

# 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.

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DASHBOARD	#00000995						Q	📫 ⊥ ashi	aa 🕶
\$ SALES		← Back	Login as Customer	Send Email	Credit Memo	Reorder	Create	Order Looku	P
CATALOG									
KENSIUM A-M	1 It's time to change your password.								
	ORDER VIEW	Order & Ac	count Information						
	Information	Order # 000 sent)	000995 (The order cor	nfirmation email i	is not Acc	ount Informa Imatica order	ation Edit Customer		
	Invoices	Order Date		Oct 27, 2023, 4:52:	44 AM	stomer Name		Alta	a Ace
-	Credit Memos	Order Status		Con	nplete	nail		ap@altaace	e.con
REPORTS		Purchased Fro	m	Main W Main Website	ebsite Store Cu	stomer Group		Ge	neral
STORES	Shipments			Default Store	e View				
•	Returns								
SYSTEM		Address Inf	ormation						

# 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.



Ŵ	New Return							Q 📫 🕹 ashaa -						
DASHBOARD								Cancel	Submit	t Returns				
\$														
SAUS O	it's time to change your password.													
KENSIUM A-M CONNECTOR	RETURN INFORMATION	RMA Items	Reque	sted for					Ado	d Products				
	General Information													
	Return Items	Product*	SKU	Remaining	Requested *	Return Reason *	Item Condition *	Resolution	*	Action				
					We c	ouldn't find any record	s.							
STORES														
SVSTEM	Copyright © 2023 Magento Commerce Inc. All ri	ghts reserved.					Privacy	Policy   Account.	Ma Activity	gento ver. 2.4.3 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].



DASHBOARD	New Return							Q 🕫	Ŧ
\$ SALES							Cance	Submit I	Returns
CATALOG	1t's time to change your password.								
CUSTOMERS	RETURN INFORMATION	RMA Item	s Requeste	ed for				Add	Products
MARKETING	General Information								
CONTENT	Return Items 🖌	Product *	SKU	Remaining	Requested *	Return Reason *	Item Condition *	Resolution *	Activ
II. REPORTS		WATER2809_	WATER2809	2	1	*	•		• , D
STORES				-		Out of Service Wrong Color			
SVISTEM						Wrong Size Other			
FIND PARTNERS									

### 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]**.

Û					
DASHBOARD	New Return			Q	📫 上 ashaa 🗸
\$ SALES				Cancel	Submit Returns
CATALOG				1	
KENSIUM A-M	() It's time to change your password.			Click Here.	
	RETURN INFORMATION	Please Select Products to Add		Add Selected Pr	roduct(s) to returns
	General Information				
	Return Items 🖌	It's time to change your password.			
REPORTS		Search Reset Filter 1 records found			
STORES		Select Product	sku	Price	Remaining
SYSTEM		Any v		То	



### Return Screen window

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

							-	
							Ne	w Return Request
0	It's time to change your pas	sword.						
~	You submitted the RMA requ	uest.						
Searc	h Reset Filter							
Action	s • 67 r	ecords found				20 v per page	<	1 of 4 >
	RMA	Requested †	Order	Ordered	Customer	Status	Action	Acumatica Rma ID
Any	•	From III		From E		¥		
	00000063	Oct 27, 2023, 4:59:16 AM	000000995	Oct 27, 2023, 4:52:44 AM	Alta Ace	Pending	View	
	00000062	Jul 13, 2023, 1:54:02 AM	000000950	Jul 13, 2023, 1:43:27 AM	Mathew K	Authorized	View	AR010374
	00000061	Jul 13, 2023, 12:54:07 AM	000000943	Jul 12, 2023, 5:52:40 AM	raji p	Authorized	View	AR010372
	00000060	Jul 12, 2023, 8:35:21 AM	000000946	Jul 12, 2023, 8:32:22 AM	Mathew K	Pending	View	AR010371
	00000059	Jul 12, 2023, 8:27:33 AM	000000945	Jul 12, 2023, 8:21:42 AM	Mathew K	Authorized	View	AR010369
	00000000	14112 2022 DOC 05 414	000000044	14112 2022 7-FR-01 4M	Mathewski	Dending	Marrie	40010367

# Authorize the Return screen

ASPEDARD SALES	#00000063	Are yo	ou sure you wa	nt to synchro	nize this Retu	m? Cancel	к	Save a	and Cont	inue Edit	Q Sync Retu	D 1
CATALOG					-							
KENSIUM A-M	It's time to change your password.											
	RETURN INFORMATION	Items										
	General Information	Product	sku	Remaining	Requested	Authorized	Returned	Approved	Return Reason	ltem Condition	Resolution	Status
CONTENT	Return Items 🖌	WATE 22000	WATEROOO					_	Wrong	Demond	Defune and	Autor Inc.
REPORTS		WATER2809_	WATER2809	1	1	1			Color	Damaged	Refunc	Author
STORES												
SVSTEM	Copyright © 2023 Magento Commerce Inc. All right	its 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.

Ŵ	A One or	more of the Cache Types are inva	alidated: Page Cache. Please go to Ca	iche Managemen	and refresh ca	che types.			System Mess	sages: 1 🔹
DASHBQARD	Connec	ctor Logs							Q 🕫 🛿	L
\$ SALES	1 It's tin	ne to change your password.								
CATALOG							<b>Filters</b>	<ul> <li>Defau</li> </ul>	ult View 🔹 🏠 C	olumns 💌
CO KENSIUM A-M	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
MARKETING	1185187	Oct 27, 2023 5:03:12 AM	Oct 27, 2023 5:03:15 AM	Rma	Update	Acumatica to Magento	Success	67	AR012117	View
CONTENT	1185185	Oct 27, 2023 5:02:21 AM	Oct 27, 2023 5:02:21 AM	Rma	Publisher	Acumatica to Magento	Success		AR012117	View
ıl. 1	1185183	Oct 27, 2023 5:02:11 AM	Oct 27, 2023 5:02:17 AM	Rma	Create	Magento to Acumatica	Success	67	00000063	View
REPORTS STORES	1185182	Oct 27, 2023 5:01:39 AM	Oct 27, 2023 5:01:39 AM	Rma	Publisher	Magento to Acumatica	Success		00000063	View
SYSTEM	Copyright	© 2023 Magento Commerce Inc.	All rights reserved.						Magen	to ver. 2.4.3

Acumatica RMA ID

Step 10. Go to the Acumatica Sales Order Screen.



Acumatica	Search Q			Revision Two Products Products Wholesale	10/27/2023 3.04 AM	0	💄 admin admin 🗸
Haterial Requirem	Sales Orders				4 🗇	×	MIZATION TOOLS -
Time and Expenses	New Sales Order Quote	Payment New Customer					
Finance Sanking	Transactions	Printed Forms	Reports				
Payables	Invoices Shipments	Invoice/Memo Blanket Sales Order	Sales Order Details by Customer Sales Order Details by Inventory				
Receivables	Picking Worksheets	Quote	Blanket Sales Order Summary				
Sales Orders	Automated Operations Pick, Pack, and Ship	Pick List Pick List - Confirm All	Blanket Sales Order Details Shipment Summary				
Purchases	Profiles	Pick List - Confirm Picked Pick List - Confirm Picked with It	Daily Sales Profitability Sales Profitability by Salesperso				
D Inventory	Customers Sales Prices	Pick List - Confirm Picked with B Batch Packing Slip	Sales Profitability by Item Class				
Dashboards	Processes	Wave Packing Slip					
Magento Connector	Process Orders Generate Intercompany Sales O	Worksheet Pick List Shipment Confirmation					
More Items	Process Shipments						
<	Process Involces and Memos	She	ow All 🗸				

# 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.

Ŵ	A One o	or more of the Cache Ty	pes are invalidated: Page Cache	e. Please go to Cache	Management and refresh cache ty	ypes.			System Messages: 1 🔹			
DASHBOARD	Returns Q 🔎 1 ashaa •											
\$ SALES	New Return Request											
CATALOG												
KENSIUM A-M	1t's t	time to change your pa	ssword.									
CONTRACTOR	Search         Reset Filter           TES         Actions <ul> <li>67 records found</li> <li>20             <li>per page</li> <li>1             <li>of 4         </li></li></li></ul>											
CUSTOMERS	Search Actions	Reset Filter	records found				20 🔻 per p	age <	1 of 4 >			
	Search Actions	Reset Filter 67	records found	Order	Ordered	Customer	20 💌 per p	age <	1 of 4 >			
	Search Actions	Reset Filter 67	records found       Requested     1       From     Im       To     Im	Order	Ordered From	Customer	20 v per p Status s	age	1 of 4 >			
CUSTOMERS MARKETING CONTENT CONTENT REPORTS	Search Actions	Reset Filter         67           RMA         000000063	records found       Requested     1       From     IIII       To     IIIII       Oct 27, 2023, 4:59:16 AM	Order	Ordered           From         Image: Comparison of the compar	Customer Alta Ace	20 v per p Status s Pending	oage < Status is pendin tot processed in View	1 of 4 > ig because it's Acumatica			
CUSTOMERS CUSTOMERS MARKETING CONTENT CONTENT REPORTS STORES	Search Actions	Reset Filter         67           RMA         000000063           000000063         000000062	Requested         T           From         IIII           To         IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Order 000000995 000000950	Ordered           From           To           Oct 27, 2023, 4:52:44 AM           Jul 13, 2023, 1:43:27 AM	Customer Alta Ace Mathew K	20 v per p Status s Pending Authorized	Status is pendin not processed in View 4 View 4	1 of 4 > Ig because it's Acumatica AR012117 AR010374			
CUSTOMERS MARKETING CONTENT REPORTS STORES	Search Actions Any Any	Reset Filter         67           RMA         000000063           000000063         000000062           0000000061         000000061	Requested         !           From         !           To         !           Oct 27, 2023, 4:59:16 AM         jul 13, 2023, 1:54:02 AM           jul 13, 2023, 1:54:07 AM         !	Order 000000995 000000950 000000943	Ordered           From           To           Oct 27, 2023, 4:52:44 AM           Jul 13, 2023, 1:43:27 AM           Jul 12, 2023, 5:52:40 AM	Customer Alta Ace Mathew K raji p	20 v per p Status s Pending Authorized Authorized	Status is pendin tot processed in View View	1 of 4 > g because it's Acumatica AR012117 AR010374 AR010372			



Create the receipt

Step 12. You will be redirected to the Shipment screen. You need to click on [Confirm Shipment]

Acumatica	Search Q	Revision Two Products 10/2 Products Wholesale 305	27/2023 🗸 🕜 🚨 admin admin 🗸
Haterial Requirem	Stipments 005140 - Alta Ace	NOTES ACT	INTIES FILES CUSTOMIZATION TOOLS .
Time and Expenses	← □ □ ∽ + □ K < > > CONFIRM SHIPMENT HOLD …		
Finance	Shipment Nor:         005140         P         Customer:         AACUSTOMER - Atta Ace         P         Shipped Quant         1.00           Type:         Shipment         Location:         MAN - Primary Location         Shipped Weight:         0.000000		^
\$ Banking	Status:         Open         Warehouse ID:         RETAIL - Retail Warehouse         Shipped Volume:         0.000000           Operation:         Receipt         Workgroup:         /p         Packages:         0		
Payables	Shipment Date: 1027/2023 v Owner: Maxwell Baker ,0 Package Weight: 0.00000     Description:		
Receivables	DETAILS ORDERS SHIPPING PACKAGES		
Sales Orders	Image: Second control of the second control	Ordered Open Qty. Picked Q Qty.	Ity. Packed Qty. Lot/Serial Nbr.
Purchases	Q D RC AR012117 WATER2809 RETAIL RETURNS BOTTLE 1.00	1.00 0.00 0.0	00.0 00
S Inventory			
Dashboards			
Magento Connector			
More Items			
<	On Hand 0.00 BOTTLE, Available 0.00 BOTTLE, Available for Shipping 0.00 BOTTLE		IC C > >I

#### 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 Q	0				Revision Two Produce Products Wholesale		0/27/2023 05 AM	0	admin admin 🗸
Haterial Requirem	Invoices Credit Memo AR012118 - Alta	Ace				0	NOTES	ACTIVITIES FILI	S CUSTON	IZATION TOOLS -
Time and Expenses	5 □ 0 + 0	О~К< > У	RELEASE HOLD							
Finance	Type: Credit Memo ~ Reference Nbr.: Invoice	Customer: AACUSTOMER - Ata Ace Location: MAIN - Primary Location	P	Detail Total: 2 Discount Total:	0.00					^
\$ Banking	Status: Credit Memo     * Date: Cash Sale	Currency: USD 1.00 * Terms:	VIEW BASE	VAT Taxable To VAT Exempt To	0.00					
Payables	Post Period: 000000995	Cash Discour	lemo will be	Tax Total: Write-Off Total:	0.00					
+ Receivables	Project/Contract: X - Non-Project Code. Description:	created in Invoice.		Cash Discount:	0.00					
Sales Orders	DETAILS TAXES COMMISSION	IS FREIGHT FINANCIAL ADDR	ESSES DISCOUN	TS APPLICATIONS						
Purchases	Ů + ℓ × ADD ORDE	R ADD SO LINE ADD RETURN LINE	VIEW DEFERRAL	S RESET ORDER	- X					
Inventory	B C Branch Shipment N	lbr. Order Order Nbr. Type	Inventory ID	Transaction Descr.		Warehouse	Location	Qua	ntity UOM	Lot/Serial Nbr.
Dashboards	B      PRODWHOLE     005140	RC <u>AR012117</u>	WATER2809	WATER2809_		RETAIL	RETURNS		00 BOTTLE	
Magento Connector										
More Items										
<										< > >

Shipment Sync in the connector Log