

# RMA Labels Configuration

04/30/2025 3:19 pm CDT

## Overview

In Sellercloud, you can easily generate and send **Return Shipping Labels** to your customers, simplifying the often complicated **RMA** process for returning purchased items. These labels typically contain all the required information for the return, including addresses, tracking numbers, and sometimes instructions for returning the item. Learn how you can enhance your RMA workflow with [Orderback](#).

## Prerequisites

To get started, you must:

- Configure your [Shipping API Credentials](#)
- Set up your [Return Address](#)

## Manage Return Labels

In Sellercloud, you can manage your labels in various ways. Learn more about that below.

## Generate RMA Labels

To generate a Return Label:

1. Navigate to **Orders > Manage RMA > Open an RMA**.
2. Click **Toolbox > Shipping Labels**.
3. Click on the **+ button** to Create a Return Label.



<input type="checkbox"/>	ID	TRACKING NUMBER	STATUS	WEIGHT	CHARGES	GENERATED BY	GENERATED ON	CARRIER	SERVICE	
<input type="checkbox"/>	782	1ZA9T2530339853846	Ok		\$0.00		02/20/2024 11:37 AM	ups	UPS Ground	<a href="#">Create Return Label</a>

4. Enter **Ship from** and **Ship to** details.
5. Click **Next**.

### Create Return Label ✕

**Ship from:**

Same as order ship-to address

**Business** *Business Name*

**Name**

**Address**

**City**

**State**

**Zipcode**

**Country**

**Phone** *Phone Number XXX-XXX-XXXX*

**Ship to:**

**Address Book**  ▼

**Business** *Business Name*

**Name**

**Address**

**City**

**State**

**Zipcode**

**Country**  ▼

**Phone**

CANCEL
➔
NEXT

6. Enter **Weight** and **Dimension** details. Optionally, you can **Add New Package**.
7. Click on **Get Rates** to select a **Service**.
8. Click **Create Label**.

### Create Return Label ✕

PACKAGE	WEIGHT	DIMENSIONS (L x W x H)
Package # 1	<input type="text" value="3"/> lbs <input type="text" value="3.04"/> oz	<input type="text" value="3"/> in <input type="text" value="3"/> in <input type="text" value="3"/> in
<span style="background-color: #0070c0; color: white; padding: 5px 10px; border-radius: 3px;">Add New Package</span>		
<b>Carrier</b>	UPS ▼	<b>Package Type</b> Default Package ▼
<b>Service</b>	UPS Ground ▼	<b>Accessory</b> None ▼
	<span style="color: blue; font-weight: bold; font-size: 1.2em;">➔</span> <span style="background-color: #0070c0; color: white; padding: 5px 10px; border-radius: 3px;">Get Rates</span>	<b>Insurance</b> 0
<span>CANCEL</span>	<span>PREVIOUS</span>	<span style="border: 2px solid #0070c0; padding: 5px 10px; border-radius: 3px; color: #0070c0; font-weight: bold;">CREATE LABEL</span>

If the RMA has a value filled in **Order Source RMA#** it will be added to RMA labels printed from UPS, FedEx, and USPS.

## Email RMA Labels

Once you generate the RMA label, you can email it directly to the customer or download it to your local device as a PDF file.

To send an email with the RMA label from Sellercloud:

1. Open the **RMA > Toolbox > Shipping Labels**.
2. Select the **label/s** you want to email to the customer.
3. Click on the **Mail icon** which will automatically attach the PDF label file.

ID	TRACKING NUMBER	STATUS	WEIGHT	CHARGES	GENERATED BY	GENERATED ON	CARRIER	SERVICE	Send Selected Via Email
730		ok		\$0.00		02/08/2024 04:48 PM	ups	UPS 2nd Day	

4. You will be redirected to a new page where you can compose and send your email.

CANCEL
SEND

**GENERAL**

Select Email Template: RMA\_UP

Cc: [Redacted]

Subject: \*

Sender Name: \*

Sender Email: \*

Attachment(s): 1 File(s) Selected

ReturnLabel-RMA-4582-1ZA9T2530219973470.pdf  Use JPG Format

Include Rma Invoice Pdf As An Attachment

**MESSAGE**

Dear [Redacted]

RMA 4582 has been created on 02/06/2024 03:35 AM.

Item Name	Qty	Qty to Return	Reason	Description
FBA Test Product	21	3	Defective	Expired

Please write the RMA number clearly on the package and mail it back to the address below.

The email body and SMTP profile will default to ones assigned to the **RMA Created** trigger on the [Email Template Assignment](#) page. Valid SMTP credentials are required. You can select different templates from the dropdown menu based on your needs.

## Void RMA Labels

If you want to cancel your shipment's return or have created the RMA label by mistake, you can **Void** it.

To void a label:

1. Go to **Orders > Manage RMAs > Open an RMA**.
2. **Action Menu > Manage Return Shipping Labels**.
3. Select your **label > Click on the Void Return Label** icon in the grid.
4. The status of the label will change to **Void**.

ID	TRACKING NUMBER	STATUS	WEIGHT	CHARGES	GENERATED BY	GENERATED ON	CARRIER	SERVICE	Void Return Label
724	1ZA9T2530237630547	Void		\$0.00		01/25/2024 11:14 AM	ups	UPS 2nd Day	

## Shipping Labels Log

You can track all generated return labels by navigating to your company's **Shipping Labels Log**.

1. Go to [Company Settings](#).
2. Click **Toolbox** and select **Shipping Label Logs**.
3. From this page, you can **Void** and **Export** selected labels.

Shipping Labels Log

SHIPPING LABELS LOG

Carrier: [v] Generated between: 02/06/2024 6:42 AM and 02/16/2024 6:42 AM

Select Action to:  
Void Selected Labels  
Export to Excel

ID	TRACKING#	STATUS	WEIGHT	CHARGES	GENERATED ON	CARRIER	ORDER	
<input type="checkbox"/> 779	1ZXXXXXXXXXXXXXXXXX	1	96	24.32	02/16/2024 05:02 AM	UPS	5153637	
<input type="checkbox"/> 778	1ZXXXXXXXXXXXXXXXXX	0	96	24.32	02/16/2024 05:01 AM	UPS	5153637	
<input type="checkbox"/> 777	1ZXXXXXXXXXXXXXXXXX	0	48	22.89	02/16/2024 05:01 AM	UPS	5153749	
<input type="checkbox"/> 776	1ZXXXXXXXXXXXXXXXXX	0	48	22.89	02/16/2024 05:01 AM	UPS	5153747	
<input type="checkbox"/> 775	1ZXXXXXXXXXXXXXXXXX	0	96	24.32	02/16/2024 05:01 AM	UPS	5153748	
<input type="checkbox"/> 774	1ZXXXXXXXXXXXXXXXXX	1	96	24.32	02/14/2024 11:58 AM	UPS	5153637	
<input type="checkbox"/> 773	1ZXXXXXXXXXXXXXXXXX	0	96	24.32	02/14/2024 11:56 AM	UPS	5153637	
<input type="checkbox"/> 772	1ZXXXXXXXXXXXXXXXXX	0	48	22.89	02/14/2024 11:56 AM	UPS	5153747	
<input type="checkbox"/> 771	1ZXXXXXXXXXXXXXXXXX	0	48	22.89	02/14/2024 11:56 AM	UPS	5153749	
<input type="checkbox"/> 770	1ZXXXXXXXXXXXXXXXXX	0	96	24.32	02/14/2024 11:55 AM	UPS	5153748	

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## Manage Return Labels

In Sellercloud, you can manage your labels in various ways. Learn more about that below.

## Generate RMA Labels

To generate a Return Label:

1. Navigate to **Orders > Manage RMA > Open an RMA**.
2. Click **Action Menu > Manage Return Shipping Labels**.
3. Click **Create New Label**.

Home > Manage Orders > Order No: 5149500 > RMA# 4596 > Manage Return Labels

[Create New Label](#)

Existing Labels Select Action [v] **Go**

ID	Tracking#	Status	Weight	Charges	GeneratedBy	Generated On	Carrier	Service	
<input type="checkbox"/> 780	1ZA9T2530338164431	Void	0	0		02/16/2024 09:50 AM	UPS	UPS Ground	

4. Enter **Ship from**, **Ship to Weight**, and **Dimension** details.

5. Click on **Preview Rates** to select **Service**.

6. Click **Generate Label**.

Home > Manage Orders > Order No: 5149500 > RMA# 4596 > Manage Return Labels > Create New Label

Ship From: Company Workspace123  
First, MI  
Last  
Address 7800 Clayton Rd  
City Richmond Heights  
State/Zip MO 63117  
Get City/State  
Country United States  
Phone  
Source CWA  
Status None

Ship To: Select Address: Select Existing Address Manage Addressbook  
Company  
First, MI Seller  
Last Cloud  
Address  
City Lakewood  
State/Zip NJ 08701  
Get City/State  
Country United States  
Phone 7328411179  
Source CWA  
Status None

Weight: 0 (lbs) 0 (oz) Estimate  
Dimensions (W x H x L): 0 X 0 X 0 (inches)  
Insurance: 0  
Shipping Carrier: UPS  
Shipping Service: UPS Ground  
Delivery Confirmation: None  
Package Type: Default Package

Generate Label Preview Rates

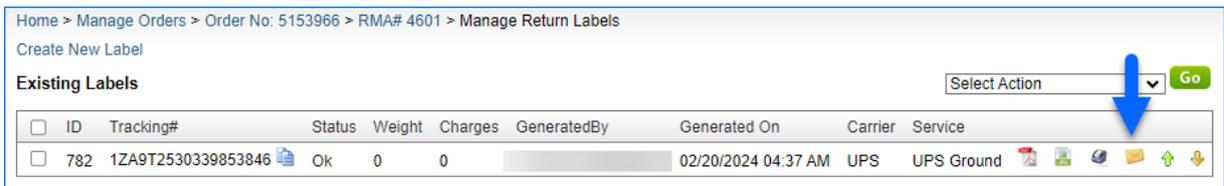
The email body and SMTP profile will default to ones assigned to the **RMA Created** trigger on the [Email Template Assignment](#) page. Valid SMTP credentials are required. You can select different templates from the dropdown menu based on your needs.

## Email RMA Labels

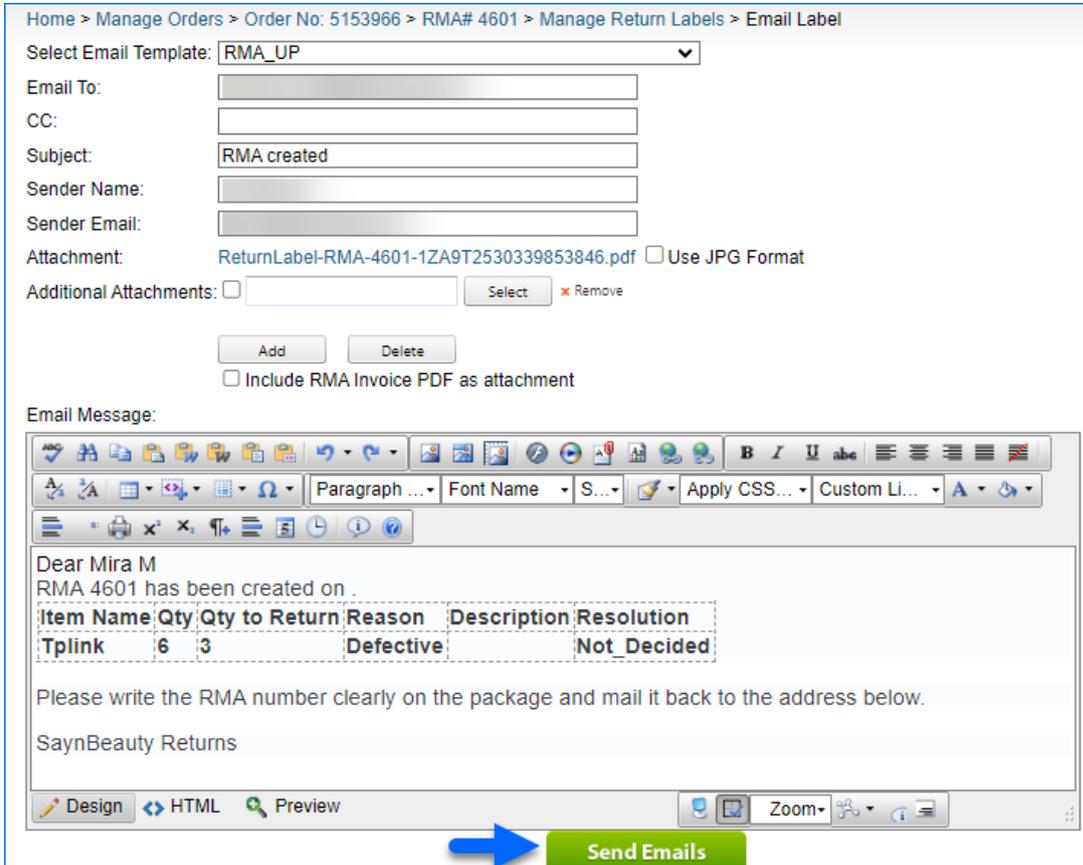
Once you generate the RMA label, you can email it directly to the customer or download it to your local device as a PDF file.

To send an email with the RMA label from Sellercloud:

1. Open the **RMA > Action Menu > Manage Return Shipping Labels**.
2. Click on the **Mail icon** in the grid, which will automatically attach the PDF label file.



3. You will be redirected to a new page where you can compose and send your email.



The email body and SMTP profile will default to ones assigned to the **RMA Created** trigger on the [Email Template Assignment](#) page. Valid SMTP credentials are required. You can select different templates from the dropdown menu based on your needs.

## Void RMA Labels

If you want to cancel your shipment's return or have created the RMA label by mistake, you can **Void** it.

To void a label:

1. Open an **RMA > Action Menu > Manage Return Shipping Labels**.
2. Select your **label > Action Menu > Void Label > Go**.
3. The status of the label will change to **Void**.
4. You will be redirected to a new page where you can compose and send your email.

## Shipping Labels Log

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