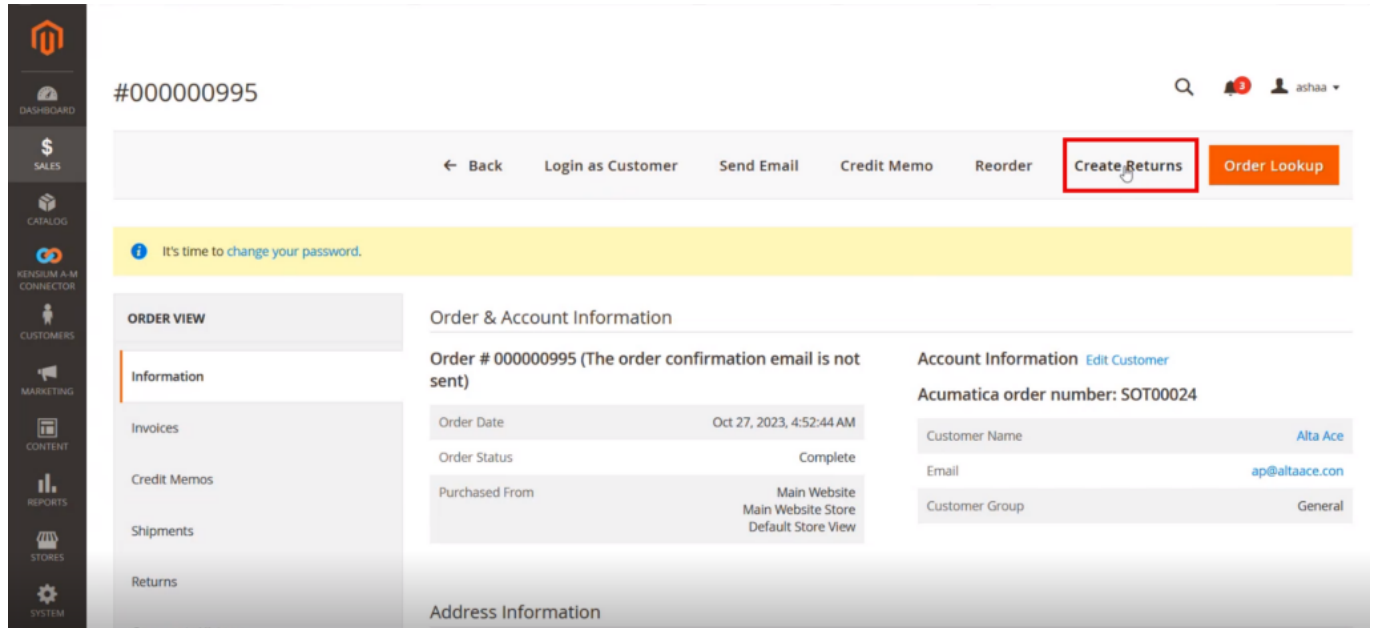


Order Returns in Magento


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 Order View interface for order #000000995. The top navigation bar includes links 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 left sidebar contains a menu with options like Dashboard, Sales, Catalog, KENSIMUM A-M CONNECTOR, Customers, Marketing, Content, Reports, Stores, and System. The main content area is divided into sections: Order & Account Information, Account Information, and Address Information. The Order & Account Information section displays details for Order # 000000995, including the order date (Oct 27, 2023, 4:52:44 AM), order status (Complete), and purchase source (Main Website Store). The Account Information section shows the 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.



DASHBOARD

SALES

CATALOG

KENSIMUM A-M CONNECTOR

CUSTOMERS

MARKETING

CONTENT

REPORTS

STORES

SYSTEM

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.							

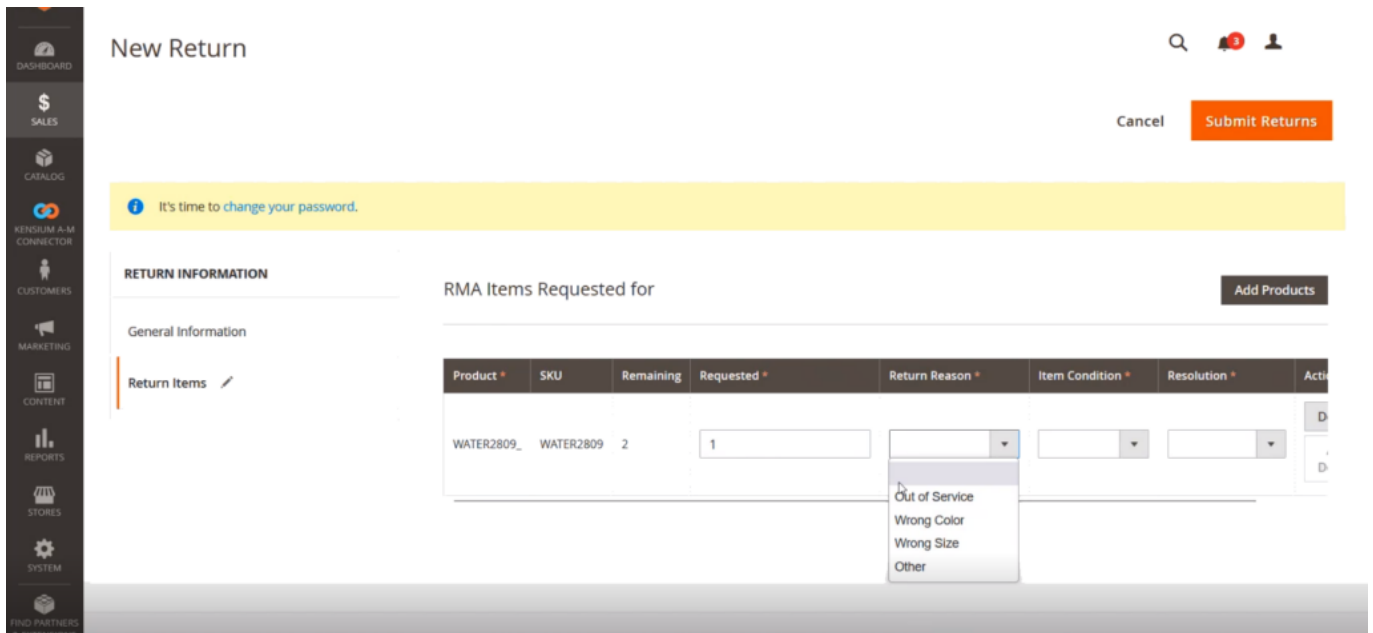
 Copyright © 2023 Magento Commerce Inc. All rights reserved.

Magento ver. 2.4.3

[Privacy Policy](#) | [Account Activity](#) | [Report an Issue](#)

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].



New Return

Cancel Submit Returns

It's time to change your password.

RETURN INFORMATION

General Information

Return Items

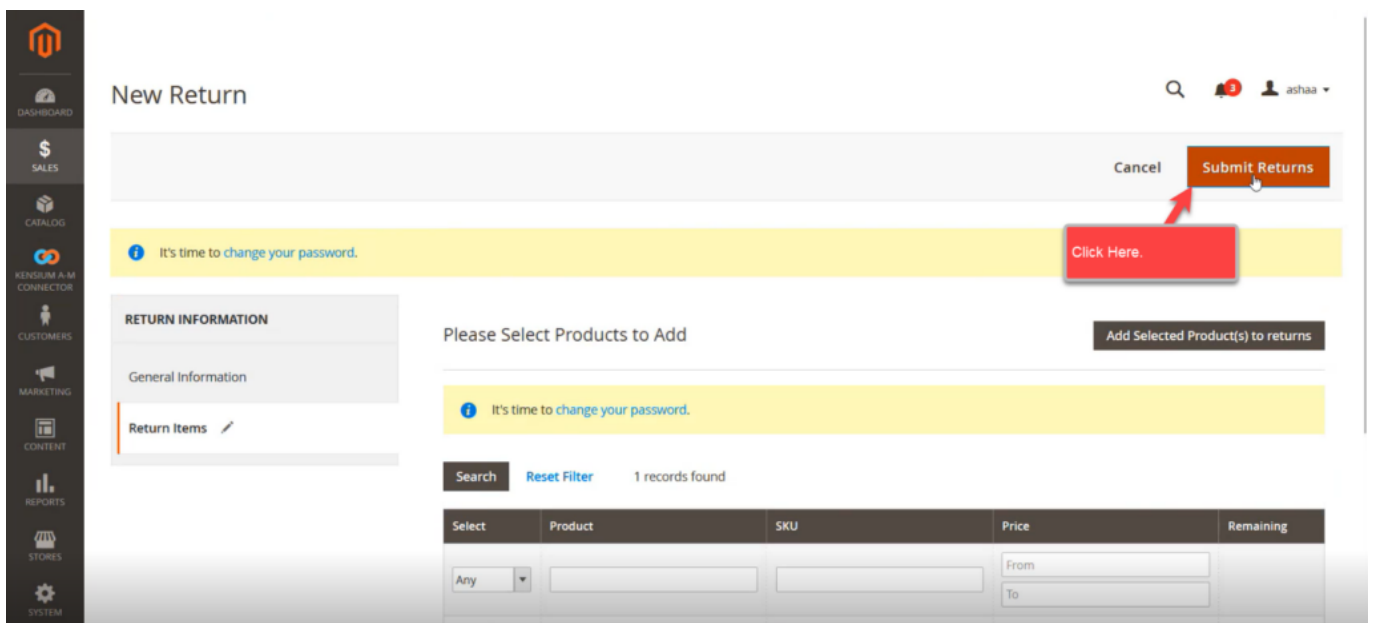
RMA Items Requested for

Add Products

Product *	SKU	Remaining	Requested *	Return Reason *	Item Condition *	Resolution *	Action
WATER2809_	WATER2809	2	1	Out of Service			

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]**.



New Return

Cancel Submit Returns

It's time to change your password.

RETURN INFORMATION

General Information

Return Items

Please Select Products to Add

Add Selected Product(s) to returns

It's time to change your password.

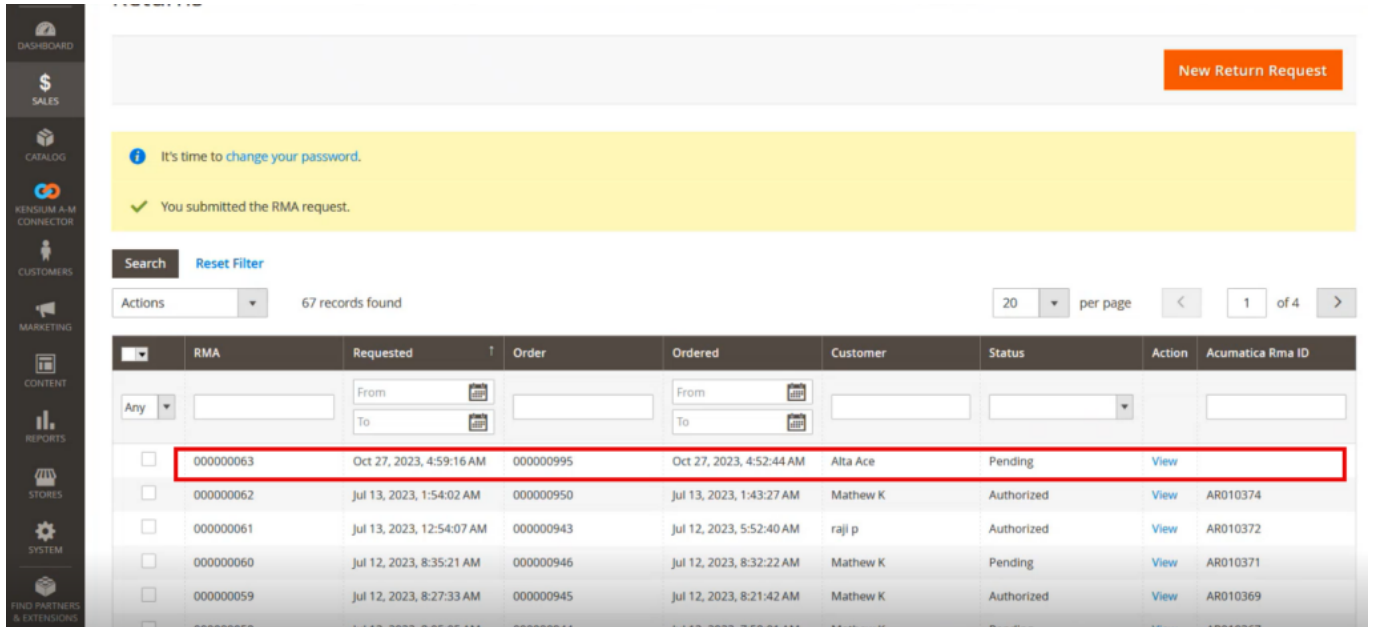
Search Reset Filter 1 records found

Select	Product	SKU	Price	Remaining
Any			From	
			To	

Click Here.

Return Screen window

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



New Return Request

It's time to change your password.

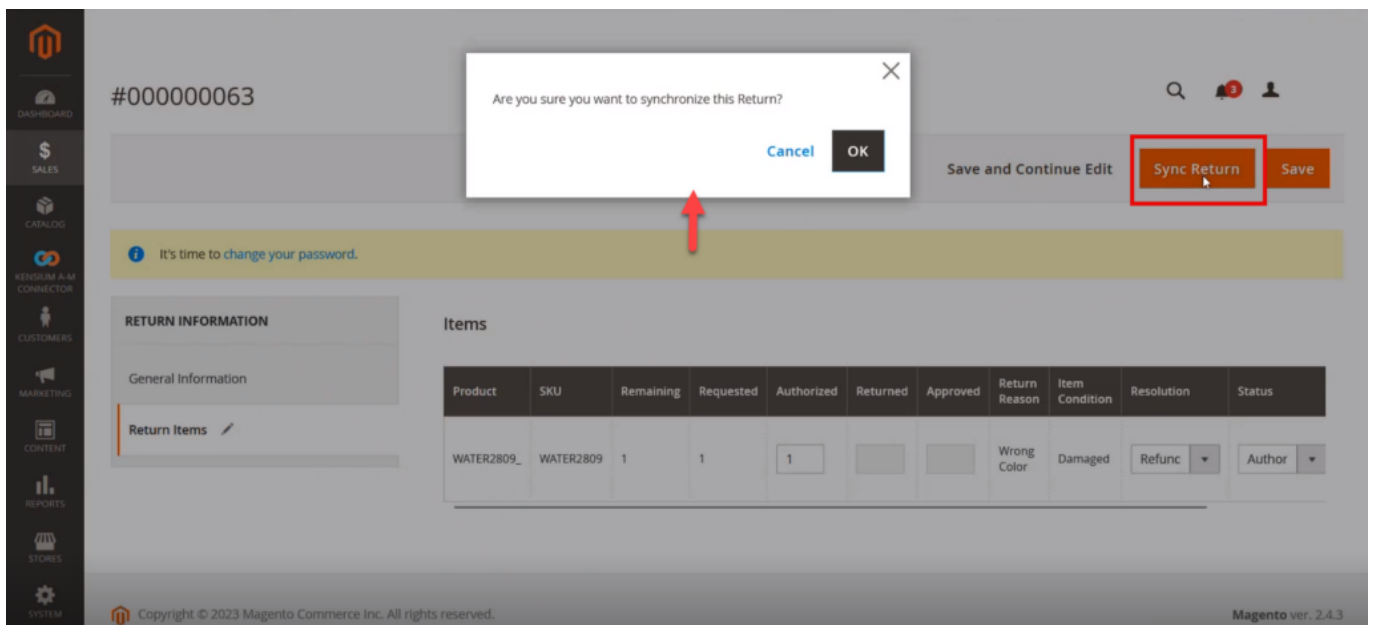
You submitted the RMA request.

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	000000995	Oct 27, 2023, 4:52:44 AM	Alta Ace	Pending	View	
<input type="checkbox"/>	00000062	Jul 13, 2023, 1:54:02 AM	000000950	Jul 13, 2023, 1:43:27 AM	Mathew K	Authorized	View	AR010374
<input type="checkbox"/>	00000061	Jul 13, 2023, 12:54:07 AM	000000943	Jul 12, 2023, 5:52:40 AM	raji p	Authorized	View	AR010372
<input type="checkbox"/>	00000060	Jul 12, 2023, 8:35:21 AM	000000946	Jul 12, 2023, 8:32:22 AM	Mathew K	Pending	View	AR010371
<input type="checkbox"/>	00000059	Jul 12, 2023, 8:27:33 AM	000000945	Jul 12, 2023, 8:21:42 AM	Mathew K	Authorized	View	AR010369

Authorize the Return screen



#00000063

Are you sure you want to synchronize this Return?

[Cancel](#) [OK](#)

Save and Continue Edit **Sync Return** [Save](#)

It's time to change your password.

RETURN INFORMATION

General Information

Return Items

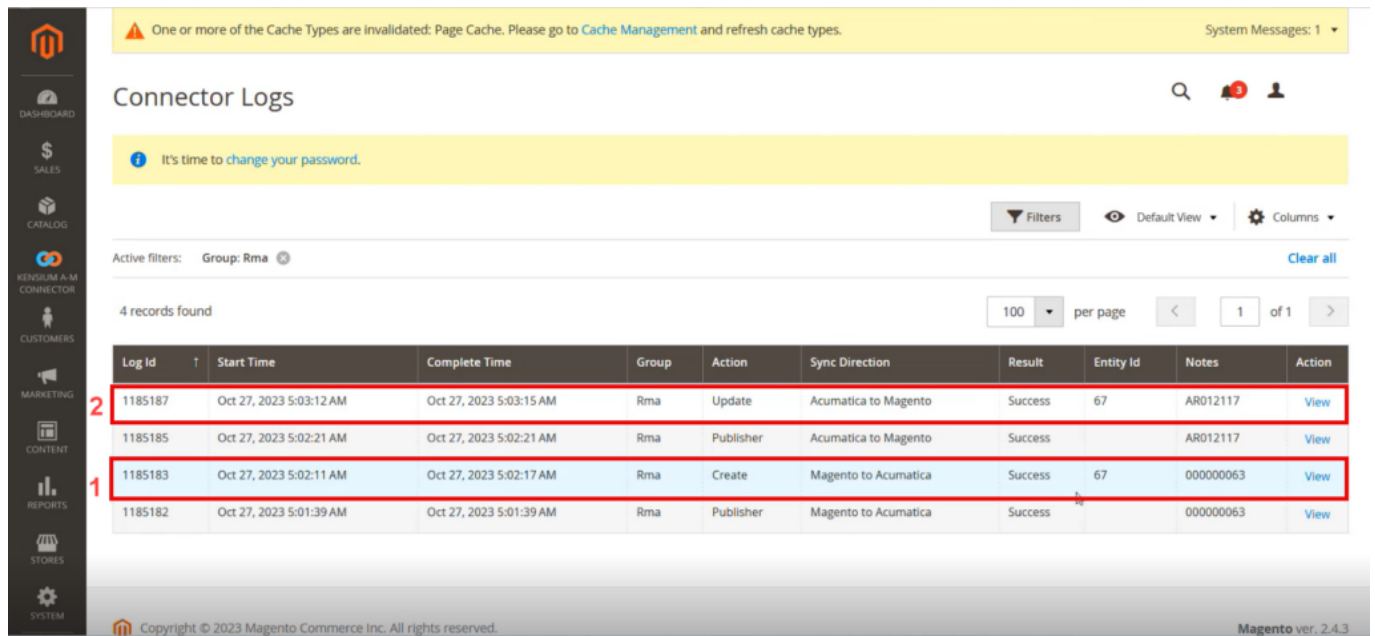
Items

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

Copyright © 2023 Magento Commerce Inc. All rights reserved. Magento ver. 2.4.3

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

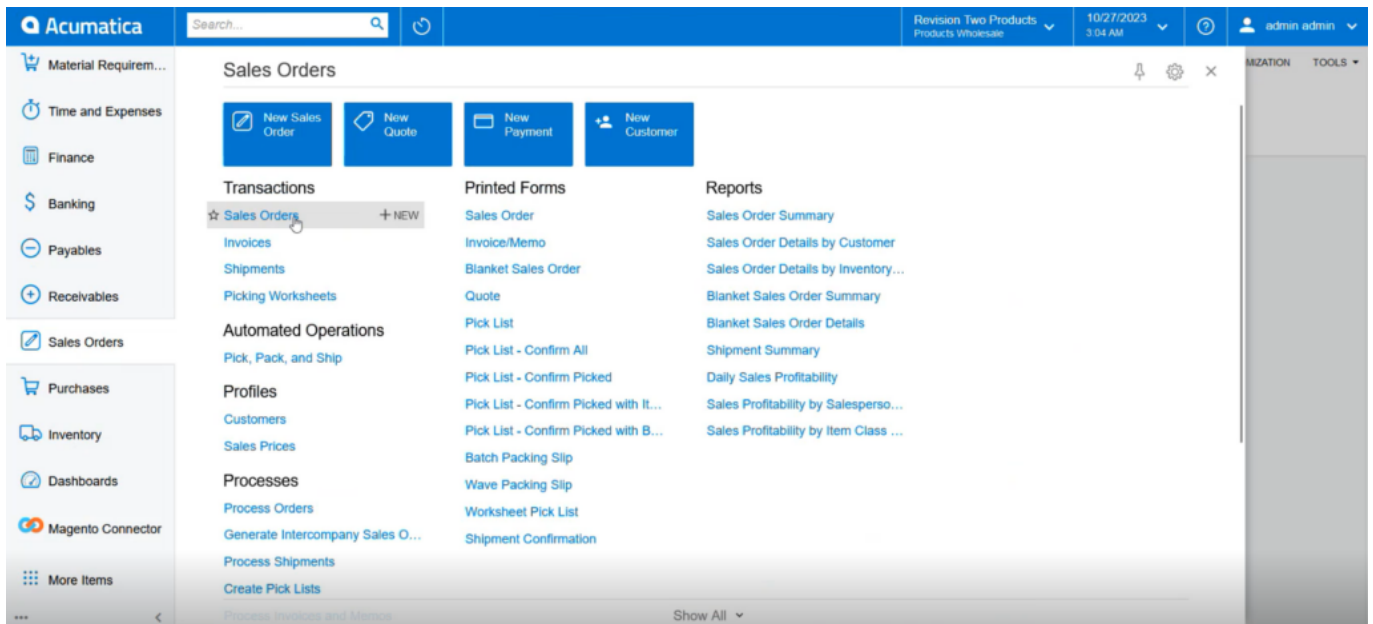
4 records found 100 per page 1 of 1

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	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	000000063	View
1185182	Oct 27, 2023 5:01:39 AM	Oct 27, 2023 5:01:39 AM	Rma	Publisher	Magento to Acumatica	Success		000000063	View

Copyright © 2023 Magento Commerce Inc. All rights reserved. Magento ver. 2.4.3

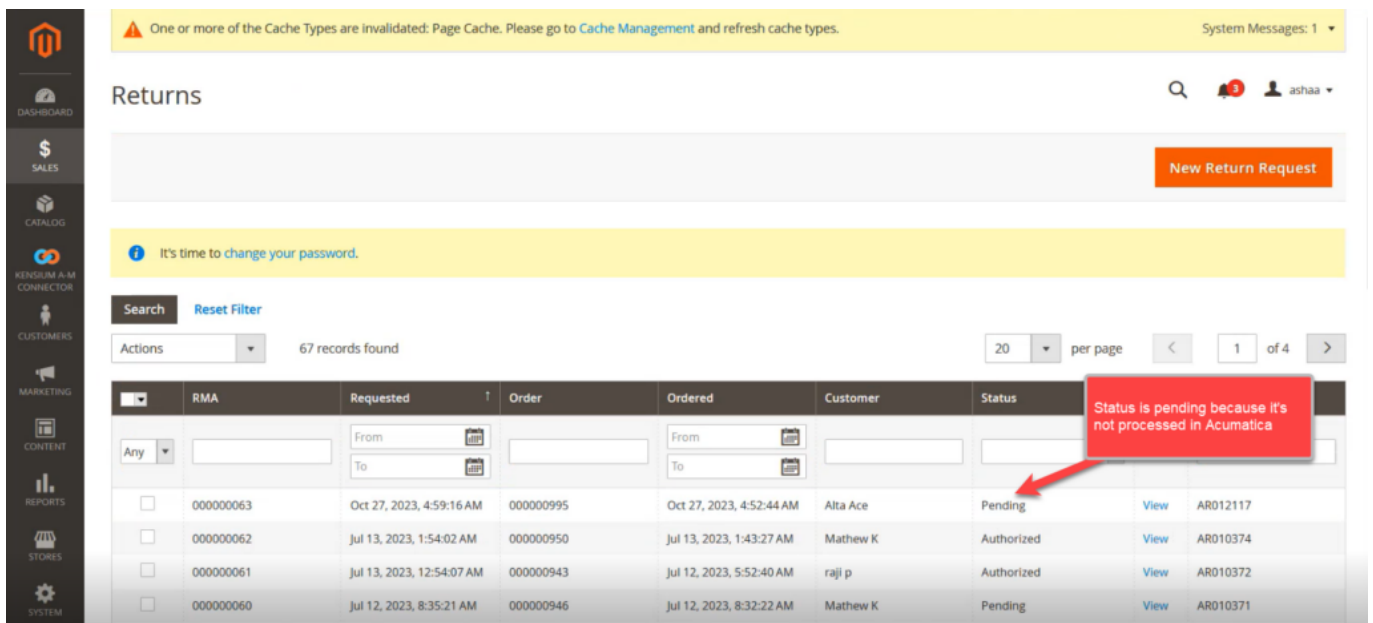
Acumatica RMA ID

Step 10. Go to the Acumatica Sales Order Screen.



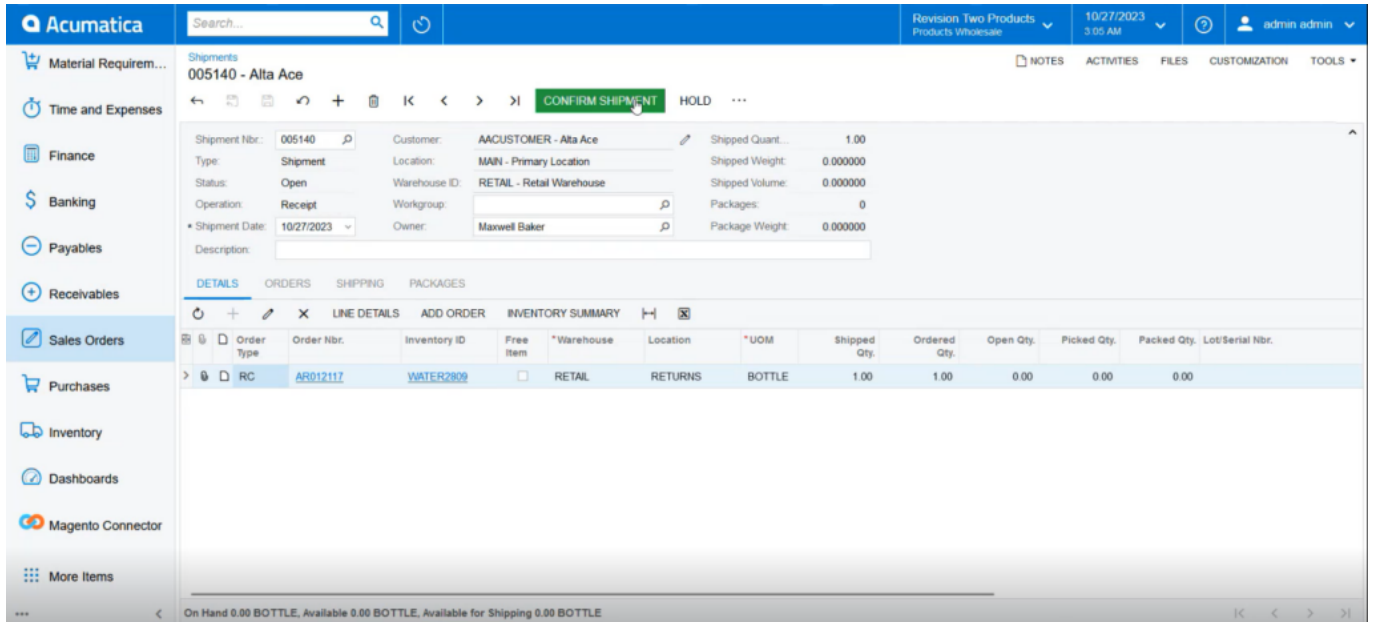
RMA order in the Sales Order Screen

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]



Acumatica Search... 10/27/2023 3:05 AM admin admin

Material Requirement... Time and Expenses Finance Banking Payables Receivables Sales Orders Purchases Inventory Dashboards Magento Connector More Items

Shipments 005140 - Alta Ace

CONFIRM SHIPMENT HOLD

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
 Description:

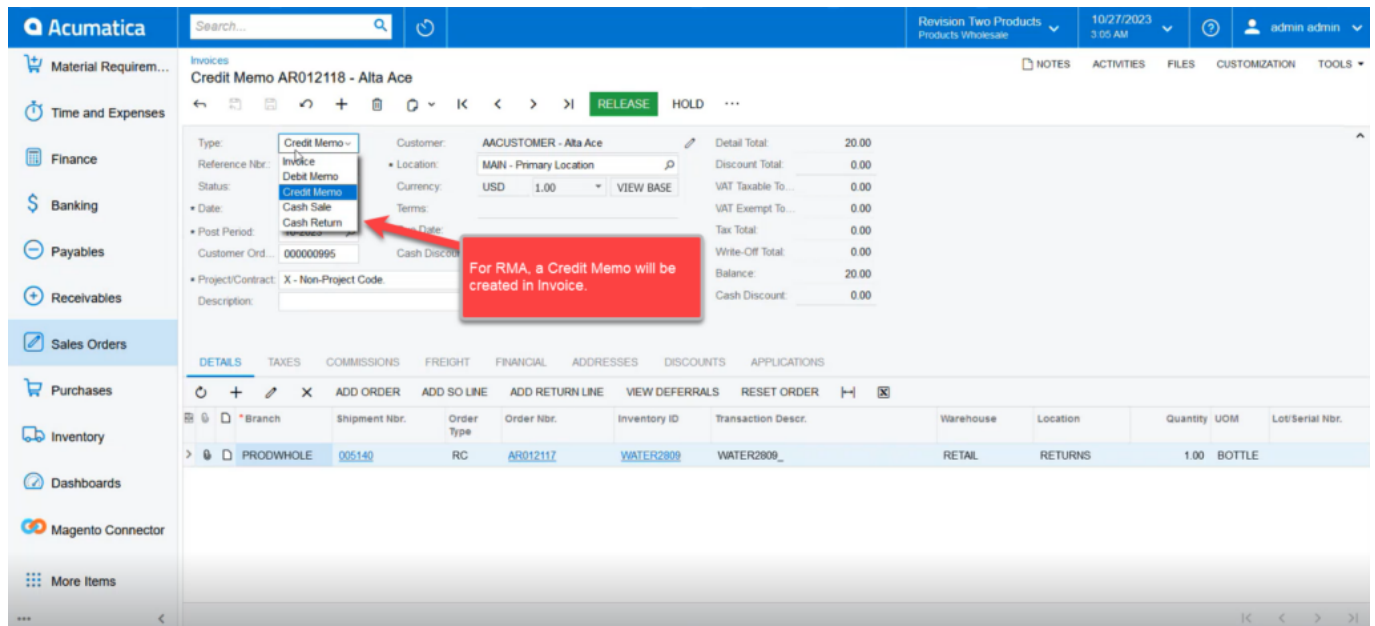
DETAILS ORDERS SHIPPING PACKAGES

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		RETAIL	RETURNS	BOTTLE	1.00	1.00	0.00	0.00	0.00	

On Hand 0.00 BOTTLE, Available 0.00 BOTTLE, Available for Shipping 0.00 BOTTLE

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.



Acumatica | Search... | Revision: Two Products | Products: Wholesale | 10/27/2023 3:05 AM | admin admin

Invoices
Credit Memo AR012118 - Alta Ace

Buttons: NOTES, ACTIVITIES, FILES, CUSTOMIZATION, TOOLS

Form Fields:

- Type: Credit Memo (selected)
- Reference Nbr.: [Empty]
- Status: [Empty]
- Date: [Empty]
- Post Period: [Empty]
- Customer Ord.: 000000995
- Project/Contract: X - Non-Project Code
- Description: [Empty]
- Customer: AACUSTOMER - Alta Ace
- Location: MAIN - Primary Location
- Currency: USD 1.00
- Terms: [Empty]
- 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

DETAILS | TAXES | COMMISSIONS | FREIGHT | FINANCIAL | ADDRESSES | DISCOUNTS | APPLICATIONS

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

Inventory Sync in the Connector Log