Fruugo Integration for Magento Guide 0.0.1

by CedCommerce Docs - Products User Guides

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1. Overview

Fruugo is a UK based e-commerce company, which is a global marketplace offering thousands of sellers to cater services of sports and leisure, health and beauty, clothing, home and garden, kids, toys and more. It operates in 23 countries across the globe with great products and enthusiasm to deliver it to the customers.

Fruugo Integration for Magento is a fabulous API integration that helps Magento® store owners to synchronize inventory, price, and other product details for product creation and management between Magento store and Fruugo marketplace.

The**Fruugo Integration for Magento** extension interacts with Fruugo marketplace to integrate the synchronized product listing between Magento and Fruugo retailers. After the installation, the merchant can create Fruugo categories and the dependent attributes on the Magento store.

The process enables the merchant to configure the desired product category into Magento for automatic submission of selected product on the same category on Fruugo.

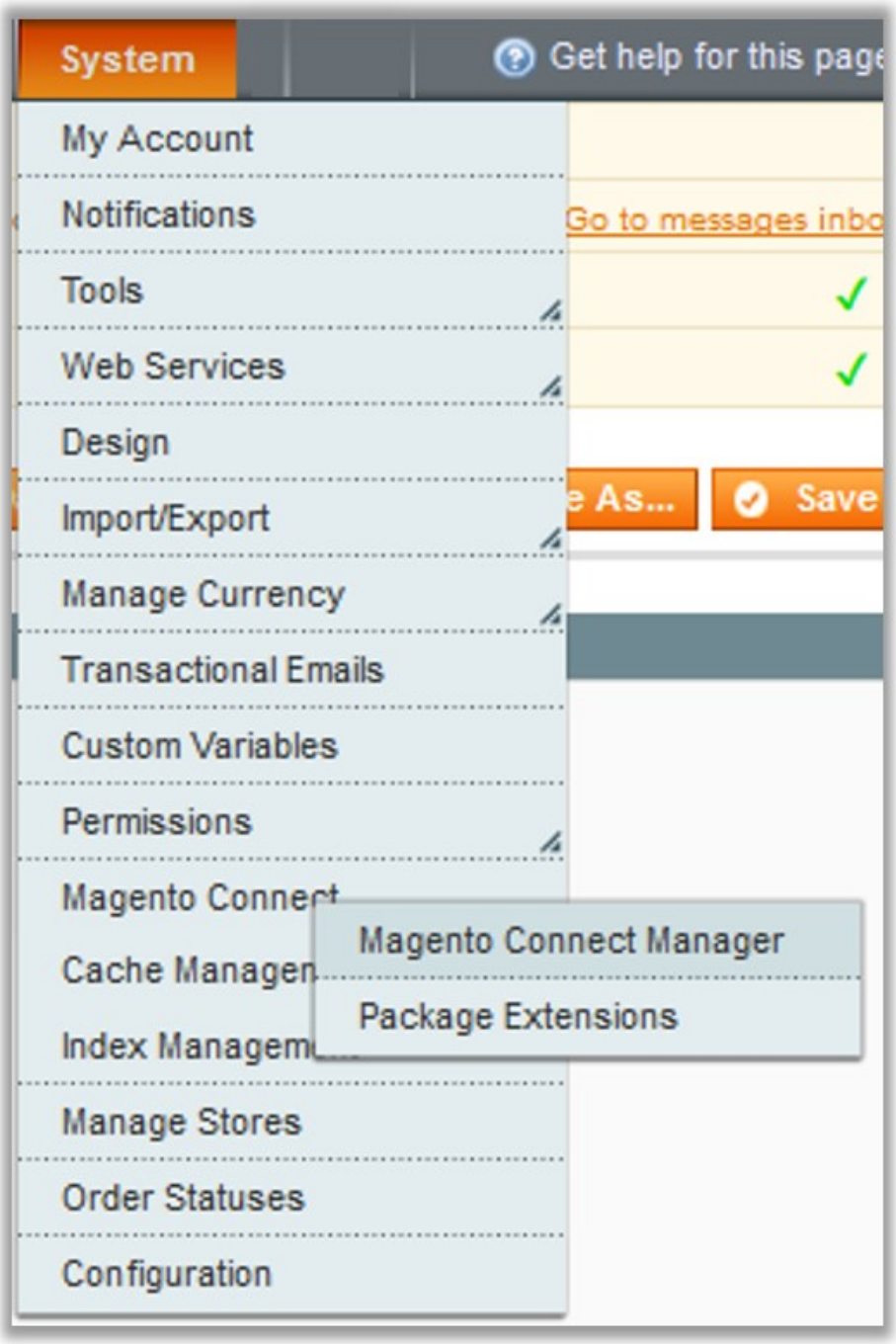
Key features are as follows:

- **Upload product based on profile:** An admin can create a profile, map the Fruugo category and attributes to the Magento category and attributes. Then, after assigning the product to the profile can easily upload the product to Fruugo.
- **Attribute mapping:** The feature allows mapping the suitable existing attribute with Fruugo attributes to one single category of Fruugo.
- **Upload Products in Bulk:** The admin has the option to upload the products in any number of the bulk amount on Fruugo website using this feature.
- **Automated Synchronization:** The products listing, order, inventory return and refund, and pricing are automatically synchronized at regular interval of time.
- **Batch product request download:** You can create the batch product download request and fetch the status. Once it turns to finish status, the admin can process by one click.
- **Enable and disable of products:** A merchant can anytime open and close the products on Fruugo using enable and disable the feature.
- **New Order Notifications:** Whenever a new order is fetched from Fruugo.com, the admin receives a notification.
- **Rejected products notification:** If any product containing some invalid details is rejected, then its information is fetched from the auto synchronization request along with the error due to which it is rejected.
- **Simple and configurable product upload:** The admin can upload the simple and configurable type of Magento product on the Fruugo website.
- **Low Stock Notifications:** Whenever Stock diminishes lower than a threshold, a notification is sent informing the status.

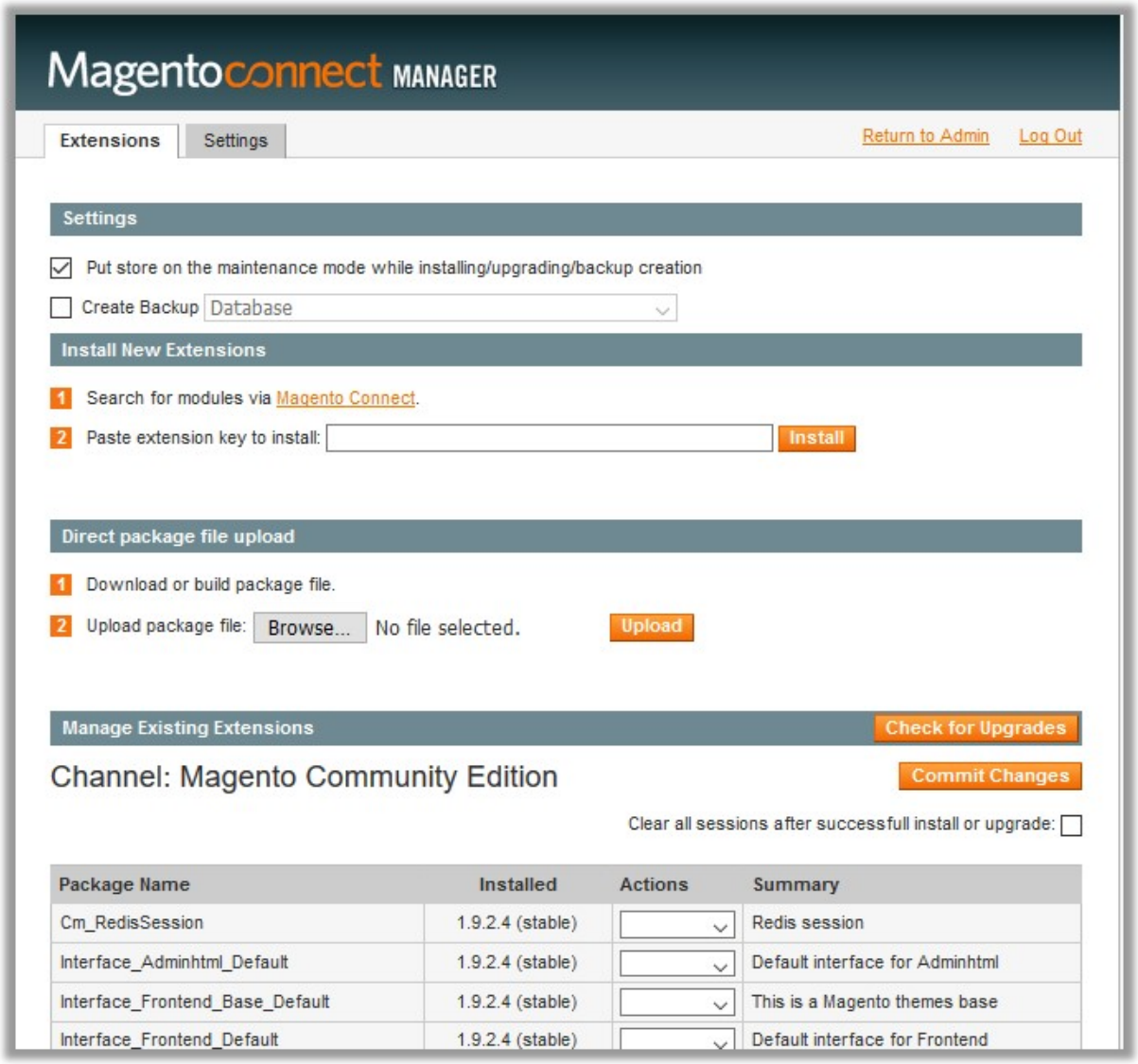
2. Fruugo Integration for Magento Installation

To install the extension

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, point to the **System** menu.
   The menu appears as shown in the following figure:



3. Point to the **Magento Connect** menu, and then click **Magento Connect Manager**.
   The page appears as shown in the following figure:



4. Scroll down to the **Fruugo_Integration** Package.
5. In the **Actions** column, select the **Install** option from the list.
6. Click the **Commit Changes** button.
   Auto-scroll console contents screen appears and the extension is installed after the process.

3. Fruugo Configuration Settings

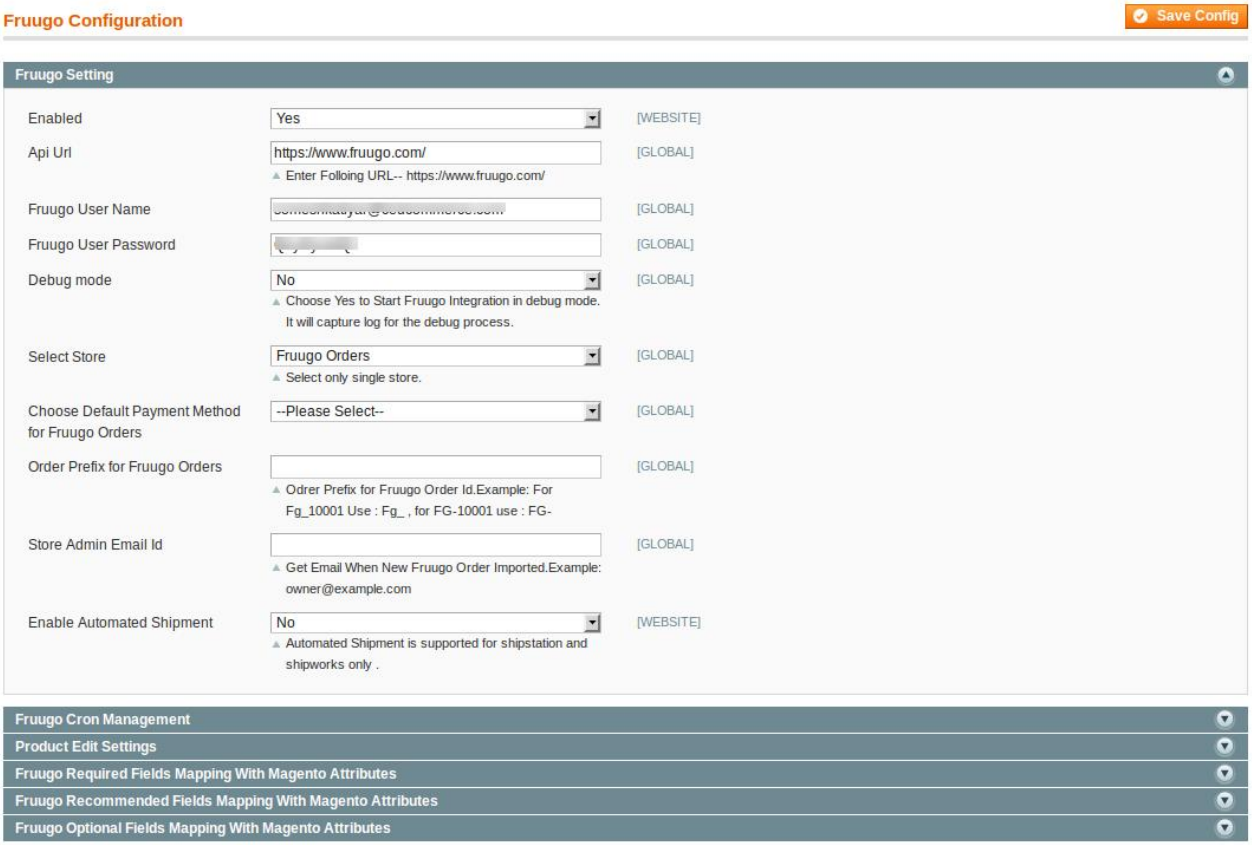
Once the extension is successfully installed in the Magento store, the **Fruugo** menu appears on the top navigation bar of the Admin Panel. The merchant has to first create a seller account in the Fruugo seller panel. Once the seller account is created and is approved by Fruugo, then the Magento store owner can use the **Fruugo Username** and **Password** while setting up the Fruugo Configuration settings in the Magento Admin panel.

To set up the configuration settings in the Magento Admin panel

1. Go to the **Magento Admin** panel.

2. On the top navigation bar, point to the **Fruugo** menu.
   The menu appears as shown in the following figure:

3. Click **Configuration**.
   The **Fruugo Configuration** page appears as shown in the following figure:



4. In the right panel, under the **Fruugo Setting** section, do the following steps:
   a. In the **Enabled** list, select **Yes** to enable the Fruugo Integration extension.
   b. In the **Api Url** box, enter the *https://www.fruugo.com/* URL.
   c. In the **Fruugo User Name** box, enter the Fruugo seller account Username.
   d. In the **Fruugo User Password** box, enter the Fruugo seller account Password.
   e. In the **Debug mode** list, select **Yes** to start Fruugo Integration in the debug mode.
      It captures the log for the debug process.
   f. In the **Select Store** list, select the single store.
   g. In the **Choose Default Payment Method for Fruugo Orders** list, select **Fruugo Orders**.
   h. In the **Order Prefix for Fruugo Orders** box, enter the required prefix value.

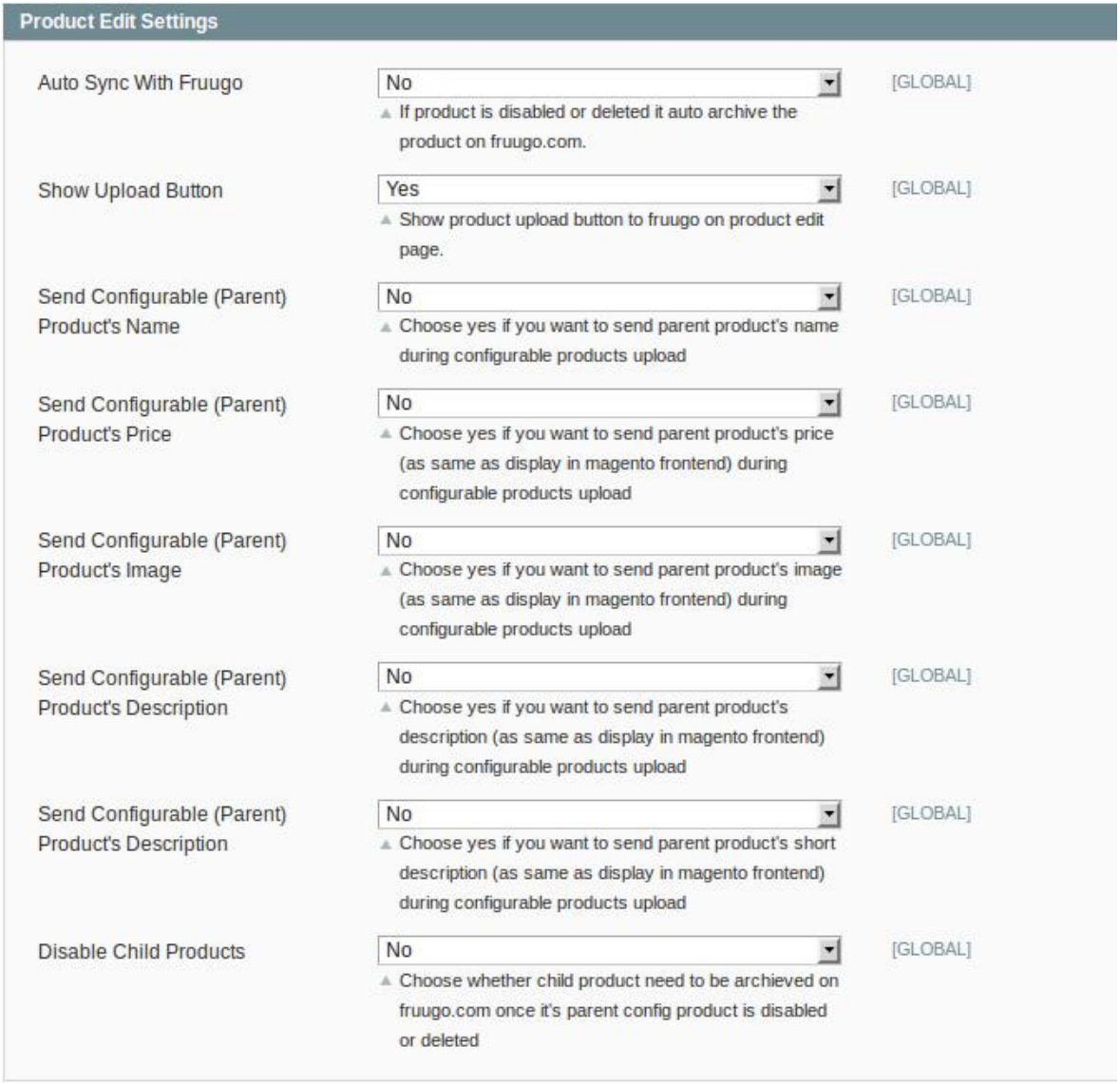
For instance, enter *FG-* for *FG-10001*.

i. In the **Store Admin Email Id** box, enter the required email Id.

j. In the **Enable Automated Shipment** list, select the required option.

5. Click the **Save Config** button to save the entered values.
6. Scroll down to the **Fruugo Cron Management** tab, and then click the tab.
   The tab is expanded and the corresponding field under the section appears as shown in the following figure:

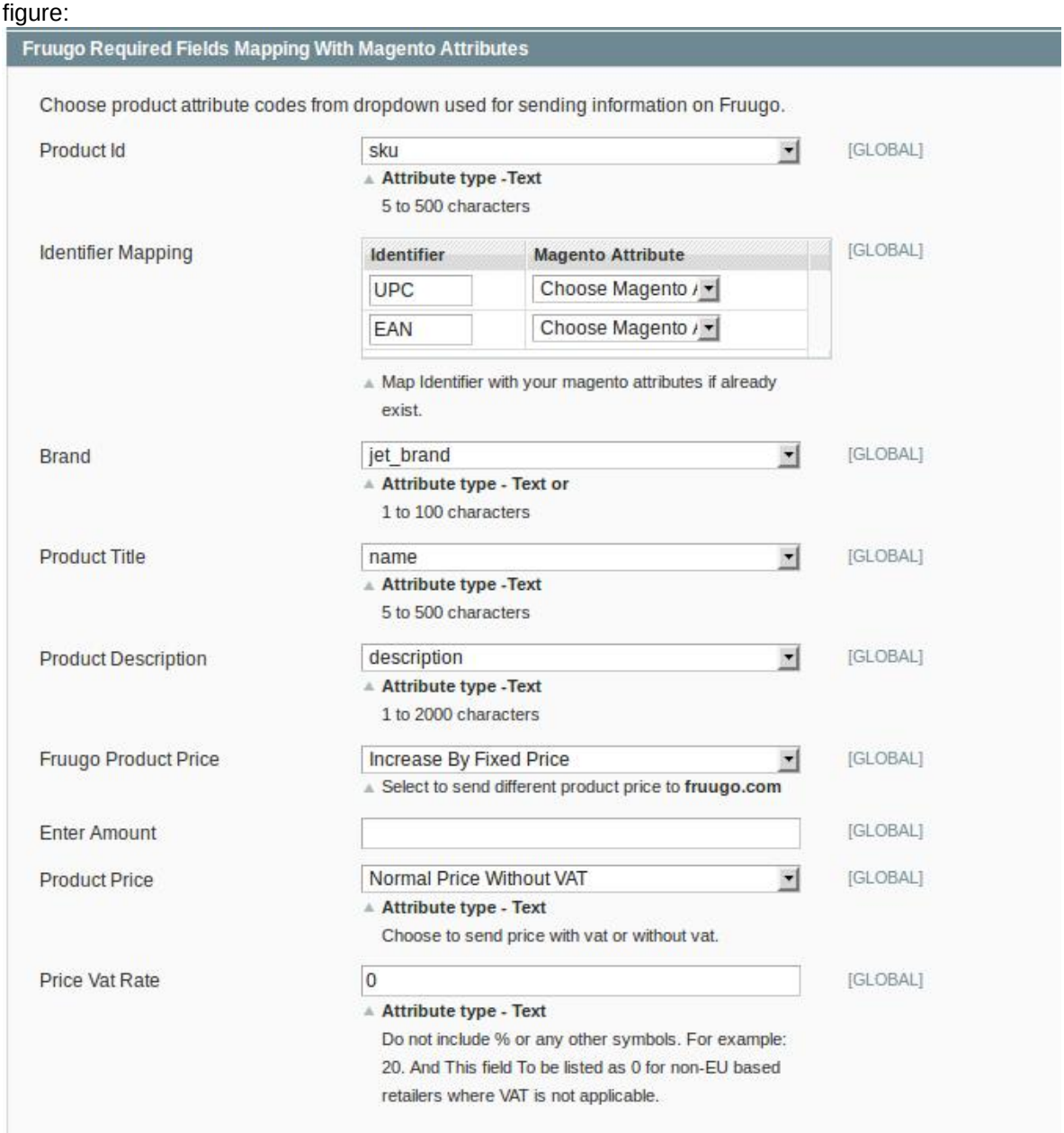
7. Under **Fruugo Cron Management**, do the following step:
   - In the **Cron Chunk Size** list, select the required chunk size for the cron jobs to synchronize product on fruugo.com.
8. Scroll down to the **Product Edit Settings** tab, and then click the tab.
   The tab is expanded and the corresponding fields under the section appear as shown in the following figure:



9. Under **Product Edit Settings**, enable or disable the following fields based on the business requirement:
    - **Auto Sync With Fruugo**: If selected **Yes**, then it auto disables the product on fruugo.com if the product is disabled or deleted.
    - **Show Upload Button**: If selected **Yes**, then it displays the product upload button on the product edit page.
    - **Send Configurable (Parent) Product's Name**: Select **Yes** to send parent product name during configurable products upload if required.
    - **Send Configurable (Parent) Product's Price**: **Select Yes** to send parent product price (similar to the price displayed on the Magento front-end view) during configurable products upload if required.
    - **Send Configurable (Parent) Product's Image**: Select **Yes** to send parent product image (similar to the image displayed on the Magento front-end view) during configurable products upload if required.
    - **Send Configurable (Parent) Product's Description**: Select **Yes** to send parent product description (similar to the product description displayed on the Magento front-end view) during configurable products upload if required.
    - **Send Configurable (Parent) Product's Description**: Select **Yes** to send a short description of the parent product(similar to the product description displayed on the Magento front-end view) during configurable products upload if required.
    - **Disable Child Products**: If required, select **Yes** to archive the child product on fruugo.com once

its parent config product is disabled or deleted.

10. Scroll down to the **Fruugo Required Fields Mapping With Magento Attributes** tab, and then click the tab.
    The tab is expanded and the corresponding fields under the section appear as shown in the following figure:

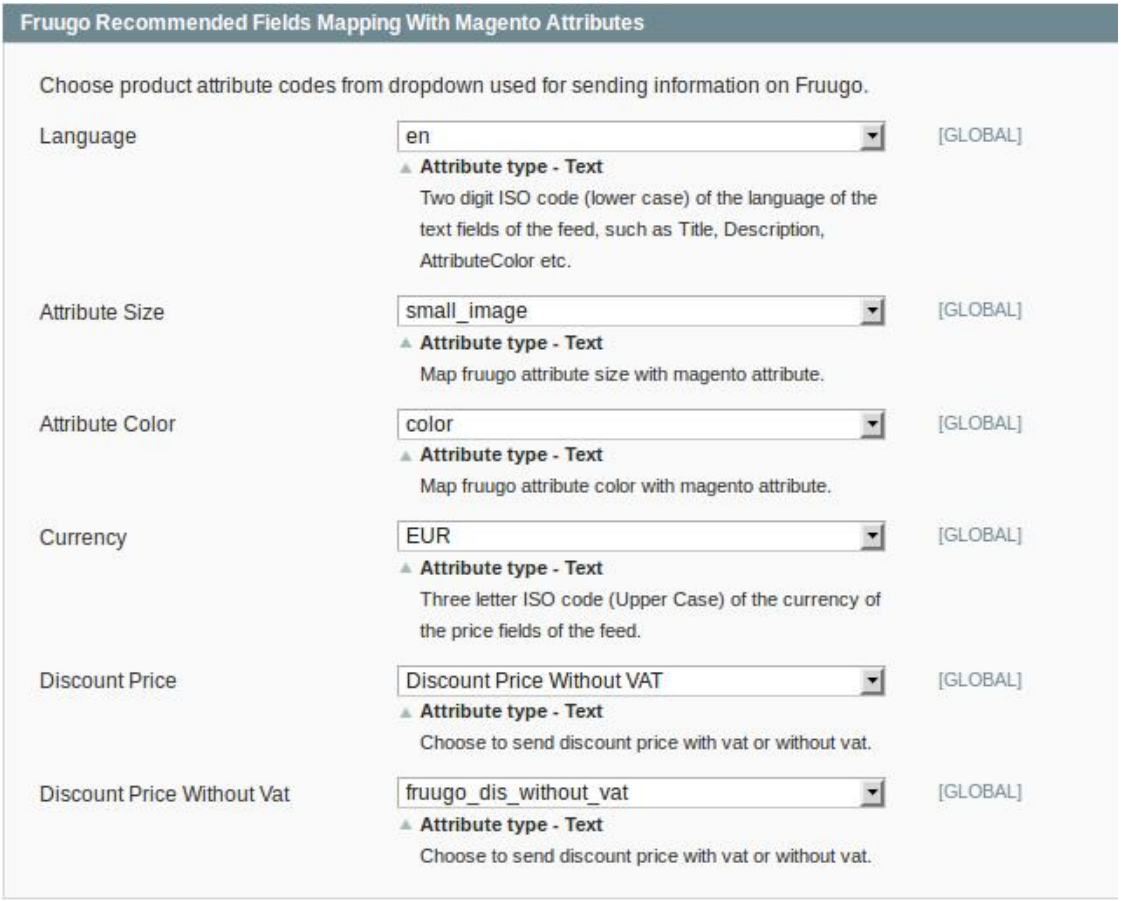


    In this section, the admin has to select the Magento attributes code to map them with the respective Fruugo attributes.

11. Under the **Fruugo Required Fields Mapping With Magento Attributes** section, enter the product attribute codes in the following fields used for sending information on Fruugo:
    - **Product Id**: Select attribute code for the product Id. Attribute type used is Text – 5 to 500 characters.
    - **Identifier Mapping:** Select the respective **Magento Attribute** if exist to map it with the displayed **Identifier**.
    - **Brand**: Select attribute code for Brand of the product. Attribute type used is Text – 1 to 100 characters.
    - **Product Title**: Select attribute code for the title of the product. Attribute type used is Text – 5 to 500 characters.

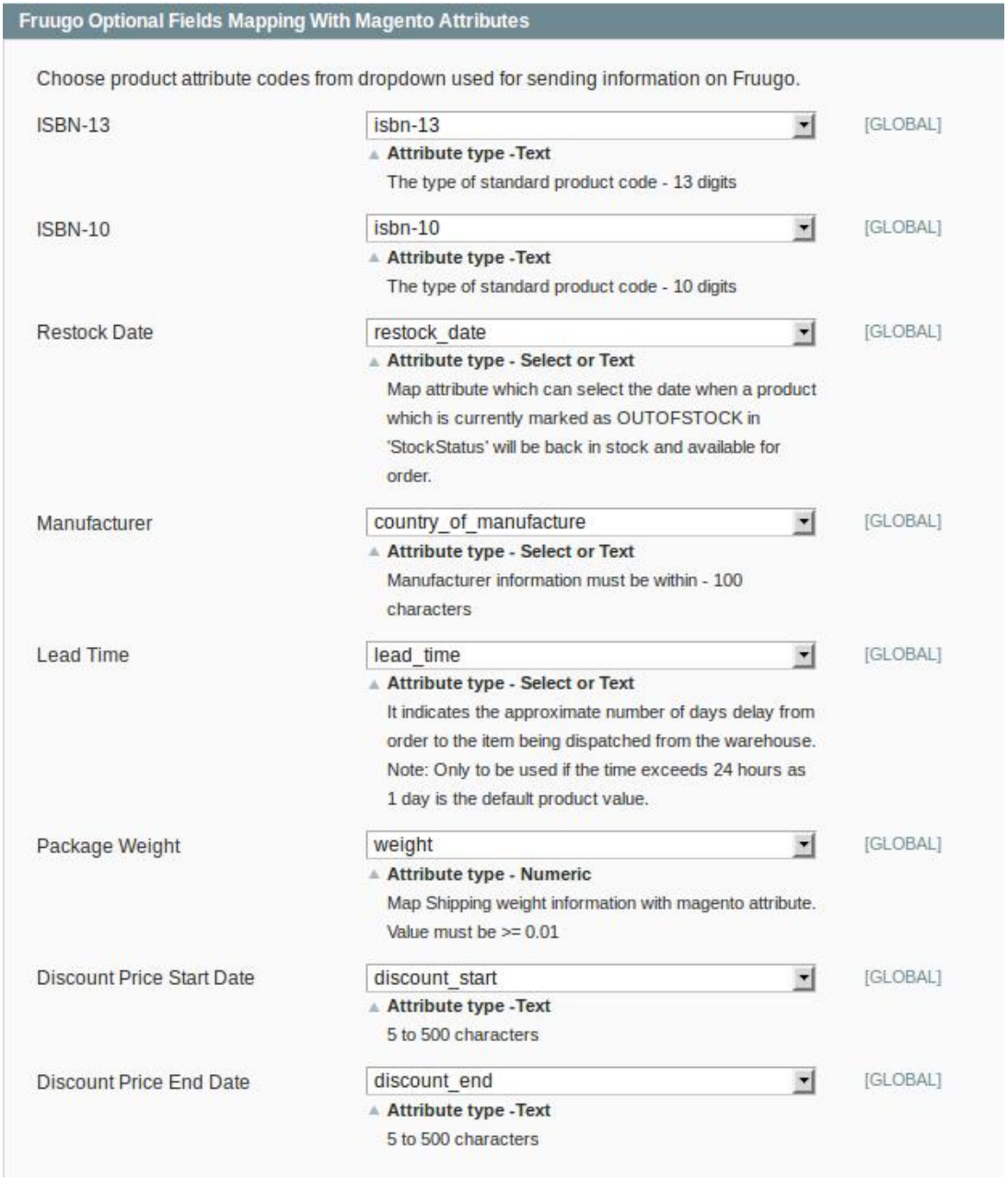
- **Product Description**: Select attribute code for the description of the product. Attribute type used is Text – 1 to 2000 characters.
- **Fruugo Product Price**: This is to set a different price for all the products.
  The user can set the price on the following basis: –
  - **Increase by Fixed Price**: If selected, then the **Enter Amount** field appears.
  - **Increase by Fixed Percentage**: If selected, then the **Enter Percentage** field appears.
    Enter the numeric value to increase the price of the **Fruugo** product price by the entered value % of Magento price
    For Example, Magento price + 5% of Magento price.
    Magento Price = 100
    Select **Increase By Fixed Percentage** option
    Enter Percentage = 5
    100 + 5% of 100 = 100 + 5 = 105
    Thus, Fruugo Product Price = 105
  - **Decrease by Fixed Price**: If selected, then the **Enter Amount** field appears.
  - **Decrease by Fixed Percentage**: If selected, then the **Enter Percentage** field appears.
    Enter the numeric value to decrease the price of the Fruugo product price by the entered value % of Magento price
    For Example, Magento price – 5% of Magento price.
    Magento Price = 100
    Select **Decrease By Fixed Percentage** option
    Enter Percentage = 5
    100 – 5% of 100 = 100 – 5 = 95
    Thus, Fruugo Product Price = 95
- **Product Price**: Select the required option to send product price with vat or without vat.
- **Price Vat Rate**: Enter the required value.
  Note: Enter ***0*** for non-EU based retailers where VAT is not applicable.

12. Scroll down to the **Fruugo Recommended Fields Mapping With Magento Attributes** tab, and then click the tab.
    The tab is expanded and the corresponding fields under the section appear as shown in the following figure:



In this section, the admin has to select the Magento attributes code to map them with the respective Fruugo attributes.

13. Under the **Fruugo Recommended Fields Mapping With Magento Attributes** section, enter the product attribute codes used for sending information on Fruugo in the following fields:
    - **Language**: Select the two-letter ISO code of the language in the lower case. Attribute type used is Text.
    - **Attribute Size**: Select the attribute code for the size of the product. Attribute type used is Text.
    - **Attribute Color**: Select the attribute code for the color of the product. Attribute type used is Text.
    - **Currency**: Select the three-letter ISO code of the currency in the upper case. Attribute type used is Text.
    - **Discount Price**: Select the **Fruugo Attribute** for the **Discount Price With VAT** or **Discount Price Without VAT** to map it with the respective **Magento attribute**.
      Note: Selecting the Fruugo attribute from the **Discount Price** list displays the selected **Fruggo attribute** just below the other Fruugo attributes and the respective Magento attribute is auto-selected in the corresponding list.
14. Scroll down to the **Fruugo Optional Fields Mapping With Magento Attributes** tab, and then click the tab.
    The tab is expanded and the corresponding fields under the section appear as shown in the following figure:



In this section, the admin has to select the Magento attributes code to map them with the respective Fruugo attributes.

15. Under the **Fruugo optional Fields Mapping With Magento Attributes** section, enter the product attribute codes used for sending information on Fruugo in the following fields:
    - **ISBN-13**: Select the attribute code for the type of standard product code of 13 digits.
    - **ISBN-10**: Select the attribute code for the type of standard product code of 10 digits.
    - **Restock Date**: Select the attribute code for the restock date, that is, the date when the product stock will be available again for the orders. Attribute type used is Select or Text.
    - **Manufacturer**: Select the attribute code for the information related to the Manufacturer. Attribute type used is Select or Text – 100 characters.
    - **Lead Time**: It indicates the approximate number of days delayed by the day when the order to the item has been dispatched from the warehouse.
      Note: Use the lead time only when the time exceeds 24 hours as 1 day is the default product value.
    - **Package Weight**: Shipping weight information. The Value must be greater than equal to 0.01.

- **Discount Price Start Date**: The date from when the discount price is applicable.
- **Discount Price End Date**: The date from till when the discount price is applicable.

16. Click the **Save Config** button.
    The Configuration Settings are saved.

4. Manage Fruugo Profiles

Admin can create a new profile and assign the required products to the profile. While creating and editing the profile, admin can map the Magento attributes to the Fruugo attributes. These attributes are applicable to all the products that are assigned to the profile.

Admin can do the following tasks:

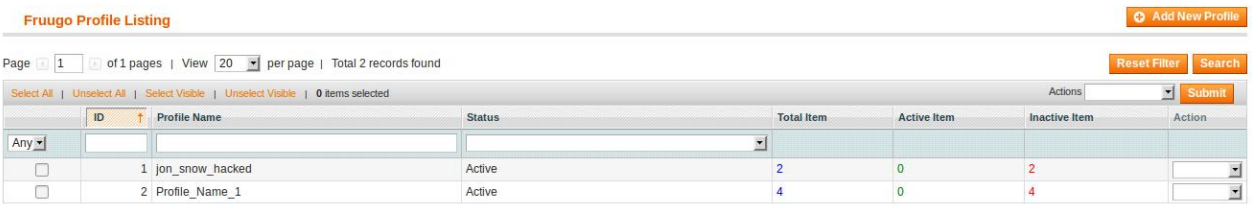
- Add A new profile(https://docs.cedcommerce.com/magento/fruugo-magento-integration-0-0-1?section=add-a-new-profile-9)
- Edit the existing profile(https://docs.cedcommerce.com/magento/fruugo-magento-integration-0-0-1?section=edit-the-existing-profile-18)
- Delete the profiles(https://docs.cedcommerce.com/magento/fruugo-magento-integration-0-0-1?section=delete-the-profiles-5)
- Change the Status of the Selected Profiles(https://docs.cedcommerce.com/magento/fruugo-magento-integration-0-0-1?section=change-the-status-of-the-selected-profiles-3)
- Manage the Product Assigned to the Profile(https://docs.cedcommerce.com/magento/fruugo-magento-integration-0-0-1?section=manage-the-products-assigned-to-the-profile-2)

4.1. Add A New Profile

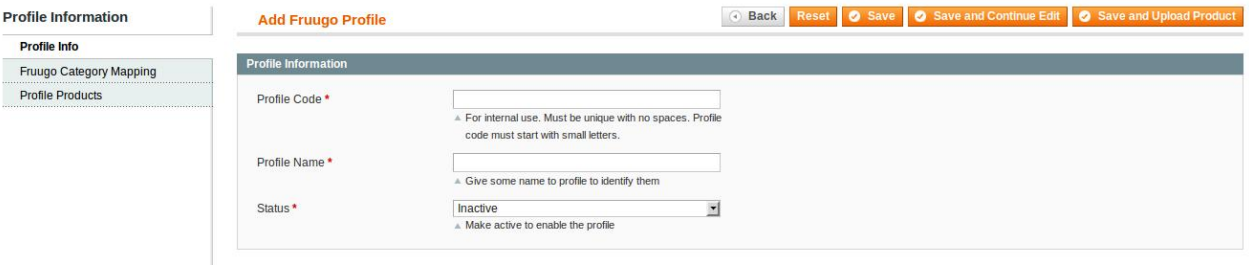
To add a new profile

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, point to the **Fruugo** menu.
   The menu appears as shown in the following figure:

3. Click the **Manage Profile** menu.
   The **Fruugo Profile Listing** page appears as shown in the following figure:

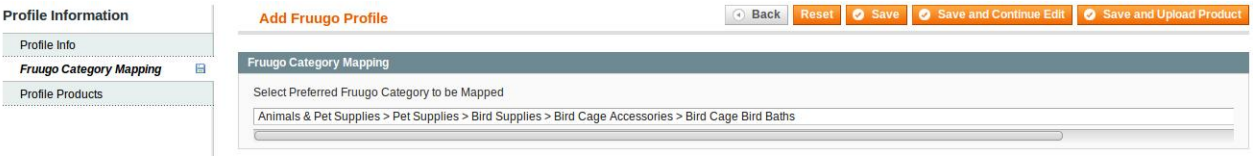


4. Click the **Add New Profile** button.
   The page appears as shown in the following figure:

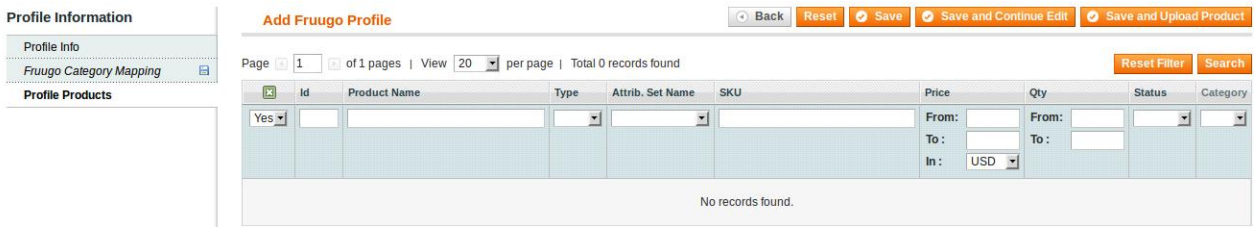


5. In the right panel, under **Profile Information**, do the following steps:
   a. In the **Profile Code** box, enter a profile code.
      Note: It is only for the internal use. Use the unique profile code with no spaces. Start with small letters.
   b. In the **Profile Name** box, enter the name of the profile.
      Note: Use the unique name to identify the profile.
   c. In the **Status** list, select **Active** to enable the profile.
      Note: The Inactive option disables the profile.
6. Click the **Save and Continue** button.

7. In the left navigation panel, click the **Fruugo Category Mapping** menu.
   The page appears as shown in the following figure:

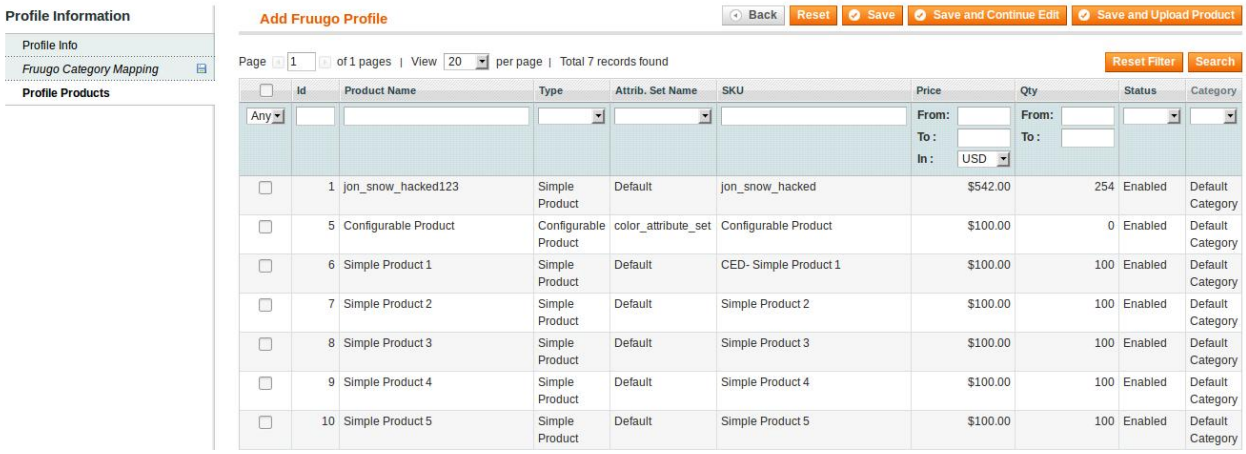


8. In the right panel, under **Fruugo Category Mapping**, do the following step:
   - In the **Select Preferred Fruugo Category to be Mapped** list, select the required category.
9. In the left navigation panel, click the **Profile Products** menu.
   The page appears as shown in the following figure:

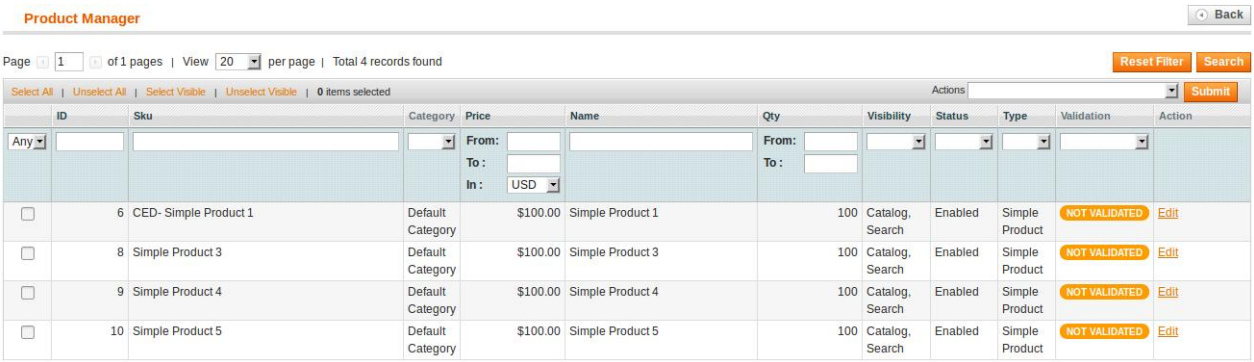


Since no products are assigned to the profile, there are no products listed in the table.

10. Click the **Reset Filter** button.
    All the products are listed in the table as shown in the following figure:



11. Select the check boxes associated with the required products those the admin wants to assign to the new profile.
    Note: Admin can assign one product to only one profile.
12. Click the **Save** button.
    The created profile is saved and listed on the **Fruugo Profile Listing** page.
    Or
    Click the **Save and Continue Edit** button to save the created profile and continue editing, if required.
    Or
    Click the **Save and Upload Product** button to save the profile and make ready to upload the product on Fruugo.
    The assigned products are listed on the **Product Manager** page and a success message for saving the profile appears on the same page as shown in the following figure:



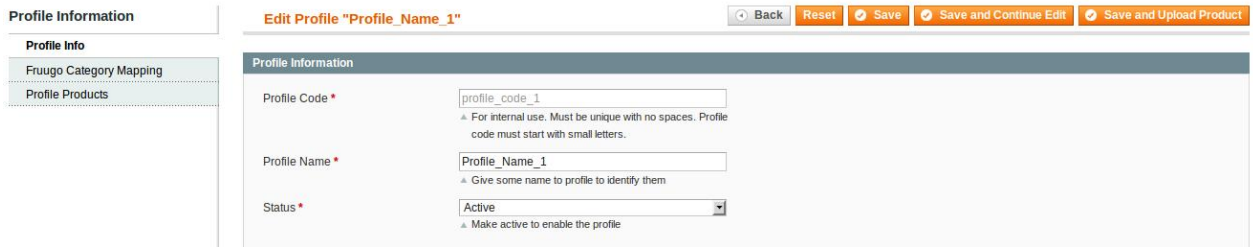
4.2. Edit the Existing Profile

To edit the existing profile

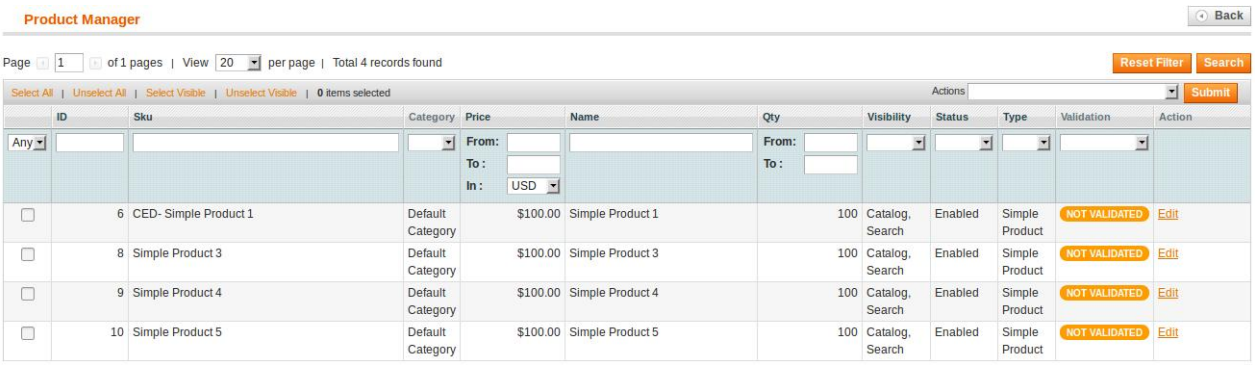
1. Go to the **Magento Admin** panel.
2. On the top navigation bar, point to the **Fruugo** menu.
   The menu appears as shown in the following figure:

3. Click the **Manage Profile** menu.
   The **Fruugo Profile Listing** page appears as shown in the following figure:

   On this page, all the available profiles are listed.
4. Click the row of the required profile that the admin wants to edit.
   OR
   In the **Action** column, click the arrow button, and then click **Edit Profile**.
   The **Edit Profile** page appears as shown in the following figure:



5. Make the changes as per requirement.
6. Click the **Save** button.
   The created profile is saved and listed on the **Fruugo Profile Listing** page.
   Or
   Click the **Save and Continue Edit** button to save the created profile and continue editing, if required.
   Or
   Click the **Save and Upload Product** button to save the profile and make ready to upload the product on Fruugo.
   The assigned products are listed on the **Product Manager** page and a success message for saving the profile appears on the same page as shown in the following figure:

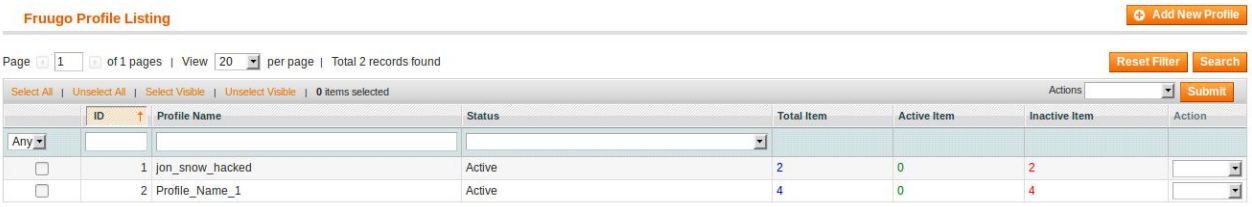


4.3. Delete the Profiles

To delete the profiles

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, point to the **Fruugo** menu.
   The menu appears as shown in the following figure:

3. Click the **Manage Profile** menu.
   The **Fruugo Profile Listing** page appears as shown in the following figure:



   On this page, all the available profiles are listed.
4. Select the check boxes associated with the profiles those are no more required.
5. In the **Actions** list, select the **Delete** option, and then click the **Submit** button.

   A confirmation dialog box appears as shown in the following figure:
6. Click the **OK** button.

7.
The selected profiles are deleted.

4.4. Change the Status of the Selected Profiles

To change the status of the selected profiles

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, point to the **Fruugo** menu.
The menu appears as shown in the following figure:

3. Click the **Manage Profile** menu.
The **Fruugo Profile Listing** page appears as shown in the following figure:

On this page, all the available profiles are listed.
4. Select the check boxes associated with the required profiles.
5. In the **Actions** list, select the **Change Status** option.

The **Status** field appears next to the **Actions** list.

6. In the **Status** list, select the required option, and then click the **Submit** button.
The status is changed and a success message appears.

5. Manage the Products Assigned to the Profile

On this page, admin can view and edit the product, validate and upload the individual product. Also, the admin can view the error message if any error exists in any product details. The admin can also submit certain actions on the selected products available on the **Product Manager** page.

Thus, on the Product Manager page, the user can perform the following tasks:

- ***Submit Actions on the Selected Products of the same Profile(https://docs.cedcommerce.com/magento/fruugo-magento-integration-0-0-1?section=search-submit-actions-on-the-selected-products-of-the-same-profile)***
  : The user can validate and upload the products of the same profile those are listed on the **Product Manager** page to the Fruugo Web site. The user can also submit the other respective actions on the selected products before uploading them to fruugo.com.
- ***View the Error Log and Validation Error***(https://docs.cedcommerce.com/magento/fruugo-magento-integration-0-0-1?section=view-the-error-log-3)
  : If the product is invalid, then an **Invalid** button appears, and the admin can view the error log using the **Invalid** button. Also, the admin can view the error log through using the **Log** link.
- ***Edit Product Information(https://docs.cedcommerce.com/magento/fruugo-magento-integration-0-0-1?section=edit-the-product-information-2)***
  : Edit the information of the product that the user wants to upload on the Fruugo Web site.

5.1. Submit Actions on the Selected Products of the same Profile

Admin can submit the following actions for the selected products:

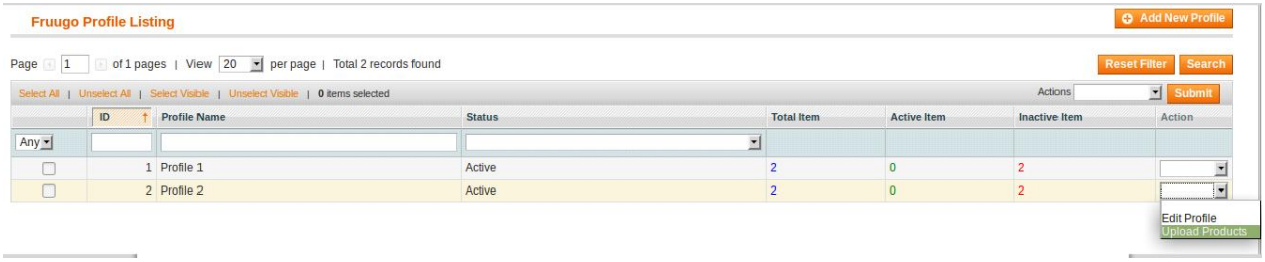
- **Validate Products:** To validate the product before uploading it to the fruugo.com. It displays the corresponding validation error if any. If there is no error, it confirms that the product is ready to upload.

- **Validate & Upload Products to Frugo**: To validate the product before uploading it on the fruugo.com. It displays the corresponding validation error for all the products if any. If there is no error, then it validates the selected products and then uploads them to the fruugo.com.

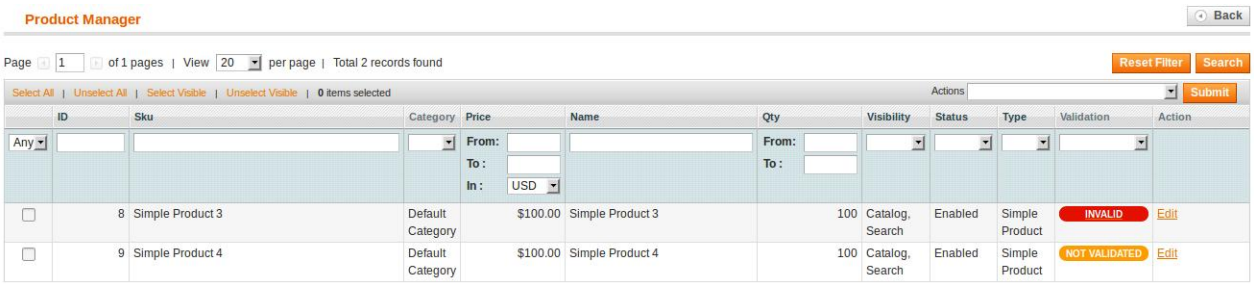
To validate products of the same profile

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, point to the **Fruugo** menu.
   The menu appears as shown in the following figure:

3. Click the **Manage Profile** menu.
   The **Fruugo Profile Listing** page appears as shown in the following figure:

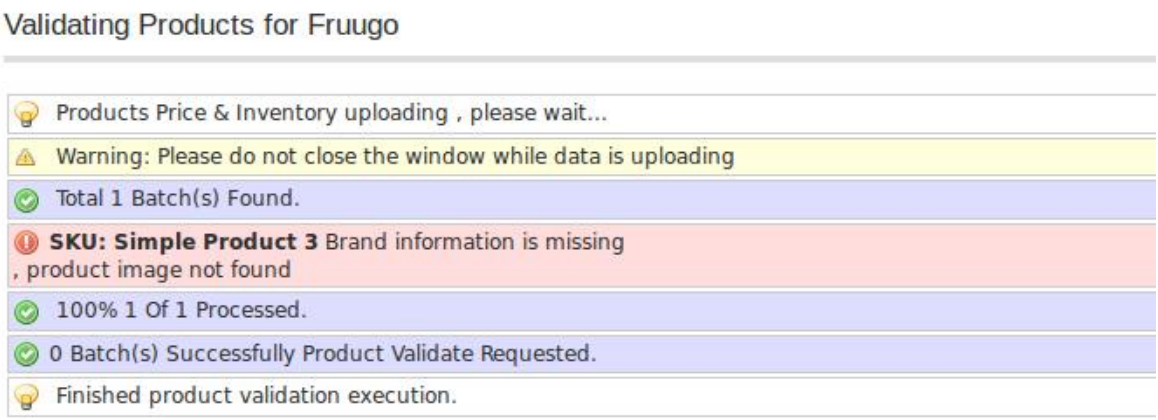


   On this page, all the available profiles are listed.
4. Scroll down to the required profile.
5. In the **Action** column, click the arrow button, and then click **Upload Products**.
   The **Product Manager** page appears as shown in the following figure:



6. Select the check boxes associated with the required products.
7. In the **Actions** list, click the arrow button.
   A list appears as shown in the figure.

8. In the **Actions** list, select the **Validate Products** option, and then click the **Submit** button.
   The validation process appears as shown in the following figure:



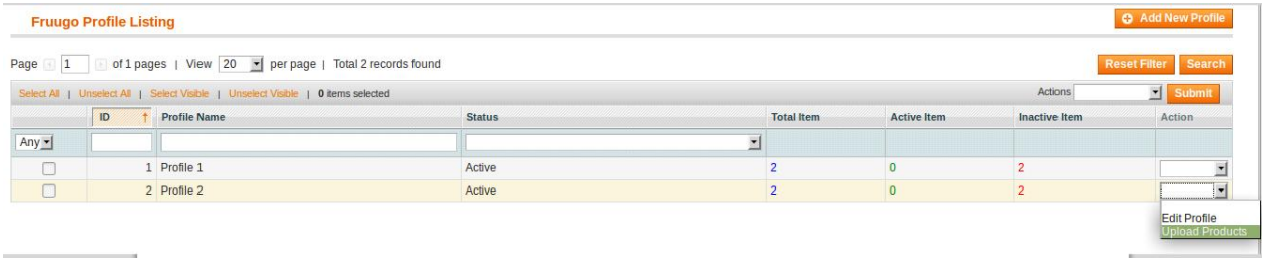
Note: If there is an error in the product validation, then it appears on the page and the **Invalid** button appears under the corresponding **Validation** column displayed on the **Product Manager** page. Otherwise, a success message appears.

9. Click the **Back** button to go back to the **Product Manager** page.
10. Correct the issues and then again repeat the process of validating the selected products.

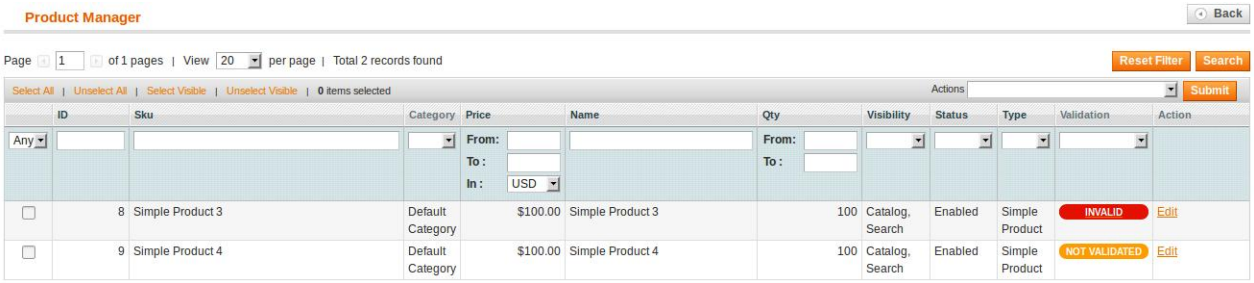
To validate and upload products of the same profile

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, point to the **Fruugo** menu.
   The menu appears as shown in the following figure:

3. Click the **Manage Profile** menu.
   The **Fruugo Profile Listing** page appears as shown in the following figure:

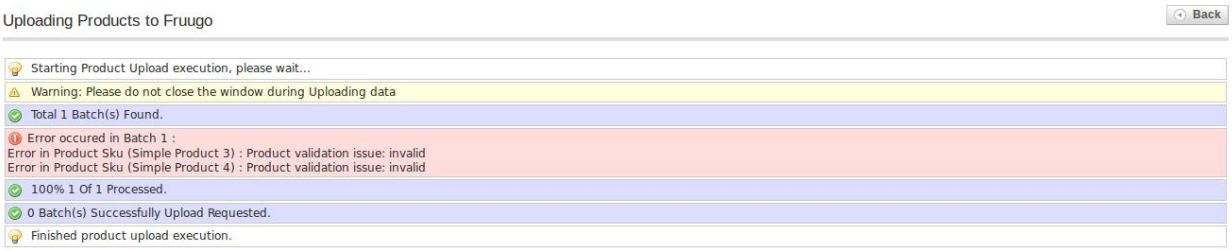


   On this page, all the available profiles are listed.
4. Scroll down to the required profile.
5. In the **Action** column, click the arrow button, and then click **Upload Products**.
   The **Product Manager** page appears as shown in the following figure:



6. Select the check boxes associated with the required products.
7. In the **Actions** list, click the arrow button.
   A list appears as shown in the figure.

8. In the **Actions** list, select the **Validate & Upload Products to Fruugo** option, and then click the **Submit** button.
   The Validation and Products Upload process appears as shown in the following figure:



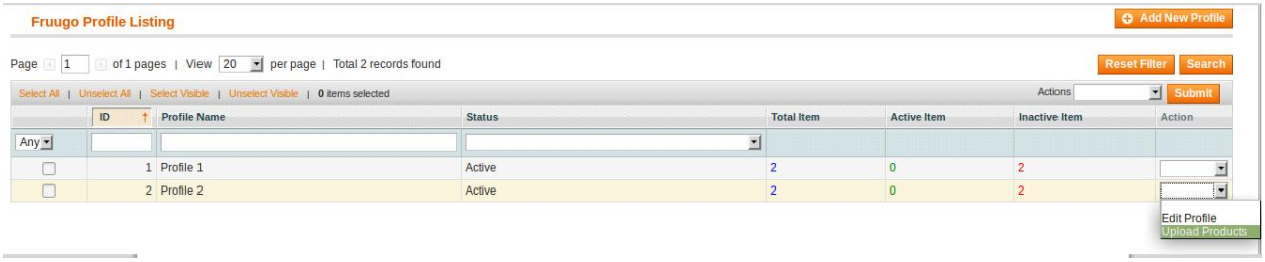
   Note: If there is an error in the product validation and upload, then it appears on the page and the **Invalid** button appears under the corresponding **Validation** column displayed on the **Product Manager** page. Otherwise, a success message appears.
9. Click the **Back** button to go back to the **Product Manager** page.
10. Correct the issues and then again repeat the process of validating and uploading the selected products.

5.2. View the Error Log and the Validation Error

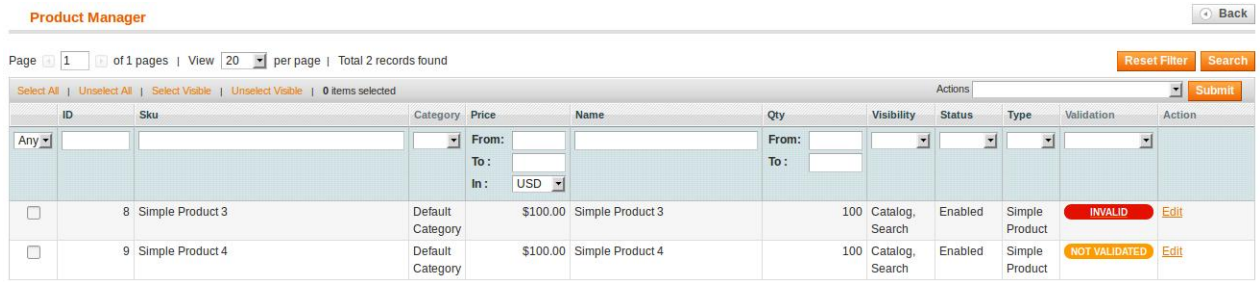
To view the error log and validation error

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, point to the **Fruugo** menu.
   The menu appears as shown in the following figure:

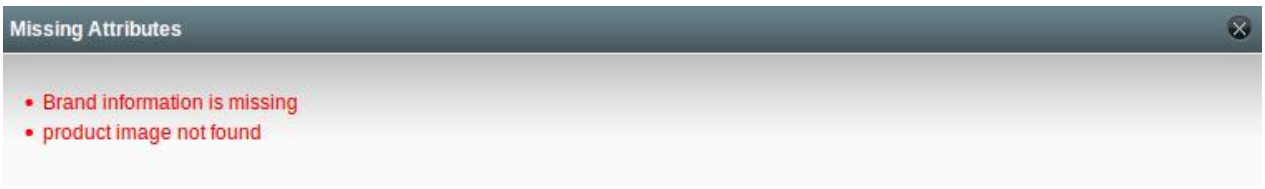
3. Click the **Manage Profile** menu.
   The **Fruugo Profile Listing** page appears as shown in the following figure:



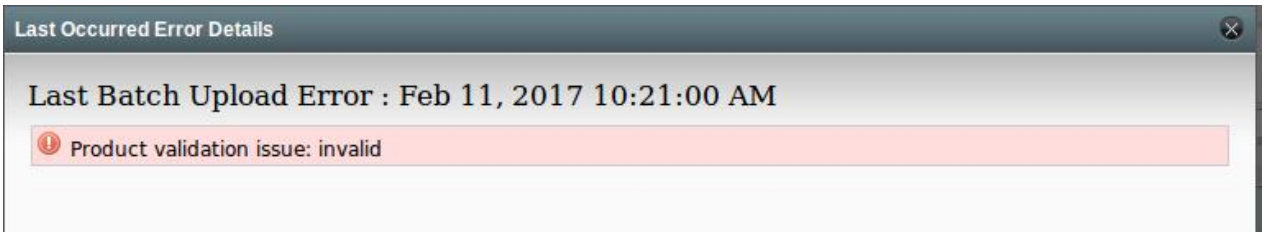
   On this page, all the available profiles are listed.
4. Scroll down to the required profile.
5. In the **Action** column, click the arrow button, and then click **Upload Products**.
   The **Product Manager** page appears as shown in the following figure:



6. Click the **INVALID** button to view the validation error.
   The relevant error message appears as shown in the figure.



7. In the **Actions** column, click the **Log** link associated with the required product to view the corresponding error.
   The error message appears as shown in the following figure:



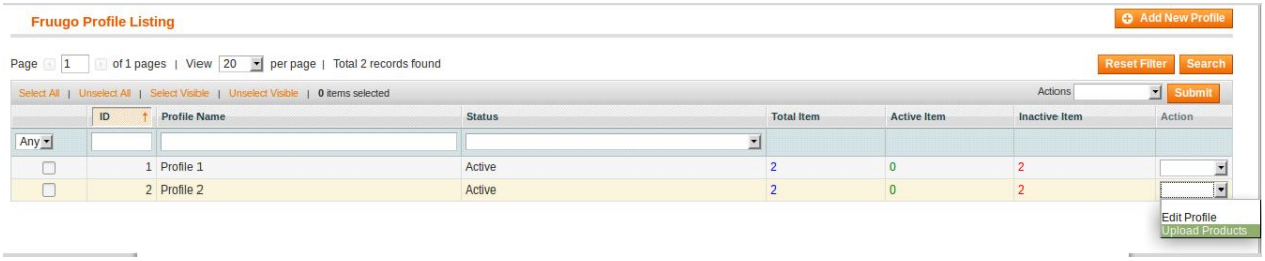
8. Correct the issues and then again repeat the process of validating and uploading the selected products.

5.3. Edit the Product Information

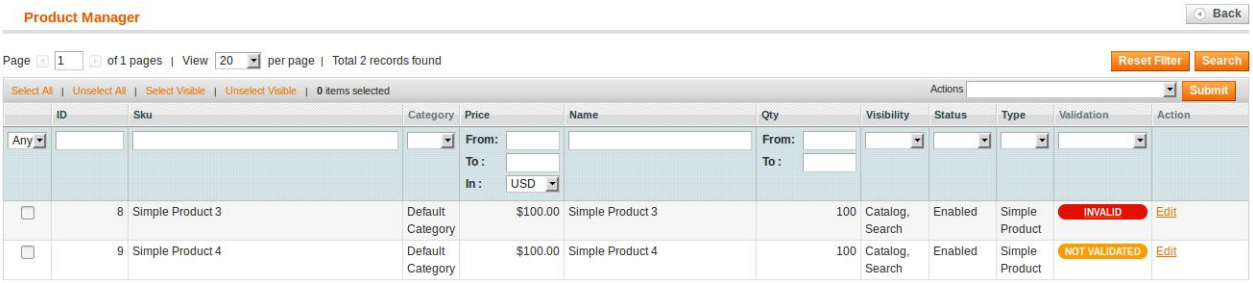
To edit the product information

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, point to the **Fruugo** menu.
   The menu appears as shown in the following figure:

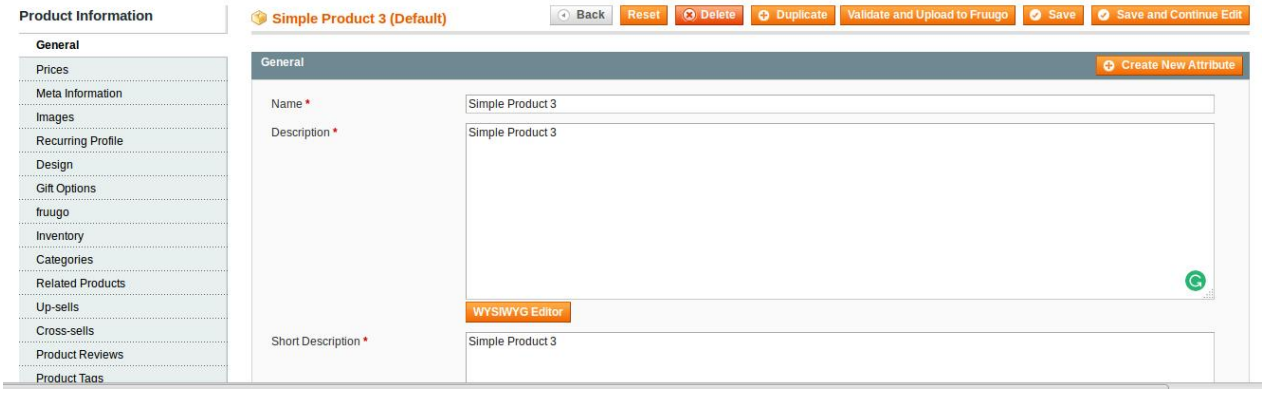
3. Click the **Manage Profile** menu.
   The **Fruugo Profile Listing** page appears as shown in the following figure:



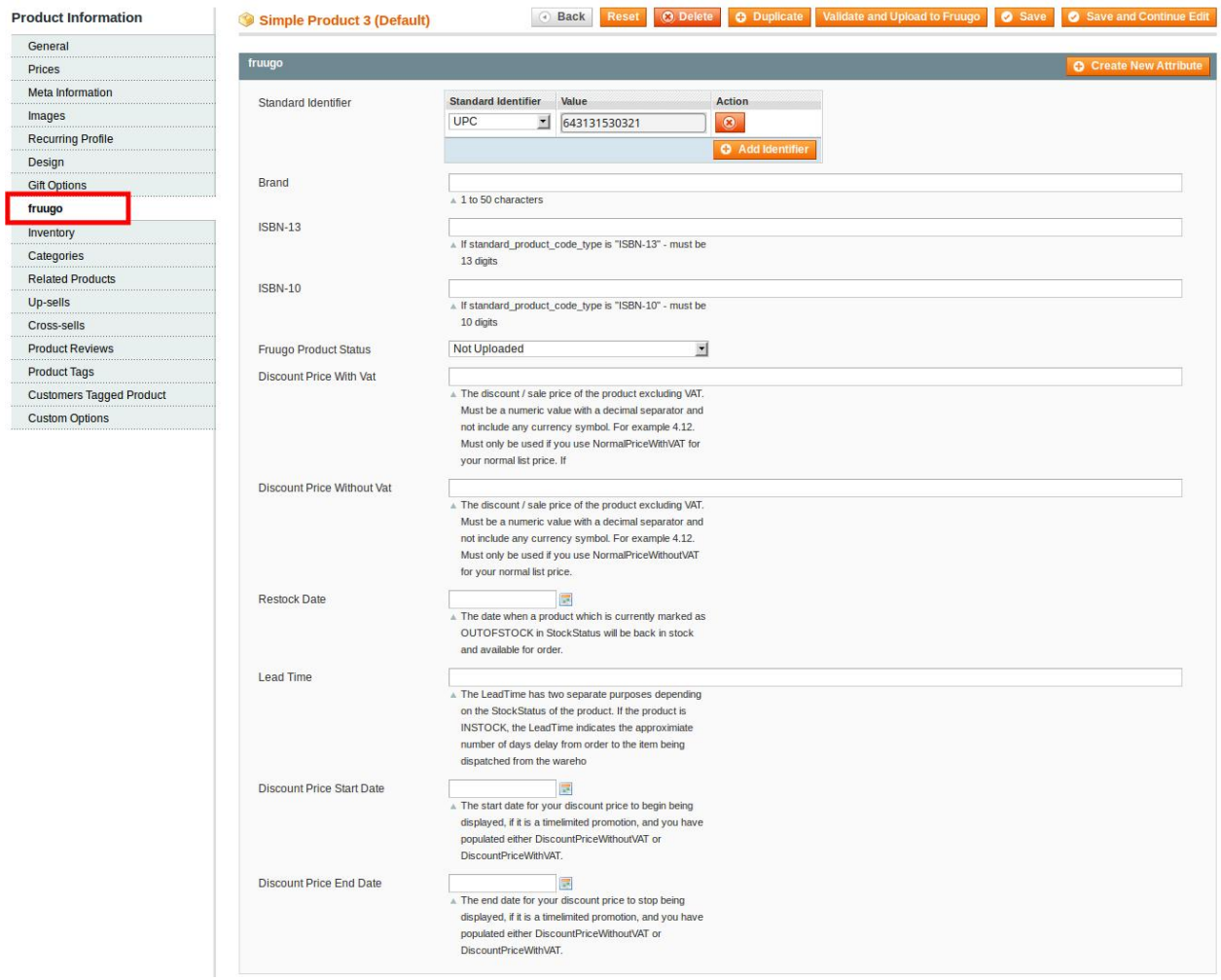
   On this page, all the available profiles are listed.
4. Scroll down to the required profile.
5. In the **Action** column, click the arrow button, and then click **Upload Products**.
   The **Product Manager** page appears as shown in the following figure:



6. Scroll down to the required product.
7. In the **Actions** column, click the **Edit** link.
   The page appears as shown in the following figure:

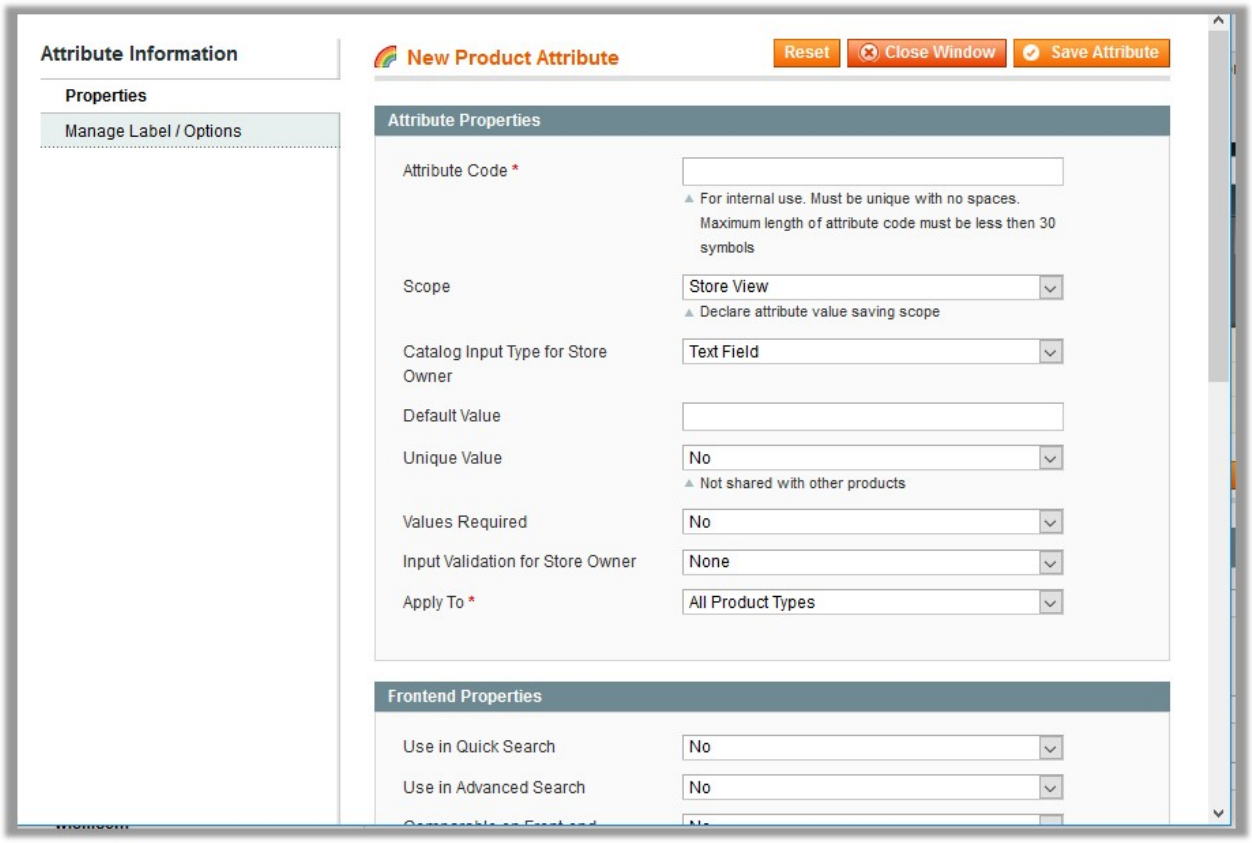


8. Make the changes in the General section, if required.
9. In the left navigation panel, click the other required menu to make the changes if required.
10. In the left navigation panel, click the **fruugo** menu.
    The page appears as shown in the following figure:

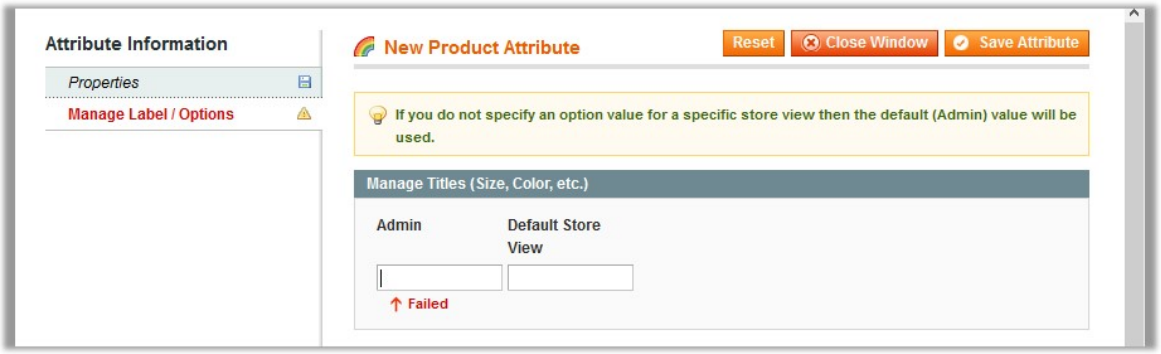


Note: These are the attributes that the admin has mapped during setting up the configuration settings.

11. Enter the required values of the mapped attributes in the respective fields boxes.
    If the required attributes do not appear on the page, then the admin can create the new attributes.
12. To create a new attribute, click the **Create New Attribute** button.
    The page appears as shown in the following figure:



a. In the **Attribute Code** box, enter the value.
b. In the **Apply To** list, select the required value.
c. Click the **Save Attribute** button.
The page appears as shown in the following figure:



d. In the **Admin** box, enter the required attribute name, and then click the **Save Attribute** button.
The attribute is created and appears on the **Edit Product Information** page.

13. Click the **Save** button.
14. To validate and upload the current product, click the **Validate and Upload to Fruugo** button.

6. Manage Fruugo Orders

The admin can manage the fruugo.com orders and can perform the following tasks through using the options available on the Fruugo menu as shown in the following figure:

- View Fruugo Orders Details, Ship Orders, and Delete Orders(https://docs.cedcommerce.com/magento/fruugo-magento-integration-0-0-1?section=view-fruugo-orders-details-ship-orders-and-delete-orders)
- View Fruugo Failed Orders Import Log(https://docs.cedcommerce.com/magento/fruugo-magento-integration-0-0-1?section=failed-fruugo-orders-import-log)

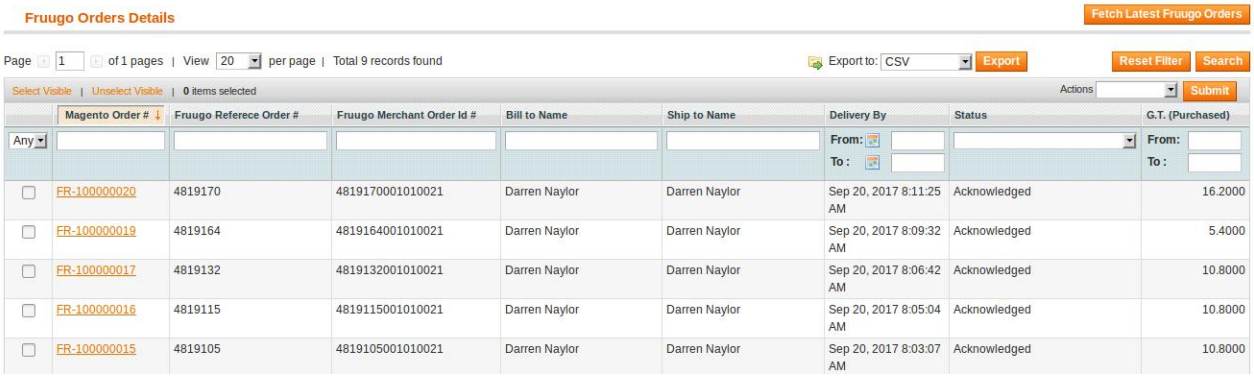
6.1. Fruugo Orders Details

The admin can view all the order details fetched from fruugo.com and then ship the required orders. Admin can also delete the existing orders and export the order details in the CSV format.

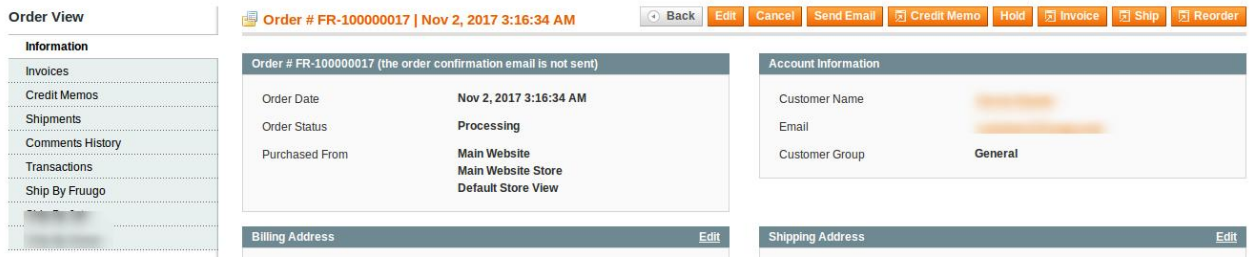
To ship the order

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the **Fruugo** menu, and then point to the **Manage Orders** menu.
   The menu appears as shown in the following figure:

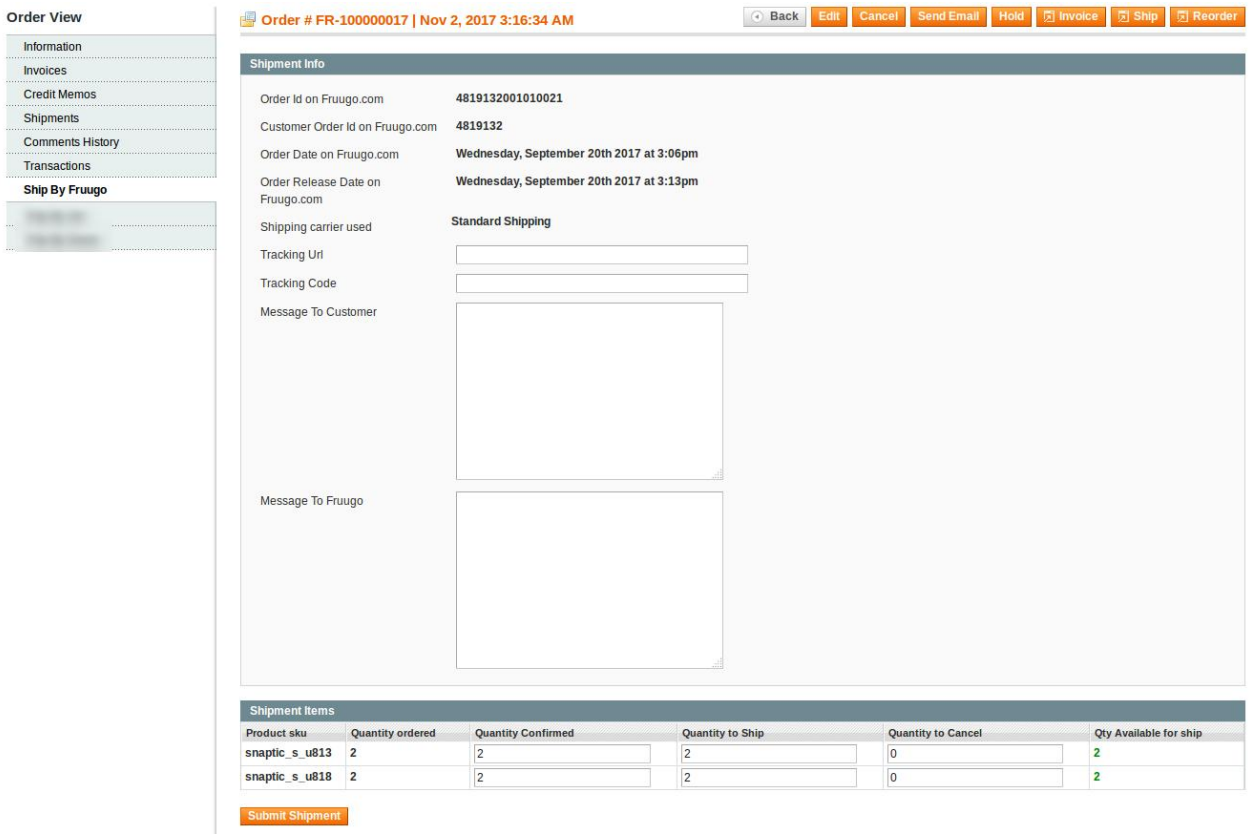
3. Click **View Fruugo Orders**.
   The **Fruugo Orders Details** page appears as shown in the following figure:



4. Click the **Fetch Latest Fruugo Orders** button.
   If the order is imported successfully, then a new record is found in the **Fruugo Order Details** table.
5. In the **Magento Order#** column, click the link associated with the required order.
   The page appears as shown in the following figure:



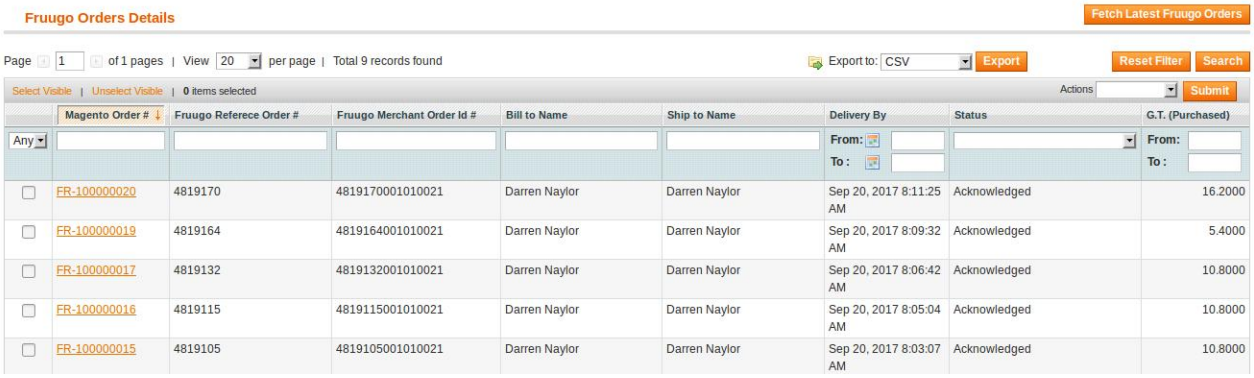
6. In the left navigation menu, click **Ship By Fruugo**.
   The page appears as shown in the following figure:



7. Under **Shipment Info**, do the following steps:
    a. In the Tracking Url box, enter the valid Tracking URL if any.
    b. In the Tracking Code box, enter the required value.
    c. In the Message To Customer box, enter the required message.
    d. In the Message To Fruugo box, enter the required message.
8. Under **Shipment Items**, do the following steps:
    a. Quantity Confirmed
    b. In the **Quantity to Ship** box, enter a value.
    The number of the quantity that the user can ship. The value cannot be greater than the **Qty Available for Ship** value.
    c. In the **Quantity Cancel** box, enter a value.
    The number of the quantity that the user wants to reject. The value cannot be greater than the **Qty Available for Ship** value.
9. Click the **Submit Shipment** button.
   The success message appears if the order is shipped successfully.

To Delete Orders

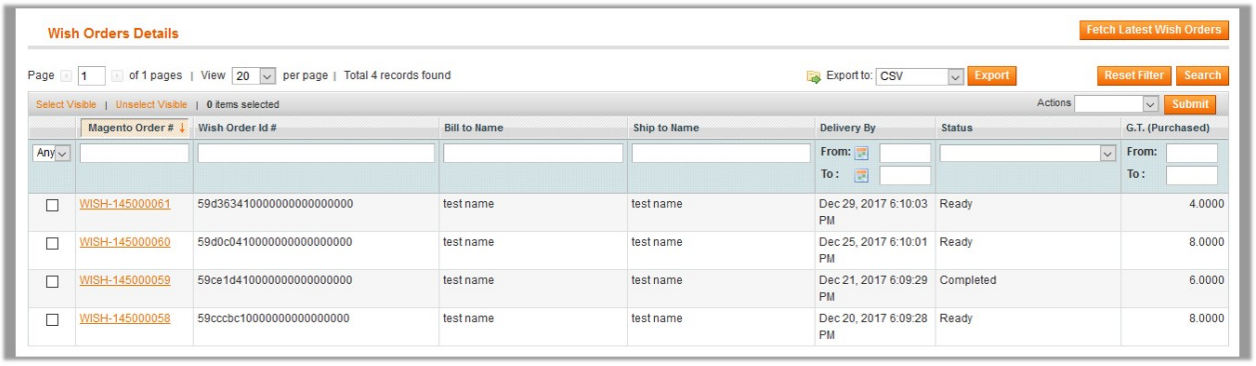
1. Go to the **Magento Admin** panel.
2. On the top navigation bar, click the **Fruugo** menu.
3. On the **Fruugo** menu, point to **Manage Orders**, and then click **View FruugoOrders**.
   The **Fruugo Order Details** page appears as shown in the following figure:



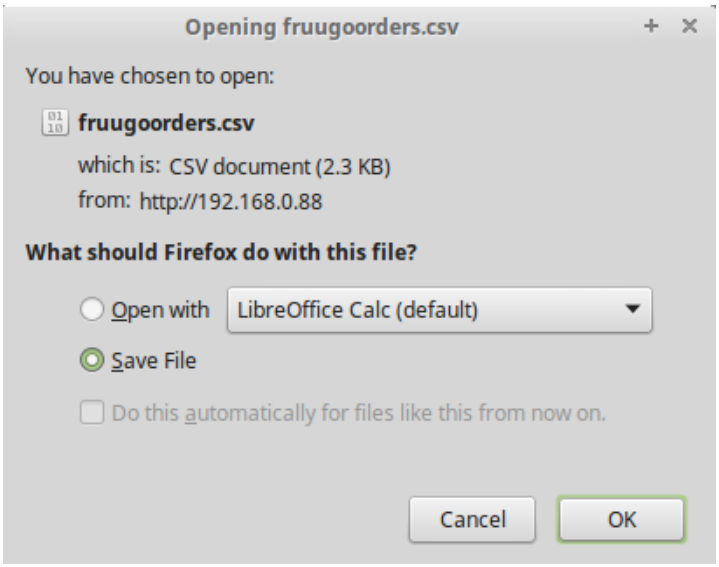
4. Select the check boxes associated with the Orders that the admin wants to delete.
5. In the **Action** list, click the arrow button, and then click **Delete Order**.
6. Click the **Submit** button.
   A confirmation dialog box appears.
7. Click the **OK** button.
   The selected orders are deleted.

To export the Fruugo Order Details through CSV file

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, click the **Fruugo** menu.
3. On the **Fruugo** menu, point to **Manage Orders**, and then click **View Fruugo Orders**.
   The **Fruugo Order Details** page appears as shown in the following figure:



4. Click the **Export** button.
   A dialog box appears to open or save the exported file as shown in the following figure.



5. Click to select the **Open With** or **Save File** as per the requirement.
6. Click the **OK** button.

6.2. Failed Fruugo Orders Import Log

The users can view the list of failed Fruugo orders on the **Failed Fruugo Orders Import Log** page.

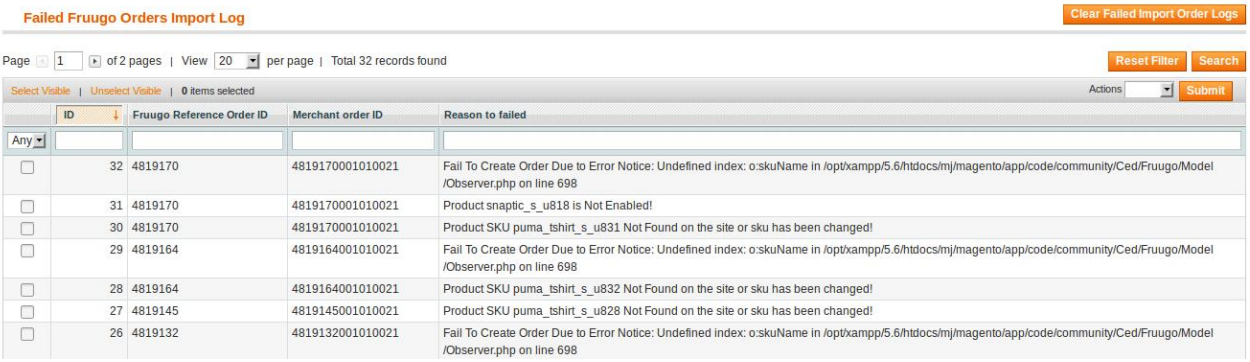
Orders cannot be imported from Fruugo due to the following conditions:

- If any product in the Fruugo Order is Out of Stock in Magento.
- If any product in the Fruugo Order is disabled in Magento.
- If any Product does not exist in Magento or is deleted from Magento after uploading on Fruugo.
- If the selected Payment Method in Fruugo System Configuration Setting is not available in Magento.

To manage failed Fruugo Orders

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the **Fruugo** menu, and then point to the **Manage Orders** menu.
   The menu appears as shown in the following figure:

3. Click **Fruugo Failed Orders**.
   The **Failed Fruugo Orders Import Log** page appears as shown in the following figure:



This page displays the failed orders with the order id and the reason for the failure.

4. *To clear failed import order logs*, click the **Clear Failed Import Order Logs** button.
   All the logs are deleted.
5. *To delete selected failed import order log*, do the following steps:
   a. Select the check boxes of the required logs.
   b. In the **Actions** list, click **Delete**.
   c. Click the **Submit** button.
   A confirmation dialog box appears.
   d. Click the **OK** button.
   All the selected failed orders are deleted.

7. Extras

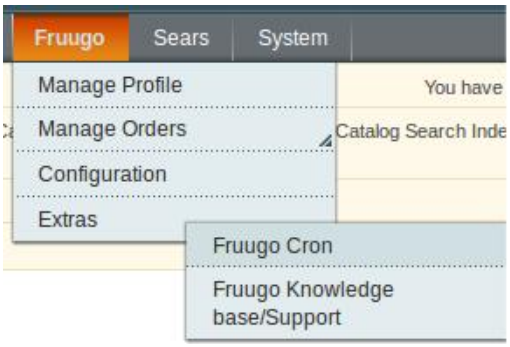
Admin can view the following details using the Extras menu:

- Fruugo Cron Details(https://docs.cedcommerce.com/magento/fruugo-magento-integration-0-0-1?section=view-tophatter-cron-details-2)
- Fruugo Knowledge Base(https://docs.cedcommerce.com/magento/fruugo-magento-integration-0-0-1?section=view-the-fruugo-knowledge-base)

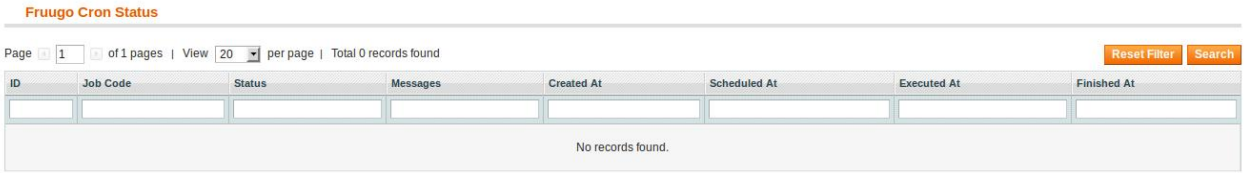
7.1. View Fruugo Cron Details

To view the Fruugo Cron Details

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the **Fruugo** menu, and then point to the Extras menu.
   The menu appears as shown in the following figure:



3. Click **Fruugo Cron**.
   The Fruugo Cron Status page appears as shown in the following figure:

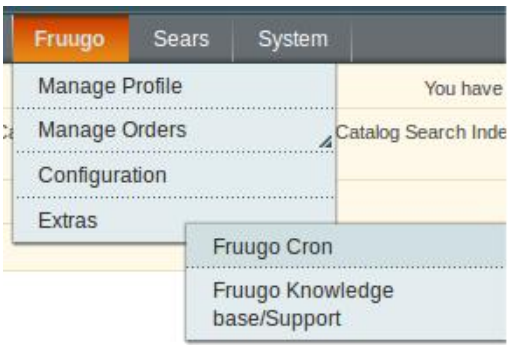


   If the cron details are available, then they are listed on this page.
4. To reset the filter on the available cron details, click **Reset Filter**.

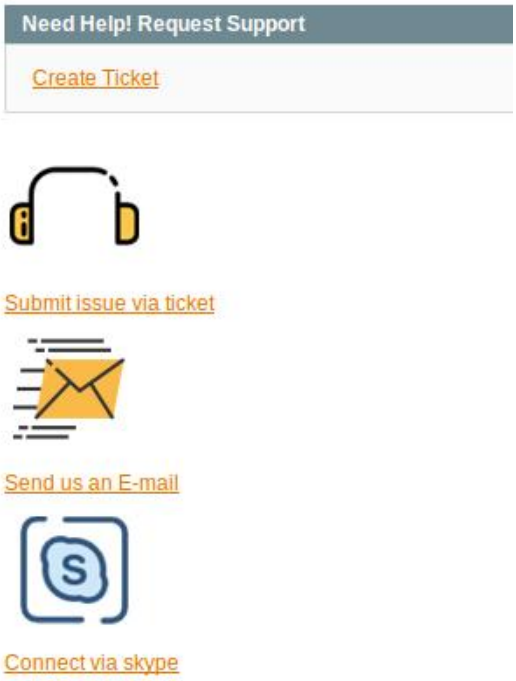
7.2. View the Fruugo Knowledge Base

To view the Fruugo Knowledge Base

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the **Fruugo** menu, and then point to the Extras menu.
   The menu appears as shown in the following figure:



3. Click **Fruugo Knowledgebase/Support**.
   The page appears as shown in the following figure:



Displays the link to help the Magento Store owners to raise a ticket and get the queries resolved if required. Also, they can send an e-mail or contact CedCommerce through Skype.