Magento Product Return
User Manual
Version 1.0

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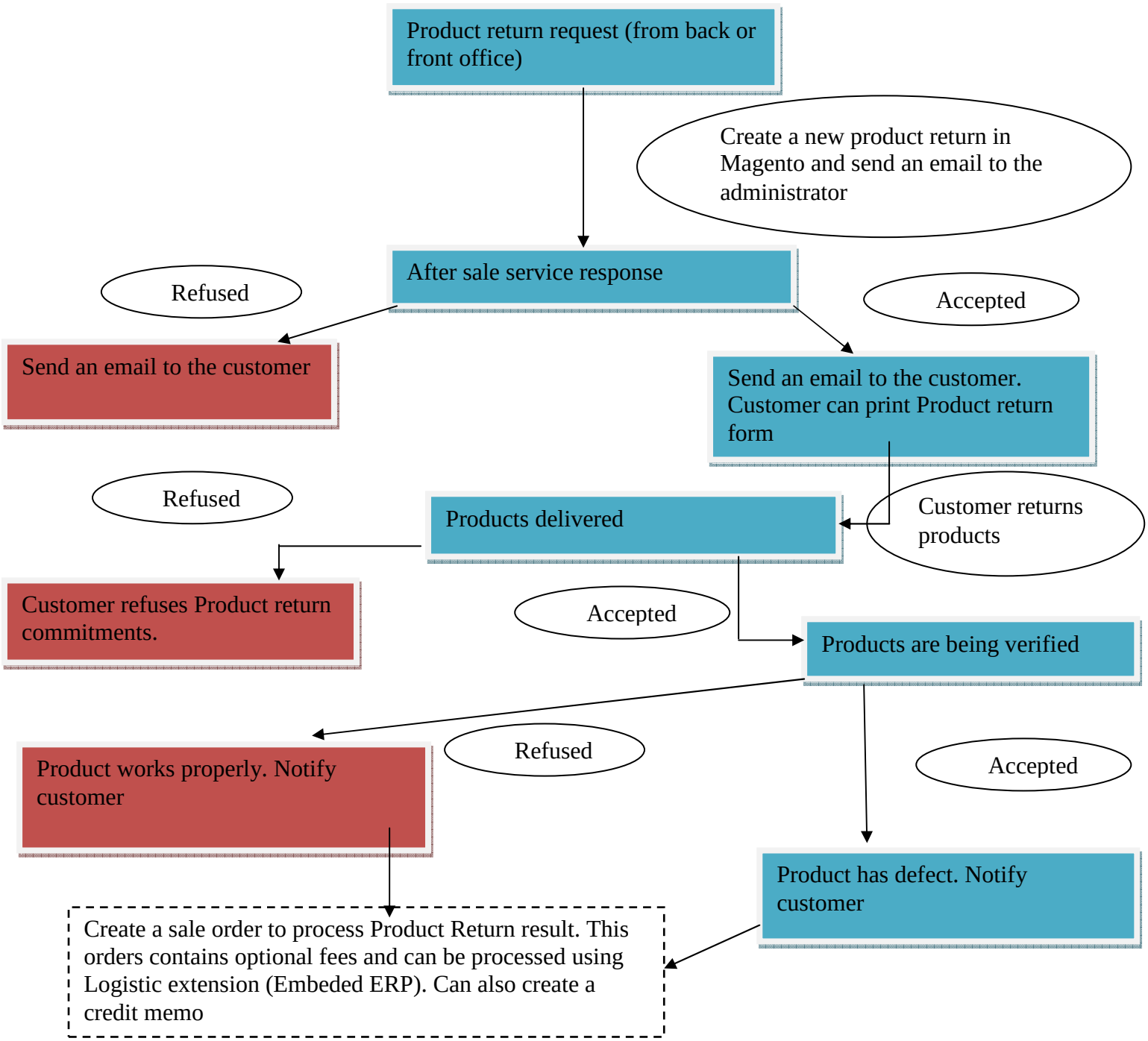
1. Overview

1.1 Extension overview

Product Return extension for Magento is designed to manage Product return requests and ensure tracking.

Customer can submit a new request, follow Product return progress and print Product return form.

1.2 Processes



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Regarding order cancel, process stops after products delivered : you can then create a credit memo to refund customer.

2. Integration

2.1 Module integration

This extension is compliant with Magento 1.3.2.4

To install extension, process the following steps:

Description	Source	Target
Code directory	App/code/local/MDN/ProductReturn	App/code/local/MDN
Design admin (layout)	App/Design/adminhtml/default/default/layout/ProductReturn.xml	App/Design/adminhtml/default/default/layout
Design admin (template)	App/Design/adminhtml/default/default/template/ProductReturn	App/Design/adminhtml/default/default/template
Design frontend (layout)	App/Design/frontend/default/default/layout/ ProductReturn.xml	App/Design/frontend/default/default/layout
Design frontend (template)	App/Design/frontend/default/default/template/ ProductReturn	App/Design/frontend/default/default/template
Declaration file	App/ Etc/modules/MDN_ ProductReturn.xml	App/ Etc/modules/
Translation files	app/locale/fr_FR/ProductReturn.csv	app/locale/ fr_FR/

Once all files are copied, go back into Magento back office, refresh cache from system > cache management.

2.2 Magento Upgrade

This extension follows Magento best practice, it means that it doesn't modify any core files so you can benefit and install Magento new releases. However, it's adviced to make some test on "test server" before install it on a production server.

2.4 Settings

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Note : it is important to set Product Return parameters before using Product Return Extension.

You can edit Product Return settings from magento Back Office, menu system > configuration > Product return.

Settings :

- **Default validity duration** : set the default validity duration for a Product Return (in days)
- **Allow Customer Product Return Request :** If enabled, customer can request for product return from its account

Next, you have to set parameters for email. For each product return status matches an email template. You can edit email template from Magento backoffice, menu system > email template.

- **Email new request** : Each time a customer submit a product return request, an email is sent to this address
- **Copy to :** all emails sent from Product Return extension will be also sent to this address.
- **Email sender :** Identity to use for emails.
- **Template product return refused :** Email sent to customer if its Product return request is refused.
- **Template product return accepted :** Email sent to customer if its Product return request is accepted
- **Template products received:** Email sent to customer once its products have been delivered.
- **Template products received but refused:** Email sent to customer when products have been delivered but package is refused.
- **Template expertise products :** Email sent to customer when products are being verified by after sale service
- **Template Complete:** Email sent to customer when Product Return is complete.

Product Return Extension enable to create an order to process Product return result. This is usefull to manage Product Return in logistic process or bill fees to the customer.
Created order can contain products but also additional fees (such as technical fees). TO manage those fees, you have to create a “fake product” that will be used in that orders.

Create this fake product using this settings :

- Enabled
- Tax class: standard class
- Visibility : nowhere
- Price : 0
- Stock management : no
- Websites: all

Once this product is created, you have to fill its ID in fake product_id field in system > configuration > Product return

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You can also define setting for PDF printing:

- **Company address**
- **PDF header text:** text displayed in the PDF header
- **PDF Footer text :** text displayed in the PDF footer.
- **PDF comments :** text displayed at the bottom of the PDF

When a Product Return is accepted, Customer has to print form and return products with this form. However, before printing form, he has to accept Product Return Commitments by checking a checkbox.

You can fill Product Return Terms and Commitments content from magento back office, in menu CMS > Static Block and then edit block with cgv_rma identifier.

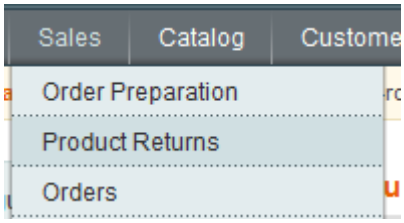
3. ProductReturn (rma)

3.1 Screens overview

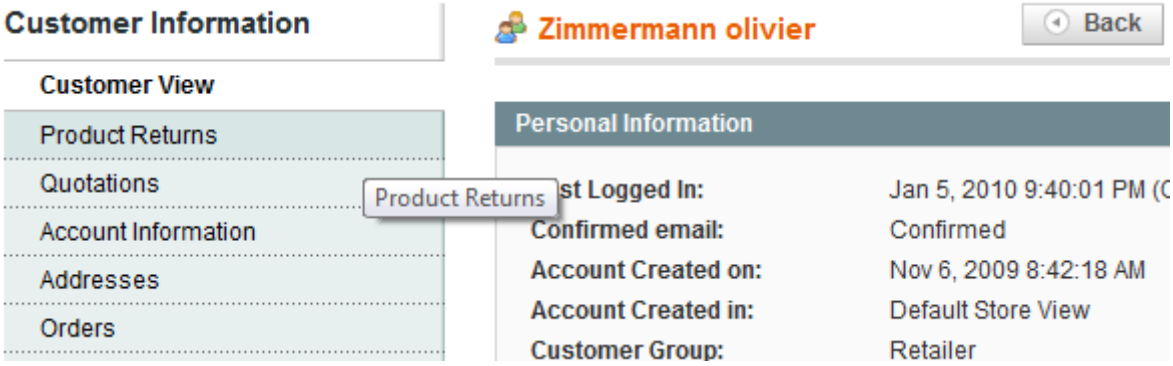
3.1.1 Back office

Product return Extension add 3 entries in Magento back office :

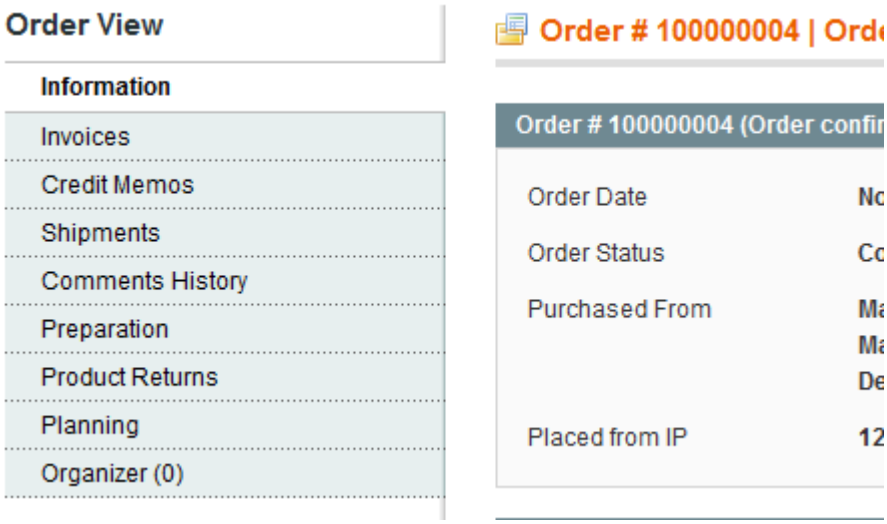
- The first entry is under Sales menu: it displays all product returns.



- In customer edit sheet, a new tab contains all product return for this customer :

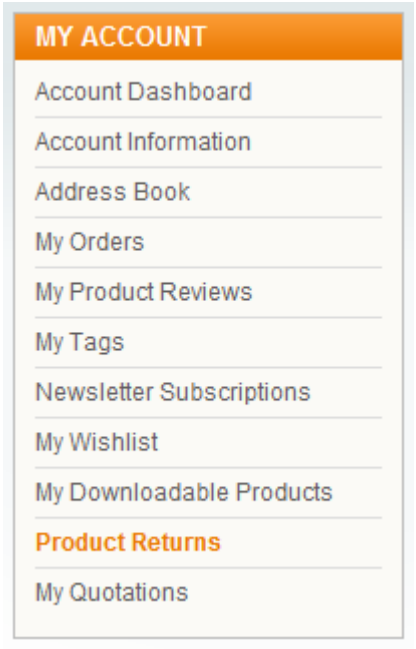


- In sales order sheet, a new tab contains all product return for the current order :



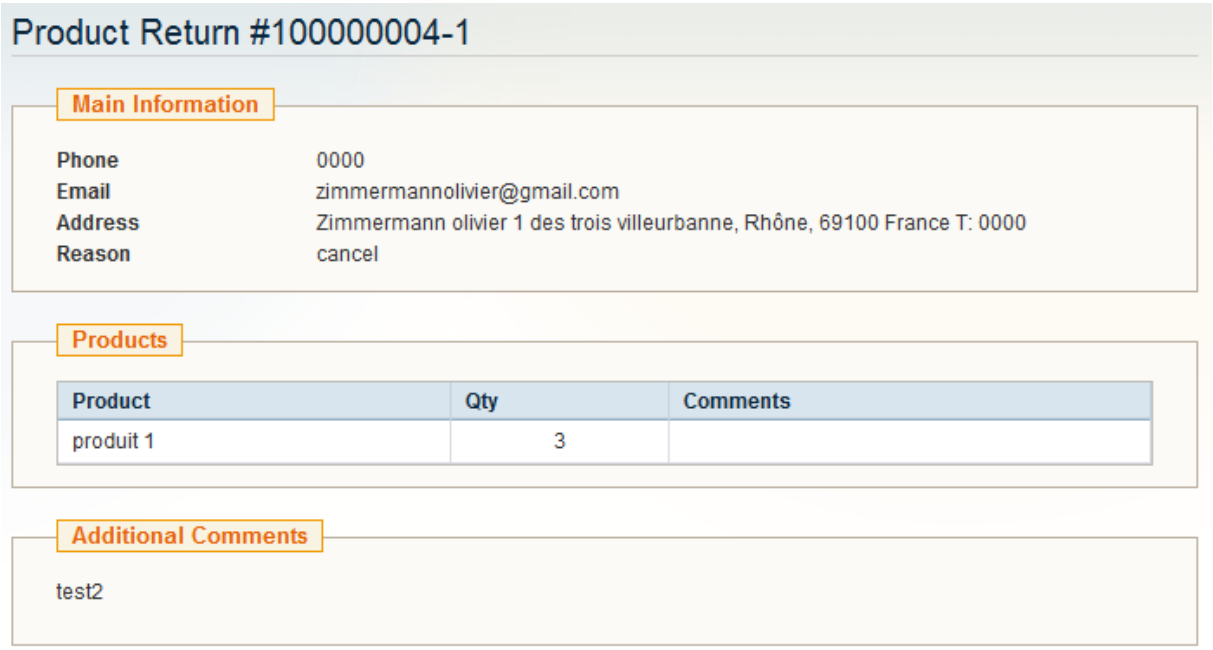
3.1.2 Front office

In customer account, a new entry is added to list all customer's product returns :



From this area, customer can :

- Consult product returns list
- View product return details and print form
- Submit a new product return request



3.3 Product return creation

3.3.1 Create a new product return

Create a new Product return (Solution 1) :

- Select a sales order in magento back office
- Select “product return” tab
- Click on “New Product Return button”
- Fill information (such as Product Return reason)
- Select products to return
- Save

Create a new Product return (Solution 2) :

- Select menu sales > Product return
- Click on “New product return” button
- Select sales order
- Fill information (such as Product Return reason)
- Select products to return
- Save

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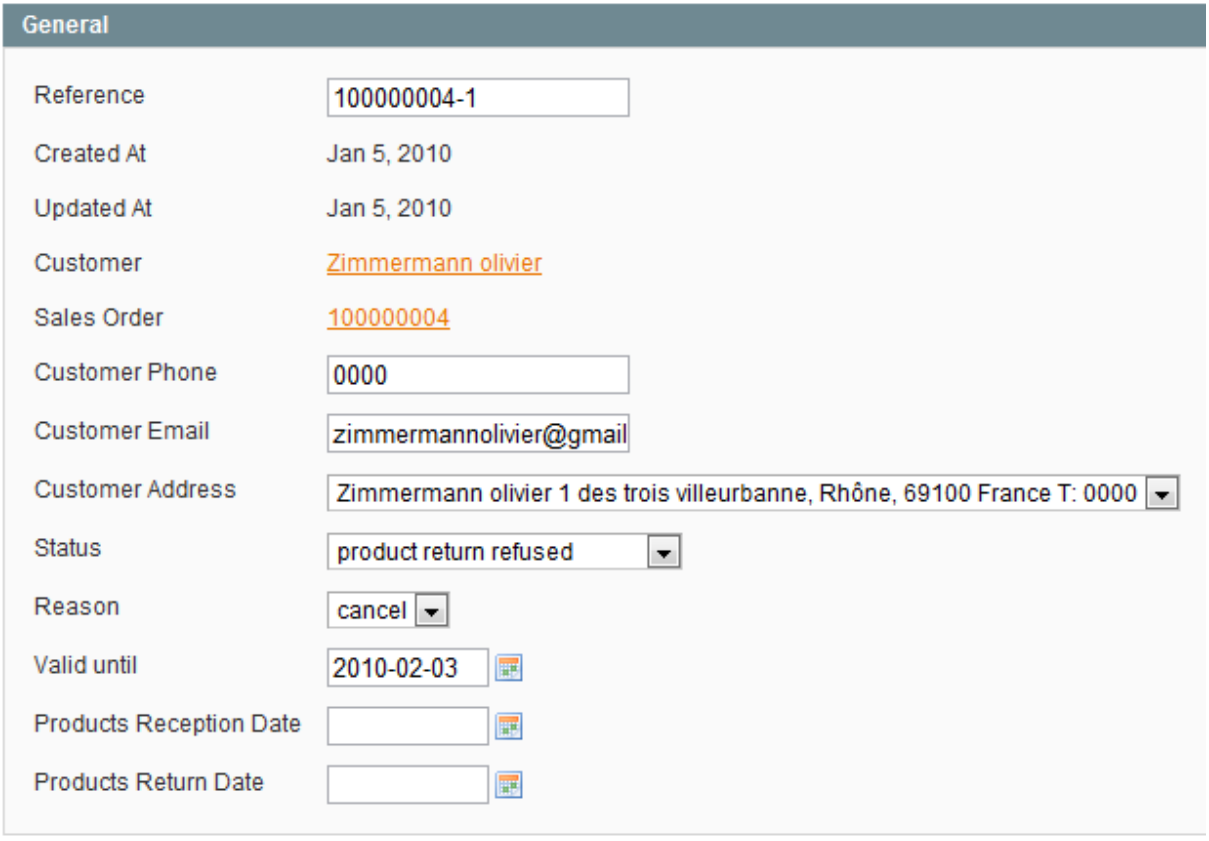
3.3.2 Access to Product Return

There are 3 ways to access to an existing Product Return :

- Select matching sales order, select “Product return” tab and click on the product return
- Use search form from menu sales > Product Return
- Select matching customer, select “Product return” tab and click on the product return.

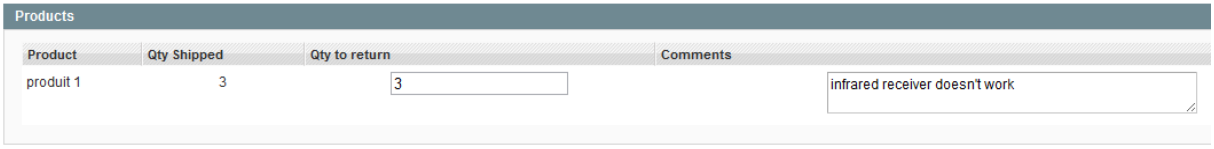
3.3.3 Edit Product Return

From the Product Return sheet, you can set the following information :

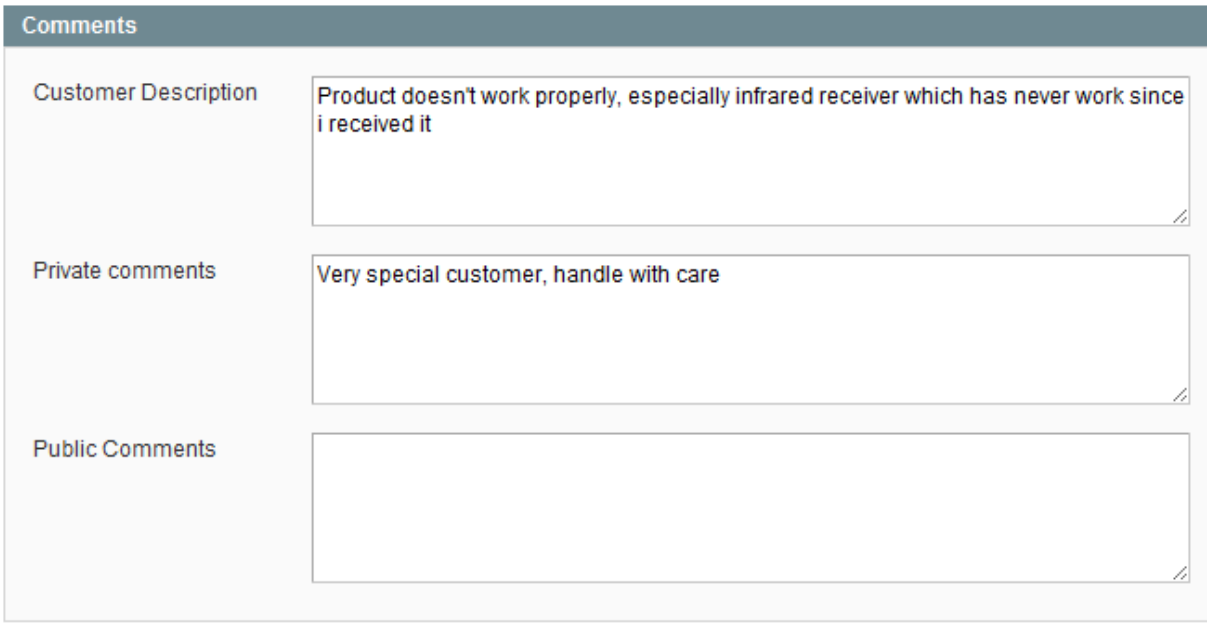


Field	Description
Reference	Unique identifier
Created at	Creation date (automatically filled)
Updated At	Update date (automatically filled)
Customer	Customer identity
Sales order	Sales order concerned
Customer phone	
Customer email	Customer email : can be changed
Customer address	Customer address (if you wish to use another one, you have to create it in customer sheet)
Status	- Requested : New customer request

	- Product return accepted : customer can return product. - Product Return refused : customer can not return product - Product received : Product has been received. - Product received but refused : Product has been received but package doesn't match to product return terms and conditions - Product expertise : Product is being tested - Complete
Reason	Define product return reason : - Cancel : customer wishes to cancel its order. - Defect : if product return concerns product that doesn't work properly
Valid until	Date until customer can print and return products.
Product reception date	
Product return date	



Field	Description
Product	Product name
Qty shipped	
Qty to return	Qty to return, can not be greater than qty shipped
Comments	Comments that can be edited by customer to give more information about the problem.



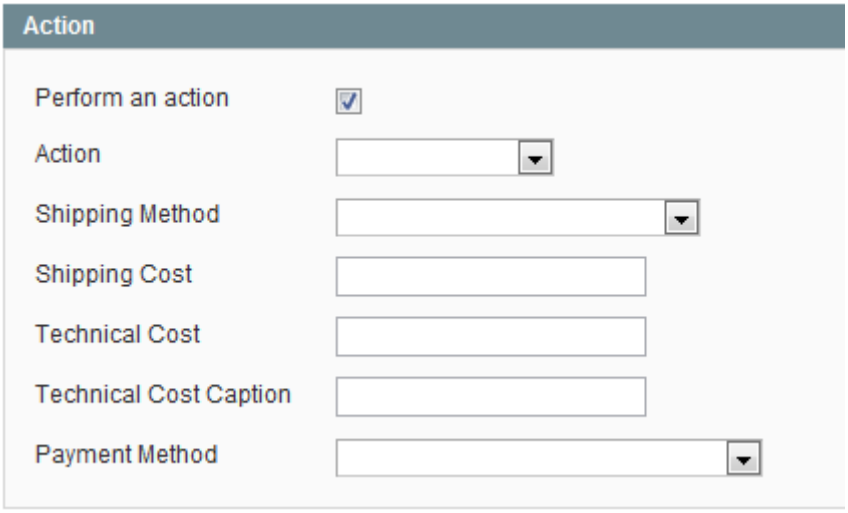
Field	Description

Customer description	General description filled by customer
Private comments	Private comments, not visible by customer
Public comments	Comments that can be edit by administrator and visible for customer.

Once all product return steps are done, you can finalize product return performing an action to return product, repaired product or a new one.

Product return extension allow to automatically create a new order : this is usefull to process return using Embbeded ERP extension or to bill fees to customer.

To create an action, use the form at the bottom of the product return sheet :



Field	Description
Perform an action	To perform action and display form, check this checkbox
Action	- Product Return : return product to customer (if product works properly or has been repaired). - Exchange : Exchange product with another one. - Refund : refund customer for selected products.
Shipping Method	Shipping method to use to create order
Shipping Costs	Shipping costs (without vat)
Technical costs	Technical costs billed to customer (can be null)
Technical costs caption	Caption that describes technical costs. For example : - Reparing fees - Management fees - …
Payment method	Payment method to use to create order
Refund Shipping fees	If checked, shipping cost will be refunded within creditmemo
Back products to stock	If checked, products will back to stock

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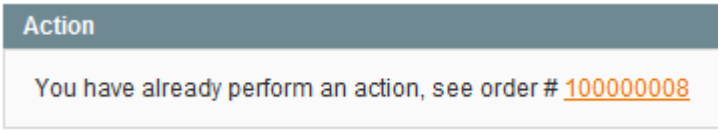
To save data, use “save button” at the top of the screen. If an action has been selected, a new order is created and is displayed instead of the action form :



3.3.4 Printing & Customer notification

To print a product return form, use “print” button

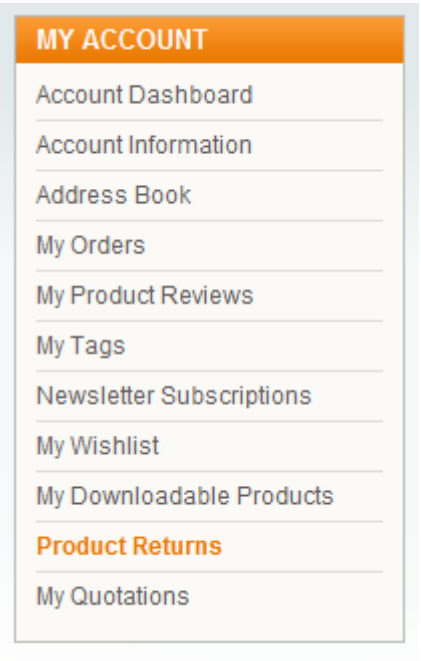
To notify customer about Product return status, use “notify customer” button.

You can customize email from menu System > Transactional email

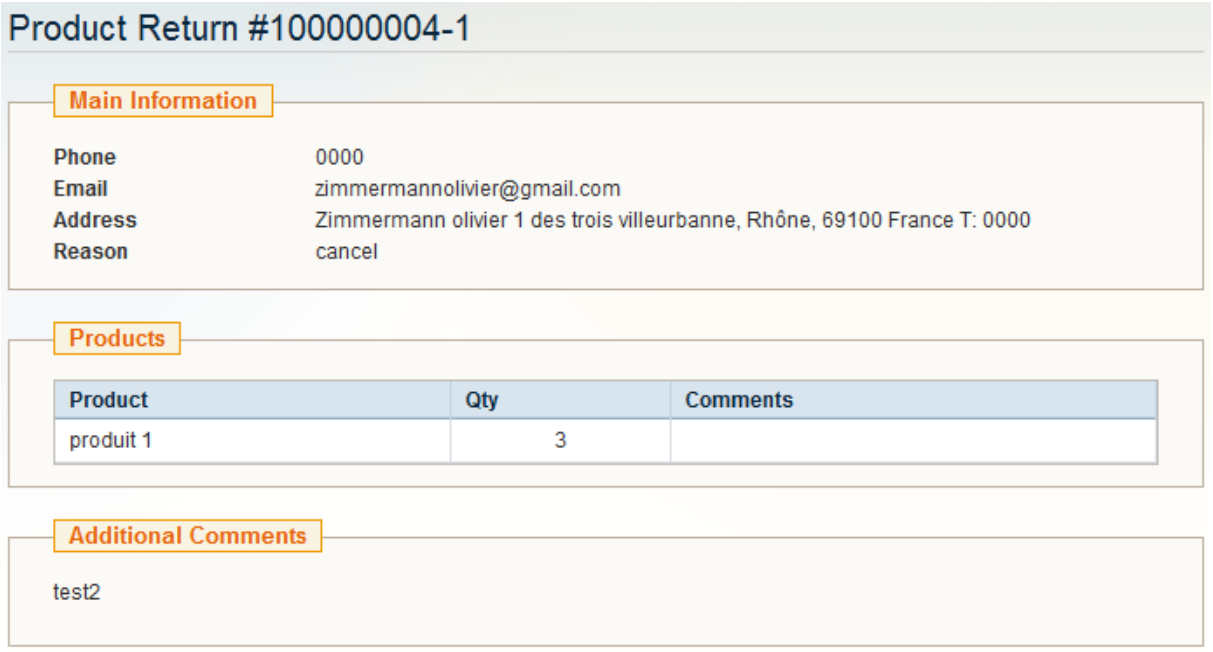
3.4 Customer Side

3.4.1 Product return list

Customer can view product return list from it’s account, menu “Product return” :



To view product return information, use “view” link

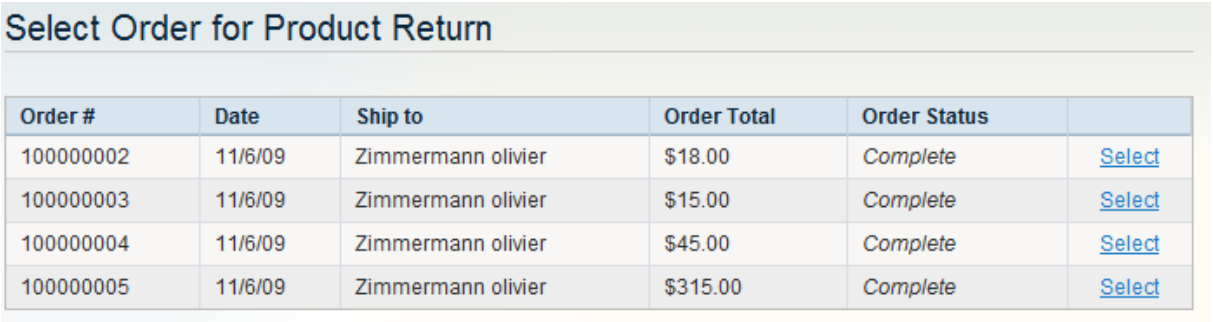


From this screen, if product return status is “accepted”, customer can print form and accept product return terms and conditions.

3.4.2 Product Return Request

If you enabled product return request for customer (can be set in system > configuration > product return), customer can request for a new product return from their account, in product return tab.

First, customer has to select sales order that contains product to return :



Then, customer can fill information about product return :

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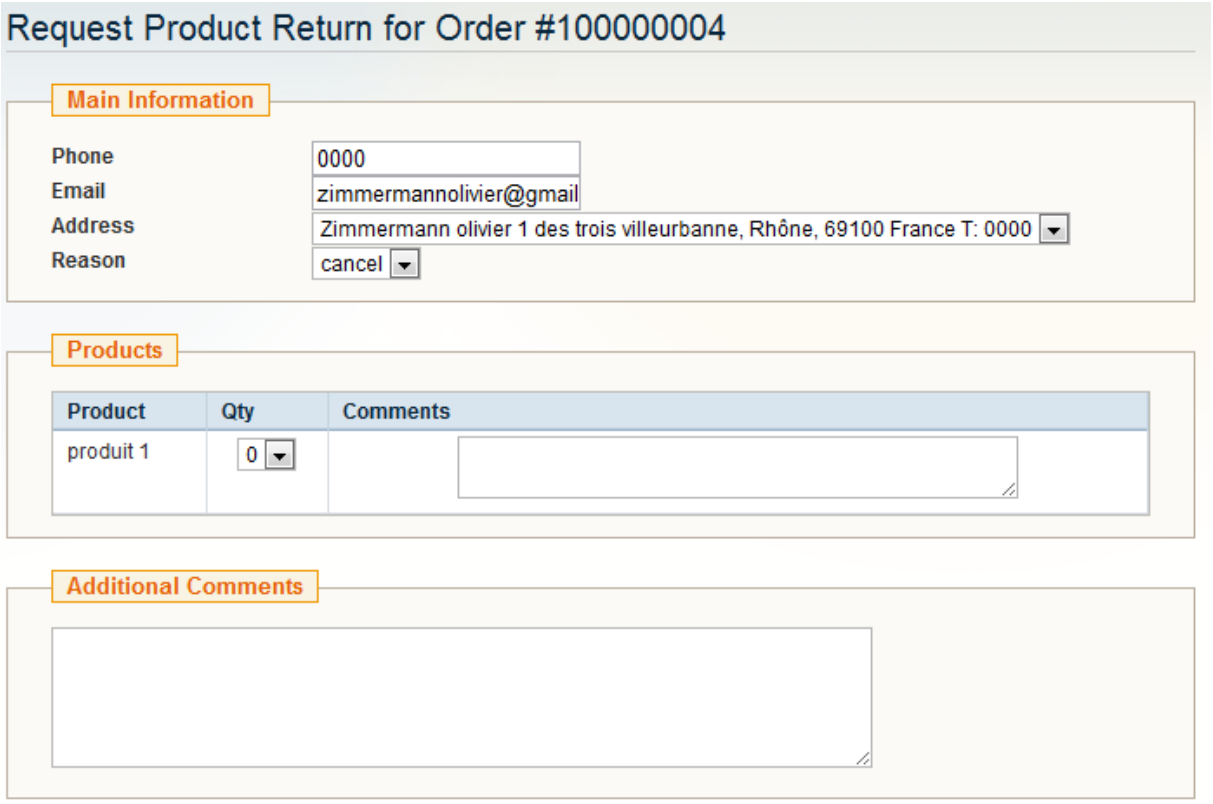

Once customer submit request, a new product return is created (with “requested” status) and an email is sent to the after sale service to notify this new request.

4. Additional information

4.1 Edit Email Template

You can customize email sent by product return extension from menu system > transactional emails

Template name	Description
New product return request	Mail sent to after sale service when a new product return request is submitted
Product return refuse	Mail sent when product return is refused
Product return accepted	Mail sent when product return is accepted
Product received	Product has been received in after sale service
Product received but refused	Product has been received but refused because terms and conditions not respected
Product expertise	Product is being tested
RMA Complete	Sent when product return is complete (when an action has been performed)

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