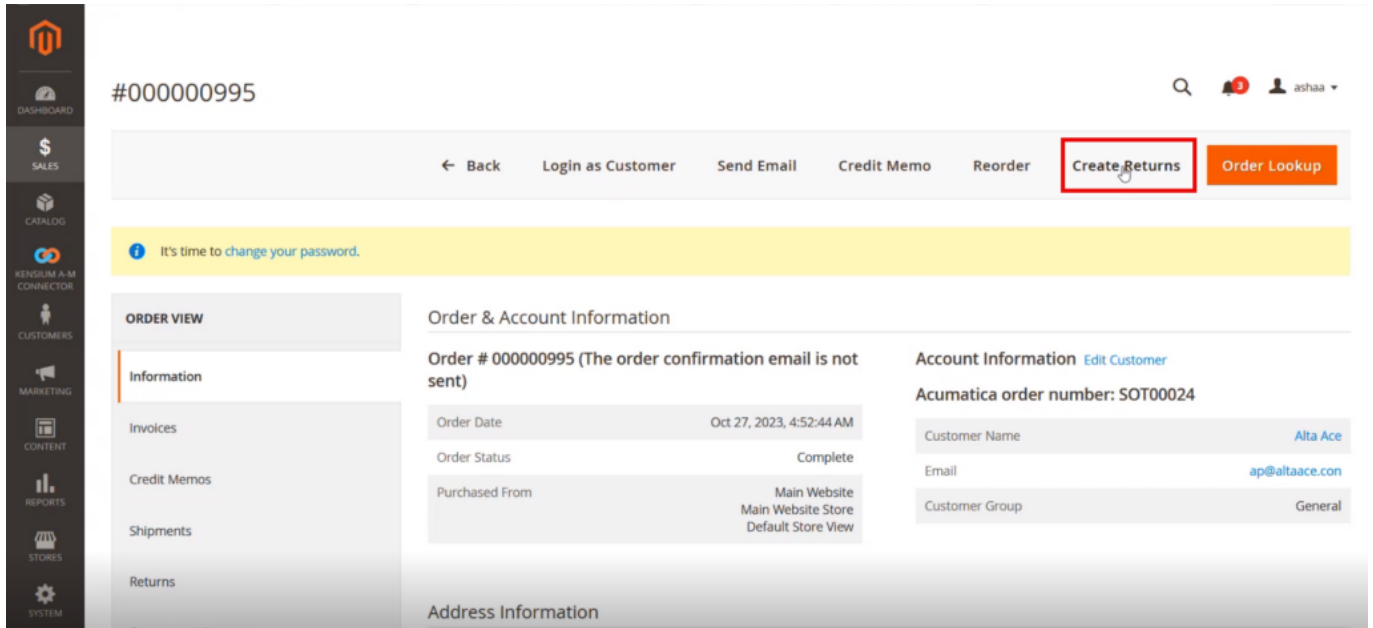# Order Returns in Magento

×

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.
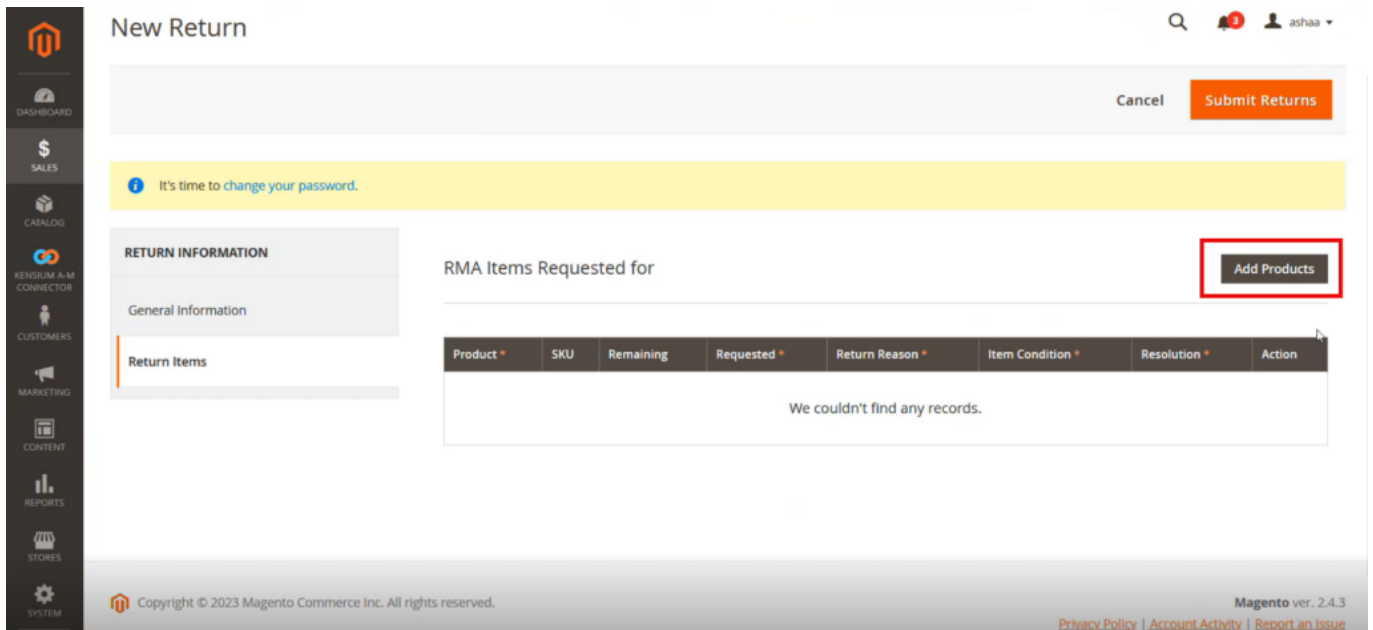

New Return Screen

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.							

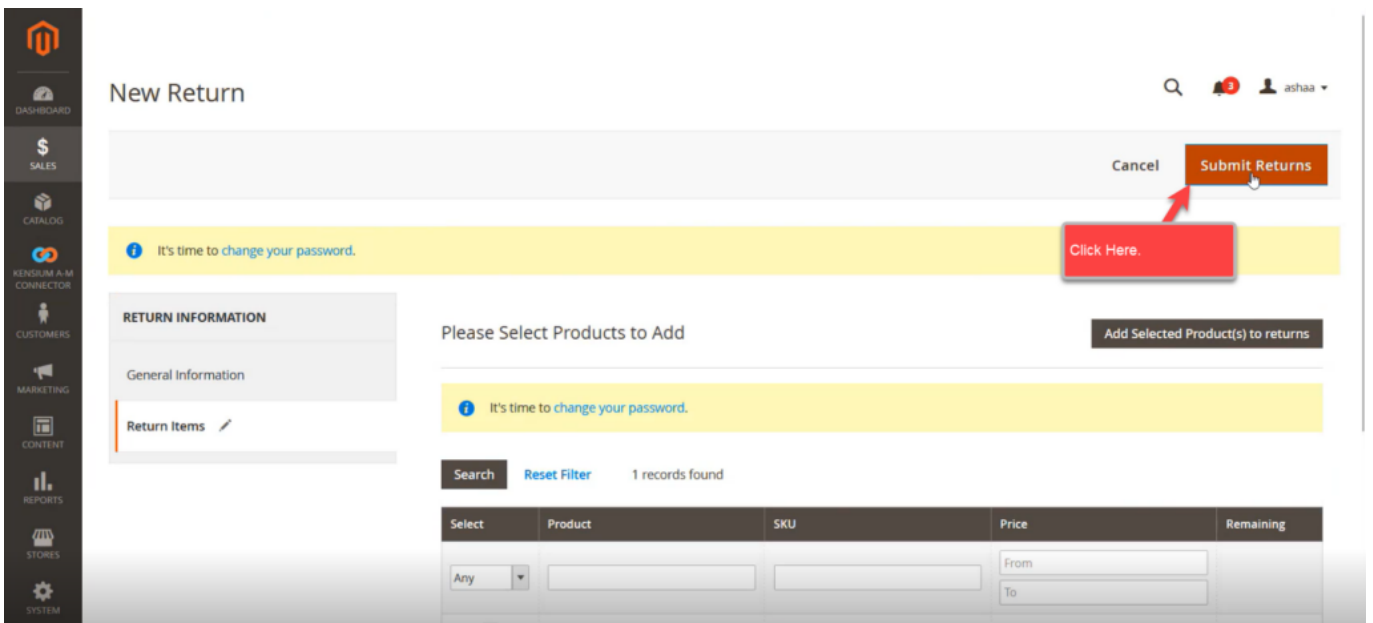Add Selected Products to return

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].
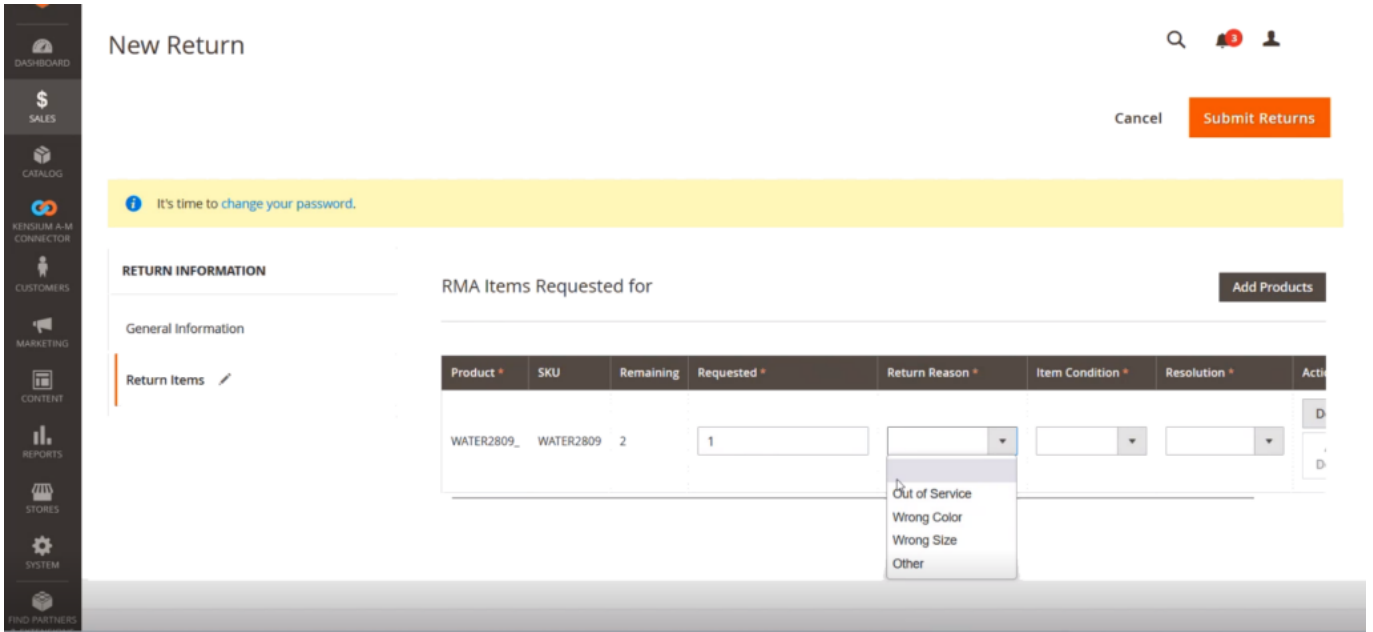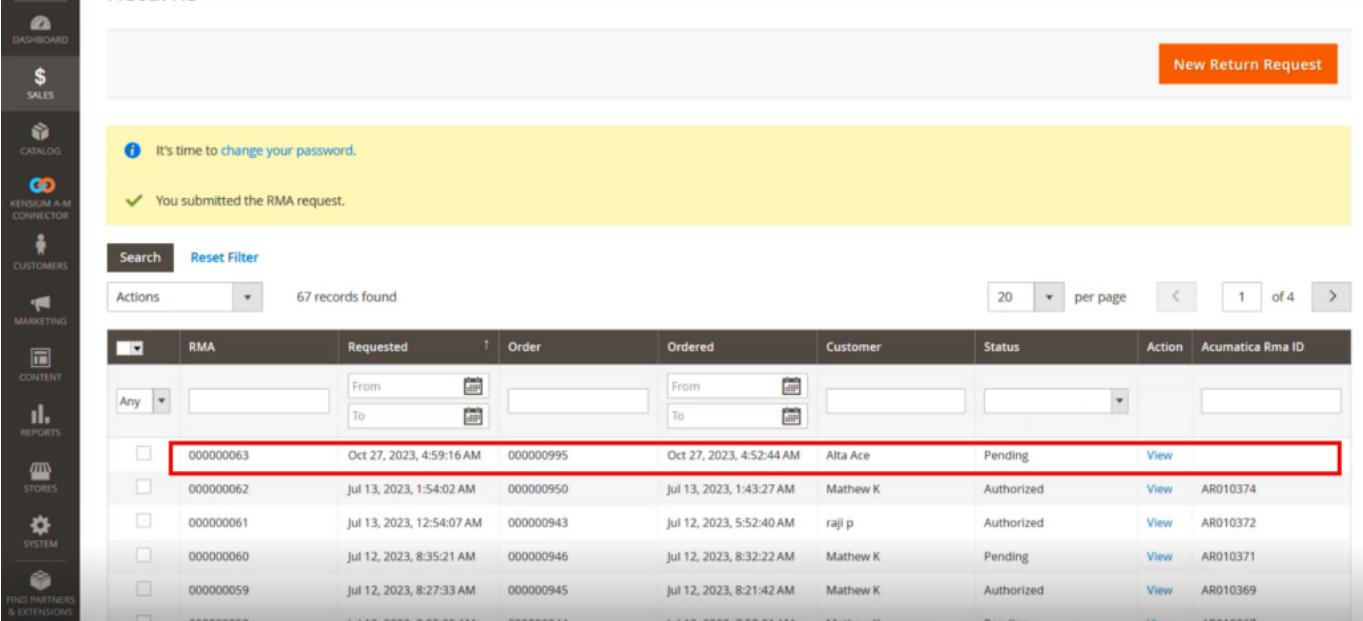
Select the Resolution

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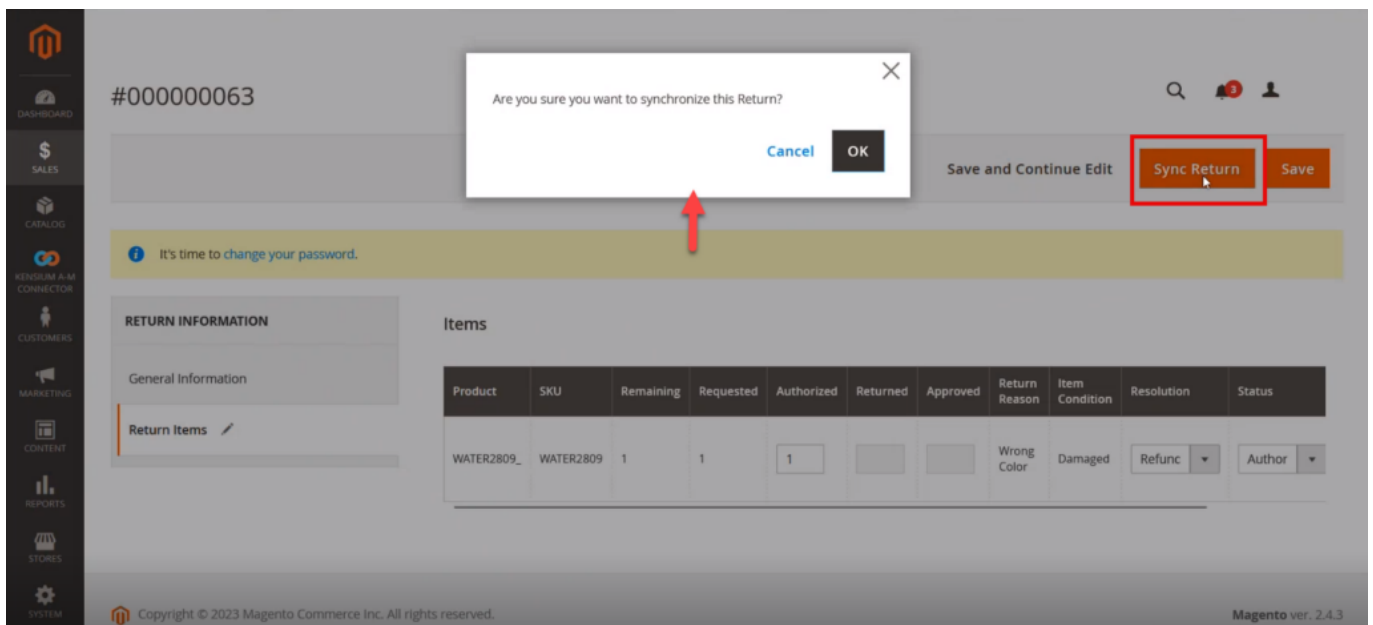

Return Screen window

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

Authorize the Return screen

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.
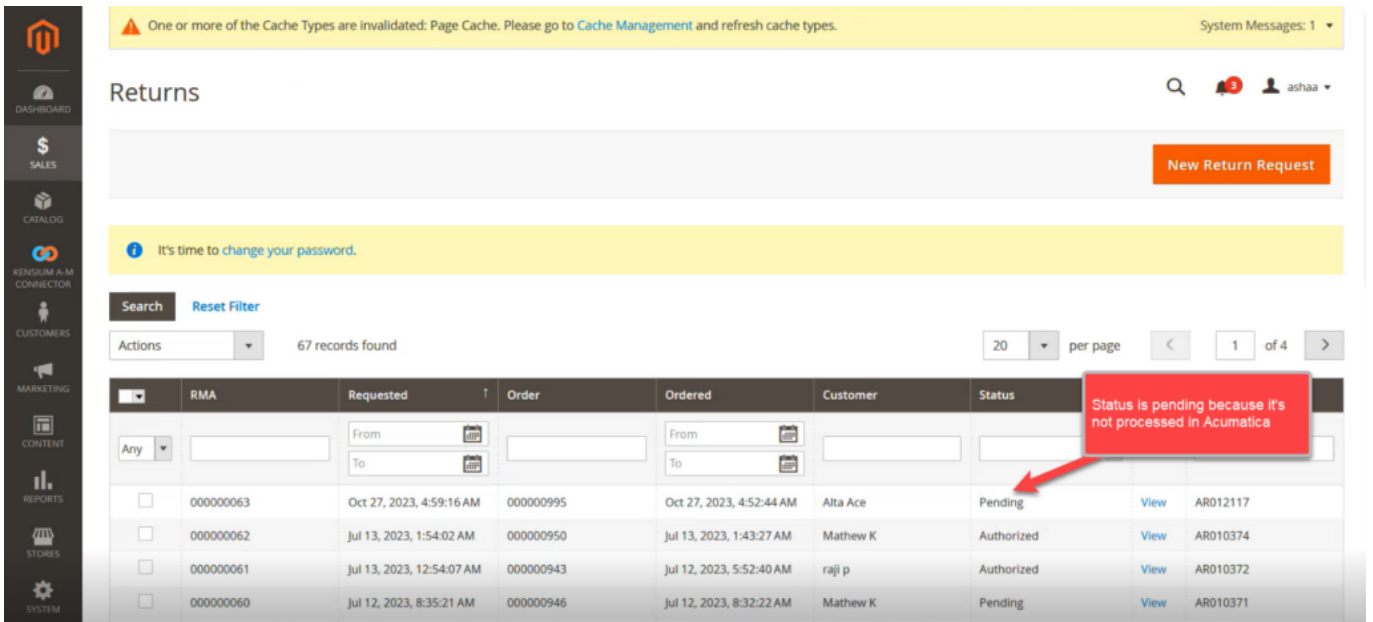

Acumatica RMA ID

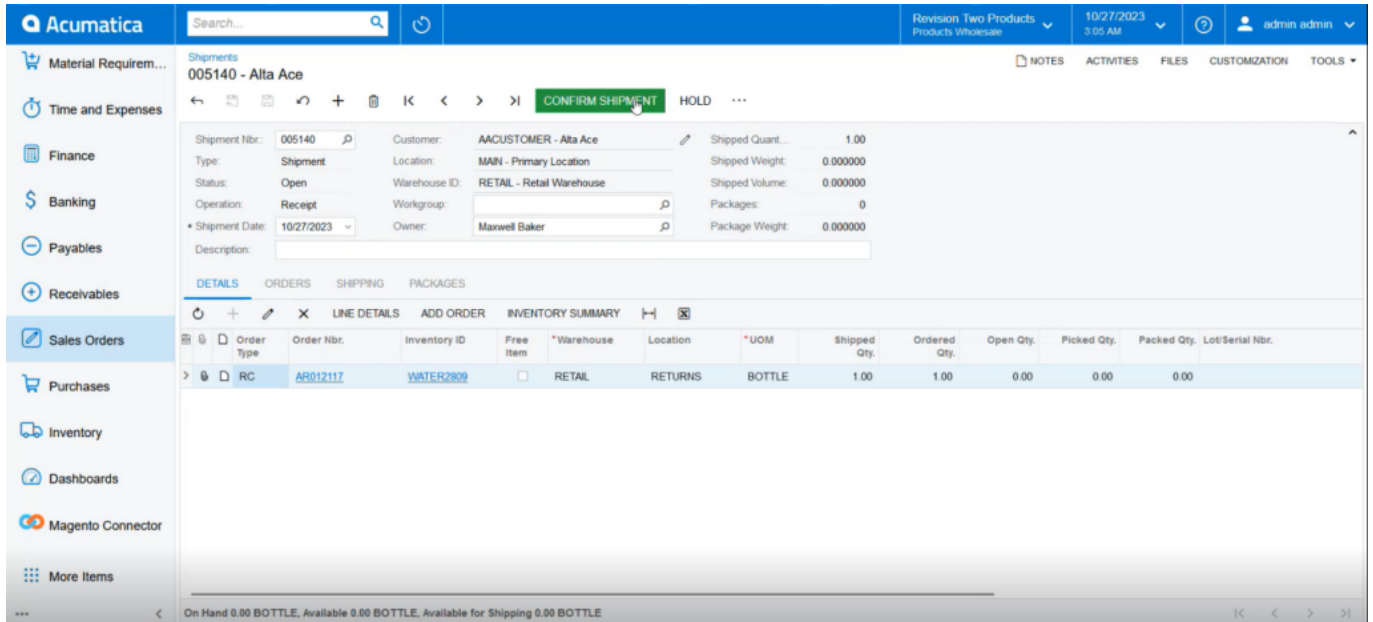Step 10. Go to the Acumatica Sales Order Screen.
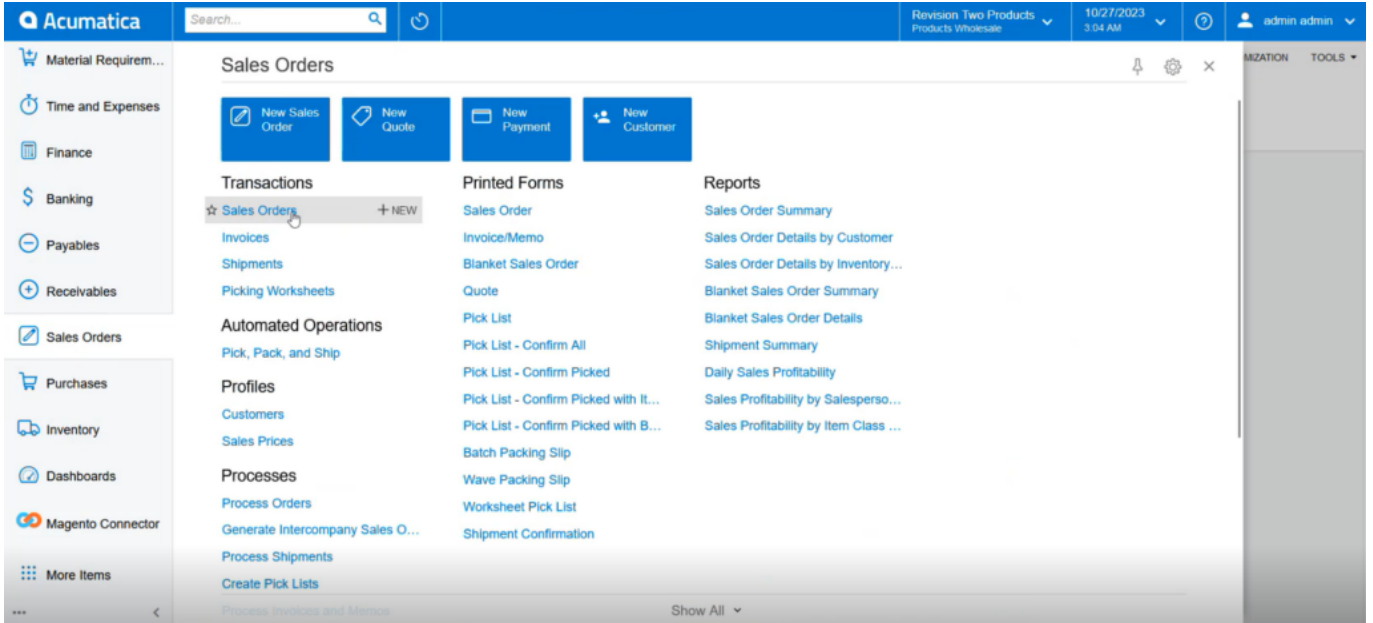
RMA order in the Sales Order Screen

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]
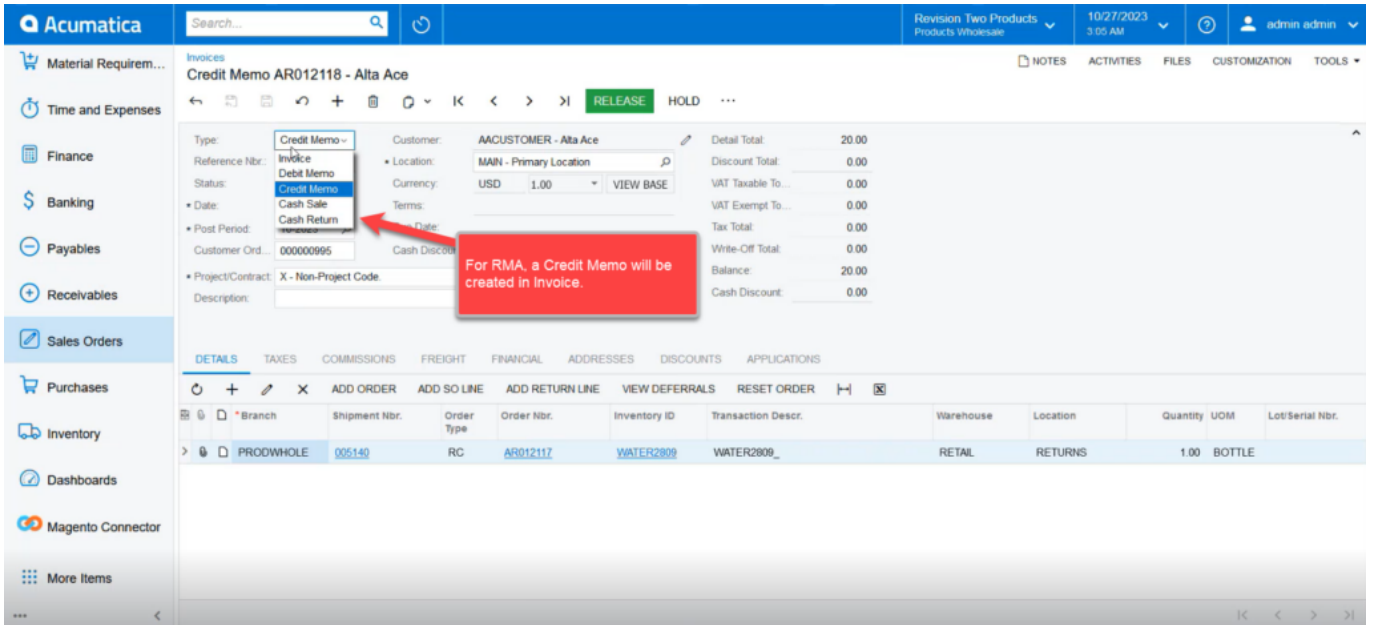

Prepare Invoice Screen

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.

Shipment Sync in the connector Log