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Work Sample

Internal user guide for tracking, reviewing, and managing return merchandise authorization requests submitted by customers and staff.

Return Merchandise Authorization Application – User Guide

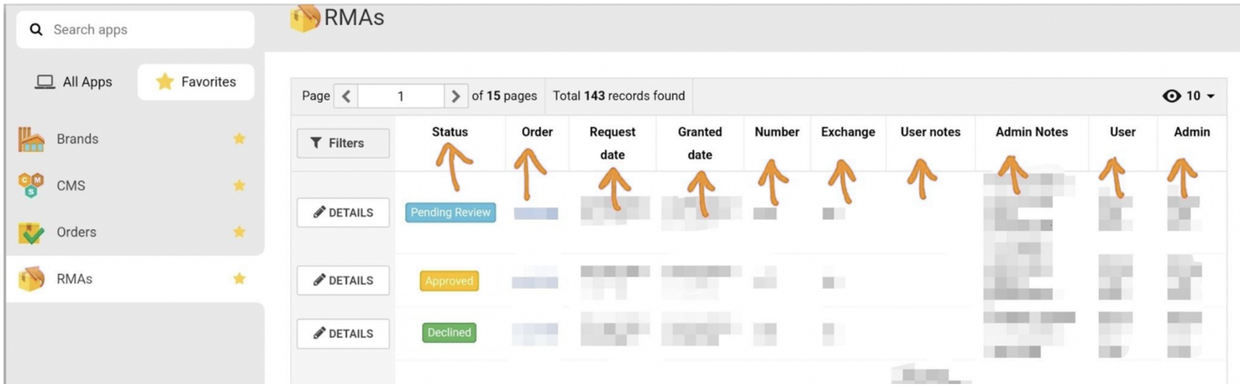
The Return Merchandise Authorization (RMA) app allows users to track and view the details of all returns of merchandise requested by customers or placed internally.

How the App Works

The RMA app contains a dynamic list of all Return Merchandise Authorization requests in the system. The app collects and displays RMAs received from customer accounts and RMAs placed by employees through the 'Orders' app. While users can change the status of each RMA here, they can only alter other relevant information in the 'Orders' app. This app displays all information related to an RMA, including its order number, price, RMA request date, status, and more. By digitizing the refund issuing process, this app works in conjunction with the 'Orders' app to remove the need for paperwork or emails to track refunds.

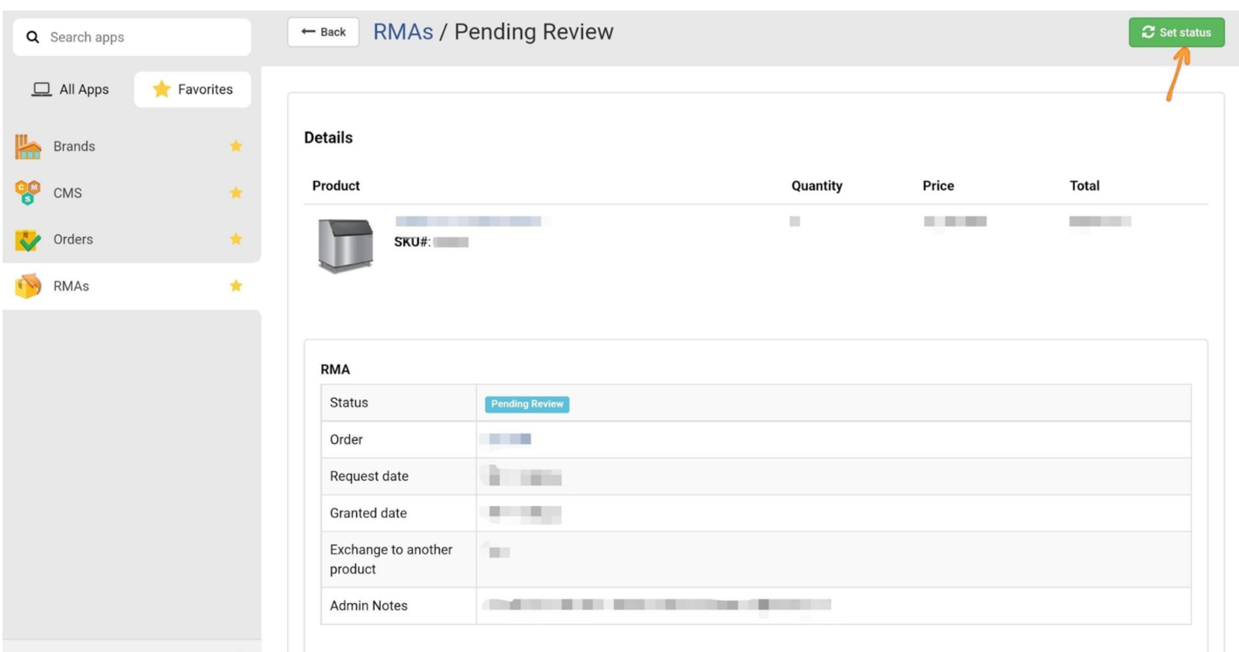
Key Functionalities

1. The RMA app collates a list of all the RMAs placed within the 'Orders' app and those placed directly by customers through their accounts.
2. The app displays the following details of each RMA in tabular form:
    a. **Status**: RMAs have one of the following statuses:
        i. 'Approved'
        ii. 'Pending Review'
        iii. 'Declined'
    b. **Order Number**: This is a unique number assigned to every RMA that enters the system.
    c. **Request Date**: This field displays the date and time that the RMA was entered into the system.
    d. **Granted Date**: If the RMA was approved, this field displays the date and time of approval. Otherwise, it remains blank.
    e. **Number (or Serial Number):** This field shows the serial number of the RMA.
    f. **Exchange:** This field indicates whether an exchange was requested for the product(s) in the RMA.
    g. **User Notes:** This field contains the reason behind the RMA, as provided by the customer or employee that placed the RMA request.
    h. **Admin Notes:** This field contains notes provided by the administrator of the order.
    i. **User:** This field displays the user's name.
    j. **Admin:** This field displays the administrator's name.



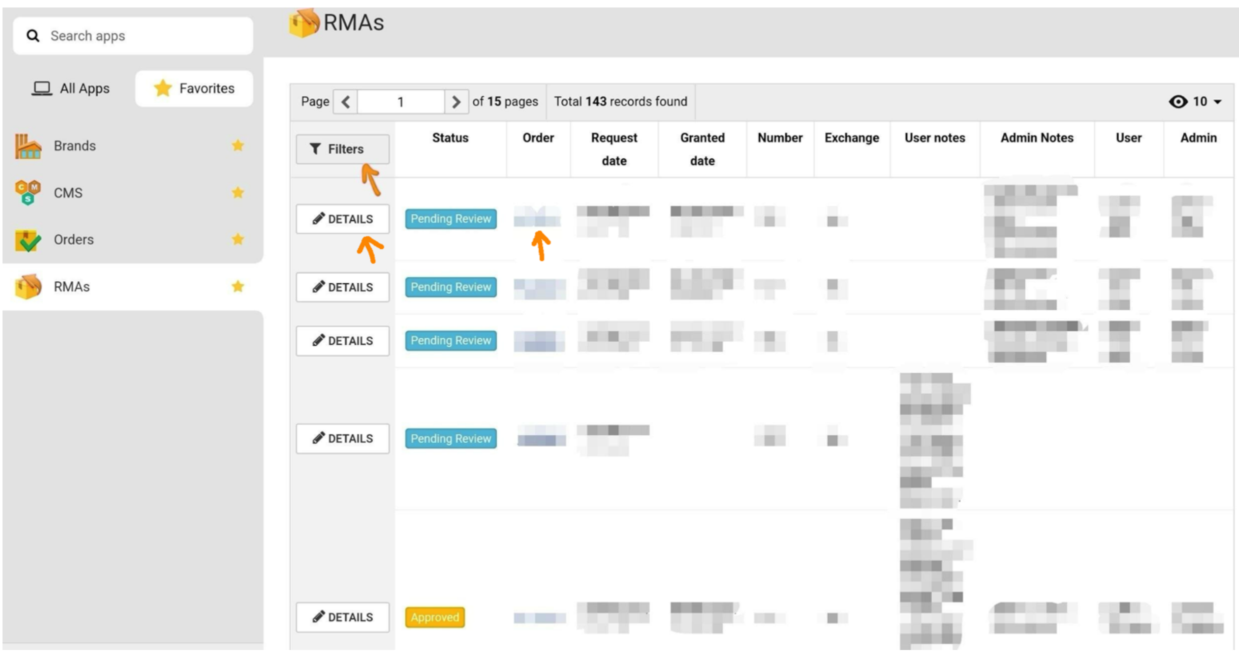
3. Upon clicking on the ‘Details’ button of an RMA, the app displays the following product information associated with the RMA:
    a. Status
    b. Product Name
    c. Product SKU Number
    d. Product Quantity
    e. Product Price
    f. Product Total Price
    g. Order Number
    h. RMA Request and Granted Dates
    i. Exchange Status (‘Yes/No’)
    j. RMA-specific Admin Notes

4. The app also allows users to set the status of each RMA.



App Workflow

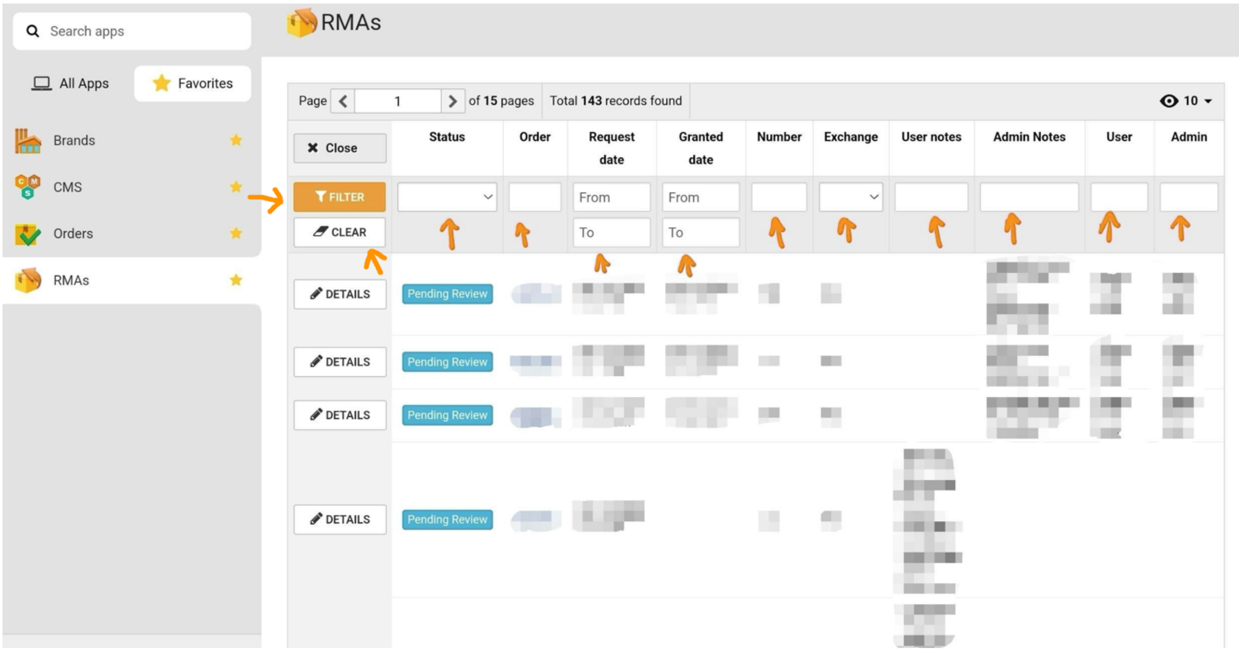
1. View the table containing all RMAs and RMA information.
2. Click on ‘Filters’ to search for a particular RMA by any of its fields displayed in the table.
3. Click on ‘Details’ to view the order information of an RMA and set its status.
4. Click on any column name to sort RMA records by that field.



App Operations

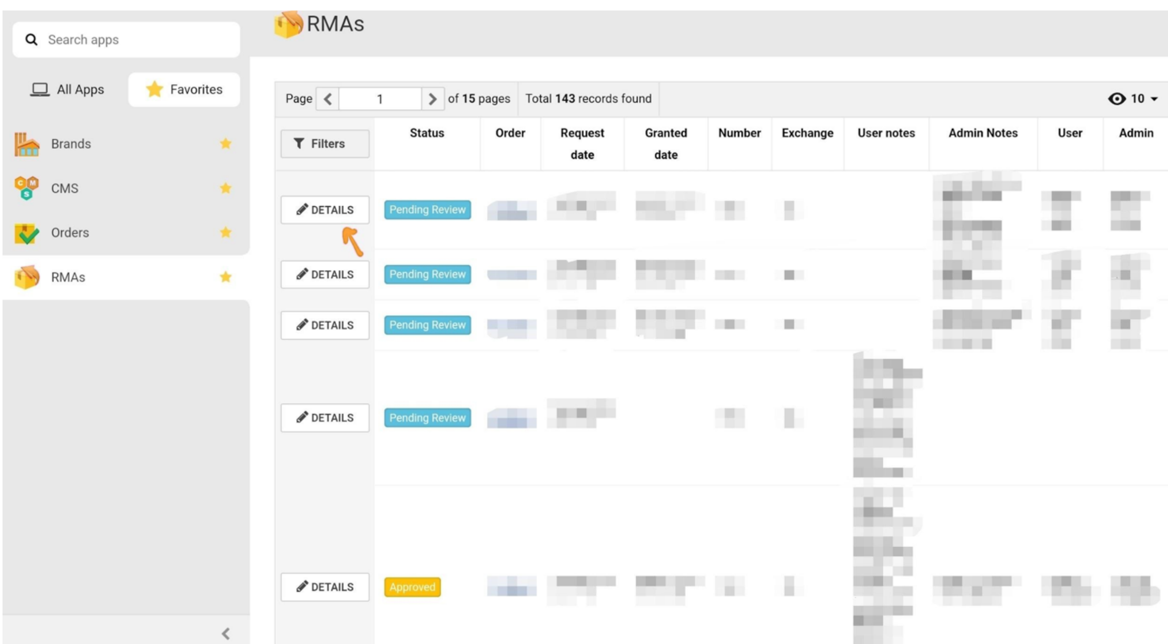
Search for an RMA

1. Click on ‘Filters’.
2. Enter information regarding the RMA in any of the displayed fields (order number, serial number, etc.).
3. The table will display a list of all RMA records that match the query.
4. Click on ‘Clear’ to remove the filter and return to the original table.

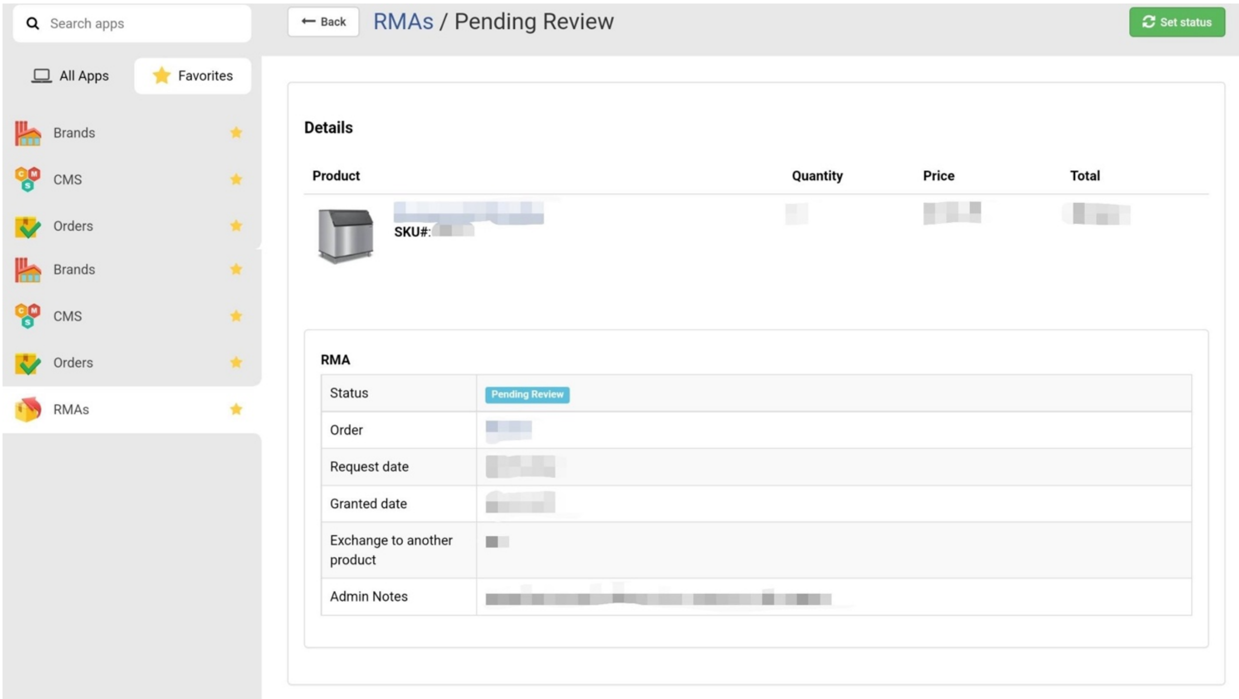


View the details of an RMA

1. Click on the ‘Details’ button beside the RMA’s record.

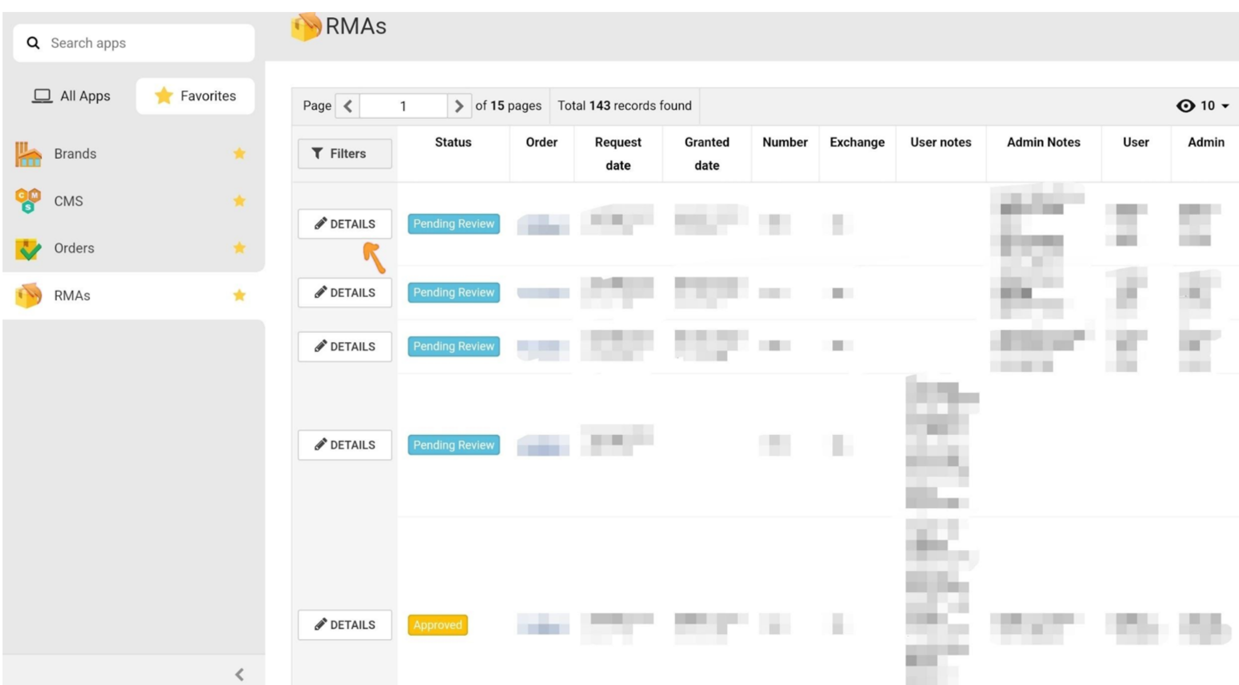


2. View the status, order number, request and granted dates, exchange information, admin notes, quantity, price, and total price here.

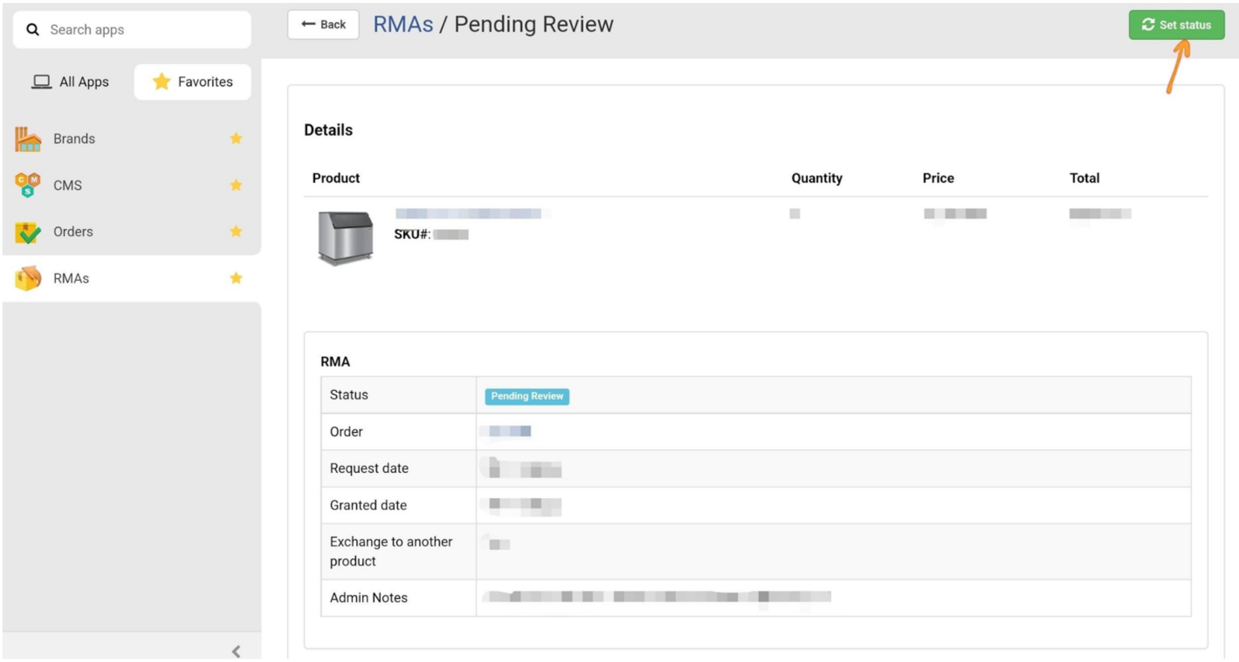


Change the status of an RMA

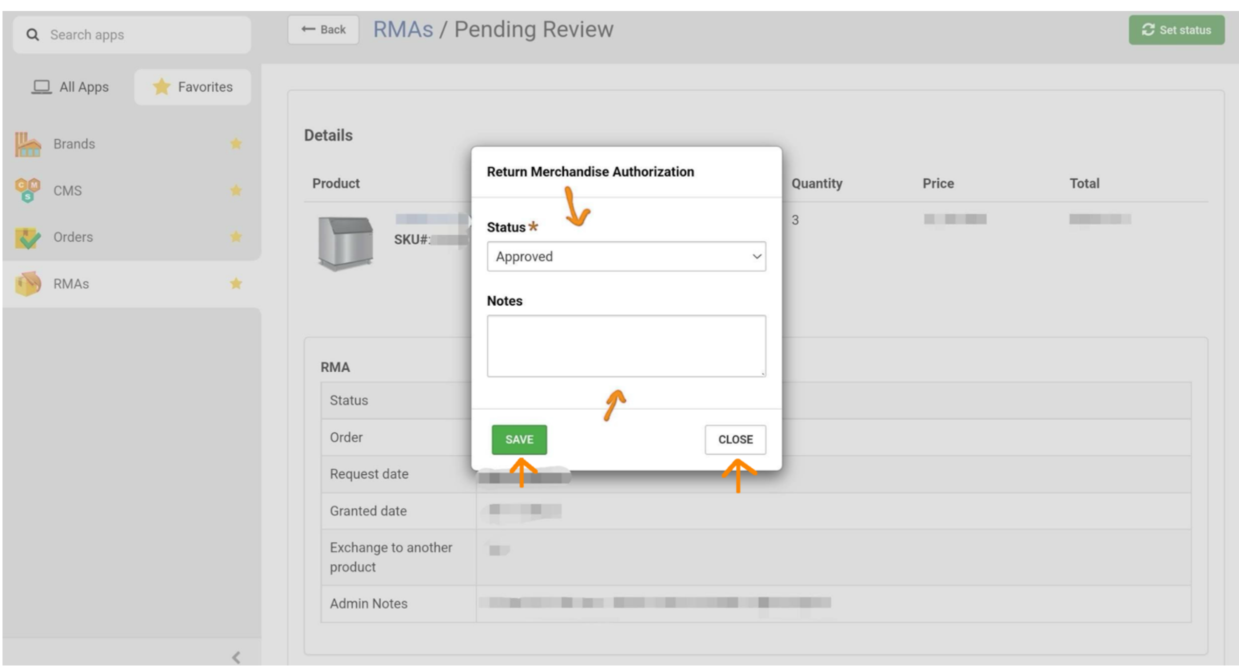
1. Click on the ‘Details’ button beside the RMA’s record.



2. Click on ‘Set Status’.



3. Set the status and enter relevant notes regarding the RMA here.
4. Click on ‘Save’ to save your changes or ‘Close’ to undo your changes and close the dialog box.



View and sort records

1. Click on the ‘<’ and ‘>’ buttons at the top-left side of the screen to navigate through the list of RMAs.
2. Click on the eye icon to increase or decrease the number of RMA records displayed on each page.
3. Click on any of the column names to change the order of the list according to the selected column.