RMA

- Update label of “Customer comments” field, since we have another field “Comments” in RMA.

- No order detail available for customer while placing RMA request.

- Currently, the order status remains as it is, even though there is a RMA Request.   
Create statuses

- “RMA\_Pending” [RMA placed]

- RMA Processed [Cancelled OR Credit memo created and inventory updated]

- RMA Refund done [After offline refund is done]

Note: Customer can place RMA request only before shipping.

1. COD – Before shipping

* Pending / Processing
* Inventory – should be updated
* No refund  
  Comments (Cancel process):
* 1. Customer places RMA request
* 2. Backend – Sales\_Orders – Select the order and Cancel
* 3. Backend – Sales\_Manage RMA – mark status as complete
* 4. Inventory updated

1. COD – After shipping

- Complete / Out for delivery /

- Order should go to COD\_FULL\_RETURN

- Inventory – return to store and updated

- No refund  
Comments :  
- 1. Store manager: Creates new RMA request

- 2. Finance manager: Backend – Sales\_Orders – Create credit memo – Mark “Return to stock”; Refund 0, since COD (adjustment fee = order value) ;

- 3. Finance manager: Backend – Sales\_Manage RMA – mark status as complete

1. Prepaid – Before shipping

* Processing
* Inventory should be updated
* Refund to be processed

Status - ?  
Comments:  
- 1. Customer places RMA request

- 2. Backend – Sales\_Manage RMA – mark status as complete

* 3. Backend – Sales\_Orders – Create credit memo – Mark “Return to stock”; Refund full order value, since it’s a prepaid order

1. Prepaid – After shipping

- Complete / Out for delivery /

- Order should go to FULL\_RETURN

- Inventory – return to store and updated

- Refund to be processed

- Status - ?  
Comments:  
- 1. Store Manager: Creates a new RMA request

- 2. Finance: Sales\_Orders – Create credit memo – Mark “Return to stock”; Refund full order value, since it’s a prepaid order

- 3. Finance: Sales\_Manage RMA – mark status as complete