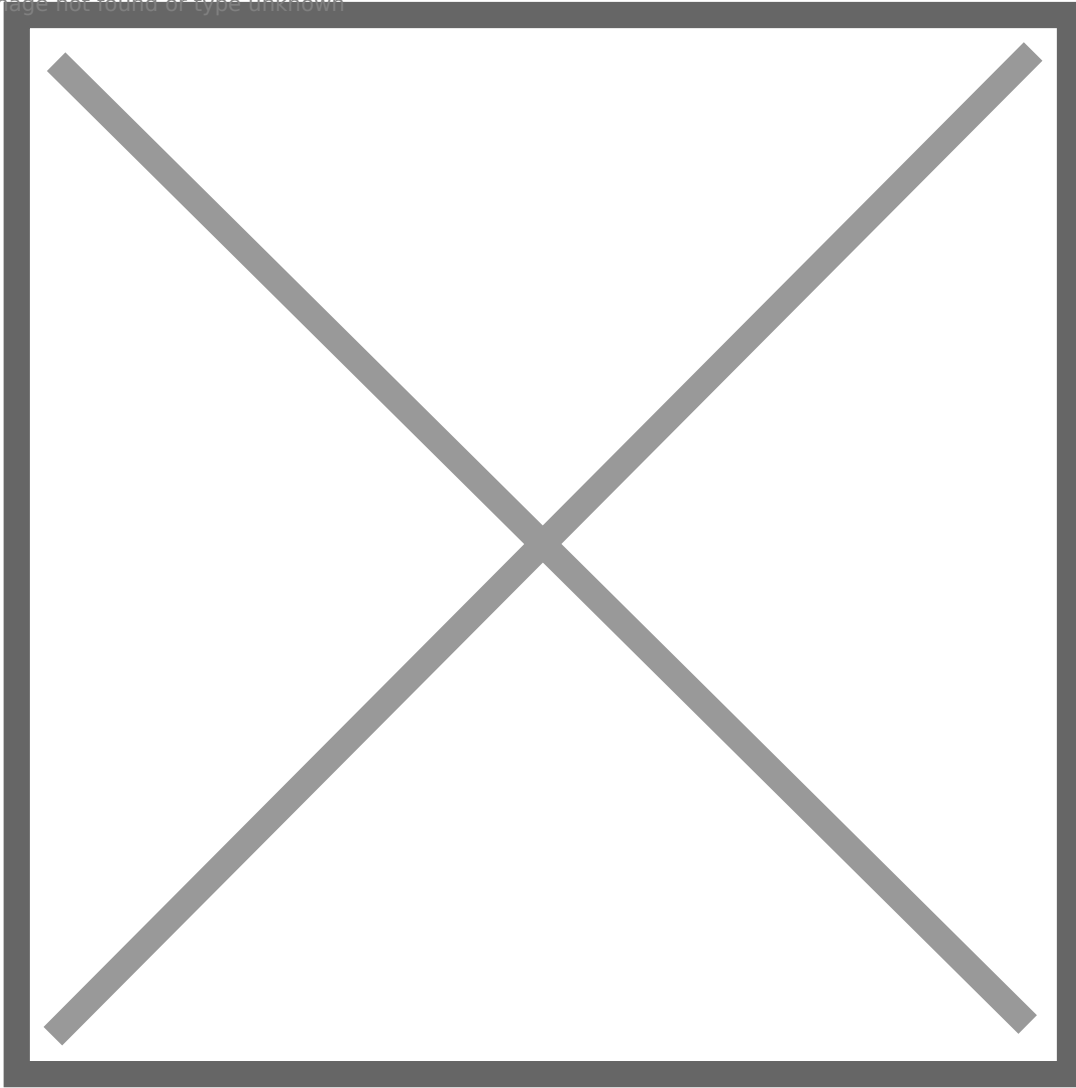


7. Your RMA is now created

To authorise the Customer's request, click Authorise. This will generate an email.

Alternatively, decline the customer. They will be informed by email.

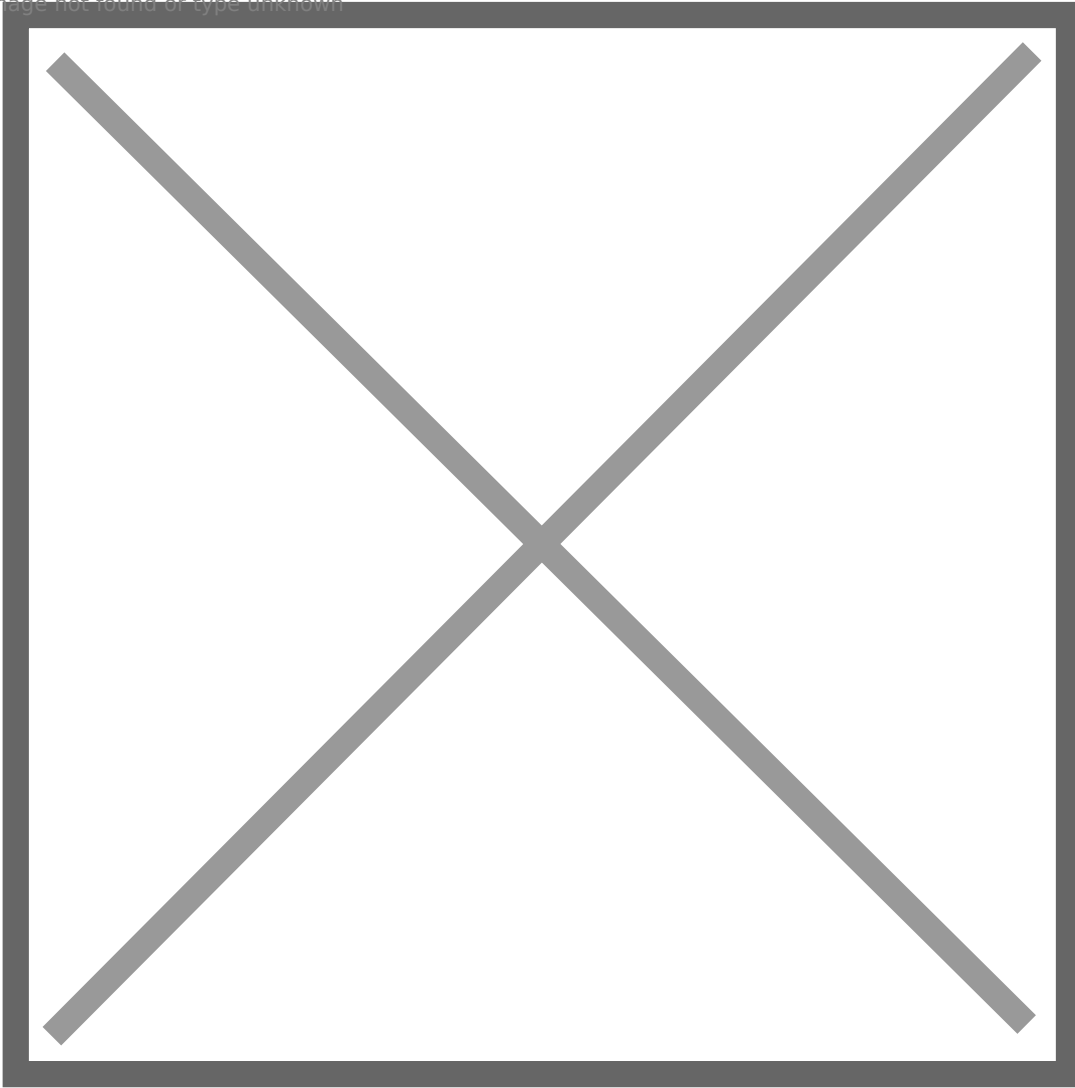
Image not found or type unknown



8. To mark the items are received, mark the line appropriately.

If you are a furniture retailer, you may need to return the goods to a Location terms 'Customer House'.

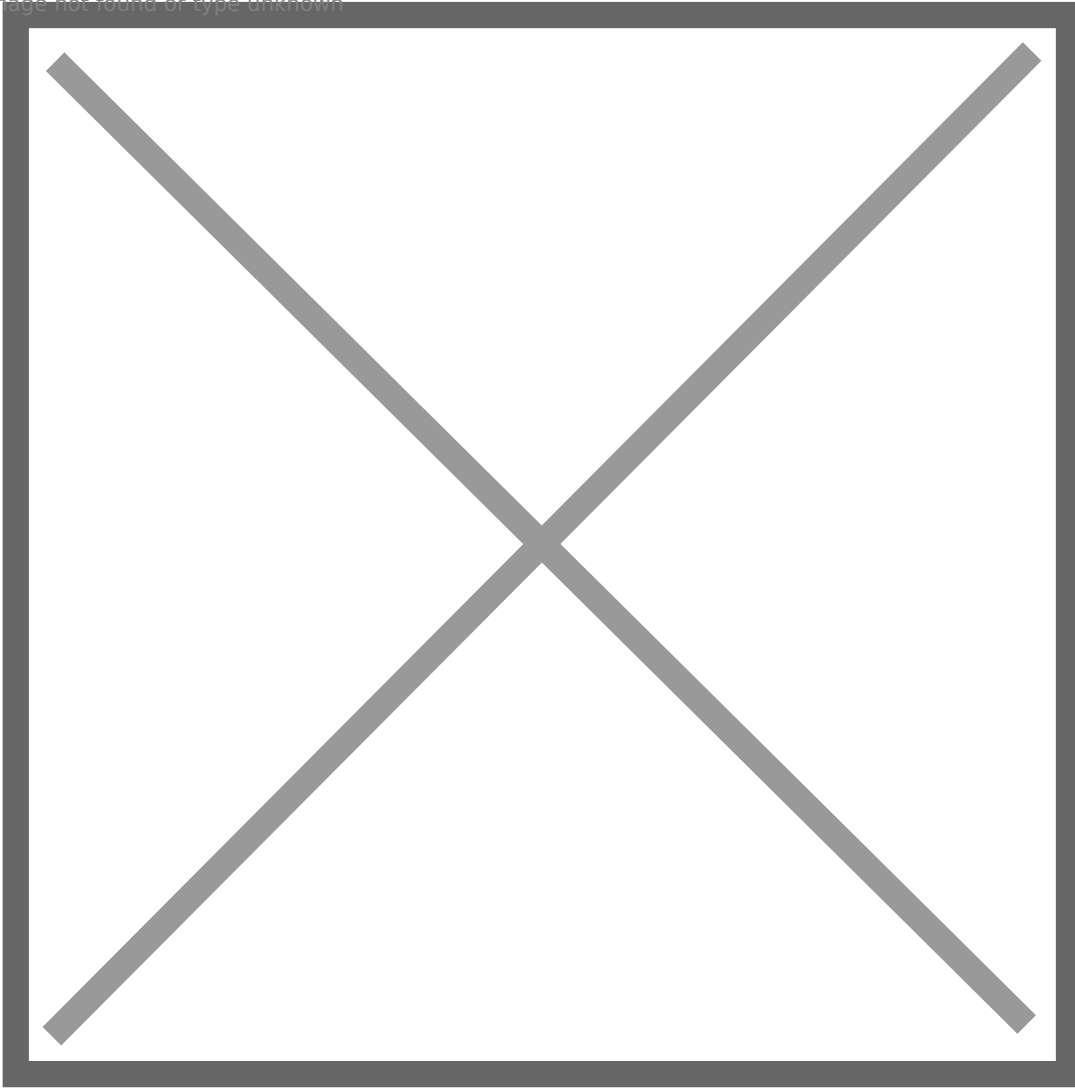
Image not found or type unknown



Tip: You can also cancel individual lines by using the 'Cancel' column.

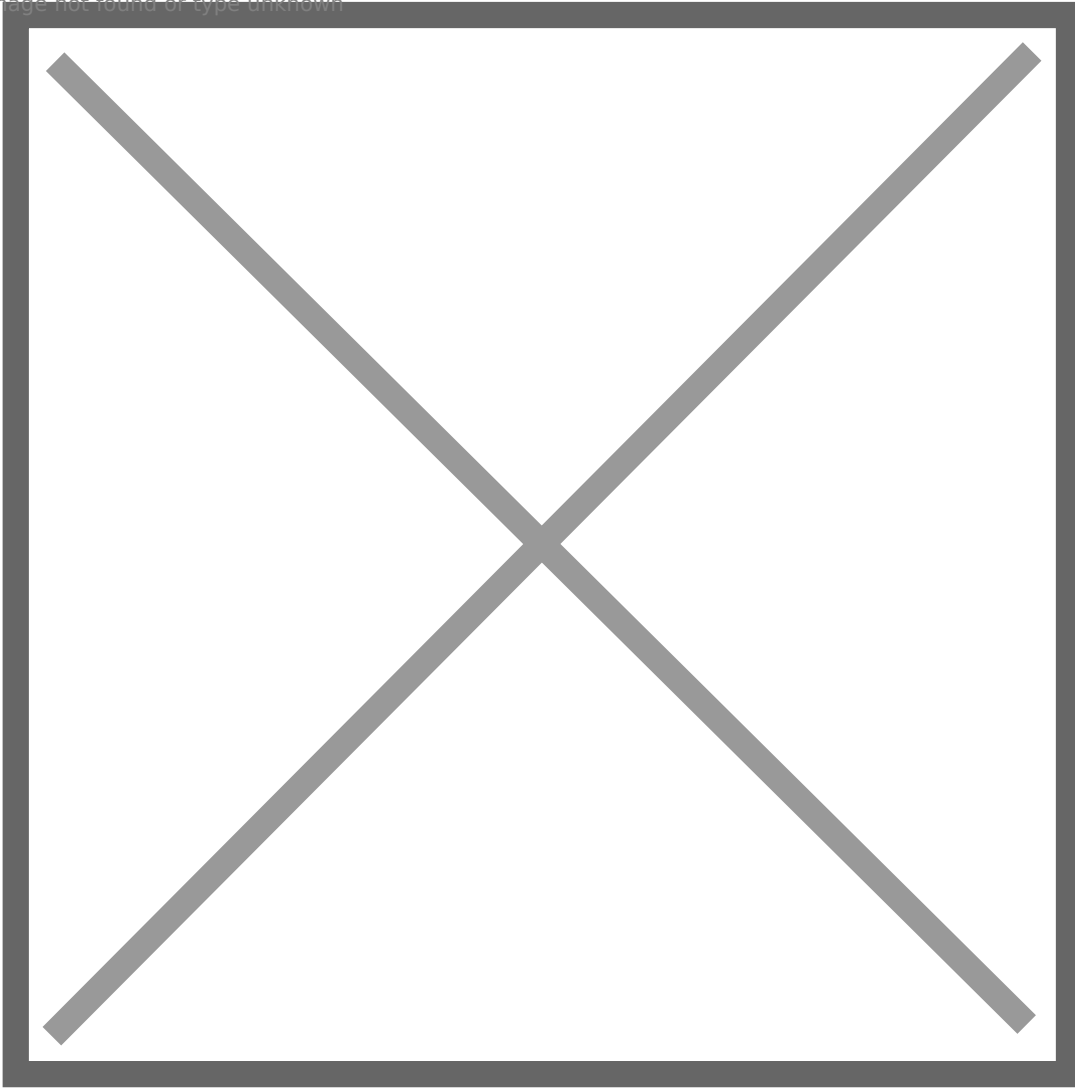
9. Click "Update items" to save your changes

Image not found or type unknown



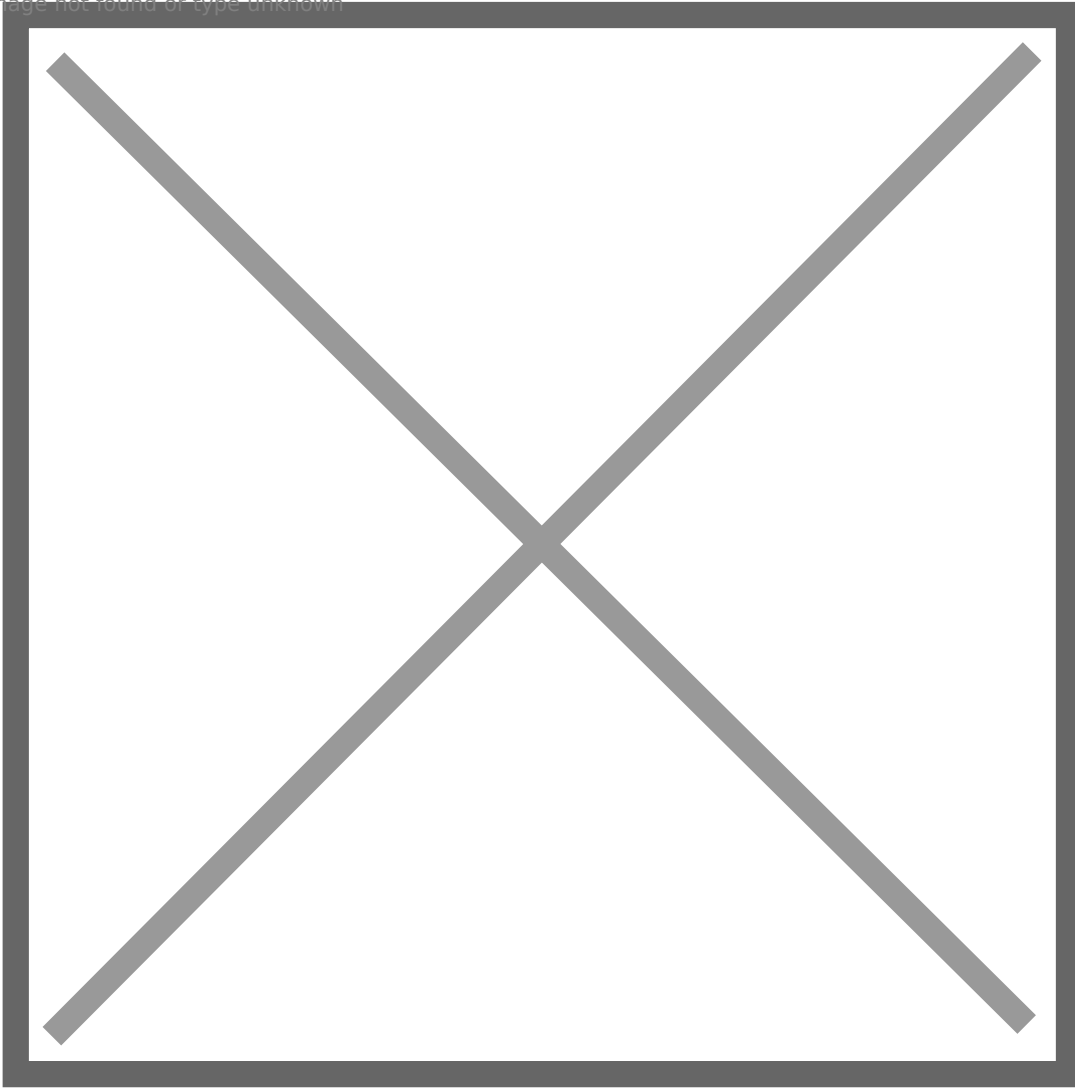
10. To choose a Location to which the items will be received, click [here](#).

Image not found or type unknown



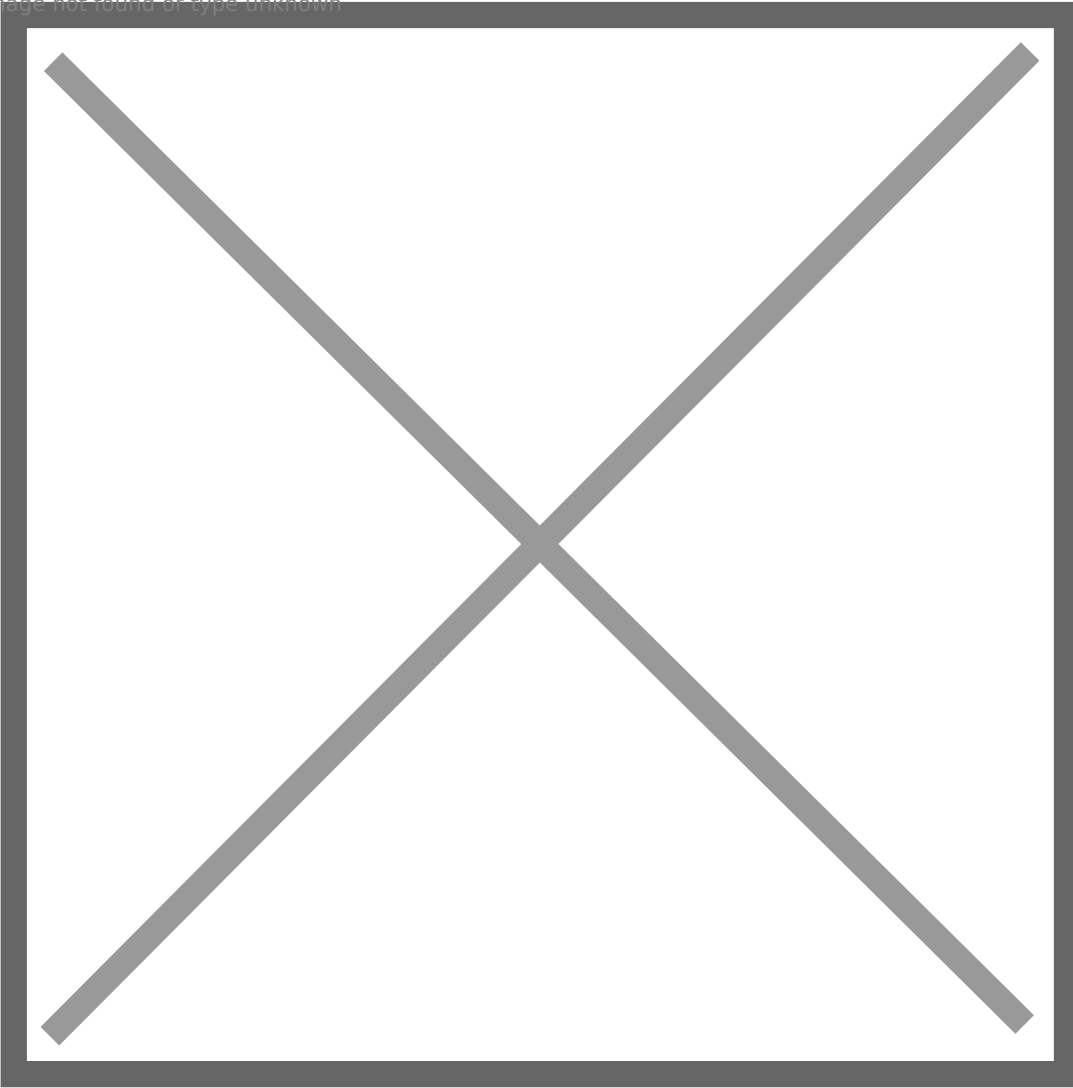
11. You may optionally create a Supplier Return when receiving these goods.

Image not found or type unknown



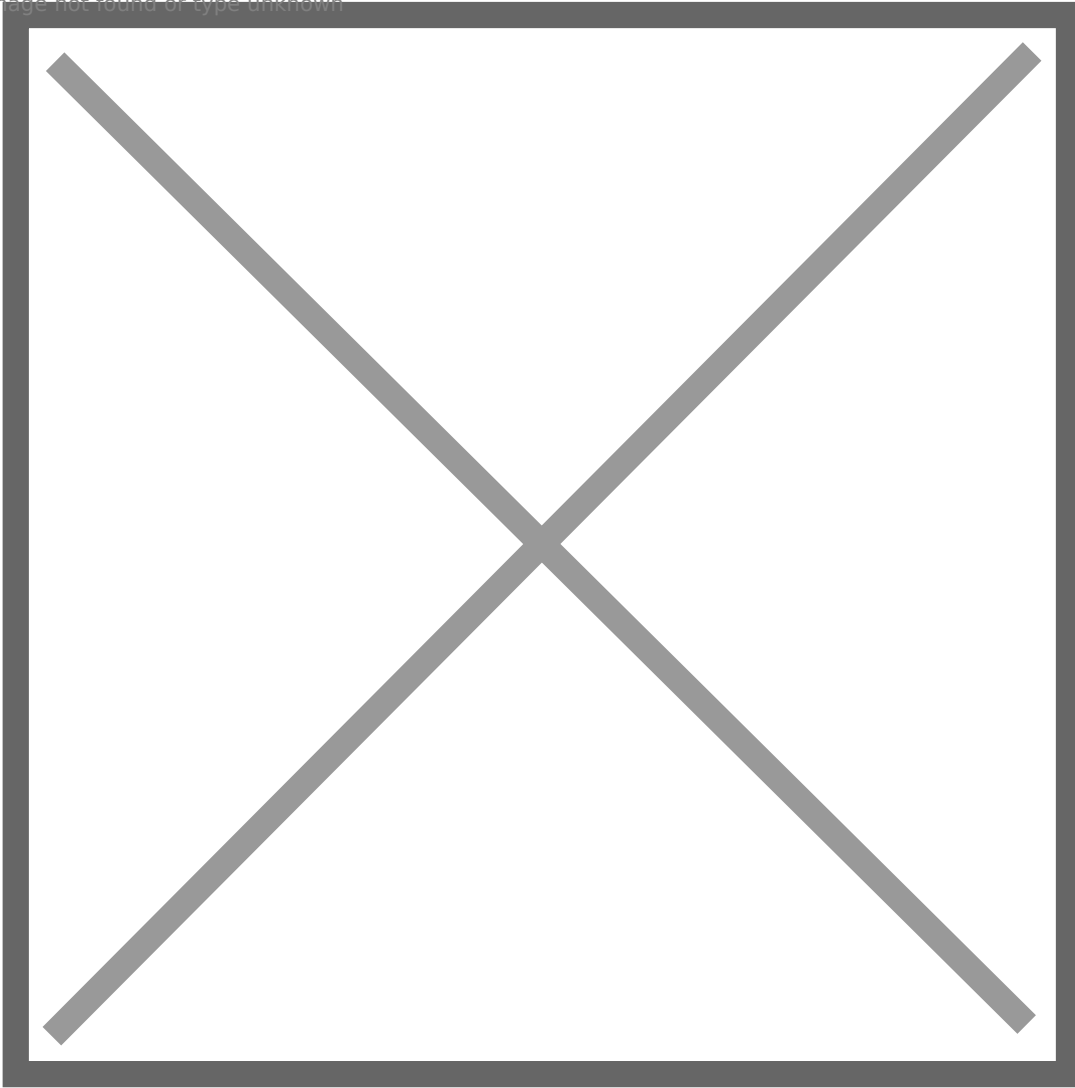
12. Use this control to add a restocking fee; this will be deducted from the refund value.

Image not found or type unknown



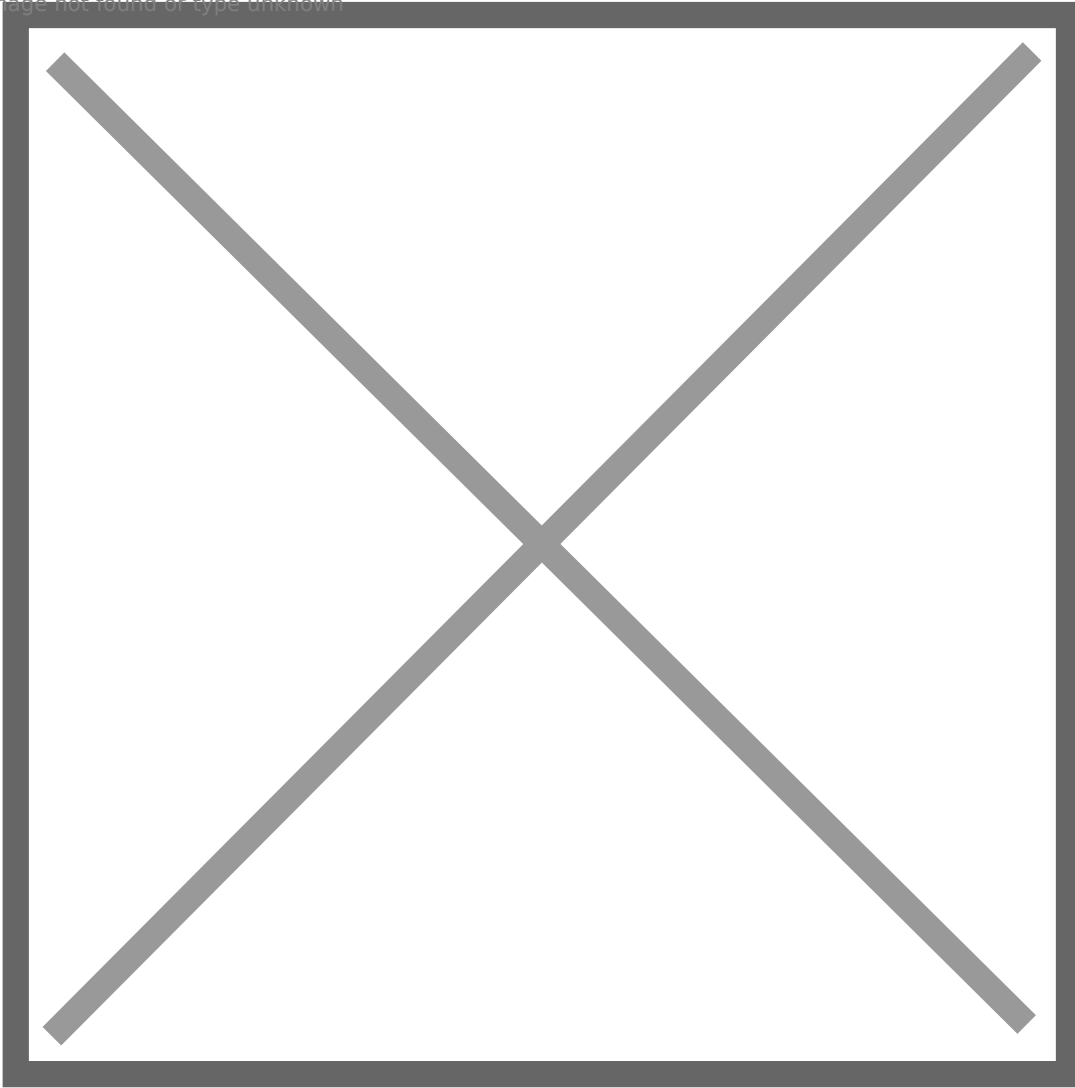
13. If required, click "Process Refund"

Image not found or type unknown



14. This will open the Sales Order Detail screen, which which you can process a refund as normal.

Image not found or type unknown



Revision #1

Created 19 December 2025 13:15:42 by Mike

Updated 19 December 2025 13:29:14 by Mike