

# 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.

ID	REASON	IS GLOBAL	HIDE
106	Defective Product	<input type="checkbox"/>	<input type="checkbox"/>
105	Wrong Item	<input type="checkbox"/>	<input type="checkbox"/>
104	Damaged Item	<input type="checkbox"/>	<input type="checkbox"/>
103			<input type="checkbox"/>
102			<input type="checkbox"/>
101			<input checked="" type="checkbox"/>
100			<input checked="" type="checkbox"/>
99			<input checked="" type="checkbox"/>
98			<input checked="" type="checkbox"/>
97			<input checked="" type="checkbox"/>
96			<input checked="" type="checkbox"/>
95			<input checked="" type="checkbox"/>
94			<input checked="" type="checkbox"/>
93			<input checked="" type="checkbox"/>
92			<input checked="" type="checkbox"/>

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

ADD RMA REASON

Reason \*

CANCEL SAVE

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

ID	REASON	IS GLOBAL	HIDE	
106	Defective Product	<input type="checkbox"/>	<input type="checkbox"/>	Edit RMA reason
105	Wrong Item	<input type="checkbox"/>	<input type="checkbox"/>	
104	Damaged Item	<input type="checkbox"/>	<input type="checkbox"/>	
103	ItsNotTrue	<input type="checkbox"/>	<input type="checkbox"/>	

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.

EDIT RMA REASON ✕

Reason \* Defective Product

Hide

CANCEL SAVE

## 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.

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  - Order Promise Dates
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  - RMA Reasons
  - Replacement Orders Reasons
  - Channel RMA Reason Mapping
- Products

### Channel RMA Reason Mapping

✎

Channel	ID	RMA REASON	CHANNEL RMA REASON
Local Store	<input type="checkbox"/>	106	Defective Product
	<input type="checkbox"/>	105	Wrong Item
	<input type="checkbox"/>	104	Damaged Item
	<input type="checkbox"/>	103	
	<input type="checkbox"/>	102	
	<input type="checkbox"/>	101	
	<input type="checkbox"/>	100	
	<input type="checkbox"/>	99	
	<input type="checkbox"/>	98	
	<input type="checkbox"/>	97	
	<input type="checkbox"/>	96	
	<input type="checkbox"/>	95	
	<input type="checkbox"/>	94	
	<input type="checkbox"/>	93	
	<input type="checkbox"/>	92	m

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

### CHANNEL RMA REASON MAPPING

✎

Channel	ID	RMA REASON	CHANNEL RMA REASON
Amazon	<input type="checkbox"/>	106	Returned due to a Defective Product
	<input type="checkbox"/>	105	
	<input type="checkbox"/>	104	

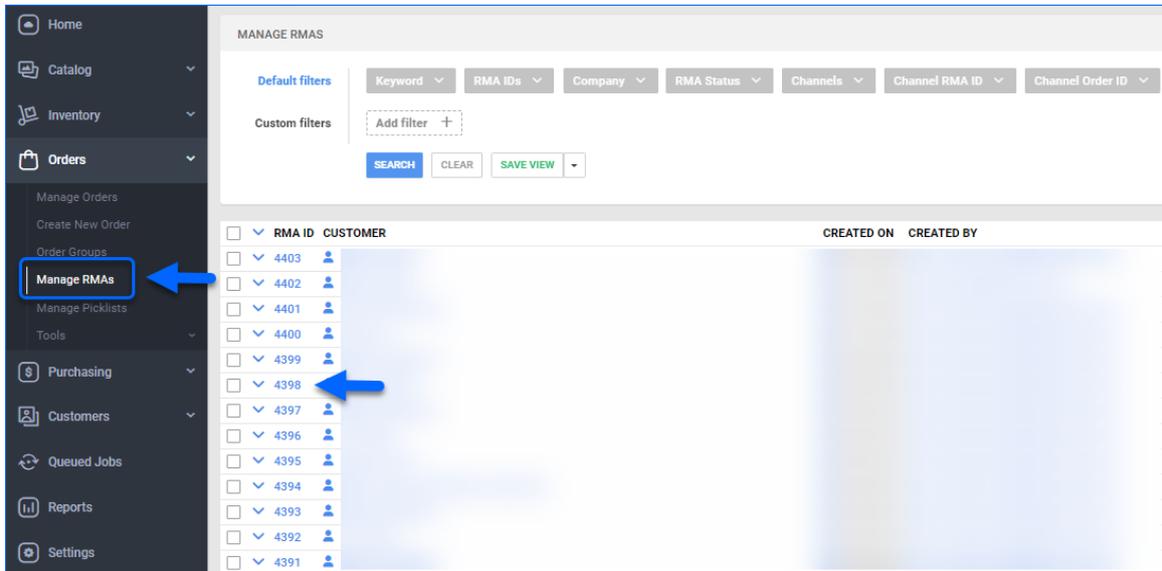
- Once done, click **Save**.

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**:

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



- In the **Items** panel, click **Edit**.



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



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

**SET RESOLUTION** ✕

Resolution Not Decided ▾

Comments \* *Please enter a comment*

CANCEL
SET RESOLUTION

- Click **Set Resolution**.

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

### Resolution Type Description

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

<b>Exchange</b>	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.
<b>No Action Needed</b>	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.
<b>Refund</b>	You can process the refund by selecting the <b>Issue Refund</b> action on the <b>Order Details</b> 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 <b>Refund RMA</b> .
<b>Reject</b>	Use when customers reject the items because they aren't as described, fit for their purpose, or of satisfactory quality.
<b>Repair</b>	This resolution is used when a customer sends a broken or malfunctioning item back to be repaired.
<b>Replace</b>	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 <b>Replace</b> . The replacement order total will default to a full discount.

## 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 individually and in bulk.

### Individual RMA Reason

Follow the steps below to create an individual RMA Reason:

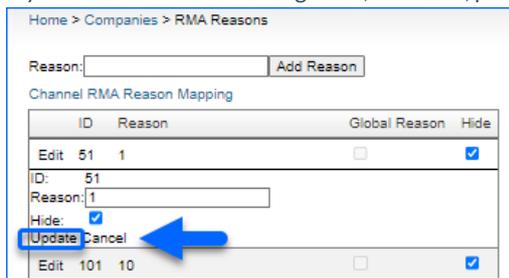
1. Navigate to **Settings > Orders** and select **RMA Reasons**.
2. Type the title of the Reason and click **Add Reason**.

The screenshot shows the Sellercloud interface with the following elements:

- Navigation Bar:** Home, Inventory, Customers, Orders, Reports, Employees, Settings (selected), My Account, Admin Settings.
- Sub-Menu:** Company Settings, Add New Company, Blacklisting Rules, Blocked ASINs, Brands, Channel Credential Alert Log, Channel Refund, Email Sent Log, Email Templates, Enabled Channels, Export Mapping Tool, Global Search Options, Import Mapping Tool, Inventory Abbreviation (Amazon), Memaila Account, Menu Options, Menu Options (Company), N Matrix, Online Users, Opportunities Report, Display, Order Time Differences, OverStock Invoice Template, Packaging Types, Payments & Credit Terms, PO Discount Types, Replacement Order Reasons, Required Fields For New Product, **RMA Reasons** (highlighted), Shadow Persistent Fields, Ship Works Mapping, Update Log, Warehouse Lot Numbers, Warehouses, Word to PDF Profiles.
- Breadcrumbs:** Home > Companies > RMA Reasons
- Form:** Reason:  Add Reason (highlighted with a blue box and a blue arrow pointing to it)
- Table:** Channel RMA Reason Mapping
 

ID	Reason	Global Reason	Hide
Edit 51		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit 101		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit 93		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit 102		<input type="checkbox"/>	<input type="checkbox"/>
Edit 94		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit 95		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit 96		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit 97		<input type="checkbox"/>	<input checked="" type="checkbox"/>
- Bulk Import/Export:**
  - Sample:
  - Select File:  No file chosen
  - Import:

- The new Reason will be added to the list.
- If you wish to alter an existing RMA, click **Edit**, perform your changes, and click **Update**.

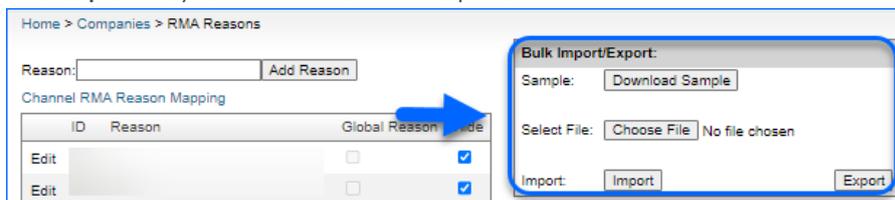


To disable a particular reason from appearing on the RMA's Reason dropdown list when creating new RMAs, select the **Hide** checkbox and click **Save Settings**.

## Bulk Import RMA Reasons

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

- Navigate to **Settings > Orders** and select **RMA Reasons**.
- Click **Download Sample** to get an Excel file, in which you can list your Reasons on separate rows.
- Once done, click **Choose File** and select your file.
- Click **Import** and your new reasons will be imported.

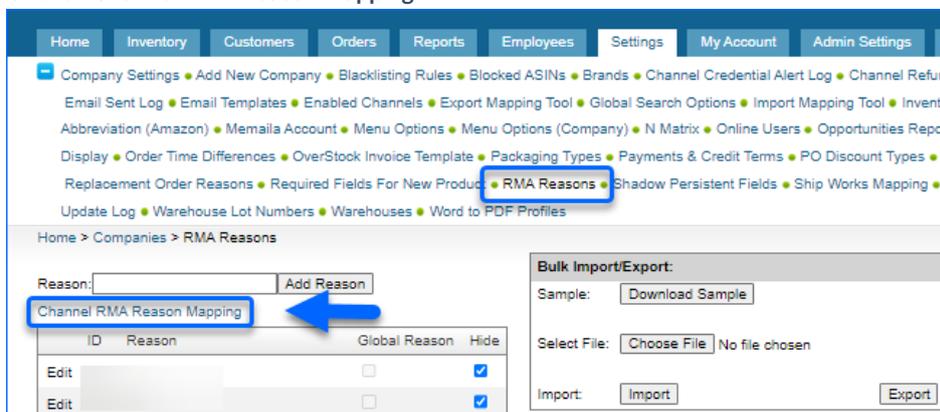


If you wish to obtain a list with all of your RMA Reasons, click **Export**.

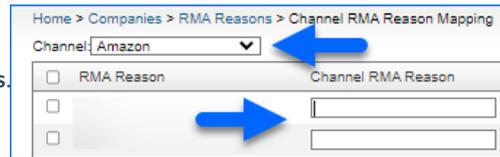
## Map RMA Reasons per Channel

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

- Navigate to **Settings > Orders** and select **RMA Reasons**.
- Click on **Channel RMA Reason Mapping**.



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



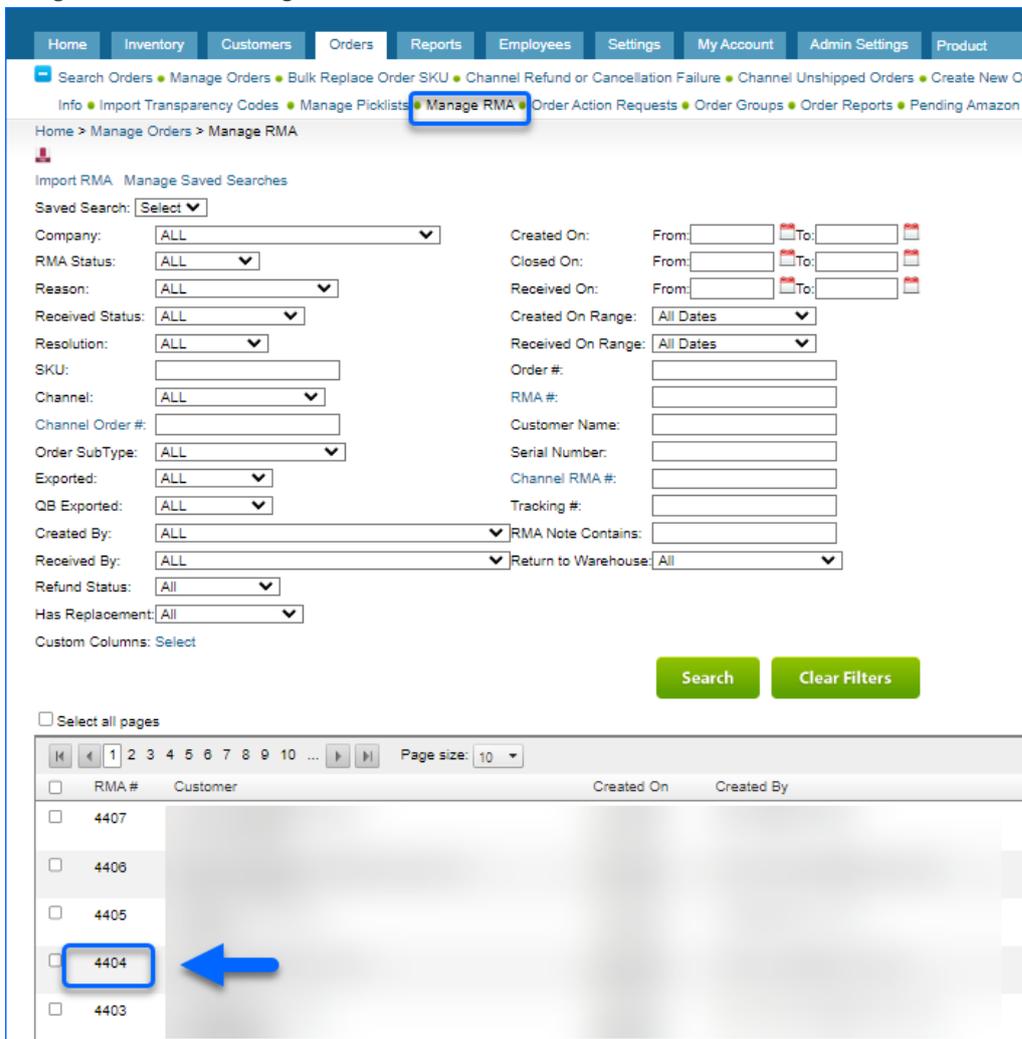
4. Once done, click **Save Settings**.

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**.

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

Resolution Type	Description
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<b>Not Decided Resolution</b>	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.
<b>Exchange</b>	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.
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