

# RMA CREATION

RMA (Return Merchandise Authorization) creation is the process of recording and authorizing the return of products from customers. It ensures proper tracking, compliance, and accountability for returned goods, whether due to defects, incorrect shipments, or other valid reasons.

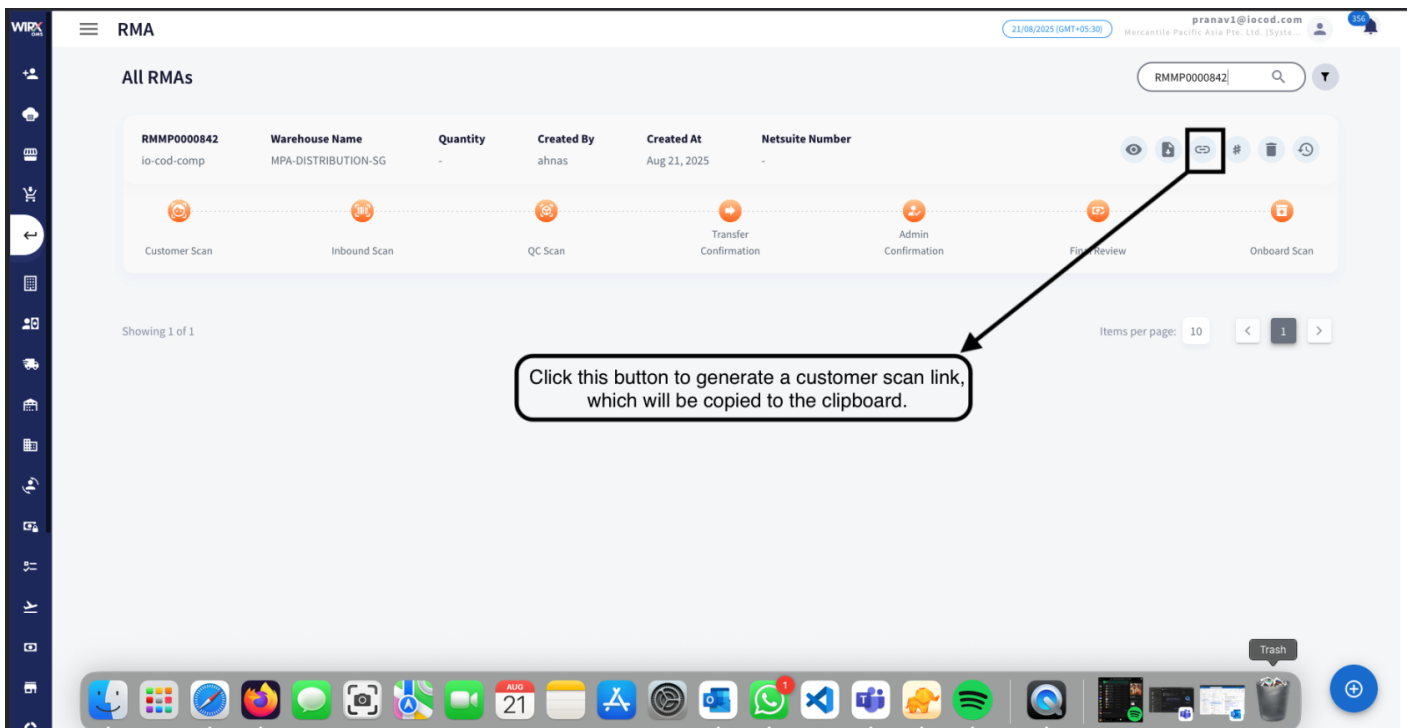
## Steps in RMA Creation

### 1. Enter RMA

- Select the Customer.
- Choose the Return Location (Warehouse).
- Enter the remarks
- Click on "**Create RMA**"

RMA is created

After the RMA creation, the next step is generating a link for the customer to scan the product.



The screenshot displays the 'All RMAs' section of a system. A table lists RMA records with columns for RMA ID, Warehouse Name, Quantity, Created By, Created At, and Netsuite Number. Below the table is a process flow diagram with steps: Customer Scan, Inbound Scan, QC Scan, Transfer Confirmation, Admin Confirmation, Final Review, and Onboard Scan. A callout box points to a copy icon in the table, with text: "Click this button to generate a customer scan link, which will be copied to the clipboard."

RMP0000842	Warehouse Name	Quantity	Created By	Created At	Netsuite Number
lo-cod-comp	MPA-DISTRIBUTION-SG	-	ahnas	Aug 21, 2025	-

Share the generated link with the customer so they can perform the IMEI scan and record the reason for return.

Revision #2

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