

Fnac Integration for Magento 2 - User Guide

by CedCommerce Products Documentation

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1. Overview

Fnac Integration for Magento 2 store is an amazing API integration that helps Magento® 2 store owners to synchronize inventory, price, and other product details for product creation and management between Magento® 2 stores and the Fnac marketplace.

This extension interacts with the Fnac marketplace to integrate the synchronized product listing between Magento® 2 stores and Fnac retailers. After the installation, the merchant can create Fnac categories and the dependent attributes on the Magento® 2 store.

It enables admin to perform product related task such as product upload and product view using bulk management system.

With the help of this extension, the store owners can create a profile in which they can assign the products and then can upload to Fnac. It enables the Magento store owner to manage the Fnac orders on the Magento stores without making any significant changes in the operational functionalities.

You can boost up your business at Fnac by integrating your store as it interacts with the Fnac APIs to connect your Magento store to the Fnac marketplace and thus, you have the opportunity to cover a wide range of customers.

The Magento® 2 store owners can boost their business at Fnac by integrating their store as it interacts with the Fnac APIs to connect their Magento store to the Fnac marketplace and thus, they have the opportunity to cover a wide range of customers.

Key features are as follows:

Cron: Cron jobs automate the process to fetch the Fnac orders from the Fnac marketplace to the Magento® of customers.

Debug Mode: Provides easy debug process for a hassle-free product upload to the Fnac marketplace.

Product Category Mapping: Follow many to one category mapping methodology. Admin can map many categories of Magento® 2 stores to a single category of Fnac.

Profile Based Products Upload: Admin can create a profile and after assigning the products to the profile can easily upload on Fnac.

Simple & Configurable Product Upload: It enables admin to upload both simple & configurable type of product on Fnac.

Auto Acknowledgement of Order: Admin receives an acknowledgment of Orders automatically as soon as orders are created.

Automated Synchronization: Auto synchronization of the product listing, order, inventory, and pricing at regular intervals is established between Magento® 2 store and Fnac.com.

Product Data Validation: The extension enables the admin to validate the product information in accordance with the Fnac standard and values.

New Order Notifications: Whenever a new order is fetched from Fnac, the admin receives a notification.

2. How to Install Fnac Magento 2 Integration

To install the extension

1. Log in to the **ftp**, and then go to Magento 2 root folder (generally present under the *public_html* folder).
2. Create a new folder named *code* under the *app* folder; under *code* folder, create a folder named *Ced*.
 - Upload or Drag and Drop *app/code/Ced/Fnac* directory.
 - After successfully uploading the directory, the extension will be installed/upgraded.
 - Now to install SDK:
 - You have to download the *SDK Zip file* from the Cedcommerce account.
 - You need to add :


```
"cedcommerce/fnacapiclient": "^6.6" under require section of Magento's composer.json file
```

```
"FnacApiClient\\": "vendor/cedcommerce/fnacapiclient/src/FnacApiClient",
```

"FnacApiGui\\": "vendor/cedcommerce/fnacapiclient/src/FnacApiGui/src/FnacApiGui/"

under autoload-dev -> PS4

- Now run the *composer update* command to install the SDK and required dependencies.
- Now run the following upgrade command in *cmd*
php bin/magento setup:upgrade.
php bin/magento di:compile
php bin/magento setup:static-content:deploy

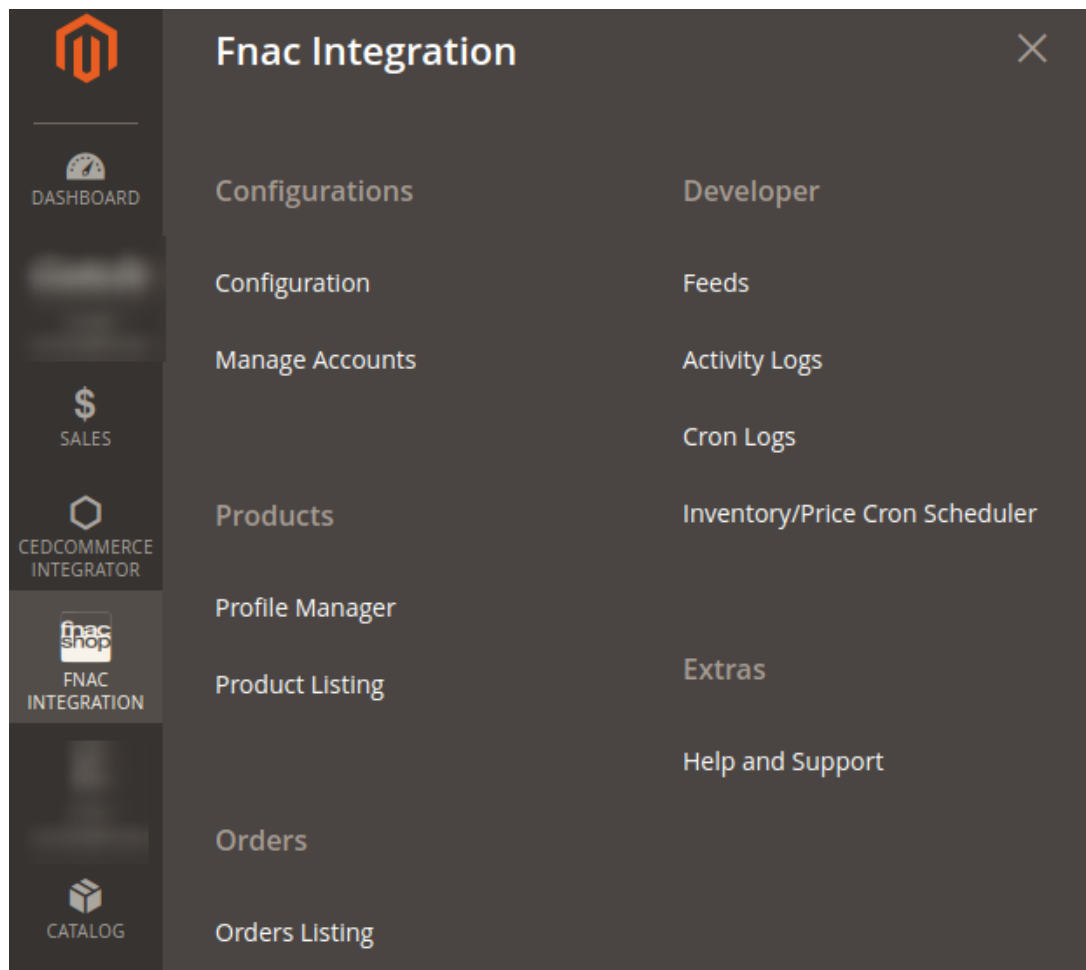
3. Fnac Integration Configuration Settings

Once the extension is successfully installed in the Magento 2 store, the **FNAC INTEGRATION** menu appears on the left navigation bar of the Magento 2 store Admin panel. The merchant has to first create a seller account in the Fnac seller panel. Once the seller account is created and is approved by Fnac, the Magento 2 store owners have to obtain the Partner Id, Shop Id Key values from the Fnac Seller account, and then the Magento® 2 store owners have to paste it in the respective fields displayed on the **Fnac Configuration** page of the admin panel.

To set up the configuration settings in the Magento 2 Admin panel

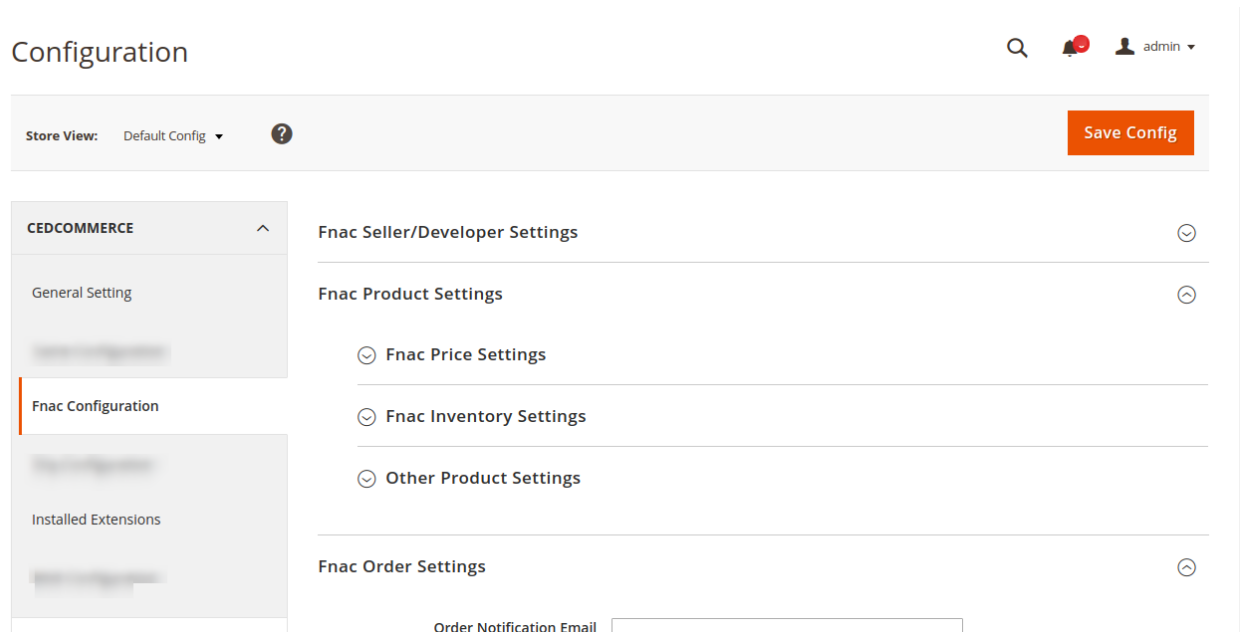
1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **FNAC INTEGRATION** menu.

The menu appears as shown in the following figure:



3. Click **Configuration**.

The **Configuration** page appears as shown in the following figure:



4. In the right panel, click the **Fnac Seller/Developer Settings** tab.

The **Fnac Settings** tab is expanded and the relevant fields appear as shown in the following figure:

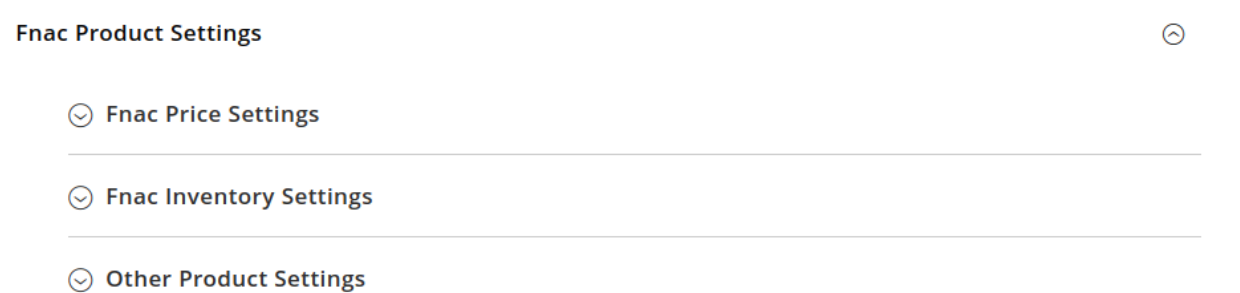


5. Under **Fnac Seller/Developer Settings**, do the following:

- a. In the **Enabled** list, select the **Yes** option.
- b. To enable the **Debug Mode**, select the **Yes** option from the dropdown.

6. Scroll down to the **Fnac Product Settings** tab, and then click the tab.

The **Fnac Product Settings** tab is expanded and the expanded section appears as shown in the following figure:



7. Click **Fnac Price Settings**, the section will expand as:

Fnac Product Settings

Fnac Price Settings

Product Price [global] Default Magento Price

Select to send a different product price to Fnac

i. In the **Product Price** list, select one of the following options:

Increase by Fixed Price: If selected, then the **Modify by Fix Price** field appears.

Increase by Fixed Percentage: If selected, then the **Modify by Percentage Price** field appears.

Enter the numeric value to increase the price of the **Fnac**, product price by the entered value % of the Magento 2 store price.

For Example,

Magento 2 price + 5% of Magento 2 price.

Magento 2 Price = 100

Select **Increase By Fixed Percentage** option

Modify by Percentage Price = 5

$100 + 5\% \text{ of } 100 = 100 + 5 = 105$

Thus, Fnac Product Price = 105

Decrease by Fixed Price: If selected, then the **Modify by Fix Price** field appears.

Decrease by Fixed Percentage: If selected, then the **Modify by Percentage Price** field appears.

Enter the numeric value to decrease the price of the Fnac product price by the entered value % of Magento 2 price

For Example,

Magento 2 price – 5% of Magento 2 price.

Magento 2 Price = 100

Select **Decrease By Fixed Percentage** option

Modify by Fix Price = 5

$100 - 5\% \text{ of } 100 = 100 - 5 = 95$

Thus, Fnac Product Price = 95

8. Click on **Fnac Inventory Settings**, the tab gets expanded as:

Fnac Inventory Settings

Set Inventory on Basis of Threshold [global] Disable

Choose yes to send inventory on fnac by condition

- In the **Set Inventory on Basis of Threshold** list, select the **Enable** option if required to set the inventory based on the threshold.

a. Note: Only when the admin selects **Enable**, the other fields appear. Threshold Inventory is the minimum count of an item that the store owner wants to keep in stock.

9. Now the next section is **Other Product settings**. This section will expand as:

⌵ Other Product Settings

Attributes to skip validation
[global]



These attributes will skip from configurable product validation and upload.

Merge Parent Product Images
[global]

Upload Config As Simple
[global]

- a. In **Attributes to skip validation**, select the attributes of configurable products which you want to skip during the validation.
 - b. Select **Yes**, If you want to **Merge Parent Product Images**.
 - c. Select Yes, If you want to **Upload configurable products as a simple product**.
10. Click **Fnac Order Settings** and the section will expand as:

Fnac Order Settings



Fnac order id prefix
[global]

Prefix for Fnac Increment ID

Order Notification Email
[global]

Enable Default Customer
[global]

- a. Under **Fnac Order Settings**, do the following steps:
 - \. In **Fnac Order id Prefix**, enter the prefix for Fnac Increment Id.
 - \. In the **Order Notification Email** field, enter the email id on which you may get the notifications.
 - \. In the **Enable Default Customer** field, select the **Yes** option to enable the default customer.
 - i. The field appears as shown in the following figure:

Default Customer Email
[global]

ii. In the **Default Customer Email** list, select the required customer name.

b.

11. Click **Fnac Cron Settings** and the section will expand as:

Fnac Cron Settings
⌵

Order Cron
[global]

Disable

▼

Order Fetch Cron

Inventory|Price Cron
[global]

Disable

▼

Inventory Sync Cron

Feed Cron
[global]

Disable

▼

Feed Sync Cron

Order Shipment Cron
[global]

Disable

▼

Completed magento order will automatically ship

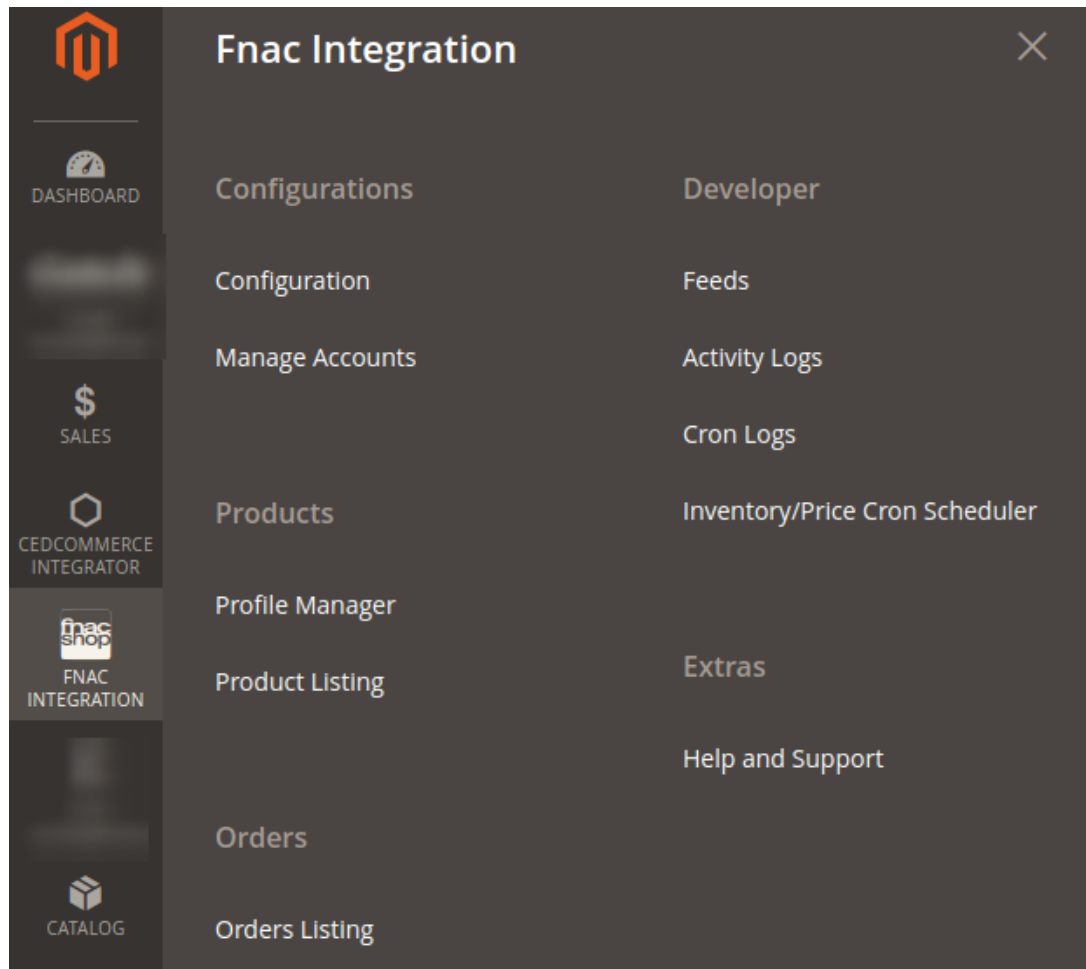
- a. In the **Order Cron** list, select the **Enable** option to enable the fetch order cron.
- b. In the **Inventory Price Cron** list, select the **Enable** option to enable the price & Inventory sync cron.
- c. In the **Feed Cron** list, select the **Enable** option to enable the inventory sync cron.
- d. In the **Order Shipment Cron** list, select the **Enable** option to enable the shipment cron and to generate shipments automatically.

4. Manage Accounts

In the Manage Accounts section, the Fnac accounts can be managed- Added, Edited, Viewed, and Deleted.

To add the account.

1. Go to the **Magento 2 Store Admin**
2. On the left navigation bar, click the **FNAC INTEGRATION**
A menu appears as shown in the following figure:



3. Click **Manage Accounts**.

The **Manage Accounts** page appears as shown in the following figure:

Manage Account 🔍 99+ 🧑 cedcommerce ▼

Add Account

Filters
👁 Default View ▼
⚙ Columns ▼

Actions ▼
1 records found
20 ▼ per page
< 1 of 1 >

☐	ID	Account Code	Account Status	Account Location	Partner Id	Magento Store	Actions (Edit/Fetch)
☐	1	fr	Enabled	France		Default Store View	✎

4. Click the **Add Account**

The page appears as shown in the following figure:

fr

[← Back](#)[Reset](#)[Save](#)

ACCOUNT INFORMATION

Account Information

Account Information

Account Code *

For internal use. Must be unique with no spaces

Account Mode *

Select the account Mode

Partner Id *

Enter Partner id which is get from account

Shop Id * 5. Enter the **Account Code** in the corresponding field.6. Select the **Account Mode** as **Live** or **Sandbox** whichever store you are using.7. Now Enter the **Partner Id**.8. Enter your **Shop Id**.9. Enter your **Authorization Key**.10. Enter the **Mirakl Id**.Partner Id *

Enter Partner id which is get from account

Shop Id *

Enter Shop id which is get from account

Authorization key *

Enter Authorization key which is get from account

Mirakl Id *

Enter Mirakl id which is get from account

Account Location *

Select the account location

Account Status *

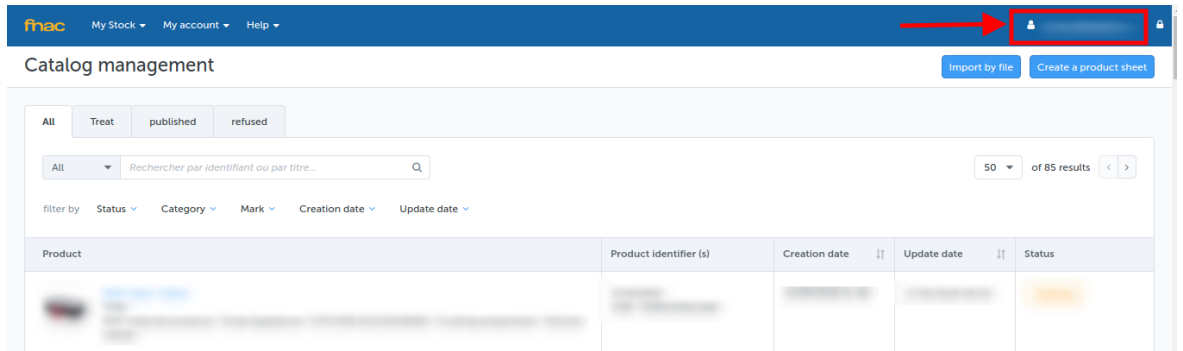
Set the account Status

Account Store *

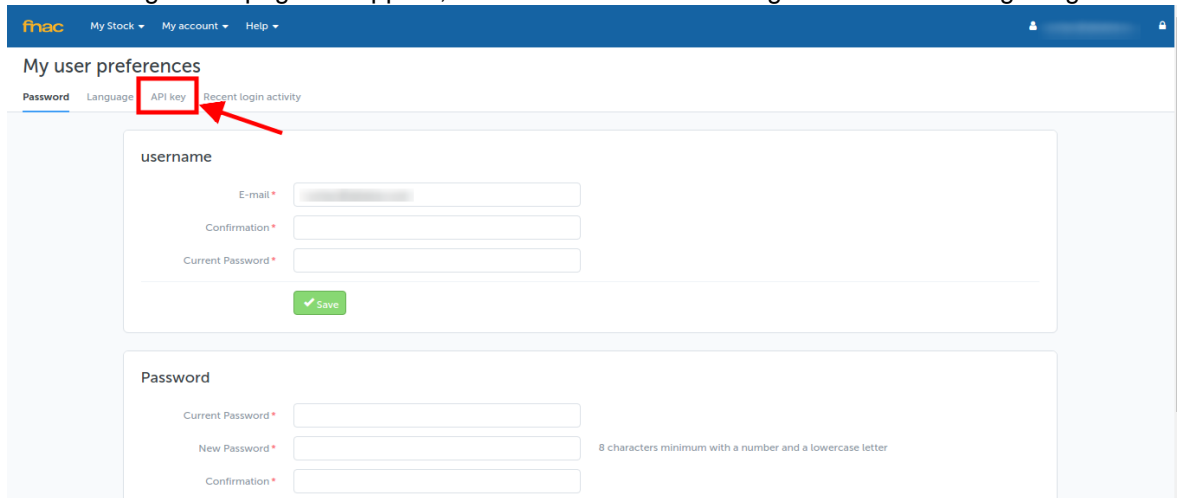
Select the account Store

11. You will get the **Partner Id**, **Shop Id**, and **Authorization Key** on your registered email from the Marketplace.12. To know the information that you need to fill in this section (**Mirakl Id**), you need to go to the **Fnac** seller account. For that,a. Log in to the Fnac seller account(<https://fnac-prod.mirakl.net/login>)

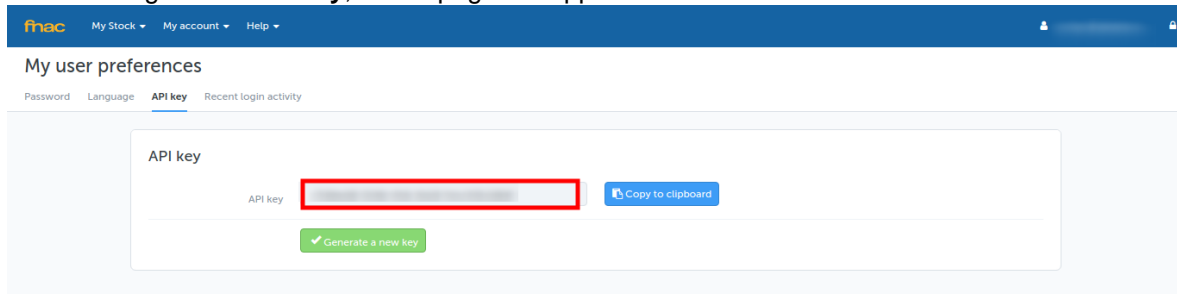
b. On the top right side of the Fnac seller central, click on the user name, as shown in the below image.



c. After clicking a new page will appear, click on the **API details** as given in the following image.



d. After clicking on the **API key**, a new page will appear.



e. Copy the API Key and paste it in the **Mirakl Id** attribute given in your Magento.

Note: You only need to mention the Mirakl Id if you want to upload the products. But if you want the offers for the products and orders management then you need not enter the Mirakl Id and can skip this field here in Configuration Settings.

To edit the account.

1. On the **Fnac Manage Accounts** page, click the **edit** button for the account that you want to edit, as shown in the image below:

Manage Account




 cedcommerce

Add Account

Filters

 Default View

 Columns

Actions


1 records found

20 per page

<

1 of 1

>

<input type="checkbox"/>	ID	Account Code	Account Status	Account Location	Partner Id	Magento Store	Actions (Edit/Fetch)
<input type="checkbox"/>	1	fr	Enabled	France		Default Store View	

2. The page will appear as:

fr





< Back

Reset

Save

ACCOUNT INFORMATION

Account Information

Account Information

Account Code * fr

For internal use. Must be unique with no spaces

Account Mode * Live

Select the account Mode

Partner Id *

Enter Partner Id which is get from account

Shop Id *

3. Click the required section, and then make the changes as per requirement in the respective section.

4. Click the **Save** button.

The edited account will be saved.

To delete the account,

1. On the Fnac Accounts page, Go to Actions and click on the Delete button, as shown in the below image.

Manage Account

1 records found

20 per page 1 of 1

ID	Account Code	Account Status	Account Location	Partner Id	Magento Store	Actions (Edit/Fetch)
1	fr	Enabled	France		Default Store View	

2. On clicking it, the Fnac account will be deleted and the message will appear on the same page as:

5. Manage Fnac 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 2 attributes to the Fnac attributes. These attributes are applicable to all the products that are assigned to the profile.

Admin can do the following tasks:

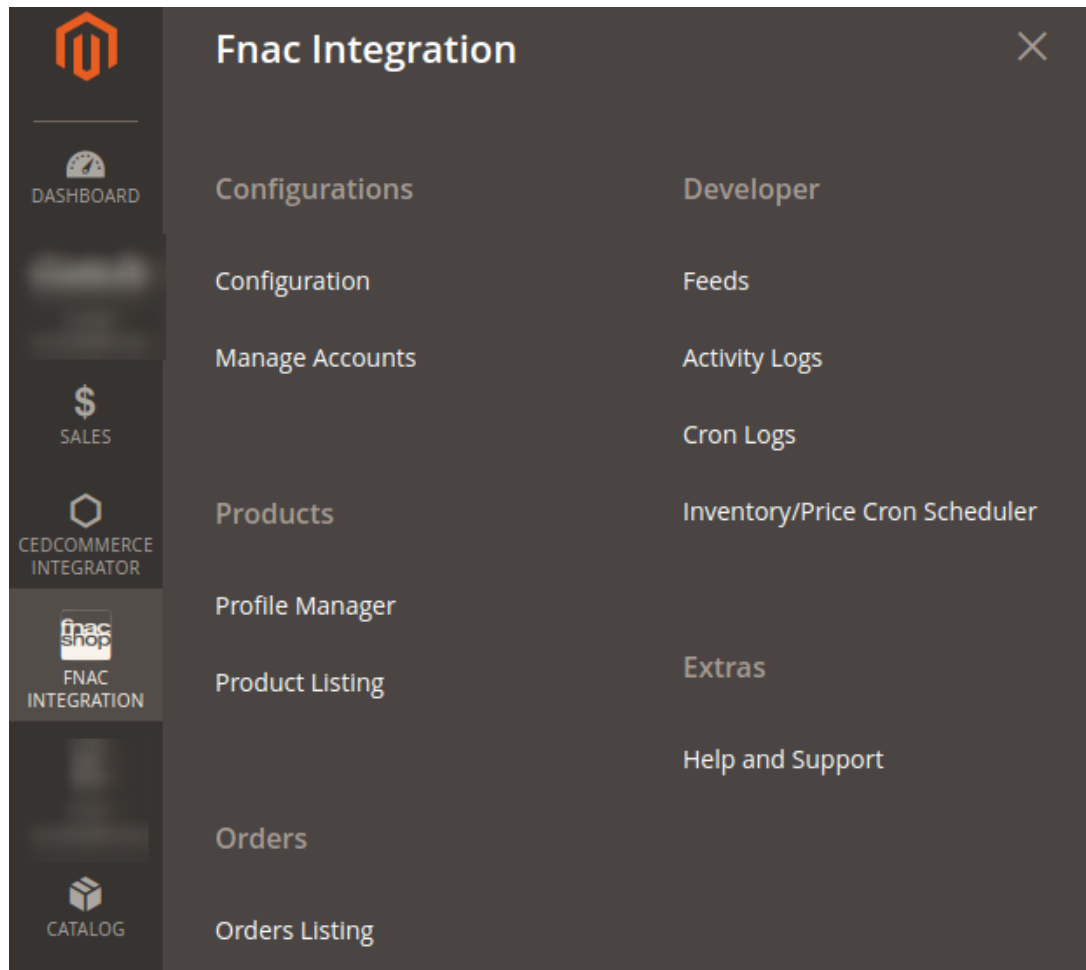
- Add(<https://docs.cedcommerce.com/magento-2/fnac-integration-for-magento-2-user-manual/fnac-integration-magento-2-user-guide-2/?section=add-a-new-profile-60>)
new profile(<https://docs.cedcommerce.com/magento-2/fnac-integration-for-magento-2-user-manual/fnac-integration-magento-2-user-guide-2/?section=add-a-new-profile-60>)
- Edit the existing profile(<https://docs.cedcommerce.com/magento-2/fnac-integration-for-magento-2-user-manual/fnac-integration-magento-2-user-guide-2/?section=edit-the-existing-profile-81>)
- Deleting profiles(<https://docs.cedcommerce.com/magento-2/fnac-integration-for-magento-2-user-manual/fnac-integration-magento-2-user-guide-2/?section=delete-the-profiles-32>)
- Bulk Action on the Selected Profiles(<https://docs.cedcommerce.com/magento-2/fnac-integration-for-magento-2-user-manual/fnac-integration-magento-2-user-guide-2/?section=submit-bulk-action-on-the-selected-profiles-12>)

5.1. Add a New Profile

To add a new profile

1. Go to the **Magento 2 Store Admin**

2. On the left navigation bar, click the **FNAC INTEGRATION**
A menu appears as shown in the following figure:



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

Manage Profile 🔍 🔔 5 👤 admin ▼

Add New Profile

Filters
👁 Default View ▼
⚙ Columns ▼

20 ▼ per page
< 1 of 1 >

Actions	ID	Account id	Profile Name	Category	Status	Actions
We couldn't find any records.						

4. Click the **Add New Profile**

The **New Profile** page appears as shown in the following figure:

Information

Enable Profile ☒ Yes

Profile Name *

Mappings ⌵

Products ⌵

5. In the right panel, under **Information**, do the following steps:
 - a. In the **Enable Profile**, select **Yes** to enable the profile that you are creating.
 - b. In **Profile Name**, enter the name for the profile.
6. Scroll down and click the **Mappings** section. The section will expand as:

Mappings ⌵

Account *

Profile Category *

Please map all Fnac attributes with Magento attributes.

Fnac Attribute	Magento Catalog Attribute	Default Value	Action
<input type="button" value="Add Attribute"/>			

- Enter the **Account Name** in the corresponding field.
- In **Profile Category**, click on the dropdown, a page will appear like the following image.

Profile Category *

Q

- Enter the name of the Profile category and click on **Done** button.
- On selecting the Profile category, attribute section appears as:

Profile Category * Robots de cuisine x

Please map all Fnac attributes with Magento attributes.

Fnac Attribute	Magento Catalog Attribute	Default Value	Action
SKU	SKU		Map Options
Libellé	Product Name		Map Options
EAN	EAN		Map Options
Constructeur Vendeur	Manufacturer [select]		Map Options
Description complémentaire	Description		Map Options
Add Attribute			

7. Now map the attributes. You may also add attributes by clicking on the **Add Attribute** button.

8. Scroll down to Products and the section will appear as:

Products

Search [Reset Filter](#)

Actions 0 records found 20 per page 1 of 1

	Product Id	Product Name	Type	Category	Status	Attrib. Set Name	SKU	Price	QTY
Yes	From To							From To USD	From To
We couldn't find any records.									

9. Click on the **Reset Filter** button, the products will get appear in the grid.

10. Click **Save** on the top right side of the page. The profile will be saved.

5.2. Edit the Existing Profile

To edit the existing profile

1. Go on **Magento 2 Store Admin** panel.
2. On the left navigation bar, click the **FNAC INTEGRATION** menu, and then click the **Profile Manager**.
The **Manage Profile** page appears as shown in the following figure:

Manage Profile

Add New Profile

Filters

Default View

Columns

Actions

3 records found

20 per page

1 of 1

	ID	Account id	Profile Name	Category	Status	Actions
<input type="checkbox"/>	1	1		700200002	Enabled	
<input type="checkbox"/>	2	1		103400002	Enabled	
<input type="checkbox"/>	3	1		001011003	Enabled	

3. Scroll down to the required profile row.
4. In the **Action** column of the respective row, click the **Edit** button as shown in the above image.
The profile editing page appears as shown in the following figure:

Edit Profile

← Back

Delete

Save

Save and Continue

Information

Enable Profile ☒ Yes

Profile Name * HomeAppliance

Mappings

Account * fr | Id:1

5. Click the required section, and then make the changes as per requirement in the respective section.
6. Click the **Save** button.
The edited profile is saved and the success message appears on the **Manage Profile** page.

5.3. Delete the Profiles

To delete a profile

1. Go to the **Magento 2 Store Admin** panel.
2. On the left navigation bar, click the **FNAC INTEGRATION** menu, and then click the **Profile Manager**.
The **Manage Profile** page appears as shown in the following figure:

Manage Profile

Filters Default View Columns

Actions 3 records found 20 per page 1 of 1

ID	Account id	Profile Name	Category	Status	Actions
1	1		700200002	Enabled	
2	1		103400002	Enabled	
3	1		001011003	Enabled	

On this page, all the available profiles are listed.

- Go to Actions and click on the edit button. A page will appear as given below.

Edit Profile

Back Delete Save Save and Continue

Information

Enable Profile Yes

Profile Name * HomeAppliance

Mappings

Account * fr | Id:1

- Click on the **Delete** button.
- A box will appear asking you to confirm your action of deleting a profile.
- Click **OK**.
- The profile will be deleted.

5.4. Submit Bulk Action on the Selected Profiles

Admin can delete the selected profiles and also can change the status of the profiles in bulk.

To submit the selected action on the selected profiles in Bulk

- Go to the **Magento 2 Store Admin** panel.
- On the left navigation bar, click the **FNAC INTEGRATION** menu, and then click the **Profile Manager**. The **Manage Profile** page appears as shown in the following figure:

Manage Profile Add New Profile

Filters Default View Columns

Actions 3 records found 20 per page 1 of 1

ID	Account id	Profile Name	Category	Status	Actions
1	1		700200002	Enabled	
2	1		103400002	Enabled	
3	1		001011003	Enabled	

On this page, all the available profiles are listed.

3. To delete the selected profiles, do the following steps:

- Select the profiles those are no more required.
- Click the **Arrow** button next to the **Actions** field.

The **Actions** list appear as shown in the following figure:

Manage Profile Add New Profile

Filters Default View Columns

Actions 3 records found 20 per page 1 of 1

Delete
Disable
Enable

Account id	Profile Name	Category	Status	Actions
1		700200002	Enabled	
1		103400002	Enabled	
3		001011003	Enabled	

c. Click the **Delete** option.

- A confirmation dialog box appears.
- Click the **OK** button.
- The selected profiles are deleted.

4. To Change the status of the selected profiles, do the following steps:

- Select the required profiles.
- Click the **Arrow** button next to the **Actions** field.

The **Actions** list appear as shown in the following figure:

c. Click the **Change Status** option. On selecting it, the options for status appear as:

Actions

Delete
Disable
Enable

5. Select **Enable** or **Disable**.
6. Selected profiles get enabled or disabled and a message appears as on top of the page as shown below.
Also, under the **Status** column, the status gets changed.

6. Fnac Product Listing

On this page, admin can view, edit, and validate the individual product. Also, the admin can view the error message if any error exists in any product details. After uploading the product on Fnac or after updating the product inventory or the product price, the user can check the status of the feed. Also, the admin can view the feed error if any. The admin can submit certain actions on the selected products available on the **Fnac Product Listing** page.

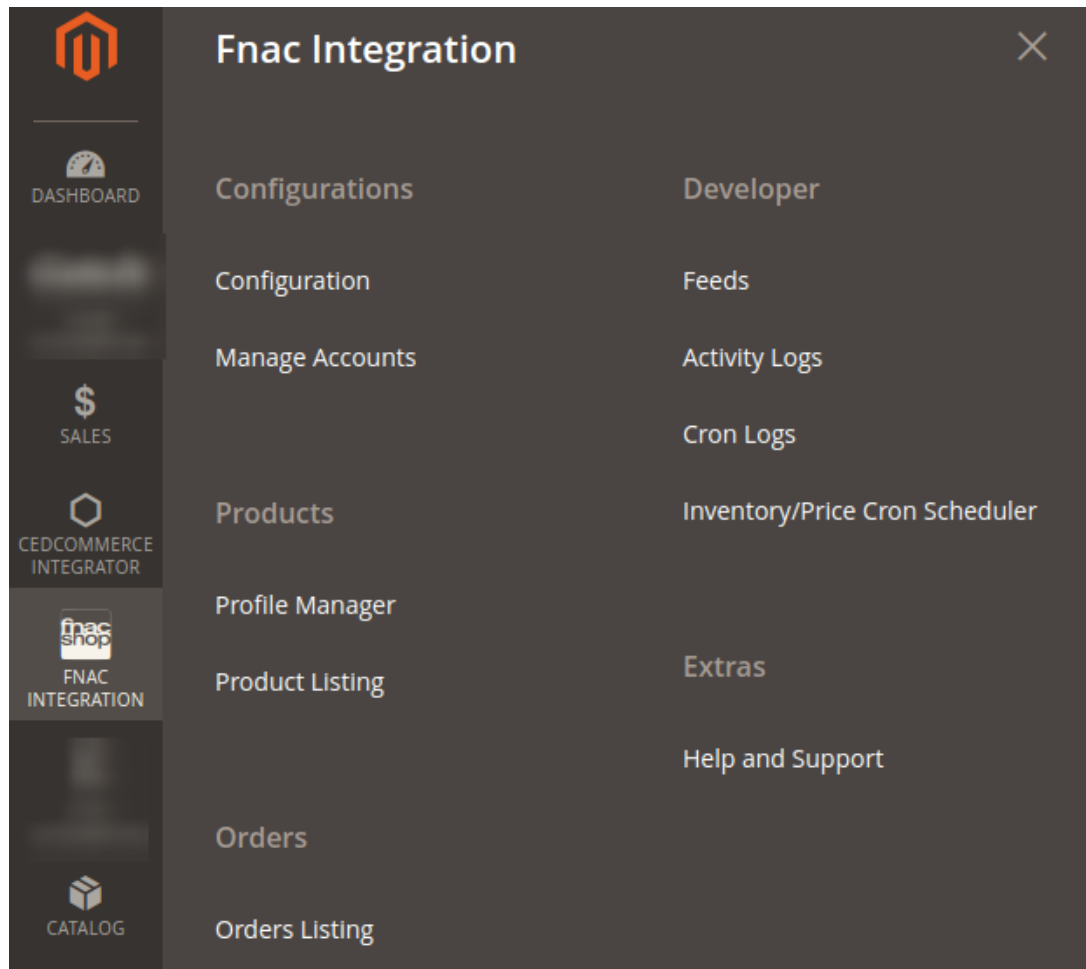
This section covers the following topics:

- Edit the Fnac Products(<https://docs.cedcommerce.com/magento-2/fnac-integration-for-magento-2-user-manual/fnac-integration-magento-2-user-guide-2/?section=edit-the-amazon-products-4>)
- Submit Bulk Action on the Selected Products(<https://docs.cedcommerce.com/magento-2/fnac-integration-f-or-magento-2-user-manual/fnac-integration-magento-2-user-guide-2/?section=submit-bulk-action-on-the-selected-products-10>)

6.1. Edit the Fnac Products

To edit the Fnac product details

1. Go to the **Magento 2 Store Admin** panel.
2. On the left navigation bar, click the **FNAC INTEGRATION** menu.
The menu appears as shown in the following figure:



3. Click **Products Listings**.

The **Fnac Products Listing** page appears as shown in the following figure:

Fnac Product Listing 🔍 🔔 👤

Account View: Primary Account ▼

Filters
Default View
Columns

Actions
3 records found
20 per page
1 of 1

<input type="checkbox"/>	ID	Thumbnail	Name	Type	SKU	Price	Quantity	Fnac Product Status	Fnac Validation Error	Fnac Profile	Visibility	Status	Action
<input type="checkbox"/>	1		Joust Duffle Bag	Simple Product	24-MB01	\$34.00	80.0000	Not Uploaded	NOT VALIDATED	test	Catalog, Search	Enabled	
<input type="checkbox"/>	2		Strive Shoulder Pack	Simple Product	24-MB04	\$32.00	100.0000	Not Uploaded	NOT VALIDATED	test	Catalog, Search	Enabled	
<input type="checkbox"/>	4		Wayfarer Messenger Bag	Simple Product	24-MB05	\$45.00	18.0000	Not Uploaded	NOT VALIDATED	test	Catalog, Search	Enabled	

4. Scroll down to the required product row to edit the product or view the existing Fnac product details.
5. In the **Action** column of the respective row, click the **Edit**



icon.

The product editing page appears.

6. Scroll down to the **Fnac** tab, and then click the tab.

The tab is expanded and the expanded section appears as shown in the following figure:

The screenshot shows the 'Joust Duffle Bag' product editing page. At the top, there's a header with the product name 'Joust Duffle Bag', a search icon, a notification bell with a red '6', and a user profile 'admin'. Below the header is a toolbar with 'Store View: All Store Views', a question mark icon, a 'Back' button, an 'Add Attribute' button, and a 'Save' button. The main form contains several fields: 'Enable Product' (a toggle switch set to 'Yes'), 'Attribute Set' (a dropdown menu showing 'Bag'), 'Product Name' (a text field with 'Joust Duffle Bag'), 'SKU' (a text field with '24-MB01'), 'Price' (a text field with '\$ 34.00' and a link to 'Advanced Pricing'), and 'Tax Class' (a dropdown menu showing 'Taxable Goods').

7. Enter the required information or edit the values in the required fields, and then click the **Save** button. The changes are saved and the success message appears on the **Fnac Product Listing** page.

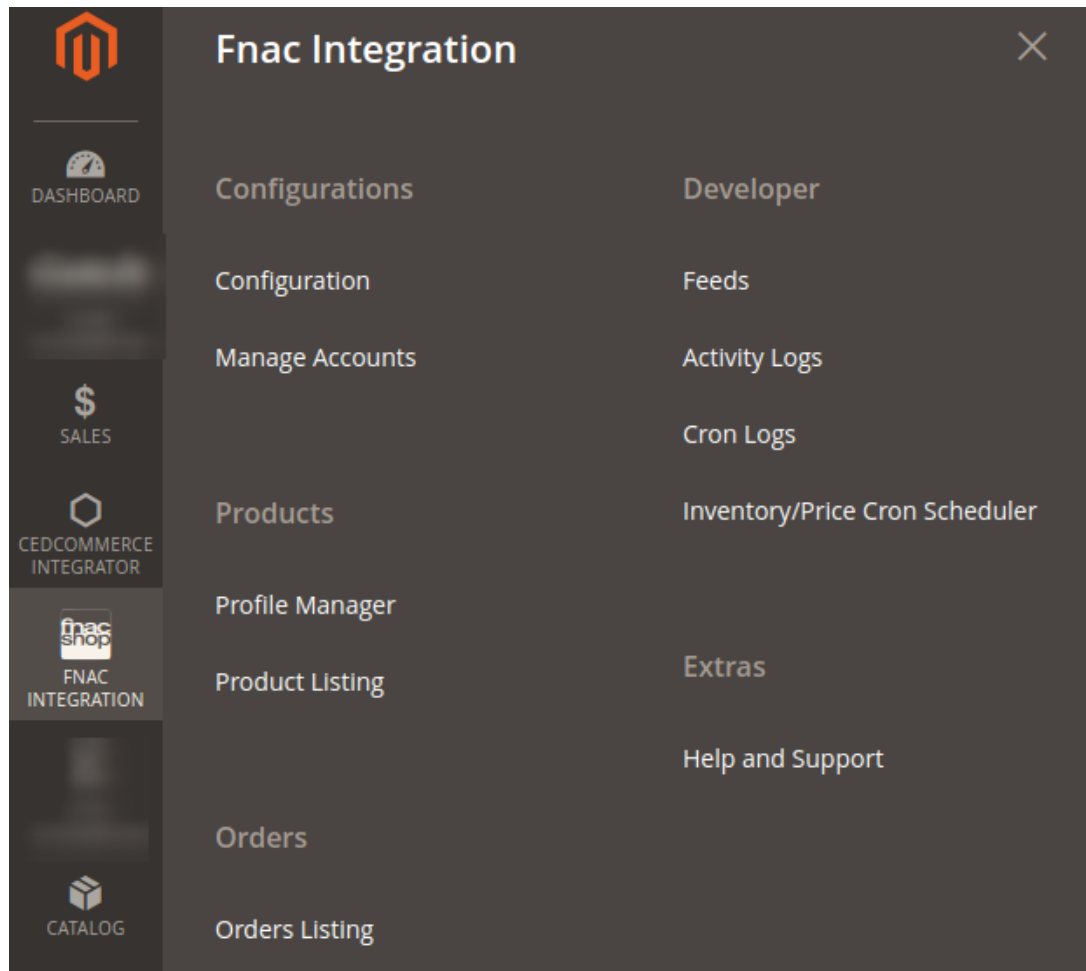
6.2. Submit Bulk Action on the Selected Products

Admin can perform the following tasks through the Bulk Action feature:

- **Validate Products:** To validate the selected products before uploading it to the Fnac website.
- **Upload Products:** To upload the selected products to the Fnac website. If there is no error, then the selected products are uploaded, and a success message appears.
- **Update Inventory & Price:** To update the inventory and price of the selected products to the Fnac website. If there is no error, then the inventories and prices of the selected products are updated, and a success message appears.

To submit the selected bulk action on the selected products.

1. Go to the **Magento 2 Store Admin**
2. On the left navigation bar, click the **FNAC INTEGRATION** menu. A menu appears as shown in the following figure:



3. Click **Products Listings**.

The **Fnac Product Listing** page appears as shown in the following figure:

Fnac Product Listing 🔍 🔔 👤

Account View: Primary Account ▼

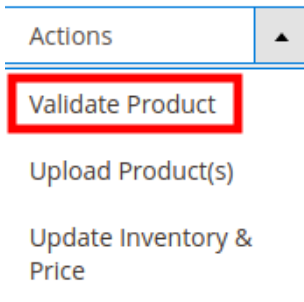
Filters
Default View
Columns

Actions
3 records found
20 per page
1 of 1

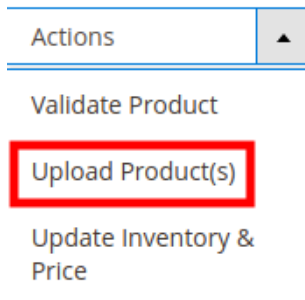
<input type="checkbox"/>	ID	Thumbnail	Name	Type	SKU	Price	Quantity	Fnac Product Status	Fnac Validation Error	Fnac Profile	Visibility	Status	Action
<input type="checkbox"/>	1		Joust Duffle Bag	Simple Product	24-MB01	\$34.00	80.0000	Not Uploaded	NOT VALIDATED	test	Catalog, Search	Enabled	
<input type="checkbox"/>	2		Strive Shoulder Pack	Simple Product	24-MB04	\$32.00	100.0000	Not Uploaded	NOT VALIDATED	test	Catalog, Search	Enabled	
<input type="checkbox"/>	4		Wayfarer Messenger Bag	Simple Product	24-MB05	\$45.00	18.0000	Not Uploaded	NOT VALIDATED	test	Catalog, Search	Enabled	

4. To validate the selected products, do the following steps:

- a. Select the check boxes associated with the required products.
- b. In the **Actions** list, click the arrow button.
A list appears as shown in the figure:

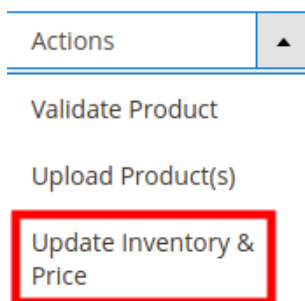


1. *To upload the selected products*, do the following steps:
 - a. Select the check boxes associated with the required products.
 - b. In the **Actions** list, click the arrow button.
A list appears as shown in the figure:



- c. Select the **Upload Product(s)** option.
A confirmation dialog box appears.
- d. Click the **OK** button.
The selected products are uploaded and a success message appears on the page.

2. *To update the inventories & Prices of the selected products*, do the following steps:
 - a. Select the check boxes associated with the required products.
 - b. In the **Actions** list, click the arrow button.
A list appears as shown in the figure:



- c. Select the **Update Inventory & Price** option.
A confirmation dialog box appears.
- d. Click the **OK** button.
The inventories and prices of the selected products are updated and a success message appears

on the page.

7. Manage Fnac Orders

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

- Fetch, View, Ship, and delete the Fnac Orders

7.1. Ship and Delete the Fnac Orders

The Magento 2 store owners can fetch the new orders and view all the order details fetched from Fnac. They can also ship the required orders and can delete the orders those are no more required.

To fetch and view new orders

1. Go to the **Magento 2 Store Admin** panel.
2. On the left navigation bar, click the **FNAC INTEGRATION** menu.
The menu appears as shown in the following figure:



3. Click **Manage Orders**.
The **Manage Fnac Orders** page appears as shown in the following figure:

Orders

Create New Order

Search by keyword										
<div>Filters</div> <div>Default View</div> <div>Columns</div> <div>Export</div>										
<div>Actions</div> <div>12 records found</div> <div>20 per page</div> <div>1 of 1</div>										
<input type="checkbox"/>	ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision
<input type="checkbox"/>	FNAC-000000010		May 22, 2019 8:08:02 AM	Aurelie Lavauzelle	Aurelie Lavauzelle	\$90.00	\$90.00	Processing	View	
<input type="checkbox"/>	FNAC-000000009		May 22, 2019 8:08:00 AM	sebastien rouviere	sebastien rouviere	\$79.00	\$79.00	Processing	View	
<input type="checkbox"/>	FNAC-000000008		May 22, 2019 8:07:57 AM	Joris robert	Joris robert	\$90.00	\$90.00	Processing	View	
<input type="checkbox"/>	FNAC-000000007		May 22, 2019 8:07:55 AM	Johann IMBERT	Johann IMBERT	\$110.00	\$110.00	Processing	View	
<input type="checkbox"/>	FNAC-000000006		May 22, 2019 8:07:53 AM	Sandrine MASOTTI	Sandrine MASOTTI	\$110.00	\$110.00	Processing	View	

4. Click the **Import Orders** button.

If the order is imported successfully then, a new record is found in the Orders Grid table as shown in the figure.

Notes:

- Orders are automatically imported through CRON in every 10 minutes.
- Whenever the latest orders are imported from Fnac, a Notification appears in the notification area of the Admin panel for those orders and they are Auto-Acknowledged as soon as they are imported in the Magento 2 store admin panel.
- Order is auto-rejected on Fnac in the following conditions:
 - When Fnac Product SKU does not exist in Magento 2 store.
 - When Product is Out of Stock in Magento 2 store.
 - When a product is disabled in Magento 2 store.

5. To View the **Fnac order**, do the following steps:

- Scroll down to the required order row.
- In Actions column of the respective row, click the **View** icon.

Fnac Orders

Fetch Fnac Orders

<div>Filters</div> <div>Default View</div> <div>Columns</div>							
<div>Actions</div> <div>10 records found</div> <div>20 per page</div> <div>1 of 1</div>							
<input type="checkbox"/>	Magento Increment Id	Account Id	Order Place Date	Fnac Order Status	Failed Order Reason	Fnac Order Id	Actions
<input type="checkbox"/>	FNAC-000000001	fr	2019-03-10	To_ship		BZ5SIH7HIXVO	
<input type="checkbox"/>	FNAC-000000002	fr	2019-03-06	To_ship		BZ3RLCQP25L4	
<input type="checkbox"/>	FNAC-000000003	fr	2019-03-05	To_ship		96MFAM2JXDQ5K	
<input type="checkbox"/>	FNAC-000000004	fr	2019-02-20	To_ship		ELV5V7K5E4BGA	
<input type="checkbox"/>	FNAC-000000005	fr	2019-03-10	To_ship		96MFAM2JXDQ5K	

The specific order appears as shown:

#FNAC--000000007

[← Back](#)
[Send Email](#)
[Credit Memo](#)
[Hold](#)
[Ship](#)
[Reorder](#)

ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Comments History

Transactions

Order & Account Information

Order # FNAC--000000007 (The order confirmation email is not sent)

Order Date

May 22, 2019 8:07:55 AM

Order Status

Processing

Purchased From

Admin
Default
Admin

Account Information

Customer Name

Jean Clemenceau

Email

aditi@cedcoss.com

Customer Group

General

Address Information

Billing Address

Johann IMBERT

68 Boulevard Kellermann

CHATEAUDUN, 28200

France

T: 0629758573

Shipping Address

Johann IMBERT

68 Boulevard Kellermann

CHATEAUDUN, 28200

France

T: 0629758573

Payment & Shipping Method

6. To edit the *Fnac* order, do the following steps:

- Scroll down to the required order row.
- In Actions column of the respective row, click the **Edit** icon.

Fnac Orders

Actions

10 records found





20 per page

1 of 1

Filters

Default View

Columns

	Magento Increment Id	Account Id	Order Place Date	Fnac Order Status	Failed Order Reason	Fnac Order Id	Actions
<input type="checkbox"/>	FNAC--000000001	fr	2019-03-10	To_ship		BZ5SIH7HIXYVO	
<input type="checkbox"/>	FNAC--000000002	fr	2019-03-06	To_ship		BZ3RLCQP25L4	
<input type="checkbox"/>	FNAC--000000003	fr	2019-03-05	To_ship		96MFAM2JXDQ5K	
<input type="checkbox"/>	FNAC--000000004	fr	2019-02-20	To_ship		ELV5V7K5E4BGA	

The order gets opened to be edited as shown below:

#FNAC--000000007



 admin

ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Comments History

Transactions

Order & Account Information

Order # FNAC--000000007 (The order confirmation email is not sent)

Order Date

May 22, 2019 8:07:55 AM

Order Status

Processing

Purchased From

Admin Default Admin

Account Information

Customer Name

Jean Clemenceau

Email

aditi@cedcross.com

Customer Group

General

Address Information

Billing Address [Edit](#)

Johann IMBERT
68 Boulevard Kellermann
CHATEAUDUN, 28200
France
T: 0629758573

Shipping Address [Edit](#)

Johann IMBERT
68 Boulevard Kellermann
CHATEAUDUN, 28200
France
T: 0629758573

Payment & Shipping Method

Payment Information

Fnac Payment Method(Default)
The order was placed using USD.

Shipping & Handling Information

Fnac Shipping Method - Fnac Shipping Method \$0.00

Items Ordered

Product	Item Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
Joust Duffle Bag SKU: 24-MB01	Invoiced	\$110.00	\$110.00	Ordered 1 Invoiced 1	\$110.00	\$0.00	0%	\$0.00	\$110.00

Order Total

Notes for this Order

Status

Processing

Comment

☐ Notify Customer by Email
☐ Visible on Storefront

Submit Comment

Order Totals

Subtotal	\$110.00
Shipping & Handling	\$0.00
Grand Total	\$110.00
Total Paid	\$110.00
Total Refunded	\$0.00
Total Due	\$0.00

May 22, 2019 8:07:56 AM | Processing | Customer **Notified**
Notified customer about invoice #9.

May 22, 2019 8:07:55 AM | Processing | Customer **Notified**

c. You may edit the customer details by clicking on the **Edit Customer** button highlighted in the above image. Similarly, you may edit the **Address Information** under the corresponding field.

7. To delete the Fnac order, do the following steps:

- Scroll down to the required order row.
- In Actions column of the respective row, click the **Sync** icon.

Fnac Orders



Fetch Fnac Orders

Filters

Default View

Columns

Actions 10 records found

20 per page

<

1 of 1

>

<input type="checkbox"/>	Magento Increment Id	Account Id	Order Place Date	Fnac Order Status	Failed Order Reason	Fnac Order Id	Actions
<input type="checkbox"/>	FNAC--000000001	fr	2019-03-10	To_ship		BZSSIH7HIXYVO	
<input type="checkbox"/>	FNAC--000000002	fr	2019-03-06	To_ship		BZ3RLCQP25L4	
<input type="checkbox"/>	FNAC--000000003	fr	2019-03-05	To_ship		96MFAM2JXDQ5K	
<input type="checkbox"/>	FNAC--000000004	fr	2019-02-20	To_ship		ELV5V7K5E4BGA	

The specific order is synchronized and a success message appears.

To ship the Fnac order

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **FNAC INTEGRATION** menu, and then click **Manage Orders**.

The **Manage Fnac Orders** page appears as shown in the following figure:

Fnac Orders



Fetch Fnac Orders

Filters

Default View

Columns

Actions 10 records found

20 per page

<

1 of 1

>

<input type="checkbox"/>	Magento Increment Id	Account Id	Order Place Date	Fnac Order Status	Failed Order Reason	Fnac Order Id	Actions
<input type="checkbox"/>	FNAC--000000001	fr	2019-03-10	To_ship		BZSSIH7HIXYVO	
<input type="checkbox"/>	FNAC--000000002	fr	2019-03-06	To_ship		BZ3RLCQP25L4	
<input type="checkbox"/>	FNAC--000000003	fr	2019-03-05	To_ship		96MFAM2JXDQ5K	
<input type="checkbox"/>	FNAC--000000004	fr	2019-02-20	To_ship		ELV5V7K5E4BGA	

3. Scroll down to the required row of the order to ship.
 4. In the **Action** column of the respective row, click the **Edit** icon.
- The Order view page appears

#FNAC--000000010



 admin

[← Back](#)
[Send Email](#)
[Credit Memo](#)
[Hold](#)
[Ship](#)
[Reorder](#)

ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Comments History

Transactions

Order & Account Information

Order # FNAC--000000010 (The order confirmation email is not sent)

Order Date: May 22, 2019 8:08:02 AM

Order Status: Processing

Purchased From: Admin Default Admin

Account Information [Edit Customer](#)

Customer Name: Jean Clemenceau

Email: aditi@cedcross.com

Customer Group: General

Address Information

5. In the right panel, under **Fnac Order Information**, do the following steps:

a. Click on **Ship** button, a page will appear as:

[← Back](#)
[Reset](#)

New Shipment

Payment & Shipping Method

Payment Information

Fnac Payment Method(Default)
The order was placed using USD.

Shipping Information

Fnac Shipping Method - Fnac Shipping Method
Total Shipping Charges: \$0.00

Carrier	Title	Number	Action
<div style="border: 2px solid red; padding: 5px; display: inline-block;">Add Tracking Number</div>			

Inventory

Source: Default Source

Items to Ship

Product	Qty	Qty to Ship
---------	-----	-------------

In the **Add Tracking Number** box, enter the required value.

6. Click the **Submit Shipment** button.

A success message appears if the order is shipped successfully.

Notes:

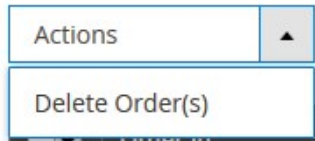
- Order **Shipments** sent to Fnac.
- Order **Invoice** and **Shipment** is created automatically in the Magento Store.
- Order **Status** changes to **Complete** on Fnac.
- The **status** of order changes to **Completed** on Magento store.

To delete the Fnac Orders in bulk

1. To delete the selected Amazon orders in bulk, do the following steps:

a. Select the check boxes associated with the orders those are no more required.

- b. Click the **Arrow** button next to the **Actions** list.
A menu appears as shown in the following figure:



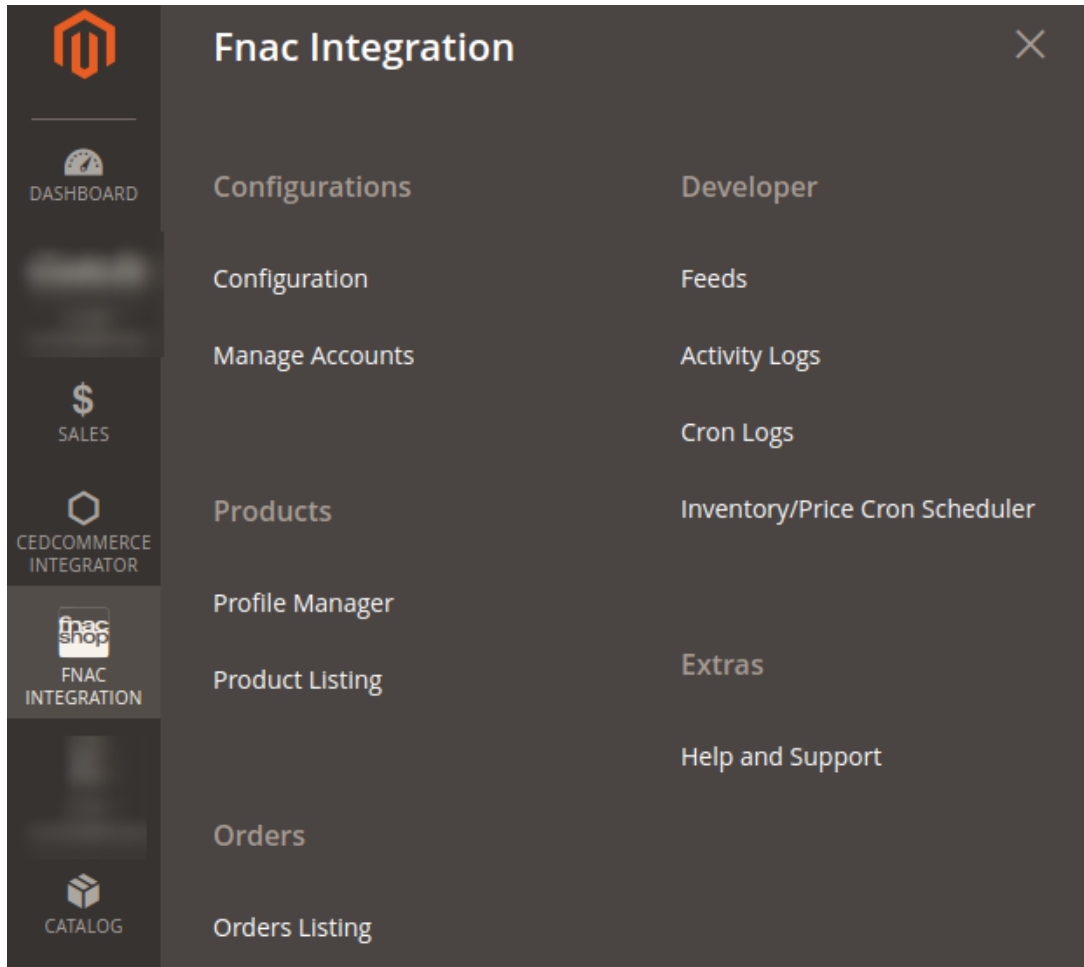
- c. Click **Delete Order(s)**.
A confirmation dialog box appears.
- d. Click the **OK** button.
The selected orders are deleted from the Fnac Marketplace.

8. Fnac Feeds

After uploading the product on Fnac or after updating the product inventory or the product price, the user can check the status of the feed and sync the selected feeds from the **Fnac Feeds** page.

To view and manage the product feeds

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **FNAC INTEGRATION** menu.
The menu appears as shown in the following figure:



3. Click **Feeds**.

The **Fnac Feeds** page appears as shown in the following figure:

Fnac Feeds 🔍 99+ 👤

[Truncate](#)

🔽 Filters
👁 Default View
⚙ Columns

Actions
23 records found
20 per page
1 of 2

<input type="checkbox"/>	Feed Id	Status	lines_read	lines_in_success	lines_in_error	Type	Created Date	Executed Date	Feed File	Response	Actions	Product Ids
<input type="checkbox"/>	71389	Submitted				item-update	2019-05-27	2019-05-27				
<input type="checkbox"/>	71388	Submitted				item-update	2019-05-27	2019-05-27				
<input type="checkbox"/>	71387	Submitted				item-update	2019-05-27	2019-05-27				
<input type="checkbox"/>	71386	Submitted				item-update	2019-05-27	2019-05-27				

4. Do the following tasks if required:

- a. View the status of the feed in the **Status** column.

b. *To view the Feed File*, do the following steps:

- i. Scroll down to the required row.
- ii. In the **Feed File** column of the respective row, click the **View Feed file**



icon.

The page appears as shown in the following figure:

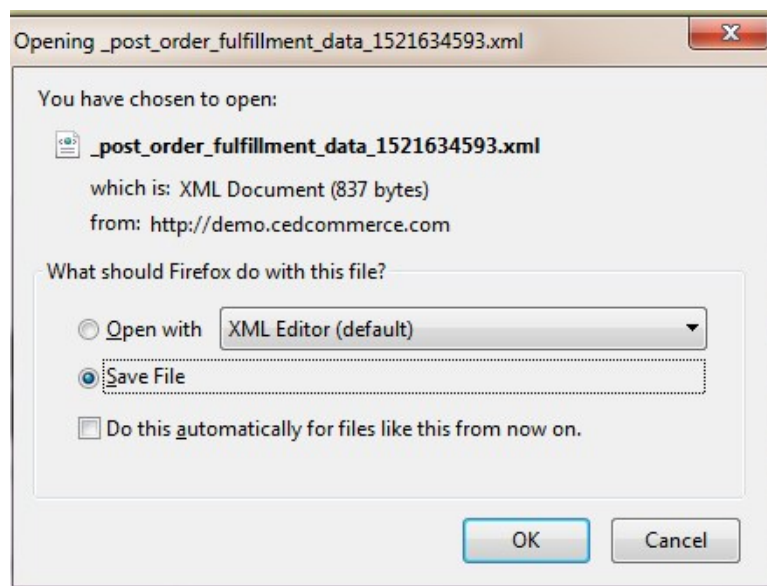
c. *To download the Feed File*, do the following steps:

- i. Scroll down to the required row.
- ii. In the **Feed File** column of the respective row, click the **Download file**



icon.

A dialog box appears as shown in the following figure:



- iii. Click to select the required option to Save the file, and then click the **OK** button.

d. *To view the Feed response*, do the following steps:

- i. Scroll down to the required row.
- ii. In the **Response** column of the respective row, click the **View Feed Response**



icon.

The page appears as shown in the following figure:

Feed Response #1234567890

```
<?xml version="1.0" encoding="UTF-8"?>
<AmazonEnvelope
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:noNamespaceSchemaLocation="amzn-envelope.xsd">
  <Header>
    <DocumentVersion>1.02</DocumentVersion>
    <MerchantIdentifier>T_M_GOOD_83835495</MerchantIdentifier>
  </Header>
  <MessageType>ProcessingReport</MessageType>
  <Message>
    <MessageID>1</MessageID>
    <ProcessingReport>
      <DocumentTransactionID>4319742521</DocumentTransactionID>
    </ProcessingReport>
  </Message>
</AmazonEnvelope>
```

Cancel

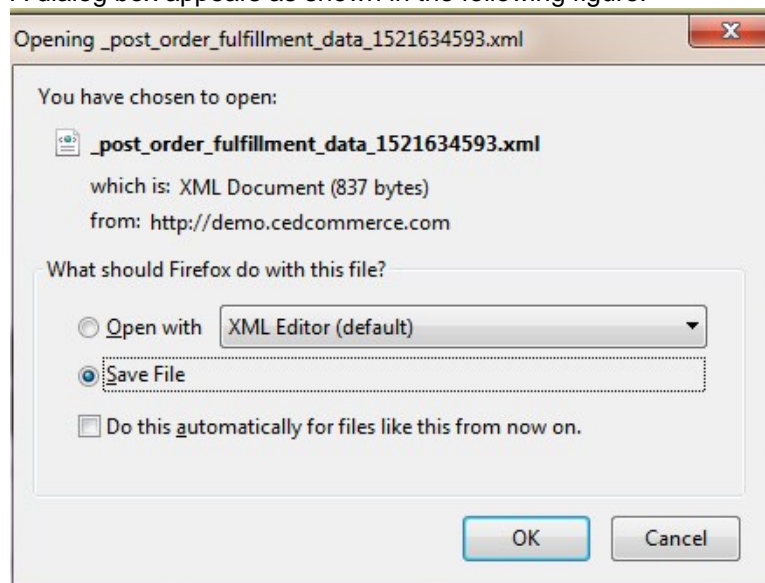
e. To download the Response File, do the following steps:

- i. Scroll down to the required row.
- ii. In the **Response File** column of the respective row, click the **Download file**



icon.

A dialog box appears as shown in the following figure:



- iii. Click to select the required option to Save the file, and then click the **OK** button.

f. To synchronize the specific feed between Fnac and Magento 2, do the following steps:

- i. Scroll down to the required row.
- ii. In the **Response** column of the respective row, click the **Sync**



icon.

g. To delete the specific feed, do the following steps:

- i. Scroll down to the required row.
- ii. In the **Actions** column of the respective row, click the **Delete Feed**



icon.

h. To view the *Product Ids in the specific feed*, do the following steps:

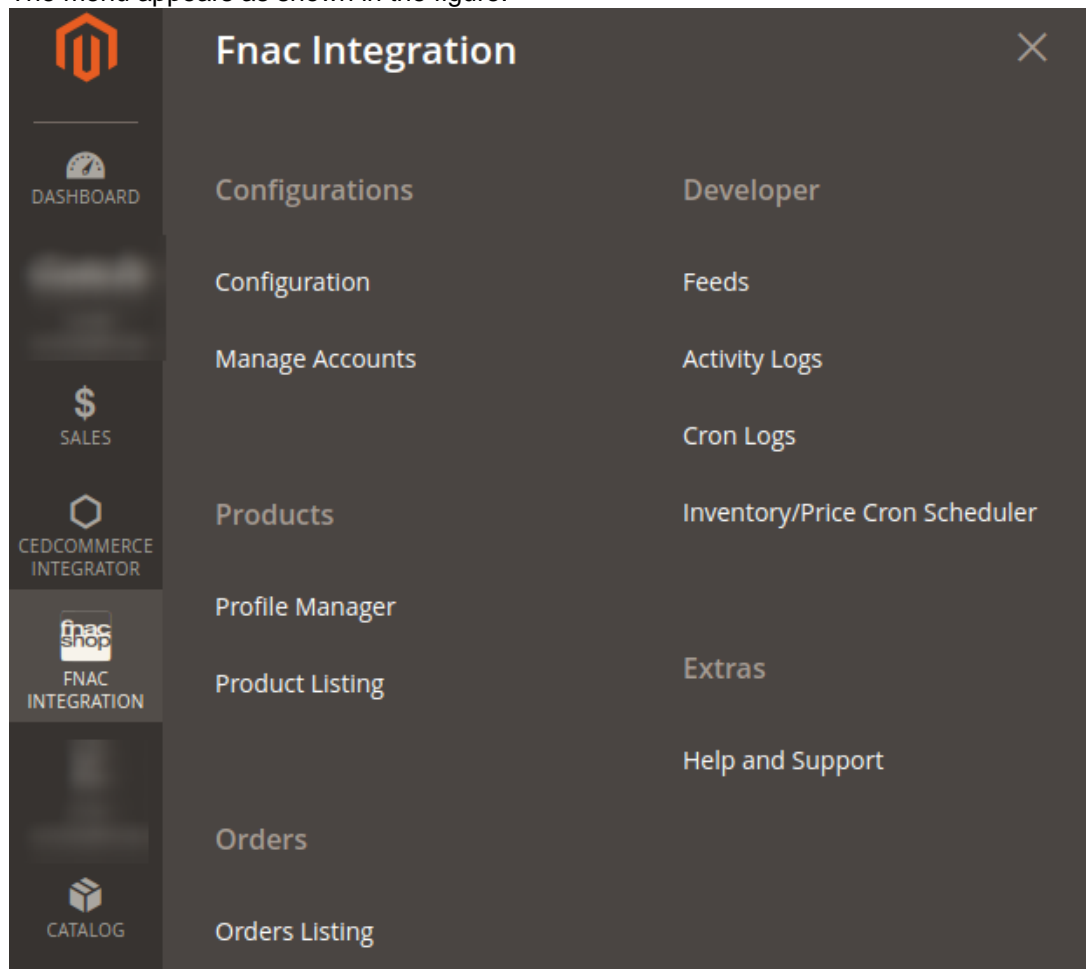
- i. Scroll down to the required row.
- ii. In the **Product Ids** column of the respective row, click the **View Product Ids** icon.
The Product Ids page appears as shown in the following figure:



To perform a bulk action on selected feeds

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **FNAC INTEGRATION** menu.

The menu appears as shown in the figure:



3. Click **Feeds**.

The **Fnac Feeds** page appears as shown in the following figure:

Fnac Feeds



Truncate

Filters

Default View

Columns

Actions

23 records found

20

per page

<

1

of 2

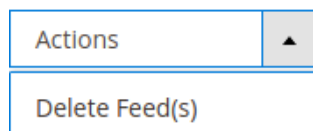
>

<input type="checkbox"/>	Feed Id ↑	Status	lines_read	lines_in_success	lines_in_error	Type	Created Date	Executed Date	Feed File	Response	Actions	Product Ids
<input type="checkbox"/>	71389	Submitted				Item-update	2019-05-27	2019-05-27				
<input type="checkbox"/>	71388	Submitted				Item-update	2019-05-27	2019-05-27				
<input type="checkbox"/>	71387	Submitted				Item-update	2019-05-27	2019-05-27				
<input type="checkbox"/>	71386	Submitted				Item-update	2019-05-27	2019-05-27				

4. Select checkboxes associated with the required feeds.

5. Click the **Arrow** button next to the **Actions** field.

The **Actions** list appear as shown in the following figure:



6. Select the required option.

A confirmation dialog box appears.

7. Click the **OK** button.

The action is performed and a success message appears if there is no error.

9. Fnac Activity Logs

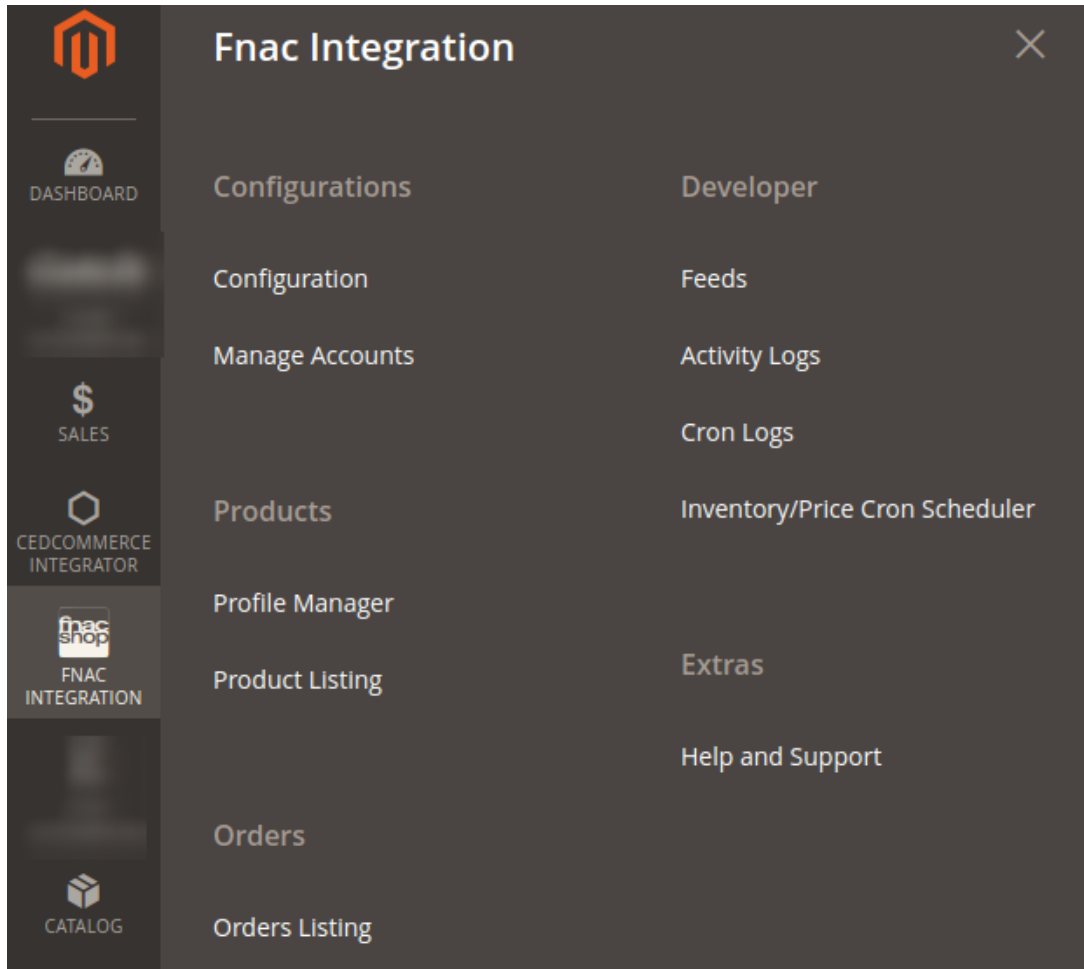
The Magento 2 store owners can view and manage the Fnac Activity logs.

To view the Fnac activity logs

1. Go to the **Magento 2 Admin** panel.

2. On the left navigation bar, click the **FNAC INTEGRATION** menu.

The menu appears as shown in the following figure:



3. Click **Activity Logs**.

The **Activity Logs** page appears as shown in the following figure:

Activity Log 🔍 🔔⁶ 👤 admin ▾

Truncate

Filters 👁 Default View ▾ ⚙ Columns ▾

Actions ▾ 0 records found 20 ▾ per page < 1 of 1 >

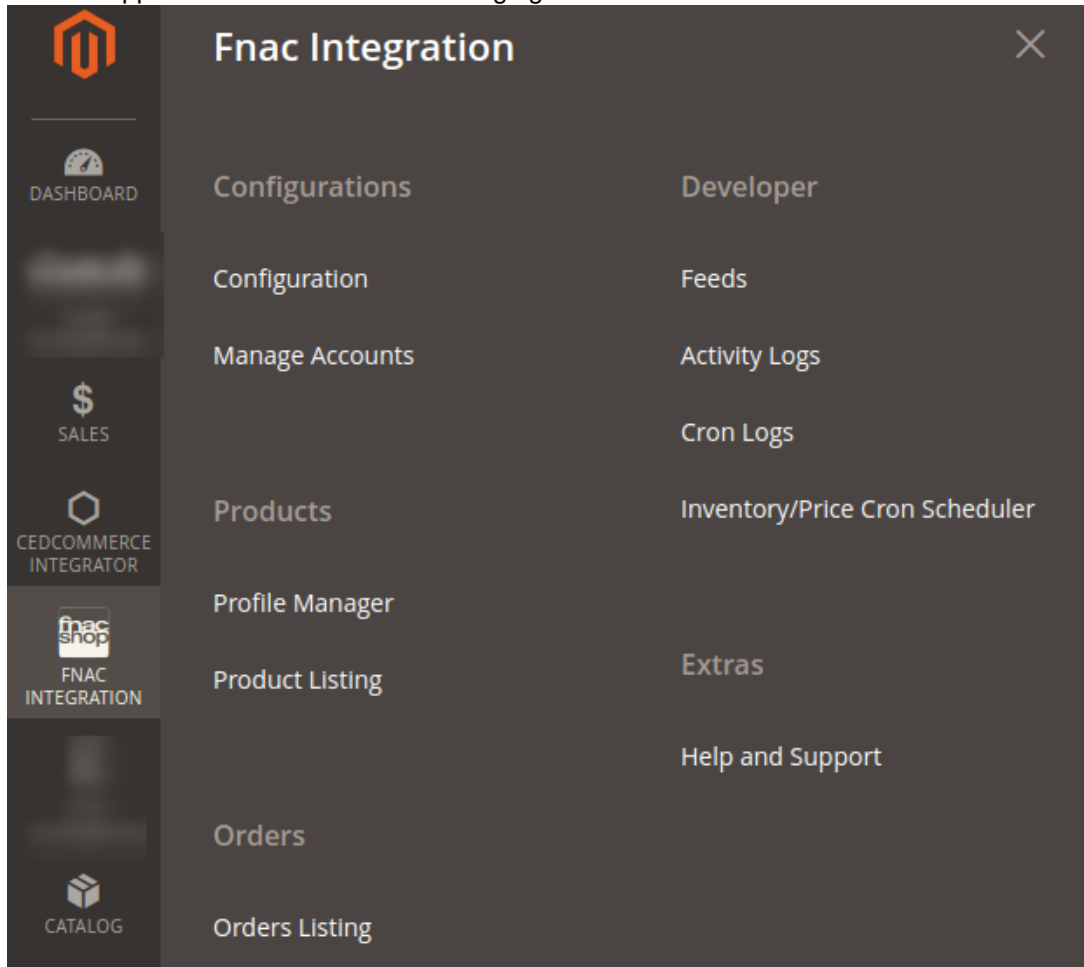
📧	Id	Message	Channel	Level	Date	Context
We couldn't find any records.						

All the Fnac Activity logs records are listed on this page.

10. Fnac Cron Details

To view Fnac Cron Details

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **FNAC INTEGRATION** menu.
A menu appears as shown in the following figure:



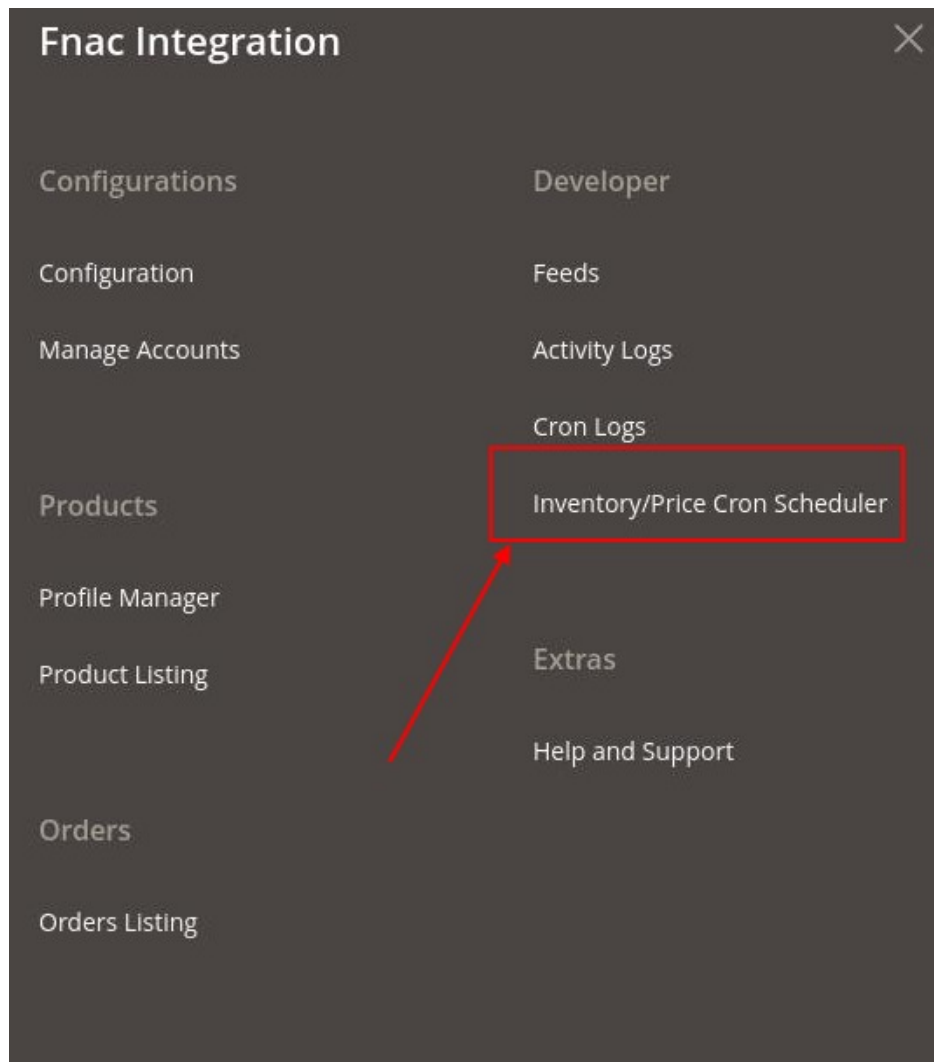
3. Click **Cron Logs**.
The **Fnac Cron** page appears as shown in the following figure:

Fnac Crons								
<div> <div>Actions</div> <div>320 records found</div> <div>20 per page</div> <div>1 of 16</div> <div>Truncate</div> </div>								
<input type="checkbox"/>	Id	Job Code	Status	Messages	Created At	Scheduled At	Executed At	Finished At
<input type="checkbox"/>	3085824	ced_fnac_ship	pending		2019-05-30 13:18:06	2019-05-30 13:35:00		
<input type="checkbox"/>	3085825	ced_spartoo_order_status_update	pending		2019-05-30 13:18:06	2019-05-30 13:35:00		
<input type="checkbox"/>	3085827	ced_fnac_order_import	pending		2019-05-30 13:18:06	2019-05-30 13:30:00		
<input type="checkbox"/>	3085828	ced_fnac_order_status_update	pending		2019-05-30 13:18:06	2019-05-30 13:30:00		
<input type="checkbox"/>	3085830	ced_fnac_order_status_update	pending		2019-05-30 13:18:06	2019-05-30 13:35:00		

11. Fnac Inventory/Price Cron Scheduler

To view the inventory crons,

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **FNAC INTEGRATION** menu.
The menu appears as shown in the following figure:



3. Click on **Inventory/Price Scheduler**, the tab opens as shown below:

Inventory Cron Scheduler



Truncate

Filters

Default View

Columns

Actions

13 records found

20

per page

<

1

of 1

>

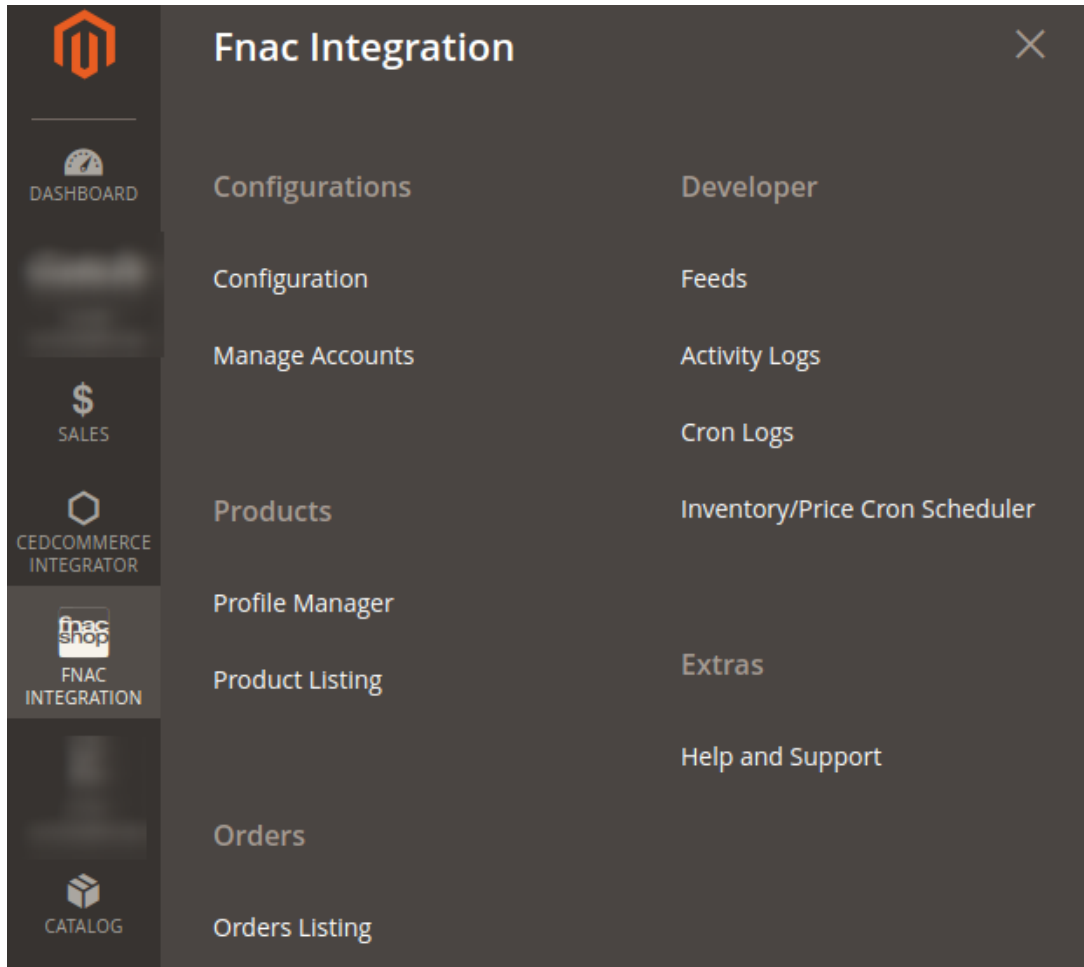
<input type="checkbox"/>	Id	Cron Status	Cron Start Time	Product Ids	Cron Complete Time	Message
				2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241,		Successfully sync Inventory for Ids: 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241,

4. All the running crons status, product ids, messages,etc will be displayed.

12. Fnac Help And Support

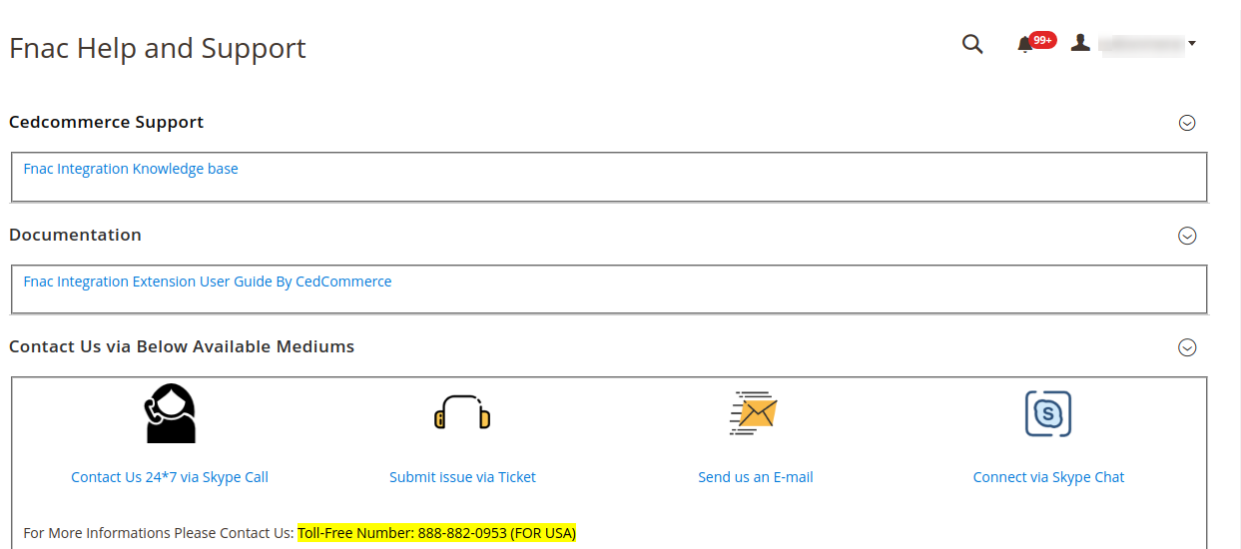
To view Help and Support

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **FNAC INTEGRATION** menu.
A menu appears as shown in the following figure:



3. Click **Help and Support**.

The **Fnac Help and Support** page appears as shown in the following:



4. On this page, the admin has the option to contact us via calling, Submit Issue via Ticket, sending an email, or by getting connected with us on Skype.