

Lazada Integration for OpenCart - User Guide

by CedCommerce Products Documentation

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1. Overview

Lazada is the topmost online shopping and selling e-commerce platform in South East Asia, It has 27,000 active sellers and more than 48 million sites visit them in a month and it is growing uniformly.

Lazada Group has become the Top-most online shopping and selling destination in South-east Asia. It was launched in 2012. As the explorer of the e-commerce in south-east Asia, Lazada has more than 1,45,000 local and international sellers, as well as 3,000 brands serving and 560 million consumers, are connected through this marketplace.

Lazada has very low demands from the sellers. They provide a very fast and easy fulfillment of orders. They have very low shipping rates across the board.

Lazada Integration for OpenCart is an API integration that helps OpenCart store owners to sell their products on Lazada and also to synchronize inventory, price, and other product details for product creation and management between OpenCart store and Lazada marketplace.

Lazada OpenCart Integration extension interacts with Lazada marketplace to integrate the synchronized product listing between OpenCart and Lazada retailers.

Key Features:

Easy Product Listing: Export all products of the store to Lazada.com.

Order Management: Manipulate the Lazada orders from YOUR store.

Information Update: Any change in your store's product(s) gets reflected on Lazada.

Error Notification: Get notified of the errors while uploading the products and their details.

Inventory Update: Inventory changes are tracked and updated.

Bulk Upload: Upload as many products as you want, with the Bulk Product Upload mechanism.

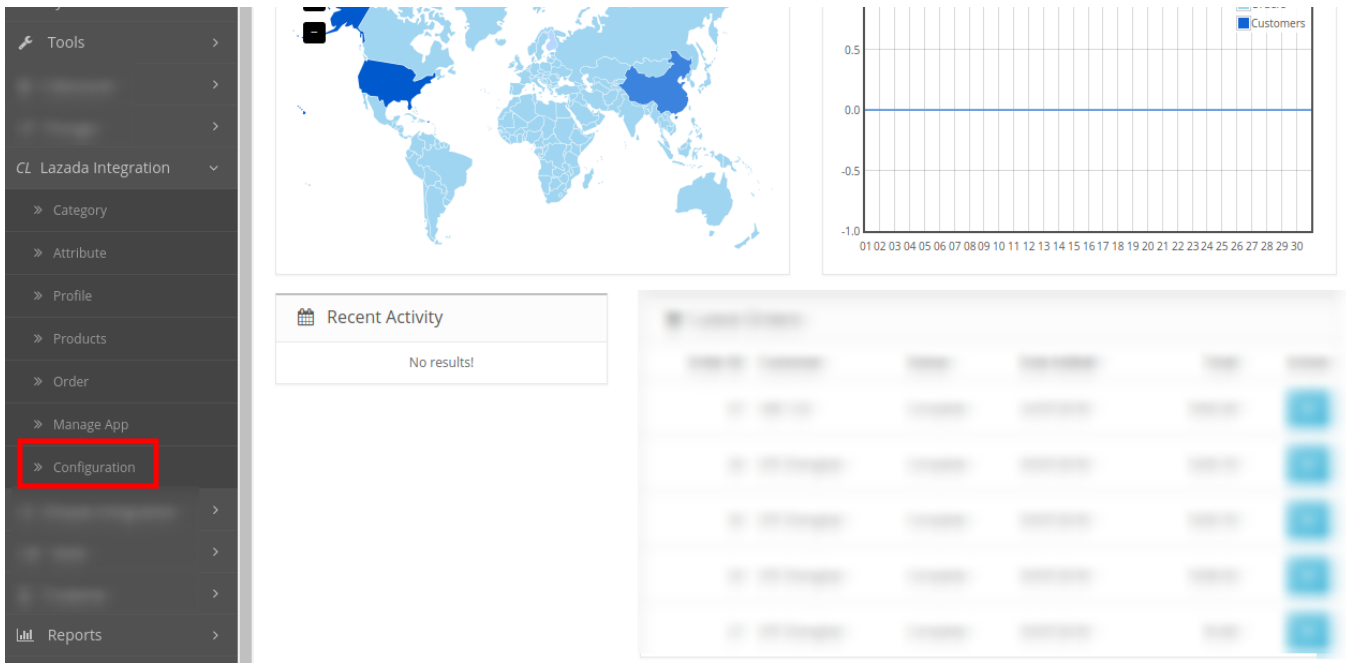
Order Automation: Fulfill the order shipment the easiest way in few clicks.

2. Configuration Settings

Once the module has been installed, the first necessary step needs to be taken by the admin is to complete the Configuration.

To do the **Configuration**,

- Go to your OpenCart admin panel.
- Place the cursor on **CL** which is on the left navigation bar, as shown in the figure below.
- From the menu that appears as shown in the image below, click on **Configuration**.



- On clicking Configuration, you will be navigated to the Configuration page as shown below:



- In **Status**, select **Enabled** to enable the module.
- In **Debug Mode**
 - Select **Enable**, to activate the debug mode.
 - Select **Disable**, to deactivate the debug mode.

In Lazada Product Settings.

- In **Default Store**, select the store in which you want your entire system to be processed.
- In **Product Price**, you may select the price that you want for your products on Lazada marketplace. The options for sending different prices are shown in the image below:

Price variant Type

Price Variant Amount

Price Type

Price variant Type

Regular Price

Increase Fixed Amount

Decrease Fixed Amount

Increase Fixed Percentage

Decrease Fixed Percentage

- **Default Price:** Choose this if you don't want any change in price between OpenCart store and Lazada.
- **Increase Fixed Amount:** You may select this option if you want your product price to be increased on Lazada as compared to your OpenCart store. If you select this option, a box appears as shown below:
 - By choosing this option, you may enter in the **Price Variant Amount** box the amount by which you want your product price to be Increased on Lazada as compared to your OpenCart store. Suppose if you enter 50 in this field and your product is for 100 on your OpenCart store, then the amount that your product will be available for on Lazada would be 150 (as the amount entered is 50 for **Increase** by fixed price, so the price entered would be added to the price for which product is available on OpenCart).
- **Decrease Fixed Amount-** You may use this option if you want the price of your OpenCart product to be decreased on Lazada.
 - By choosing this option, you may enter in the **Price Variant Amount** box the amount by which you want your product price to be decreased on Lazada as compared to your OpenCart store. Suppose if you enter 50 in this field and your product is for 100 on your OpenCart store, then the amount that your product will be available for on Lazada would be 50 (as the amount entered is 50 for **Decrease** by fixed price, so the price entered would be subtracted from the price for which product is available on OpenCart).
- **Increase Fix Percentage-** You may use this option if you want the price of your OpenCart product to be increased on Fruugo by a certain percent.
 - By choosing this option, you may enter in the **Price Variant Amount** box the percentage amount by which you want your product price to be increased on Lazada as compared to your OpenCart store. Suppose if you enter 20 in this field and your product is for 100 on your OpenCart store, then the amount that your product will be available for on Lazada would be 120 (as 20% of 100 is 20 which gets added to 100).
- **Decrease By Fix Percent-** You may use this option if you want the price of your OpenCart product to be decreased on Lazada by a certain percent.
 - By choosing this option, you may enter in the **Price Variant Amount** box the percentage amount by which you want your product price to be decreased on Lazada as compared to your OpenCart store. Suppose if you enter 20 in this field and your product is for 100 on your OpenCart store, then the amount that your product will be available for on Lazada would be 80 (as 20% of 100 is 20 which gets subtracted from 100).
- In **Variant Color**, Select the particular OpenCart attribute through which you want to map the Variant color.
- In **Variant Size**, Select the particular OpenCart attribute through which you want to map the Variant Size.

In Lazada Order Settings.

- In **Lazada Order ID Prefix**, Enter the prefix code to recognize the Lazada order.
- In **Order Notification Email**, enter the email Id on which you want the notification during the creation of new order.
- In **Enable Default Customer**,
 - Select **Yes** to enable it.
 - Select **No** to disable it.
- Once all the necessary details have been filled or selected, click on the **Save** button on the top right side of the page, as shown below:

- The configuration will be saved and a success message will appear as:

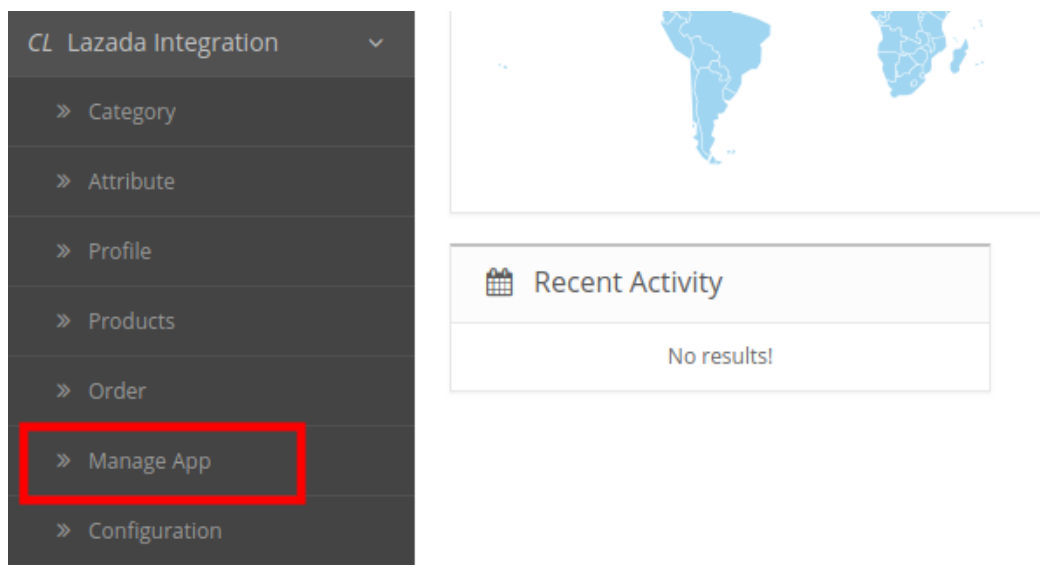
Success: You have modified CED Fruugo module!

3. Manage App

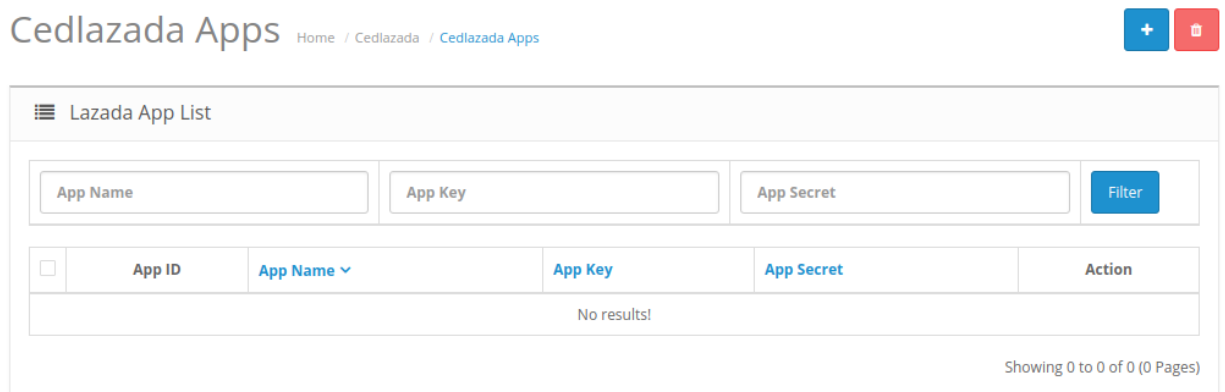
Once the module has been successfully configured, the merchant can manage the multiple apps.

To manage the **apps**,

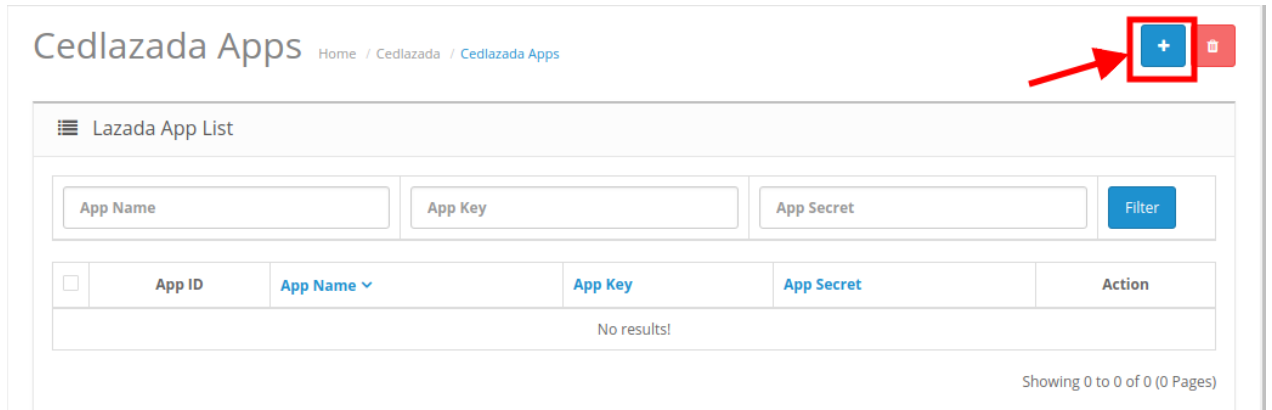
- Go to your OpenCart admin panel.
- Place the cursor on **CL** which is on the left navigation bar, as shown in the figure below.
- From the menu that appears as shown in the image below, click on **Manage Apps**.



- On clicking Configuration, you will be navigated to the Configuration page as shown below:



- To add a new app, click on the add button given on the top- right corner of the screen.



- After clicking on the add (+) button, this page will appear.

The screenshot shows the 'Add App' form. It is divided into two sections: 'App Information' and 'App Installation'. Under 'App Information', there are input fields for 'Redirect Uri' (pre-filled with a URL), 'App Name', 'App Key', and 'App Secret'. Under 'App Installation', there is a 'By Code' section with an empty input field and a 'Get Code' button.

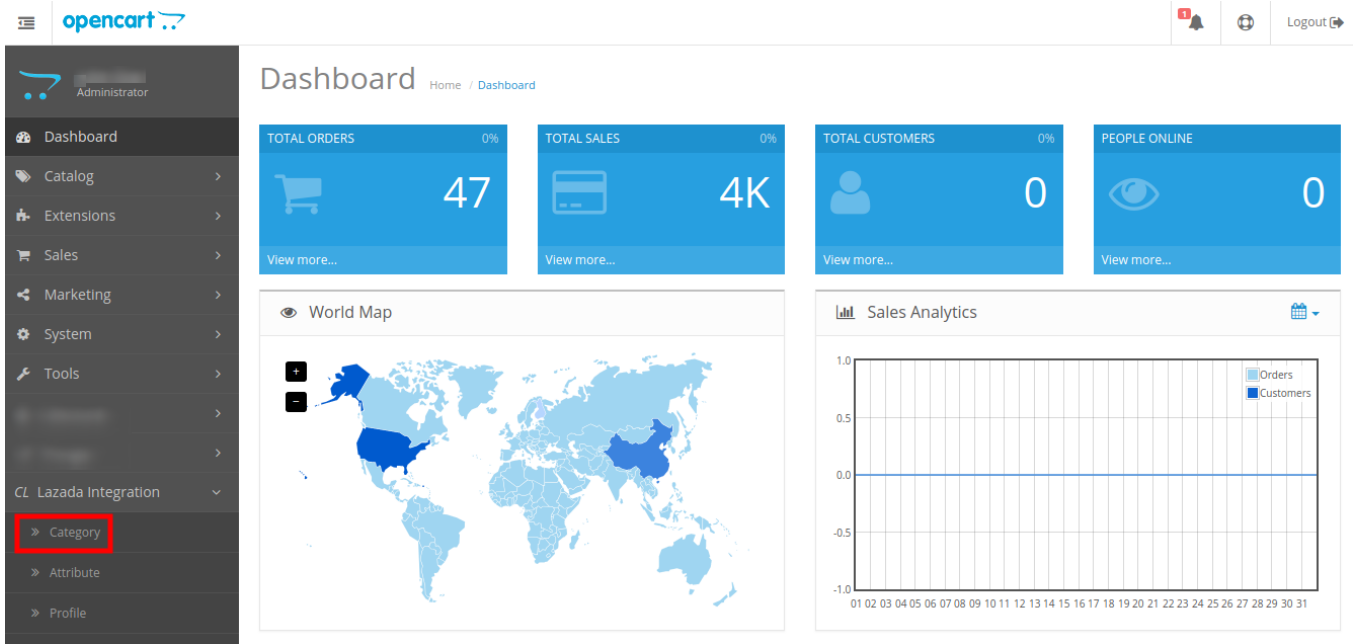
- Enter the **App Name**, **App key**, **App Secret** in the respective attributes.
- In **By Code**, this attribute will be auto-filled after clicking on the **Get Code** button.
- Click on the **Get Code** button to verify.

4. Lazada Categories

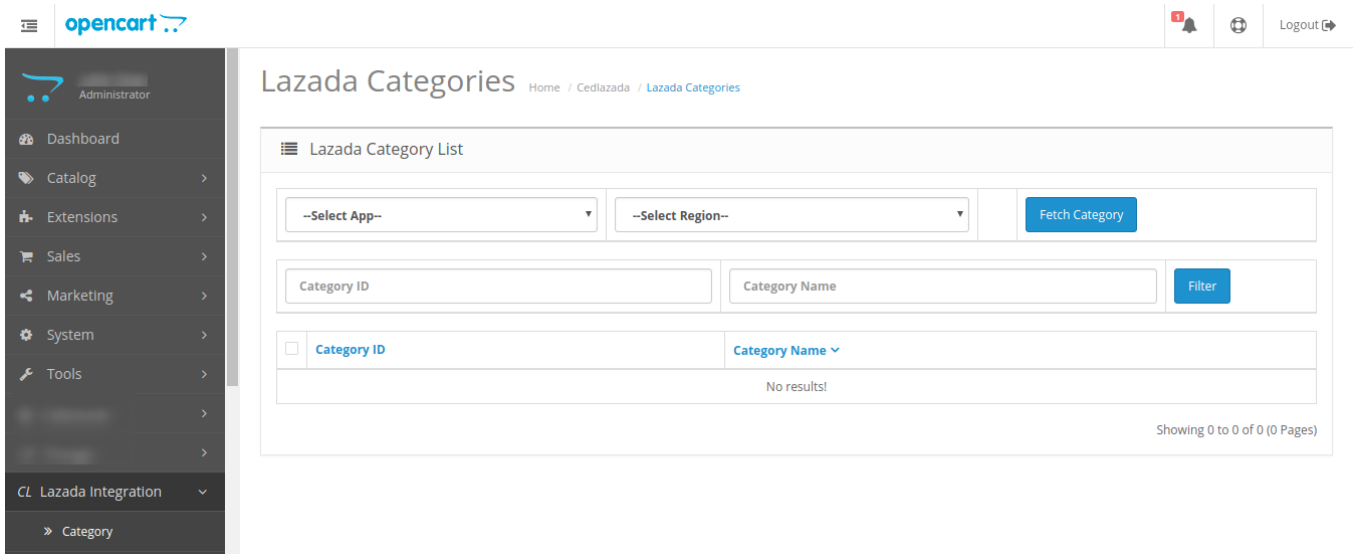
Once the Configuration is completed and saved, Lazada categories will appear in the admin panel in the Categories section.

To see the categories.

- Place the cursor on **CL** on the left navigation bar of the admin panel as shown below, and then click on **Categories**.



- On clicking **Categories**, you will be navigated to a page as shown below:



- Here, you can see all the Lazada categories.
- Click on the **Select App** drop- down to select the App
- In **Select Region** drop-down, select the country in which you are selling.
- Click on the Fetch Category button to fetch the categories.

Lazada Categories Home / Cedlazada / Lazada Categories

Lazada Category List

Search: [Country: Malaysia] [Fetch Category]

Filter: [Category ID] [Category Name] [Filter]

Category ID	Category Name
8863	2-in-1s
10356	3-D Puzzles
10002898	360 Cameras
11500	3D Glasses
8919	3D Printer Parts
8918	3D Printers
8920	3D Printing Materials
10001384	ABS
124	Access Points

- As you can see the category has been fetched.

5. Lazada Attributes

Once the Lazada Categories is fetched and saved, Lazada attributes will appear in the admin panel in the Attribute section.

To see the categories.

- Place the cursor on **CL** on the left navigation bar of the admin panel as shown below, and then click on **Attributes**.

Lazada Attributes Home / Cedlazada / Lazada Attributes

Lazada Attribute List

Search: [--Select App--] [--Select Region--] [--Select Category--] [Fetch Attribute]

Filter: [Attribute ID] [Attribute Name] [Filter]

Attribute ID	Attribute Name
No results!	

- On clicking **Attribute**, you will be navigated to a page as shown below:

- Here, you can see all the Lazada Attributes.
- Click on the **Select App** drop- down to select the App
- In **Select Region** drop-down, select the country in which you are selling.
- Click on **Select Category** drop-down to select the category.
- Click on the **Fetch Attribute** button to fetch the categories.

Attribute ID	Attribute Name
<input type="checkbox"/> 34	Name
<input type="checkbox"/> 35	Short Description
<input type="checkbox"/> 36	Long Description (optional)
<input type="checkbox"/> 37	Video URL
<input type="checkbox"/> 38	Brand
<input checked="" type="checkbox"/> 39	Model
<input type="checkbox"/> 40	Color Family
<input type="checkbox"/> 41	Images

- As you can see the category has been fetched in the above image.

6. Profile Management

While integrating the OpenCart store with Lazada, under the Profile section, a seller/admin has the liberty to perform the below-mentioned actions:

- Adding a Profile(<https://docs.cedcommerce.com/wp-admin/post.php?post=19481&action=edit>)
- Editing a Profile
- Deleting a Profile

6.1. Add a New Profile

To Add a New Profile,

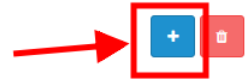
- On your OpenCart admin panel, place the cursor on **CL** and click on **Profile** when the menu appears as shown below:

The screenshot shows the OpenCart admin dashboard. On the left, a dark sidebar menu contains the following items: Dashboard, Catalog, Extensions, Sales, Marketing, System, Tools, and 'CL Lazada Integration'. Under 'CL Lazada Integration', there are sub-items: Category, Attribute, Profile (highlighted with a red box), Products, and Order. The main dashboard area features four blue summary cards: 'TOTAL ORDERS' (47), 'TOTAL SALES' (4K), 'TOTAL CUSTOMERS' (0), and 'PEOPLE ONLINE' (0). Below these are a 'World Map' and a 'Sales Analytics' chart. At the bottom, there are sections for 'Recent Activity' and 'Latest Orders'.

- On clicking Profile, you will be navigated to the page as below:

The screenshot shows the 'Cedlazada Profile' page. The breadcrumb trail is 'Home / Cedlazada / Cedlazada Profile'. In the top right corner, there are two buttons: a blue '+' button and a red trash icon. Below this is a section titled 'Lazada Profile List' containing a table with the following columns: Profile ID, Profile Code, Profile Name, Status, and Action. The table is currently empty, displaying 'No results!'. At the bottom right of the table, it says 'Showing 0 to 0 of 0 (0 Pages)'. At the very bottom of the page, the footer reads 'OpenCart © 2009-2018 All Rights Reserved. Version 2.0.1.1'.

- Click on the button on the top right of the page with **+** **Sign** to add a new profile, as shown in the image below:

Cedlazada Profile [Home](#) / [Cedlazada](#) / [Cedlazada Profile](#)

Lazada Profile List

<input type="checkbox"/>	Profile ID	Profile Code	Profile Name	Status	Action
No results!					

Showing 0 to 0 of 0 (0 Pages)

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Version 2.0.1.1

- On clicking it, you will be navigated to the page as shown below:

Cedlazada Profile [Home](#) / [Cedlazada](#) / [Cedlazada Profile](#)

Add Profile

General Information | Profile Mappings | Lazada Category & Attribute

Enable Profile:

Profile Code *

Profile Name *

General Information



- In **Enable Profile**
 - Select **Enable** option to activate the profile.
 - Select **Disable** option to deactivate the profile.
- In **Profile Code**, Enter the profile code to recognize the profile.
- In the **Profile Name**, Enter the name of the profile to display.


Once you've added the details in this section, move on to the next section from the upper section as shown below:

General Information | Profile Mappings | Lazada Category & Attribute


Attribute


- On clicking the **Profile Mappings**, the section will appear to you as:

Cedlazada Profile [Home](#) / [Cedlazada](#) / [Cedlazada Profile](#)  

 Add Profile

General Information **Profile Mappings** Lazada Category & Attribute

Profile App *  --Select App--

Profile Regions *  --Select Region--



Store Category


Baby Care > Care & Safety
 Baby Care > Baby Bath

- In the **Profile App**, Select the App which you have created to upload the products.
- In the **Profile Regions**, Select the region where you are selling your products.
- In the **Store Category**, select the category which you want to map.
 - The selected attributes will be displayed in the snippet provided below the store category attribute as shown in the above figure.


Now move on to the next section.





Lazada Category and Attributes

Cedlazada Profile [Home](#) / [Cedlazada](#) / [Cedlazada Profile](#)  

 Edit Profile

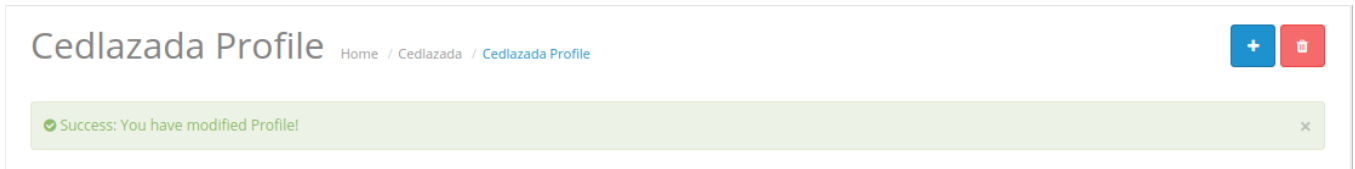
General Information Profile Mappings **Lazada Category & Attribute**

Lazada Category *  Accessories

Lazada Attributes	Default Value	Store Attributes
* tax_class		Tax class id 
		Select Mapping 
* package_height		Height 
		Select Mapping 

- Select the Category of Lazada in **Lazada Category** Attribute.
 - The attributes related to the category will be displayed below.
 - Map the Lazada attributes with store attributes
 - If you want to map any **Lazada attribute** with some default value, you can assign it here.

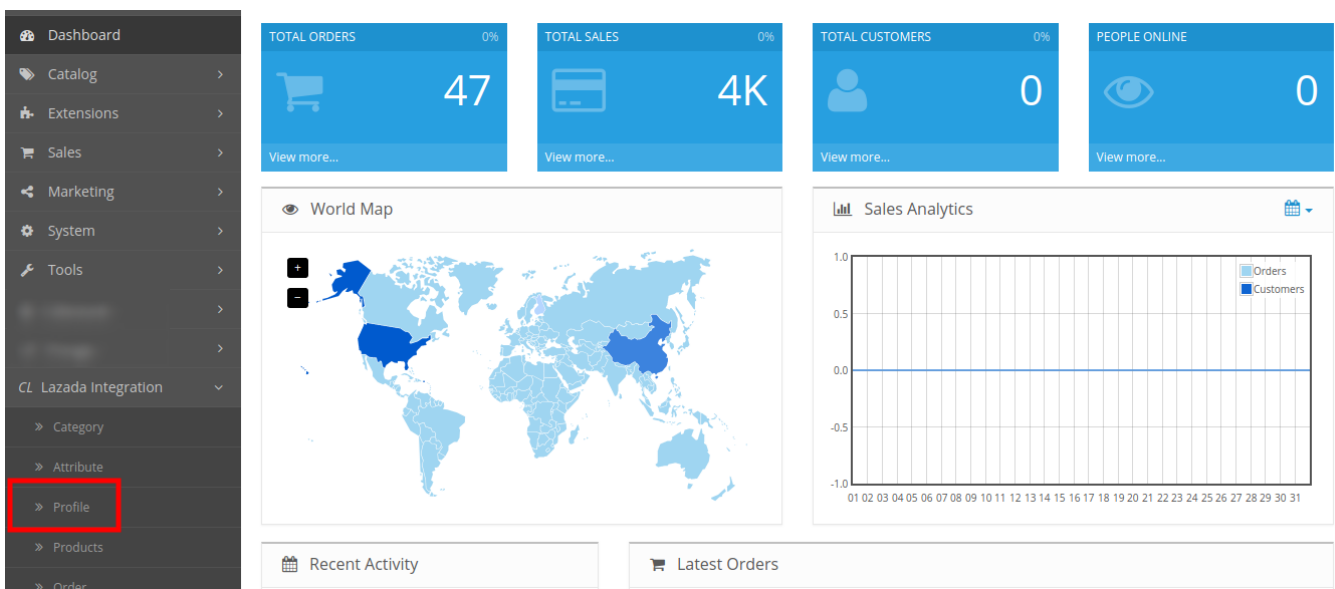
Once all the details have been filled and selected in all the sections, click on the **Save** button on the top right side of the page. The profile will be created and you will be navigated to the profile page where you may see the success message as shown in the image below:



6.2. Edit the existing profile

To Edit the existing Profile.



- On your OpenCart admin panel, place the cursor on **CL**, when the menu appears to click on **Profile**.



- On clicking it, you will be navigated to the profile page as shown below. On this page, you may click on the edit button as highlighted in the image below:

Cedlazada Profile [Home](#) / [Cedlazada](#) / [Cedlazada Profile](#)

Lazada Profile List

<input type="checkbox"/>	Profile ID	Profile Code	Profile Name	Status	Action
<input type="checkbox"/>	1	123	Test Profile	Enabled	
<input type="checkbox"/>	2	ada	adsa	Enabled	

Showing 1 to 2 of 2 (1 Pages)

- On clicking it, you will see the sections as:

Cedlazada Profile [Home](#) / [Cedlazada](#) / [Cedlazada Profile](#)

Edit Profile

General Information | Profile Mappings | Lazada Category & Attribute

Enable Profile:

Profile Code *

Profile Name *

- On this page, you may make the changes as you want.
- You may click on the different section from the upper menu and make the changes required.
- Once the changes have been made, click on the **Save** button on the upper right side of the page.
- The changes you have made will be saved.

6.3. Deleting a Profile

To Delete a Profile,

- On your OpenCart admin panel, place the cursor on the **CL** in the left navigation bar.
- The menu appears and you need to click on **Profile**.

- On clicking it, you will be navigated to the following page:

<input type="checkbox"/>	Profile ID	Profile Code	Profile Name	Status	Action
<input checked="" type="checkbox"/>	1	123	Profile1	Enabled	

Showing 1 to 1 of 1 (1 Pages)

- Now select the profile you want to delete and click on the **Delete** button as shown in the above image.
- A box will appear asking you to confirm your action. Click **OK** and the profile will be deleted.

7. Manage Products

From the Product section of the Admin Panel, an admin can take multiple actions for its products such as:

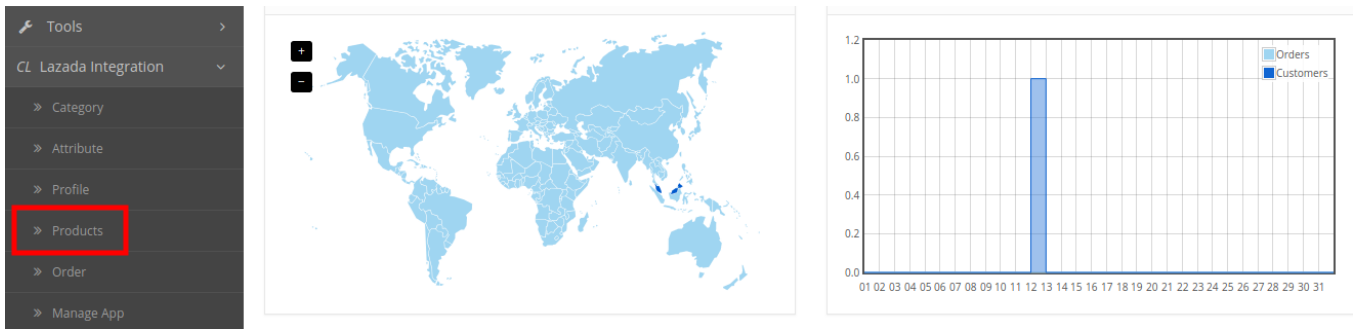
- Upload All Product
- Upload Multiple Products in Bulk
- Disable Selected Products in Bulk
- Enable Selected Products in Bulk
- Sync Product Inventory
- Fetch Product Status
- Edit Product Details

Upload All Products on Lazada:

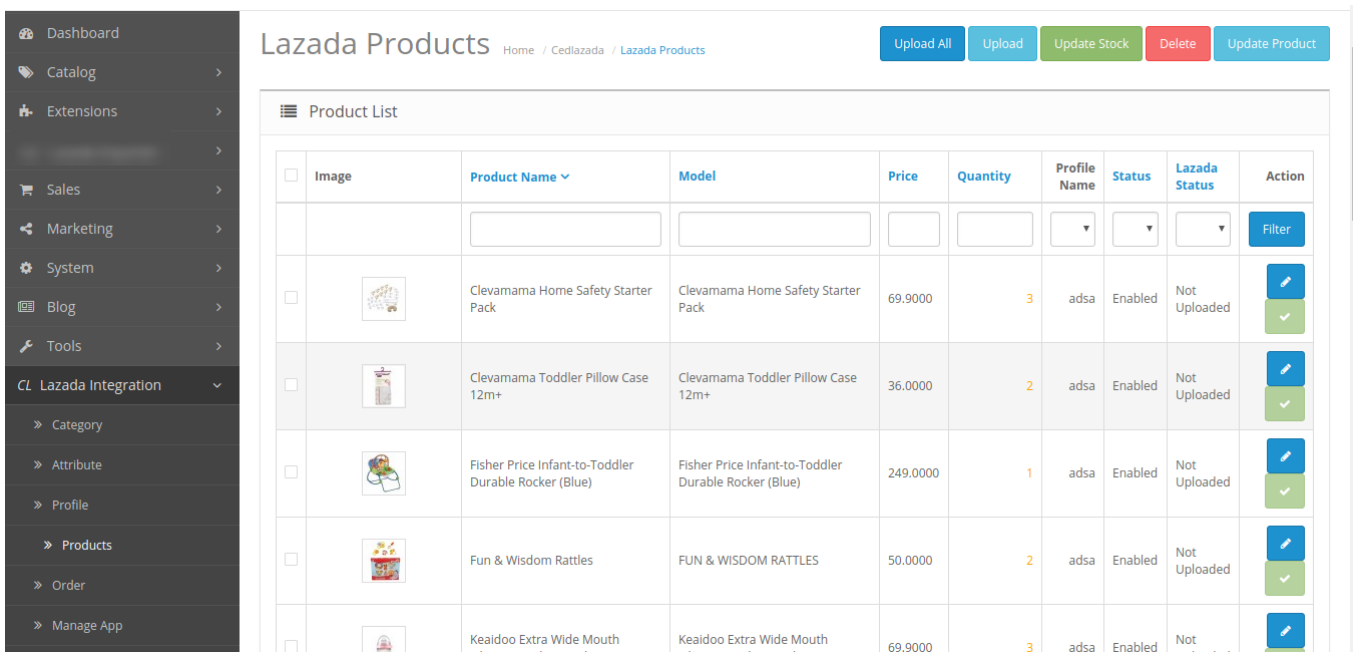
To upload all your products to Lazada,

- Go to OpenCart admin panel.
- Place cursor on CL in the left navigation bar.

- When the menu appears, click on Products.



- On clicking Product, you will be navigated to the page as shown below:



- Now click on the **Upload All** button which is the first button amongst the buttons on the top right side of the page.

To upload selected products in bulk/upload selected products

- On the same page as shown above, where all your products are listed, select the products you want to upload on Lazada.
- Click on the **Upload** button.

To Update the stock of the products on Lazada.

- Select the products for which you want the stock to be updated
- Click on the **Update Stock** button which is amongst the buttons on the top right of the page.

To Delete the products on Lazada,

- Select the products for which you want to delete.
- Click on **Delete** button which is amongst the buttons on the top right of the page.

To Update the product inventory on Lazada for selected products,

- Select the products for which you want the inventory to be updated.
- Click on **Update Products** button which is amongst the buttons on the top right of the page.

To Edit a Product,

- Click on the **Edit** button as highlighted in the image below, adjacent to the product, in the last column:

The screenshot displays the 'Lazada Products' management page. On the left is a sidebar menu with categories like 'Lazada Integration' expanded to show 'Category', 'Attribute', 'Profile', 'Products', 'Order', and 'Manage App'. The main area shows a 'Product List' table with the following data:

Image	Product Name	Model	Price	Quantity	Profile Name	Status	Lazada Status	Action
	Clevamama Home Safety Starter Pack	Clevamama Home Safety Starter Pack	69.9000	3	adsa	Enabled	Not Uploaded	
	Clevamama Toddler Pillow Case 12m+	Clevamama Toddler Pillow Case 12m+	36.0000	2	adsa	Enabled	Not Uploaded	
	Fisher Price Infant-to-Toddler Durable Rocker (Blue)	Fisher Price Infant-to-Toddler Durable Rocker (Blue)	249.0000	1	adsa	Enabled	Not Uploaded	
	Fun & Wisdom Rattles	FUN & WISDOM RATTLES	50.0000	2	adsa	Enabled	Not Uploaded	
	Keaidoo Extra Wide Mouth	Keaidoo Extra Wide Mouth	69.9000	3	adsa	Enabled	Not Uploaded	

- On clicking it, the page that you will be navigated to will appear as:



Edit Product

General Data Links Attribute Option Recurring Discount Special Image Reward Points Design

English

* Product Name: HP LP3065

Description:

 Stop your co-workers in their tracks with the stunning new 30-inch diagonal HP LP3065 Flat Panel Monitor. This flagship monitor features best-in-class performance and presentation features on a huge wide-aspect screen while letting you work as comfortably as possible - you might even forget you're at the office

* Meta Tag Title: 5686786

Meta Tag Description: Meta Tag Description

Meta Tag Keywords: Meta Tag Keywords

Product Tags: Product Tags

- On this page, you may make the changes as per your needs in sections that can be seen in the image above.
- Once the changes have been made, click on **Save** button on the top right side of the page in blue color.
- The changes will be made and the product will be edited.

8. Order Management

Admin can do the following tasks while managing the Lazada orders:

- Fetch, View, Ship, and delete the Lazada Orders
- View and delete the Failed Orders

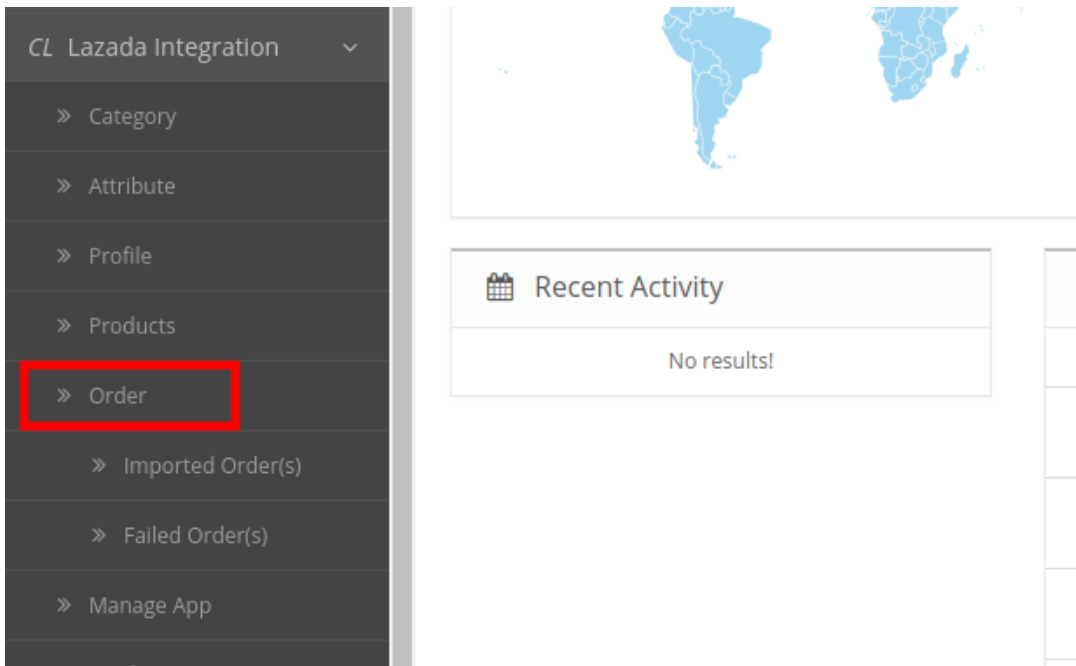
8.1. Import Orders

Once a seller has started selling on Lazada using the Lazada OpenCart Integration Extension, the orders that have been placed for the seller's products can be managed from the admin panel itself.

To go to the order's page,

- Place cursor on CL in the left navigation bar on your OpenCart admin panel.

- When the menu appears, click on **Orders**.



- On clicking it, you will be navigated to the orders page as shown below:

Lazada Order(s) Home / Cedlazada / Lazada Order(s)

Order List									
Created E	Created A	--Lazad: ▾	Updated I	--Sort Di ▾	Off	Lirr	Updated /	--Sor ▾	Fetch Orders
<input type="checkbox"/>	Order ID ^	Lazada Order ID	Customer	Status	Lazada Order Status	Total	Date Added	Date Modified	Action
<input type="checkbox"/>				▾	▾				Filter
<input type="checkbox"/>	1	1895464	Vikalp Gupta	Pending	pending	\$565.98	14/06/2018	05/11/2018	[Edit]

Showing 1 to 1 of 1 (1 Pages)

- On the top right of the page, click **Fetch Orders** to fetch all the orders from Lazada. They will be listed as shown in the above image.

To view the order, click on the View button as highlighted in the image below:

<input type="checkbox"/>	Order ID ^	Lazada Order ID	Customer	Status	Lazada Order Status	Total	Date Added	Date Modified	Action
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Filter"/>
<input type="checkbox"/>	1	1895464	Vikalp Gupta	Pending	pending	\$565.98	14/06/2018	05/11/2018	<input type="button" value="[Edit]"/>

- On clicking it, you will be navigated to the page as shown below:

Lazada Order(s) [Home](#) / [Cedlazada](#) / [Lazada Order\(s\)](#)

Order List

Order | [Payment Details](#) | [Products](#) | [Lazada Order](#) | [Lazada Pack Order](#) | [Lazada Shipment](#) | [Lazada Cancel](#)

Order ID:	#1
Lazada Order ID	<input type="text"/>
Store	Your Store
Store Url	<input type="text"/>
Customer	Vikalp Gupta
E-Mail	<input type="text"/>
Telephone	<input type="text"/>
Total	\$565.98
Lazada Order Status	Pending
Date Added	14/06/2018

- On the page shown in the above image, you may take multiple actions.
- You may see the order details as shown in the image.
- You may also take actions such as:
 - **To Accept Order, click on the Lazada pack order as given in the below figure.**

Lazada Order(s) [Home](#) / [Cedlazada](#) / [Lazada Order\(s\)](#)

Order List

Order Payment Details Products Lazada Order **Lazada Pack Order** Lazada Shipment Lazada Cancel

Pack Orders

Order ID:	<input type="text"/>
Lazada Item Order ID:	<input type="text" value="31202"/> <input type="text" value="31202"/>
Delivery Type:	--Delivery Type--
Shipment Providers:	--Shipment Providers--

- To Cancel Order, click on the Lazada Cancel as given in the below figure.

Lazada Order(s) [Home](#) / [Cedlazada](#) / [Lazada Order\(s\)](#)

Order List

Order Payment Details Products Lazada Order Lazada Pack Order Lazada Shipment **Lazada Cancel**

Cancel Order

Order Item ID:	<input type="text"/>
Lazada Item Order ID:	--Order Item ID--
Reason:	--Reason--

- To Ship Order, click on the Lazada Cancel as given in the below figure.

Lazada Order(s) [Home](#) / [Cedlazada](#) / [Lazada Order\(s\)](#)

Order List	
Order	Payment Details
Products	Lazada Order
Lazada Pack Order	Lazada Shipment
Lazada Cancel	
Not Shipped Yet	
Order ID:	██████████
Lazada Item Order ID:	<div style="border: 1px solid #ccc; padding: 2px;"> 31202 31202 </div>
Delivery Type:	--Delivery Type--
Shipment Providers:	--Shipment Providers--
Tracking Number:	456
<input type="button" value="Ship"/>	

To Ship the products,

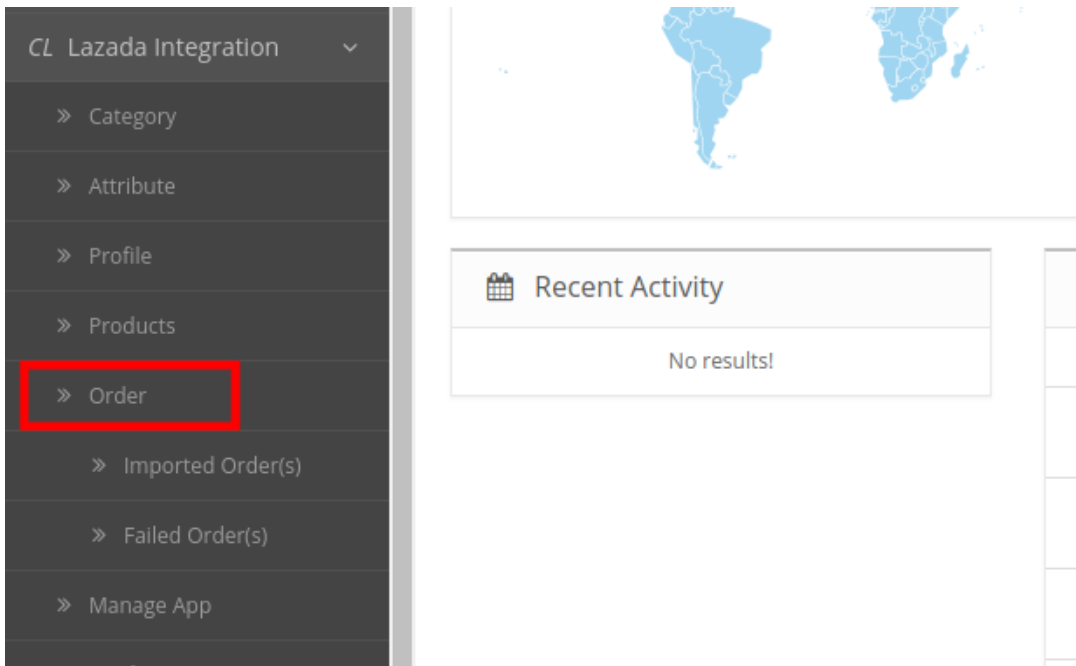
- On the bottom of the same page, you may see the **Ship Whole Order** Section as:

Not Shipped Yet	
Order ID:	██████████
Lazada Item Order ID:	<div style="border: 1px solid #ccc; padding: 2px;"> 31202 31202 </div>
Delivery Type:	--Delivery Type--
Shipment Providers:	--Shipment Providers--
Tracking Number:	██████████
<input type="button" value="Ship"/>	

- In **Delivery Type**, select the type of delivery of the product from the given options.
- In **Shipment Providers**, Select the shipment providers from the given options.
- In **Tracking Number**, enter the tracking number of the product.
- Click on **Ship**.
- The order will be shipped.

To Delete the Order,

- Place cursor on CL in the left navigation bar on your OpenCart admin panel.
- When the menu appears, click on **Orders**.



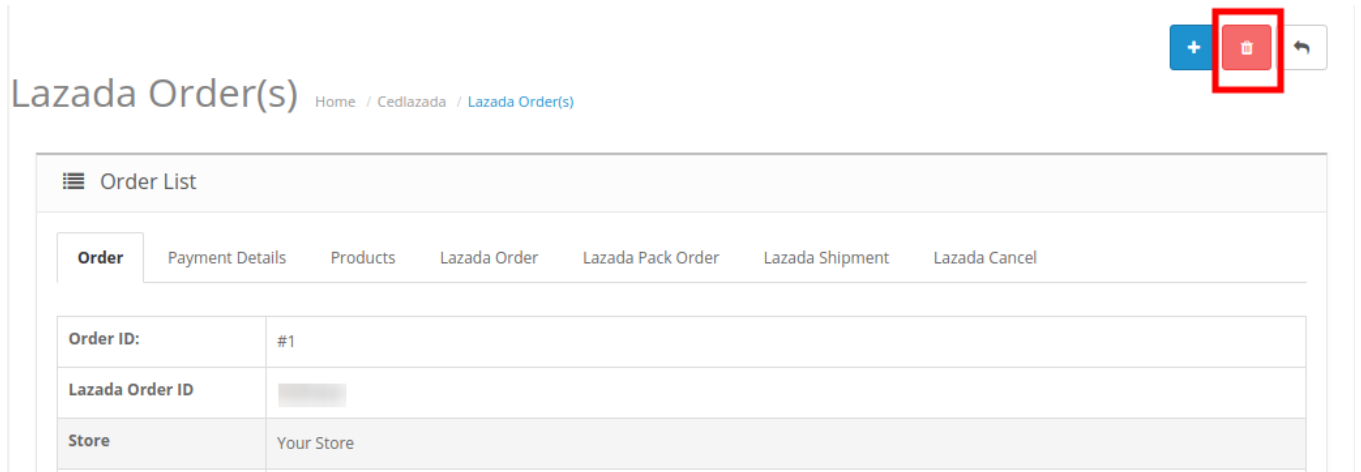
- On clicking it, you will be navigated to the orders page as shown below:

Lazada Order(s) Home / Cedlazada / Lazada Order(s)

Order List									
Created E	Created A	--Lazada	Updated I	--Sort Di	Off	Linn	Updated /	--Sor	Fetch Orders
<input type="checkbox"/>	Order ID ^	Lazada Order ID	Customer	Status	Lazada Order Status	Total	Date Added	Date Modified	Action
<input type="checkbox"/>									Filter
<input type="checkbox"/>	1	1895464	Vikalp Gupta	Pending	pending	\$565.98	14/06/2018	05/11/2018	[Edit]

Showing 1 to 1 of 1 (1 Pages)

- Click on the **Delete** button of the order(s) that you want to delete.
- On the top right part of the page, click on the **Delete** button as highlighted in the image below:



Lazada Order(s) [Home](#) / [Cedlazada](#) / [Lazada Order\(s\)](#)

Order List

Order | Payment Details | Products | Lazada Order | Lazada Pack Order | Lazada Shipment | Lazada Cancel

Order ID:	#1
Lazada Order ID	
Store	Your Store

- Selected order(s) will be deleted.

8.2. Failed Order

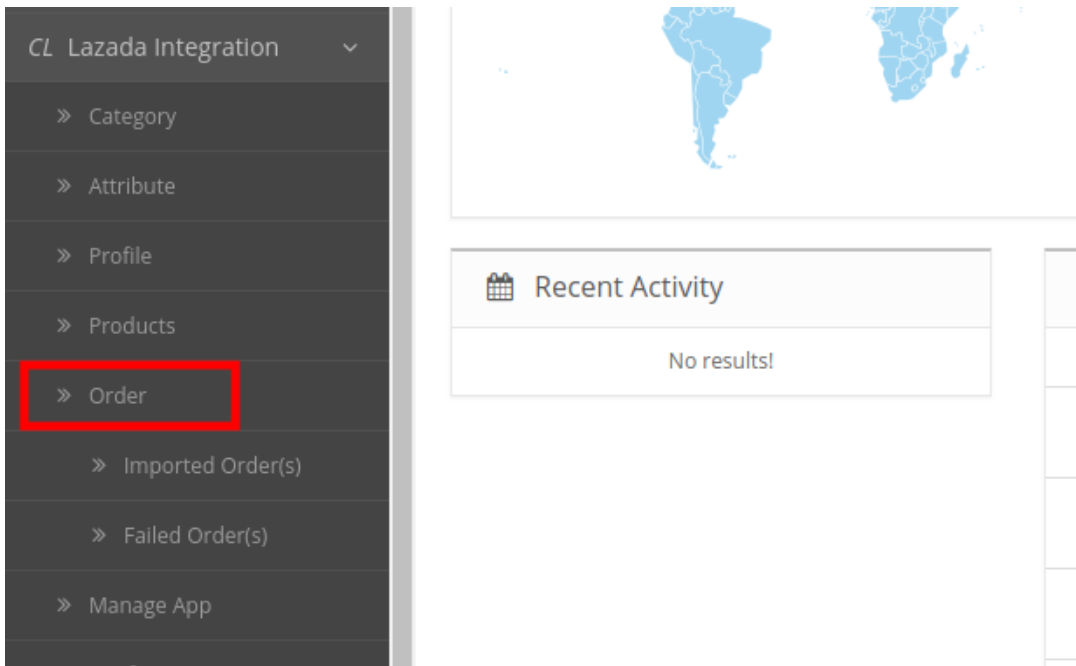
The users can view the list of failed Lazada orders on the Lazada Failed Orders page.

Before that, read the points below and understand that in the following conditions, orders are not imported from Lazada:

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

To view, Lazada failed orders

- On your OpenCart admin panel, place cursor on CL on the left navigation bar.
- Click on **Failed Order** when the menu appears.



- On clicking it, you will be navigated to the page as:

Fail Order(s) [Home](#) / [Cedlazada](#) / [Fail Order\(s\)](#)

☰ Fail Order List

Lazada Order ID ^	Lazada Item Order ID	SKU	Reason	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Filter
1895464	31202	125478965	MERCHANT SKU DOES NOT EXIST	View Order

Showing 1 to 1 of 1 (1 Pages)

To cancel the order,

- Select the order(s) that you want to cancel.
- Click on the **Cancel Order** button as displayed in the red color in the image below:

Rejected Order View

[Home](#) / [Cedlazada](#) / [Rejected Order View](#)

Cancel Order



Rejected Order View	
Order Details	
order_id	[REDACTED]
payment_method	COD
whole_order_status	pending
shipping_amount	0.54
whole_order_shipping_day	01-01-1970 01:00:00
create_time	09-02-2018 15:44:30
Order Shipping Details	
name	[REDACTED]

- The order will be canceled.