exigo

What is an RMA

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A return merchandise authorization (RMA) is a part of the process of returning a product to receive a refund or replacement according to your company's policies and proceedures.

The **IsRMA** flag is found on the order only when you edit an order. The intent is to show if the RMA has been authorized or not. Once this flag is set to true on the order, then it assigns an RMA number equal to the **orderID**. Additionally, the word **RMA** will now appear next to the order when you are viewing the orders from the customer screen.

That is the extent of the function. There is nothing changed in the system because of this authorization. We have done some commission coding where the engine is asked to ignore any orders that have been marked as **isrma = true** so that the client does not have to deal with **clawbacks** on the order since they know it is going to be returned any way.