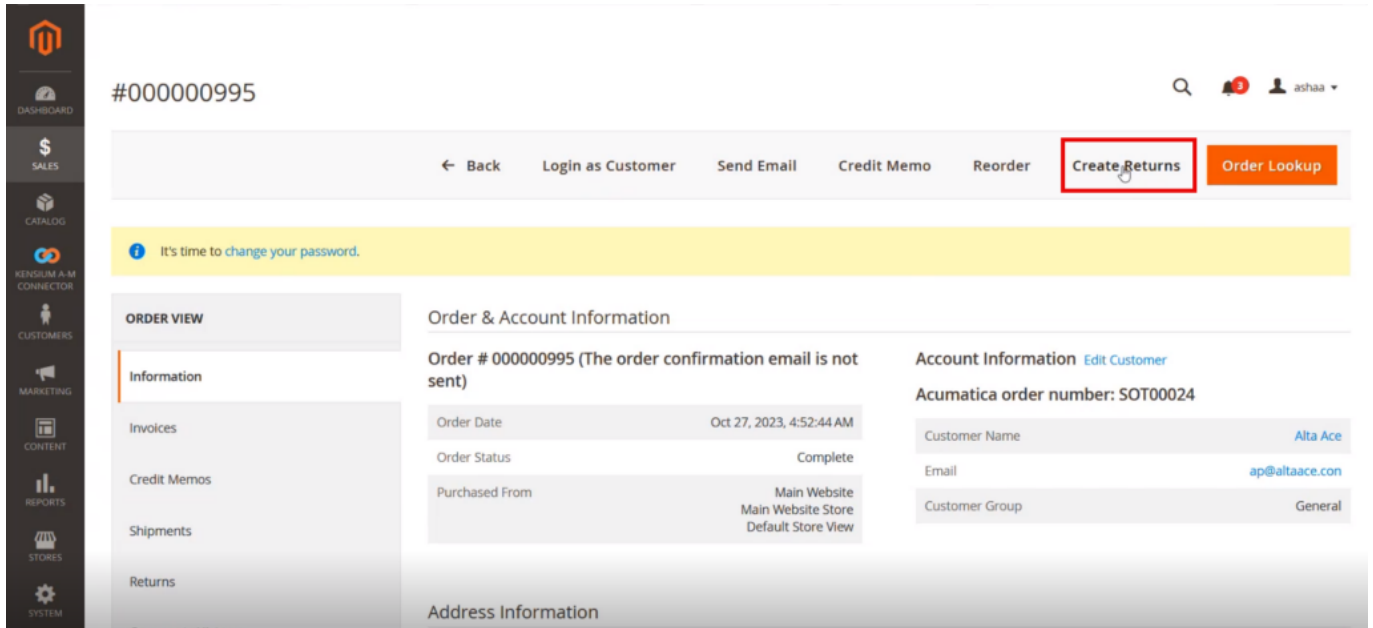


# Order Returns in Magento

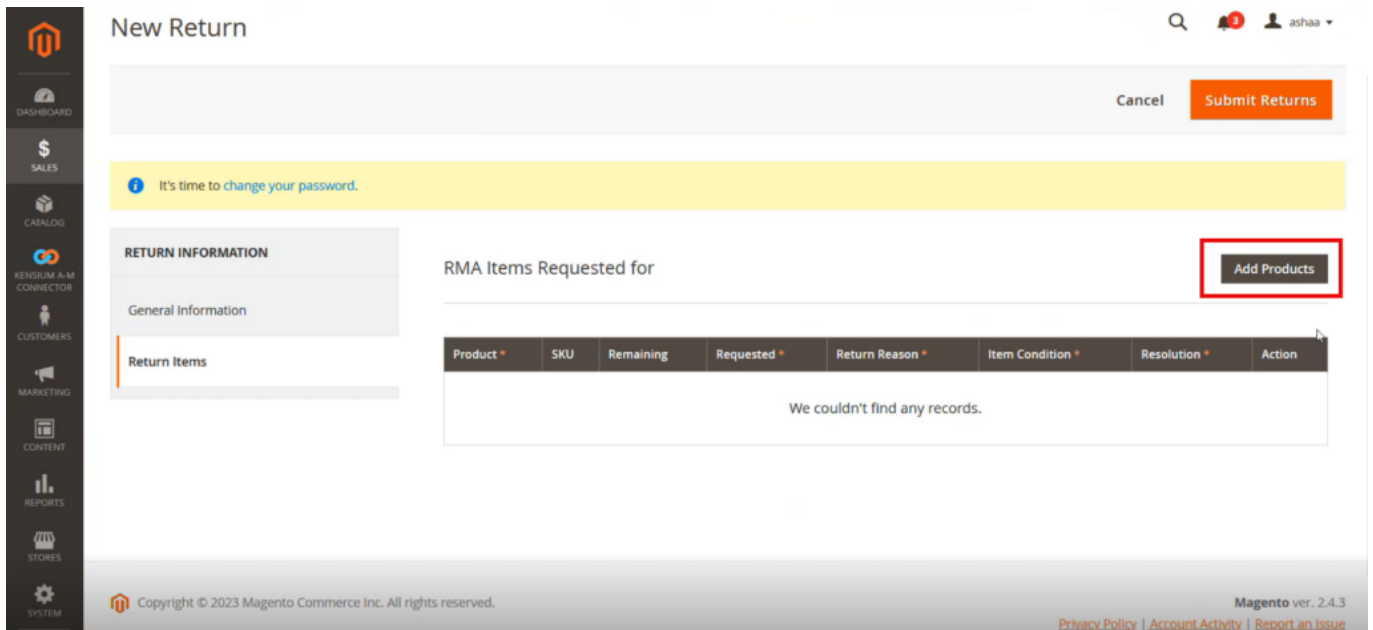
Once the order gets completed in Magento the option for order returns will be enabled. You can only return the order from Magento. Acumatica doesn't provide this facility for Order Return.



The screenshot displays the Magento Admin interface for order #00000995. The top navigation bar includes buttons for Back, Login as Customer, Send Email, Credit Memo, Reorder, **Create Returns** (highlighted with a red box), and Order Lookup. A yellow notification banner states "It's time to change your password." The main content area is divided into sections: ORDER VIEW (with sub-sections for Information, Invoices, Credit Memos, Shipments, and Returns), Order & Account Information (showing Order # 00000995, Order Date: Oct 27, 2023, 4:52:44 AM, Order Status: Complete, and Purchased From: Main Website), and Account Information (showing Customer Name: Alta Ace, Email: ap@altaace.com, and Customer Group: General).

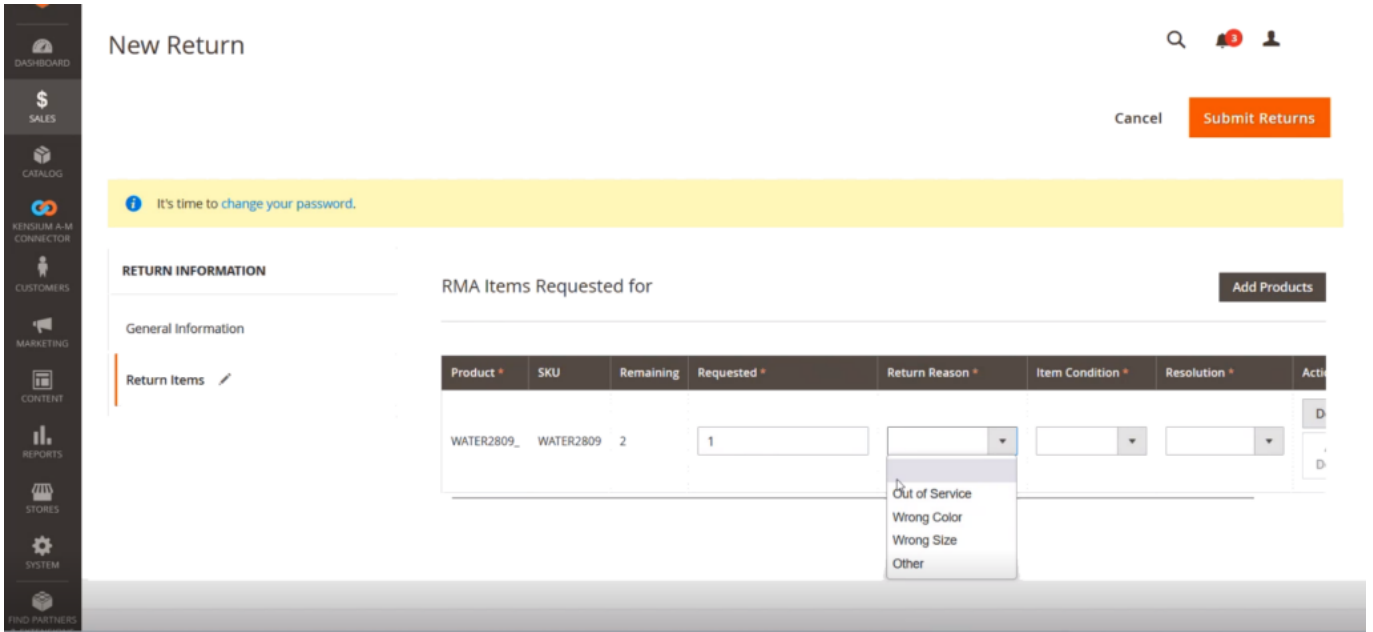
## New Return Screen

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.



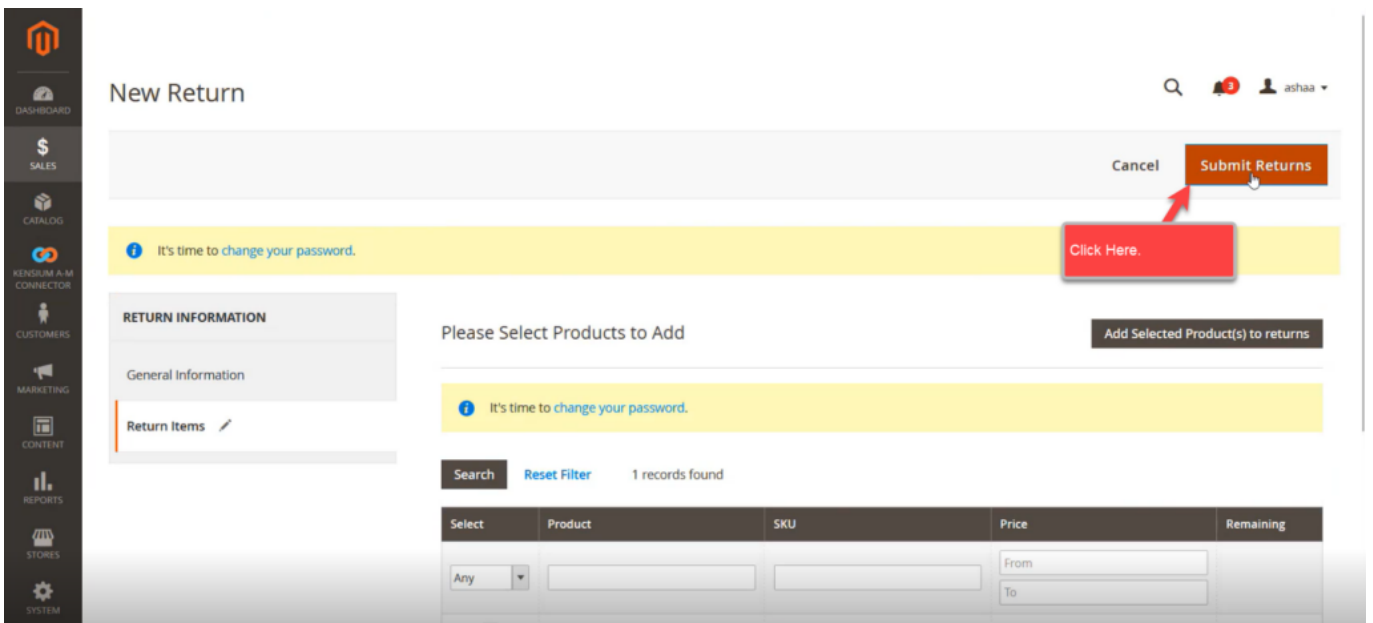
### Add Selected Products to return

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].



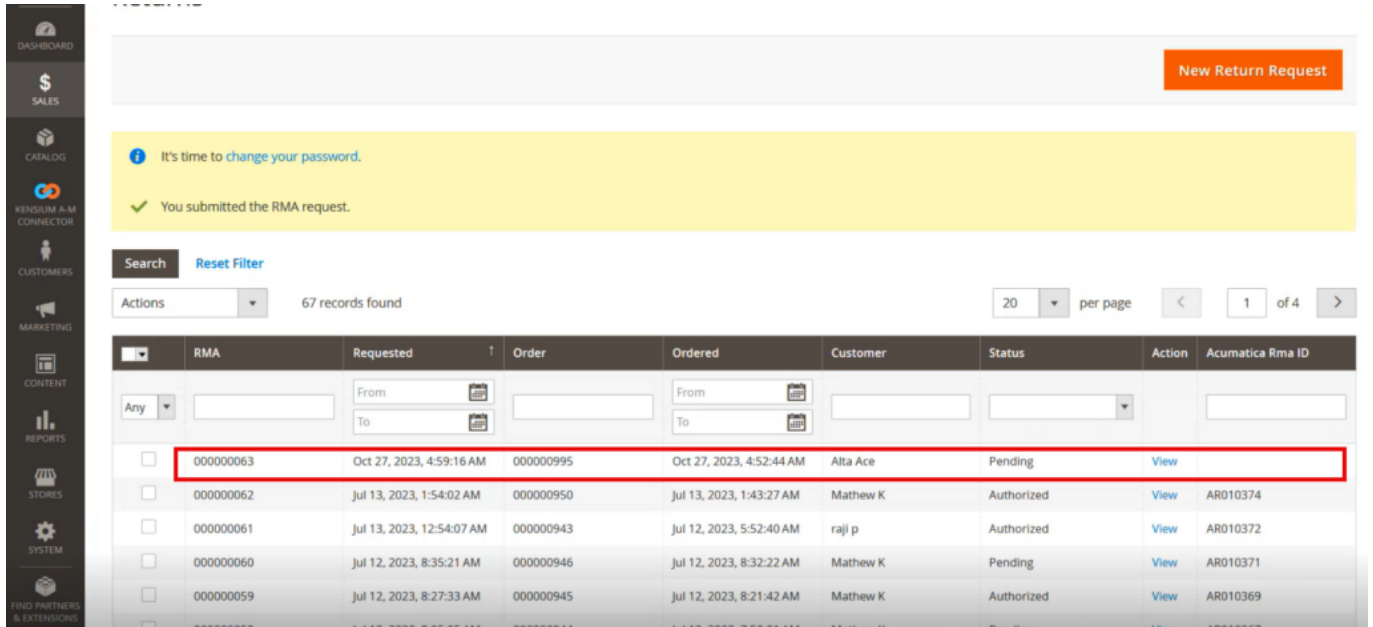
Select the Resolution

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.

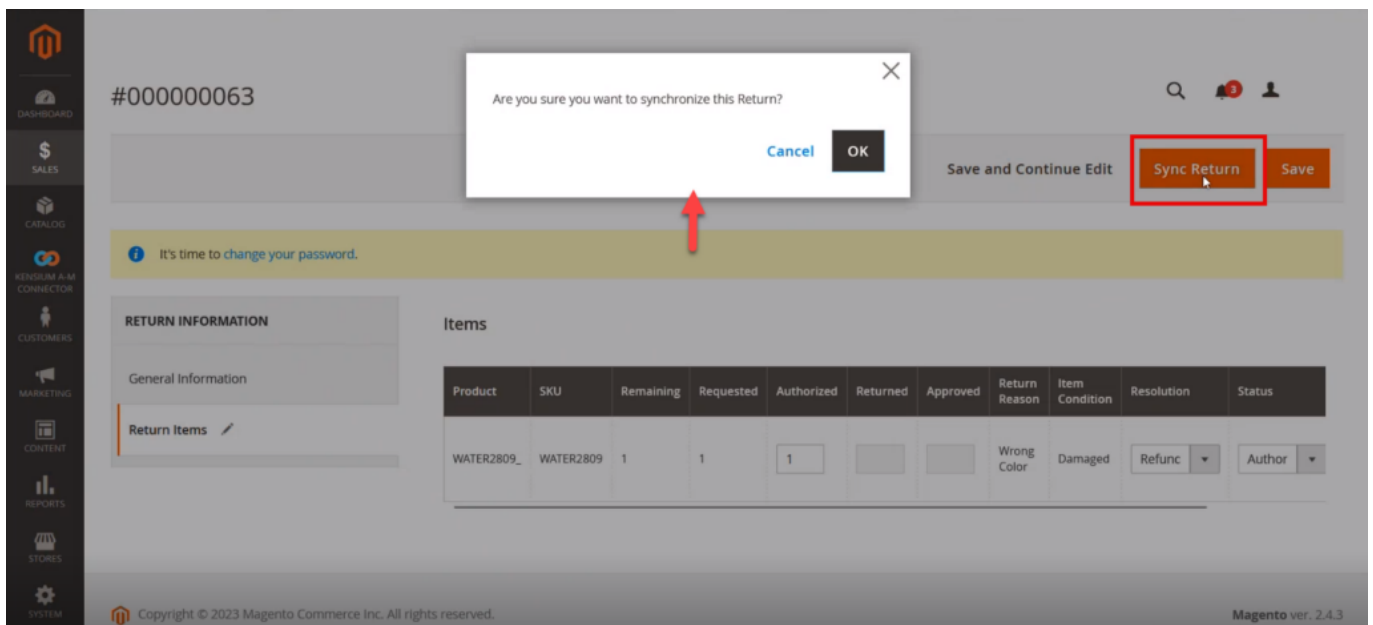
Search: Search, Reset Filter

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	<a href="#">View</a>	
<input type="checkbox"/>	00000062	Jul 13, 2023, 1:54:02 AM	00000950	Jul 13, 2023, 1:43:27 AM	Mathew K	Authorized	<a href="#">View</a>	AR010374
<input type="checkbox"/>	00000061	Jul 13, 2023, 12:54:07 AM	00000943	Jul 12, 2023, 5:52:40 AM	raji p	Authorized	<a href="#">View</a>	AR010372
<input type="checkbox"/>	00000060	Jul 12, 2023, 8:35:21 AM	00000946	Jul 12, 2023, 8:32:22 AM	Mathew K	Pending	<a href="#">View</a>	AR010371
<input type="checkbox"/>	00000059	Jul 12, 2023, 8:27:33 AM	00000945	Jul 12, 2023, 8:21:42 AM	Mathew K	Authorized	<a href="#">View</a>	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

Messages:
 

- It's time to change your password.

RETURN INFORMATION

General Information

Return Items

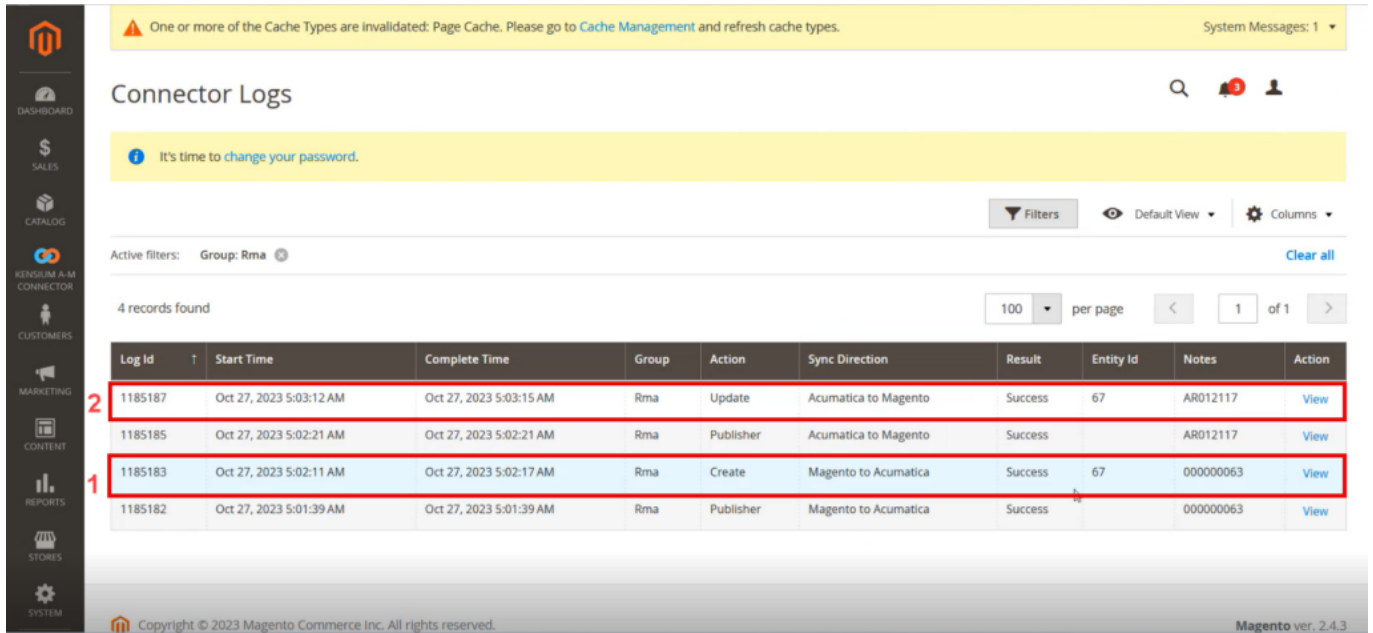
Items

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.



One or more of the Cache Types are invalidated: Page Cache. Please go to [Cache Management](#) and refresh cache types. System Messages: 1

### Connector Logs

It's time to [change your password](#).

Filters Default View Columns

Active filters: Group: Rma Clear all

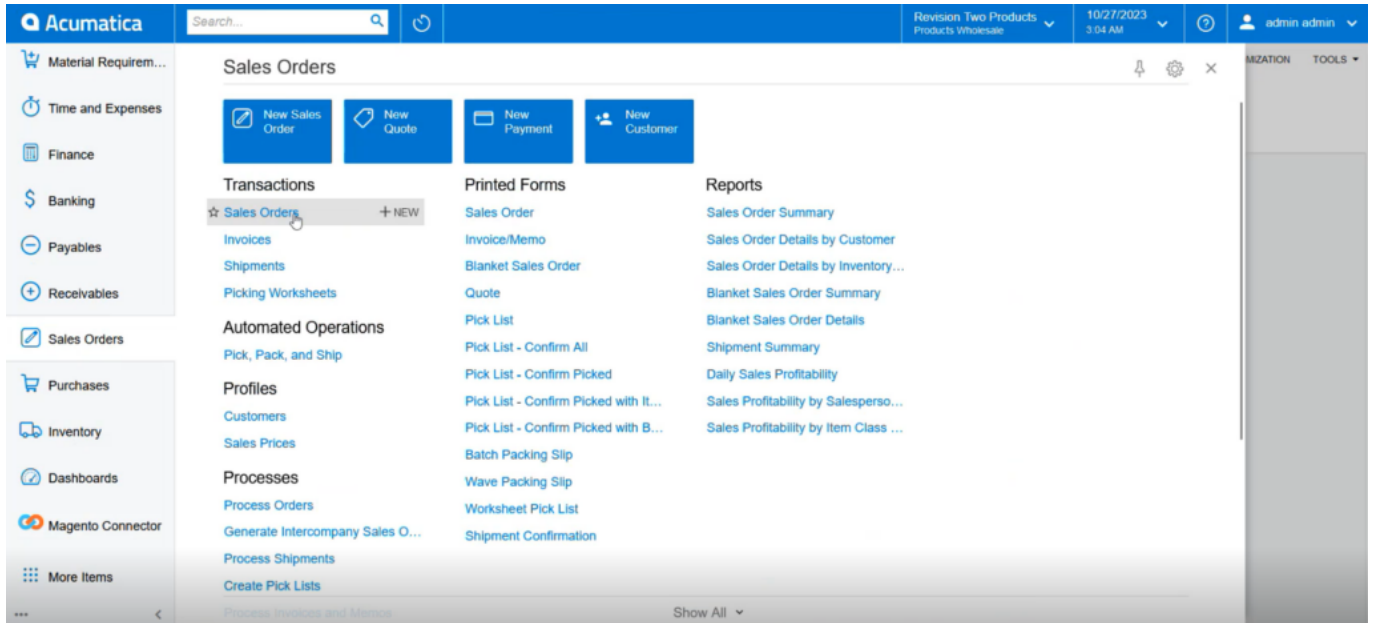
4 records found 100 per page 1 of 1

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	<a href="#">View</a>
1185185	Oct 27, 2023 5:02:21 AM	Oct 27, 2023 5:02:21 AM	Rma	Publisher	Acumatica to Magento	Success		AR012117	<a href="#">View</a>
1185183	Oct 27, 2023 5:02:11 AM	Oct 27, 2023 5:02:17 AM	Rma	Create	Magento to Acumatica	Success	67	00000063	<a href="#">View</a>
1185182	Oct 27, 2023 5:01:39 AM	Oct 27, 2023 5:01:39 AM	Rma	Publisher	Magento to Acumatica	Success		00000063	<a href="#">View</a>

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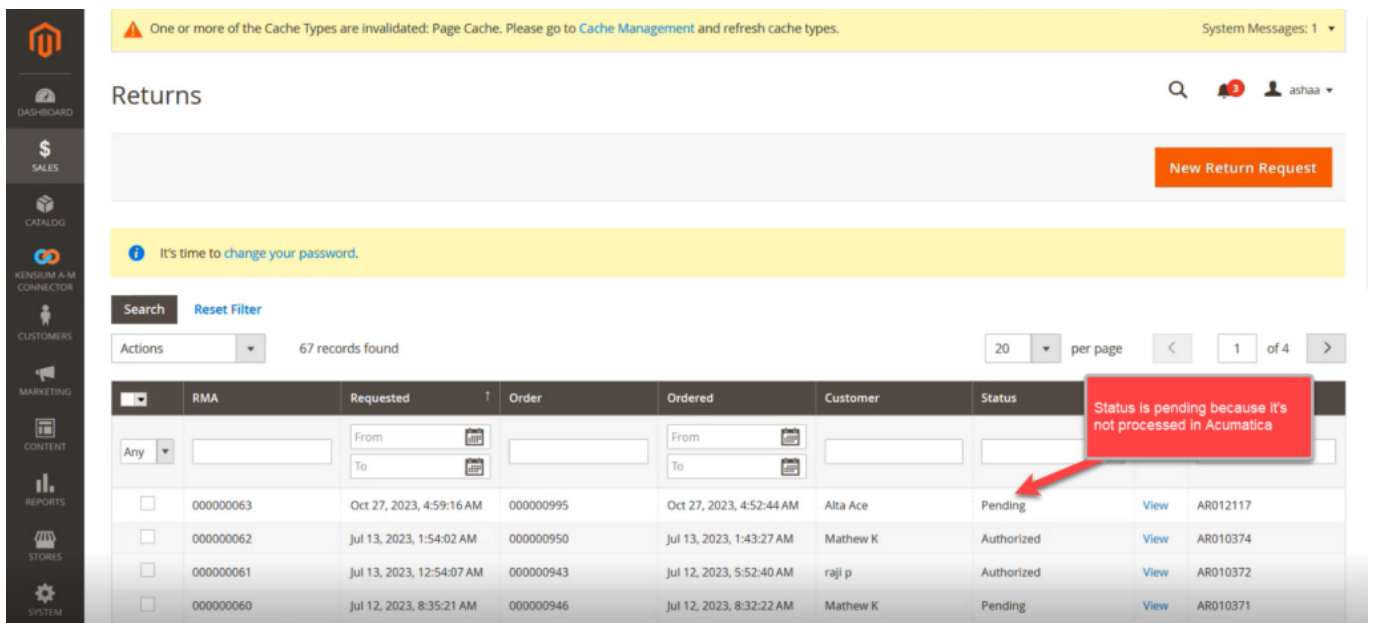
## Acumatica RMA ID

Step 10. Go to the Acumatica Sales Order Screen.



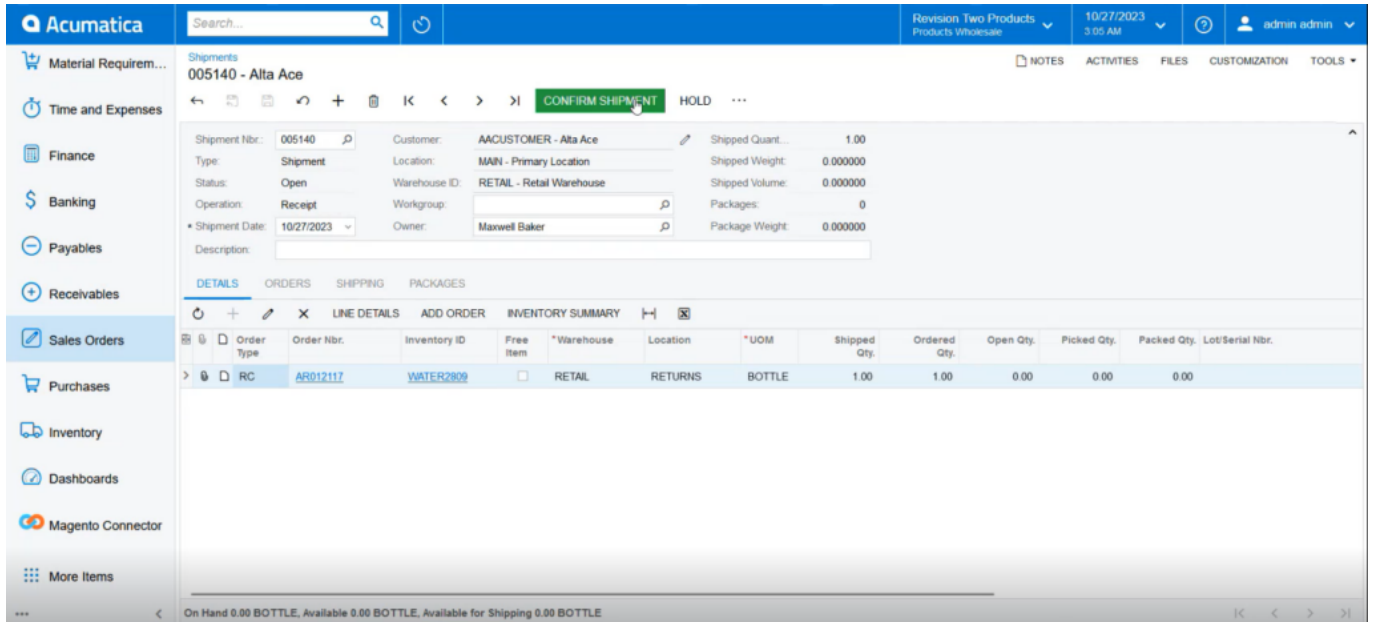
### RMA order in the Sales Order Screen

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]

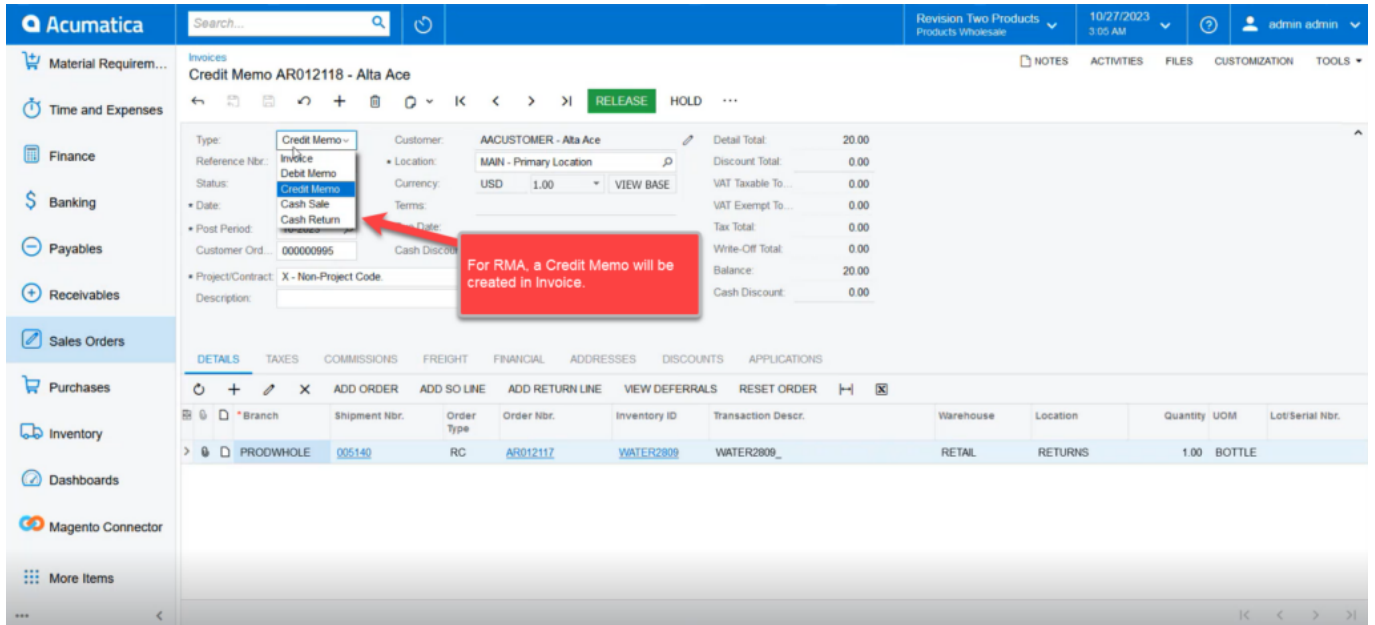


Shipment Nbr: 005140 Customer: AACUSTOMER - Alta Ace Shipped Quant: 1.00  
 Type: Shipment Location: MAIN - Primary Location Shipped Weight: 0.000000  
 Status: Open Warehouse ID: RETAIL - Retail Warehouse Shipped Volume: 0.000000  
 Operation: Receipt Workgroup: Packages: 0  
 \* Shipment Date: 10/27/2023 Owner: Maxwell Baker Package Weight: 0.000000

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