



# Mirasvit RMA User Manual

## Getting Started

Welcome to the **RMA Documentation**.

Here you will find everything you need to set up **Return Merchandise Authorization (RMA)** and create a flexible policy for product returns and refunding.

Our extension allows customers to submit request for return, after his order is complete. This request can result either in **Exchange Order**, or in **Refund**, making return process easy and flexible.

## How to install extension

1. Backup your store's database and web directory.
2. Login to the SSH console on your server and navigate to the root directory of the Magento 2 store.
3. Run command `composer require mirasvit/module-rma`
4. Run command `php -f bin/magento module:enable Mirasvit_Core Mirasvit_Report Mirasvit_Rma` to enable the extension.
5. Run command `php -f bin/magento setup:upgrade` to install the extension.
6. Run command `php -f bin/magento cache:clean` to clean the cache.
7. Deploy static view files

```
rm -rf pub/static/*; rm -rf var/view_preprocessed/*; php -f bin/magento setup:static-content:deploy
```

## Quick Start

Our Return Merchandise Authorization (RMA) extension for M2 is a simple, yet powerful tool for managing products returns. Most of its functions are quite intuitive, and work just out-of-box.

However, it also features rich configuration, which allows to employ almost any return policy. Here is a short guide, which will help you in building your returns workflow.

1. Each Return begins from **Return Request**. It can be submitted either from three sources:
  - **Customer's Account**. This source can be disabled, if you wish to have RMA created only for staff. To do that, you need simply

set option **RMA -> Settings -> Customer Account -> Show RMA section in Customer Account** to **No**;

- **Guest RMA Page**. This source is always enabled by default, and currently can not be disabled.
- **Backend RMA Grid**. This source also is always enabled.

When customer submits RMA, it also shall supply three main parameters:

- **Reason** - why did he choose to return the product. Although pre-defined reasons are relatively simple, you can always define your own in **Reasons** grid.
- **Condition** - describes condition, which currently product has. Conditions also can be defined, using **Conditions** grid.
- **Resolution** - defines action, which he expects to conduct. You can define your custom actions, but base actions - **Exchange** and **Refund** shall remain in place. If you do not need, just add new and disable unneeded records in **Resolutions** grid.

You can control, which parameters shall customer supply, and which staff shall fill-in. It is done using option **RMA -> Settings -> Customer Account -> Customers are required to select**.

You can even add your own parameters for submission, using our feature of **Custom Fields**.

2. Request submission can have certain limitation, like days quantity since original order, or particular status, which should have order to be eligible for requests. These limitations you can set at **RMA -> Settings -> RMA Policy**.
3. Once Return is submitted and saved, it receives a number. You can use default numbering scheme, which is simple counter, prefixed with store ID - or create your own numbering scheme using options in **RMA -> Settings -> RMA Number** section.
4. Each Return document proceeds through different stages - from pending to approval or decline. These stages are called **Statuses**, and they can be defined in **Statuses** grid. Each time RMA assigned in new status, our extension can send automated notification for customer, or for staff. They are set in corresponding status record, in **Notification** section. Use these fields wisely to automate your communication with customer.
5. While communicating with customer, you may encounter typical situations, that require typical answers. We call it **Quick Responses**, and you can create them at appropriate grid.
6. Sometimes you need to set product return not to your store, but to some alternative address - a warehouse, for example. Use for that **Return Addresses** grid, which allows you to work with multiple return addresses.
7. Finally, you can automate your RMA requests - for example, automatically decline all broken products. You will need to create one or more **Workflow Rule** for that. You can also use these rules to create your own email notifications flow.
8. Observe return statistics frequently with our **Reports**, that allow you to see - which products are returned, which reasons are most popular and so on, making your Return policy flexible and responsive to customer's demands.

This should be a good beginning.

Refer to appropriate sections of our manual to have more info.

# RMA Settings

This section describes the most of settings, that you can use for configuring your returns policy, except of **Email Notification Settings**, which is included in other section:

- **General Settings**
- **Customer Account Settings**
- **RMA Policy**

- [RMA Number](#)

## General Settings

Option	Description
Return Address	Default Return address of the store. Will be shown in the RMA Packing Slip. See <a href="#">Return Addresses</a> .
Default status for new RMA	When customer creates a new RMA, this option sets the RMA default status.
Default owner for the new RMA	Sets the default owner for a new RMA.
Ask customer to confirm shipping	If option is enabled, the customer will be asked to confirm shipping of the returned items.
Shipping confirmation text	Text of the shipping confirmation dialog.
Allow RMA for offline orders	If option is enabled, RMA requests will be available for offline orders.
Enable option "This was a gift"	This option is useful when your customers buy gifts for their friends. Friends can create an RMA request for a gift and the initial customer will not be notified about such RMA.
Enable integration with Help Desk	Allows to integrate RMA requests to the Help Desk system.
Code of "Brand" attribute	You can set the code of the brand attribute.
Allow to upload only attachments with extensions	Customers will be allowed to upload only those types of files.
Limit of attachments size	Customers will not be able to upload files with a size more than this limit.
Show Columns in RMA Grid	You can configure what columns you would like to show in the main RMA list in the backend.

## Customer Account

Option	Description
Show RMA section in Customer Account	If option is enabled, RMA section is displayed in a customer account.
Customers are required to select	List option, that allows to choose, which basic return parameters (e. g. Reasons, Conditions, Resolutions) shall be submitted by

Option	customer. Description

## RMA Policy

Option	Description
Allow to request RMA after order completion, days	Number of days after order completion when a customer can create an RMA request.
Allow to request RMA if order has status	Sets product's order status(es) which allows a customer to create a RMA request.
Request only shipped products	If the order has only been partially shipped, then only the shipped items will be available for the RMA.
Ask to agree with RMA policy text	If option is enabled, RMA policy is shown when customer creates a new RMA. Customer must accept the policy to proceed with the RMA.
CMS block with RMA policy text	Sets CMS static block with text of the RMA policy. To create and manage this block go to the: <i>CMS &gt; Static Blocks</i>

## RMA Number

Option	Description
Allow Manual RMA Number	If option is enabled, "RMA #" can be change on backend RMA edit page
Number Format	You can specify a custom format for RMA numbers. You can use variables [store], [counter]. E.g. you have a format 'RM-[store][counter]' and you'll receive RMAs with the numbers RM-1000001, RM-1000002, RM-1000003, etc.
Start Counter From	Initial number of the counter.
Counter Increment Step	Counter's increment step.
Counter Length	Number of digits in the counter.

## Email Notifications

RMA extension sends emails with different types of notifications to the customer and store agents. You can customize the templates of those emails.

In this section you will find:

- [How to Configure Email Notifications](#)
- [How to Disable Email Notifications](#)
- [How to Customize Email Template](#)
- [How to Use Variables in Email Notifications](#)

**Note:** If you need to create your own emails flow, refer to [Workflow Rules](#) section.

## How to configure Email Notification workflow

Email notifications are governed by corresponding section of **Sales -> RMA -> Settings**, as was noted below. Here is short descriptions of options, that are available there.

Option	Description
Email Sender	Sets email from which letters will be sent to a customer.
Template of Notification Email for Customer	Template of email notifications for customers.
Template of Notification Email for RMA Owner	Template of email notifications for RMA agents.
Template of Rule Notification	Template of Workflow Rule email notifications for customers.
Send blind carbon copy (BCC) of all emails to	All outgoing emails will be sent to this list of emails. You should create a comma-separated list of emails.

## How to disable Email notifications

To disable Email notifications you need to go to the **Sales > RMA > Settings > Email Notification Settings**. In the dropdown list of the necessary notification, select the option **Disable these emails**. Save configuration.

## How to customize email template

To change the email template of RMA you need to do following steps:

- Go to the **Marketing > Email Templates**.
- Press the button **Add New Template**.

- Select the template in the dropdown list that you would like to customize. The current extension templates are placed at the **Mirasvit\_Rma** header.
- Press button **Load Template**.
- Enter new **Template Name** (e.g. Email notification for Customer).
- Change **Template Subject** and **Template Content** as you need, and save template.
- Go the to **Sales > RMA > Settings > Email Notification Settings**. Select your new template in the dropdown list of necessary notifications. Save configuration.

## How to use variables in Email notification

Email templates can contain special variables, which allows a high level of customization.

RMA supports standard Magento Email Template variables, such as `{{var logo_alt}}`, and supports function calling, like `{{var store.getFrontendName()}}`, and also adds a set of its own variables.

- `{{var customer}}` - allows access to customer properties;
- `{{var rma}}` - allows access to RMA properties, including custom fields (see below).
- `{{var comment}}` - contains a message sent to a customer or staff in RMA discussion.
- `{{var email_body}}` - contains a customized at module helper message

Access to properties is similar to Javascript, with dot (.) operator. For example, if we need to include a customer's name to notifier, we can write `{{var customer.name}}`. If RMA contains custom fields, they can be accessed by codes which are found at **Sales > RMA > Custom Fields > Dictionaries > Custom Fields > Custom Field edit page > Code**, in similar manner - if custom field has code *customdate*, then the variable will be `{{var rma.customdate}}`.

The most usable properties are:

- `{{var store.getName()}}` - name of current store
- `{{var store.getCode()}}` - code of current store (e. q. `admin` for backend, or `default` for default store)
- `{{var user.getFirstname()}}` - First Name of current agent
- `{{var user.getLastname()}}` - Last Name of current agent
- `{{var user.getName()}}` - Full Name of current agent
- `{{var user.getEmail()}}` - Email of current agent
- `{{var rma.getIncrementId()}}` - current RMA number
- `{{var rma.getGuestId()}}` - displays a Guest ID of current RMA.
- `{{var rma.getUrl()}}` - URL of current RMA
- `{{var rma.getBackendUrl()}}` - backend URL to RMA page
- `{{var rma.getGuestPrintUrl()}}` - URL of the printable version of the current RMA
- `{{var status.getName()}}` - current status of RMA
- `{{var customer.getName()}}` - Full Name of current customers
- `{{var customer.getEmail()}}` - Email of current customer
- `{{var rma.getReturnAddressHtml()}}` - address where the package is returned

There is a number of variables, that allow you to use your Store Information, as set in **Stores -> Configuration -> General -> Store Information**

- `{{var storeInfo.getName()}}` - name of your store
- `{{var storeInfo.getPhone()}}` - phone of current store
- `{{var storeInfo.getCountry()}}` - country of your store's location
- `{{var storeInfo.getCity()}}` - city, where your store is located
- `{{var storeInfo.getRegion()}}` - region, where your store is located (if available).
- `{{var storeInfo.getPostcode()}}` - postal code of your location

If Helpdesk is also integrated with RMA, it is possible to use two other variables:

- `{{var hidden_separator}}` - allows to separate the answer from the communication history
- `{{var hidden_code}}` - allows to hide the ticket code in the email template which is used to bind the email with the ticket

You also can use special variables to check, whether particular RMA has items with appropriate Reasons, Conditions and Resolutions. These special variables can be used for creating complex notifications, with sections, dependable from items properties. See more on this matter [here](#):

- `{{var rma.getHasItemsWithReason(XXX)}}` - allows to check, whether RMA has items with Reason, which have ID=XXX.
- `{{var rma.getHasItemsWithConditions(XXX)}}` - allows to check, whether RMA has items with Condition, which have ID=XXX.
- `{{var rma.getHasItemsWithResolution(XXX)}}` - allows to check, whether RMA has items with Resolution, which have ID=XXX.

If you need, it is possible to use RMA templates standard custom variables. These variables are created with **System > Custom Variables** and can be inserted with `{{customvar code="var_name"}}`. For example, if the custom variables have a code "test", then the variable will be `{{customvar code="test"}}`.

## Statuses

Each RMA request proceeds through a set of stages, on which data are gathered, goes communication with customers, and performed some actions. Each of these stages corresponds with **Status**, which is crucial part of RMA.

By default RMA can have the following statuses:

- **Pending approval** - RMA request isn't reviewed yet. Assigned just after submission, if other not set at **RMA -> Settings -> General Settings -> Default status for new RMA**.
- **Approved** - RMA request is approved. Customer can print the RMA packing slip and ship their items.
- **Package Sent** - customer has confirmed sending the RMA items to the store.
- **Rejected** - RMA request is rejected.
- **Closed** - RMA request is closed.

Statuses ▾

admin ▾

Add New Status

Filters

Default View ▾

Columns ▾

Actions ▾

5 records found

20 ▾ per page

<

1

of 1

>

<div><input type="checkbox"/></div>	Status ID	Name	Sort Order	Active	Action
<input type="checkbox"/>	1	Pending Approval	10	Yes	Select ▾
<input type="checkbox"/>	2	Approved	20	Yes	Select ▾
<input type="checkbox"/>	3	Rejected	30	Yes	Select ▾
<input type="checkbox"/>	4	Package Sent	25	Yes	Select ▾
<input type="checkbox"/>	5	Closed	10	Yes	Select ▾



 admin

### Add New Status

▼ Filters

 Default View ▼ Columns ▼

Actions ▼ 5 records found


20 ▼

per page

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1

of 1

	Status ID	Name	Sort Order	Active	Action
<input type="checkbox"/>	1	Pending Approval	10	Yes	<a href="#">Select</a> ▼
<input type="checkbox"/>	2	Approved	20	Yes	<a href="#">Select</a> ▼
<input type="checkbox"/>	3	Rejected	30	Yes	<a href="#">Select</a> ▼
<input type="checkbox"/>	4	Package Sent	25	Yes	<a href="#">Select</a> ▼
<input type="checkbox"/>	5	Closed	10	Yes	<a href="#">Select</a> ▼

But sometimes RMA processing can be more complex, so our extension provides customers with ability to create their own **Statuses**, thus creating their own return processing procedure.

Go to the **Sales > RMA > Statuses**. Press the button **Add New**.

New Status ▾

3

admin ▾

← BackDeleteResetSave ▾

General Information

Title \*  
[store view]

Code \*  
[store view]

Sort Order

Active ☐ No

Show buttons 'Print RMA Packing Slip', 'Print RMA Shipping Label' and 'Confirm Shipping' in the customer account ☐ No

Notifications

Email Notification for customer  
[store view]

Leave blank to not send

Message for RMA history  
[store view]

Email Notification for administrator  
[store view]

Leave blank to not send



 admin

[← Back](#)

Delete

Reset

Save

## General Information

**Title \***

[\[store view\]](#)Code 

### Sort Order

A

☐ No

Show buttons 'Print RMA Packing Slip', 'Print RMA Shipping Label' and 'Confirm Shipping' in the customer account

☐ No

## Notifications

Email Notification for customer  
[store view]

Leave blank to not send

Message for RMA history  
[store view]

[store view]

Email Notification for administrator  
[store view]

[store view]

Leave blank to not send



## General information

- **Title** - Title of the new status.
- **Code** - Unique internal code for the statuses.
- **Sort Order** - sorting order (used for displaying in drop-down menu)
- **Is Active** - whether current reason is visible on RMA creation and edit page.
- **Show buttons 'Print RMA Packing Slip' and 'Confirm Shipping' in the customer account**- When the RMA request receives current status, additional buttons **Print RMA Packing Slip** and **Confirm Shipping** will be displayed on the customer RMA page.

## Notifications

Assigning a status to a RMA can be accompanied with automated email notification. It can be used for speeding up RMA handling in standard use cases. There's three types of them:

- **Email Notification for customer** - Text of email notification for customer.
- **Message for RMA history** - Text of the message to the RMA history.
- **Email Notification for administrator** - Text of the email notification for the store agent.

To send notification, enter in corresponding field contents of that notification. To disable it - just make it empty and save status.

You can use the following umbrella variables in the notification text:

- **rma**
- **order**
- **customer**
- **status**
- **store**

You can gain access to their properties and even methods using point operator. For example, if you need to add customer's name - use variable `{{var rma.getCustomerEmail()}}`.

### Example

For example, you can use the following code as notification text:

```
Dear {{var customer.name}},<br><br>
```

```
Your Return request has been approved.
<br>
```

```
{{depend rma.getHasItemsWithResolution(1)}}
```

```
You choose to receive your money back, so we will refund the following items:<br><br>
```

```
{{block class="Mirasvit\Rma\Block\Rma\View\Items" area='frontend' template='Mirasvit_Rma::email' }}
{{/depend}}
```

```
{{depend rma.getHasItemsWithResolution(2)}}
```

```
You choose to exchange your product, we will contact you about the following items:<br><br>
```

```
{{block class="Mirasvit\Rma\Block\Rma\View\Items" area='frontend' template='Mirasvit_Rma::email' }}
<br><br>
{{/depend}}
```

```
Please, print <a href='{{var rma.guest_print_url}}'>RMA Packing Slip</a>.
```

**Note:** You can have different notifications for different stores, but for the same **Statuses**. To do it, just switch store switcher to desired one, and enter contents to the proper field. It will be saved independently just for selected store.

# Reasons

Each product, returned by customer, can be supplied with Reason, why did customer choose to return this particular product. It is extremely useful for monitoring return statistics (refer to [Report by Reason](#)), and can be used for improving your sales.

Our extension provides you with basic conditions set, but you're free to create your own.

Reasons ▾

Search

5

admin ▾

Add New Reason

Filters

Default View ▾

Columns ▾

Actions ▾

6 records found

20 ▾ per page

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1

of 1

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<div><input type="checkbox"/></div>	Reason ID	Title	Sort Order	Active	Action
<input type="checkbox"/>	1	Out of Service	10	Yes	Select ▾
<input type="checkbox"/>	2	Don't like	20	Yes	Select ▾
<input type="checkbox"/>	3	Wrong color	30	Yes	Select ▾
<input type="checkbox"/>	4	Wrong package	30	Yes	Select ▾
<input type="checkbox"/>	5	Wrong size	40	Yes	Select ▾
<input type="checkbox"/>	6	Other	50	Yes	Select ▾

## How to create a new reason

Go to the **Sales > RMA > Reasons**. Press the button **Add New**. You'll see following edit page:

New Reason ▾

Search

5

admin ▾

← Back

Delete

Reset

Save ▾

General Information

Title \*

[store view]

Sort Order

Active

No

- **Title** - Title of the reason.
- **Sort Order** - sorting order (used for displaying in drop-down menu)
- **Is Active** - whether current reason is visible on RMA creation and edit page.

# Conditions

Each product, returned by customer, can be supplied with description of its current (or on arrival - depending on your police) Condition.

Our extension provides you with basic conditions set, but you're free to create your own.

Conditions ▾

3

admin ▾

Add New Condition

Filters

Default View ▾

Columns ▾

Actions ▾

3 records found

20 ▾ per page

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1

of 1

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<input type="checkbox"/>	Condition ID	Name	Sort Order	Active	Action
<input type="checkbox"/>	1	Unopened	10	Yes	Select ▾
<input type="checkbox"/>	2	Opened	20	Yes	Select ▾
<input type="checkbox"/>	3	Damaged	30	Yes	Select ▾

## How to create a new condition

Go to the **Sales > RMA > Conditions**. Press the button **Add New**. You'll see the following edit page:

New Condition ▾

3

admin ▾

← Back

Delete

Reset

Save ▾

General Information

Title \*  
[store view]

Sort Order

Active ☐ No

- **Title** - Title of the condition.
- **Sort Order** - sorting order (used for displaying in drop-down menu)
- **Is Active** - whether current condition is visible on RMA creation and edit page.

# Resolutions

When customer submits an RMA, it can mark, which service he would select - for example, Exchange or Refund. Typically, these two are enough to create reliable return service, but sometimes you need an extended resolutions - different kinds of Refund, or even Repair service.

Our extension allows you to create as many possible return Resolution, as your policy need.

The screenshot shows a web interface for managing resolutions. At the top, there's a header with a search icon, a notification bell with 3 alerts, and a user profile for 'admin'. Below the header is a large orange button labeled 'Add New Resolution'. The main content area features a table with 3 records. Above the table, there are controls for filters, default view, columns, and pagination (20 per page, 1 of 1). The table has columns for Resolution ID, Title, Sort Order, Active status, and an Action menu.

Resolution ID	Title	Sort Order	Active	Action
1	Exchange	10	Yes	Select
2	Refund	20	Yes	Select
3	Store Credit	30	Yes	Select

## How to create a new resolution

Go to the **Sales > RMA > Resolutions**. Press the button **Add New**. You'll see following edit page:

The screenshot shows the 'New Resolution' edit form. It has a header with a search icon, a notification bell with 3 alerts, and a user profile for 'admin'. Below the header is a row of buttons: 'Back', 'Delete', 'Reset', and 'Save'. The form is titled 'General Information' and contains four input fields: 'Title' (with a red asterisk and '[store view]' label), 'Code' (with a red asterisk), 'Sort Order', and 'Active' (a toggle switch set to 'No').

- **Title** - Title of the reason.
- **Code** - Unique internal code of the resolution.
- **Sort Order** - sorting order (used for displaying in drop-down menu)
- **Is Active** - whether current condition is visible on RMA creation and edit page.

# Custom Fields

Custom fields are powerful instrument to boost your return services, especially when you had defined additional [Resolutions](#). You can use them to store additional information about RMA.

For example, when a customer confirms the shipment of RMA package, you can use custom fields to get additional information about the shipment (like carrier, tracking number).

## How to create a new custom field

Go to the **Sales > RMA > Custom Fields**. Press the button **Add New**. You'll see the following edit page:

New Field ▾

← Back

Delete

Reset

Save ▾

General Information

Title \*  
[store view]

Code \*  
Internal field. Can contain only letters, digits and underscore.

Type \*  
Text ▾

Description

Options List  
[store view]  
Only for drop-down list. Enter each value from the new line using format:  
value1 | label1  
value2 | label2

Sort Order

Active ☐ No

Conditions

Is required for staff ☐ No

Is visible for customers ☐ No

Visible for customers in statuses  

Pending Approval  
Closed  
Approved  
Package Sent  
Rejected

Is shown on shipping confirmation ☐ No

Is required for customers ☐ No

Is editable for customers ☐ No

- **Title** - Title of the field.
- **Code** - A unique internal code of the field.
- **Type** - Field type, which defines - which control element will be used for entering values. The following types are possible:
  - **Text** - One line text field.
  - **Multi-line text** - Multi-line text field (textarea).
  - **Date** - Date with calendar.
  - **Checkbox** - a checkbox
  - **Drop-down list** - a menu-like widget with drop-down select (also requires **Options List**).
- **Description** - Description of the field. Will appear in interface as small tooltip.
- **Options list** - Used only for fields with type drop-down list. Enter each value from the new line using the format:

```
value1 | label1
value2 | label2
```

- **Active** - If this option is enabled, the custom field is active.
- **Sort Order** - Displays the sequence of the fields.
- **Is required for staff** - If this option is enabled, an agent is required to fill-in this field.
- **Is required for customers** - If this option is enabled, a customer is required to fill-in this field.
- **Visible for customers in statuses** - This option allows you to show the field to customers only in specified statuses of RMA.
- **Is show in confirm shipping dialog** - If this option is enabled, this field will be shown in the confirm shipping dialog.
- **Is editable for customers** - If this option is enabled, customers can enter a value to this field.

#### Example

To insert a custom field value inside an email template, you can use the variable `{{var rma.custom_field_code}}`.

## Quick Responses

While communicating with your customers, you might encounter typical situations, which need typical answers.

This can be resolved by many ways. Some of them you may resolve by establishing a special **Status** or even **Workflow Rule**, with automated message. But some will require a semi-manual response, which should be changed a little - depending on particular customer (his name, for example).

In this case you can use Quick Response, to paste a predefined answer into the reply field, edit it if necessary and send the message to the client. It greatly speeds up your communication and RMA handling.

## How to create a New Quick Response

Go to the **Sales > RMA > Quick Responses**. Press the button **Add New**. You'll see following edit page:

- **Internal Title** - Internal title of quick response. It will be shown only in backend, in section of submitting new message from the staff.
- **Is Active** - Enables or disables current quick response.
- **Template** - Text of quick response. This text will be inserted into reply fields. You can use following variables:
  - `[rma_increment_id]` - RMA ID
  - `[rma_firstname]` - Customer First Name
  - `[rma_lastname]` - Customer Last Name
  - `[rma_email]` - Customer Email
  - `[store_name]` - Store name
  - `[store_phone]` - Store phone
  - `[store_address]` - Store address
  - `[user_firstname]` - Agent name
  - `[user_lastname]` - Agent last name
  - `[user_email]` - Agent Email
- **Stores** - Store views where you can use this quick response. If you have several languages, you need to have different quick responses for different store views.

Quick Responses, created in this section, will appear on RMA edit page, in **Add Message** block - where drop-down widget option **Insert Quick Response** will appear.

Just select proper title from the list, and it will be pasted to the message text area. All variables will be replaced with their corresponding values in this RMA.

**Note:** Quick Responses are store-dependent. So, if you do not see in RMA particular Quick Response, please, use **Order** field to open original order. Then check **Purchased From** field there. This store should be also set in desired Quick Responses.

## Workflow Rules

**Workflow Rules** are powerful tool for automating standard situation, that can occur during RMA submission, or processing.

Each rule is binded to certain event, which will trigger their execution. When rule is triggered, it validates its conditions - and if they met by current RMA, action is executed. There's wide range of actions, that can be performed by our **Workflow Rules**.

For example, you can automatically assign RMA with different Resolutions to your responsive staff members, so they can provide the best service to your customers and to get the job done.

Also, you can auto-assign to RMA certain status after the first reply of a support team member, notify all the department members when a new RMA is created, send a reminder to the RMA owner if there is no reply during 3 days, and so on.

## How to create Workflow Rule

Go to **Sales -> RMA -> Workflow Rules** and add a new rule. You will see a complex creation page, divided into several sections:

New Rule ▾

🔍 🔔 👤 admin ▾

← Back Delete Reset Save ▾

General Information

Rule Name [store view]

Priority   
Arranged in the ascending order. 0 is the highest.

Active ☐ No

Stop Further Rules Processing ☐ No

Conditions

Event +  ▾

Apply the rule only if the following conditions are met.

If **ALL** of these conditions are **TRUE** :  

🟢

Actions

Set Status  ▾

Set Owner  ▾

Notifications

Send email to RMA owner ☐ No

Send email to customer ☐ No

Send email to other email addresses

Email subject [store view]

Email Body [store view]

Attach files which were attached to the last message ☐ No



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## General Information

This section contains basic options:

- **Rule Name** - Name of this particular rule
- **Priority** - Sorting order. Used, when multiple rules are binded to the same event, and triggered in order, determined by this field.
- **Active** - Whether this rule is active.
- **Stop Further Rules Processing** - Used, when multiple rule are binded to the same event. If this option is **On**, other rules with same or lower priority won't be triggered at all.

## Conditions

This section breaks into two blocks.

At the **Event** block settings you can set the required RMA **Event** condition:

- **New RMA has been created**
- **RMA has been changed**
- **New reply from customer**
- **New reply from staff**

Next blocks allow to select conditions, which will be checked on rule triggering. Only if current RMA met them, actions will be executed. Here is the list of currently available conditions:

- **Last message body** - Content of the last public message, left in particular RMA
- **Created at** - Date of RMA creation
- **Updated at** - Date of RMA's last update (e. q. new message appeared, or properties changed)
- **Store** - Store from where the RMA was submitted (**note:** this condition can not detect backend-created RMAs, as they can be binded to any store.)
- **Status (before change)** - Status which particular RMA has prior to event firing (used only for **RMA has been changed** event)
- **Status** - Current RMA status
- **Owner (before change)** - Owner which held particular RMA prior to event firing (used only for **RMA has been changed** event)
- **Owner** - Current RMA owner
- **Last Reply By** - Last replier in this RMA: **Customer** or **Staff** agent
- **Hours since Created** - Time period from the creation of particular RMA (**note:** this condition is not precise, use **equal or greater** or **equal or lesser** comparators here)
- **Hours since Updated** - Time period from the last update of a particular RMA (**note:** this condition is not precise, use **equal or greater** or **equal or lesser** comparators here)
- **Hours since Last Reply** - Time period from last message appearance in a particular RMA (**note:** this condition is not precise, use **equal or greater** or **equal or lesser** comparators here)

Also, if you have RMA **Custom Fields**, they also can be used as a condition.

Each field will be listed in two forms: standard field value and "before changed", used especially for a **RMA has been changed** event. F. e., if the field is **Telephone**, then the conditions will be **Telephone** and **Telephone (before change)** respectively.

## Actions

RMA Actions will be executed when conditions are met.

Currently only two **Actions** are supported:

- **Set Status** - Sets new Status for the RMA
- **Set Owner** - Sets new Owner for the RMA

Other actions are planned for adding in upcoming releases.

## Notifications

The extension allows you to send Notification Emails after the Workflow Rule action was executed.

- **Send email to RMA owner** - If option is enabled, the current email will be sent to RMA owner
- **Send email to customer** - If option is enabled, thecurrent email will be sent to the customer
- **Send email to other email addresses** - Allows you to send emails to additional addresses
- **Email subject** - Email subject
- **Email body** - Text of the email can be used to Email Template variables. For more information about variables, go to[Email Notifications](#)

This section is extremely useful, when you're creating your own email communication flow.

# Return Addresses

RMA extension allows you to create a list of return addresses for RMA.

## How to create a new return address

Go to the **Sales > RMA > Return Addresses**. Press the button **Add New**. You'll see following edit page:

Create New Return Address ▾

🔍 🔔 👤 admin ▾

← Back Delete Reset Save ▾

General Information

Title \*

Return Address \*

Sort Order

Active ☐ No

### General information

- **Title** - Title of the new return address.
- **Address**.
- **Sort Order**
- **Is Active**

# Guide for Store Agents

This section is divided into following subsections:

- RMA Listing
- Overview of RMA Workflow
- RMA Workflow Explained

## RMA Listing

Go to the **Sales -> RMA**. There all RMAs are located, and there they can be managed, edited and removed. New RMA also can be created from here, both regular and offline.

RMA ▾

🔍

🔔 3

👤 admin ▾

Add New RMA

Actions ▾

5 records found

🔼 Filters

👁️ Default View ▾

⚙️ Columns ▾

20 ▾ per page

<

1

>

<div> <div>☐ ▾</div> <div></div> </div>	RMA ID	#	Customer Name	Order #	Owner	Status	Created	Last Replied	Last Reply At	Items	Action
☐	4	100000004	Katie Couris	000000006	Demo User	Pending Approval	1 week ago	Demo User	1 week ago	<b>Juno Jacket</b> / Out of Service / Opened / Refund	Select ▾
☐	5	100000005	Veronica Costello	000000007	Demo User	Pending Approval	1 week ago	Demo User	1 week ago	<b>Jade Yoga Jacket</b> / Don't like / Opened / Exchange	Select ▾
☐	3	100000003	Duglas Brown	000000005	Demo User	Approved	1 week ago	Demo User	1 week ago	<b>Deirdre Relaxed-Fit Capri-28-Green</b> / Out of Service / Opened / Exchange	Select ▾
☐	2	100000002	Katie Couris	000000004	Demo User	Package Sent	1 week ago	Demo User	1 week ago	<b>Joust Duffle Bag</b> / Wrong package / Opened / Refund	Select ▾
☐	1	100000001	Veronica Costello	000000003	Katie Couris	Closed	4 days ago	Demo User	4 days ago	<b>Karmen Yoga Pant</b> / Wrong size / Opened / Refund	Select ▾

RMA grid has the following default columns (you can add your own - using **Columns** button):

- **RMA#** - RMA ID.
- **Order#** - Order ID.
- **Customer Name**
- **Owner** - An agent of the store, who works with the RMA.
- **Last Replier** - Name of the person who added the message to the RMA last time.
- **Status** - Status of the RMA request. See also [RMA Statuses](#).
- **Created Date** - Date of the RMA request creation.

- **Last Activity** - Time from RMA last activity.
- **Items** - RMA's items with statuses.

RMA have a lifecycle, which staff agent should adhere, and which is discussed below.

---

## Overview of RMA Workflow

Consider a RMA workflow chart and its detailed [explanation](#), that fully describes typical everyday returning process.



You can see, that there's two possible types of RMA:

- **Regular RMA** - it is the most part of all returns, they are properly based on original orders and have full document cycle.
- **Offline RMA** - this type of RMA can be placed, when there's no original order. There can be many cases: order, placed by a phone, an order from point-of-sale device, even other site, but still applied to your store.

### Note

In order to allow/forbid placing of **Offline Orders** make sure that you had set the following option:

- **Allow RMA for offline orders** - located at [General Settings](#) section of Configuration Settings. If set to **Yes**, placing Offline Orders is allowed.

---

## RMA Workflow Explained

1. If customer would like to make a refund or exchange of the ordered item(s) he can follow two possible paths:
  - If he is registered customer, then he should visit dedicated **My Returns** section in his Customer Account and press **Request New Return** button.
  - If he is a Guest, **Guest RMA Form** is available for him (by default accessible from the footer of frontend pages).
2. Original order should be completed by default (e. q. invoiced, shipped and received **Complete** state). You can change order status, required for return using **Allow to request RMA if order has status** option from the [RMA Policy](#) settings section.

They also should be placed during time period, set in **Allow to request RMA after order completion, days** option at the same settings section. Only if these two conditions met, customer can issue a return.

- If order exists, RMA can be placed in Regular mode, e. q. can be either selected in drop-down menu (for registered customers), or entered in Guest Form.
  - If order does not exist, RMA can be placed in Offline mode, using **Create Offline Order** item from drop-down. Customer will be asked to enter order number and products to return manually.
-

Account Dashboard

My Orders

My Downloadable Products

My Wish List

Address Book

Account Information

Stored Payment Methods

Billing Agreements

My Product Reviews

Newsletter Subscriptions

RMA

Compare Products

You have no items to compare.

Recently Ordered

☐ Radiant Tee

☐ Nona Fitness Tank

Add to Cart

View All

My Wish List

You have no items in your wish list.

New Return for Order #000000014

**Request Information:**

Customer Name:

Mirasvit Support

Email Address:


ashnarlynxie@gmail.com

**Order Shipping Address:**

Mirasvit Support  
Somewhere  
Washington, District of Columbia, 20004  
United States  
T: 555-1678

Items in this order

☒



Radiant Tee (Size: S, Color: Orange)

Quantity to return \*

1

/ 1

Reason \*

-- Select a Reason --


Condition \*

-- Select a Condition --

Resolution \*

-- Select a Resolution --

☐



Nona Fitness Tank (Size: S, Color: Purple)

Additional Information

Attach files

Browse...

No file selected.

Submit Request

Account Dashboard

My Orders

My Downloadable Products

My Wish List

Address Book

Account Information

Stored Payment Methods

Billing Agreements

My Product Reviews

Newsletter Subscriptions

RMA

Compare Products

You have no Items to compare.

Recently Ordered

☐ Radiant Tee
 ☐ Nona Fitness Tank

Add to Cart

View All

My Wish List

You have no Items in your wish list.

New Return for Offline Order

Request Information:

Customer Name:

Mirasvit Support

Email Address:

ashnarlynxle@gmail.com

Order or Receipt # \*

9999996547

Items in this order

Returned Item \*

Vsonic Black

Quantity to return \*

1

Reason \*

-- Select a Reason --

Condition \*

-- Select a Condition --

Resolution \*

-- Select a Resolution --

Remove Item

Add Item

Additional Information

Attach files

Browse...

No file selected.

Submit Request

- By default customer also should provide for each returned product its **Condition**, **Reason** for returning and desired **Resolution**.

#### Note

You can select, which product conditionals shall be provided, at **Customers are required to select** option at **Customer Account** section of **Settings**.

- After products are selected and their conditionals provided, RMA Request can be placed. By default, each new RMA immediately receives status **Pending Approval**, and assigned to default staff user. Customer will receive **Email Notification** about this.

#### Note

You can change, which status will be automatically received by RMA using **Default status for new RMA**, and default staff user using **Default owner for new RMA** option. Both of them are located at **General Settings** section of **Settings**.

Also, email notification, sent on default status assignment, is changed at corresponding **Status** edit page, at **Email Notification for customer** field.

- RMA Request, just placed by customer, can be automatically processed by **Workflow Rule**.

#### Note

In fact, during placing RMA request, two subsequent events are fired:

- **New RMA has been created** - on this stage basic properties are set, such as RMA Number, initial Status assignment, and saving of customer and custom fields data.
- **RMA has been changed** - on this stage returned items are added, and original orders are binded to RMA.

If you wish to process with rules **Status** or other basic property of RMA (or custom fields), use first event. If you wish to process items and their conditionals, use second one.

6. After Request is placed, and initial status is assigned, staff agent and customer can communicate with each other, to have additional details and return arrangement. Communication goes through emails (since each message will trigger notification), or through frontend. Both answers of staff and customer can be additionally processed using **Workflow Rules**.
7. There can be two possible ways for agent to complete RMA:
  - If the item can not be returned or refunded, agent would set the RMA status to **Rejected**, and archive it.
  - If decision is positive, agent sets status **Approved** (or similar status), and return procedure begins.

In both cases customer will receive automatic **Email Notification** (defined inside corresponding **Status**).

8. On RMA approval, customer obtains possibility to print **RMA Packing Slip** and **Confirm Shipping** (corresponding buttons will appear in frontend).
9. Customer prints an **RMA Packing Slip**, and sends a package to your store.
10. After sending it, Customer shall confirm shipping from his account (using button mentioned above). RMA then automatically receives status **Package sent**.
11. When package is arrived on store and desired resolution is **Exchange**, agent have the following options:
  - If product can be exchanged to a identical one (useful for exchanging broken to a working items), he can create a **Replacement Order**. This option creates automatic order of zero-total, with the same product as requested.
  - If product can be exchanged with a cheaper/expensive one, he need to create **Exchange Order**. It will open a standard order dialog, where agent can pick product for exchange. If price is larger, use **Custom Price** option, and enter **difference** between old and new product.

#### Note

Magento allows very little flexibility for Order Creation dialog, so you **can not** automate the following properties:

- **Order number**. Magento will number Exchange Order as any other. However, link to this order will be attached to corresponding RMA (see **Exchange Order** field at RMA backend edit page).
- **Automatic address pickup**. If Exchange Order is created for registered customer, his Default Shipping address will be used. If original order, however, was placed in Guest Mode - regardless, whether customer is registered, will be used shipping address from original order.
- **Automatic exchange product pickup**. You always need to add products for exchange **manually**.
- **Special surcharge**. If you really need to have a fee for the exchange, you also need either to add it manually, or create a special **virtual product** as a workaround.

12. When package is arrived on store and desired resolution is **Refund**, agent have the following options:
  - Issue a **Credit Memo**, and return money to customer.
13. If customer received exchange or refunded money, agent would set RMA status to **Closed** (or similar status), e. g. completes RMA, and archives it.

## Processing RMA

RMA Edit Page has the following layout:

RMA #100000004

← Back

Delete

Reset

Print

Credit Memo

Exchange Order

Save

General Information

RMA #

100000004

Customer

Katie Couris

Order #

#000000006

RMA Owner

Demo User

Status

Pending Approval

Upload Return Label

Browse...

No file selected.

External Link

open

Return Address

-- Default Address --

Winnie palmer hospital

83 West Miller Street

Orlando, FL 32806

(321) 843-9792

Additional Information

Provide a Prepaid Return Label

☐

example of custom field

Shipping Carrier

FedEx

example of custom field

Tracking Number

example of custom field

Shipping Carrier for exchange

Fedex

other custom field...

Tracking Number for exchange

example of custom field

Contact Information

First Name

Katie

Last Name

Couris

Company

Telephone


(555) 229-3326

Email

roni\_cost@example.com

Items

show all order items

Product Name	SKU	Price	Qty	Qty to Return	Reason to Return	Item Condition	Resolution
 Juno Jacket (Color: Green, Size: S)	WJ06	\$83.35	Stock 0 Ordered 1 Available 1	1	Out of Service	Opened	Refund

RMA History

mark as unread

Katie Couris , alx+demoadmin@mirasvit.com

Sep 4, 2017 1:10 AM

Hellol I wish to return you the jacket I've bought. When I received the package and opened it, I saw that the jacket was torn in several places! I was really disappointed, because I've been waiting for this package a few days. Now I've got no jacket and no money.  
I'm going to return the damaged jacket and asking you to refund the payment.

Demo User

Sep 4, 2017 1:13 AM

Your return request has been received. You will be notified when your request is reviewed.  
  
We apology for any inconveniences!  
I can offer you two ways to solve your issue:  
Return money on your Store Credit Account + You get a compliment bonus from our store (\$10 for your next orders).  
Refund money on your credit card, you've paid with.  
Please, let me know the most suitable option for you.

Katie Couris , alx+demoadmin@mirasvit.com

Sep 4, 2017 1:30 AM

I like the number one option - credit account + \$10. What's next?

Demo User

Sep 4, 2017 1:43 AM

Thank you for your request! We'll charge you \$77 (for the jacket) and \$10 (complimentary bonus) as soon as receive the damaged item back from you. Please, check out our return conditions at <http://rma.m2.mirasvit.com/customer-service/>.  
  
Please, let me know, when you send a package.

Add Message

Message Type

Message to Customer

Insert Quick Response

-- Please Select --

Browse...

No file selected.

On top of RMA Edit page **Action Ribbon** is located, which allows the following functions:

- To apply changes the agent should press the button **Update**.
- To apply changes and send a message to the customer, the agent should press the button **Update And Send Message**.
- If the RMA has items with the resolution **Exchange**, the agent can create an exchange order by pressing the button **Create Exchange Order**.



- If the RMA has items with resolution **Refund**, the agent can create a credit memo by pressing the button **Create Credit Memo**.

Below this ribbon several sections are resided, each with its own purpose.

## General Information

- **RMA#**
- **Order#**
- **Customer#**
- **RMA Owner** - An agent of the store who works with the RMA.
- **Status** - Status of the RMA.
- **Upload Return Label** - Agent can upload a return label (image or PDF). If the RMA has a return label, the customer will be able to print it via their account.
  - **External Link** - Agent can open the current RMA request page on the frontend.
  - **Return Address** - Return address of the RMA. See [Return Addresses](#).

## Additional Information

The section contains set of custom fields. See [Custom Fields](#).


## Items

The section contains a list of the RMA's items, and can differ depending on RMA type. Regular RMA contain full product information - e. g. **Name**, **SKU**, **Price** and thumbnail **Image**, while Offline contains only **Name**.

Items section for Regular RMA

Items

[show all order items](#)

Product Name	SKU	Price	Qty	Qty to Return	Reason to Return	Item Condition	Resolution
 Juno Jacket-S-Green	WJ06-S-Green	\$0.00	Stock 0 Ordered 1 Available 1	1	Don't like	Opened	Exchange

Items section for Offline RMA

Items

Product Name	Qty to Return	Reason to Return	Item Condition	Resolution
Vsonic Black	1	Out of Service	Unopened	Exchange

The rest fields of Items section are the same for both types:

- **Qty to Return** - Quantity of the RMA's item.
- **Reason to Return** - Reason why the customer would like to return the item. You can create your own [Reason to Return](#).
- **Item Condition** - Item's condition. You can create your own [Condition](#).
- **Resolution** - Resolution for the item. You can create your own [Resolution](#).

To add new items to the RMA, click the link **Show all order items** and change the Qty of the necessary items.

## Contact Information

This section contains information regarding RMA's customer.

- **First Name** - Customer First Name.
- **Last Name** - Customer Last Name.
- **Company** - Customer company.
- **Telephone** - Customer telephone.
- **Email** - Customer Email.

## RMA History

This section contains a list of all RMA messages (status changes, replies of customer or agent).

Internal notes are marked with **red background**, staff answers with **green**.

## Add Message

This section allows store agent to send a message to the customer or add an internal note to the RMA.

- **Message Type** - Allows you to send one of these message types:
  - **Message to Customer** - Reply will be sent to the customer. Default message type.
  - **Internal Note** - Internal RMA message. Only agents will be able to see it. Customer will not see it and will not receive it by email.
- **Insert Quick Response** - Allows to you select a predefined answer into the reply field. For more information about Quick Responses, go to [Quick Responses](#)

# Reports

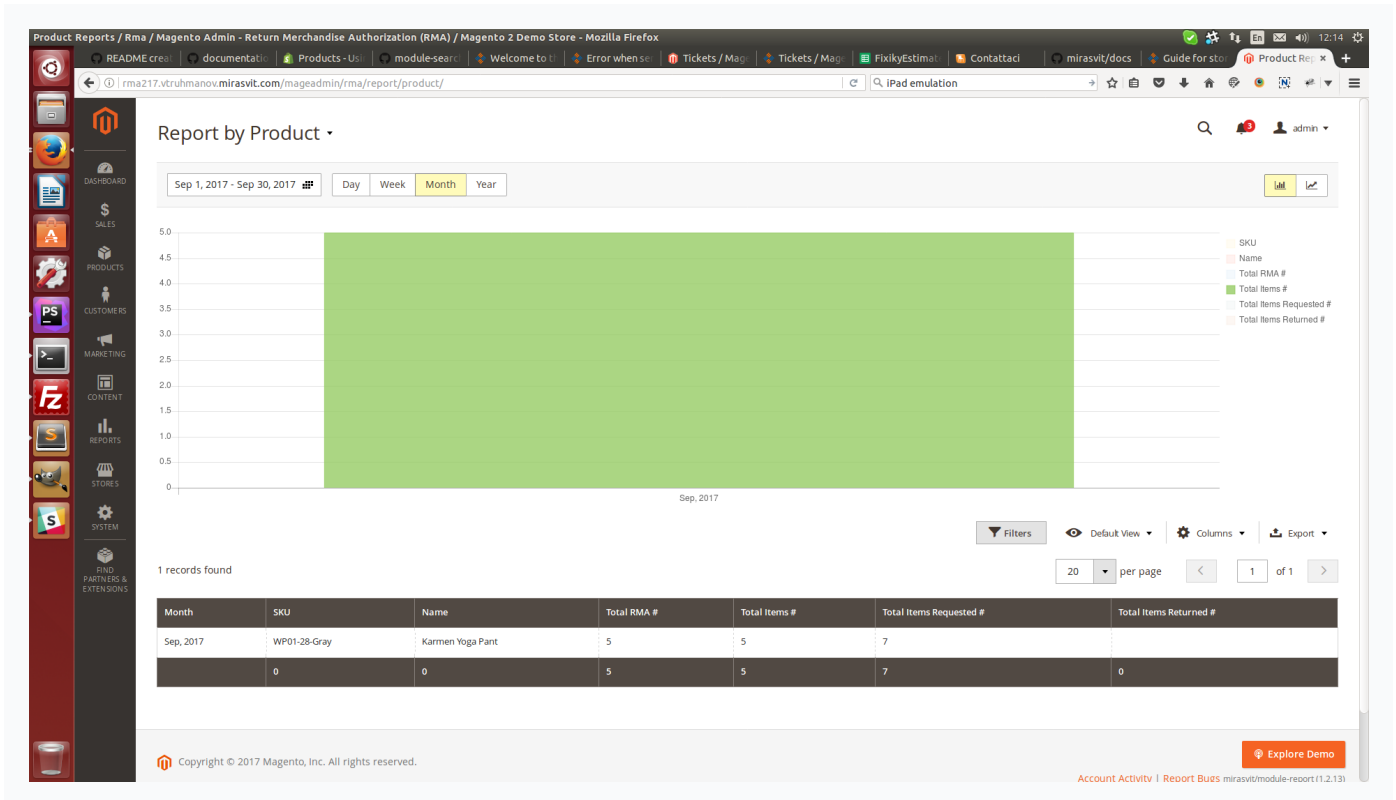
Our extension allows you to observe your RMA flow, and gather statistics of returns, based on different parameters. Currently, we support the following types of Reports:

- [Report By Product](#)
- [Report By Attribute](#)
- [Report By Status](#)
- [Report By Reasons](#)

---

## Report by Product

Report by Product displays return statistics from the product view. It is a table, that looks like shown on screenshot:

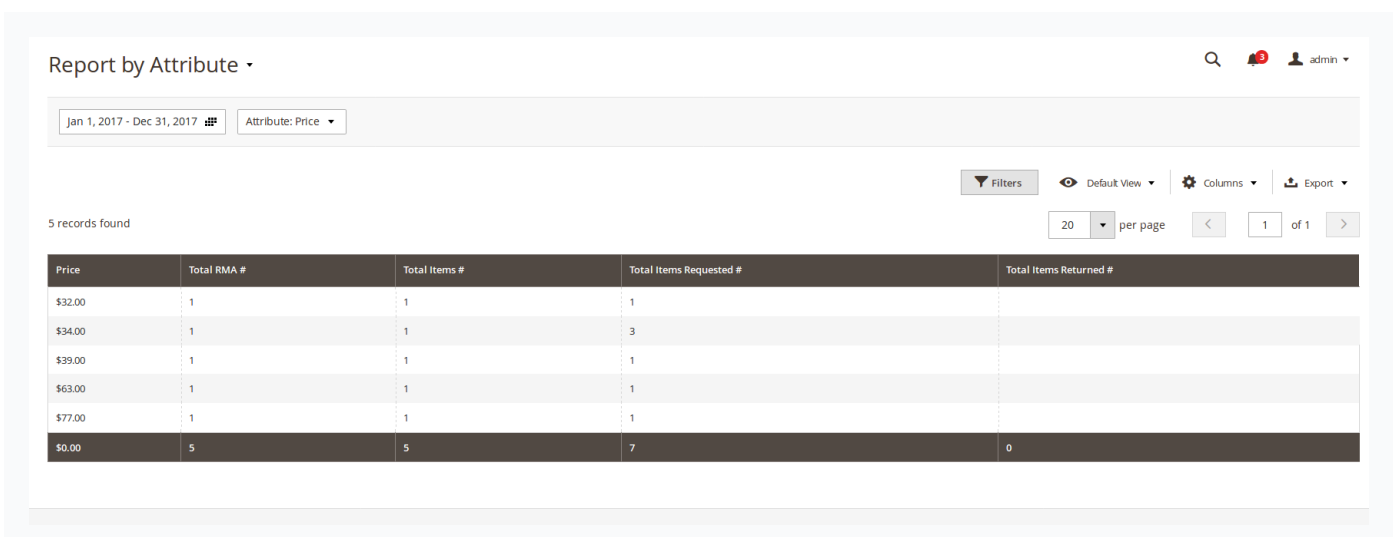


You can choose the following parameters of this report:

- Time period
- Step period (Day, Week, Month, Year)

## Report by Attribute

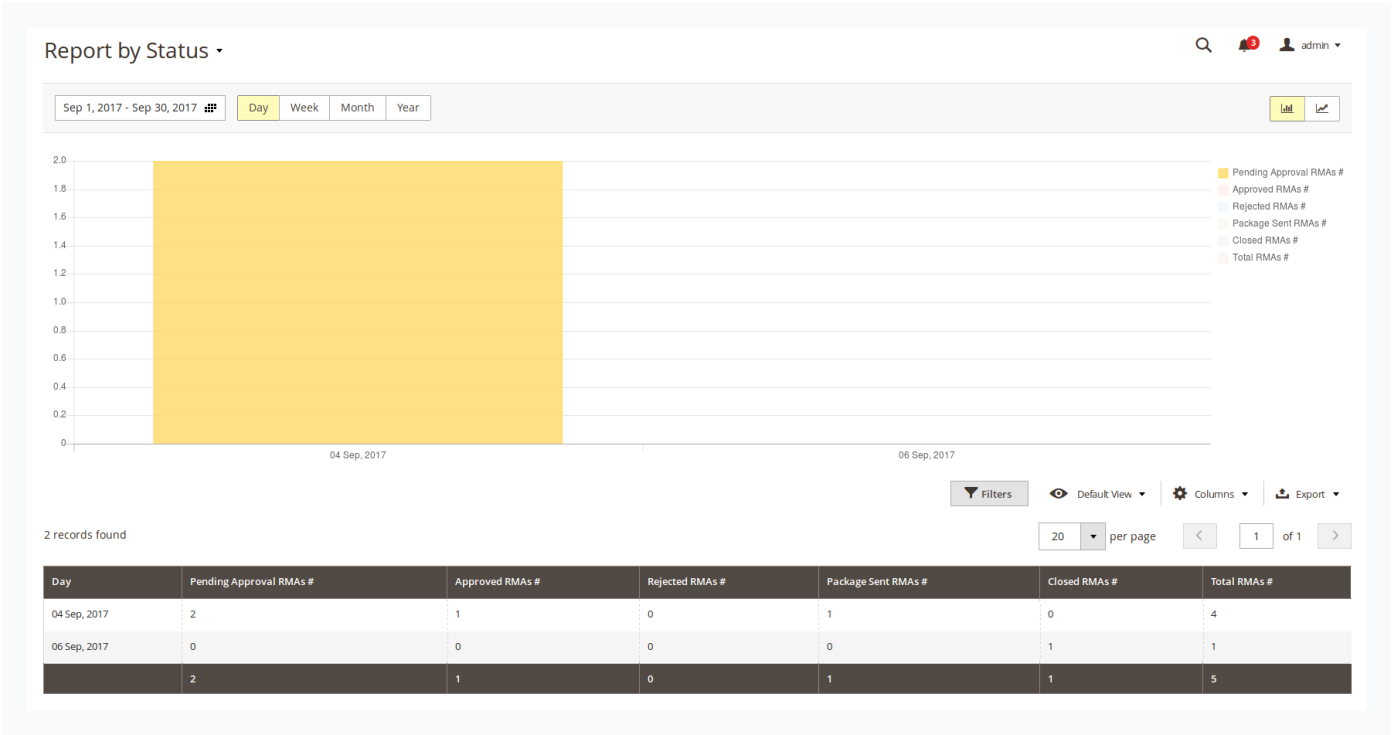
Report by Attribute also displays return statistics from the product view, but unlike previous one - allows you to pick up a product's attribute, and thus - dynamically create report on-the-fly. For that there's additional parameter to choose - **Attribute**.



Unfortunately, this type of report does not allow to choose step period, only**Time Period**.

## Report by Status

This type of report displays statistics, depending from status, that particular RMA have in selected period of time.

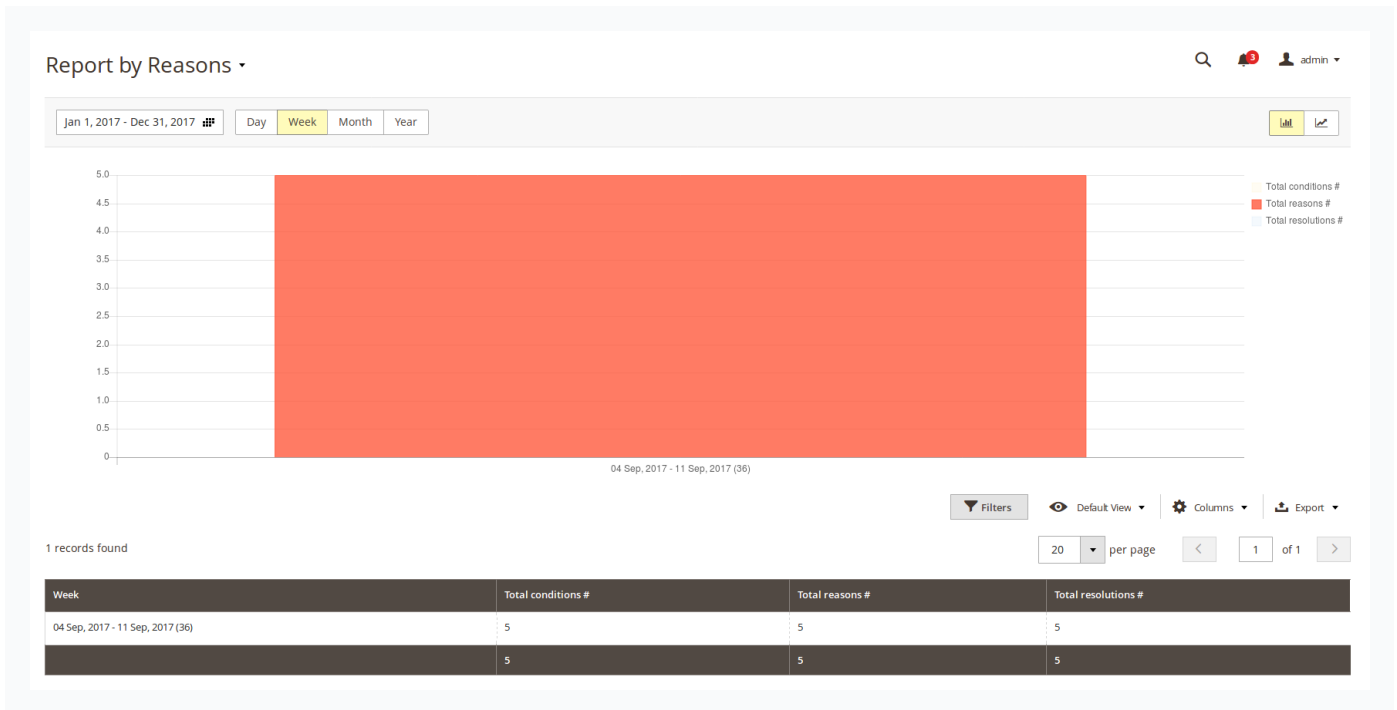


You can choose the following parameters of this report:

- Time period
- Step period (Day, Week, Month, Year)

## Report by Reason

This type of report displays statistics, depending from reason, that customer had chosen for returning a product.



You can choose the following parameters of this report:

- Time period
- Step period (Day, Week, Month, Year)

## How-To

This section contains resolution advices for a most common problems, that you can notice.

- [How can I disable guest RMA](#)
- [How can I prevent product from being returned?](#)
- [How shall I create auto-reply messages to customer?](#)
- [How shall I use "Template of Rule Notification" and the "Notification Email for Customer" settings?](#)
- [How can I customize our notification emails so that they are different depending on the resolution type the customer requested?](#)

## How can I disable guest RMA

Currently, our extension does not allow disabling guest RMA form. However, you can do it using manual redirect. Here is what shall be done:

- Go to **Marketing -> SEO & Search -> URL Rewrites** and create a new rewrite of **Custom** type;
- In **Request Path** field should be placed Guest RMA request path: `/returns/guest/new/`
- **Target Path** set to 404, and **Redirect Type** to **Permanent (301)**
- Save Rewrite and purge cache.

---

## How can I prevent product from being returned?

- Go to **Catalog** -> **Products** and edit appropriate product.
- Jump to the **RMA** subsection, and set option **Return Allowed** to **No**.

### Note

For **Bundled**, **Grouped** and **Configurable** products, you need not only disable return for 'parent' product, but for associated simple products as well.

---

## How shall I create auto-reply messages to customer

Auto-reply messages in our RMA extension can be implemented in two ways:

- Using **Statuses**. In this case automated message will be sent, whenever this particular status is assigned to RMA. You just need to put it to the **Email Notification for Customer** field.
- Using **Workflow Rule**. In this case you need to pick up proper event, add some conditions and when RMA became applicable for that event and conditions - automated message, set in **Notifications** subsection, will be sent.

---

## How shall I use "Template of Rule Notification" and the "Notification Email for Customer" settings?

**Notification Email for Customer** is the main template, which is used for sending notification to customer. It is used in following cases:

- New RMA is created.
- New staff message is posted to your RMA.
- Your RMA had changed its status, and automatic message was added.

**Template of Rule Notification** is the wrapper template for all notifications, that are sent using **Workflow Rules**.

### Note

To make the your custom template properly work as **Template of Rule Notification**, you **shall include** to its contents this special variable: `{{var_email_body | raw}}`. It will be replaced with actual message, set in Workflow Rule, at **Notifications** tab.

---

# How can I customize our notification emails so that they are different depending on the resolution type the customer requested (i.e store credit, refund, etc)?

Our RMA extension allows customer to have in the same RMA items with different return options. However, you can split your email template into parts, which will be included to the final email. Magento 2 provides a special condition block, called `{{depend XXX}}`, where XXX is boolean-like condition.

Our extension provides three variables, which allow to check presence in current RMA items with certain properties:

- `{{var rma.getHasItemsWithReason(XXX)}}` - allows to check, whether RMA has items with Reason, which have ID=XXX.
- `{{var rma.getHasItemsWithConditions(XXX)}}` - allows to check, whether RMA has items with Condition, which have ID=XXX.
- `{{var rma.getHasItemsWithResolution(XXX)}}` - allows to check, whether RMA has items with Resolution, which have ID=XXX.

Include these variables to `{{depend XXX}}` block to have different messages for different return options.

## Example

**Task:** have different messages for a different conditions Unopened (ID=1), Opened (ID=2) and Damaged(ID=3).

**Solution:** add to the email template (in **Status**, for example) the following code:

```
{{depend rma.getHasItemsWithCondition(1)}}
Your items are unopened, so you can have a replacement. Please, wait for a call from our staff.
{{/depend}}

{{depend rma.getHasItemsWithCondition(2)}}
Your items are opened, so please, allow our specialist to check, whether issue existed before u
{{/depend}}

{{depend rma.getHasItemsWithCondition(3)}}
Your items are damaged, so we can not do a replacement for you at all.
{{/depend}}
```

This approach will work both in auto-replies in Statuses, and in notifications, created by Workflow Rule.

## Migration from Magento 1 to Magento 2

Below are examples of scripts, which may be used for transferring data from Mirasvit RMA for Magento 1 to Mirasvit RMA for Magento 2.

To use scripts you need a help of PHP developer. Scripts may contain bugs and may not transfer all necessary data. So you may need to fit them for your needs. Migration service is not a part of our support service.

Click on the names of scripts below to download:

- `mirasvit_rma_m1_export.php` - script for exporting RMA data to XML file.
  - `mirasvit_rma_m2_import.php` - script for importing RMA data from XML file.
- 

## How to perform Migration

Follow these steps to correctly perform migration:

1. Run standard Magento 2 migration, and make sure, that customers and orders were transferred from your M1 store to M2;
2. Make sure, that RMA for Magento 2 is [installed](#) on your M2 store.
3. Place `mirasvit_rma_m1_export.php` to the root of your M1 store, and run it either:
  - From browser by opening URL `http://store_m1.com/mirasvit_rma_m1_export.php`, or
  - From SSH/Console: navigate to your store's root and run command `php -f mirasvit_rma_m1_export.php`
4. If script returned success, file `rma_export.xml` will be created at the root of the store, with all your data. Transfer it to the root of your M2 store;
5. Place `mirasvit_rma_m2_import.php` to the root of your M2 store, and run it either:
  - From browser by opening URL `http://store_m1.com/mirasvit_rma_m2_import.php`, or
  - From SSH/Console: navigate to your store's root and run command `php -f mirasvit_rma_m2_import.php`
6. Check migrated data. 7. If there was some RMA skipped due to missing customers, their emails will be listed in `missing-rma-customers.log` file, at the root of the store. Create (or transfer) that customers and repeat step 5.
7. When migration is completed, **remove both migration scripts**.

### Note

Our extension currently **do not support** Offline Orders migration. These RMA will be skipped and logged to `missing-rma.log` file, for your reference.

---

## Troubleshooting

### Crash on timeout or exceeding available memory.

This error appears due to large quantities of data.

#### Solution:

Just restart import script by reloading browser page. It will skip previously uploaded data, and proceed from the last unprocessed record.

---

### Crash with PHP Fatal Error during export

Typically this issue can appear, when you migrate from very old RMA for Magento 2, which has different table structure, or your store has old version of offline RMA.



## Solution:

Open `mirasvit_rma_m1_export.php` file, and remove code block, marked with `// 0.6. Offline Orders`. This should be enough for most cases.

If script crashed even after custom fix above, contact Mirasvit Support.

# How to upgrade the extension

To upgrade the extension follow these steps:

1. Backup your store's database and web directory.
2. Login to the SSH console of your server and navigate to the root directory of the Magento 2 store.
3. Run the command `composer require mirasvit/module-rma:* --update-with-dependencies` to update current extension with all dependencies.

### Note

In some cases the command above is not applicable, it's not possible to update just current module, or you just need to upgrade all Mirasvit modules in a bundle. In this case command above will have no effect.

Run instead `composer update mirasvit/*` command. It will update all Mirasvit modules, installed on your store.

4. Run command `php -f bin/magento setup:upgrade` to install updates.
5. Run command `php -f bin/magento cache:clean` to clean the cache.
6. Deploy static view files

```
rm -rf pub/static/*; rm -rf var/view_preprocessed/*; php -f bin/magento setup:static-content:deploy
```