

# **Kaufland Integration For Magento 2 User Guide**

by CedCommerce Products Documentation

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## 1. Overview

**Kaufland.de Magento 2 Integration**, an extension by CedCommerce establishes synchronization of inventory, price, and other details for product creation and its management between Magento 2 store and Kaufland.de. The smooth harmonization is established with the help of Kaufland.de REST API.

Admin gets the authority to create Kaufland.de Categories and the dependent attributes on the Magento 2 store. It also enables you to establish a mapping of the desired product category on the Magento 2 store for automatic submission of the selected product to the same category on Kaufland.de. It enables the admin to manage the Kaufland.de orders on the seller's Magento® 2 stores without making any significant changes to operational functionalities.

Synchronizing orders, products, pricing, and inventory is possible through establishing the communication between Kaufland.de APIs and the Magento® 2 stores.

This extension interacts with the Kaufland.de Marketplace to integrate the synchronized product listing between Magento® 2 Store and the Kaufland.de retailers.

**Note:** **Kaufland.de** was formerly known as **Real.de** and its name was changed in Q1 of 2021. You might find the menu sections of our extension with the former name so don't get confused. Our API is fully updated and we are working to make the remaining changes very soon.

### Key Features are as follows:

- **Product Upload Based on Profile:** Enables the admin to create a profile based on a single category, and then assign the products to the profile to automate the product upload.
- **Magento Order creation:** The newly placed orders on Kaufland.de are automatically created in the Magento® 2 stores with all the required details as it is on Kaufland.de
- **Bulk upload Methodology:** Admin gets the authority to upload bulk products on Kaufland.de but just selecting the products and upload in one go.
- **Product Data Validation:** The extension enables validating of the product information in accordance with Kaufland.de standard and values.
- **Product category mapping:** Follows category mapping philosophy. Admin can map any category of the Magento® 2 stores to the single category of Kaufland.de.
- **Auto synchronization:** Auto synchronization of the product listing, order, inventory, and pricing at regular intervals is established between Magento® 2 Store and Kaufland.de.
- **Email Notification:** Admin receives the notification through the mail on new order creation, low stock and if the product is rejected from Kaufland.de.

## 2. Kaufland Integration Extension - Installation

### To install the extension

1. Log in the **FTP**, and then go to the **Magento 2** store 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`.
  - a. Upload or Drag and Drop `app/code/Ced/KauflandDe` directory.
  - b. After successfully uploading the directory, the extension will be installed/upgraded.
  - c. Now run the following upgrade command in `cmd`

```
composer require hitmeister/api-sdk
php bin/magento setup:upgrade.
php bin/magento di:compile
```

*php bin/magento setup:static-content:deploy*

### 3. Retrieve API Credentials from Kaufland.de

Once the extension is successfully installed on the Merchant's store, Kaufland.de Integration menu appears in the Magento Admin Panel. The merchant has to fill in the API credentials in the **Kaufland.de Configuration** page of the admin panel.

The user has to log in the Kaufland.de Seller account to obtain the **Client Key, and Secret Key**.

After obtaining the id, from the Kaufland.de Seller account and paste it to the Configuration page of the admin panel of the merchant.

*To copy the API Credentials from the Kaufland.de Seller account.*

- Go to this link: <https://www.kaufland.de/seller/apisettings/>(<https://sellerportal.kaufland.de/settings/api>)

The page will appear as given in the below image.

**Kaufland**

**Mit Kundenkonto anmelden**

E-Mail-Adresse

Passwort

[Passwort vergessen?](#)

☐ Angemeldet bleiben

**Jetzt anmelden**

[Abbrechen](#)

**Haben Sie noch kein Kundenkonto?**

**Jetzt registrieren**

oder

Mit Nutzung des Social-Logins willigen Sie freiwillig in die Erhebung, Verarbeitung und Nutzung Ihrer personenbezogenen Daten ein (wie in der [Datenschutzerklärung](#) beschrieben). Ihre Einwilligung umfasst die Übermittlung der dort beschriebenen Daten in Drittländer außerhalb der EU, in denen ggf. ein geringeres Datenschutzniveau gilt.

**Weiter mit Google**

**Weiter mit Facebook**

- Enter your Seller panel login details and click on **Login and Continue button**.

The page appears as shown in the following figure:

- Now click on the **Generate new API keys** button as highlighted with the black color in the image.
- Choose the software interface as **Magento**.
- After clicking a pop will appear as given in the below image.

- Copy the **Client Key** and **Secret Key** from the Seller Panel as shown in the above image. Now you have all the information to be used in the next step i.e. **Configuration**.

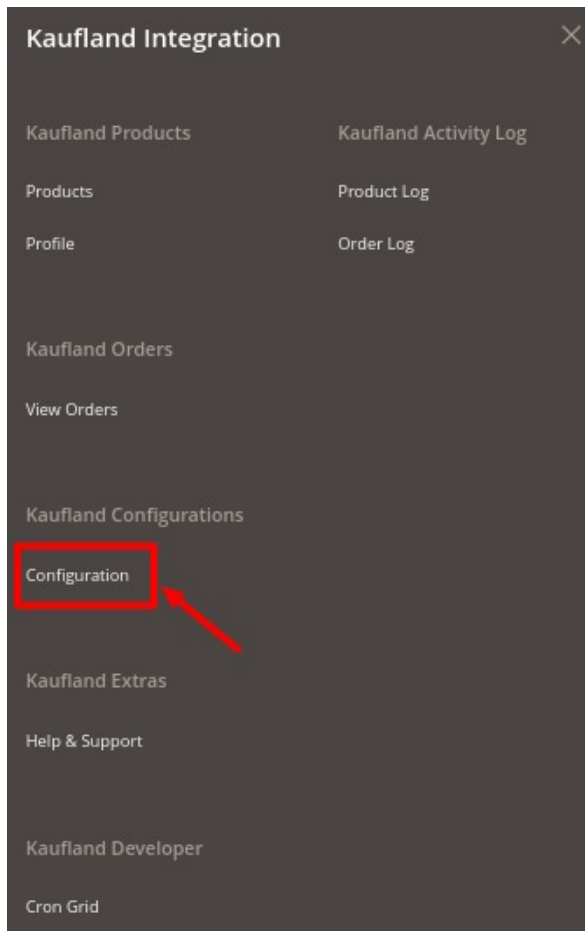
## 4. Configuration Setting

Once the extension is successfully installed on the Merchant's store, the Kaufland tab appears in the Magento Admin Panel.

The admin has to set up the configuration settings for establishing the connection between the Magento store and the Kaufland marketplace.

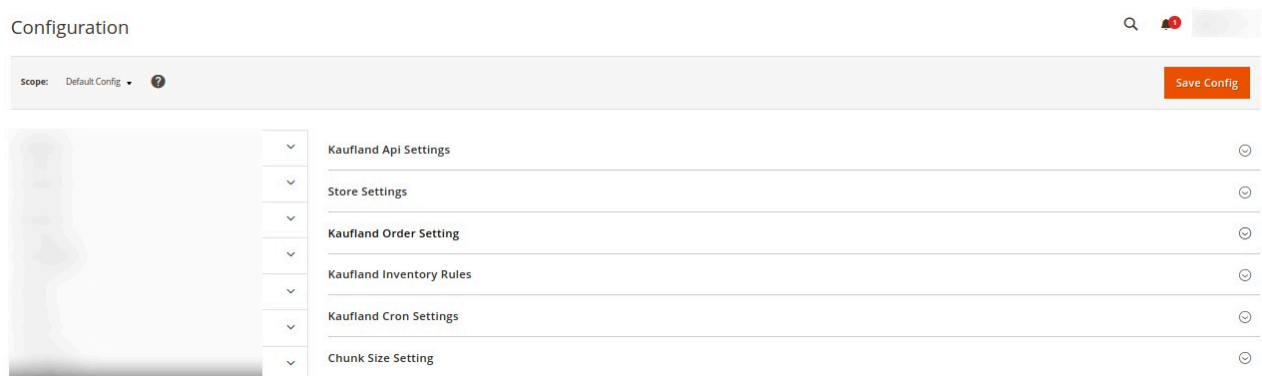
**To set up the configuration settings in the Magento Admin panel:**

1. Go to the **Admin** panel.
2. On the left navigation bar, you will find the **Kaufland** option.



3. Click on **Configuration**.

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



4. Now click on **Kaufland API Settings**. The section expands as shown below:

## Kaufland Api Settings



Enabled [global]

Client Key [global]   
Please Enter Client Key

Secret Key [global]   
Please Enter Secret Key

Debug Log [global]

5. Under **Kaufland API Settings** do the following steps:
  - In the **Enabled** select **Yes** from the drop-down menu to enable the extension configuration settings.
  - Enter the **Client Key** and **Secret Key** in the respective fields which you have fetched from the seller panel. If you don't have the details then please refer to **Retrieve API credentials from the Kaufland**(<https://docs.cedcommerce.com/magento-2/realde-integration-magento-2-user-guide/?section=retrieve-api-credentials-from-real-de>) section
  - If you want to enable the **Debug Log** then select **Yes** from the drop-down menu.
6. Click the **Store Settings** tab.  
The tab is expanded and the relevant fields appear as shown in the following figure:

## Store Settings



Select Store [global]

- In the **Select Store** list, select the required store.
7. Now, click on **Kaufland Order Setting**. The section is expanded as shown below:

## Kaufland Order Setting



- ☒ Global Setting
- ☐ Create Customer Setting
- ☐ Kaufland Delivery Setting
- ☐ Kaufland Price Settings

8. Under **Kaufland Order Setting**, click on **Global Setting**; the section is expanded as shown below:

## Kaufland Order Setting



## Global Setting

Allow Order Notification [global]

Order Fetch For Out Of Stock Product [global]

Kaufland Order Id Prefix [global] 
  
Prefix for Kaufland Order Increment ID

Create New Product (if Not Exist) [global] 
  
Create New Product if SKU not found in Magento Store

Create Invoice [global] 
  
Create Invoice on the time of Order Fetching

EAN Mapping [website] 
  
Map Product Identifier for Kaufland

- Under **Global Setting**, do the following steps:
  - In **Allow Order Notification**, choose either enable or disable.
  - Next is the **Order fetch for Out of stock Products**, choose yes if you wish to fetch the order even though it's currently out of stock.
  - Add the order prefix of your choice in the **Kaufland Order Id Prefix**.
  - You can Create New Product if SKU is not found in your Magento Store by selecting **Yes** from the **Create New Product (if Not Exist)**.
  - In **Create Invoice**, Select **Yes**, if you want to generate the invoice automatically
  - In EAN Mapping, map a product identifier for Kaufland orders.
- Now, click on **Create Customer Setting**, and the section expands as:

## Create Customer Setting

Create Real Customer [global]

- In **Create Real Customer**, choose **Yes** if you want to create a default customer, select Guest Checkout if you want to process as a guest, but if you select No then you have to enter the details manually.
- Scroll down click on Kaufland Delivery Settings, the section is expanded as shown below:

## Kaufland Delivery Setting

Minimal delivery time (business days) [global] 
  
Enter minimal delivery time (in days) for Kaufland

Maximum delivery time (working days) [global] 
  
Enter maximum delivery time (in days) for Kaufland

Shipping Groups [global] 
  
Select Shipping Groups for products

- Under Kaufland Delivery Setting do the following steps:
  - In Minimal delivery time (business days), enter a minimal delivery time (in days) for Kaufland.
  - In Maximum delivery time (working days), enter a maximum delivery time (in days) for



Kaufland.

- In Shipping Groups, select Shipping Groups for products.
- Now, click on **Kaufland Price Setting**, and the section expands as:

#### ⌵ Kaufland Price Settings

Product Price [global]  ▼  
Select to send a different product price to Kaufland

- 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 Kaufland, product price by the entered value % of 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, Kaufland 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 Kaufland product price by the entered value % of Magento 2 store price.
  - In the **Product Price** list, select the price of the product.  
*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, Kaufland Product Price = 95

9. Now, click on the **Kaufland Inventory Rules** tab, and then it expands as:

#### Kaufland Inventory Rules

Set Inventory on Basis of Threshold [global]  ▼  
Choose yes to send inventory on kaufland by condition

Inventory Threshold Value [global]   
Set inventory quantity on which lesser and greater condition can control.(Please Enter Numeric Value )

Send Inventory for Lesser Than Threshold Case [global]   
Send Quantity to Kaufland for those products, whose inventory is LESSER than the inventory threshold. ( \_Please Enter Numeric Value )

Send Inventory for Greater Than Threshold Case [global]   
Send Quantity to Kaufland for those products, whose inventory is GREATER than or EQUAL to the inventory threshold. ( \_Please Enter Numeric Value )

- In the **Send Inventory on Basis of Threshold** list, select **Enable** to send the inventory based on

the threshold.

**Note:** Only when the admin selects **Enable**, the other fields appear.

- In the **Inventory Threshold Value** box, enter the required threshold value of the products you wish to choose.

Note: The threshold value decides what number of products is shown on the Kaufland website based on the number of products you currently have.

- In the **Send Inventory for Lesser Than Threshold Case** box, enter the value you wish to show when the total number of products is less than the threshold value entered by you earlier.
- In the **Send Inventory for Greater Than Threshold Case** box, enter the value you wish to show when the total number of products is greater or becomes equal to the threshold value entered by you earlier. Let's take an example to make things clear:

Suppose, you have entered the threshold value for your inventory to be 50.

The Greater value set is 100 and the lesser value is set as 25.

If you have a product whose quantity is 63, then the number of products available on the Walmart website will be shown as 100.

In case another product whose count is 47, then the number of the product available will be shown as 25.

10. Click on **Kaufland Cron Setting**, and the section expands as:

#### Kaufland Cron Settings



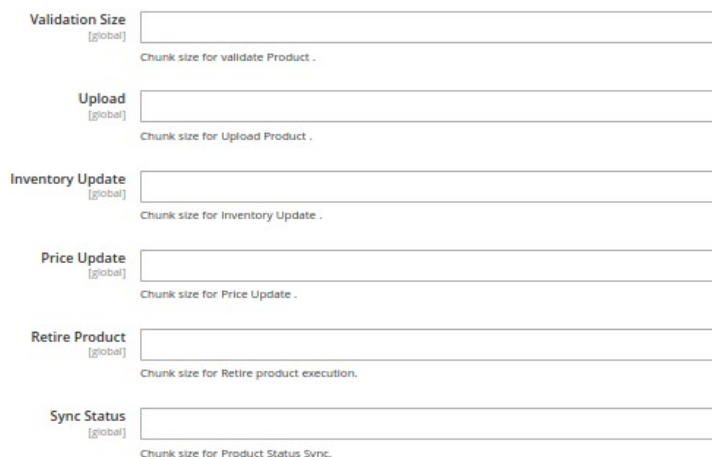
The screenshot shows the 'Kaufland Cron Settings' section. It contains three rows, each with a label, a dropdown menu, and a description. The first row is 'Kaufland Order Cron' with a dropdown set to 'Enable' and description 'Order Fetch Cron'. The second row is 'Kaufland Price Cron' with a dropdown set to 'Enable' and description 'Price Sync Cron'. The third row is 'Kaufland Inventory Cron' with a dropdown set to 'Enable' and description 'Inventory Sync Cron'.

11. Under Kaufland Cron Settings, do the following steps:

- In Kaufland Order Cron, select Enable to fetch the orders automatically at regular intervals of time.
- In Kaufland Price Cron, select Enable to sync the price at regular intervals of time.
- In Kaufland Inventory Cron, select Enable to synchronise the inventory automatically at regular intervals of time.

12. Click the **Chunk Size Setting** tab and it will expand as:

#### Chunk Size Setting



The screenshot shows the 'Chunk Size Setting' section. It contains six rows, each with a label, an input field, and a description. The first row is 'Validation Size' with an empty input field and description 'Chunk size for validate Product .'. The second row is 'Upload' with an empty input field and description 'Chunk size for Upload Product .'. The third row is 'Inventory Update' with an empty input field and description 'Chunk size for Inventory Update .'. The fourth row is 'Price Update' with an empty input field and description 'Chunk size for Price Update .'. The fifth row is 'Retire Product' with an empty input field and description 'Chunk size for Retire product execution.'. The sixth row is 'Sync Status' with an empty input field and description 'Chunk size for Product Status Sync.'.

- In the **Validation Size** field, enter the chunk size for the products. The products that will get validated before being uploaded on Kaufland would be the same as the number you enter in this field.
- In the **Upload** field, enter the number of products that you want to upload in one go from Magento to Kaufland.
- In the **Inventory Update** field, enter the chunk size of the products. The inventory will be updated in one batch for the number of products that you enter in this field.
- In the **Price Update** field, enter the chunk size for the number of products. The price will be updated in one batch for the number of products that you enter in this field.
- In the **Retire Update** field, enter the chunk size of the products. The number of products that you will be able to retire on Kaufland would be the same as the number that you enter in this field.
- In the **Sync Status** field, enter the chunk size of the products. The number of products that you will be able to sync the status for would be the same as the number that you enter in this field.

## 5. Manage Kaufland 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 Store attributes to the Kaufland attributes. These attributes are applicable to all the products that are assigned to the profile.

*Admin can do the following tasks:*

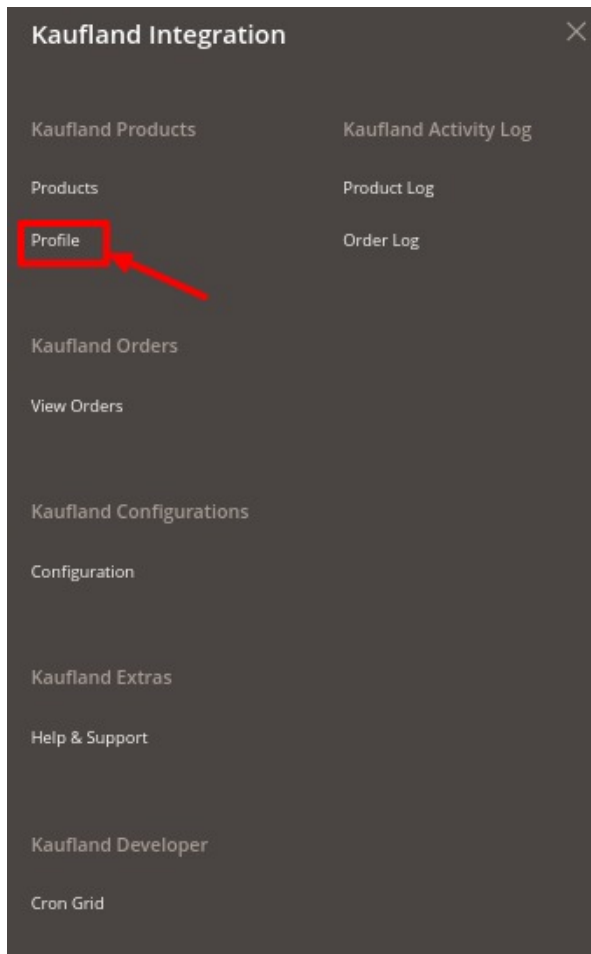
- Add a new profile
- Edit the existing profile
- Delete the profile
- Submit Actions on the Kaufland Profile Listing Page
- Product Manager

### 5.1. Add a New Profile

*To add a new profile*

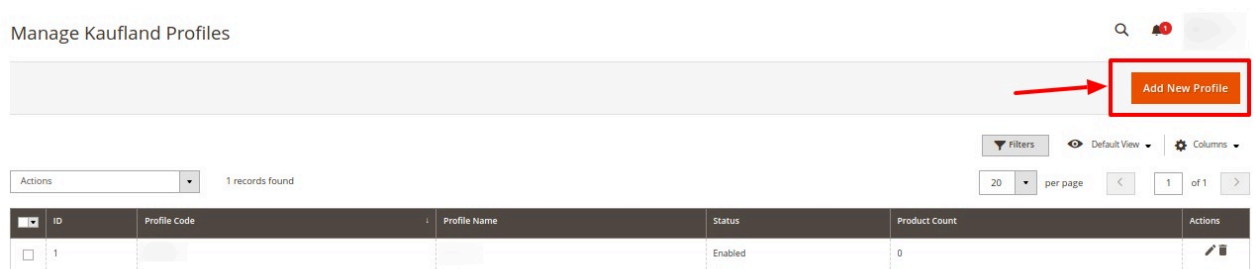
1. Go to the **Magento Admin** panel.

2. On the left navigation bar, click the **Kaufland Integration** menu.



3. Click on the **Profile** menu.

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



4. Click the **Add New Profile** button.

The page appears as shown in the following figure:

New Profile Search 1

← Back Reset Save and Continue Edit Save

**PROFILE INFORMATION**
Profile info
Category & Attribute
Profile Products

**Profile Information**
Profile Code \*   
For internal use. Must be unique with no spaces
Profile Name \*   
Profile Status Disabled

5. In the **Profile Code** box, enter a profile code.

**Note:** It is only for internal use. Use the unique profile code with no spaces. Start with small letters

6. In the **Profile Name** box, enter the name of the profile.

**Note:** Use the unique name to identify the profile.

7. In the **Status** list, select **Enabled** to enable the profile.

**Note:** The **Disabled** option disables the profile.

8. Click the **Save and Continue Edit** button.

9. In the left navigation panel, click the **Category & Attribute** menu.

The page appears as shown in the following figure:

New Profile Search 1

← Back Reset Save and Continue Edit Save

**PROFILE INFORMATION**
Profile info
**Category & Attribute**
Profile Products

**Category Mapping**
Root Level Category \* Please select root-category
Level 1 Category \* Please select level 1 category
Level 2 Category \* Please select level 2 category
Level 3 Category \* Please select level 3 category
Level 4 Category \* Please select level 4 category
Level 5 Category \* Please select level 5 category
Level 6 Category \* Please select level 6 category
Search Root Category

**Kaufland Magento Category Dependent Attributes Mapping**

Kaufland Attribute	Magento Catalog Attribute	Default Value	Action
Add Attribute			

**Kaufland Magento Required Attributes Mapping**

Kaufland Attribute	Magento Catalog Attribute	Default Value	Action
id	SKU		
Add Attribute			

10. In the right panel, under **Category Mapping**, do the following steps:

- In the **Root Level Category**, select the preferred Kaufland category that the admin wants to map.
- In the right panel perform the required mapping.
- You can also **Search Root Category** from the box provided.

- Click the **Add Attribute** button to add more attributes.
- 11. Click **Save and Continue Edit**.
- 12. In the left navigation panel, click the **Profile Products** menu. The page appears as shown in the following figure:

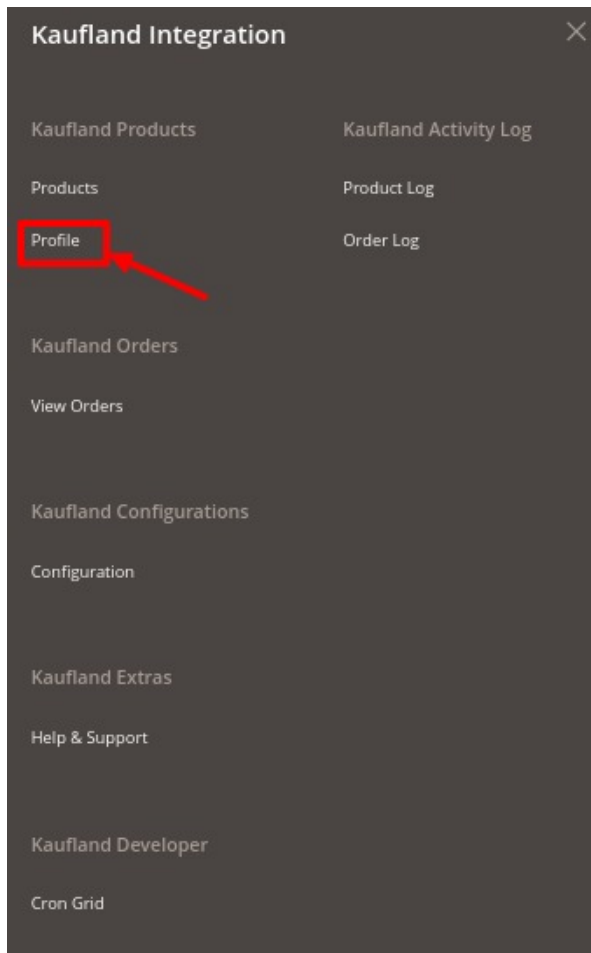
The screenshot shows the 'New Profile' page. On the left, there's a sidebar with 'Profile Products' selected. The main area has a search bar with 'Search' and 'Reset Filter' buttons. Below the search bar, it says '0 records found'. There's a table with columns: Product Id, SKU, Product Name, Type, Category, Product Status, Attribute Set Name, and Price. The table is empty, and a message at the bottom says 'We couldn't find any records.' In the top right corner, there are buttons for 'Back', 'Reset', 'Save and Continue Edit', and a red 'Save' button.

- 13. Since no products are assigned to the profile, there are no products listed in the table.
- 14. Click on the **Save** button present on the top right corner and the new profile will be saved.

## 5.2. Edit the Existing Profile

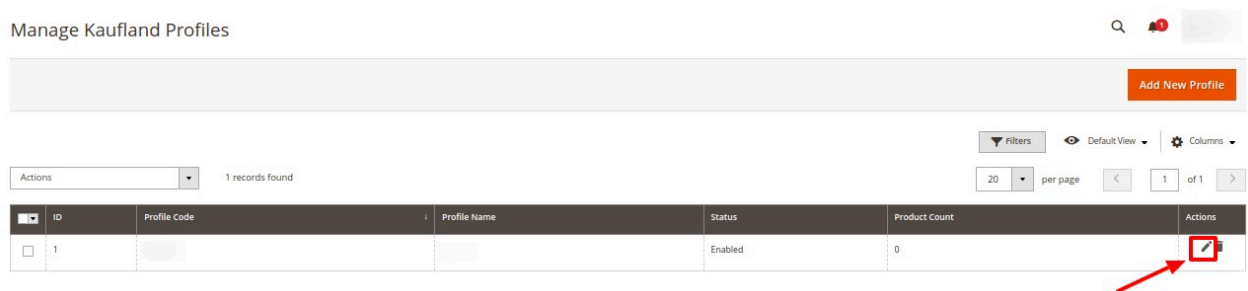
### *To edit the existing profile*

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



3. Click the **Profile** menu.

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



4. On this page, all the available profiles are listed.
5. Click the required row of the profile that the admin wants to edit.  
The Edit profile page opens up as shown:

The screenshot shows the 'Profile Information' form in the Magento Admin panel. On the left is a sidebar with a 'PROFILE INFORMATION' section containing three items: 'Profile info' (selected), 'Category & Attribute', and 'Profile Products'. The main content area is titled 'Profile Information' and contains three fields: 'Profile Code' (with a red asterisk and a note 'For internal use. Must be unique with no spaces'), 'Profile Name' (with a red asterisk), and 'Profile Status' (a dropdown menu currently set to 'Enabled'). At the top right of the form area are buttons for 'Back', 'Reset', 'Save and Continue Edit', and a prominent orange 'Save' button.

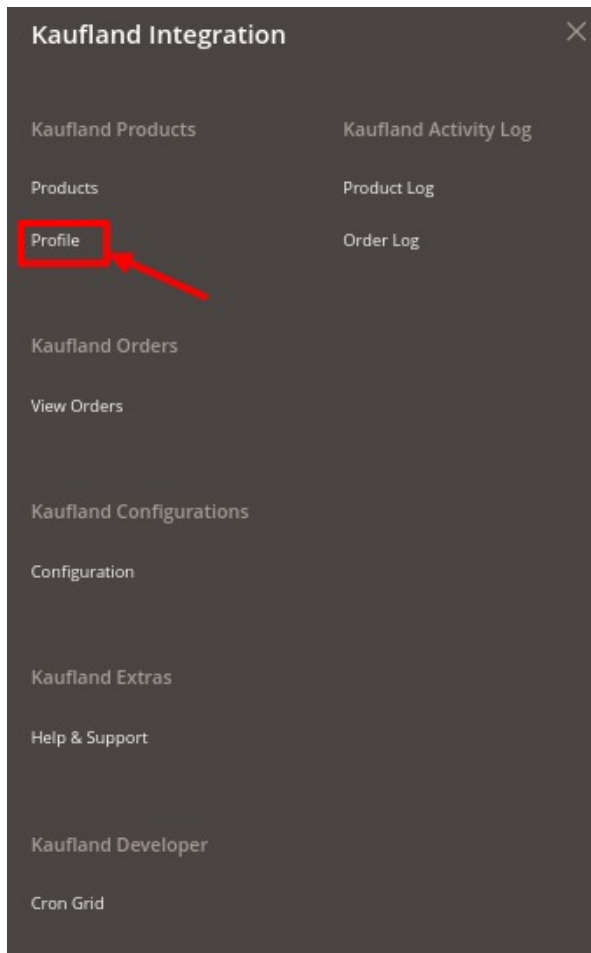
6. Make the changes as per requirement.
7. Click the **Save** button.  
The changes are saved and listed on the **Kaufland Profile Listing** page.  
Or
8. Click the **Save and Continue Edit** button to save the created profile and continue editing, if required.  
Or
9. Click the **Save and Upload Product** button to save the profile and make ready to upload the product on **Kaufland**.  
The assigned products are listed on the **Product Manager** page.

## 5.3. Delete the Profile

### *To delete the existing profile*

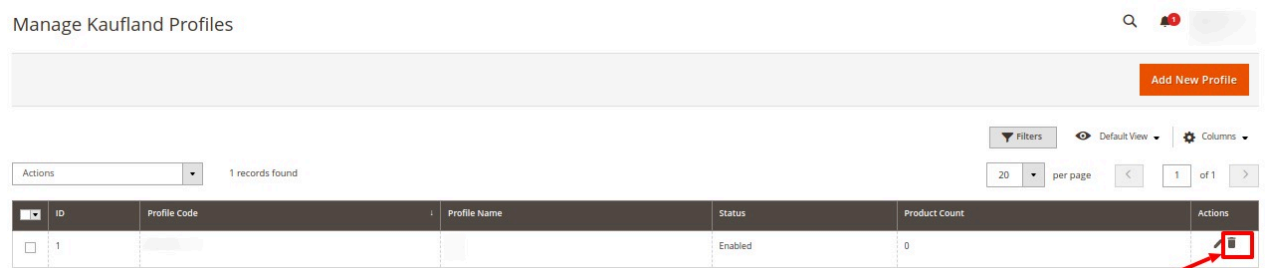
1. Go to the **Magento Admin** panel.
2. On the left navigation bar, click the **Kaufland Integration**.  
The menu appears as shown in the following figure:





3. Click the **Profile Manager** menu.

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



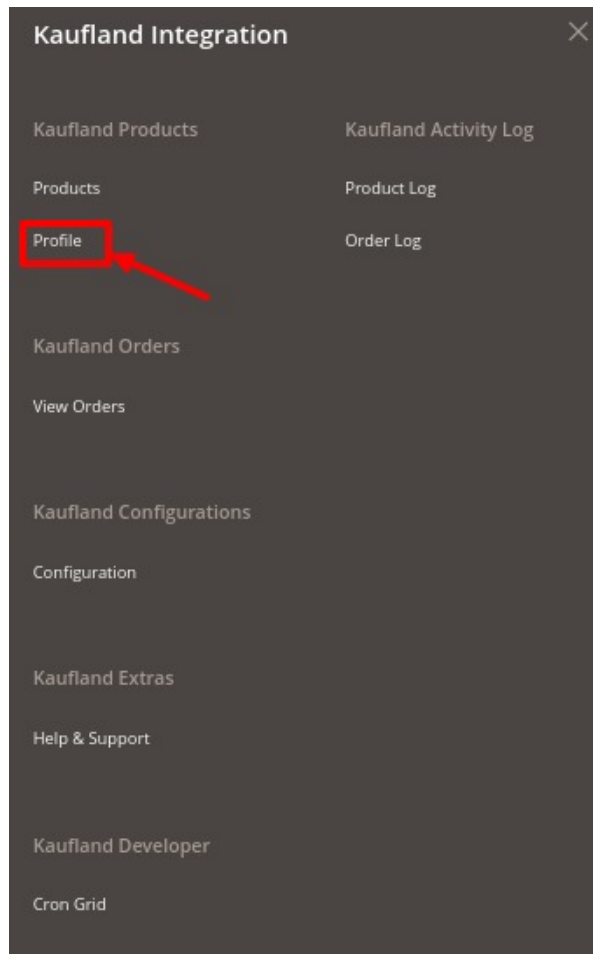
4. Click on the **Delete** button to delete the profile.

#### 5.4. Bulk Actions on the Kaufland Profile Listing Page

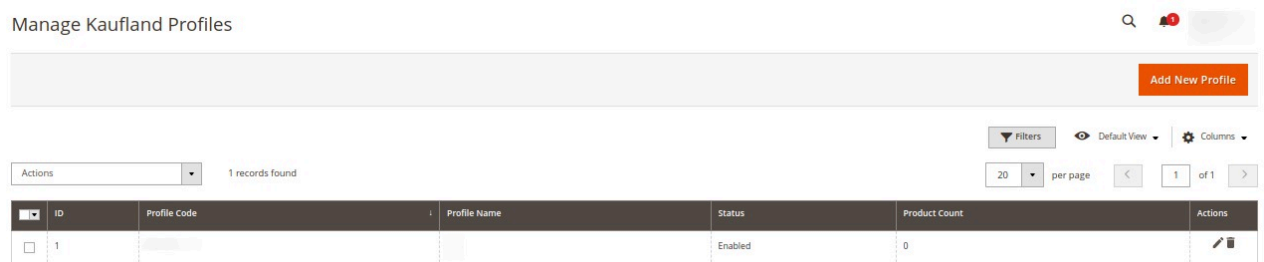
Admin can delete the selected profiles and also can change the status of the profiles in bulk.

### To perform actions on selected profiles in Bulk

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, click the **Kaufland Integration** menu.



3. Click on **Profile**.  
The **Kaufland Profile Listing** page appears as shown in the following figure:



4. On this page, all the available profiles are listed.
5. Click on the checkboxes of the profiles you want to delete.
6. On the **Actions**, tab click on the dropdown. Click on **Delete** in order to remove the profiles.



7. A Pop-up displayed to confirm your choice. Select **OK** to Delete the profile.
8. Click on the checkboxes of the profiles you want to change the status of.



9. On the **Actions**, tab click on the dropdown. Click on **Disable/Enable** in order to change the status of the profiles. the profiles. When the status change is successfully performed a success message displays on the screen.

## 6. Manage Kaufland Products

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

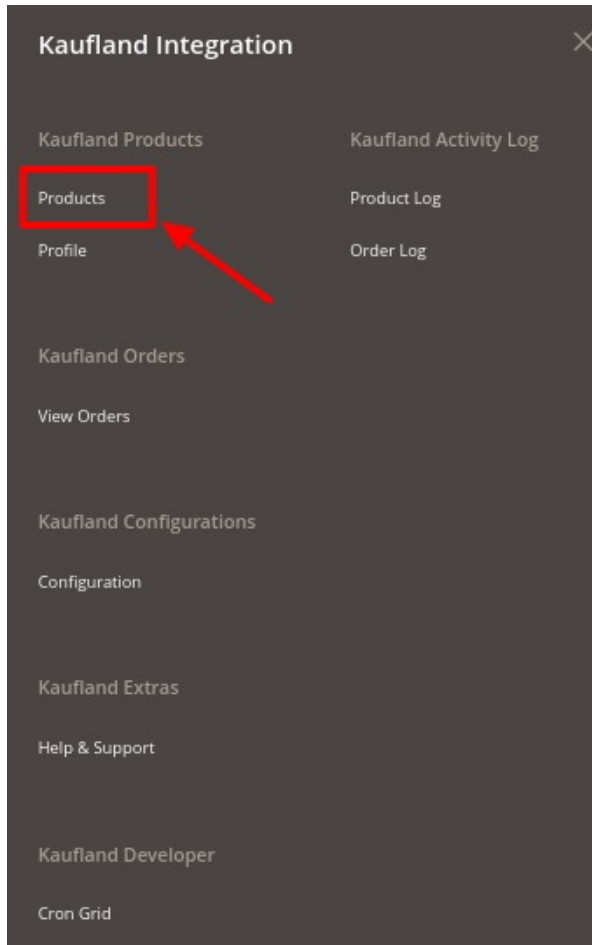
*Thus, on the Product Manager page, the user can perform the following these tasks:*

- **Upload Single Product:** The user can upload the products that are listed on the **Product Manager** page, to the Kaufland website.
- **Sync Inventory & Price:** Users can easily sync the inventory and the pricing of the products between the Magento store and Kaufland.

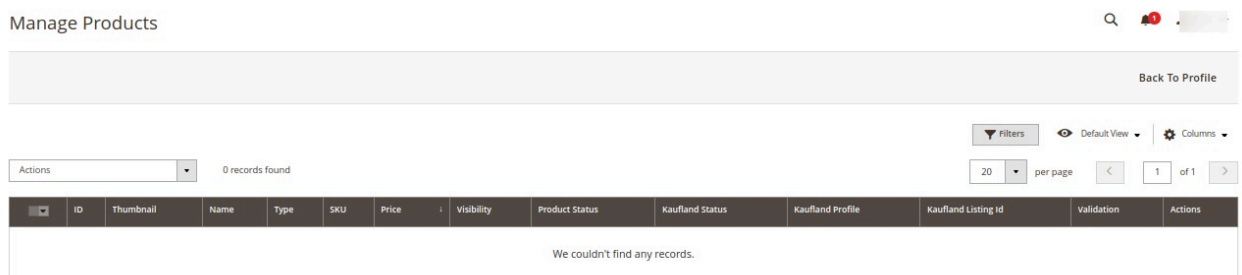
### 6.1. Upload Products on Kaufland

*To upload a single product*

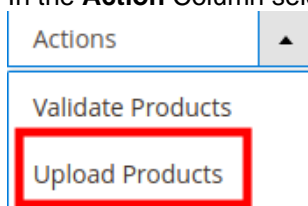
1. Go to the **Magento Admin** panel.
2. On the top navigation bar, click the **Kaufland Integration** menu.



3. Click on **Product Manager**.
4. The following window will appear:



5. **Select** the checkboxes respective to the products you want to upload.
6. In the **Action** Column select **Selected Product Upload** from the drop down.



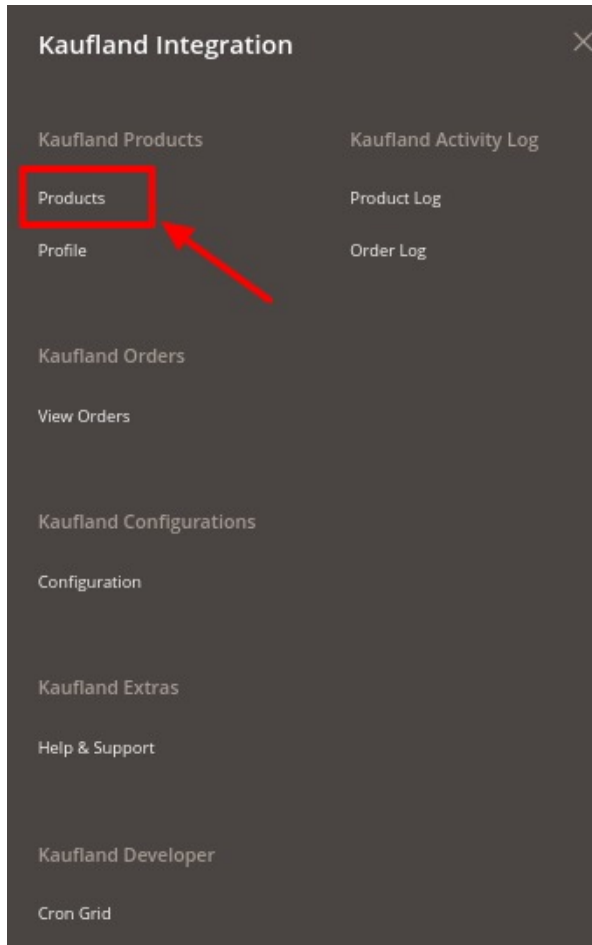
A confirmation message appears. Click on **OK**.

7. . If the product is uploaded successfully, then the success message appears on the top of the page.  
If there is an error, then the error message appears on the top of the page.

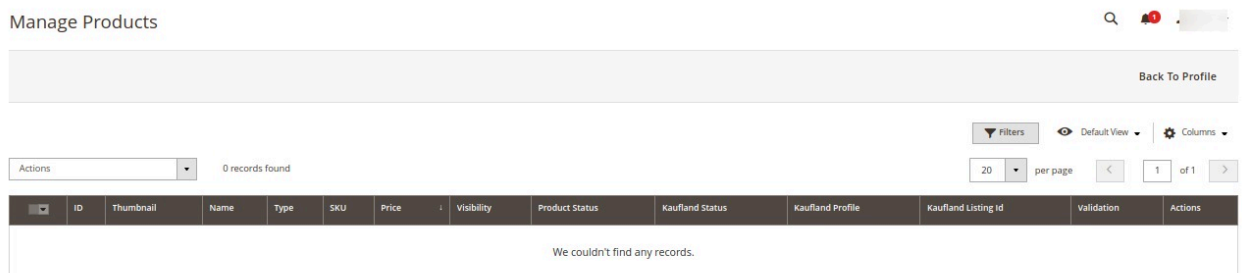
## 6.2. To use Mass Action for Products

### *To use the actions for the products.*

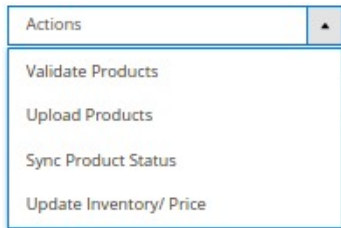
1. Go to the **Magento Admin** panel.
2. On the top navigation bar, click the **Kaufland Integration** menu.



3. Click on **Product Manager**.  
The following window will appear:



4. **Select** the checkboxes respective to the products you want to apply actions.
5. In the **Action** Column select a respective option from the drop-down.



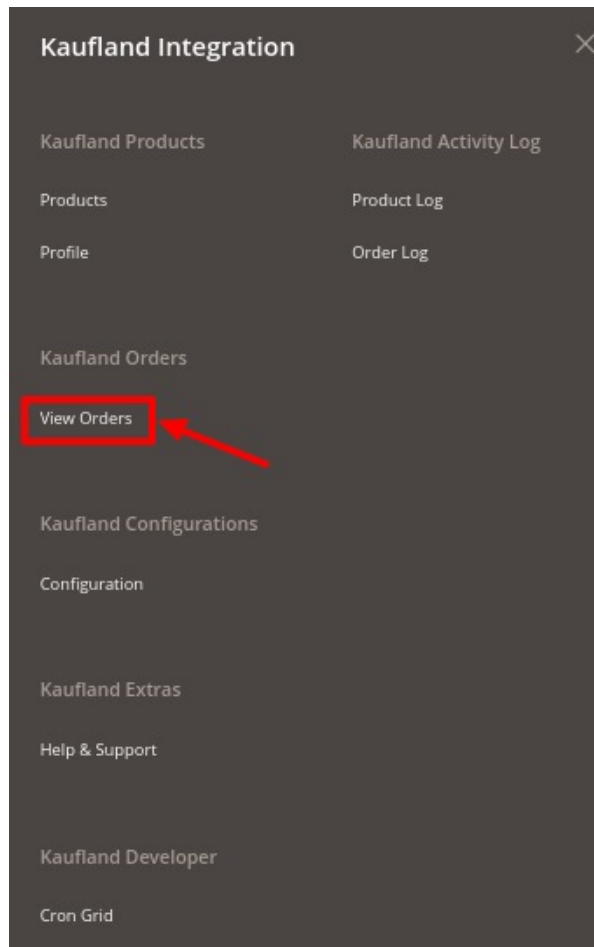
6. A confirmation message appears. Click on **OK**.
7. If the product is uploaded successfully, then the success message appears on the top of the page.
8. If there is an error, then the error message appears on the top of the page.

## 7. Fetch Kaufland Orders

The user can fetch all the order details from Kaufland. Also, later on, can proceed further for shipment.

### *To fetch Kaufland Orders*

1. Go to the **Magento Admin** panel.
2. Click on the **Kaufland Integration** menu.



3. Click on **View Orders**.

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

Orders Grid

Fetch New Orders

Filters Default View Columns







Actions 1 records found 20 per page 1 of 1

	Magento Order Id	Kaufland Order Id	Order Place Date	Magento Order Status	Base Grand Total	Shipping Name	Billing Name	Failed Reason	Kaufland Status
<input type="checkbox"/>									failed

4. Click the **Fetch New Orders** button.

5. If the order is imported successfully, a success message appears like this:

## Order Fetch Status

-  Starting Order Fetch execution, please wait...
-  Warning: Please do not close the window during order fetch
-  Total 3 Batch(s) Found.
-   Of 3 Processing
-  Finished order fetch execution.

### Notes:

- Orders are automatically imported through CRON every 10 minutes.
- Whenever the latest orders are imported from **Kaufland**, 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 into the Magento admin panel.
- Order is auto-rejected on Kaufland in the following conditions:
  - When Kaufland Product SKU does not exist in Magento store.
  - When Product is Out of Stock in Magento store.
  - When a product is disabled in the Magento store.

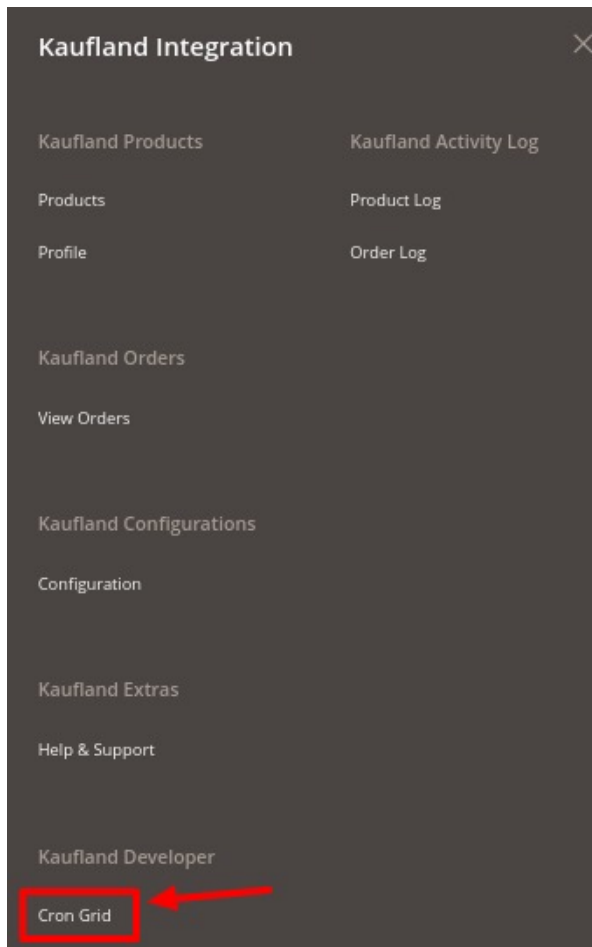
## 8. Kaufland Cron Logs

The **Cron Logs** page displays all the Cron details scheduled in Kaufland.

### To view the Kaufland Cron details

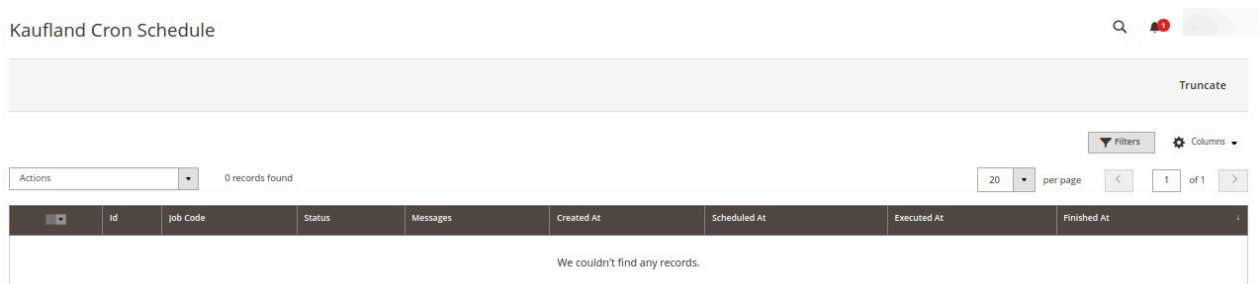
1. Go to **Magento Admin Panel**.
2. Click on the **Kaufland Integration** menu.





3. Click on **Cron Grid**.

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

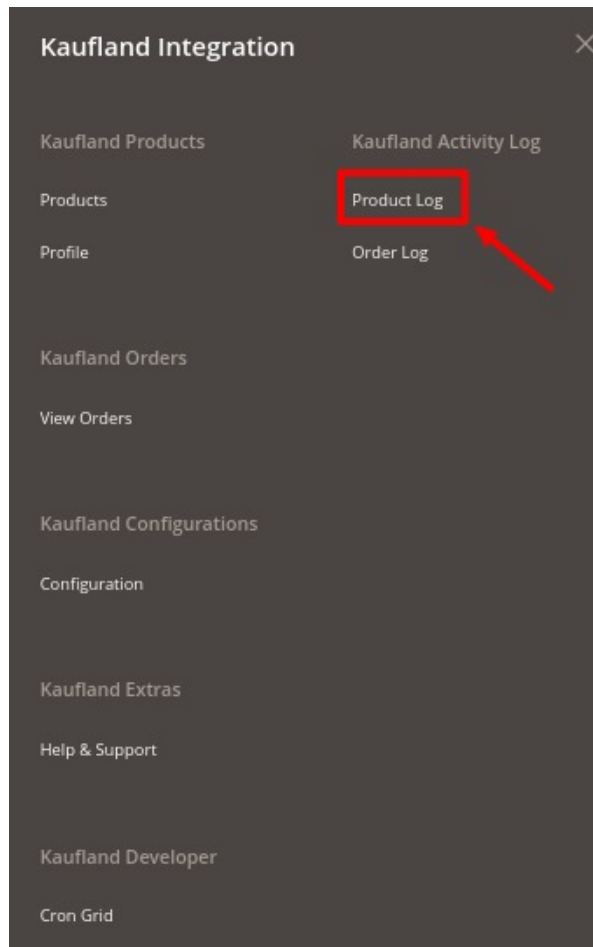


4. To truncate the cron logs click on the **Truncate** button on the top right corner.

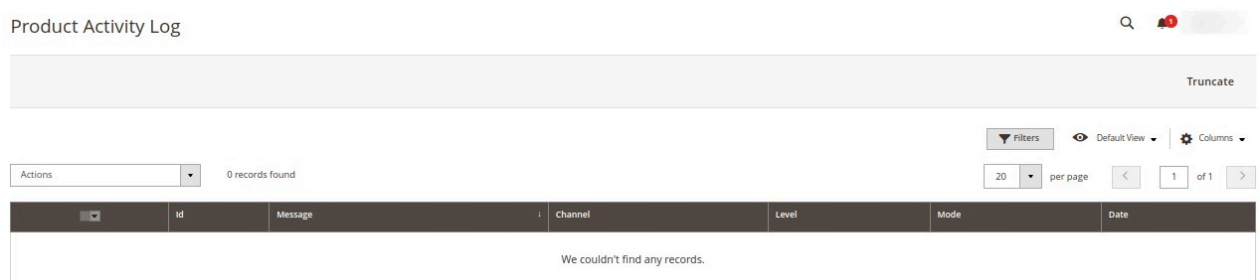
## 9. Kaufland Activity Logs

**To view Kaufland Product Grid.**

1. Go to the **Admin** panel.
2. On the left navigation bar, click the **Kaufland Integration** menu.



3. Click on the **Product Logs**.  
The **Kaufland Product Grid** page appears as shown in the following figure:

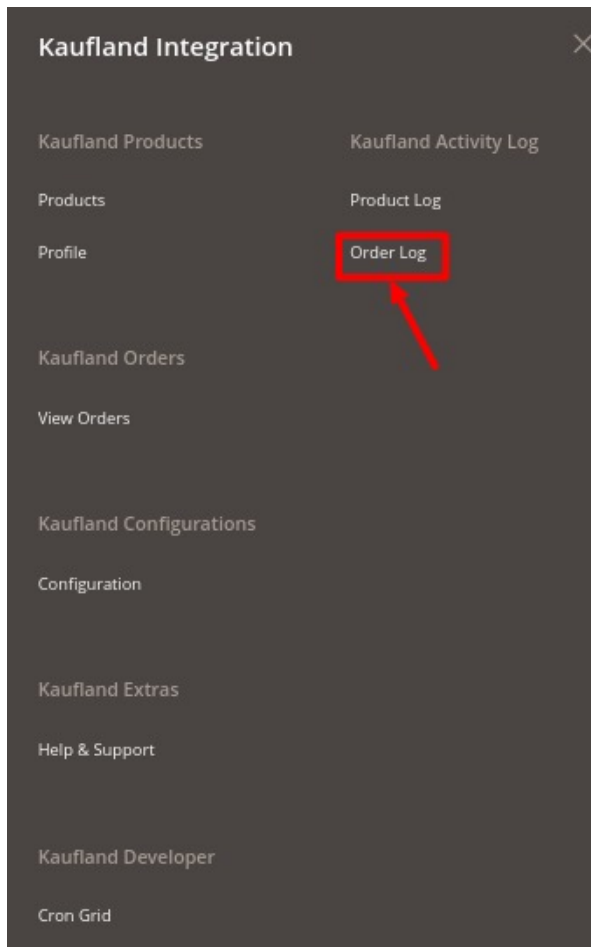


4. All the product logs will be listed here.
5. To delete the product logs, click on the **Truncate** button.  
All the logs will be cleared.

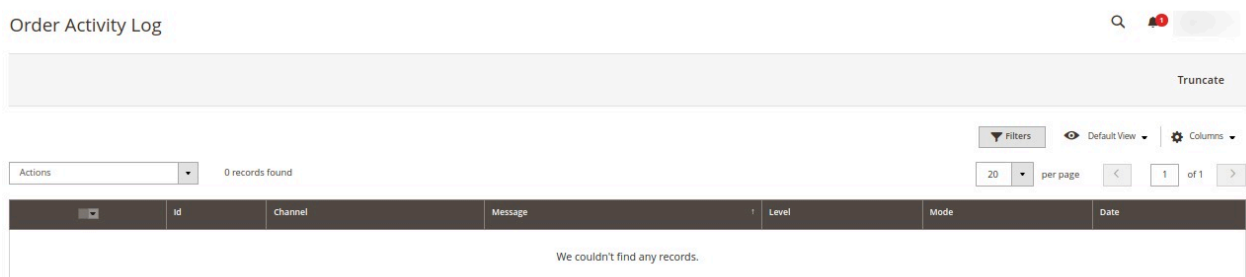
## 10. Order Logs

**To view order logs**

1. Go to the **Admin** panel.
2. On the left navigation bar, click the **Kaufland Integration** menu.



3. Click on **Order Log**.  
The **Orders Activity** log page appears as shown below:

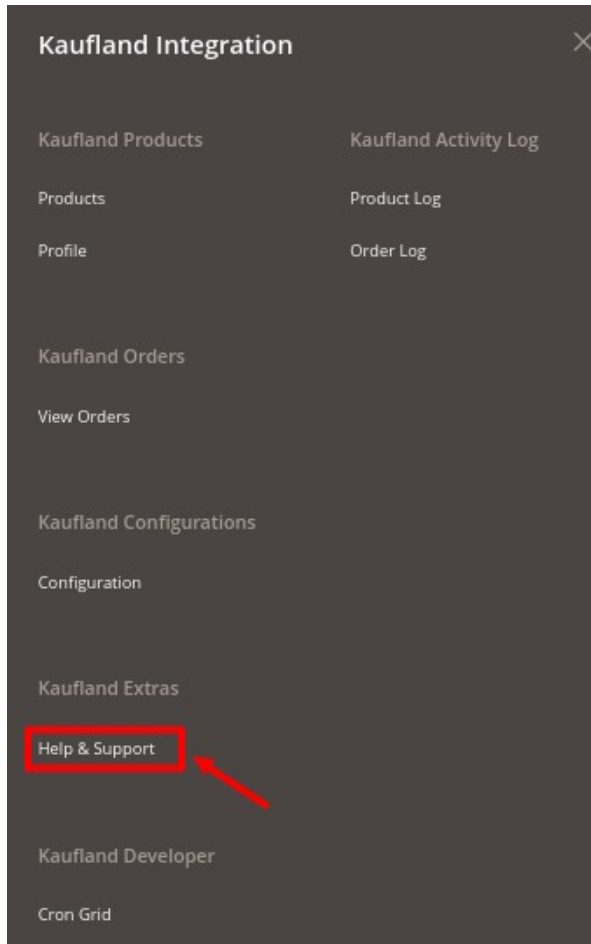


4. All the orders activity log will be displayed here in the grid.

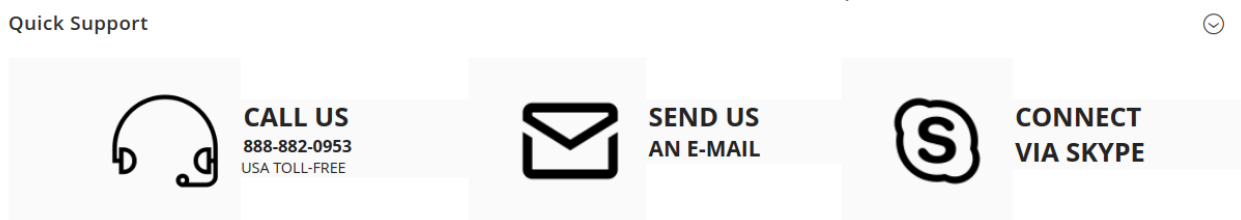
## 11. Help & Support

**To view the Help & Support section.**

1. Go to the **Admin** panel.
2. On the left navigation bar, click the **Kaufland Integration** menu.



3. Click on **Help & Support**.
4. Click **Contact Us via Below Available Mediums** and the section will expand as:



5. Under **Contact Us via Below Available Mediums**, you may see the different ways to get in touch with us.
6. You may call us on Skype by clicking on **Contact Us 24\*7 vis Skype Call**.
7. Click **Submit issue via Ticket** and you will be navigated to our support page on which you may raise a ticket and get your issue solved by us in no time.
8. Click **Send us an E-mail** and your mailbox will get opened and you may mail us your question or query.
9. Click **Connect via Skype** and you will be able to join us on Skype instantly where we are available 24x7.

