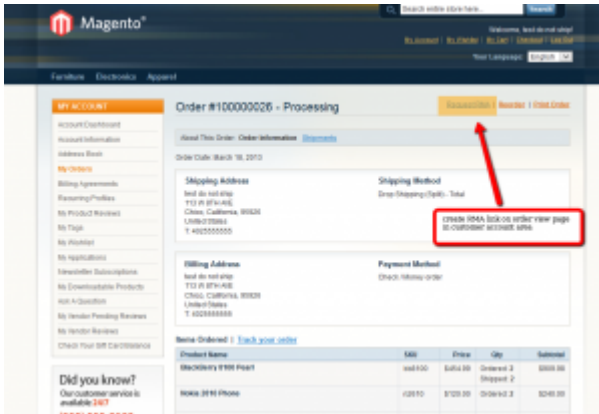


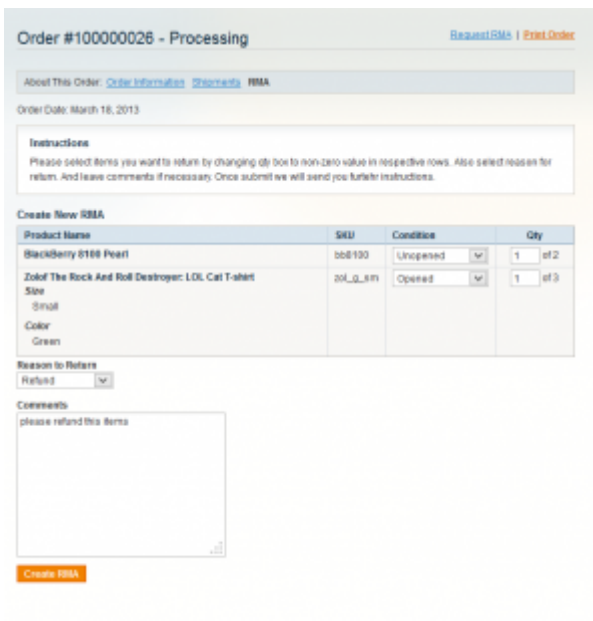
uReturns (RMA) Add-on

Customer Area

Customer have an option to create RMA records. Bellow screenshot shows the link "Request RMA" on order view page in customer "My Account" > "My Orders" > "View Order"



On "Create New RMA" page customer selects what items to be returned, quantity and the state of items. Customer will see the instructions Admin setup in **Configuration > uReturns > Messages > Customer instructions on "Request New RMA" page** Select **Reason to Return** and optional comments



Once created, the RMA requests splits between vendors and creates separate record for each vendor, who's products contained in the request.

Then an "RMA" link will appear on order view page, which leads to the list of RMA records with details of where to send specific items to. For each RMA record it shows vendor address to return to. On that page customer can print shipping labels, which Admin creates, once its approves an RMA and tracks its returns. The comments, Admin adds to the RMA in process will also be listed.

Return successfully created

Order #10000026 - Processing

About This Order: [Order Information](#) [Shipments](#)

Order Date: March 19, 2013

Shipping Address test do not ship 113 W 8TH AVE Chico, California, 95826 United States T: 4025555555	Shipping Method Drop Shipping (SPR) - Total
--	---

Billing Address test do not ship 113 W 8TH AVE Chico, California, 95826 United States T: 4025555555	Payment Method Check/Money order
---	--

RMA
RMA #10000035 - Pending

RMA Sender test do not ship 113 W 8TH AVE Chico, California, 95826 United States T: 4025555555	RMA Receiver wendert 304 NE IRVING AVE STE 101 Bend, Oregon, United States T: 4025555555
--	--

Product Name	SKU	Qty
BlackBerry 8100 Pearl	bb8100	1
Zoid The Rock And Roll Destroyer LOL Cat T-shirt	zoid_s_m	1
Size		
Small		
Color		
Green		

RMA #10000036 - Pending

RMA Sender test do not ship 113 W 8TH AVE Chico, California, 95826 United States T: 4025555555	RMA Receiver localvendor 41 N RIO GRANDE ST SALT LAKE CITY, UTAH, United States T: 4025555555
--	---

Product Name	SKU	Qty
Nokia 2010 Phone	n2010	1
Clf Clogs Beach/Garden Clog	cl_3	1
Gender		
Women's		
Shoe Size		
3		

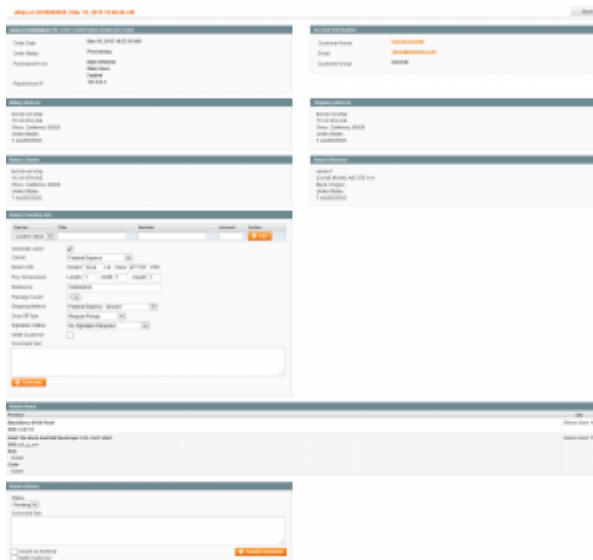
[Back to My Orders](#)

Admin Area

Admin have an option to create RMA records with the "Create uReturn" button on order view page. The process is similar as in customer area, select items to return and separate records per vendor is automatically created.

The screenshot shows the Admin Order View page for Order #10000026. The page is divided into several sections: Order Information, Shipping Information, Billing Information, and Items. The 'Create uReturn' button is highlighted with a red box and a red arrow pointing to it. The 'Items' section shows a table with columns for Product Name, SKU, and Qty. The 'Shipping Information' section shows the shipping method and tracking information.

Once created, Admin can add comments to RMA record, change status (Approve or Decline). Then generate return label and issue email notification to customer with label attached. "Generate label" interface is exactly the same as in generating shipping label for shipment.



Global Configuration

The add-on adds “uReturns” global configuration section. It have **General section** where the following can be setup:

- **Vendor Comments Receiver (store owner)** - Store Email Address identity at which notification will be sent
- **Vendor Comments Email Subject, Vendor Comments Template** - once vendor add comments to RMA record, notification will be sent to admin based on this subject/template
- **New RMA Vendor Notification Email Template** - transactional email that will be used to send new RMA notifications to vendor
- **RMA Comment Vendor Notification Email Template** - once admin adds comments to RMA record and selects to notify vendor, this template will be used to create email content
- **Hide order information from customer on existing RMA page** - to hide the order information on RMA view page in customer area, set this option to Yes
- **Hide order information from customer on “Request New RMA” page** - similar as previous option. Also set in customer notification template
- **Statuses** - statuses that available in RMA can be managed here. For each status **Customer Notes** can be added, which will appear as special block in customer RMA view page and update RMA notification emails depending on which status RMA possess. **Allow resolution notes** - vendor will be allowed to set RMA resolution note, which will be visible to customer on RMA page and update emails (depends on RMA status). **Show Receiver To Customer** - to hide vendor return address from customer until RMA reach some specific status (set in notification emails)
- **Item Conditions** - manage item conditions list that customer can select from during the RMA process creation
- **Reasons to return** - manage reasons to return list that customer can select from during the RMA process creation

In **Messages** section messages can be customized, which customer see when RMA record successfully create or “no items selected” error. **Customer instructions on “Request New RMA” page** option can be added.

Customer specific notification templates configuration is in

Configuration > Sales Emails > uReturns***Configuration > Sales Emails > uReturns Comments***

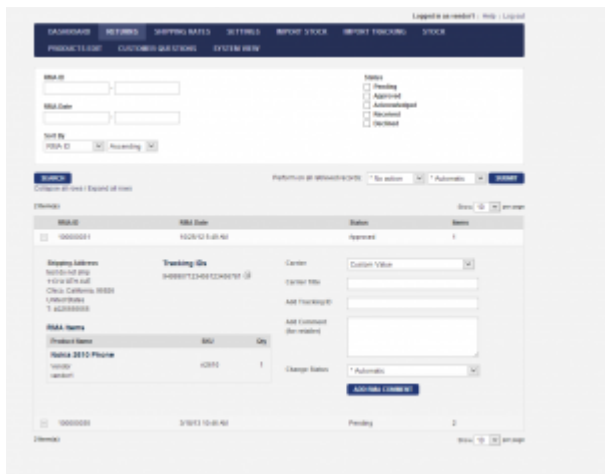
There are specific section for each carrier that supports labels printing (FedEx, UPS, USPS/Endicia). Configuration fields in that section similar to the in udropship for shipments labels printing, it's API credentials and some auxiliary preferences to properly create labels.

In addition, there are sections specific for each label printing carrier in Vendor edit > Preferences: “Returns Fedex Specific”, “Returns Endicia Specific”, “Returns UPS Specific”. In each section, select which settings to use “global” - the one set in “uReturns” global config or “vendor”, the one used to generate shipments shipping labels.



Vendor Area

The “RETURNS” link in vendor portal menu leads to the grid of vendor RMA records. Vendor can filter records, change status in mass and view details of specific RMA. In RMA info box it shows tracking numbers, shipping address return comes from and allows to communicate (change status) with admin and customer using comments section.



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