

Order management via Fruugo Marketplace Integration App

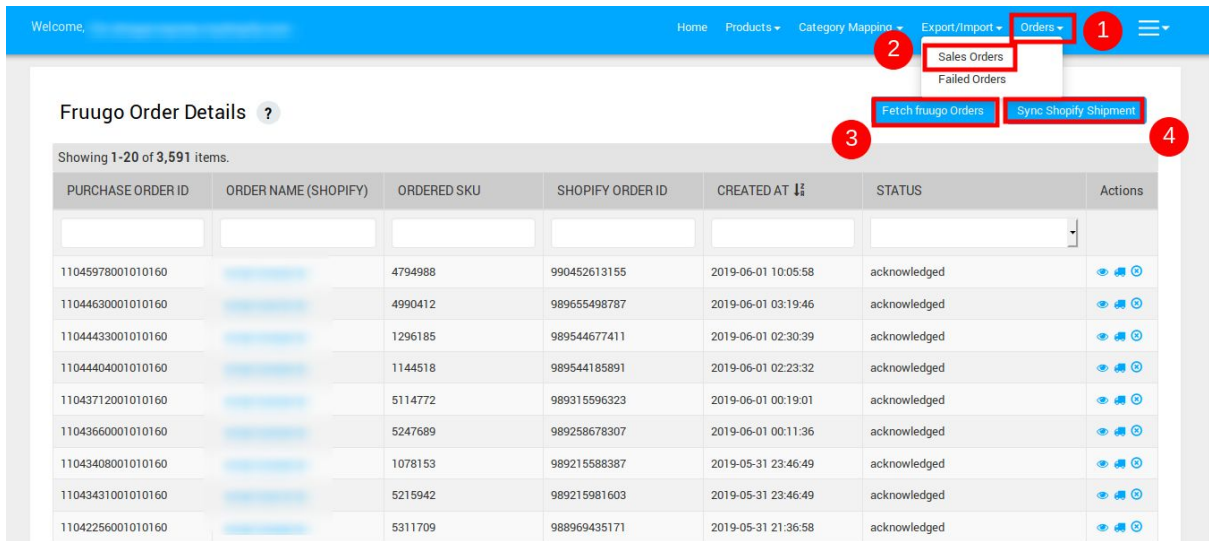
Any new order created on Fruugo.com is instantly fetched by the Fruugo Integration app. The same order will create on the Shopify store so that merchants can view the details and fulfill them easily in their native order processing system.

NOTE: Only the **ACKNOWLEDGE** state orders will import in to the Fruugo Marketplace Integration app.

Sales Order

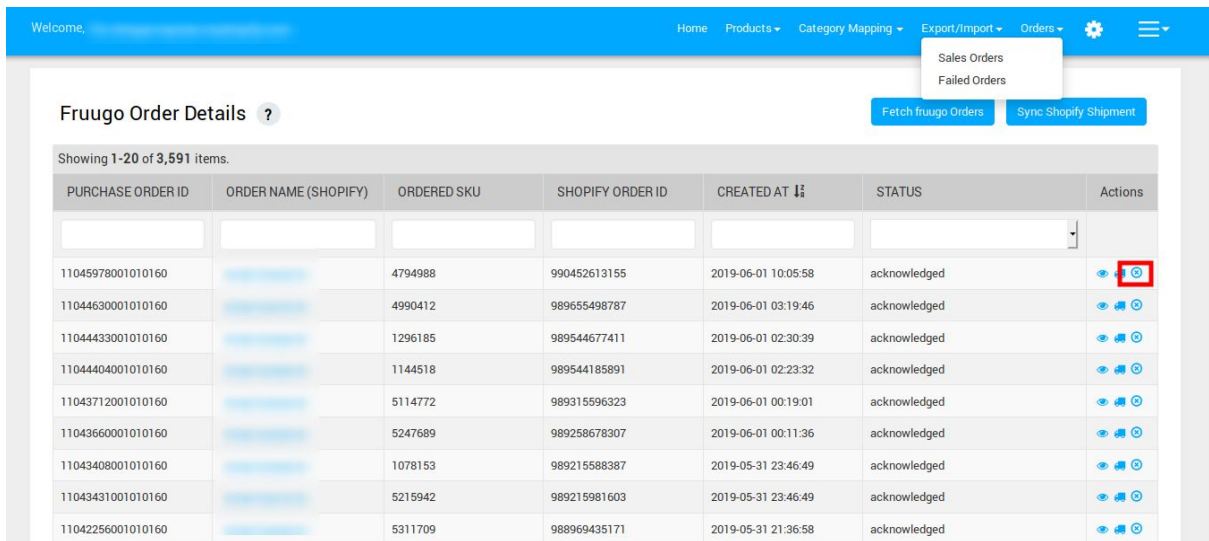
Under the Sales Order section, all the Orders will be listed and if you want to manually manage the order follow the below steps:

- 1.) Go to Order
- 2.) Then Sales Order
- 3.) Click on “Fetch Order” button to get the order from Fruugo to the app.
- 4.) The will fetch the order in the app, you will be able to see the Purchase Order ID, Ordered SKU, status of the Order and the created date.
- 5.) Now click the “Sync Order” button to sync/send the order to the your Shopify store.
- 6.) This will create the order at your Shopify store and the app will show you the Shopify Order ID and Order Name.
- 7.) Ship the order from the Shopify store and click on to “Sync Shipment” button.
- 8.) This will send the shipping details to Fruugo.



Cancel Order

If you want to Cancel the Order you just need to click on the “X” button on the rightmost side of the grid under the “Actions” column



Failed Orders

- If you don't see your Orders under Sales Order section then you must check the “Failed Order” section. The order gets into the failed Order for the following reasons:
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 - When the Ordered SKU doesn't exist on the Shopify store or on the Integration app.

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- When the Ordered SKU doesn't have inventory on the Shopify store.

How to get the Orders from Failed Order to the Sales Order section?

Follow the below suggestions to get the Orders to the Sales Order section:

Order Rejected - Requested Order quantity is not available for product sku: xyz

- Go to your Shopify store and update the quantity for the Ordered SKU and after sometimes the Order will be synced to the Shopify store automatically.
- OR you can simply cancel the Order from the Failed Order section by clicking the "X" button under the Action column.

Order Rejected-Product sku: xyz not available in shopify

- You need to create the Ordered SKU at your Shopify store and put the inventory, sync the SKU with the app and after that the Order will be synced to your Shopify store
- OR you can simply cancel the Order from the Failed Order section by clicking the "X" button under the Action column.

Hope you find the content helpful.

Thanks!!