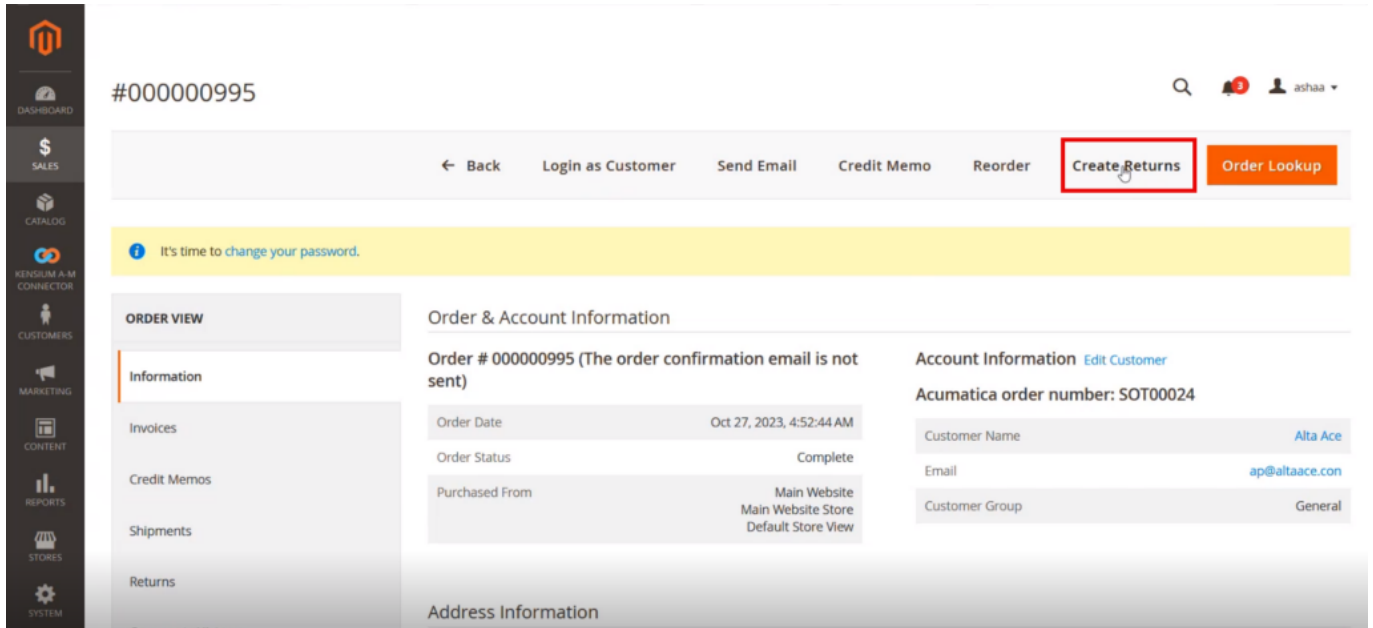


Order Returns in Magento

Once the order gets completed in Magento the option for order returns will be enabled. You can only return the order from Magento. Acumatica doesn't provide this facility for Order Return.

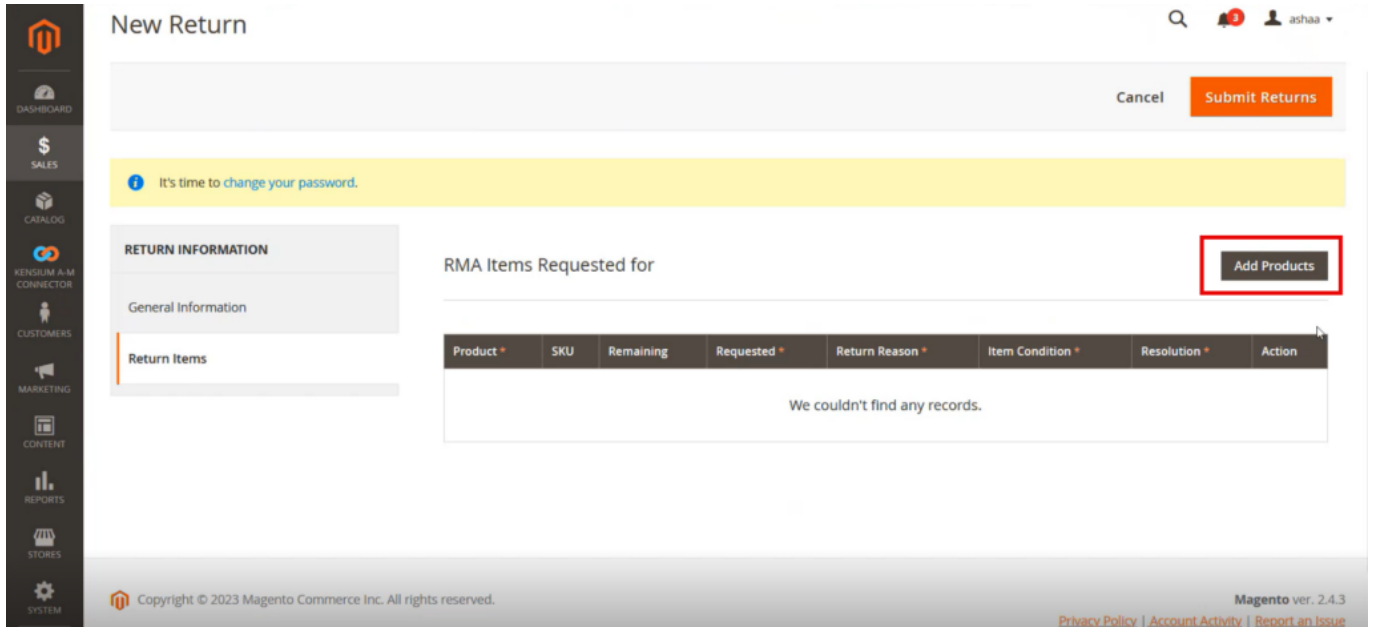


The screenshot shows the Magento Admin interface for order #00000995. The 'Create Returns' button is highlighted with a red box. The interface includes a sidebar with navigation options like Dashboard, Sales, Catalog, and Customers. The main content area displays order details such as Order Date, Order Status, and Account Information.

Order & Account Information	
Order # 00000995 (The order confirmation email is not sent)	
Order Date	Oct 27, 2023, 4:52:44 AM
Order Status	Complete
Purchased From	Main Website Main Website Store Default Store View
Account Information Edit Customer	
Acumatica order number: SOT00024	
Customer Name	Alta Ace
Email	ap@altaace.com
Customer Group	General

New Return Screen

Step 2: Under General Information, you will get an option for Return Items. Click on Return Items. You will be redirected to the following screen.



New Return

Cancel Submit Returns

It's time to change your password.

RETURN INFORMATION

General Information

Return Items

RMA Items Requested for

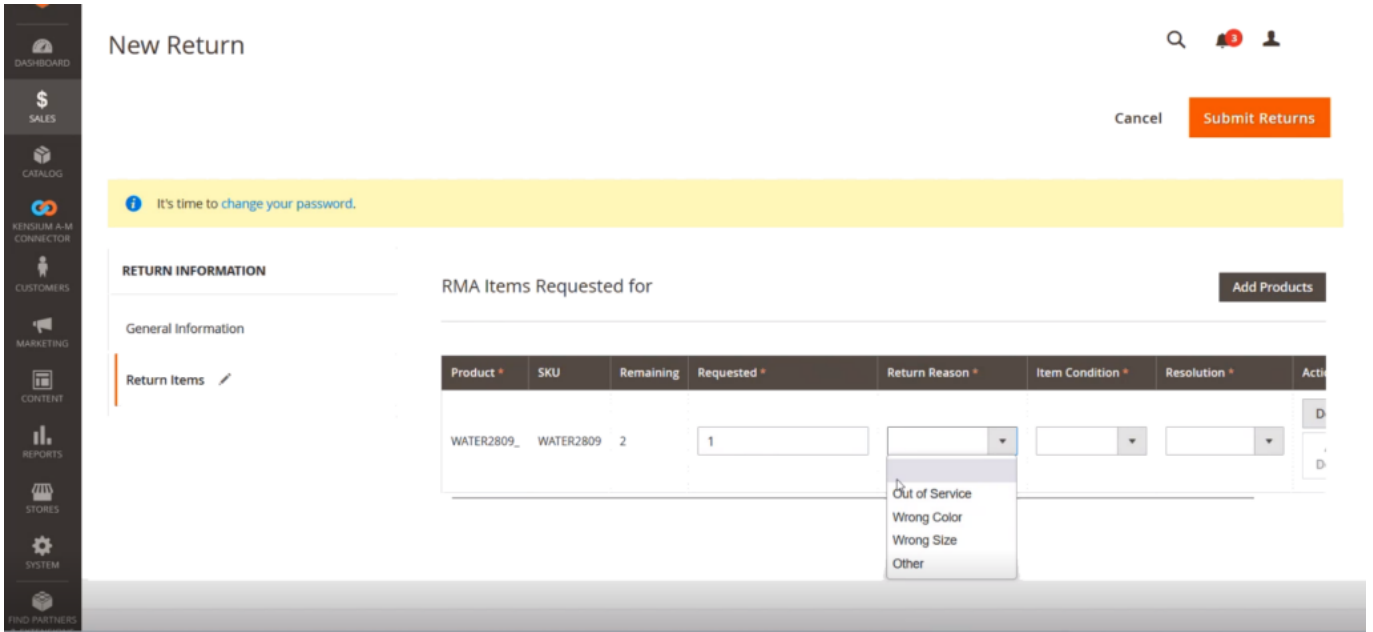
Add Products

Product *	SKU	Remaining	Requested *	Return Reason *	Item Condition *	Resolution *	Action
We couldn't find any records.							

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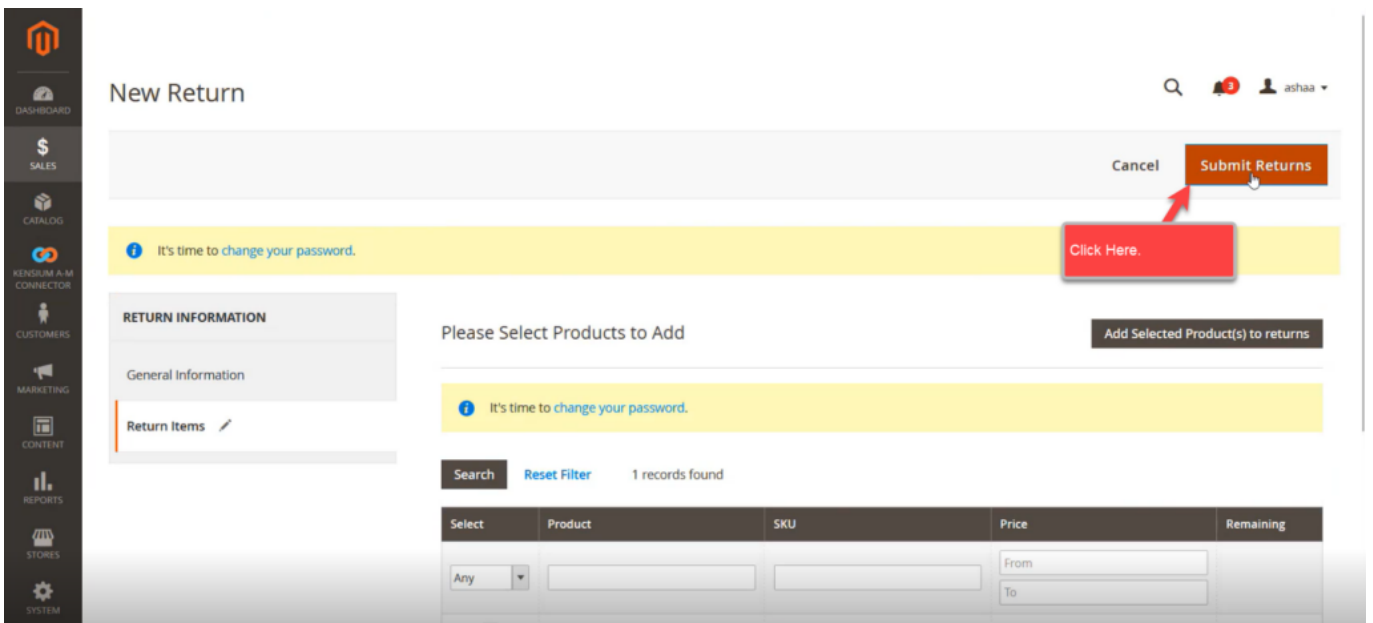
Add Selected Products to return

Step 4. Check the box for return. If you want a partial return, you can enter the quantity. You need to enter the reason for the return from the drop-down. In resolution you will have 3 options, however, currently, the application is using RC [Return of Credit].



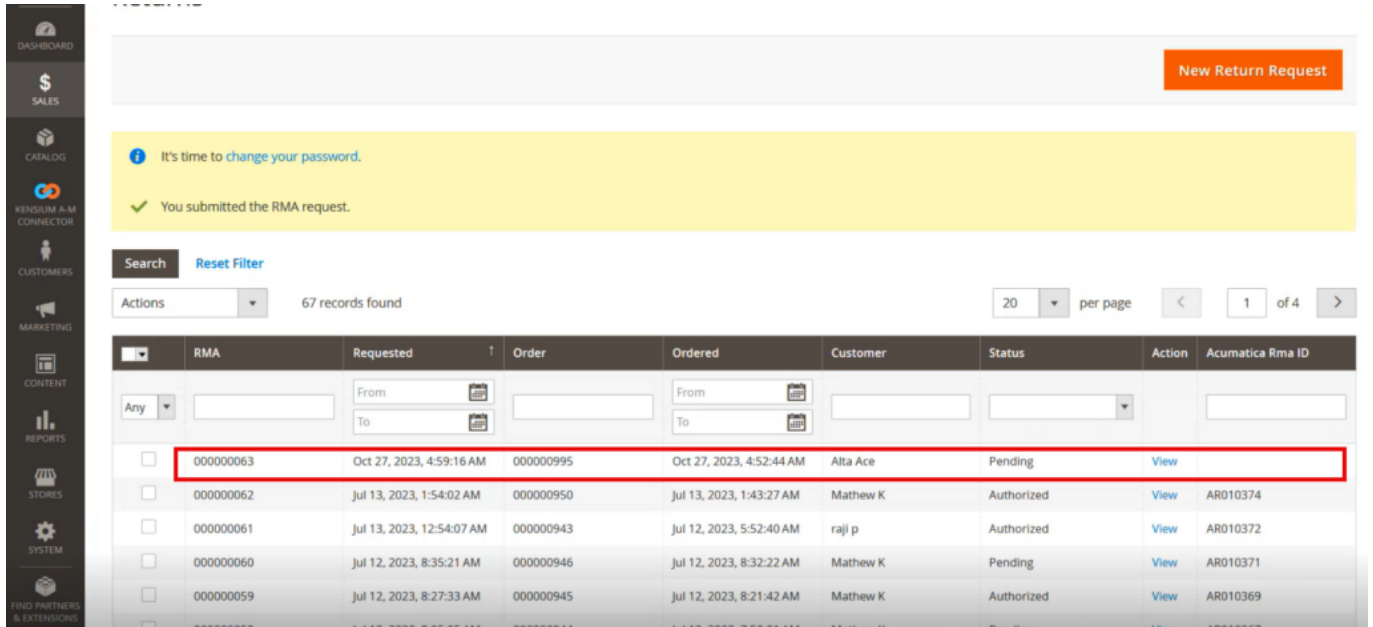
Select the Resolution

Step 5: After selecting the product and the quantity and reason for the return with resolution you need to click on **[Submit Returns]**.



Return Screen window

Step 6: You need to authorize the pending payment for RMA.



Dashboard sidebar: DASHBOARD, SALES, CATALOG, KENSIUM A-M CONNECTOR, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, FIND PARTNERS & EXTENSIONS

Buttons: New Return Request

Messages:

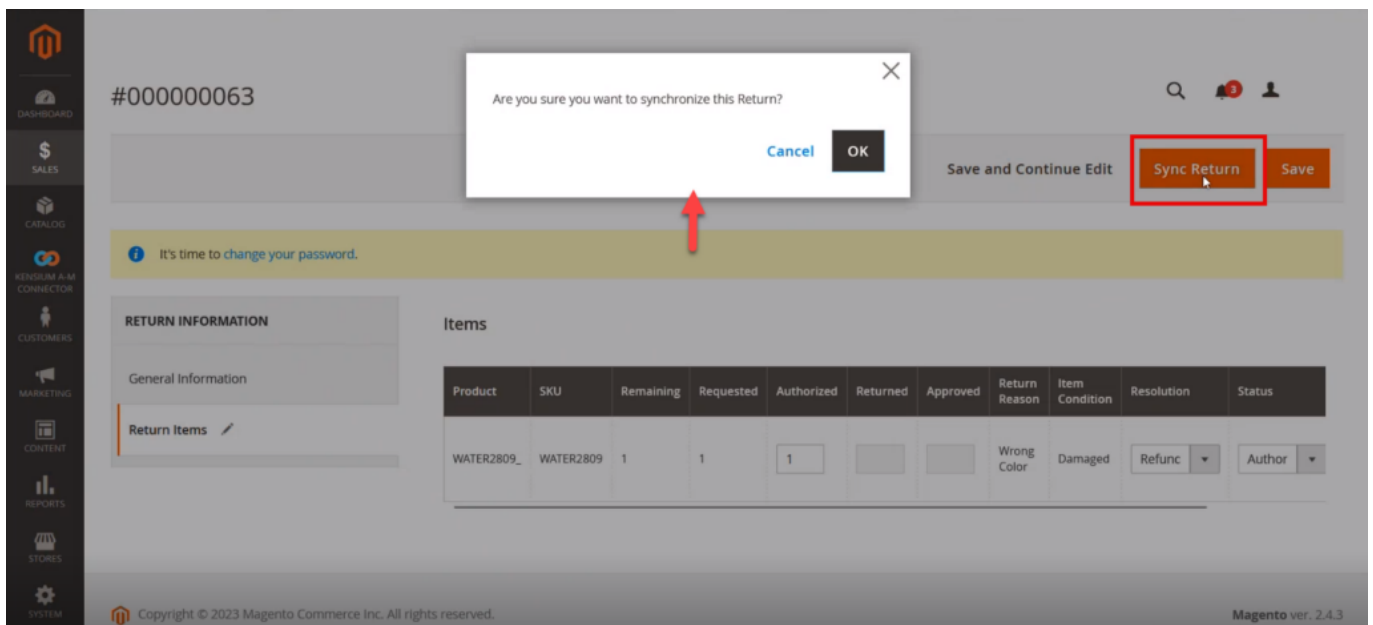
- It's time to change your password.
- You submitted the RMA request.

Search: Reset Filter

Actions: 67 records found | 20 per page | 1 of 4

	RMA	Requested	Order	Ordered	Customer	Status	Action	Acumatica Rma ID
<input type="checkbox"/>	00000063	Oct 27, 2023, 4:59:16 AM	00000995	Oct 27, 2023, 4:52:44 AM	Alta Ace	Pending	View	
<input type="checkbox"/>	00000062	Jul 13, 2023, 1:54:02 AM	00000950	Jul 13, 2023, 1:43:27 AM	Mathew K	Authorized	View	AR010374
<input type="checkbox"/>	00000061	Jul 13, 2023, 12:54:07 AM	00000943	Jul 12, 2023, 5:52:40 AM	raji p	Authorized	View	AR010372
<input type="checkbox"/>	00000060	Jul 12, 2023, 8:35:21 AM	00000946	Jul 12, 2023, 8:32:22 AM	Mathew K	Pending	View	AR010371
<input type="checkbox"/>	00000059	Jul 12, 2023, 8:27:33 AM	00000945	Jul 12, 2023, 8:21:42 AM	Mathew K	Authorized	View	AR010369

Authorize the Return screen



Dashboard sidebar: DASHBOARD, SALES, CATALOG, KENSIUM A-M CONNECTOR, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM

Header: #00000063

Buttons: Save and Continue Edit, Sync Return, Save

Message: It's time to change your password.

Dialog Box: Are you sure you want to synchronize this Return? (Cancel, OK)

RETURN INFORMATION

General Information

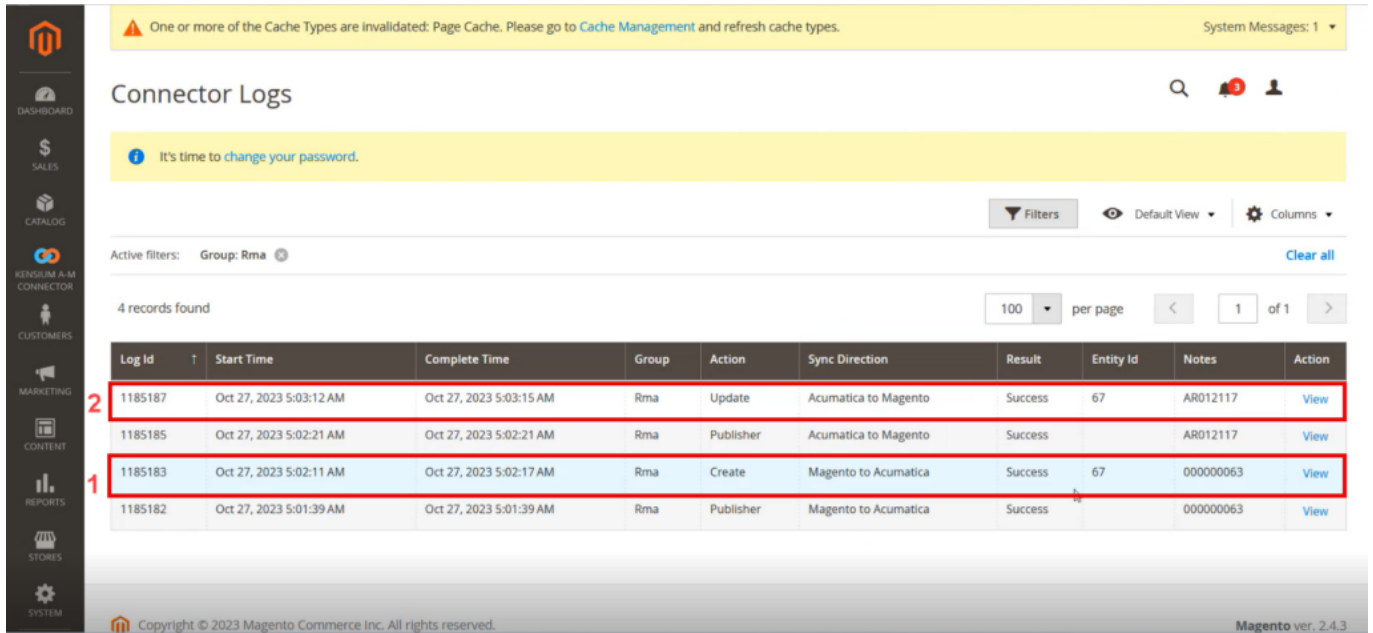
Return Items

Product	SKU	Remaining	Requested	Authorized	Returned	Approved	Return Reason	Item Condition	Resolution	Status
WATER2809_	WATER2809	1	1	1			Wrong Color	Damaged	Refunc	Author

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Generating Return ID

Step 9: Go to the Magento [Connector Sync Log]. Make sure the queue is enabled for Magento Acumatica Return in Queue Management. In the Return sync in configuration, it should also be enabled for returns.

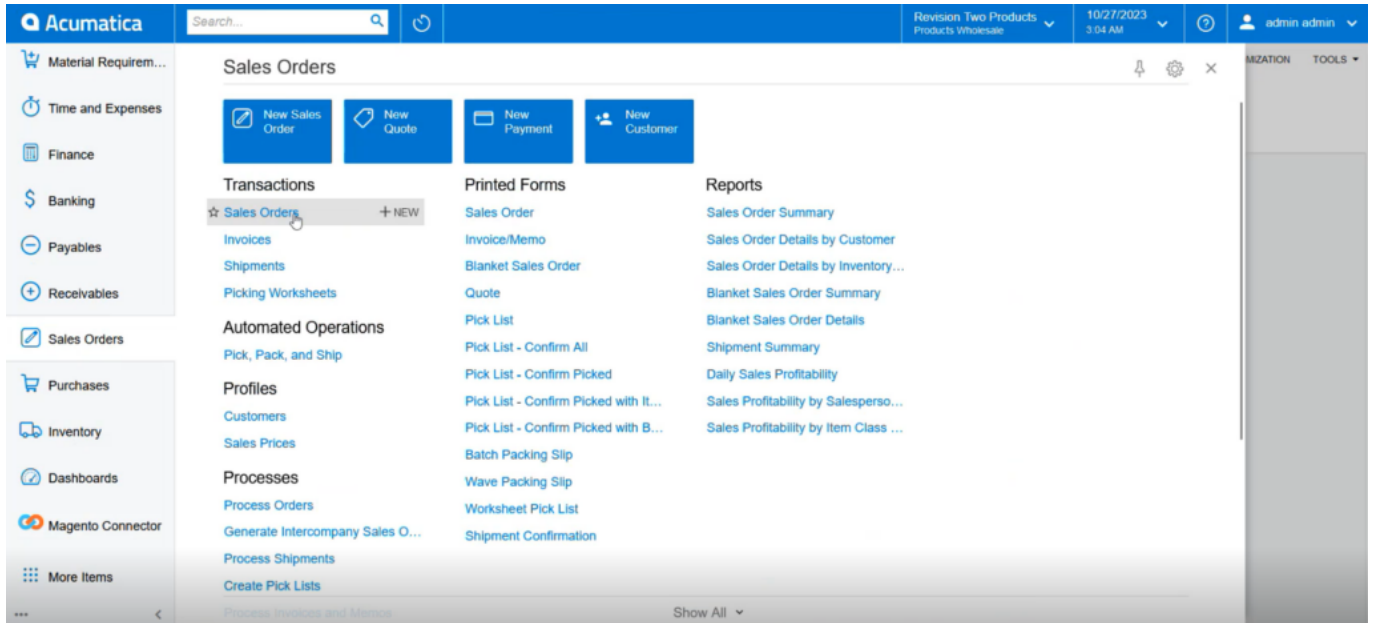


The screenshot shows the 'Connector Logs' page in the Magento Admin interface. A sidebar on the left contains navigation icons for Dashboard, Sales, Catalog, KENSIUM A-M CONNECTOR, Customers, Marketing, Content, Reports, Stores, and System. The main content area has a yellow notification bar at the top stating 'One or more of the Cache Types are invalidated: Page Cache. Please go to [Cache Management](#) and refresh cache types.' Below this is another yellow bar with a message: 'It's time to change your password.' The logs table is filtered by 'Group: Rma' and shows 4 records. The table has columns: Log Id, Start Time, Complete Time, Group, Action, Sync Direction, Result, Entity Id, Notes, and Action. The first row (Log Id 1185187) is highlighted in red and has a red '2' next to it. The second row (Log Id 1185185) is highlighted in light blue. The third row (Log Id 1185183) is highlighted in light blue and has a red '1' next to it. The fourth row (Log Id 1185182) is highlighted in light blue. The footer of the page includes 'Copyright © 2023 Magento Commerce Inc. All rights reserved.' and 'Magento ver. 2.4.3'.

Log Id	Start Time	Complete Time	Group	Action	Sync Direction	Result	Entity Id	Notes	Action
1185187	Oct 27, 2023 5:03:12 AM	Oct 27, 2023 5:03:15 AM	Rma	Update	Acumatica to Magento	Success	67	AR012117	View
1185185	Oct 27, 2023 5:02:21 AM	Oct 27, 2023 5:02:21 AM	Rma	Publisher	Acumatica to Magento	Success		AR012117	View
1185183	Oct 27, 2023 5:02:11 AM	Oct 27, 2023 5:02:17 AM	Rma	Create	Magento to Acumatica	Success	67	00000063	View
1185182	Oct 27, 2023 5:01:39 AM	Oct 27, 2023 5:01:39 AM	Rma	Publisher	Magento to Acumatica	Success		00000063	View

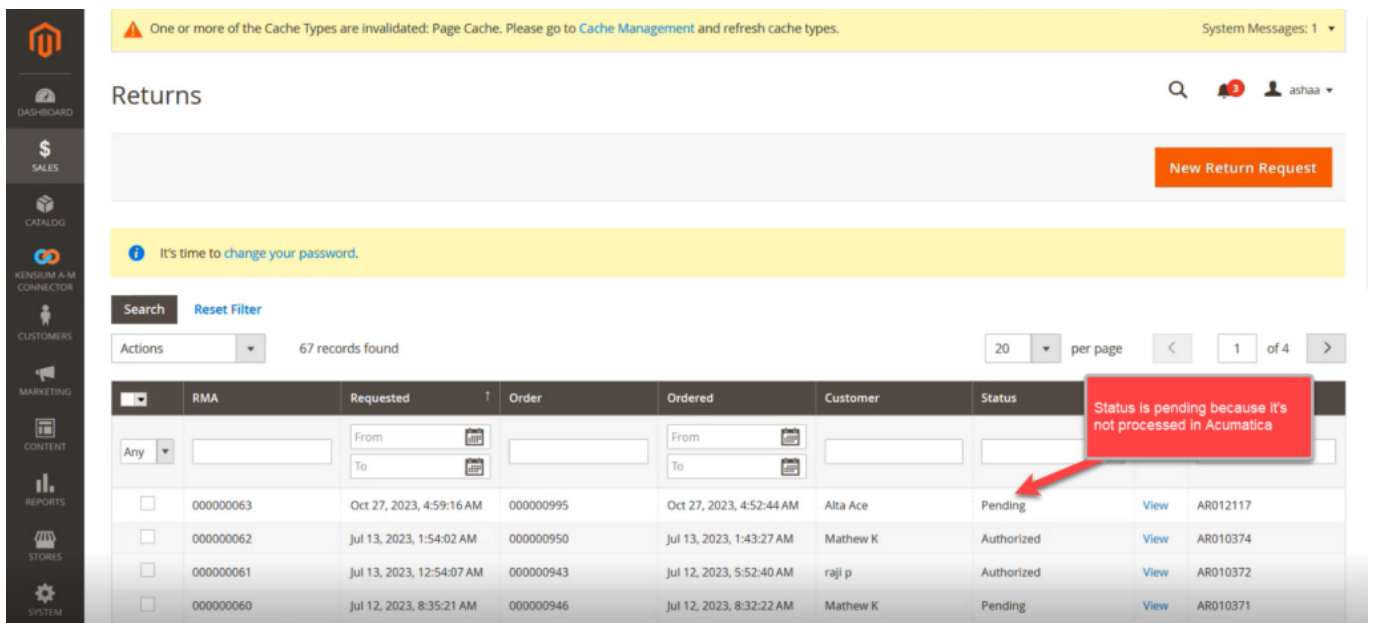
Acumatica RMA ID

Step 10. Go to the Acumatica Sales Order Screen.



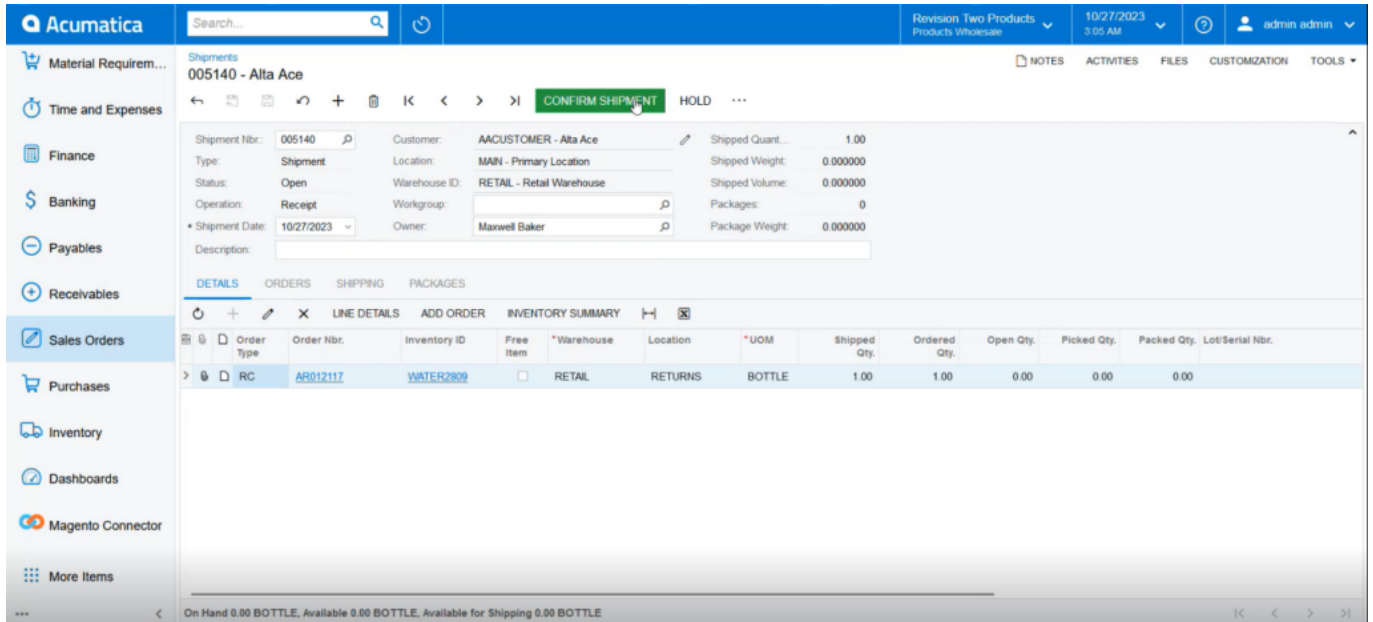
RMA order in the Sales Order Screen

On the Magento side, the order status will be displayed as pending because the RMA is not processed in Acumatica.



Create the receipt

Step 12. You will be redirected to the Shipment screen. You need to click on [Confirm Shipment]

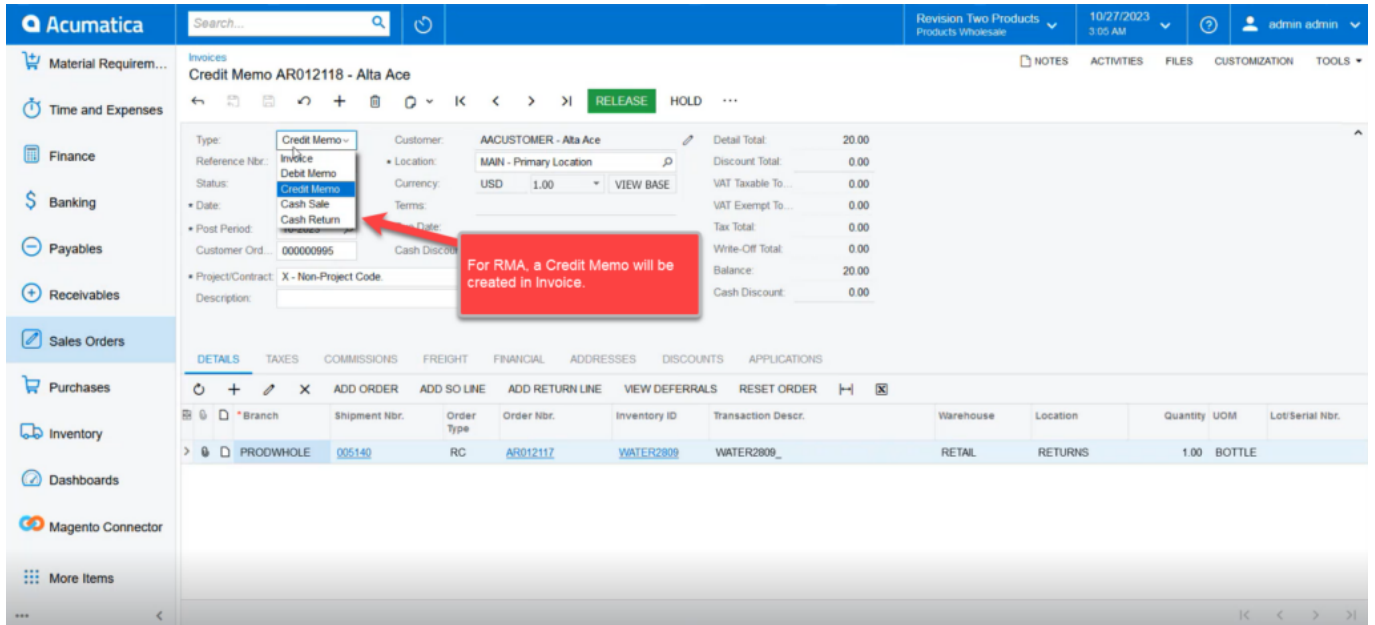


The screenshot shows the Acumatica interface for a shipment. The top navigation bar includes 'Acumatica', a search bar, and user information. The left sidebar lists various modules like 'Material Requirement...', 'Time and Expenses', 'Finance', etc. The main area displays shipment details for '005140 - Alta Ace'. A green box highlights the 'CONFIRM SHIPMENT' button. Below the details is a table with columns for Order Type, Order Nbr., Inventory ID, Free Item, Warehouse, Location, UOM, Shipped Qty, Ordered Qty, Open Qty, Picked Qty, Packed Qty, and Lot/Serial Nbr. The table contains one row with the following data:

Order Type	Order Nbr.	Inventory ID	Free Item	Warehouse	Location	UOM	Shipped Qty	Ordered Qty	Open Qty	Picked Qty	Packed Qty	Lot/Serial Nbr.
RC	AR012117	WATER2809	<input type="checkbox"/>	RETAIL	RETURNS	BOTTLE	1.00	1.00	0.00	0.00	0.00	

Prepare Invoice Screen

Step 14. Since you are creating an invoice for RMA, the application will create a [Credit Memo] as a default type selection and [Release] the Invoice.



The screenshot shows the Acumatica interface for creating a Credit Memo. The 'Type' dropdown menu is open, showing options: Invoice, Debit Memo, Credit Memo (highlighted), Cash Sale, and Cash Return. A red callout box with an arrow pointing to 'Credit Memo' contains the text: "For RMA, a Credit Memo will be created in Invoice." The form fields include Customer: AACUSTOMER - Alta Ace, Location: MAN - Primary Location, Currency: USD 1.00, and a table of financial details.

Financial Detail	Amount
Detail Total	20.00
Discount Total	0.00
VAT Taxable To...	0.00
VAT Exempt To...	0.00
Tax Total	0.00
Write-Off Total	0.00
Balance	20.00
Cash Discount	0.00

Branch	Shipment Nbr.	Order Type	Order Nbr.	Inventory ID	Transaction Descr.	Warehouse	Location	Quantity	UOM	Lot/Serial Nbr.
PRODWHOLE	005140	RC	AR012117	WATER2809	WATER2809_	RETAIL	RETURNS	1.00	BOTTLE	

Inventory Sync in the Connector Log