Returns Portal & RMA

User Guide · Odoo 18.0 & 19.0

Customer self-service returns portal with RMA, labels and refund/exchange flow

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1. Overview

Returns Portal & Self-Service RMA ==========

Let customers raise their own return requests from the website portal instead of emailing support. Each request becomes an RMA with a status workflow, reason codes, a generated return label reference and an automatic refund or exchange once the goods are received.

Key features ---------- * Customer portal: list past orders, pick items to return, choose a reason and resolution (refund / exchange / repair), submit and track status. * RMA workflow: draft -> submitted -> approved -> received -> resolved (or rejected), each transition logged on the chatter. * Reason codes with restocking-fee rules and configurable return windows that enforce UK Consumer Rights / Distance Selling time limits. * Return label reference generation and a portal-printable summary. * Refund (credit note draft) or exchange (replacement sale order) generated on receipt, with manager approval guard rails. * Reporting on return rate, reasons and resolution mix.

2. Installation

Open Apps, click Update Apps List, search for “Returns Portal & RMA” (technical name **gb_returns_portal_self_service_rma**) and press Install. The module supports Odoo 18.0 and 19.0, Community and Enterprise.

3. Menus & Navigation

After install the following menus become available:

- Returns
- Return Requests
- Configuration
- Return Reasons
- Returns Analysis

4. Feature & Data-Model Reference

The app implements the following records and engines:

Model	Purpose
gb.rma.report	Returns Analysis
gb.rma.line	RMA Return Line
gb.rma.reason	RMA Return Reason
gb.rma.request	Return Merchandise Authorisation

5. Typical Workflow

1. Open the app's Configuration menu and set up the master data / policies it needs.
2. Create the main operational record from its primary menu.
3. Use the action buttons on the form (e.g. Confirm / Compute / Post / Generate) to run the engine.
4. Review the results in the list, pivot and report views; export or post where applicable.

6. Support

Email **support@pokutsoft.com** or visit **https://pokutsoft.com**. Please include your Odoo version (18.0 / 19.0) and the module technical name.