Vendor RMA

USER MANUAL VER. 1.0.0

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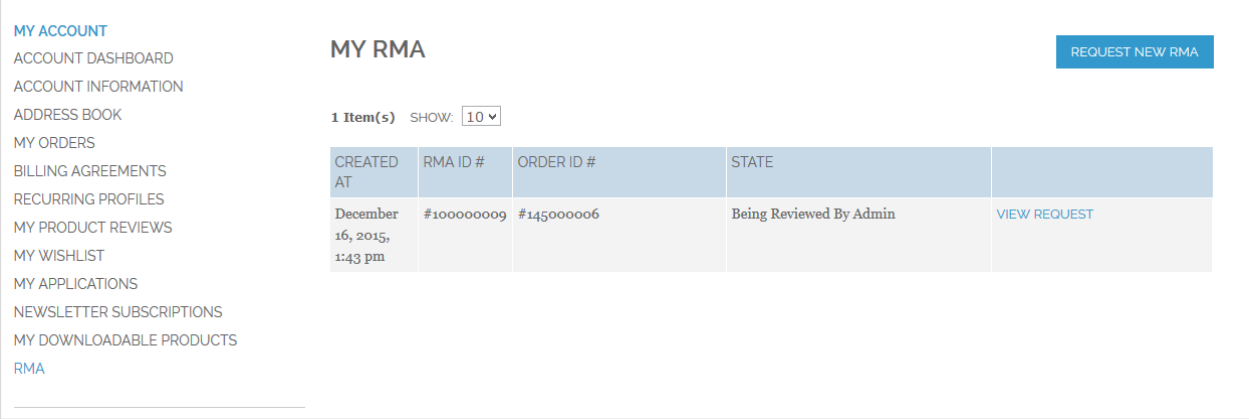
I. Overview.

Vendor RMA plug-in is a powerful tool for managing, processing return and exchange requests between vendors and customers. Allowing your customers to request and manage returns and exchanges directly from your marketplace website.

II. Customer send RMA Request

From customer dashboard customer can click to RMA link to go to RMA page.



Customer can click to Request New RMA Button to send new request.

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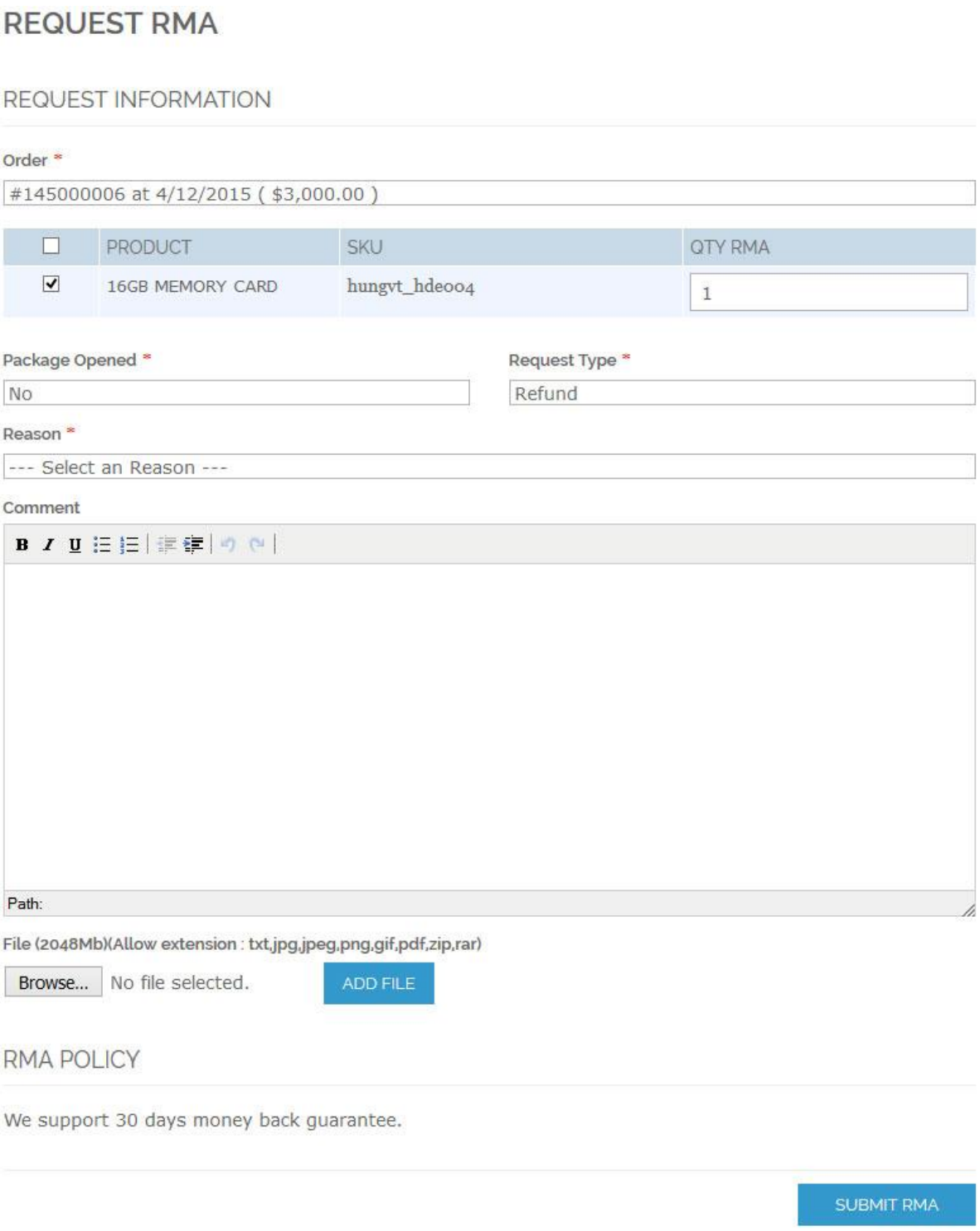

After complete the rma form customer click to Submit RMA button to send the request.

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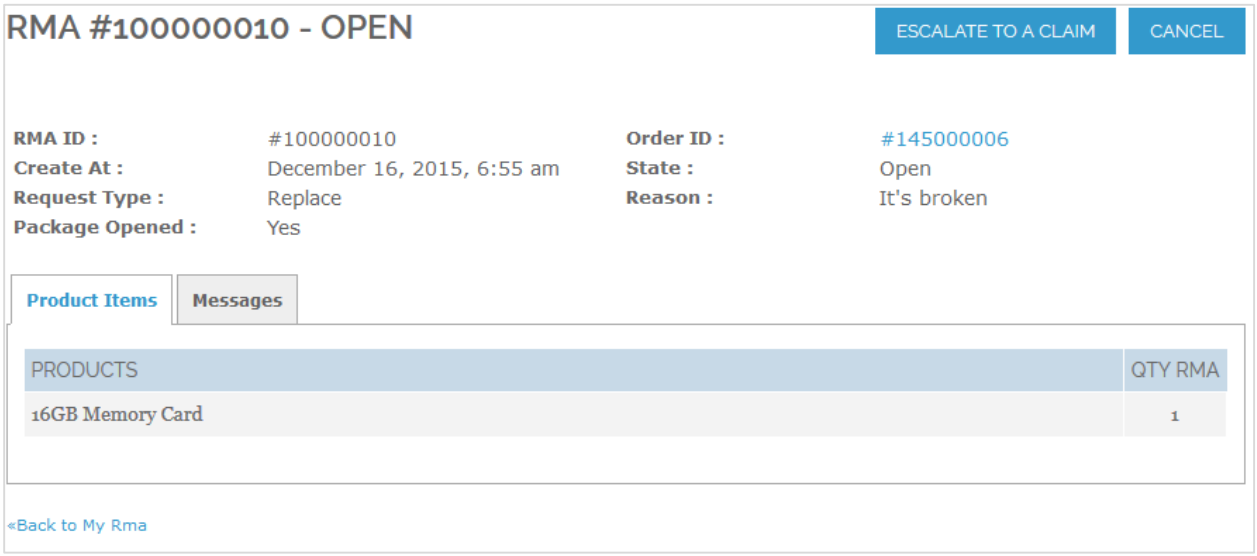
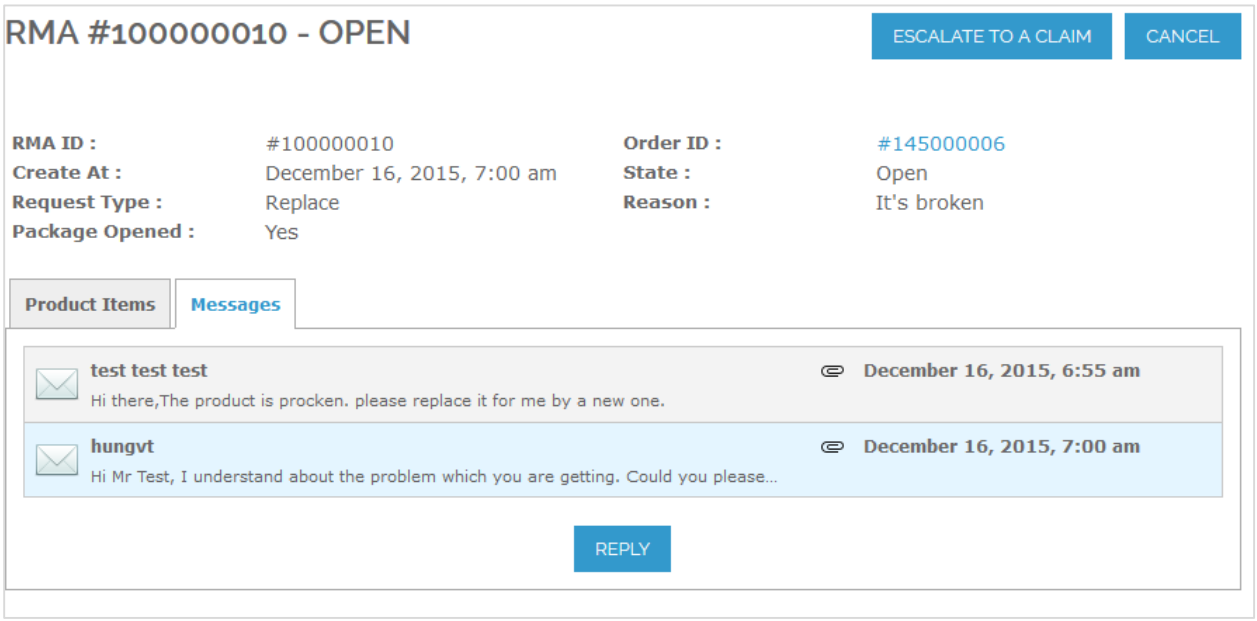
After customer submit the RMA he can view the RMA to see all messages from vendors and its status.



Customer can reply messages from vendor after the rma is created.



If the problem is resolved, customer can click to Cancel button to cancel the request.

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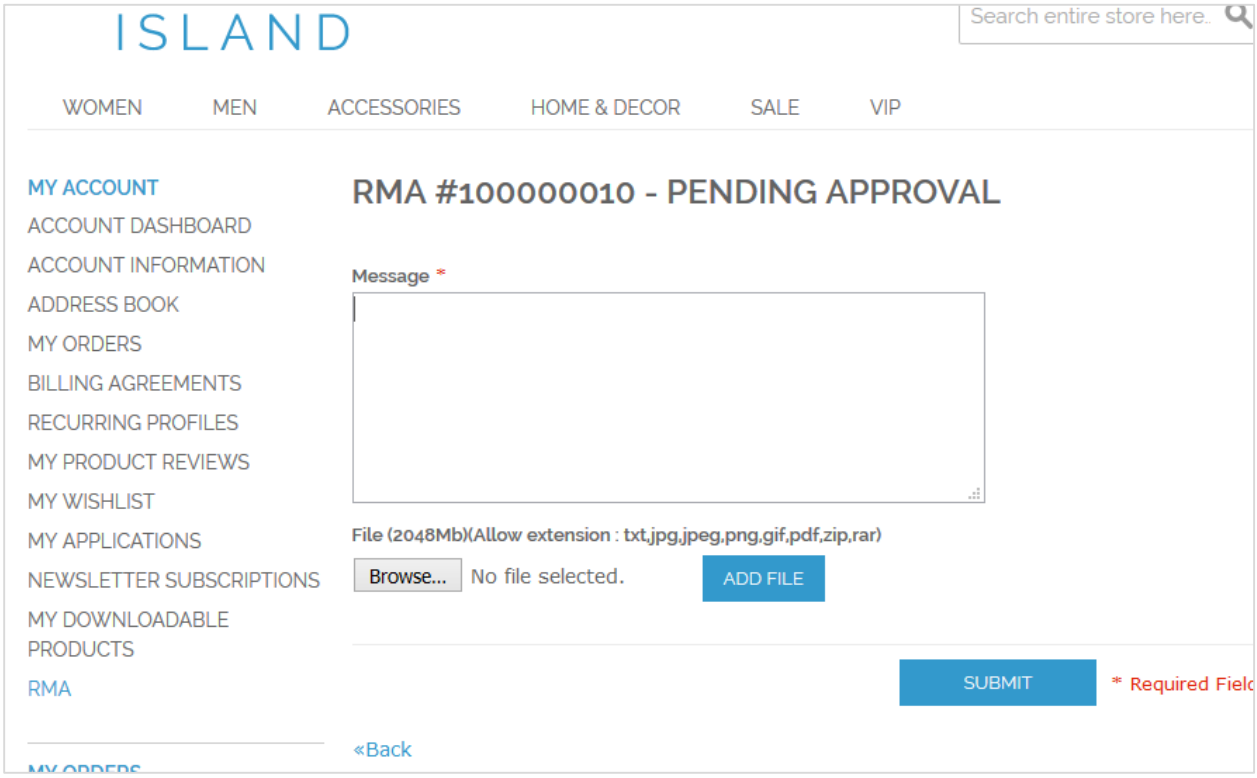
If customer is not satisfied with the vendor he can click to Escalate to a Claim button to submit the request to marketplace owner to process this request.



Customer will need to add the message to send to marketplace owner and he can also attach documents to provide more information about his request for owner to process the request.

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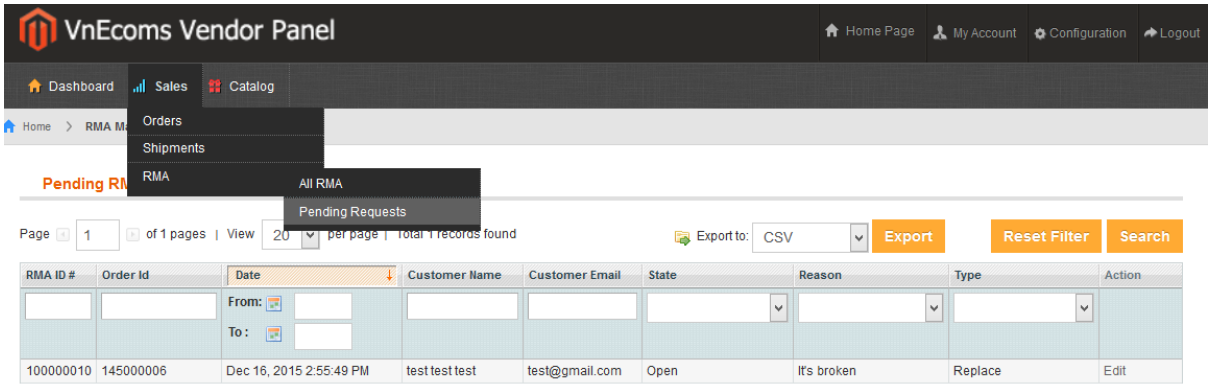
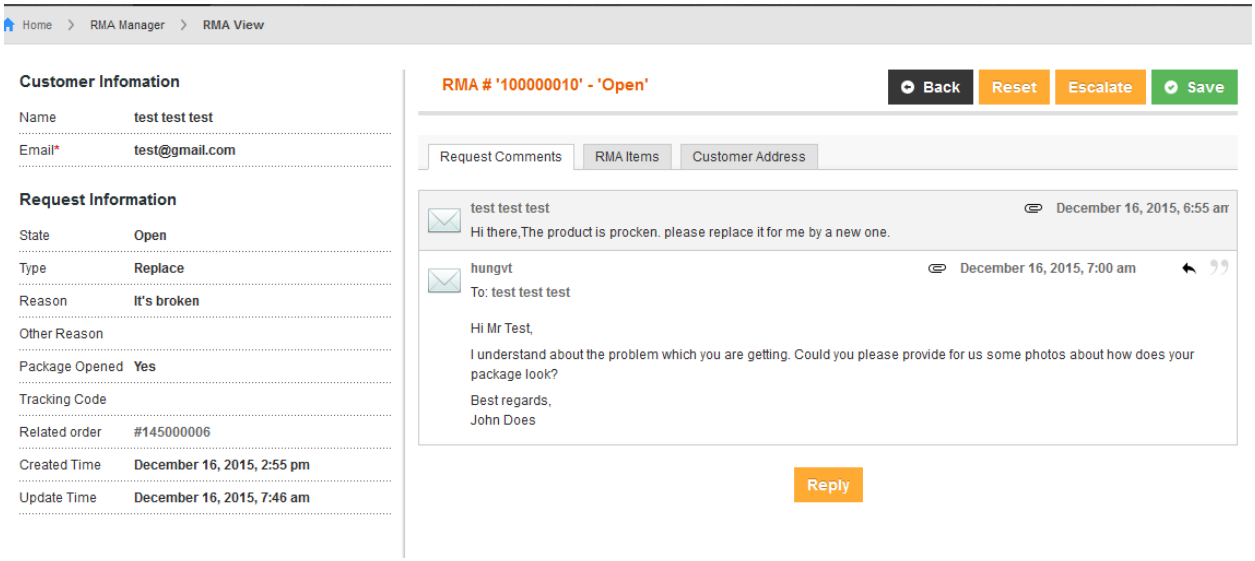
III. Vendor Manage RMA

From vendor cpanel, vendor can manage all rma requests from customer who purchased the vendor products.



Click to a request to view the detail



Vendor can send message to customer to get more information about the request or support for the customer. For some cases vendor can click to Escalate button to leave the request for marketplace owner process.

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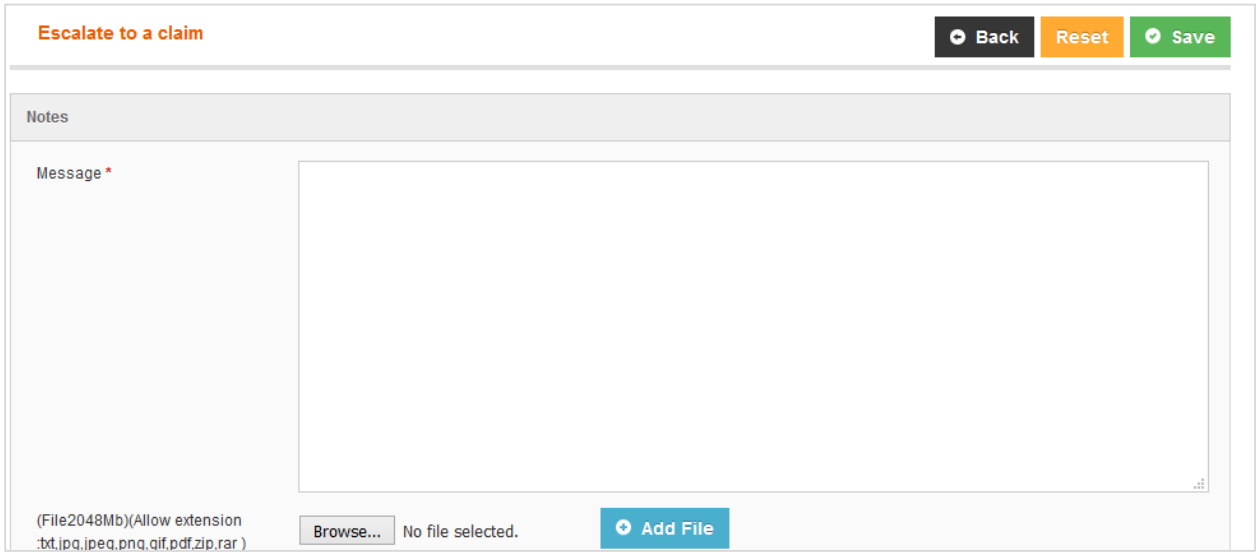

Vehdor will be asked to provide more information to process the request.

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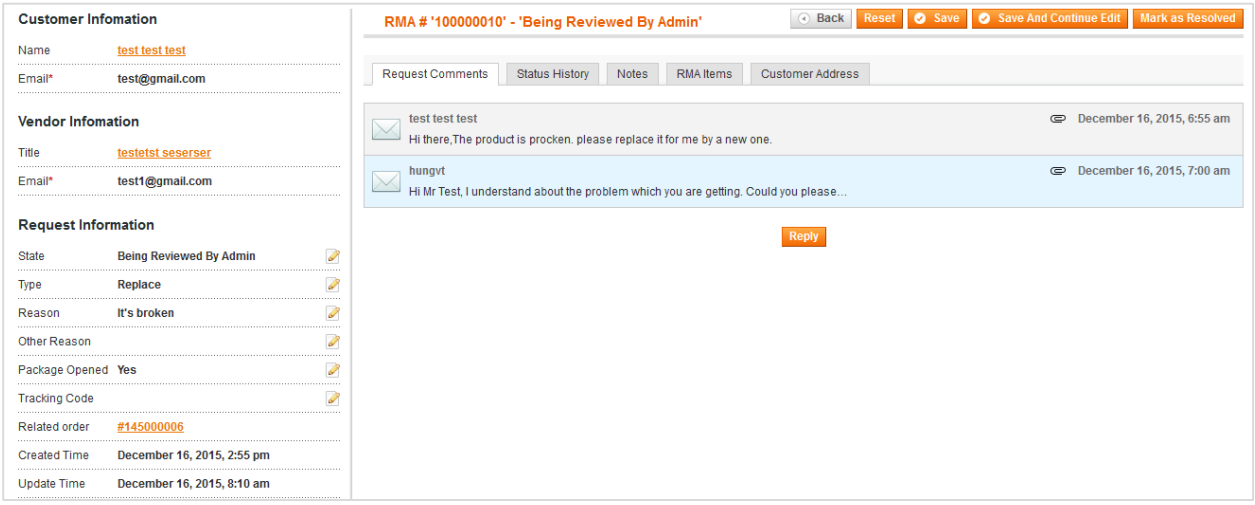
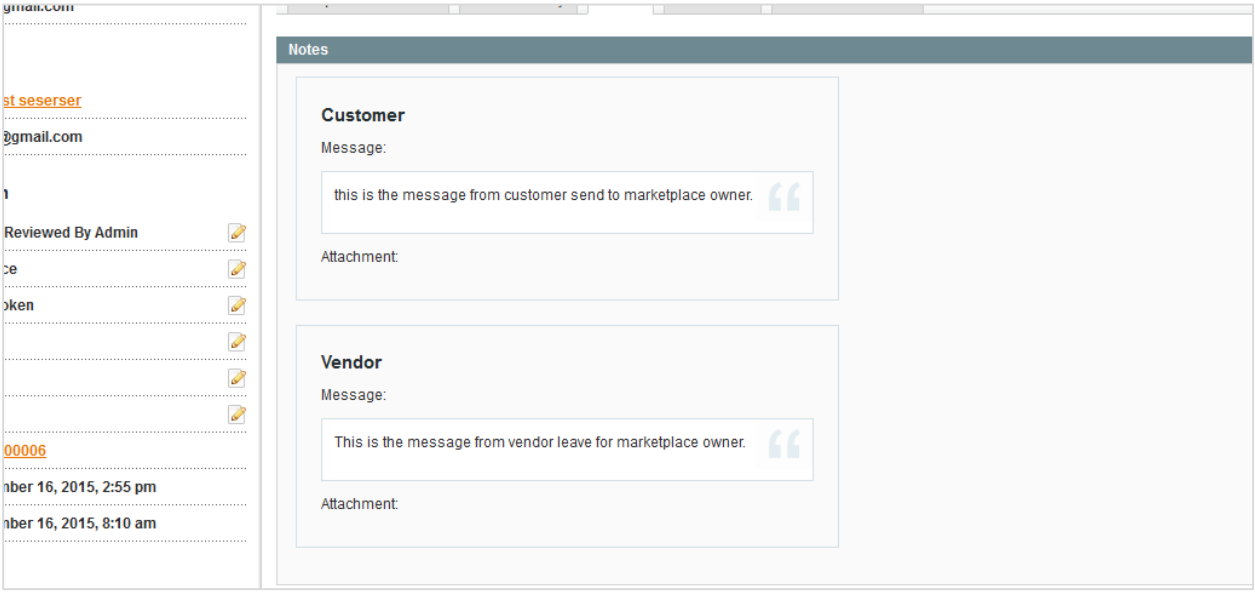
IV. Admin process RMA requests.

If a request is escalated to a claim, it will be sent to admin to process. Admin will review the RMA with all messages between customer/vendor and all notes that customer/vendor send to admin.





After admin review all information he will decide how to process the rma. In example about a refund request, admin can cancel the refund request or refund money to customer and subtract credit from vendor. (These processes will be done manually)

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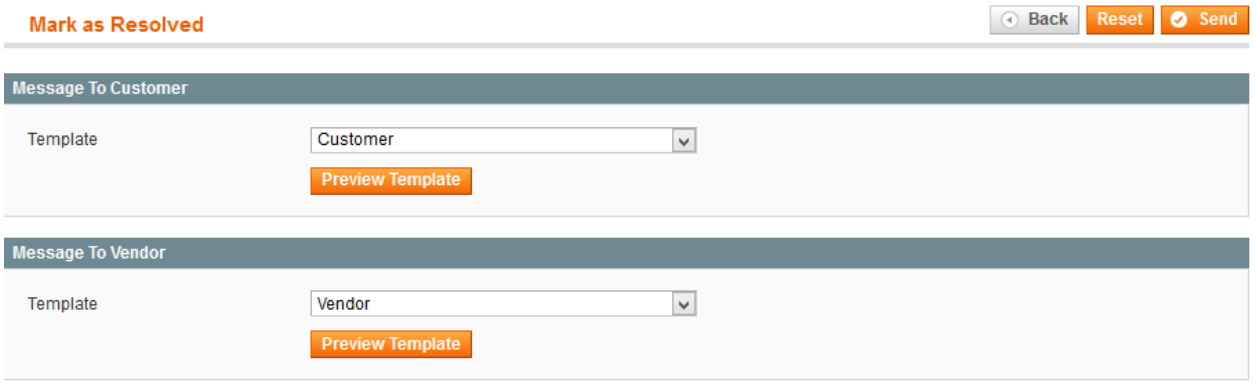
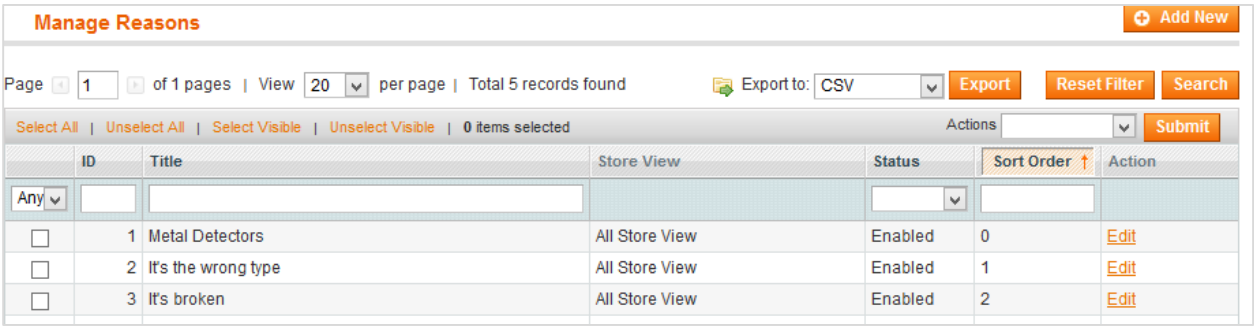
After that, admin will click to the button **Mark as Resolved**.



On this page admin will select email templates to send for customer and vendor from exist email templates. These email templates can be managed from admin panel under Sales -> RMA -> Manage Message Templates.

V. Admin Manages RMA Reasons

From admin panel go to Sales -> RMA -> Manage Reasons.
Here admin can manage all reasons for the RMA.



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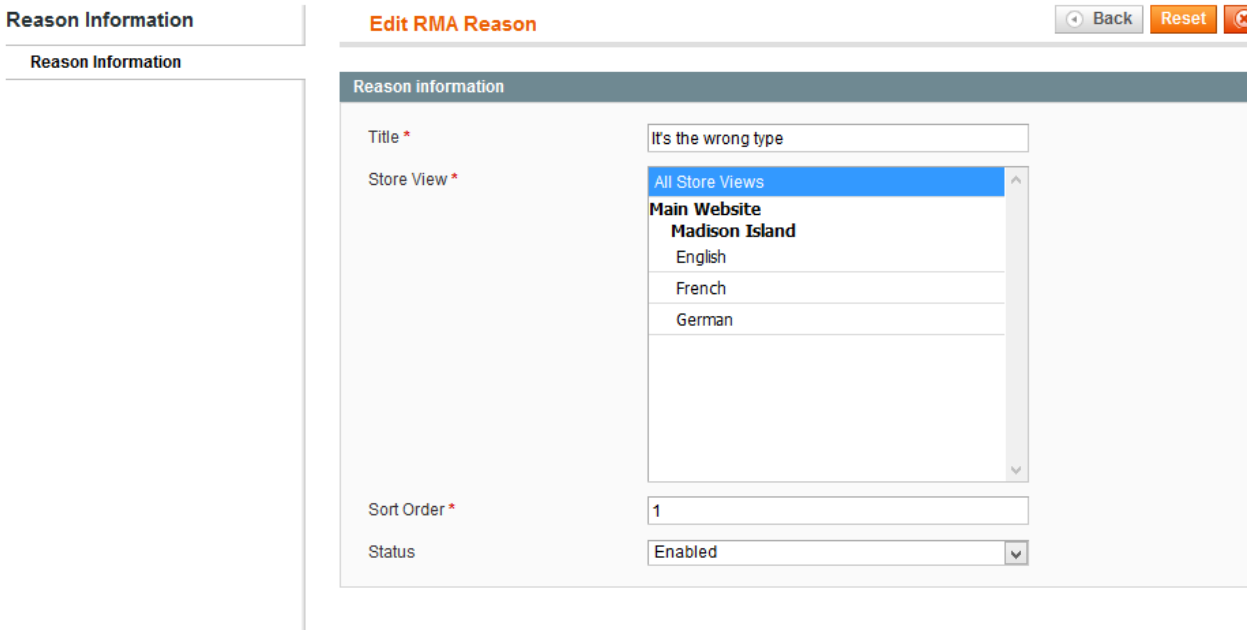
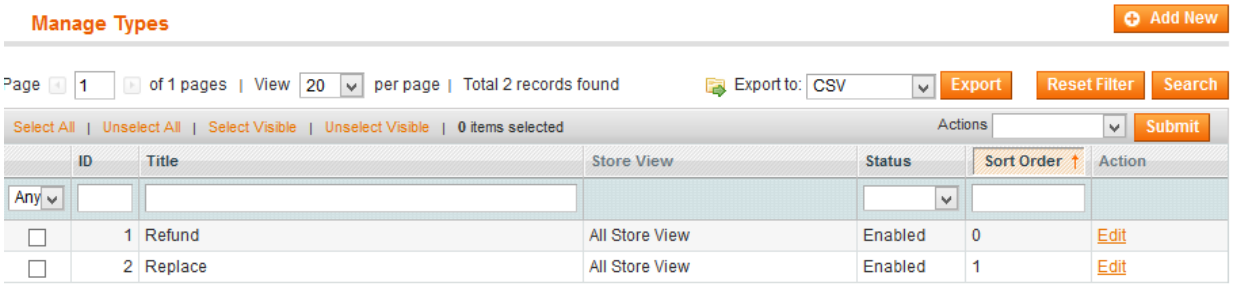


VI. Admin Manages RMA Types

Owner can manage type of RMA request from admin panel. From admin panel go to menu Sales -> RMA -> Manage Types



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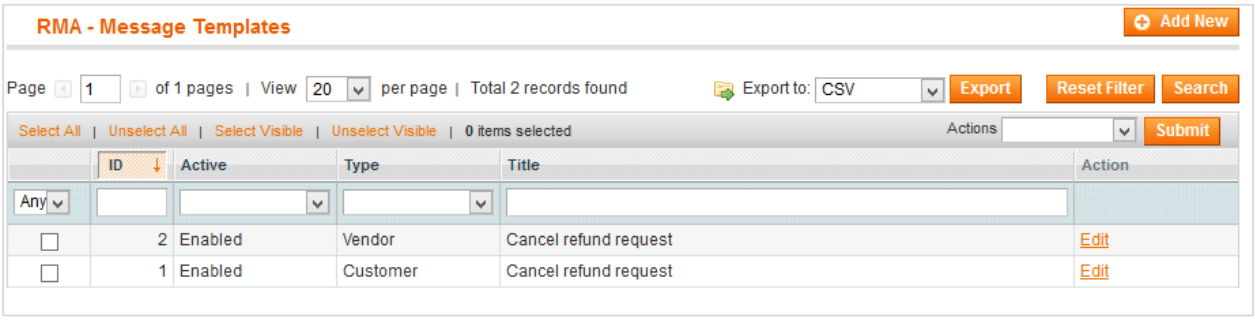
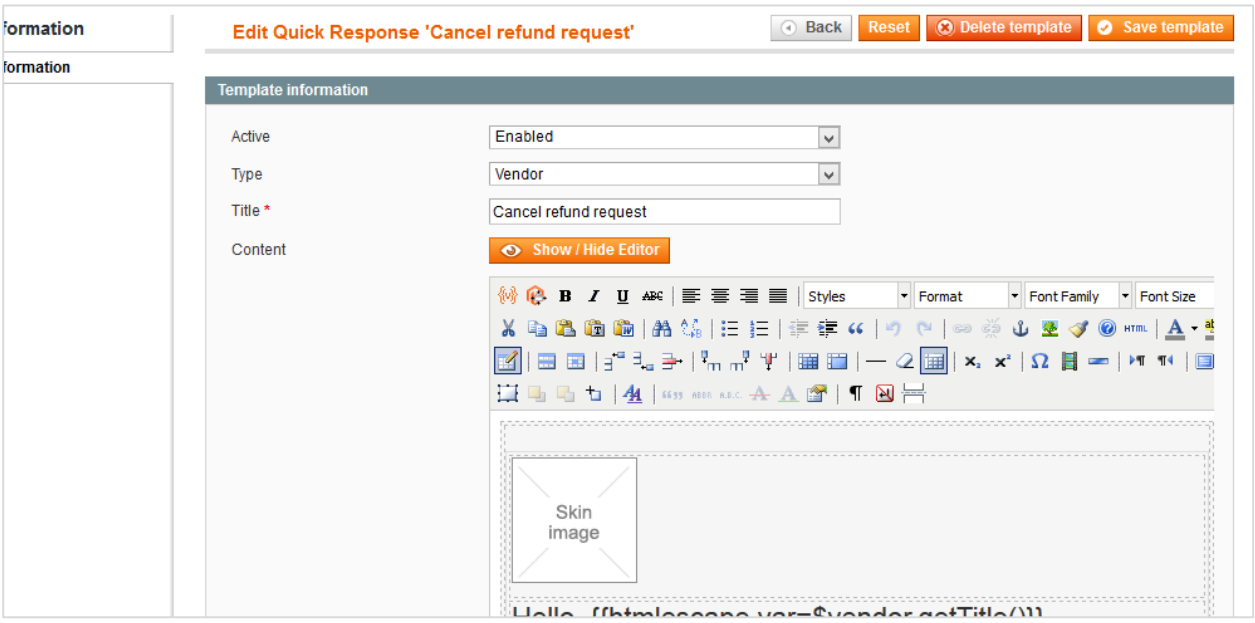
VII. Admin Manage RMA Message Templates

Admin can manage all message templates that will be sent to customer, vendor when admin process a RMA request.





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VIII. Support.

If you need support or have questions directly related to Marketpace extension, please use our Online Message Form to contact our support team or send us an email at: support@vnecoms.com.

Best Regards,
VnEcoms Team

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