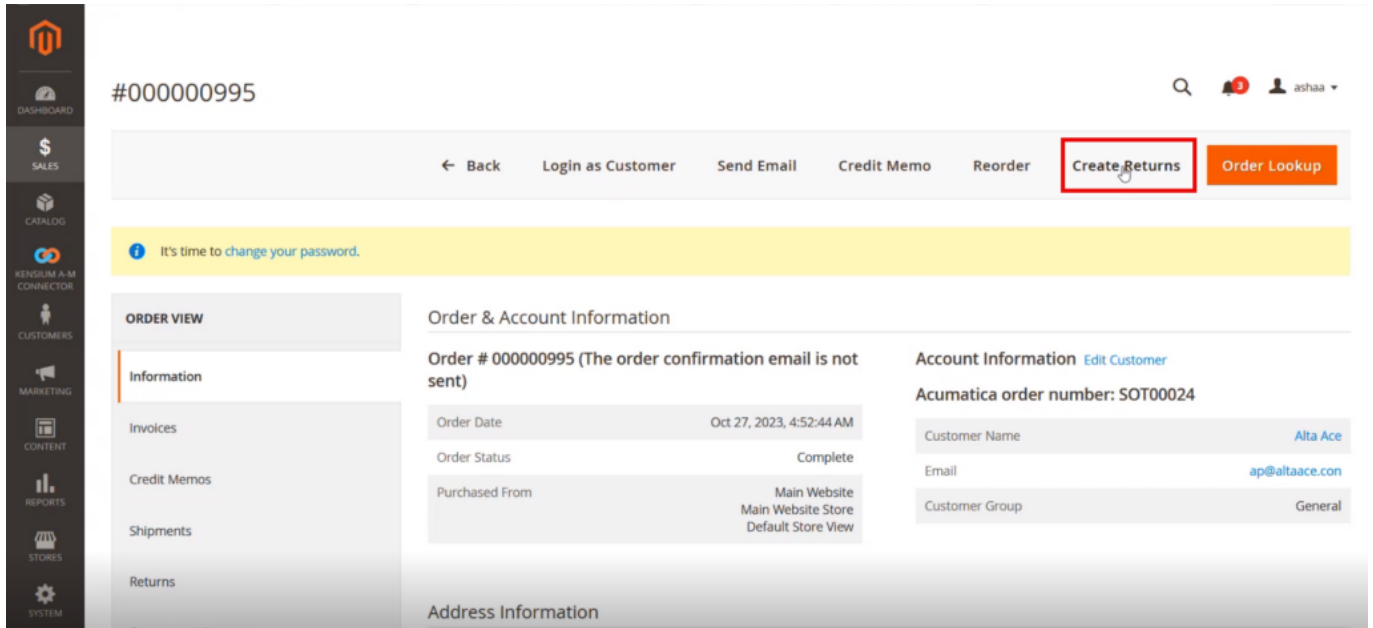


Order Returns in Magento



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.



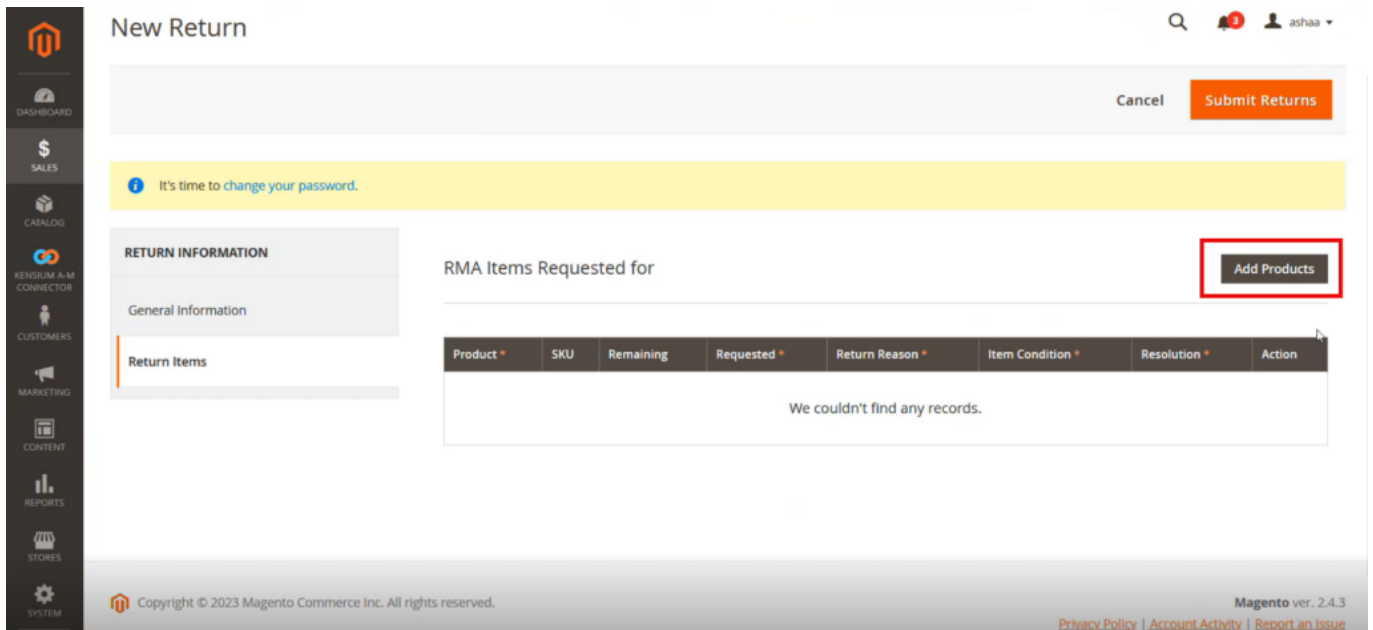
The screenshot shows the Magento Admin interface for order #00000995. The 'Create Returns' button is highlighted with a red box. The interface includes a sidebar with navigation options like Dashboard, Sales, Catalog, and Customers. The main content area displays order details such as Order Date, Order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

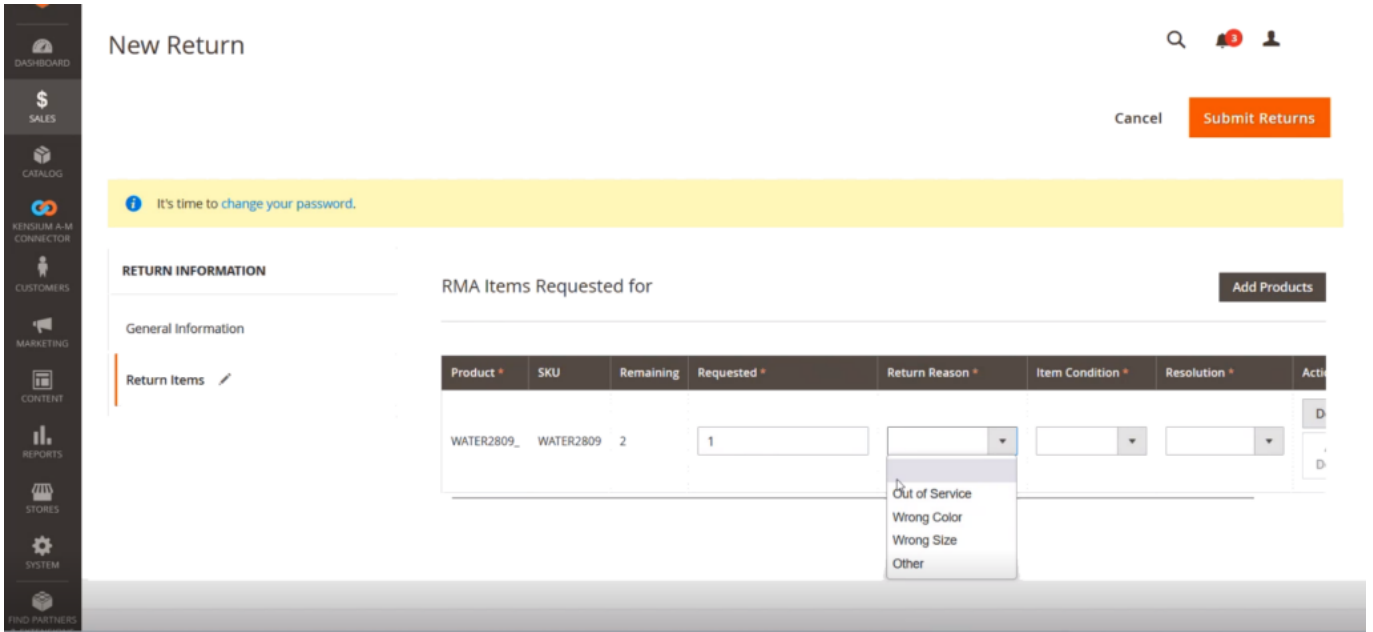
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[Privacy Policy](#) | [Account Activity](#) | [Report an Issue](#)

Add Selected Products to return

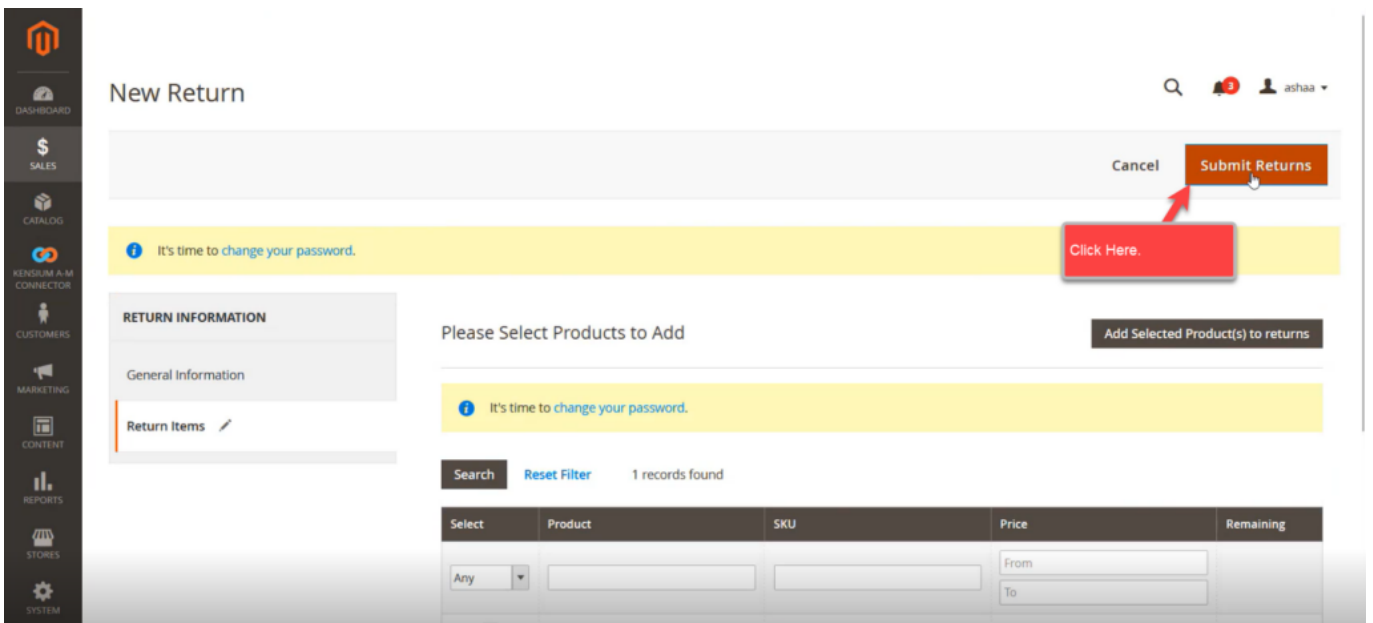
Step 4. Check the box for return. If you want a partial return, you can enter the quantity. You need to enter the reason for the return from the drop-down. In resolution you will have 3 options, however, currently, the application is using RC [Return of Credit].






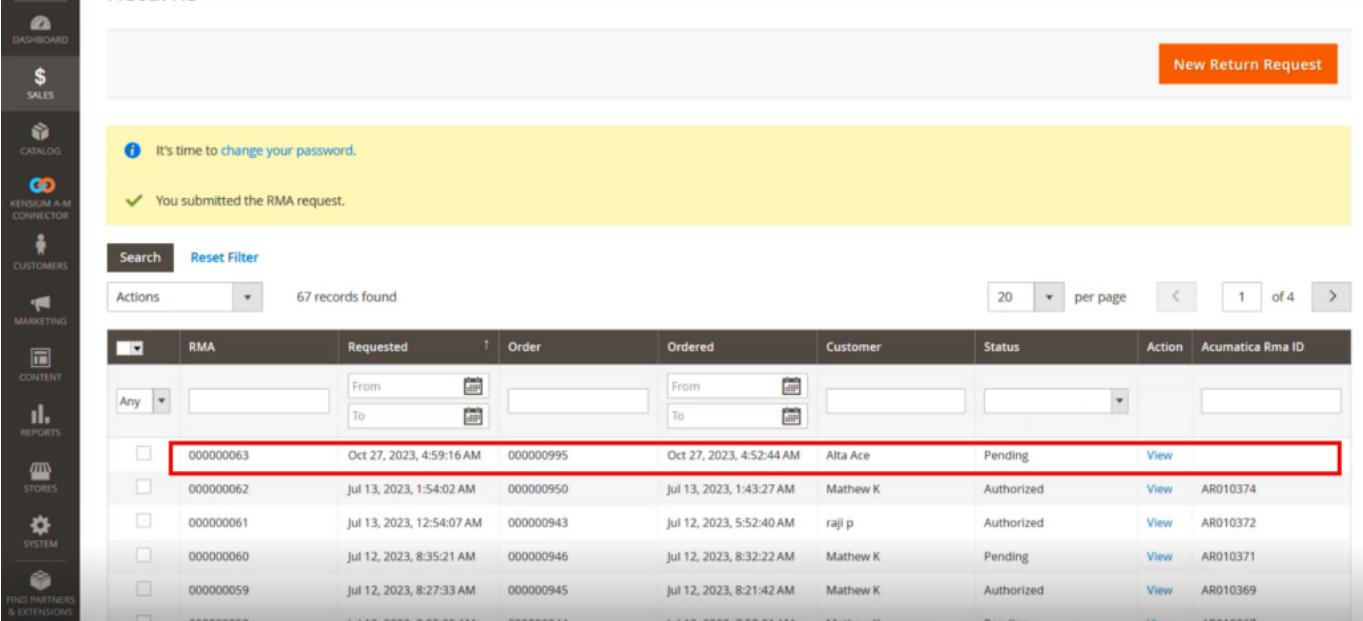
Select the Resolution

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

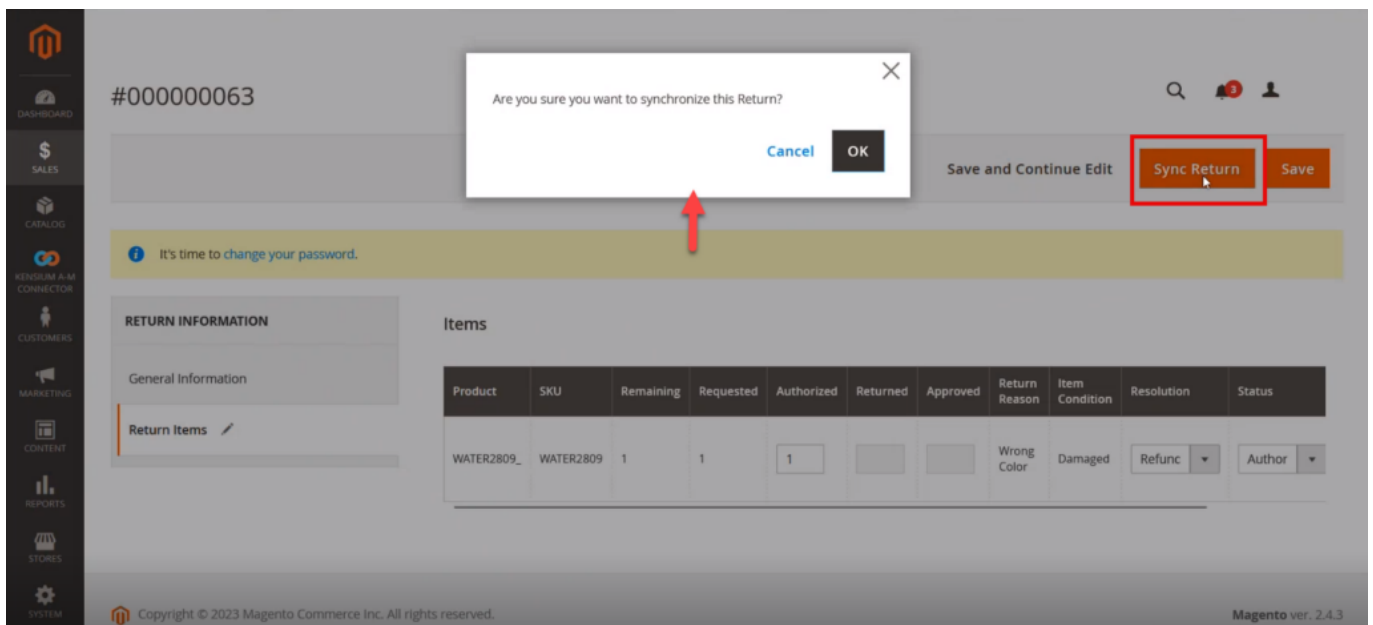
 Step 6: You need to authorize the pending payment for RMA.



The screenshot shows the 'Return Screen window' interface. At the top right, there is a 'New Return Request' button. Below it, a yellow notification bar states 'It's time to change your password.' and 'You submitted the RMA request.' A search bar and filter options are visible, showing '67 records found'. The main content is a table with the following columns: RMA, Requested, Order, Ordered, Customer, Status, Action, and Acumatica Rma ID. The first row is highlighted with a red box.

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

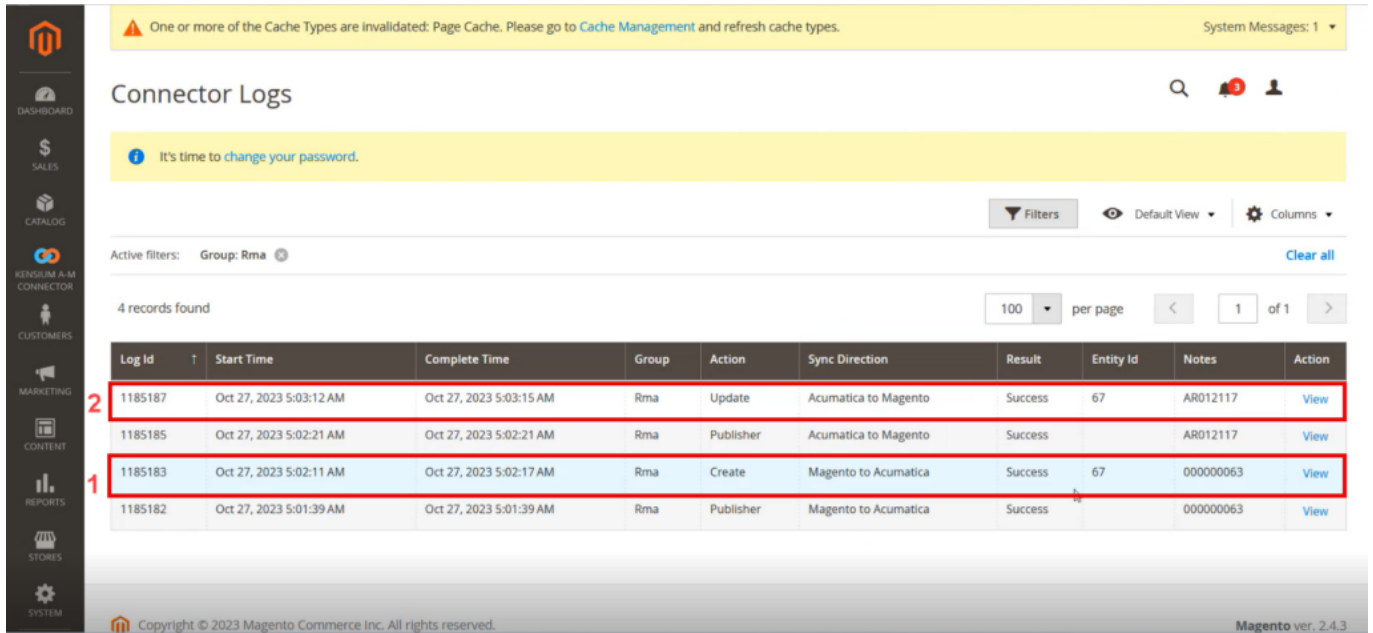


The screenshot shows the 'Authorize the Return screen' for RMA #00000063. A confirmation dialog box is displayed in the center, asking 'Are you sure you want to synchronize this Return?' with 'Cancel' and 'OK' buttons. A red arrow points to the 'Sync Return' button in the top right corner. The background shows the 'RETURN INFORMATION' section with a table of items.

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

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

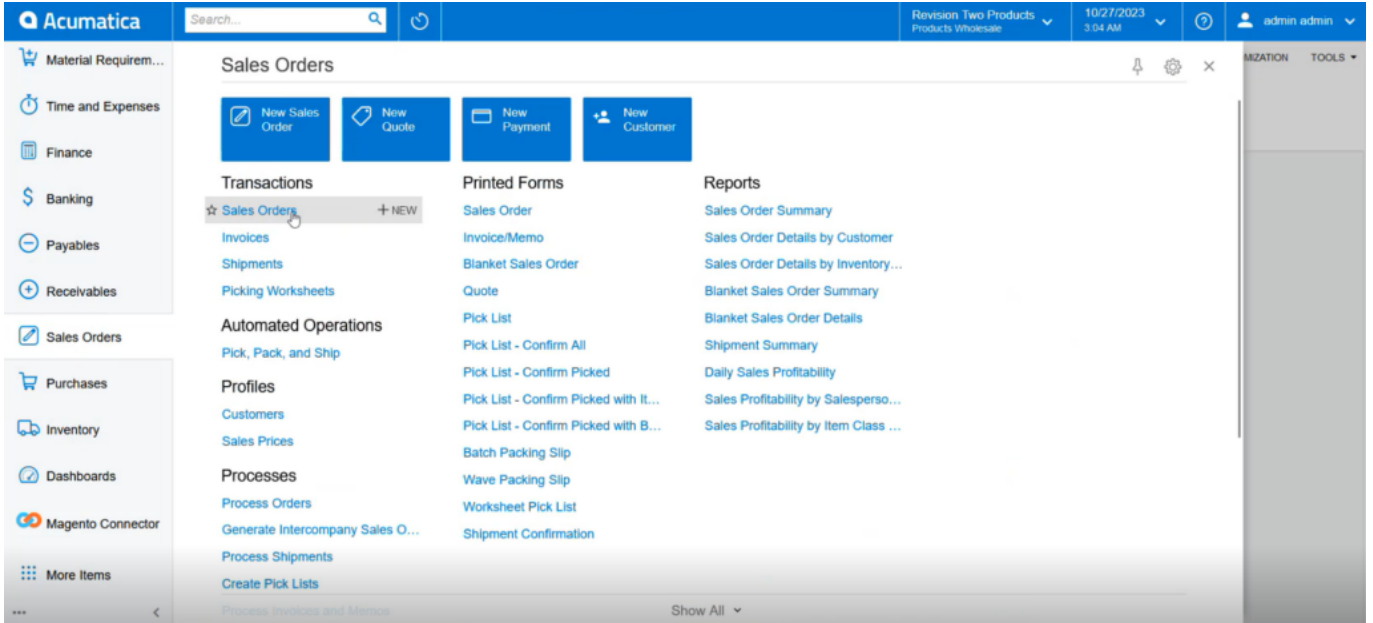
4 records found 100 per page 1 of 1

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	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

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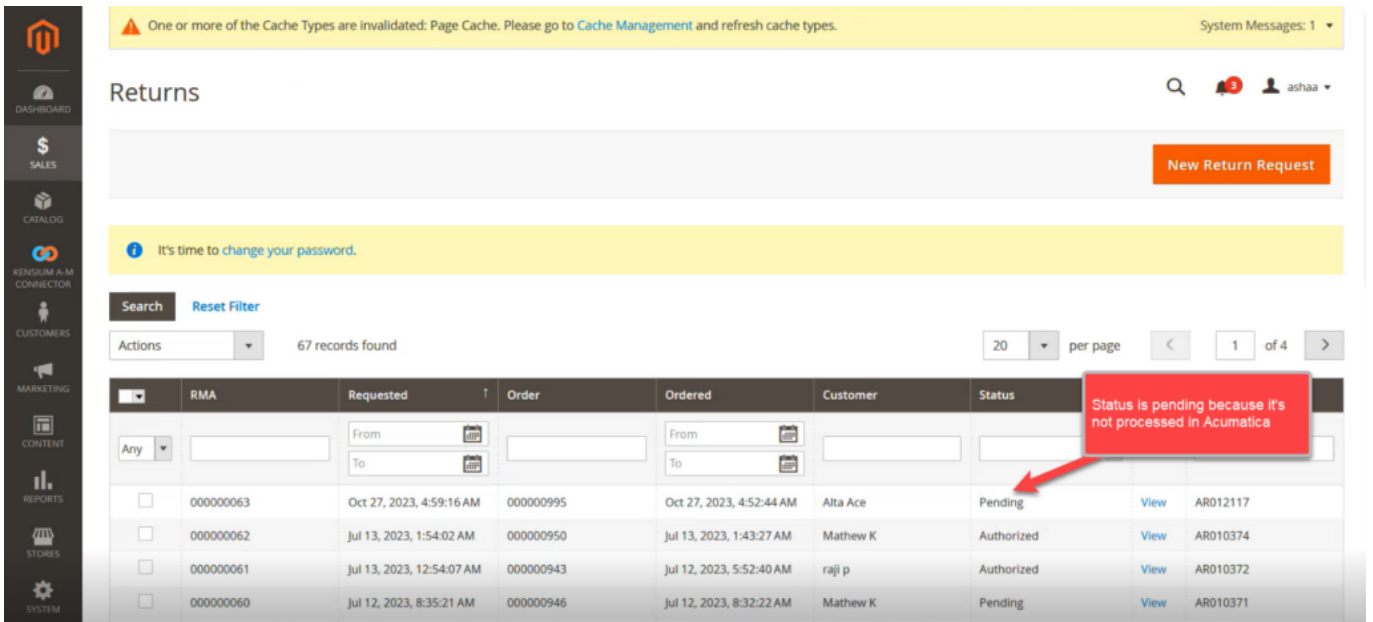
Acumatica RMA ID

Step 10. Go to the Acumatica Sales Order Screen.



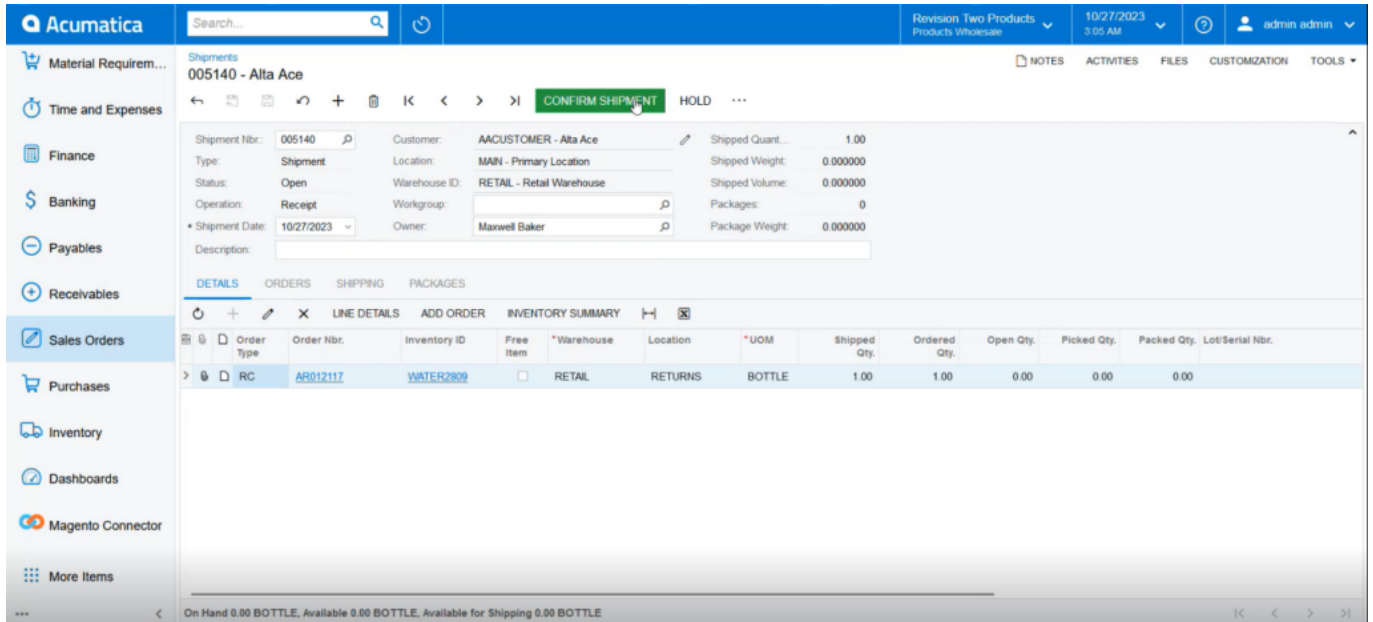
RMA order in the Sales Order Screen

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]

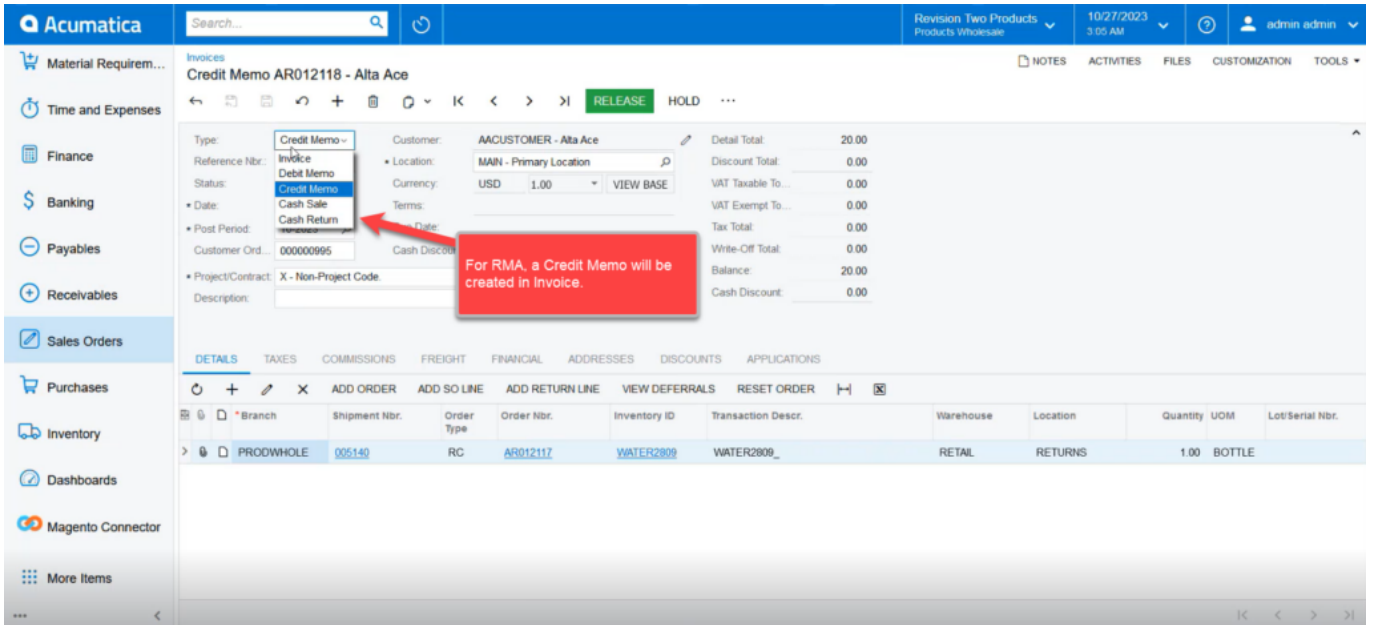


The screenshot shows the Acumatica interface for a shipment. The top navigation bar includes the Acumatica logo, a search bar, and user information (admin admin). The left sidebar lists various modules like Material Requirements, Time and Expenses, Finance, Banking, Payables, Receivables, Sales Orders, Purchases, Inventory, Dashboards, and Magento Connector. The main content area is titled 'Shipments 005140 - Alta Ace' and features a 'CONFIRM SHIPMENT' button highlighted in green. Below this, there are fields for Shipment Nbr., Customer, Location, Warehouse ID, Operation, Shipment Date, and Owner. A table of line items is visible, 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 for 'RC' with order number 'AR012117' and inventory ID 'WATER2809'. The bottom status bar indicates '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.





The screenshot shows the Acumatica interface for creating a Credit Memo. The form is titled "Credit Memo AR012118 - Alta Ace". A dropdown menu for "Type" is open, showing options: Invoice, Debit Memo, Credit Memo (highlighted), Cash Sale, and Cash Return. A red arrow points from a red callout box to the "Credit Memo" option. The callout box contains the text: "For RMA, a Credit Memo will be created in Invoice." The form also displays customer information (AACUSTOMER - Alta Ace), location (MAN - Primary Location), currency (USD 1.00), and a summary of financial details including a detail total of 20.00 and a balance of 20.00. Below the form, a table shows a shipment line for "PRODWHOLE" with shipment number "005140", order type "RC", order number "AR012117", inventory ID "WATER2809", and transaction description "WATER2809_".

Shipment Sync in the connector Log

