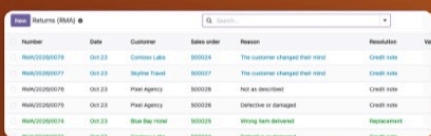


Returns (RMA)

A guide to the returns: the RMA from the sales order, the steps, the return receipt and the stock, the credit note and the replacement, the slip and the analysis.

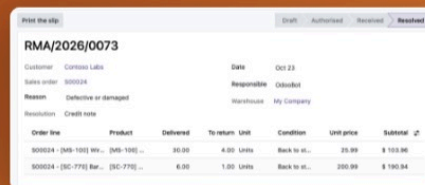
1. Start here

In plain words: A customer sends two of the thirty mice back: broken. Who authorised it? Where are they? Was the credit note made? **Returns Management (RMA)** follows the whole return in Odoo Community: the **RMA** made from the sales order, the **return receipt** in the warehouse, the **stock** back (or to scrap), then the **credit note** or a **replacement**, with the **reason** and an **authorisation slip** for the customer.



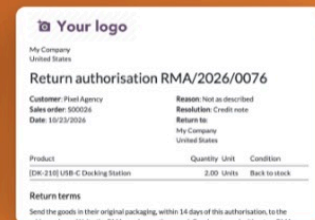
Number	Date	Customer	Sales order	Reason	Resolution
RMA/2026/0076	01/23	Customer Labs	SO0024	The customer changed their mind	Credit note
RMA/2026/0077	01/23	Stallone Travel	SO0027	The customer changed their mind	Credit note
RMA/2026/0078	01/23	Prior Agency	SO0028	Not as described	Credit note
RMA/2026/0079	01/23	Prior Agency	SO0028	Defective or damaged	Credit note
RMA/2026/0074	01/23	Star Bay Hotel	SO0025	Wrong item delivered	Replacement

The returns



Order line	Product	Delivered	To return	Unit	Condition	Unit price	Subtotal
SO0024 - (249-100) Wi...	(249-100) ...	30.00	4.00	Units	Back to st...	25.00	\$ 100.00
SO0024 - (250-770) Bar...	(250-770) ...	6.00	1.00	Units	Back to st...	200.00	\$ 200.00

An RMA, resolved



My Company
United States

Return authorisation RMA/2026/0076

Customer: Prior Agency
Sales order: SO0028
Date: 10/23/2026

Reason: Not as described
Resolution: Credit note
Return to: My Company
United States

Product	Quantity	Unit	Condition
[249-210] USB-C Docking Station	2.00	Units	Back to stock

Return terms
Send the goods in their original packaging, within 14 days of this authorisation, to the address above. Write the RMA number on the parcel. Goods returned without an RMA

The slip for the customer

The returns, an RMA that is resolved, and the slip for the customer.

Tip: The quantities that can be returned come from what was really delivered, minus what other RMAs already took.

2. What you get

Feature	What it does
An RMA from the order	The button Create a return on a sales order fills the lines with the delivered quantities not yet returned.
Checks	A line cannot return more than was delivered, all the RMAs of the order together.
Reason and resolution	A reason (defective, wrong item, changed mind...) and the resolution: a credit note or a replacement.
Condition	Each line goes back to stock or to scrap.
The return receipt	Authorising creates the receipt in the warehouse; receiving it brings the stock back, or sends it to scrap.
Credit note	A draft credit note with the prices, the discounts and the taxes of the order, linked to the order lines.
Replacement	A delivery of the same products, from your stock to the customer.
Follow-up	Smart buttons on the order and the RMA for the receipt, the credit note and the replacement; the chatter keeps the history.
The slip	A PDF authorisation with your return terms, to send to the customer.
Analysis	The value of the returns by reason, customer and month.
Arabic	Everything is translated and works right to left.

3. Requirements

Item	Details
Odoo	19.0 (Community or Enterprise)
Apps needed	Sales and Inventory (<code>sale_stock</code>) and Invoicing (<code>account</code>)
License	OPL-1 (Odoo Proprietary License v1.0)

4. Install

- 1 Unzip the package. Inside is `taqnix_rma.zip` ; unzip it to get the folder `taqnix_rma` .
- 2 Copy the folder into one of the `addons_path` folders of your Odoo server and restart Odoo.
- 3 Log in as an administrator, activate **Developer mode**, open **Apps** and press **Update Apps List**.
- 4 Remove the "Apps" filter, search **Returns Management (RMA)** and press **Install**.

```
# or from the command line
./odoo-bin -c odoo.conf -d YOUR_DATABASE -i taqnix_rma --stop-after-init
```

5. Create an RMA

In plain words: Open a delivered sales order and click **Create a return**. The RMA opens with a line for each product that can still be returned, with the delivered quantity. Change the quantities, remove what stays with the customer, choose the **reason** and the **resolution**, and the **condition** of each line.

SalesOrdersTo InvoiceReturnsProductsReportingConfiguration

NewSales OrdersS00024

Delivery1Invoices1Returns2

1/1<>

Create InvoiceSendPreviewCancelCreate a return

Quotation>Quotation Sent>Sales Order

Send messageLog noteActivity

S00024

CustomerContoso LabsOrder Date?Oct 23, 9:23 PMPayment TermsImmediate

Order LinesOther Info

Product	Quantity	Delivered	Invoiced	Unit Price	Taxes	Amount
[MS-100] Wireless Mouse	30.00	30.00	-4.00	25.99	15%	\$ 779.70
[SC-770] Barcode Scanner	6.00	6.00	-1.00	200.99	15%	\$ 1,145.64

Add a productAdd a sectionAdd a noteCatalog

Terms and conditions...

Untaxed Amount:\$ 1,925.34Tax 15%:\$ 288.80Total:\$ 2,214.14

Today

OdooBot 9:23 PM

Sales Order created

A sales order with the Create a return button and the Returns smart button.

Sales
Orders
To Invoice
Returns
Products
Reporting
Configuration
4
1
My Company

New
Returns (RMA)
RMA/2026/0077
1 / 1

Authorise the return
Cancel

Draft
Authorised
Received
Resolved

Send message
Log note
Activity

RMA/2026/0077

Customer
Skyline Travel

Date
Oct 23

Sales order
S00027

Responsible
OdooBot

Reason
The customer changed their mind

Warehouse
My Company

Resolution
Credit note

Order line	Product	Delivered	To return	Unit	Condition	Unit price	Subtotal
S00027 - [PP-A4-5] A4...	[PP-A4-5]...	40.00	10.00	Units	Back to st...	29.99	\$ 299.90
Add a line							
							\$ 299.90
Value of the return:							\$ 299.90

Notes...

Today

OdooBot 9:23 PM
Return authorisation (RMA) created

An RMA in draft: the quantities to return, the condition and the value.

Field	Meaning
Reason	Why the goods come back. Configure the list in Returns → Reasons of Return.
Resolution	Credit note (a refund) or Replacement (the same goods sent again).
To return	The quantity of the line. At most the delivered quantity not already in another RMA.
Condition	Back to stock (resell) or To scrap (damaged).

Tip: You can also create an RMA from Returns → Returns (RMA) for a customer and products that are not on a sales order.

6. The steps of an RMA

Button	What happens
Authorise the return	The RMA is authorised and the return receipt is created in the warehouse (from the customer location).
Receive the goods	The receipt is validated: the stock comes back to the warehouse, or goes to the scrap location for the damaged lines.
Resolve	A draft credit note is created for the returned quantities, or a replacement delivery.
Print the slip	The authorisation as a PDF.
Cancel	Before the goods are received: the receipt is cancelled.

In plain words: If the warehouse validates the return receipt on its own screen, the RMA moves to **Received** by itself.

Sales

Orders

To Invoice

Returns

Products

Reporting

Configuration

4

1

My Company

A

New

Returns (RMA)

RMA/2026/0073

Return receipt

Credit note

1 / 1

Print the slip

Draft

Authorised

Received

Resolved

Send message

Log note

Activity

Q

🔗

0

RMA/2026/0073

Customer

Contoso Labs

Date

Oct 23

Sales order

S00024

Responsible

OdooBot

Reason

Defective or damaged

Warehouse

My Company

Resolution

Credit note

Order line	Product	Delivered	To return	Unit	Condition	Unit price	Subtotal
S00024 - [MS-100] Wir...	[MS-100] ...	30.00	4.00	Units	Back to st...	25.99	\$ 103.96
S00024 - [SC-770] Bar...	[SC-770] ...	6.00	1.00	Units	Back to st...	200.99	\$ 190.94

\$ 294.90

Value of the return: \$ 294.90

Notes...

Today

OdooBot 9:23 PM

Return authorisation (RMA) created

An RMA that is resolved, with the receipt and the credit note.

7. The authorisation slip

In plain words: **Print the slip** gives the customer the RMA number, the products and the quantities, the reason, where to send the goods and your **return terms** (set them in **Settings → Companies → Returns**).



My Company
United States

Return authorisation RMA/2026/0076

Customer: Pixel Agency
Sales order: S00026
Date: 10/23/2026

Reason: Not as described
Resolution: Credit note
Return to:
My Company
United States

Product	Quantity	Unit	Condition
[DK-210] USB-C Docking Station	2.00	Units	Back to stock

Return terms

Send the goods in their original packaging, within 14 days of this authorisation, to the address above. Write the RMA number on the parcel. Goods returned without an RMA number are not accepted.

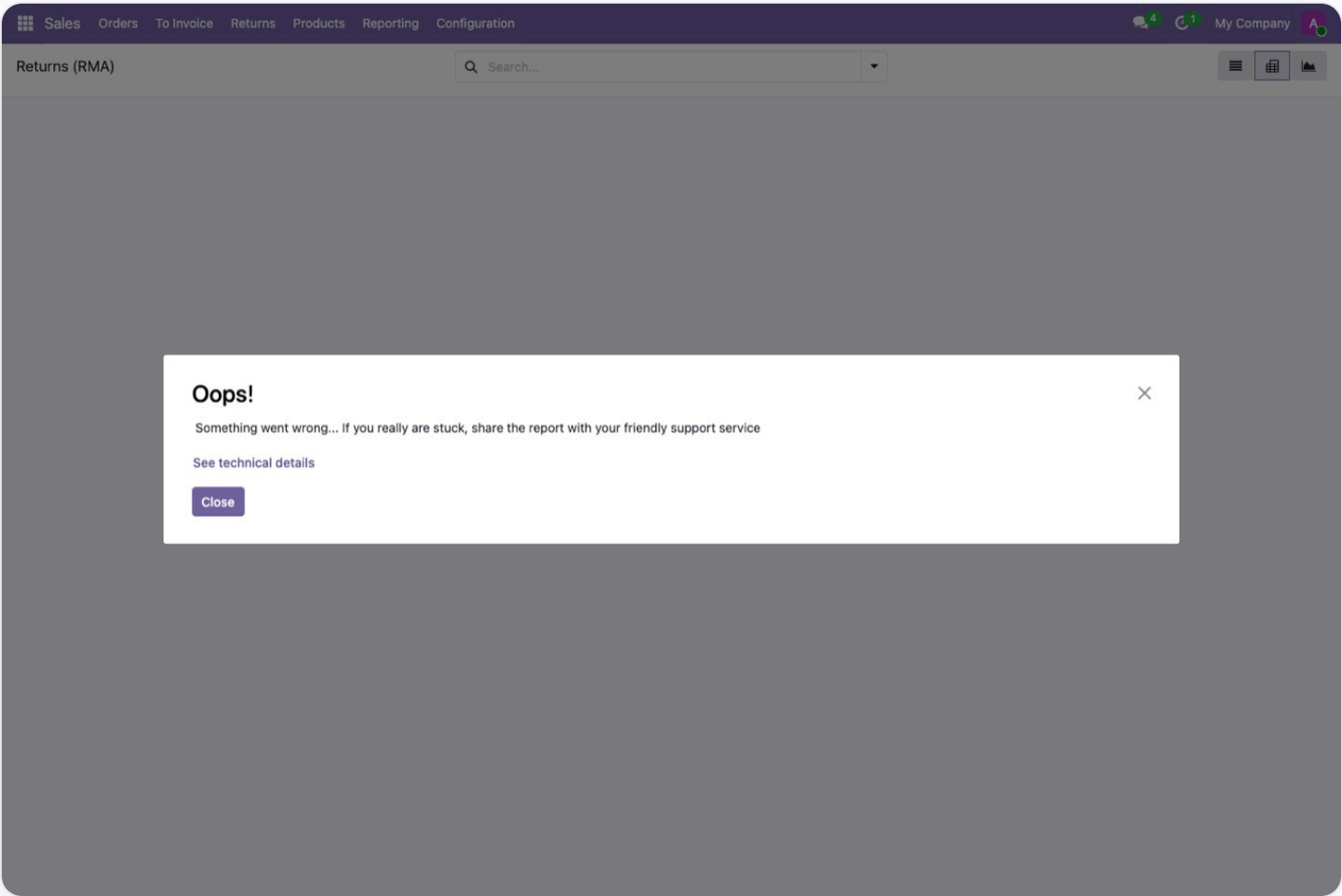
Please write the number **RMA/2026/0076** on the parcel.

The slip with the terms.

8. Analysis

In plain words: Returns → Returns (RMA) opens the list, with a pivot and a graph of the value

of the returns by reason and month.

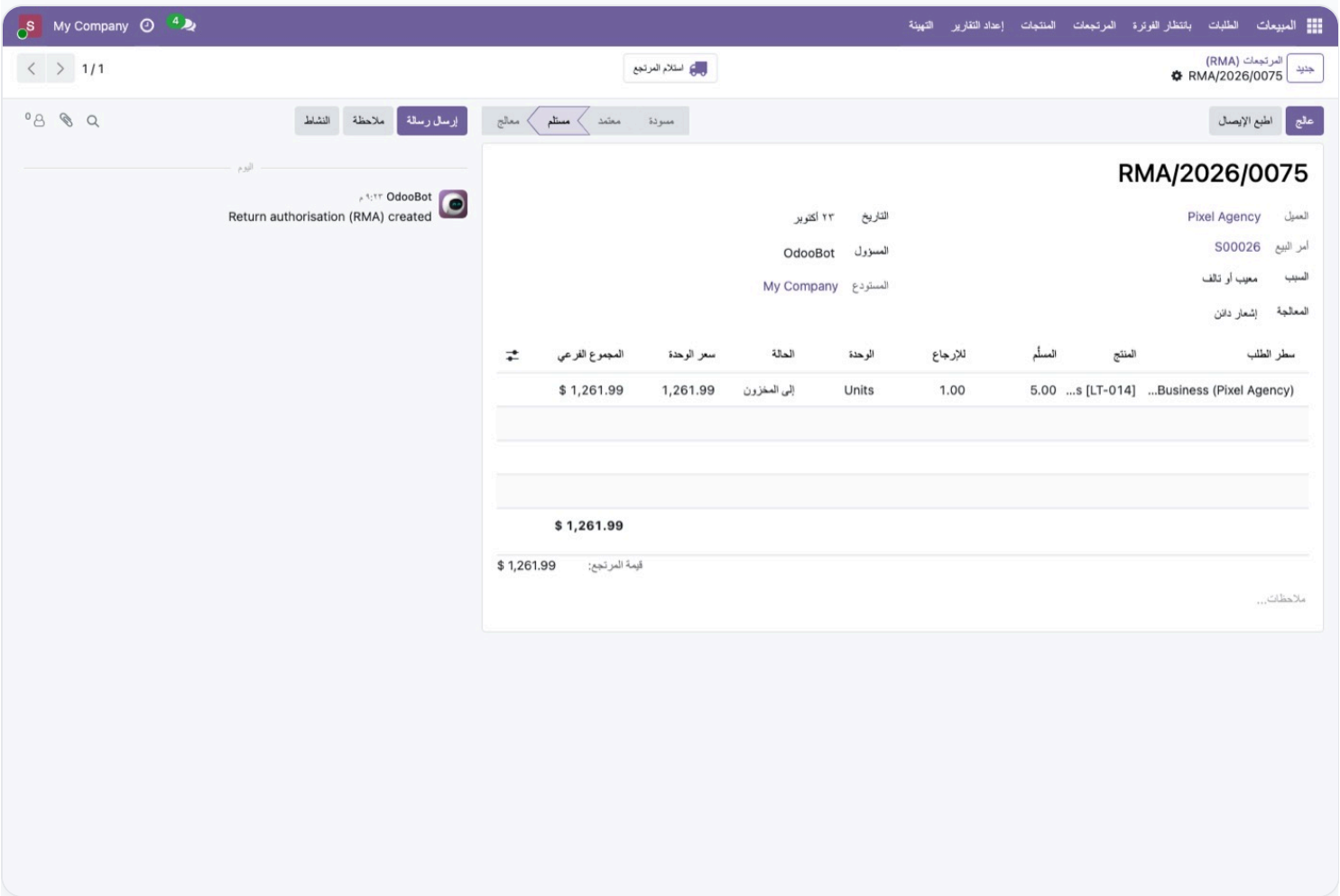


The returns by reason and month.

9. Who can do what

Who	Can
Returns users	Create and follow the RMAs, receive and resolve them.
Returns managers	Also configure the reasons, and delete.
Other users	No access to the RMAs.

10. Arabic and right to left



An RMA in an Arabic interface.

11. Limits

Limit	Detail
Credit note in draft	You check and post it: nothing is posted for you.
Lots and serial numbers	Not tracked on the return: the stock comes back without its lot.
Price of the replacement	A replacement is a free delivery.
Repair	Not part of the resolutions.

12. For developers

In plain words: Skip this chapter if you only use the module.

```
rma = env['taqnix.rma'].create(env['taqnix.rma']._from_sale_order(order))
rma.action_confirm()
rma.action_receive()
rma.action_resolve()
rma.credit_note_id
```

13. Troubleshooting

Problem	What to do
Nothing was delivered on this order	Deliver the order first: only delivered quantities can be returned.
The quantity to return is too high	The rest was returned in another RMA; cancel it, or lower the quantity.
The receipt cannot be validated	Open it from the Return receipt button and validate it in the warehouse.
The Create a return button is missing	It shows on confirmed sales orders, for returns users.

14. Updating and removing

Replace the folder with the new version, restart Odoo and run `-u taqnix_rma`. Your RMAs, reasons and terms are kept.

15. Support

Installation help and bug fixes are included for 6 months, with lifetime updates. Contact us through the marketplace page where you bought the module or write to **support@taqnix.com** with your Odoo version and a screenshot.

Changelog

1.0.0 – Initial release

- RMA from the sales order with the delivered quantities; checks on the quantities
- Return receipt, stock back or to scrap
- Credit note at the prices of the order, or a replacement delivery
- Reasons, authorisation slip PDF, analysis, smart buttons
- Arabic translation, automated tests