RMA Reasons and Resolutions

04/30/2025 3:19 pm CDT

Overview

The Return Merchandise Authorization (RMA) process is the recommended workflow for managing order returns from the initial customer contact to the receipt of the returned items back into your warehouse. With Sellercloud, you can configure various **Reasons** and **Resolutions** to help you keep track of why an RMA was created and how it will be handled.

Create RMA Reasons

By default, Sellercloud provides a list of standard RMA reasons, known as Global Reasons. These reasons can be easily accessed and used while processing customer returns. In addition, you can create your own custom RMA reasons, by following the steps below:

1. Navigate to **Settings** > **Orders** and click on **Show more…** to open the additional RMA options.

2. Select **RMA Reasons**.

3. Click the **+** icon.

4. Enter the **Reason** and click **Save.**

5. If you wish to alter an existing RMA, click **Edit RMA Reason**.

6. Check the **Hide** checkbox and click **Save** to disable the particular reason from appearing on the RMA's **Reason** dropdown

list when creating new RMAs.

Map RMA Reasons per Channel

To ensure proper matching of your channel return reasons with those in Sellercloud, it is important to map them.

1. Go to **Settings** > **Orders** and click **Show more…**

2. Select **Channel RMA Reason Mapping** and click the **Edit** icon.

a. Choose a **Channel** and map the **Channel RMA Reasons**.

3. Once done, click **Save**.

Repeat the above flow to map RMA reasons for all applicable channels.

RMA Resolutions

Once you create an RMA, you can set its RMA **Resolution**:

1. Navigate to **Orders** > **Manage RMAs** and select an RMA.
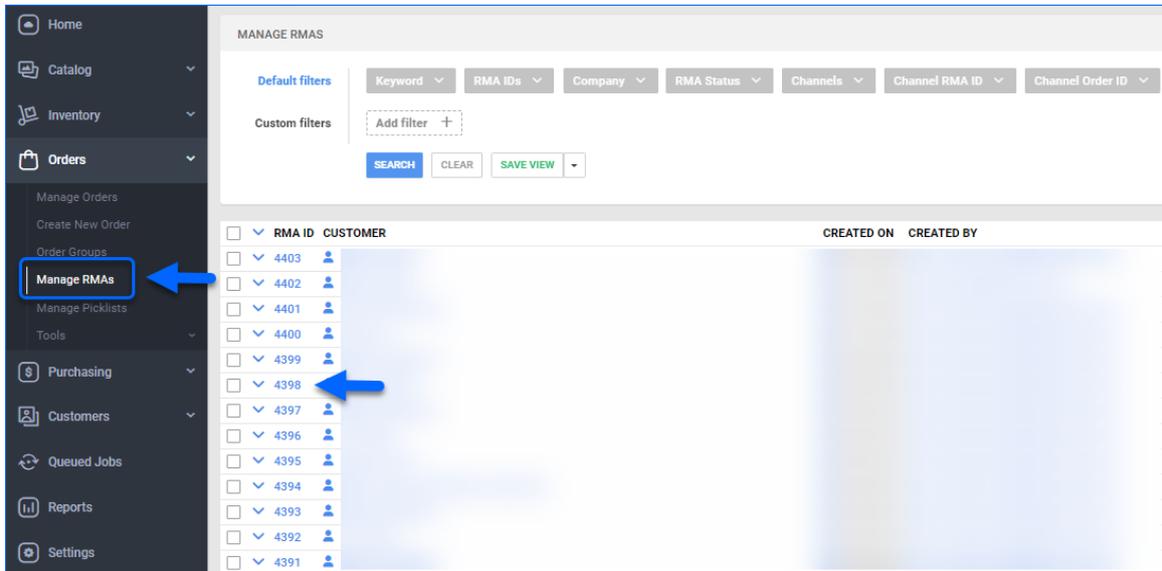
2. In the **Items** panel, click **Edit**.

3. Select items and click **Set Resolution**.

4. Choose a **Resolution** from the dropdown and type in a **Comment**.

5. Click **Set Resolution**.

You can choose from different RMA **Resolutions**, described in the table below:

Resolution Type	Description
Not Decided Resolution	This resolution is used when it has to be clarified which actions (refund, exchange, repair, etc.) should be taken. You will be able to update the resolution later.

Exchange	Use this option when the returned SKU is being exchanged for a different SKU. You will be prompted to select a new SKU and a replacement order will be created. It's not mandatory for the RMA to be received in order for the replacement order to be created.
No Action Needed	This resolution means that you don't plan to refund or exchange the product.
	If the customer wants to return the item and be reimbursed, use this resolution.
Refund	You can process the refund by selecting the **Issue Refund** action on the **Order Details** page.
	If you created a replacement order and then changed your mind and decided to process a refund instead, navigate to the parent order and create a new **Refund RMA**.
Reject	Use when customers reject the items because they aren't as described, fit for their purpose, or of satisfactory quality.
Repair	This resolution is used when a customer sends a broken or malfunctioning item back to be repaired.
Replace	Use when the returned SKU is being replaced with another item of the same product. A replacement order with all the order information, including the address and item, will be created. The RMA must be received first otherwise, it won't create the replacement order, but will update the resolution to **Replace**. The replacement order total will default to a full discount.

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Create RMA Reasons

By default, Sellercloud provides a list of standard RMA reasons, known as Global Reasons. These reasons can be easily accessed and used while processing customer returns. In addition, you can create your own custom RMA reasons individually and in bulk.

Individual RMA Reason
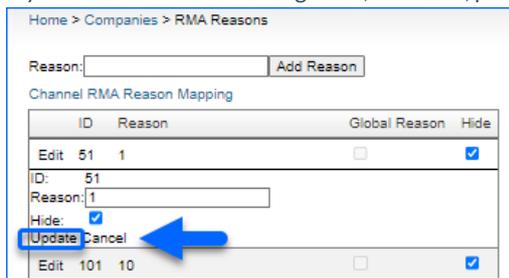
Follow the steps below to create an individual RMA Reason:

1. Navigate to **Settings** > **Orders** and select **RMA Reasons**.

2. Type the title of the Reason and click **Add Reason**.

3. The new Reason will be added to the list.

4. If you wish to alter an existing RMA, click **Edit**, perform your changes, and click **Update**.


To disable a particular reason from appearing on the RMA's **Reason** dropdown list when creating new RMAs, select the **Hide** checkbox and click **Save Settings**.

Bulk Import RMA Reasons

You also have the option to create several RMA Reasons in bulk with a file import:

1. Navigate to **Settings** > **Orders** and select **RMA Reasons**.

2. Click **Download Sample** to get an Excel file, in which you can list your Reasons on separate rows.

3. Once done, click **Choose File** and select your file.

4. Click **Import** and your new reasons will be imported.
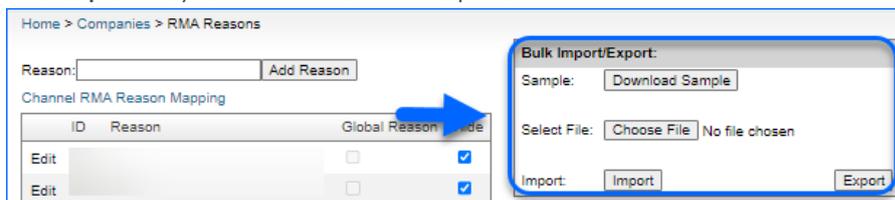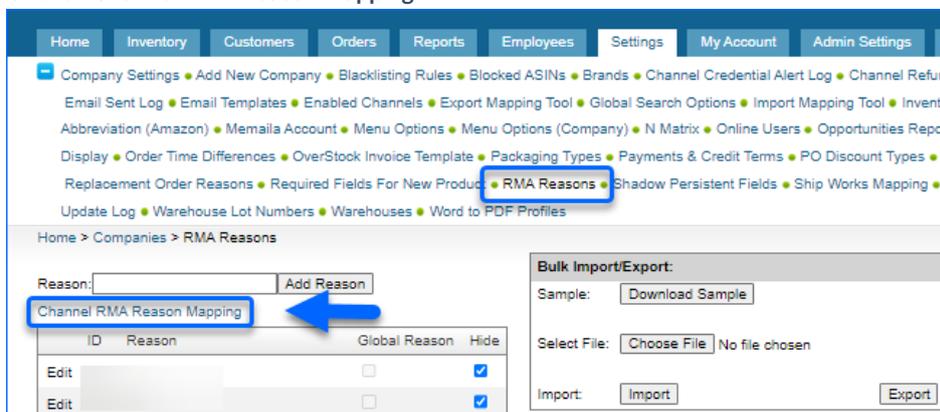

If you wish to obtain a list with all of your RMA Reasons, click **Export**.

Map RMA Reasons per Channel

To ensure proper matching of your channel return reasons with those in Sellercloud, it is important to map them.

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2. Click on **Channel RMA Reason Mapping**.

3. Choose a **Channel** and map the **Channel RMA Reasons**.
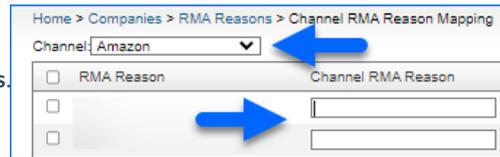
4. Once done, click **Save Settings**.

Repeat the above flow to map RMA reasons for all applicable channels.

RMA Resolutions

Once you create an RMA, you can set its RMA **Resolution**:

1. Navigate to **Orders** > **Manage RMAs** and select an RMA.

2. In the SKU panel, select the required items and quantity.

3. From the **Select Action** dropdown, choose the appropriate **Resolution** to set.

4. Click **Save**.
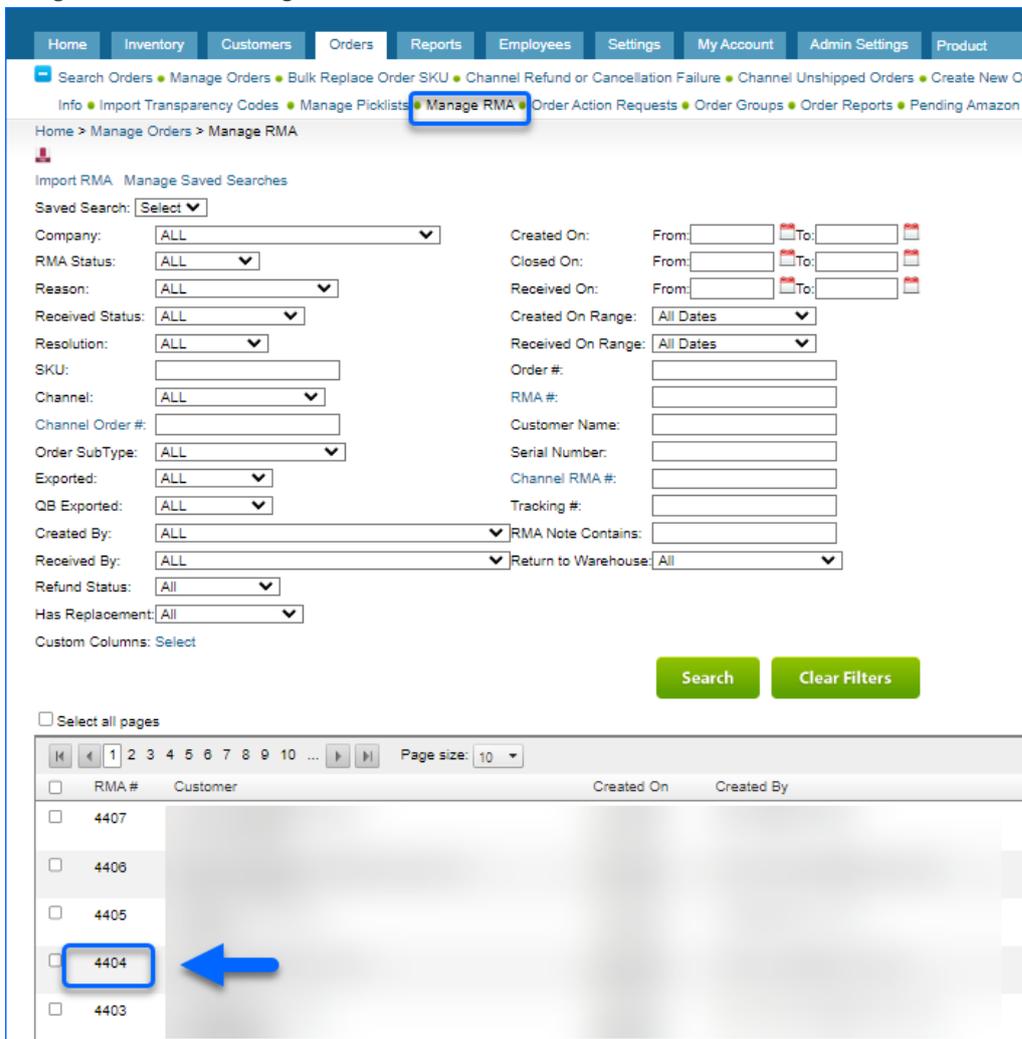
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