

RMA - Customer End

In this manual, you will see how the customer can generate the RMA for their ordered products.

Once the order is completed, if the customer faces any issue with the product/ device they can request for a repair/ replacement.

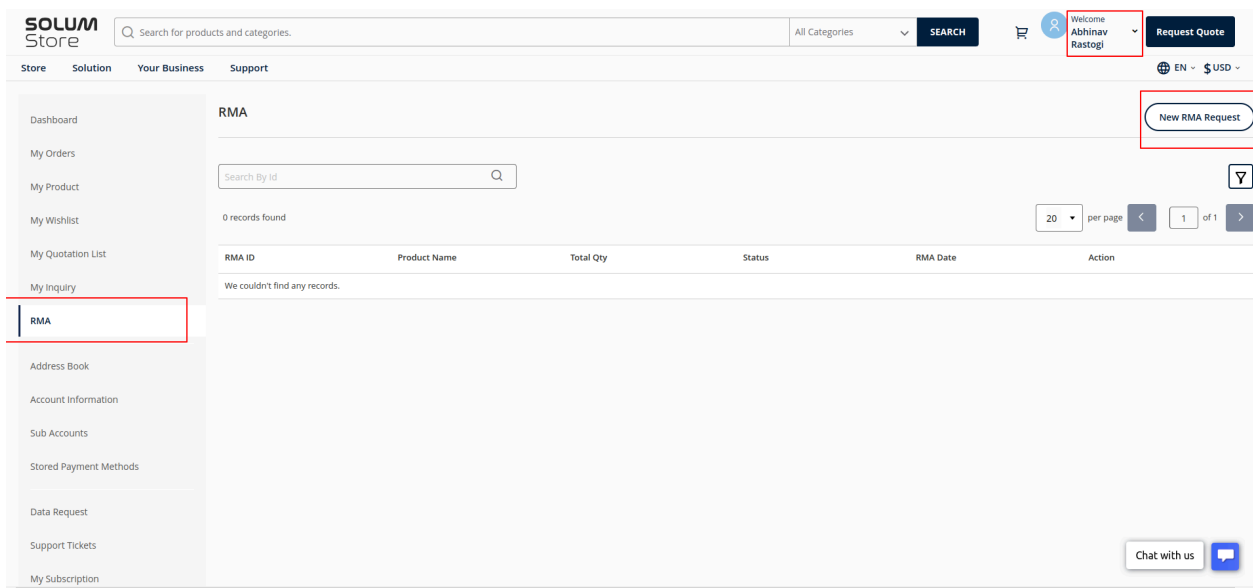
The respective seller will receive the request and can proceed further.

To know more about seller workflow please follow the below manual:

<https://docs.google.com/document/d/1hnL3ODbQ24Bcszwsj9ajxehqOiA6KnFbGd0jnaRQrNE/edit?usp=sharing>

How can a customer generate RMA requests?

- Go to the **Customer Dashboard >> RMA >> New RMA Request.**



The screenshot displays the SOLUM Store Customer Dashboard. The top navigation bar includes a search bar, a dropdown menu for 'All Categories', a 'SEARCH' button, a shopping cart icon, a user profile icon with the text 'Welcome Abhinav Rastogi!', and a 'Request Quote' button. Below the navigation bar, there are tabs for 'Store', 'Solution', 'Your Business', and 'Support'. The left sidebar contains a list of menu items: 'Dashboard', 'My Orders', 'My Product', 'My Wishlist', 'My Quotation List', 'My Inquiry', 'RMA', 'Address Book', 'Account Information', 'Sub Accounts', 'Stored Payment Methods', 'Data Request', 'Support Tickets', and 'My Subscription'. The 'RMA' menu item is highlighted with a red box. The main content area is titled 'RMA' and features a search bar labeled 'Search By id'. Below the search bar, it indicates '0 records found' and shows pagination controls for '20 per page' and '1 of 1'. A table with columns 'RMA ID', 'Product Name', 'Total Qty', 'Status', 'RMA Date', and 'Action' is present, but it is empty with the message 'We couldn't find any records.' A 'New RMA Request' button is highlighted with a red box in the top right corner of the main content area. A 'Chat with us' button is located in the bottom right corner.

- The RMA request form is divided into 2 sections,
 - New RMA Request,
 - Additional Information.

New RMA Request

SOLUM Store Search for products and categories. All Categories SEARCH Welcome Abhinav Rastogi Customer Request Quote

Store Solution Your Business Support EN USD

Dashboard My Orders My Product My Wishlist My Quotation List My Inquiry RMA Address Book Account Information Sub Accounts Stored Payment Methods Data Request Support Tickets My Subscription

New RMA Request

Submit Request

Select Seller *

Product Name * Qty * Defect * Description *

Select Product -- Select Defect

Add Row

Additional Information

Attachments
Please attach image of your business environment, label & fixtures for the labels that you are using.

Allowed File types jpeg,png,pdf,doc,docx,jpg,xls,xlsx

Account Number *
600000516

Chat with us

Select RMA Center List *

- **Select Seller:** You will find the seller list w.r.t the order products.
- **Product Name:** Select the product you want to send to the RMA center.
- Add the respective qty., defect, & description.
- Click on the **Add Row** button to add more products.

Additional Information

Select Product -- Select Defect

Add Row

Additional Information

Attachments
Please attach image of your business environment, label & fixtures for the labels that you are using.

Allowed File types jpeg,png,pdf,doc,docx,jpg,xls,xlsx

Account Number *
600000516

Select RMA Center List *
Select RMA Center List

Become Seller sell-with-us f t @ y in

Customer Service Support Submit a Ticket Your Business Food Retail Home Products System ESL Mobile ESL Policies Terms & Conditions Refund and Exchange Policy Account My Products My Quotation List Helpdesk is online SOLUM

- **Attachments:** Add a file that you want to share with the RMA center (eg. invoice),
- **Account Number:** This is the customer account number (coming from the customer accounts/ customer unique number),
- **Select RMA Center List:** Select the RMA center where you want to send your products. (The **Seller** and the **Admin** can configure these RMA centers)
 - If there is no RMA center assigned to the seller, then the Admin RMA Center will be visible to the customer.
- Click on the **Submit Request** button to generate the RMA request.
- Now, the customer can see the success message and their requests in the list.

✔ Your RMA request has been submitted.

Dashboard

My Orders

My Product

My Wishlist

My Quotation List

RMA

Address Book

Account Information

Sub Accounts

Stored Payment Methods

Data Request

Support Tickets

RMA New RMA Request

Search by Id Status

RMA ID	Product Name	Requested QTY	Status	Inspection Date	Action
#9	config shirt	1	Pending	02/09/2022	View RMA
#7	simple jeans	1	Pending	01/09/2022	View RMA
#6	Simple2 Expand v	2	Pending	30/08/2022	View RMA
#5	simple test2	1	Pending	25/08/2022	View RMA
#4	Product Support	2	Pending	24/08/2022	View RMA
#3	joust Duffie Bag	1	Cancelled	16/08/2022	View RMA
#2	simple test	1	Cancelled	02/08/2022	View RMA
#1	simple jeans	1	Cancelled	18/07/2022	View RMA

- Once the request is submitted, the customer will get the RMA center details over email.
- Click on the **View RMA** button to check the RMA details.
- On the detail page, customers can check the status, print the request form, and check out the inspection details.

- Dashboard
- My Orders
- My Product
- My Wishlist
- My Quotation List
- RMA
- Address Book
- Account Information
- Sub Accounts
- Stored Payment Methods
- Data Request

RMA #009 Pending

[Print Request Form](#)

Item(s) Requested for RMA

Product Name	Qty	Unit Price	Warranty	Defect	Defect Description
config shirt	1	\$0.000000	--	Defect	It is a defective peace

Inspection Details
We will update the details once the inspection is processed.

Additional Details

RMA ID: #9
Account Number: 600001
Forwarder & Tracking Number:
RMA Center List: --
Attachments: No Attachment

- Also, customers can chat with the sellers.

- Account Information
- Sub Accounts
- Stored Payment Methods
- Data Request
- Support Tickets
- My Subscription
- My Downloadable Products
- My Product Reviews
- My Favourite Seller
- Seller Communication History

RMA ID: #9
Account Number: 600001
Forwarder & Tracking Number:
RMA Center List: --
Attachments: No Attachment

RMA Message

Expand

test t
Hello there 2022-09-02 05:58:56

🔄 ➔