

Returns and Exchanges (RMA) v2.x Configuration for Magento 2

From Plumrocket Documentation

Contents

1. Configuring Returns and Exchanges (RMA) for Magento 2
2. Configuring and Managing Return Rules
3. Configuring and Managing Return Reasons
4. Configuring and Managing Resolutions
5. Configuring and Managing Item Conditions
6. Managing Quick Response Templates
7. Managing RMA requests

Configuring Returns and Exchanges (RMA) for Magento 2

In this article you will learn how to configure and manage Plumrocket Returns and Exchanges (RMA) Extension for Magento 2.

Go to Plumrocket tab in the main menu > select the "Returns and Exchanges (RMA)" extension > go to the "Configuration" tab.



Detailed description:

1. **Enable Extension:** Select "Yes" to enable the extension or "No" to disable it.
2. **Option "Serial Key":** enter unique serial key provided after the purchase for legitimate and proper functioning of your extension. **Note:** In most cases this field will be pre-filled with serial key automatically and the green check mark will be displayed. Otherwise please read article **Serial Key Activation** in order to find and paste your serial key manually.
3. **Option "Display Return Information On":** allows you to select the pages where the return information will be displayed on. Choose between Frontend Pages (i.e. Product Page, Shopping Cart Page, Checkout Page etc), Emails (i.e. Order Confirmation, Invoice, Shipment), Admin Panel.
4. **Option "Store Address For Returns":** allows admin to specify the address of the store the returns will be sent to. This field is not mandatory to fill in, unless you have a few store locations. If you leave the field blank, the information will be taken from General Configuration of your store.
5. **Option "RMA Auto-Closes In (days)":** set the number of days the RMA requests with "Pending" or "Authorized" status will be closed automatically.
6. **Option "Allow Customers to Provide Tracking Numbers":** if enabled, it allows customers to provide shipping tracking number for returned items in the "My account" area.
7. **Shipping Carriers for Returns":** set the comma-separated list of shipping carriers that should be displayed for customers and admins when they enter tracking information.



Store View: Default Config

Save Config

- DASHBOARD
- SALES
- PRODUCTS
- CUSTOMERS
- MARKETING
- CONTENT
- PLUMROCKET
- REPORTS
- STORES
- SYSTEM
- FIND PARTNERS & EXTENSIONS

- GENERAL
- PLUMROCKET
- RMA
- CATALOG
- CUSTOMERS
- SALES
- SERVICES
- ADVANCED

General

RMA v X.X.X was developed by Plumrocket Inc. For manual & video tutorials please refer to our [online documentation](#).

1 → Enable Extension [store view] Yes

2 → Serial Key [global] hTVFgEynqXWwS1cuPnVdaT92EQaCUhDV

Your can find **Serial Key** in your account at [store.plumrocket.com](#). For manual [click here](#).

Display Return Information On [store view] **3** → Frontend Pages
Product Page
Shopping Cart Page

4 → Store Address For Returns [store view] 244 Fifth Avenue
New York, NY 10001
USA

RMA Auto-Closes In (days) [store view] 30 **5** →
RMA will auto-close within specified number of days if RMA status is "Pending" or "Authorized". Enter "0" to disable RMA auto-close functionality.

Allow Customers to Provide Tracking Numbers [store view] Yes **6** →
If enabled, customers can provide shipping tracking number for returned items in "my account" area.

Shipping Carriers For Returns [store view] FedEx,UPS,USPS,DHL **7** →
Comma-separated list of shipping carriers that should be displayed for customers and admins when they return items.



Detailed description:

1. **Option "Allow Customer To Create RMA on Storefront"**: if enabled, this option will allow your customers to create RMA requests at their account on the frontend.
2. **Option "Default Manager For New RMA"**: allows assigning the RMA requests to a particular Magento admin user.
3. **Option "Require to Agree to Return Policy"**: if enabled, customers will have to agree to "Return Policy" in order to submit their RMA.
4. **Option "Return Policy Text"**: allows admin to select static block with Return Policy Text.
5. **Option "Automatically Authorize Returns"**: if enabled, all RMA requests created on the Frontend will be automatically authorized for return, which will save time for admins.
6. **New Return Success Message"**: allows admin to select the static block which should be displayed to customers who submitted new return request successfully.
7. **Return Instructions Text"**: allows Magento admin to select static block that should contain customer instructions on how to return the product. The text will be displayed to customers when they are viewing the return information on the website and email.

The screenshot shows the 'Configuration' page in Magento, specifically the 'Create New RMA Options' section. The page has a dark sidebar on the left with navigation icons for Dashboard, Sales, Products, Customers, Marketing, Content, Plumrocket, Reports, Stores, System, and Find Partners & Extensions. The main content area is titled 'Create New RMA Options' and contains seven configuration options, each with a dropdown menu and a red circle with a number (1-7) pointing to it. The options are: 1. 'Allow Customers To Create RMA On Storefront' (Yes), 2. 'Default Manager For New RMA' (Client Admin), 3. 'Require to Agree to Return Policy' (Yes), 4. 'Return Policy Text' (RMA Return Policy), 5. 'Automatically Authorize Returns' (No), 6. 'New Return Success Message' (RMA Success Page), and 7. 'Return Instructions Text' (RMA Return Instructions). Each option has a '[store view]' link below it. A 'Save Config' button is located in the top right corner. Below the main section, there is a section for 'RMA Emails'.

This section allows Magento admin to configure RMA Emails.



Detailed description:

1. **"Sender Name"**: specify the sender name which will be displayed in the email.
2. **"Sender Email"**: enter the sender email which will be displayed in the email.
3. **"New RMA Confirmation Template"**: select the template of the RMA Confirmation Email. Will be sent to Customer.
4. **"Send RMA Confirmation Email Copy To"**: enter the email(s) you need the copy of RMA Confirmation Email to be sent to.
5. **"RMA Updates Template"**: select the template that will be used for sending the customer the update emails on his RMA request.
6. **"Send RMA Updates Email Copy To"**: identify the email address(es) the copy of the RMA updates emails will be sent to.
7. **"Emails Sent to Managers"**: enter all the required information as in the "Emails Sent to Customers" section above.

Configuration Save Config

RMA Emails

1 → Sender Name [store view] RMA Department

Sender Email [store view] rma@example.com ← 2

↻ Emails Sent To Customers

New RMA Confirmation Template [store view] New RMA - Customer Email (Default) ▾ ← 3

Send RMA Confirmation Email Copy To [store view] Comma-separated ← 4

RMA Updates Template [store view] RMA Updates - Customer Email (Def) ▾ ← 5

Send RMA Updates Email Copy To [store view] Comma-separated ← 6

7 → ↻ Emails Sent To Managers

New RMA Confirmation Template [store view] New RMA - Manager Email (Default) ▾

Send RMA Confirmation Email Copy To [store view] Comma-separated

RMA Updates Template [store view] RMA Updates - Manager Email (Defa) ▾

Send RMA Updates Email Copy To [store view] Comma-separated

RMA Files Upload



Detailed description:

1. **"Allowed Files Upload"**: enter the file types that will be available for upload by both customers and admins.
2. **"Max. File Size (Mb)"**: enter the max file size allowed to be uploaded by customers.
3. **"Max. Number of Attached File"**: specify the number of files available to be attached to an email.

Configuration

Store View: Default Config

Save Config

GENERAL

PLUMROCKET

RMA

CATALOG

CUSTOMERS

SALES

SERVICES

ADVANCED

General

Create New RMA Options

RMA Emails

RMA Files Upload

1 → Allowed File Types [store view]
Comma-separated file extensions. Only these file types will be available for upload by customers and admins.

Max. File Size (Mb) [store view] ← 2

3 → Max. Number Of Attached Files [store view]

Configuring and Managing Return Rules

In this section you can create the return rules by specifying the time period and resolutions for different product types, based on customer groups and product attributes. In order to manage the Return Rules, go to the main menu, select **Plumrocket > RMA > Return Rules**.



Detailed description:

1. This grid allows admin to view and manage all the Return Rules that have been created.
2. In order to add new Return Rule, press the "Add New Return Rule" button.
3. Admin can edit the existing Return Rule.



Manage Return Rules

- DASHBOARD
- SALES
- PRODUCTS
- CUSTOMERS
- MARKETING
- CONTENT
- PLUMROCKET
- REPORTS
- STORES
- SYSTEM



Add New Return Rule



Search [Reset Filter](#)

Actions 5 records found per page of 1

<input type="checkbox"/>	Id	Rule Name	Exchange Period	Return Period	Repair Period	Websites	Status	Priority	Action
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>				<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	2	No returns	-	-	-	Main Website	DISABLED	0	Edit
<input type="checkbox"/>	3	Downloadable Products	-	-	-	Main Website	ENABLED	0	Edit
<input type="checkbox"/>	4	Sports and Fitness	60	60	-	Main Website	ENABLED	0	Edit
<input type="checkbox"/>	5	Watches	30	120	180	Main Website	ENABLED	0	Edit
<input type="checkbox"/>	1	Clothing, Shoes and Accessories	60	90	-	Main Website	ENABLED	1	Edit



Detailed description:

1. Specify the **"Rule Name"** in this field.
2. Enable or disable the Rule using the **"Status"** option.
3. Select the **"Customer groups"** the rule will be applied to.
4. Set the **"Priority"** of the Rule.
5. Enter the **"Exchange Period(days)"** that will be displayed on the Product Page.
6. Enter the **"Return Period(days)"** which will be displayed on the Product Page. Same is for the **"Repair Period"** below (if applicable).



DASHBOARD

SALES

PRODUCTS

CUSTOMERS

MARKETING

CONTENT

PLUMROCKET

REPORTS

STORES

SYSTEM

FIND PARTNERS & EXTENSIONS

← Back Delete Reset Save and Continue Edit **Save**

Return Rule

1 → Rule Name * Clothing, Shoes and Accessories

2 → Status * Enabled

3 → Websites * Main Website ?

4 → Customer Groups * NOT LOGGED IN
General
Wholesale

Priority 1 **5**

Exchange Period (days) 60 **6**

Enter "0" to deny this type of resolution.

Return Period (days) 90 **7**

Enter "0" to deny this type of resolution.



Detailed description:

1. In this section you can set the conditions to apply the Return Rule to the specific products or categories. *In the below example, the rule is applied to 3 categories of products with "Gender" attribute that contains "Women", "Girls", and "Product Activity" attribute that contains "Outdoor" option. Leave "Conditions" section empty if you want to apply the same rule to all your products.*



 DASHBOARD

 SALES

 PRODUCTS

 CUSTOMERS

 MARKETING

 CONTENT

 PLUMROCKET

Exchange Period (days)

Enter "0" to deny this type of resolution.

Return Period (days)

Enter "0" to deny this type of resolution.

Repair Period (days)

Enter "0" to deny this type of resolution.

Conditions (don't add conditions, if rule is applied to all products)

If ALL of these conditions are TRUE :

- Product Category is 20, 21, 25 ✖
- Product Gender contains Women, Girls ✖
- Product Activity contains Outdoor ✖
- +

Configuring and Managing Return Reasons

Here you can create the number of reasons for return, that customer can select from. In order to manage the Return Reasons, go to the main menu, select **Plumrocket > RMA > Return Reasons**.



Detailed description:

1. Admin can view and manage created Return Reasons in this grid.
2. You can edit the existing Reasons by pressing "Edit" button.
3. Press "Add New Reason" to create new Resolution.



Manage Return Reasons



DASHBOARD



SALES



PRODUCTS



CUSTOMERS



MARKETING



CONTENT



PLUMROCKET



REPORTS



STORES



SYSTEM

3 [Add New Reason](#)

Search [Reset Filter](#)

1

Actions 8 records found 20 per page 1 of 1

ID	Title	Store View	Position	Status	Action
<input type="checkbox"/>	1	Wrong item ordered	All Store Views	1	ENABLED Edit
<input type="checkbox"/>	2	No longer needed/wanted	All Store Views	2	ENABLED Edit
<input type="checkbox"/>	3	Description on website was not accurate	All Store Views	3	ENABLED Edit
<input type="checkbox"/>	4	Accidental order	All Store Views	4	ENABLED Edit
<input type="checkbox"/>	5	Wrong item was sent	All Store Views	5	ENABLED Edit
<input type="checkbox"/>	6	Defective/ Does not work properly	All Store Views	6	ENABLED Edit
<input type="checkbox"/>	7	Damaged during shipping	All Store Views	7	ENABLED Edit
<input type="checkbox"/>	8	Other	All Store Views	8	ENABLED Edit



Detailed description:

1. Add the title of the Return Reason.
2. Enable or disable the Resolution using the **"Status"** option.
3. Select the Store View the Return Reason will be available on.
4. Specify who pays for shipping in this section. This information will be displayed to the customer or admin while creating or viewing RMA.
5. Enter the **"Position"** of the Return Reason.
6. In the **"Manage Title Translations"** section you can enter the translation of the Return Reason for you other store view(s).
7. Press **"Save"** button to save your changes.

New Return Reason

10 admin

← Back Reset Save and Continue Edit **Save**

Add New Return Reason

1 → Title *

2 → Status *

3 → Store View * ?

Who Pays For Shipping * ← 4

This information will be displayed to the customer or admin while creating or viewing RMA.

5 → Position *

Sort order in resolution list.

Manage Title Translations ? ← 6

Main Website

Main Website Store

Default Store View

Configuring and Managing Resolutions

In order to create and manage the return resolutions - go to the main menu, select **Plumrocket > RMA > Resolutions**.



Detailed description:

1. Admin can view and manage the created Resolutions in this grid.
2. You can edit the existing Resolutions by pressing "Edit" button.
3. Press "Add New Resolution" to create new Resolution.



Manage Resolutions



DASHBOARD



SALES



PRODUCTS



CUSTOMERS



MARKETING



CONTENT



PLUMROCKET



REPORTS



Add New Resolution

Search

Reset Filter

1

Actions

4 records found

20 per page

1 of 1

	ID	Title	Store View	Position	Status	Action
Any			All Store Views			
<input type="checkbox"/>	1	Exchange	All Store Views	1	ENABLED	Edit
<input type="checkbox"/>	2	Return	All Store Views	2	ENABLED	Edit
<input type="checkbox"/>	3	Repair	All Store Views	3	ENABLED	Edit
<input type="checkbox"/>	4	Store Credit	All Store Views	4	DISABLED	Edit



Detailed description:

1. Add new title of the Resolution.
2. Enable or disable the Resolution using the **"Status"** option.
3. Select the Store View the Resolution will be available on.
4. Enter the **"Position"** of the Resolution.
5. In the **"Manage Title Translations"** section you can enter the translation of the Resolution for your other store view(s).

Exchange

← Back Delete Reset Save and Continue Edit Save

Resolution

Title * Exchange

Status * Enabled

Store View * All Store Views
Main Website
Main Website Store
Default Store View

Position 1
Sort order in resolution list.

Manage Title Translations ?

Main Website	Main Website Store
	Default Store View

Configuring and Managing Item Conditions

In order to configure and manage the Item Conditions, go to the main menu, select **Plumrocket > RMA > Item Conditions**.



Detailed description:

1. Admin can view and manage the created Item Conditions in this grid.
2. You can edit the existing Item Conditions by pressing "Edit" button.
3. Press "Add New Condition" to create new Item Condition.



Manage Item Conditions

- DASHBOARD
- SALES
- PRODUCTS
- CUSTOMERS
- MARKETING
- CONTENT
- PLUMROCKET
- REPORTS

3 → Add New Condition

Search [Reset Filter](#)

1 ↓

Actions ▾ 3 records found 20 ▾ per page < 1 of 1 >

<input type="checkbox"/>	ID	Title	Store View	Position	Status	Action
<input type="checkbox"/>			All Store Views			
<input type="checkbox"/>	1	Unopened	All Store Views	1	ENABLED	Edit
<input type="checkbox"/>	2	Opened	All Store Views	2	ENABLED	Edit
<input type="checkbox"/>	3	Damaged	All Store Views	3	ENABLED	Edit

2 ↓



Detailed description:

1. Add new title of the Item Condition.
2. Enable or disable the Item Condition using the **"Status"** option.
3. Select the Store View the Item Condition will be available on.
4. Enter the **"Position"** of the Resolution.
5. In the **"Manage Title Translations"** section you can enter the translation of the Item Condition for your other store view(s).
6. Press **"Save"** button to save the changes.

The screenshot displays the configuration interface for an 'Unopened' item condition. The form includes the following elements:

- Title:** A text input field containing 'Unopened', marked with a red circle '1' and an arrow.
- Status:** A dropdown menu set to 'Enabled', marked with a red circle '2' and an arrow.
- Store View:** A dropdown menu with 'All Store Views' selected, showing a list of options: 'Main Website', 'Main Website Store', and 'Default Store View'. It is marked with a red circle '3' and an arrow.
- Position:** A text input field containing '1', marked with a red circle '4' and an arrow. Below it is the text 'Sort order in item condition list.'
- Manage Title Translations:** A link with a question mark icon, marked with a red circle '5' and an arrow pointing left.
- Main Website:** A section header.
- Main Website Store:** A section header.
- Default Store View:** A text input field.

At the top right, there is a navigation bar with buttons: 'Back', 'Delete', 'Reset', 'Save and Continue Edit', and a prominent orange 'Save' button marked with a red circle '6' and an arrow pointing up.

Managing Quick Response Templates

In order to configure and manage the Quick Response Templates, go to the main menu, select **Plumrocket > RMA > Quick Response Templates** .



Detailed description:

1. Admin can view and manage the created Item Conditions in this grid.
2. You can edit the existing Response Template by pressing "Edit" button.
3. Press "Add New Quick Response Template" to create new Item Condition.



Manage Quick Response Templates



DASHBOARD



SALES



PRODUCTS



CUSTOMERS



MARKETING



CONTENT



PLUMROCKET



REPORTS



STORES



3

Add New Quick Response Template

Search

Reset Filter

1

Actions

3 records found

20

per page

<

1

of 1

>

	ID	Title	Store View	Status	Action
Any			All Store Views		2
<input type="checkbox"/>	2	Return Delivery Instruction	All Store Views	ENABLED	Edit
<input type="checkbox"/>	3	RMA has been processed	All Store Views	ENABLED	Edit
<input type="checkbox"/>	1	Thank you for request	All Store Views	ENABLED	Edit



Detailed description:

1. Add new title of the Quick Response Template.
2. Enable or disable the Quick Response Template using the **"Status"** option.
3. Select the **"Store View"** the Quick Response Template will be available for.
4. Enter the **"Message"** of the Quick Response Template in this field.

Managing RMA requests

After the RMA requests are submitted by customers, store administrator can conveniently manage all the RMA requests in the Magento backend. Navigate to the main menu, select **Plumrocket > RMA > Pending Returns**.



Detailed description:

1. Admin can view and manage all the customer returns in one grid.
2. Press the **"Edit"** button to view and manage the Return Request.



Manage Returns



DASHBOARD



SALES



PRODUCTS



CUSTOMERS



MARKETING



CONTENT



PLUMROCKET

Search [Reset Filter](#) 3 records found

20 per page 1 of 1

ID	Request Date	Order #	Order Date	Customer Name	Manager	Last Reply	Status	Action
	From To		From To			From To		
000000003	Jul 11, 2017 4:58:59 PM	000000009	Jul 11, 2017 4:56:50 PM		Client Admin	Jul 11, 2017 5:02:37 PM by Guest	RECEIVED	Edit
000000001	Jul 3, 2017 12:19:48 PM	000000002	Nov 16, 2016 12:07:10 PM	Veronica Costello	Client Admin		AUTHORIZED	Edit
000000006	Jul 12, 2017 1:54:07 AM	000000003	Jul 10, 2017 10:01:49 AM	Veronica Costello	Client Admin		PENDING	Edit

1. Admin can review the **"Information"** of the order that includes: RMA Status, Order ID, Order Status, Customer Name and Group, Email etc.
2. Admin can view and edit **"Customer Address"** in this section.
3. **"Tracking Information"** can be added in this section.
4. Admin can upload the **"Shipping Label"** which the customer will download and print out later.
5. Admin can review and adjust the **"Return Reason"** using this drop-down.
6. Admin can check and change the **"Item Condition"** using this drop-down.
7. Admin can modify the **"Resolution"** using this drop-down.
8. The **"Requested Qty"** field allows admin to view and change the status of RMA request by setting the quantity of the items, once the Return request is submitted
9. The **"Authorized Qty"** field allows admin to change the status of the RMA request by setting the quantity of the items, if the request is authorized
10. The **"Received Qty"** field allows admin to change the status of the RMA request by setting the quantity of the items, if the items are received.
11. The **"Approved Qty"** field allows admin to change the status of the RMA request by setting the quantity of the items, if the Return Request is approved.
12. **"Split"** option allows to divide and manage the ordered items as two separate lines in the "Items To Return" section, if there is more than 1 item ordered.



Detailed description:



RMA #000000010 (Received)

🔍
🔔 10
👤 admin

← Back
Reset
Print
Cancel RMA
Credit Memo
Save and Continue Edit
Save

Information

RMA Status RECEIVED

Order 000000005 (Jul 10, 2017 10:01:17 AM)

Order Status Complete

Purchased From Main Website
Main Website Store
Default Store View

Customer Name Veronica Costello

Customer Group General

Email roni_cost@example.com

RMA Manager Client Admin

Direct Link for Customer https://yourdomain.com/prma/returns/view

Customer Address [Edit](#)

Veronica Costello
6146 Honey Bluff Parkway
Calder, New York, 49628-7978
United States
T: (555) 229-3326

Tracking Information

Carrier	Tracking Number	Action
FedEx	<input style="width: 80%;" type="text"/>	Add

Upload Shipping Label

Choose Files No file chosen

Shipping label attached [Print Shipping Label](#) Delete

Items To Return

Image	Product	Return Reason	Item Condition	Resolution	Purchased Qty	Requested Qty	Authorized Qty	Received Qty	Approved Qty	Action	Status
	Mach Street Sweatshirt -M- Blue SKU: MH10-M-Blue Availability: In Stock Inventory Qty: 99	Wrong item ordered	Unopened	Exchange	1	<input style="width: 40px;" type="text"/>	Split	Received			
	Logan HeatTec® Tee -M- Blue SKU: MS10-M-Blue Availability: In Stock Inventory Qty: 98	No longer needed/wanted	Unopened	Return	2	<input style="width: 40px;" type="text"/>	Split	Received			

1. For communicating with the customer, admin can use one of the **"Response Templates"** which have been created to simplify the process.
2. Admin can add **"Comments"** to respond to the customer. Note: the comment will be posted once you "Save" the current RMA.
3. Conversation thread is conveniently displayed on the same page.
4. **"RMA Note"** is an internal note store administrator can submit to this RMA request return.



Detailed description:

RMA #000000010 (Received)

← Back Reset Print Cancel RMA Credit Memo Save and Continue Edit **Save**

Inventory Qty: 99

Messages 4 → RMA Note

Use Response Template

Choose Template ← 1

Comment (optional)

Show / Hide Editor ← 2

Choose Files No file chosen

Internal Post

Notify Customer by Email

Store Manager(You) 4:22:01 PM Jul 18, 2017
Status of return request has been updated to: Received ← 3

Store Manager(You) 2:35:23 PM Jul 12, 2017
Hello Veronica,
Sorry for the inconveniences you faced with.
Please, send the Kratos Gym Pant item back to us, and we will exchange it to 34 size
Thank you for the understanding!

Veronica Costello 8:36:46 AM Jul 12, 2017
Hello,
I've received wrong size of Kratos Gym Pant item. Can you please change it from size 34 to 33?
Also, I want to return 2 other items

In order to view the closed Return Requests, navigate to the main menu, select **Plumrocket > RMA > Archive**.



Detailed description:

1. Store administrator can view and search closed return requests in the **"Manage Returns Archive"**.
2. In order to Edit one of the closed Returns, press the "Edit" button.



Manage Returns Archive



admin



DASHBOARD



SALES



PRODUCTS



CUSTOMERS



MARKETING



CONTENT



PLUMROCKET

Search

Reset Filter

3 records found

1



20



per page



1

of 1



ID	Request Date	Order #	Order Date	Customer Name	Manager	Last Reply	Status	Action
<input type="text"/>	From <input type="text"/> To <input type="text"/>	<input type="text"/>	From <input type="text"/> To <input type="text"/>	<input type="text"/>	<input type="text"/>	From <input type="text"/> To <input type="text"/>	<input type="text"/>	<input type="text"/>
000000005	Jul 11, 2017 5:16:35 PM	000000008	Jul 11, 2017 1:41:29 AM	Jane Helman	Client Admin	Jul 11, 2017 5:34:52 PM by root root	REJECTED	Edit
000000002	Jul 11, 2017 10:12:10 AM	000000008	Jul 11, 2017 1:41:29 AM	Oliver Simons	Client Admin	Jul 11, 2017 11:34:42 AM by root root	RESOLVED	Edit
000000004	Jul 11, 2017 5:13:06 PM	000000003	Jul 10, 2017 10:01:49 AM	John Doe	Client Admin		CANCELLED	Edit

2

