

# 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.

**MY ACCOUNT**

- ACCOUNT DASHBOARD
- ACCOUNT INFORMATION
- ADDRESS BOOK
- MY ORDERS
- BILLING AGREEMENTS
- RECURRING PROFILES
- MY PRODUCT REVIEWS
- MY WISHLIST
- MY APPLICATIONS
- NEWSLETTER SUBSCRIPTIONS
- MY DOWNLOADABLE PRODUCTS
- [RMA](#)

[REQUEST NEW RMA](#)

### MY RMA

1 Item(s) SHOW:

CREATED AT	RMA ID #	ORDER ID #	STATE	
December 16, 2015, 1:43 pm	#100000009	#145000006	Being Reviewed By Admin	<a href="#">VIEW REQUEST</a>

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

## REQUEST RMA

### REQUEST INFORMATION

Order \*

#145000006 at 4/12/2015 ( \$3,000.00 )

<input type="checkbox"/>	PRODUCT	SKU	QTY RMA
<input checked="" type="checkbox"/>	16GB MEMORY CARD	hungvt_hde004	<input type="text" value="1"/>

Package Opened \*

No

Request Type \*

Refund

Reason \*

--- Select an Reason ---

Comment

**B** *I* U |  |  |  |  |  |

Path:

File (2048Mb)(Allow extension : txt,jpg,jpeg,png,gif,pdf,zip,rar)

No file selected.

### RMA POLICY

We support 30 days money back guarantee.

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

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

**RMA #100000010 - OPEN**

ESCALATE TO A CLAIM
CANCEL

<b>RMA ID :</b>	#100000010	<b>Order ID :</b>	#145000006
<b>Create At :</b>	December 16, 2015, 6:55 am	<b>State :</b>	Open
<b>Request Type :</b>	Replace	<b>Reason :</b>	It's broken
<b>Package Opened :</b>	Yes		

Product Items

Messages

PRODUCTS	QTY RMA
16GB Memory Card	1

[«Back to My Rma](#)

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

**RMA #100000010 - OPEN**

ESCALATE TO A CLAIM
CANCEL

<b>RMA ID :</b>	#100000010	<b>Order ID :</b>	#145000006
<b>Create At :</b>	December 16, 2015, 7:00 am	<b>State :</b>	Open
<b>Request Type :</b>	Replace	<b>Reason :</b>	It's broken
<b>Package Opened :</b>	Yes		

Product Items

Messages

**test test test**

Hi there,The product is procken. please replace it for me by a new one.

**December 16, 2015, 6:55 am**

**hungvt**

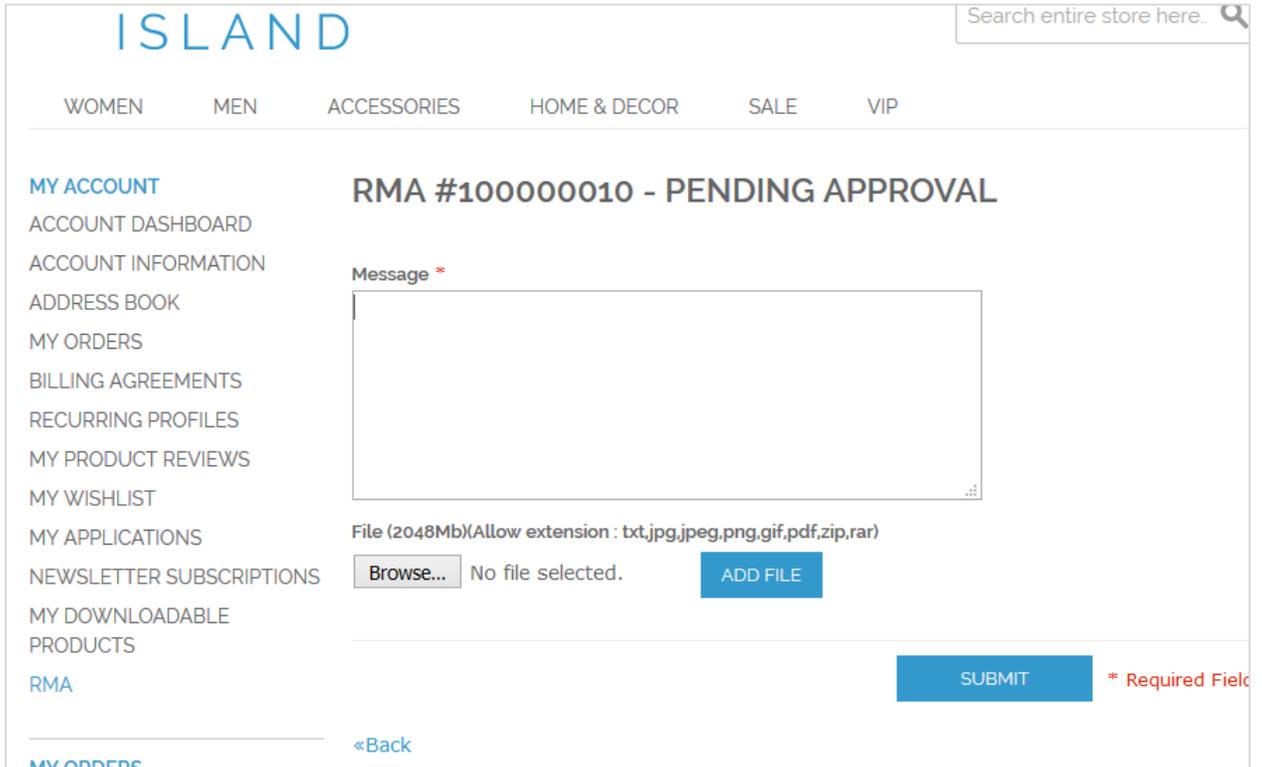
Hi Mr Test, I understand about the problem which you are getting. Could you please...

**December 16, 2015, 7:00 am**

REPLY

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

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.

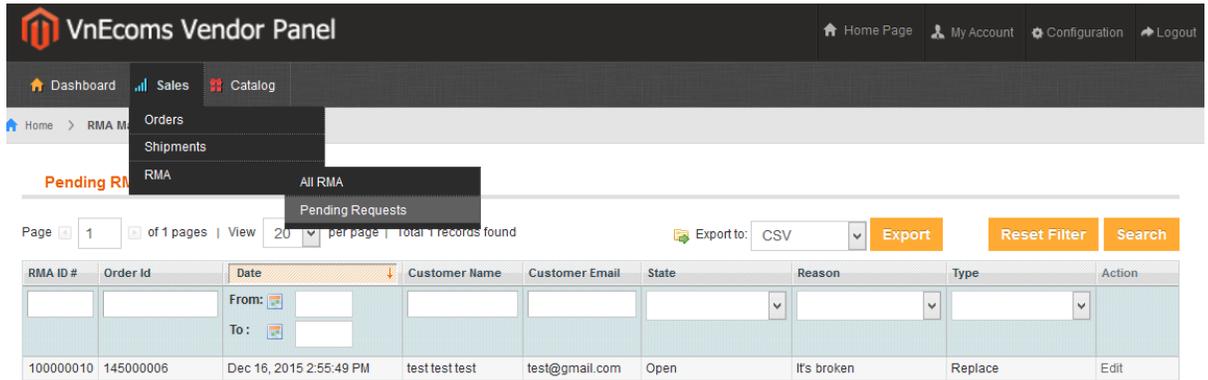


The screenshot shows the 'ISLAND' marketplace account interface. At the top, there is a search bar and navigation links for 'WOMEN', 'MEN', 'ACCESSORIES', 'HOME & DECOR', 'SALE', and 'VIP'. The main content area is titled 'RMA #100000010 - PENDING APPROVAL'. On the left, a 'MY ACCOUNT' menu lists various options like 'ACCOUNT DASHBOARD', 'ACCOUNT INFORMATION', 'ADDRESS BOOK', 'MY ORDERS', 'BILLING AGREEMENTS', 'RECURRING PROFILES', 'MY PRODUCT REVIEWS', 'MY WISHLIST', 'MY APPLICATIONS', 'NEWSLETTER SUBSCRIPTIONS', 'MY DOWNLOADABLE PRODUCTS', and 'RMA'. The RMA form includes a 'Message \*' text area, a file upload section with a 'Browse...' button and 'No file selected.' text, and an 'ADD FILE' button. At the bottom right, there is a blue 'SUBMIT' button and a red asterisk indicating a required field. A '<Back' link is visible at the bottom left of the form area.

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.

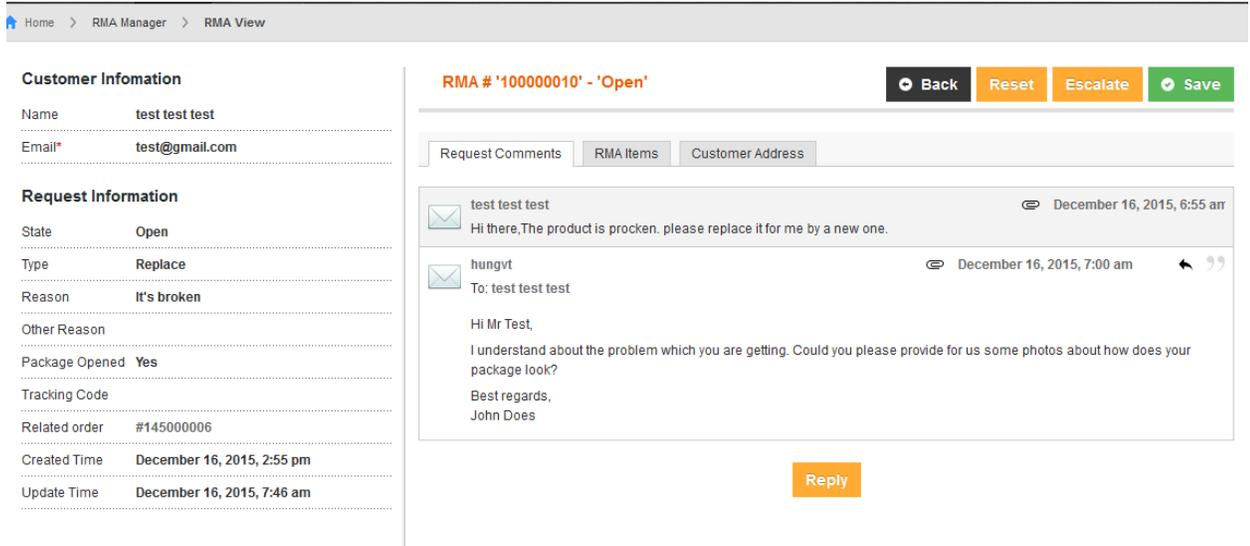
### III. Vendor Manage RMA

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



The screenshot shows the VnEcoms Vendor Panel interface. At the top, there's a navigation bar with 'VnEcoms Vendor Panel' and links for 'Home Page', 'My Account', 'Configuration', and 'Logout'. Below this is a secondary navigation bar with 'Dashboard', 'Sales', and 'Catalog'. A dropdown menu is open under 'RMA', showing options for 'Orders', 'Shipments', 'RMA', and 'All RMA'. The 'RMA' option is selected, leading to a 'Pending Requests' page. This page features a table with columns: RMA ID #, Order Id, Date, Customer Name, Customer Email, State, Reason, Type, and Action. A single request is visible with RMA ID # 100000010, Order Id 145000006, Date Dec 16, 2015 2:55:49 PM, Customer Name test test test, Customer Email test@gmail.com, State Open, Reason It's broken, Type Replace, and Action Edit. Above the table are controls for pagination (Page 1 of 1 pages, View 20 per page, Total 1 records found), an 'Export to: CSV' dropdown, and buttons for 'Export', 'Reset Filter', and 'Search'.

Click to a request to view the detail



The screenshot shows the 'RMA View' page for request #100000010. The page is divided into two main sections. On the left is the 'Customer Information' section, which includes fields for Name (test test test), Email\* (test@gmail.com), State (Open), Type (Replace), Reason (It's broken), Other Reason, Package Opened (Yes), Tracking Code, Related order (#145000006), Created Time (December 16, 2015, 2:55 pm), and Update Time (December 16, 2015, 7:46 am). On the right is the 'Request Comments' section, titled 'RMA # '100000010' - 'Open''. It features buttons for 'Back', 'Reset', 'Escalate', and 'Save'. Below the title are tabs for 'Request Comments', 'RMA Items', and 'Customer Address'. The 'Request Comments' tab is active, showing a list of messages. The first message is from 'test test test' dated December 16, 2015, 6:55 am, with the text: 'Hi there, The product is procken. please replace it for me by a new one.' The second message is from 'hungvt' dated December 16, 2015, 7:00 am, with the text: 'Hi Mr Test, I understand about the problem which you are getting. Could you please provide for us some photos about how does your package look? Best regards, John Does'. A 'Reply' button is located at the bottom right of the comments section.

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.

Escalate to a claim ⏪ Back Reset Save

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Notes

Message \*

(File 2048Mb)(Allow extension: .txt, .jpg, .jpeg, .png, .gif, .pdf, .zip, .rar) Browse... No file selected. ➤ Add File

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

#### 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.

<p><b>Customer Information</b></p> <p>Name <a href="#">test test test</a></p> <p>Email* <a href="mailto:test@gmail.com">test@gmail.com</a></p> <p><b>Vendor Information</b></p> <p>Title <a href="#">testtestseser</a></p> <p>Email* <a href="mailto:test@gmail.com">test@gmail.com</a></p> <p><b>Request Information</b></p> <p>State <b>Being Reviewed By Admin</b></p> <p>Type <b>Replace</b></p> <p>Reason <b>It's broken</b></p> <p>Other Reason</p> <p>Package Opened <b>Yes</b></p> <p>Tracking Code</p> <p>Related order <b>#145000006</b></p> <p>Created Time <b>December 16, 2015, 2:55 pm</b></p> <p>Update Time <b>December 16, 2015, 8:10 am</b></p>	<p><b>RMA # '100000010' - 'Being Reviewed By Admin'</b></p> <p>Back   Reset   Save   Save And Continue Edit   Mark as Resolved</p> <p>Request Comments   Status History   Notes   RMA Items   Customer Address</p> <p>test test test Hi there,The product is procken. please replace it for me by a new one. December 16, 2015, 6:55 am</p> <p>hungvt Hi Mr Test, I understand about the problem which you are getting. Could you please ... December 16, 2015, 7:00 am</p> <p>Reply</p>
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<p><a href="#">testtestseser</a></p> <p><a href="mailto:test@gmail.com">test@gmail.com</a></p> <p><b>Reviewed By Admin</b></p> <p>ce</p> <p>oken</p> <p>00006</p> <p>ber 16, 2015, 2:55 pm</p> <p>ber 16, 2015, 8:10 am</p>	<p><b>Notes</b></p> <p><b>Customer</b></p> <p>Message:</p> <p>this is the message from customer send to marketplace owner.</p> <p>Attachment:</p> <p><b>Vendor</b></p> <p>Message:</p> <p>This is the message from vendor leave for marketplace owner.</p> <p>Attachment:</p>
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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)

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

Back Reset Send

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**Message To Customer**

Template

Preview Template

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**Message To Vendor**

Template

Preview Template

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.

Add New

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Page  of 1 pages | View  per page | Total 5 records found

Export to:  Export Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected
 Actions  Submit

	ID	Title	Store View	Status	Sort Order ↑	Action
<input type="text" value="Any"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	
<input type="checkbox"/>	1	Metal Detectors	All Store View	Enabled	0	<a href="#">Edit</a>
<input type="checkbox"/>	2	It's the wrong type	All Store View	Enabled	1	<a href="#">Edit</a>
<input type="checkbox"/>	3	It's broken	All Store View	Enabled	2	<a href="#">Edit</a>

Reason Information

Reason Information

Edit RMA Reason

Back Reset

Reason information

Title \*

Store View \* 

All Store Views
Main Website
Madison Island
English
French
German

Sort Order \*

Status

**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

[+ Add New](#)

Page  of 1 pages | View  per page | Total 2 records found | Export to:  [Export](#) [Reset Filter](#) [Search](#)

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected | Actions  [Submit](#)

	ID	Title	Store View	Status	Sort Order ↑	Action
<input type="checkbox"/>	1	Refund	All Store View	Enabled	0	<a href="#">Edit</a>
<input type="checkbox"/>	2	Replace	All Store View	Enabled	1	<a href="#">Edit</a>

## 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.

RMA - Message Templates <span style="float: right;">+ Add New</span>					
Page 1 of 1 pages		View 20 per page		Total 2 records found	
Select All   Unselect All   Select Visible   Unselect Visible   0 items selected				Actions <span style="float: right;">Submit</span>	
ID	Active	Type	Title	Action	
Any					
<input type="checkbox"/>	2 Enabled	Vendor	Cancel refund request	<a href="#">Edit</a>	
<input type="checkbox"/>	1 Enabled	Customer	Cancel refund request	<a href="#">Edit</a>	

Information
**Edit Quick Response 'Cancel refund request'**

[Back](#)
[Reset](#)
[Delete template](#)
[Save template](#)

Template information

Active:

Type:

Title \*:

Content: Show / Hide Editor

Bold Italic Underline ABC Bullets Lists Styles Format Font Family Font Size

Skin image

Hello, {{htmlEscape ver=\$vendor.getTitte()}}

## **VIII. Support.**

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

Best Regards,  
**VnEcoms Team**