

Mercadolibre Prestashop Integration User Guide

by CedCommerce Products Documentation

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1. Overview

MercadoLibre is an Argentine eCommerce company and the most popular e-commerce site in Latin America when it comes to the number of visitors.

On this largest e-commerce ecosystem in Latin America, products that are available to be sold by sellers and purchased by buyers are huge in number and fall under multiple categories such as Electronics and Accessories, Fashion, Home and Garden, Car Accessories, Sporting Goods etc. MercadoLibre has about 212 million recorded users as of 2017 and in the first quarter of 2018, the net revenue of MercadoLibre was 321 Million US dollars.

Mercadolibre Prestashop Integration is a fabulous API integration that helps the Prestashop store owners to synchronize inventory, price, and other product details for the product creation and its management between the Prestashop store and the Mercadolibre marketplace.

The Mercadolibre Prestashop Integration extension integrates the synchronized product listing between Prestashop and Mercadolibre. Once the seller has installed the extension, it becomes easy to create the Mercadolibre Categories and map the dependent attributes on the Prestashop store.

This ahead of the curve extension empowers the sellers to configure the desired product category into Prestashop for automatic submission of the selected product to the same Category on Mercadolibre.

The Key Features are as follows:

Profile-based product upload: Admin can create a profile, map the Mercadolibre category and attributes to the Prestashop category and attributes, and then after assigning the products to the profile can easily upload products to Mercadolibre.com.

Attribute Mapping: Maps suitable existing attribute with Mercadolibre attribute, so a seller need not populate those fields.

Bulk Upload System: The merchant has the flexibility to upload as many numbers of products on Mercadolibre.com using bulk product upload feature, as wanted.

Synchronized Inventory: Auto synchronization of the inventory at regular intervals and the listing of the products along with all the details is established between Prestashop and Mercadolibre.com.

Enable and Disable Products: Merchants can close and reopen the products on Mercadolibre.com using Enable and Disable feature.

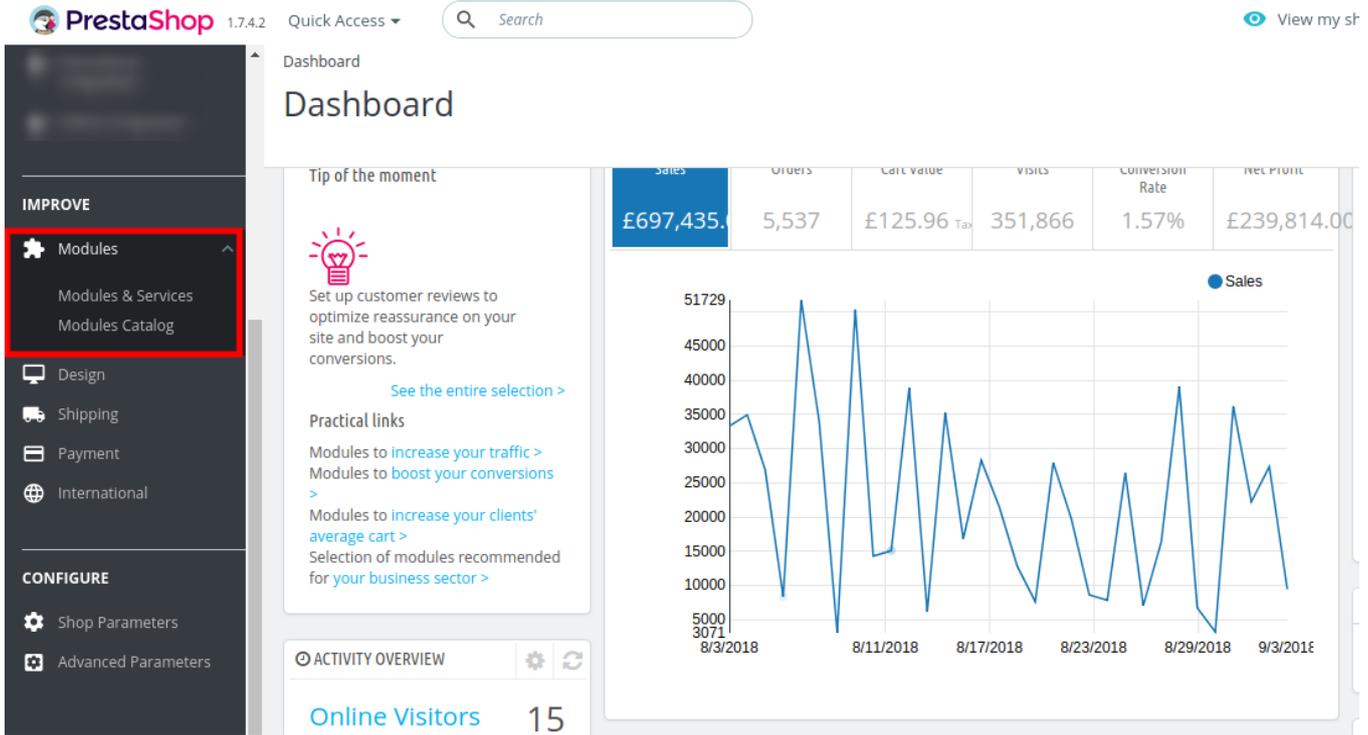
Simple and Configurable Product Upload: Admin can upload the Simple and Configurable type of Prestashop products on the Mercadolibre website.

2. Mercadolibre Prestashop Extension Installation

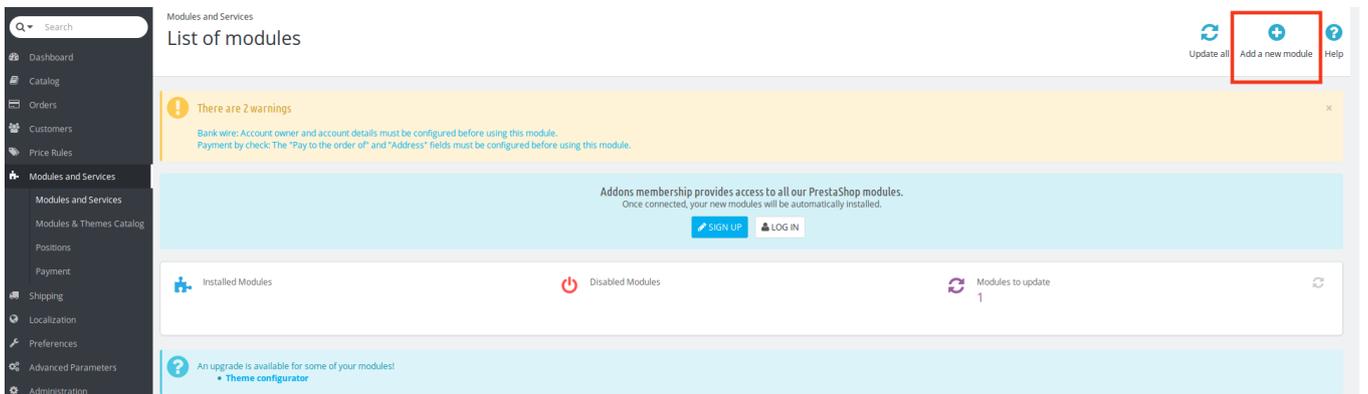
To install the extension:

- Go to the **Prestashop Admin panel**.
- On the left navigation bar, point cursor to the **Modules and Services**.

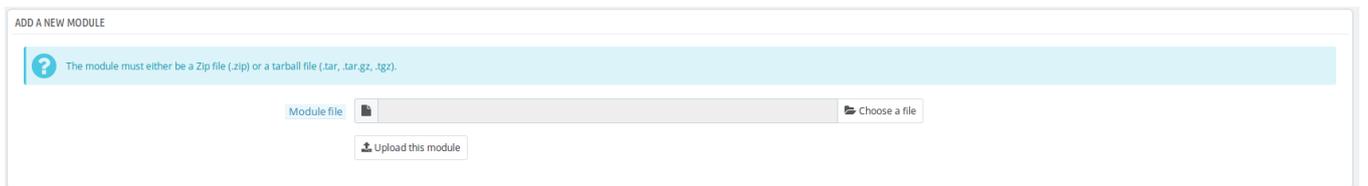
The menu appears as shown in the following figure:



- Now click the **Modules and Services** menu, and you will come across a page like shown below.



- Now you need to click on **Add a New Module** on the top right corner of the page.
- In doing so, the page opens a section like shown in the image below:



- Now in the Module File tab, choose the package file of Mercadolibre marketplace from your system.
- Once selected, click on the **Upload this module** button.
- On the same page, scroll down and in the Modules list, search for Mercadolibre and it will be listed on the right side as a drop-down.

- Once you select and click on the **Install** button, you can see a message like shown below, on the same page, asking you if you wish to proceed with the installation. You may click on **Proceed with the installation**.

Quick Access ▾ [View my shop](#)

Modules & Services / Installed modules

Manage installed modules

[Upload a module](#) [Help](#)

Installed modules Selection Notifications ¹⁰

Mlibre Integration
v1.0.0 - by CedCommerce Allow merchants to integrate their Prestashop shop with Mercadolibre marketplace. [Configure](#)

- The module will be installed and you will be navigated to the **Configuration** page for further steps to be taken.

3. Retrieve API Credential from the Mercadolibre Seller Panel

Before proceeding with the Configuration Settings, the user has to log in the Mercadolibre Seller account to obtain the following API credentials:

- App Id
- Secret Key

After obtaining the details, the merchant has to copy all of them one by one from the Mercadolibre Seller account and paste it one by one to the **Mercadolibre Configuration** page of the admin panel of the store.

To retrieve the API credentials

- Go to the Mercadolibre Seller Panel [https://application.mercadolibre.com\(https://application.mercadolibre.com\)](https://application.mercadolibre.com(https://application.mercadolibre.com)) link. The page will appear as given in the following.

Applications

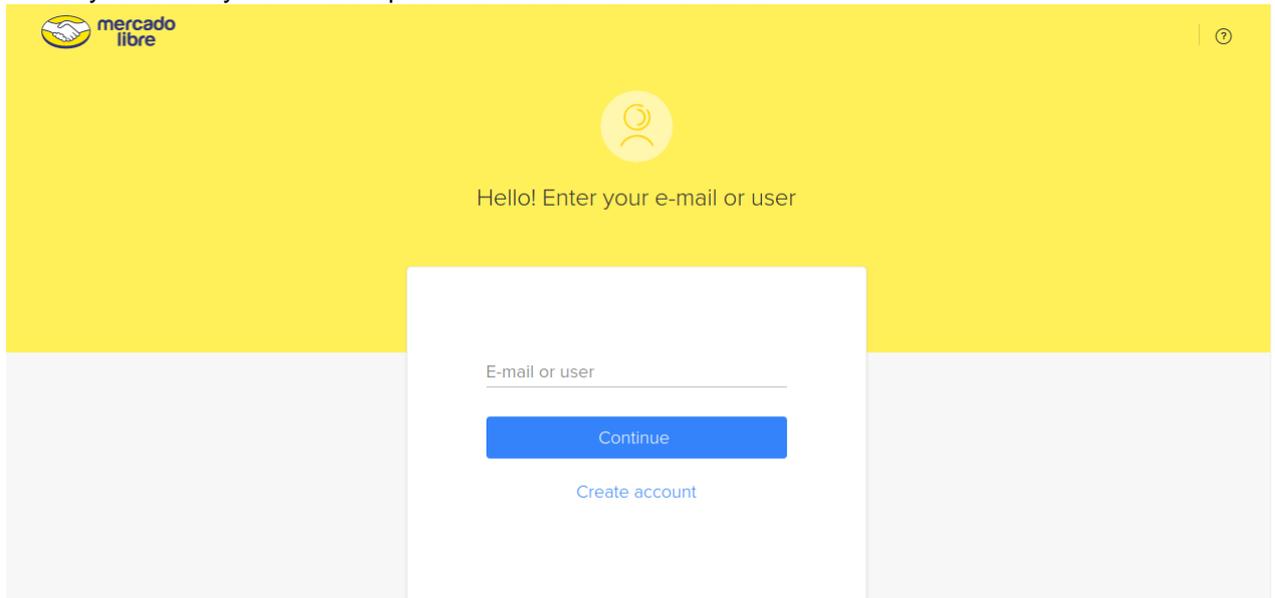
Manage your applications

Use our APIs to create your applications.

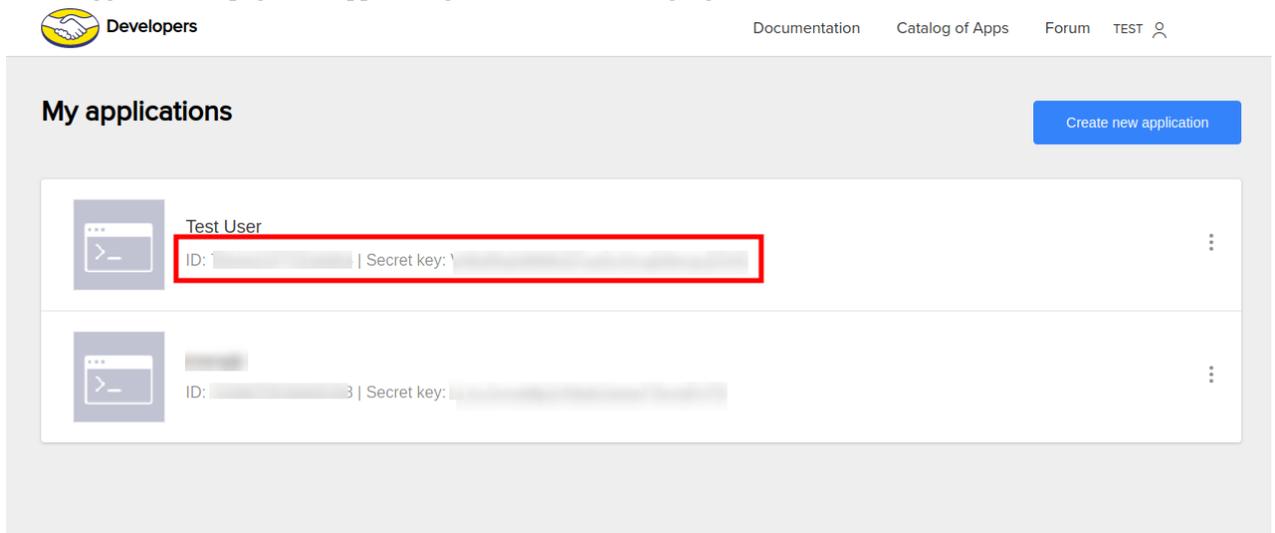
Choose the country in which you want to manage your applications.

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- Select your country from the dropdown and click the **Enter** button.



- Enter the login credentials.
- After logged in, this page will appear as given in the following figure.



- Select the **App Id** and **Secret Key** from your App. if you have not been created, then click on the button given in the blue color named **Create new application**.
- Copy the **App Id** value and the **Secret Key** value.
- Save the corresponding values in some text editor or the in Word file to use it later on while setting up the configuration settings.

4. Configuration Settings

Once you have installed the module, you can see the Configuration page as shown below.

You may fill the details as below:

General Settings:

GENERAL SETTINGS

Enable YES NO
Enable this module

* Mlibre Country
Select Mercadolibre Country In Which You Want To Sell".

* Mlibre Currency
Select Mercadolibre Country In Which You Want To Sell".

* API Url
API URL OF MERCADOLIBRE i.e. "https://api.mercadolibre.com/".

* App ID

* App Secret Key

* Redirect URI

Get Token
After Adding a new Client ID and Client Secret, save the general setting, now press the Generate Token button to create token in order to make synchronization process complete.

Refresh Token
Refresh If getting error message like token expire etc..

Code

Api Access Token

Api Refresh Token

- In the **Enable** part, select **Yes** so that your module gets enabled.
- In the **Mlibre country**, Select the country.
- In the **Mlibre currency**, select the currency
- In the **App ID** bar, enter the ID that you had retrieved from the Mercadolibre Seller Panel.
- In the **App Secret key** bar, enter the ID that you had retrieved from the Mercadolibre Seller Panel.
- In the **Redirect URL** bar, enter the same.
- Now click the **Get Token** button and **Refresh Token** (*If getting an error message like the token to expire etc*).
- In the following three bars i.e., **Code**, **API Access Token**, and **API Refresh Token**, the details get filled automatically once you have clicked Get Token and Refresh Token button.
- Once done with this section, click on the **Save** button on the right corner of the same section.

Product Settings:

PRODUCT SETTINGS

Debug Mode YES NO
If enable Error and info will be logged in db.

Price Type
The type of product price send to Mlibre.com.

Pricing Rule

Rule Type	Product Price Range	By Fixed Amount	By Percentage
+ ADD NEW RULE			

Store Language
Store Language In Which Data Process.

Auto Sync Inventory and Price By Cron YES NO
If enable then QUANTITY and PRICE will be automatically SYNCHRONIZED By Cron.

Update Inventory/Price on Product Edit. YES NO
Update inventory and price on mlibre when you edit product on store .

Delete Product Data on Product Delete. YES NO
Disable product on mlibre when you delete product on store .

Trim Title I Case Of Max Character Limit Exceeds YES NO
Trim the title if title length increases max character limit at Mlibre.

Customize Product Description

- In the **Debug Mode**, select the enable find the error.
- In the **Price Type**, select either **Normal Price Without Tax** or **Normal Price With Tax**. Note that this is the type of product price to be sent to Mercadolibre.com.
- In **Pricing rule**,
 - Click on the new rule button, to variate your Mercadolibre price with your PrestaShop store.
- In the **Store Language**, select the language in which you want the data to be processed.
- In the **Auto Sync Inventory and Price By Cron**, If enabled the inventory and price will automatically get sync with Mercadolibre.
- In the **Update Inventory/Price on Product Edit**, select **Yes** or **No**, if you want the inventory and price to be updated on Mercadolibre when you edit product on the store .
- In the **Delete Product Data on Product Delete**, select **Yes** or **No**, if you want to disable product on Mercadolibre when you delete product on the store.
- In the **Trim Title, I Case Of Max Character Limit Exceeds**, It will crop the characters of title on Mercadolibre if it exceeds.
- In **Customize Product Description**, It allows the seller to change the description of the product.

Order Settings:

ORDER SETTINGS

Use Seller Info For To Be Agreed Orders YES NO
Use Seller's Info For Mlibre Orders With Status "to_be_agreed"

CUSTOMER ID
Customer Id to create order on store which are imported from mlibre.

Import Mlibre Orders From
Select The Range To Fetch Mlibre Orders.

Import Mlibre Orders Of Status
Select the Status Of Mlibre Orders Which you want to Import.

Import Mlibres Order Of Shipment Status
Select the Shipment Status Of Mlibre Orders Which you want to Import.

Prestashop Order status when Import
Prestashop Order Status While importing order.

Prestashop Order status when cancelled at Mlibre
Prestashop Order Status after cancel order.

Prestashop Order status when Shipped
Prestashop Order Status after order Shipped.

Prestashop Order status when Delivered
Prestashop Order Status after order makred as delivered At Mlibre.

Order Carrier
Order Carrier While importing order.

Order Payment
Order Payment While importing order.

Enable Order Messaging
Set Custom Message For Mlibre Customers

- In the **Use Seller Info For To Be Agreed Orders**, select yes to choose seller's info of Mlibre.
- In the **CUSTOMER ID**, enter the ID for customers to be created, for orders which are imported from Mlibre.
- In the **Import Mlibre Order of status**, select the order status while importing the order.
- In the **Order status when cancelled at Mlibre**, select the status to appear when the order has been cancelled.
- In the **Mlibre Order shipment status**, select the order status to appear when the order has been shipped.
- In the **Order Carrier**, select the order carrier set for particular orders while importing the Mlibre order.
- In the **Order Payment**, select the order payment method set for each order while importing the Mlibre order.
- In the **Enable order Messaging**, Select **yes** to set the custom message for Mlibre customers.

Once you are done with entering and selecting all these needed information, click on **Save Config** to save all the configuration settings you have made changes for.

Your configuration will be saved.

5. Managing Mercadolibre 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 Prestashop attributes to the Mercadolibre attributes. These attributes are applicable to all the products that are assigned to the profile.

Admin can do the following tasks:

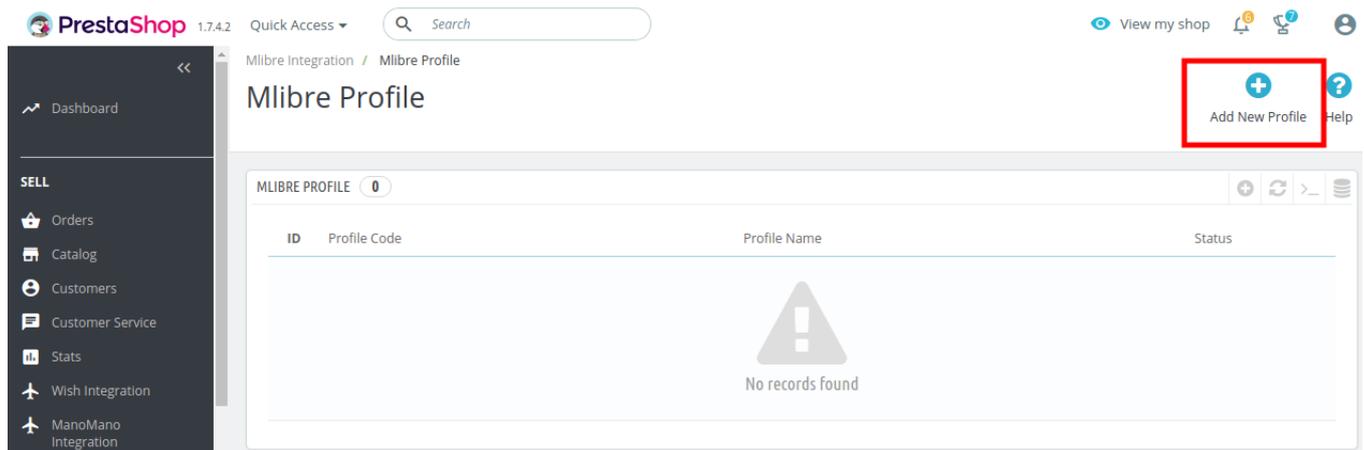
- Add a new profile
- Edit the existing profile

- Delete the profiles

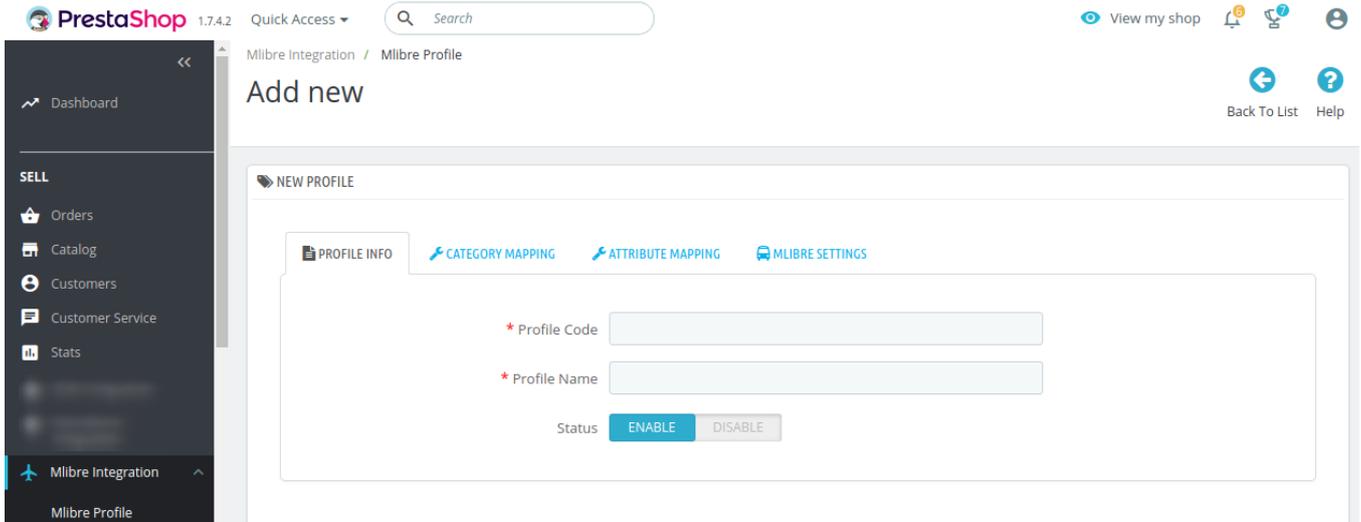
5.1. Adding a new profile

To add a new profile, a seller needs to:

- Go to Prestashop Admin Panel
- On the left navigation bar, place the cursor on **Mlibre** Integration and you will see it getting expanded as below:
- Click on **Mlibre Profile** and you will see the page as shown below:

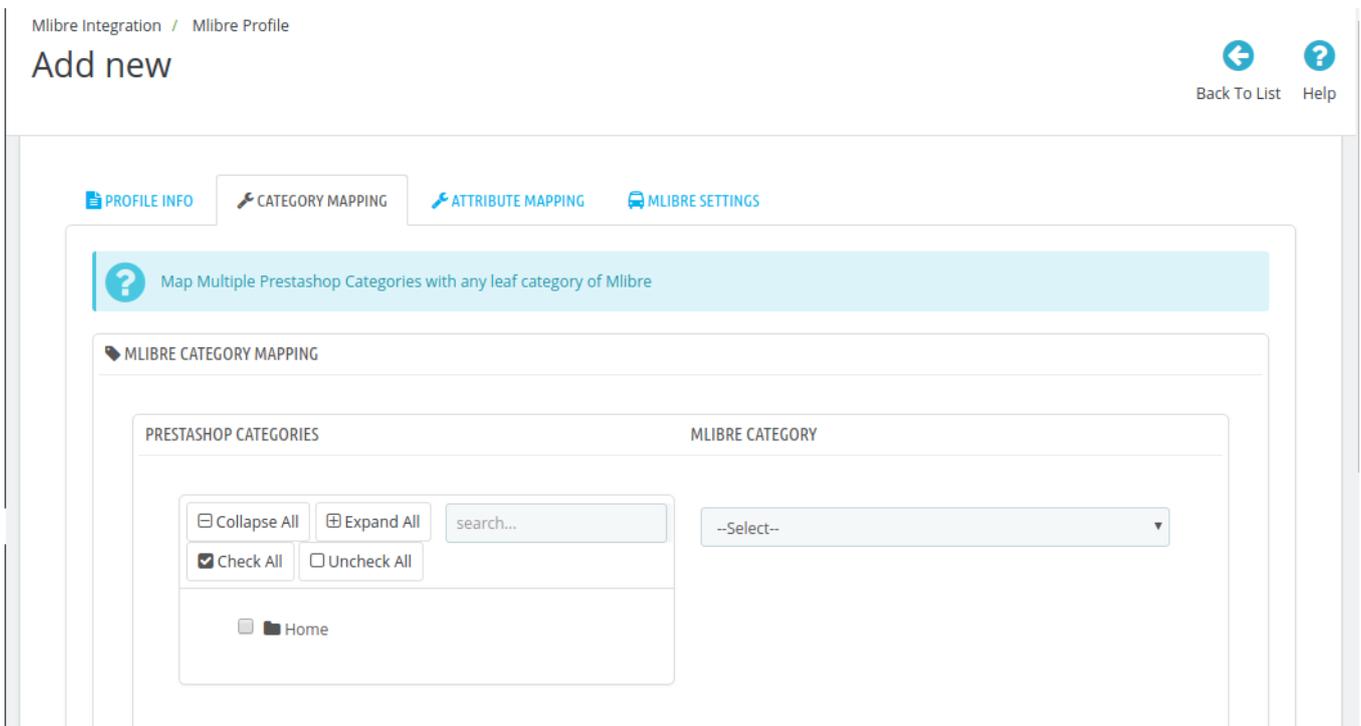


- Now click on **Add New Profile**. You will be taken to the page as shown below:



- In the **Profile code**, enter the code for the profile you are making.
- In the **Profile name**, enter the name of the profile.
- Select **Enable** as the status to enable the profile.
- Click on the **Save** button.

Now Click on **Category Mapping** adjacent to the **Profile Info** tab, and you'll come across a section as below:



- In this section
 - You have to map your PrestaShop category attribute with **Mlibre Category**.
 - Select the options **Collapse All**, **Expand All**, **Check All**, **Uncheck All** to perform these operations to select the directory.
 - Select the category of Mercadolibre.

Now Click on **Attribute Mapping** adjacent to the **Category Mapping** tab, and you'll come across a section as below:

NEW PROFILE

PROFILE INFO CATEGORY MAPPING **ATTRIBUTE MAPPING** MLIBRE SETTINGS

Map all the Required Mercadolibre attributes with Prestashop attributes in order to prevent error at the time of product upload

MLIBRE ATTRIBUTE	STORE ATTRIBUTES
Mlibre Default Attribute Mapping	
*SKU	Reference
* Title	
* Price	
* Quantity	
* Description	
Mlibre Required/Optional Attributes Mapping	
Mlibre Variant Attributes Mapping	

- In the select **SKU**, enter the store SKU.
- In the **Title**, enter the title of the product.
- Enter **Price** of the product.
- Enter **Quantity** in the tags attribute.
- Enter **Description** of the product.
- Click on **Save** button, and the attribute mapping will be saved.

Click on the **Mlibre Settings** adjacent to the **Attribute Mapping** and you will see the section as shown below:

NEW PROFILE

PROFILE INFO CATEGORY MAPPING ATTRIBUTE MAPPING MLIBRE SETTINGS

MLIBRE PRODUCTS

* Product Listing Type Premium

* Item Condition Nuevo

* Local Pickup False

MLIBRE SHIPPING

* Free Shipping False

* Shipping Mode custom

? Add Upto 10 Custom Shipping Prices for Shipping Mode "Custom"

Shipping Cost	Description
<input type="button" value="ADD SHIPPING"/>	

In Mlibre products

- Select the **Product Listing type**.
- Select the **Item Condition**.
- Select the **Local Pickup**

In Mlibre Shipping

- Select the **Free Shipping** option.
- Select the **Shopping Mode**.

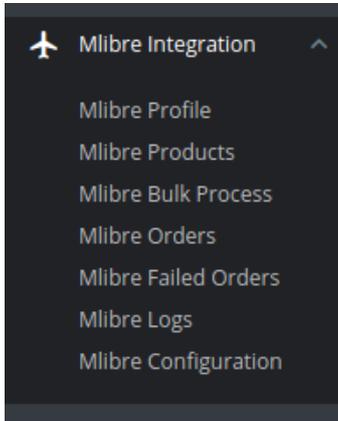
To add the custom shipping mode

- Click on the **Add shipping** button
- Enter the cost and the description.
- Now click on **Save** button and your profile will be created.

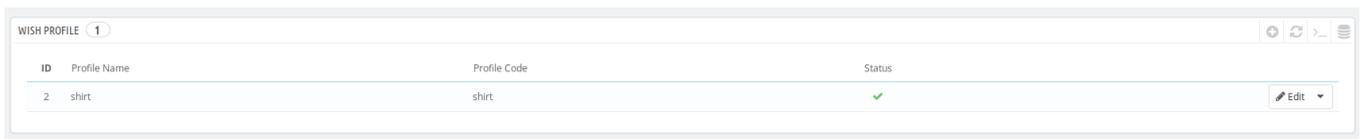
5.2. Editing the existing profile

To edit an existing profile, a seller needs to:

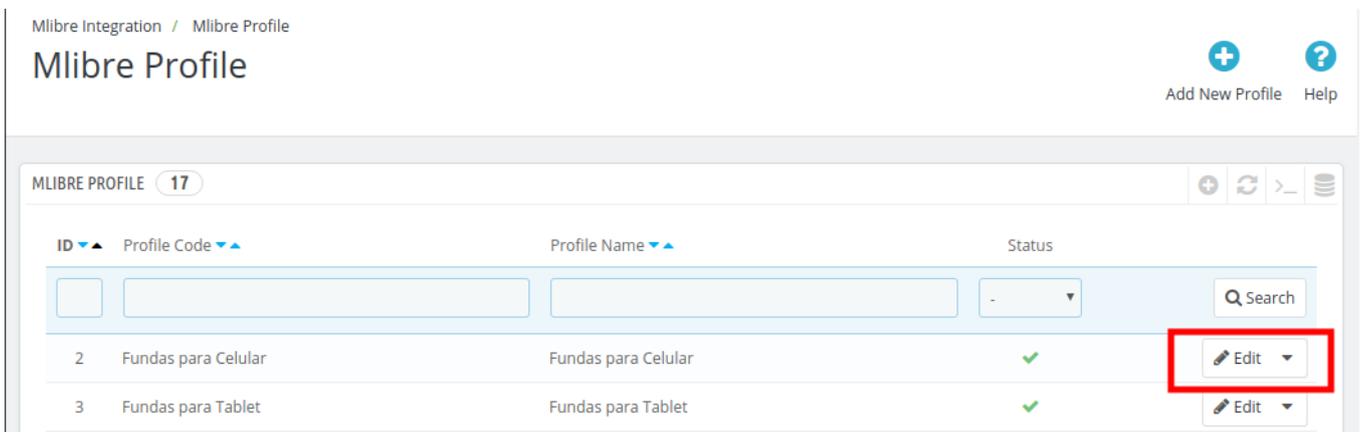
- Go to Prestashop Admin Panel
- On the left navigation bar, place the cursor on **Mlibre** Integration and you will see it getting expanded as below:



- Click on **Mlibre Profile** and you will see the page as shown below:



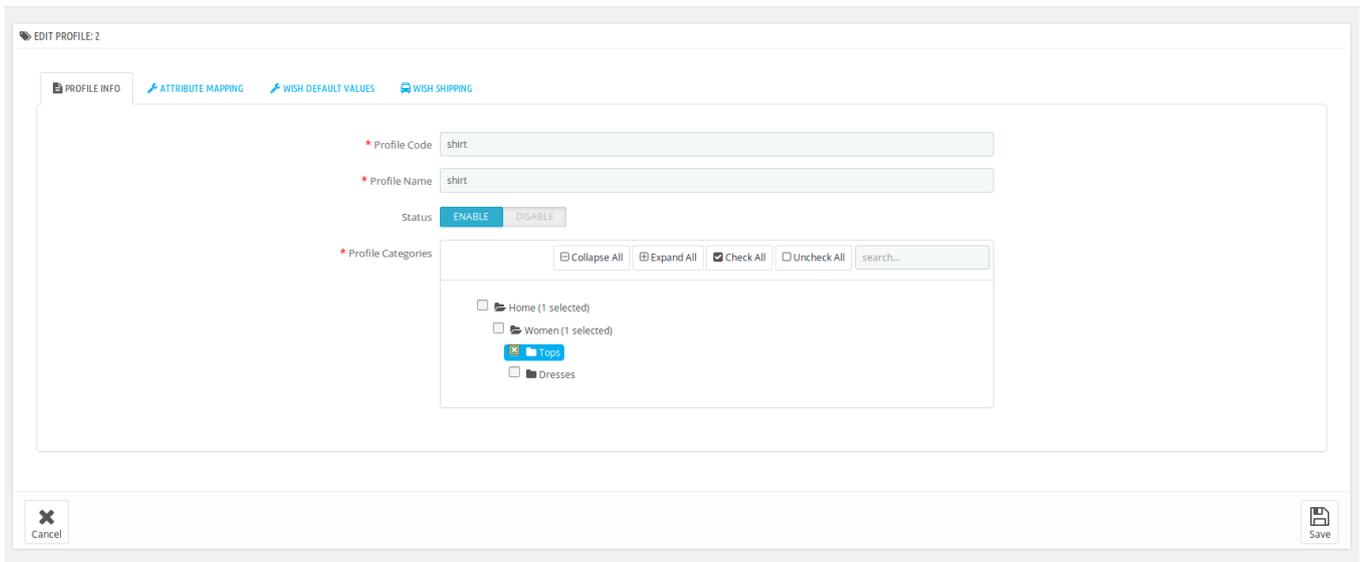
- To edit the profile, click on the Edit button adjacent to the profile in the last column. It has been shown in the red color in the image below:



- Once you click it, you can see the page as below:

Edit

 Help

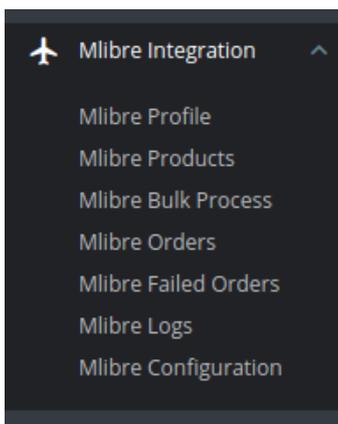


- From here, you may edit the profile. In different sections of this page, the user may make changes in the existing profile.
- Once the changes are made, the seller needs to click on **the Save** button. The changes will be saved and the profile will be edited.

5.3. Deleting the existing profile

To delete an existing profile, a seller needs to:

- Go to Prestashop Admin Panel
- On the left navigation bar, place the cursor on **Mlibre** Integration and you will see it getting expanded as below:



- Click on **Mlibre Profile** and you will see the page as shown below:

Mlibre Integration / Mlibre Profile

Mlibre Profile

+ Add New Profile ? Help

MLIBRE PROFILE 17

ID	Profile Code	Profile Name	Status	
2	Fundas para Celular	Fundas para Celular	✓	Edit
3	Fundas para Tablet	Fundas para Tablet	✓	Edit

- To delete the profile, click on the **Delete** button which appears when you click on the drop-down button next to **Edit** button. It has been shown in the red color in the image below:

WISH PROFILE 1

ID	Profile Name	Profile Code	Status	
2	shirt	shirt	✓	Delete

- Once you click it, a box appears asking you to confirm the deletion of the profile.
- If you select **Yes**, the profile will be deleted.

6. Managing Mercadolibre Products

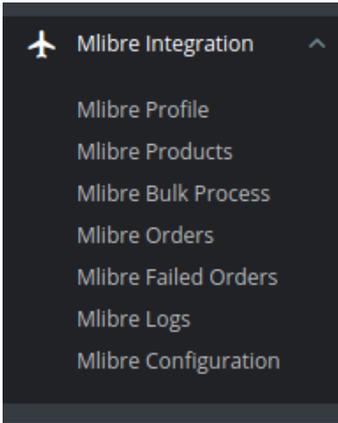
On this page, sellers may take the following actions:

- Upload/Update Selected Products
- Sync Inventory and Price
- Sync Product Status
- Enable Product at Mercadolibre.
- Disable Product at Mercadolibre.

6.1. Uploading/Updating Selected Products

To upload/update a product, a seller needs to:

- Go to Prestashop Admin Panel
- On the left navigation bar, place the cursor on Mlibre Integration and you will see it getting expanded as below:

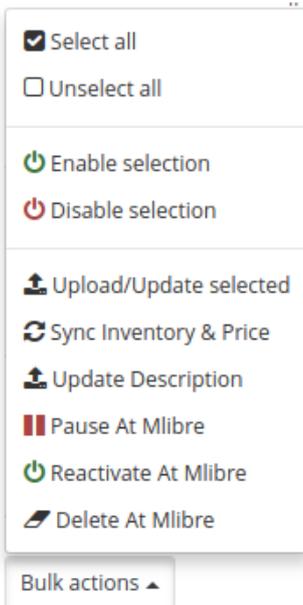


- Click on Mercadolibre Products and you will see the page as shown below:

MLIBRE PRODUCTS 2886

ID	Profile	Name	SKU	Final price	Quantity	Status	Mlibre Status	Mlibre Item ID	Validity	
<input type="checkbox"/>	82	Fundas para Celular	OtterBox Impact Blackberry 9700 Negra	RBB1-TRC98-20E4	MX \$ 99.00	5	✓	Active	MLM654208371	No Error Upload
<input type="checkbox"/>	90	Micas de Pantalla (WM)	Screen Protector for Blackberry 8900 Clear	MICABB8900ST	MX \$ 33.00	162	✓	--	--	View Errors Upload
<input type="checkbox"/>	91	Micas de Pantalla (WM)	Screen Protector for Blackberry 8520 9300 Clear	MICABB8520STD	MX \$ 39.00	217	✓	--	--	View Errors Upload

- From here, you may select the product(s) and then you need to click on the **Bulk Actions** button on the bottom left of the page and you may see the options for actions, as shown below:

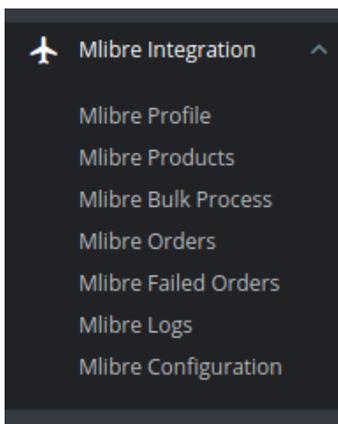


- Now click on the **Upload/Update selected** to upload the product.

6.2. Sync Inventory and Price

To sync Inventory and Price for a product, a seller needs to:

- Go to Prestashop Admin Panel
- On the left navigation bar, place the cursor on Mercadolibre Integration and you will see it getting expanded as below:

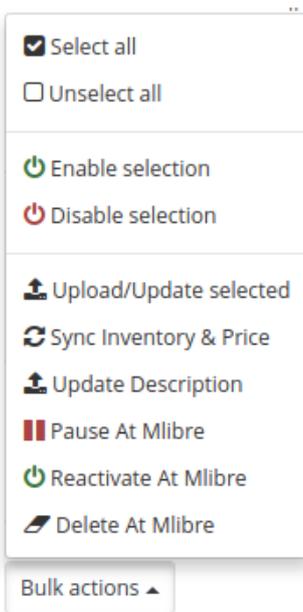


- Click on Mercadolibre Products and you will see the page as shown below:

MLIBRE PRODUCTS **2886**

ID	Profile	Name	SKU	Final price	Quantity	Status	Mlibre Status	Mlibre Item ID	Validity	
82	Fundas para Celular	OtterBox Impact Blackberry 9700 Negra	RBB1-TRC98-20E4	MX \$ 99.00	5	✓	Active	MLM654208371		No Error Upload
90	Micas de Pantalla (WM)	Screen Protector for Blackberry 8900 Clear	MICABB8900ST	MX \$ 33.00	162	✓	--	--		View Errors Upload
91	Micas de Pantalla (WM)	Screen Protector for Blackberry 8520 9300 Clear	MICABB8520STD	MX \$ 39.00	217	✓	--	--		View Errors Upload

- From here, you may select the product(s) and then you need to click on the Bulk Actions button on the bottom left of the page and you may see the options for actions, as shown below:

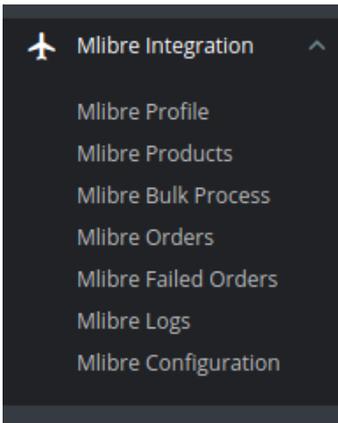


- Now click on sync Inventory and Price.

6.3. Update Discription

To update description, a seller needs to:

- Go to Prestashop Admin Panel
- On the left navigation bar, place the cursor on Mlibre Integration and you will see it getting expanded as below:

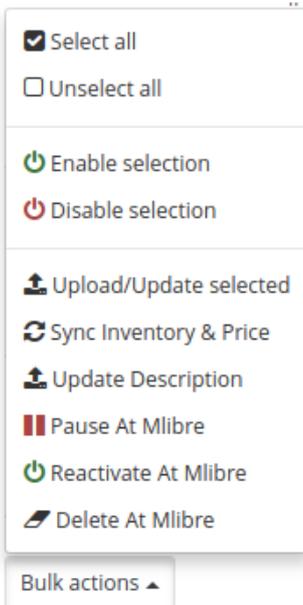


- Click on Mlibre Products and you will see the page as shown below:

MLIBRE PRODUCTS 2886

ID	Profile	Name	SKU	Final price	Quantity	Status	Mlibre Status	Mlibre Item ID	Validity	
<input type="checkbox"/>	82	Fundas para Celular	OtterBox Impact Blackberry 9700 Negra	RBB1-TRC98-20E4	MX \$ 99.00	5	✓	Active	MLM654208371	No Error <input type="button" value="Upload"/>
<input type="checkbox"/>	90	Micas de Pantalla (WM)	Screen Protector for Blackberry 8900 Clear	MICABB8900ST	MX \$ 33.00	162	✓	--	--	View Errors <input type="button" value="Upload"/>
<input type="checkbox"/>	91	Micas de Pantalla (WM)	Screen Protector for Blackberry 8520 9300 Clear	MICABB8520STD	MX \$ 39.00	217	✓	--	--	View Errors <input type="button" value="Upload"/>

- From here, you may select the product(s) and then you need to click on the Bulk Actions button on the bottom left of the page and you may see the options for actions, as shown below:

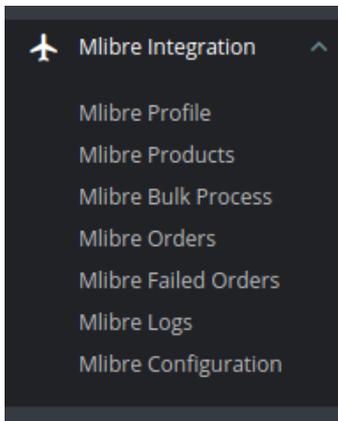


- Now click on Update Description.

6.4. Pause Product

To Pause the Products at Mercadolibre, a seller needs to:

- Go to Prestashop Admin Panel
- On the left navigation bar, place the cursor on Mlibre Integration and you will see it getting expanded as below:

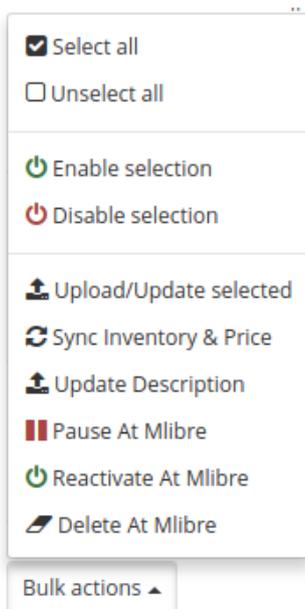


- Click on Mlibre Products and you will see the page as shown below:

MLIBRE PRODUCTS **2886**

ID	Profile	Name	SKU	Final price	Quantity	Status	Mlibre Status	Mlibre Item ID	Validity
82	Fundas para Celular	OtterBox Impact Blackberry 9700 Negra	RBB1-TRC98-20E4	MX \$ 99.00	5	✓	Active	MLM654208371	No Error
90	Micas de Pantalla (WM)	Screen Protector for Blackberry 8900 Clear	MICABB8900ST	MX \$ 33.00	162	✓	--	--	View Errors
91	Micas de Pantalla (WM)	Screen Protector for Blackberry 8520 9300 Clear	MICABB8520STD	MX \$ 39.00	217	✓	--	--	View Errors

- From here, you may select the product(s) and then you need to click on the Bulk Actions button on the bottom left of the page and you may see the options for actions, as shown below:

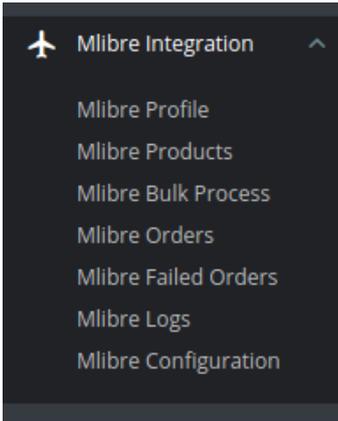


- Now click on Pause at Mlibre.

6.5. Reactivate Product

To Reactivate the Products at Mlibre, a seller needs to:

- Go to Prestashop Admin Panel
- On the left navigation bar, place the cursor on Mlibre Integration and you will see it getting expanded as below:

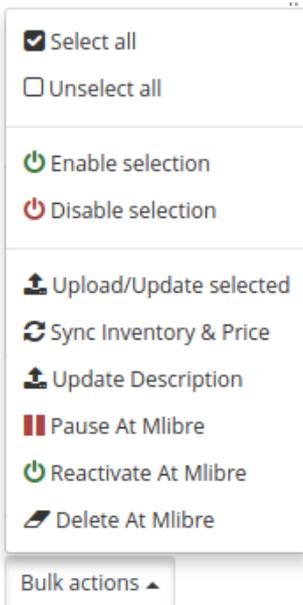


- Click on Mlibre Products and you will see the page as shown below:

MLIBRE PRODUCTS 2886

ID	Profile	Name	SKU	Final price	Quantity	Status	Mlibre Status	Mlibre Item ID	Validity	
<input type="checkbox"/>	82	Fundas para Celular	OtterBox Impact Blackberry 9700 Negra	RBB1-TRC98-20E4	MX \$ 99.00	5	✓	Active	MLM654208371	No Error <input type="button" value="Upload"/>
<input type="checkbox"/>	90	Micas de Pantalla (WM)	Screen Protector for Blackberry 8900 Clear	MICABB8900ST	MX \$ 33.00	162	✓	--	--	View Errors <input type="button" value="Upload"/>
<input type="checkbox"/>	91	Micas de Pantalla (WM)	Screen Protector for Blackberry 8520 9300 Clear	MICABB8520STD	MX \$ 39.00	217	✓	--	--	View Errors <input type="button" value="Upload"/>

- From here, you may select the product(s) and then you need to click on the Bulk Actions button on the bottom left of the page and you may see the options for actions, as shown below:

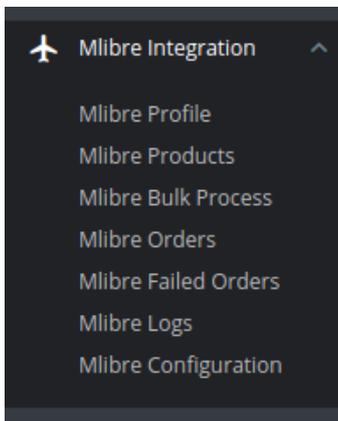


- Now click on Reactivate at Mlibre.

6.6. Delete Product

To delete product at Mercadolibre, a seller needs to:

- Go to Prestashop Admin Panel
- On the left navigation bar, place the cursor on Mlibre Integration and you will see it getting expanded as below:

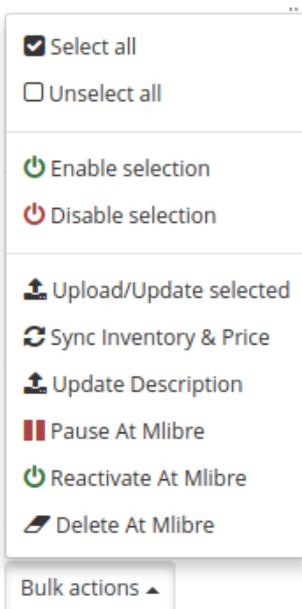


- Click on Mlibre Products and you will see the page as shown below:

MLIBRE PRODUCTS **2886**

ID	Profile	Name	SKU	Final price	Quantity	Status	Mlibre Status	Mlibre Item ID	Validity
82	Fundas para Celular	OtterBox Impact Blackberry 9700 Negra	RBB1-TRC98-20E4	MX \$ 99.00	5	✓	Active	MLM654208371	No Error
90	Micas de Pantalla (WM)	Screen Protector for Blackberry 8900 Clear	MICABB8900ST	MX \$ 33.00	162	✓	--	--	View Errors
91	Micas de Pantalla (WM)	Screen Protector for Blackberry 8520 9300 Clear	MICABB8520STD	MX \$ 39.00	217	✓	--	--	View Errors

- From here, you may select the product(s) and then you need to click on the Bulk Actions button on the bottom left of the page and you may see the options for actions, as shown below:



- Now click on Delete at Mlibre.

7. Managing Mercadolibre Orders

The admin can manage the Mercadolibre orders from the Prestashop admin panel by:

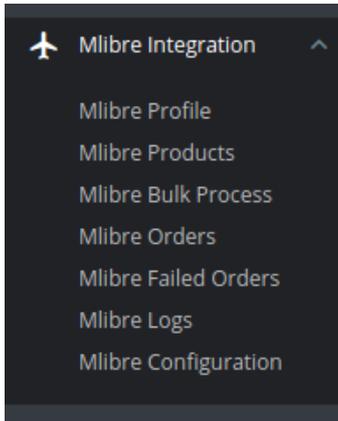
- Viewing and shipping the Mercadolibre orders
- Viewing the failed orders

7.1. Shipping of Mercadolibre orders

The admin can view all the order details fetched from Mercadolibre.com and ship the orders based on requirements. Admin can also cancel the existing orders.

To ship Mercadolibre Orders

- Go to **Prestashop Admin** panel.
- On the left navigation bar, move the cursor over the **Mercadolibre Integration** menu. The menu appears as shown in the following figure:



- Now click the **Mercadolibre Orders** menu. And on the same page, click on **Fetch Orders**. The page appears as shown in the image below:

Mlibre Integration / Mlibre Orders

Mlibre Orders

Fetch Order Help

MLIBRE ORDERS 23

Store ID	ML ID	ML Shipment ID	Delivery	Customer	Total	PS Status	ML Status	ML Shipment Status
18975			Mexico	M. Mercadolibre	MX \$ 524.00	4 - PAID Order being processed	Paid	Ready To Sh
18974			Mexico	M. Mercadolibre	MX \$ 873.00	4 - PAID Order being processed	Paid	Ready To Sh
18973			Mexico	M. Mercadolibre	MX \$ 349.00	4 - PAID Order being processed	Paid	Ready To Sh
18972			Mexico	M. Mercadolibre	MX \$ 408.00	3.1 - PAGADO MercadoPago	Paid	Ready To Sh
18967			Mexico	M. Mercadolibre	MX \$ 524.00	6.1 ENVIADO MERCADOLIBRE	Paid	Ready To Sh

- From here, you may carry on the shipment of the product.
- To do so, click on the **View** button in the last column. The page looks like the one shown below:

ORDER DETAIL

ORDER INFO

Mlibre order ID : [REDACTED]
Mlibre Shipment ID : [REDACTED]
Prestashop order ID : 18975
Order date : [REDACTED]
Order status : paid
Shipment status : ready_to_ship

SHIPPING DETAIL

Customer Name : [REDACTED]
Customer Phone : [REDACTED]
Customer email : [REDACTED]
Customer Address : [REDACTED]

SHIPPING DATA

* TRACKING NUMBER

The tracking number for the shipment.

ORDER ITEMS

Product	SKU	Price	Quantity	Total
Funda Incipio Dualpro Samsung S9 Plus Negra	SA-931-BLK	524	1	524

ORDER TOTAL

Subtotal : 524
Shipping : 0
Total : 524

✕ Back

📦 Ship Order

✓ Deliver Order

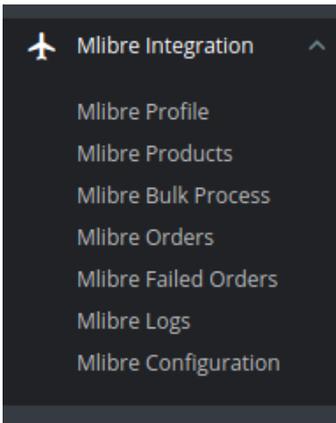
✕ Cancel Order

- You may see the order info and the shipping info on this page.
- In the next part i.e. tracking info, do the following
 - In the Tracking number, enter the unique identifier that your carrier provided so that the user can track their package as it is being delivered. The tracking number should only contain alphanumeric characters with no space between them.
- Once you have filled the necessary details, click on the **Ship Order button**.

7.2. Cancelling the orders

To cancel orders

- Go to **Prestashop Admin** panel.
- On the left navigation bar, move the cursor over the **Mlibre Integration** menu. The menu appears as shown in the following figure:



- Now click the **Mlibre Orders** menu. And on the same page, click on **Fetch Orders**. The page appears as shown in the image below:

Mlibre Integration / Mlibre Orders

Mlibre Orders

Fetch Order Help

MLIBRE ORDERS **23**

	Store ID	ML ID	ML Shipment ID	Delivery	Customer	Total	PS Status	ML Status	ML Shipment Stat
	--			-			-	-	-
<input type="checkbox"/>	18975			Mexico	M. Mercadolibre	MX \$ 524.00	4 - PAID Order being processed	Paid	Ready To Sh
<input type="checkbox"/>	18974			Mexico	M. Mercadolibre	MX \$ 873.00	4 - PAID Order being processed	Paid	Ready To Sh
<input type="checkbox"/>	18973			Mexico	M. Mercadolibre	MX \$ 349.00	4 - PAID Order being processed	Paid	Ready To Sh
<input type="checkbox"/>	18972			Mexico	M. Mercadolibre	MX \$ 408.00	3.1 - PAGADO MercadoPago	Paid	Ready To Sh
<input type="checkbox"/>	18967			Mexico	M. Mercadolibre	MX \$ 524.00	6.1 ENVIADO MERCADOLIBRE	Paid	Ready To Sh

- Now, to cancel the order one by one, select the order and then click on the drop-down arrow adjacent to the **View** button and you may see the button like this:

Mlibre Integration / Mlibre Orders

Mlibre Orders

Fetch Order Help

Order ID Delivery Customer Total PS Status ML Status ML Shipment Status Date

Order ID	Delivery	Customer	Total	PS Status	ML Status	ML Shipment Status	Date
46030090	Mexico	M. Mercadolibre	MX \$ 524.00	4 - PAID Order being processed	Paid	Ready To Ship	11/26/2018 14:00:05
46050923	Mexico	M. Mercadolibre	MX \$ 873.00	4 - PAID Order being processed	Paid	Ready To Ship	
46047019	Mexico	M. Mercadolibre	MX \$ 349.00	4 - PAID Order being processed	Paid	Ready To Ship	
46036648	Mexico	M. Mercadolibre	MX \$ 408.00	3.1 - PAGADO MercadoPago	Paid	Ready To Ship	
45419182	Mexico	M. Mercadolibre	MX \$ 524.00	6.1 ENVIADO MERCADOLIBRE	Paid	Ready To Ship	11/25/2018 23:00:04
45315103	Mexico	M. Mercadolibre	MX \$ 548.00	6.1 ENVIADO MERCADOLIBRE	Paid	Ready To Ship	11/25/2018 19:00:03
45150285	Mexico	M. Mercadolibre	MX \$ 548.00	6.1 ENVIADO MERCADOLIBRE	Paid	Ready To Ship	11/25/2018

Print Mlibre Label
Sync Status
Cancel At Mlibre
Deliver At Mlibre

- You may click on the **cancel** button and the order will be canceled.
- You may also cancel the orders in bulk by selecting the multiple orders. Once multiple orders are selected, click on the **bulk actions** button. And it will appear as below:

Mlibre Integration / Mlibre Orders

Mlibre Orders

Fetch Order Help

<input type="checkbox"/>	18951	Mexico	M. Mercadolibre	MX \$ 524.00	Shipped	Paid	Ready To Ship
<input type="checkbox"/>	18950	Mexico	M. Mercadolibre	MX \$ 416.00	Shipped	Paid	Ready To Ship
<input type="checkbox"/>	18949	Mexico	M. Mercadolibre	MX \$ 206.00	Shipped	Paid	Ready To Ship
<input type="checkbox"/>	18948	Mexico	M. Mercadolibre	MX \$ 534.00	Shipped	Paid	Ready To Ship
<input type="checkbox"/>	18947	Mexico	M. Mercadolibre	MX \$ 499.00	Shipped	Paid	Ready To Ship
<input type="checkbox"/>		Mexico	M. Mercadolibre	MX \$ 548.00	Shipped	Paid	Ready To Ship
<input type="checkbox"/>		Mexico	M. Mercadolibre	MX \$ 548.00	Shipped	Paid	Ready To Ship
<input type="checkbox"/>		Mexico	M. Mercadolibre	MX \$ 359.00	Shipped	Paid	Shipped

Select all
Unselect all
Sync Status
Cancel At Mlibre
Deliver At Mlibre

Bulk actions

Display 50 / 23 result(s)

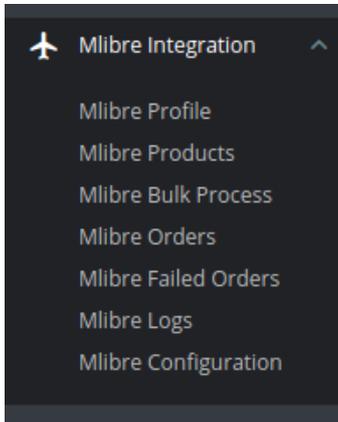
- Now, all that you have to do is to click on the cancel button and all the selected orders will be canceled.

7.3. Mercadolibre Failed Orders

The admin can see the failed Mercadolibre orders and has the liberty to cancel those orders as well.

To cancel the failed order:

- Go to Prestashop Admin Panel
- On the left navigation bar, place the cursor on Mercadolibre Integration and you will see it getting expanded as below:



- Click on **Mlibre Failed Orders**. The page appears as shown below:

ID	SKU	Fruugo Order Id	Reason	
--	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Search"/>
<input type="checkbox"/>	1 parent_sku 1	5abcda5e000000000000000000	PRODUCT WITH REFERENCE 'parent_sku 1' DOES NOT EXIST	<input type="button" value="Cancel"/>
<input type="checkbox"/>	2 parent_sku 1	5abe2bde0000000000000000000	PRODUCT WITH REFERENCE 'parent_sku 1' DOES NOT EXIST	<input type="button" value="Cancel"/>
<input type="checkbox"/>	3 parent_sku 1	5abf7d5e00000000000000000000	PRODUCT WITH REFERENCE 'parent_sku 1' DOES NOT EXIST	<input type="button" value="Cancel"/>
<input type="checkbox"/>	4 parent_sku 1	5ac0cede00000000000000000000	PRODUCT WITH REFERENCE 'parent_sku 1' DOES NOT EXIST	<input type="button" value="Cancel"/>

- Now, this can be done both in bulk or by canceling a particular failed order.
- To cancel an individual order, click on the **Cancel** button in the last column of each failed order.
- To cancel the failed orders in bulk, select all the orders and then click on the **bulk actions** button and from here you may click on **cancel order**.

All selected failed orders will be canceled.