

Summary

Use this screen to view and manage RMAs (return merchandise authorisation); return requests and process the return of Stock.

Cancellation requests are not excluded from this function; this is purely for returns

Key to Icons

 = requested

 = authorised

 = declined/rejected/cancelled

 = received/partially received

 = approved

 = completed

What is an RMA?

A Return may be requested by the Customer via the website after an item has been delivered to them, or may be created when an item is returned in the CMS or POS.

If a request is fasttracked in the POS or CMS, an RMA will not be created; the User must specifically trigger the RMA process

To create an RMA from the CMS, the User must use the 'create RMA' action button on the Product Detail Page.

Creating a new RMA

Click [here](#) for a full guide on how to create a new RMA.

RMA Management

To manage an RMA, click on the RMA Id.

For more information, click [here](#).

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