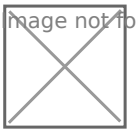
Plugin Features

Overview

This document details what you can accomplish after installing a plugin in your store. Please note that not all features are available for every plugin. You will learn about configuring plugin rules and understanding and processing orders.

Adding a Plugin Rule

1. Navigate to the store where you installed your plugin, locate the plugin, and click the edit button on the right-hand side.
2. In the details section, scroll down the page and locate the "Add Rule" button within the "Rules" section.
3. Fill in the required details and select the "Save" button. Then, activate your rule by ticking the "Is Active" button at the top of the page. Some popular plugin rule examples are below.



Excluding Single Item Orders by Order Item SKUs

To omit orders with single items based on order item SKUs, adhere to the steps below and designate the fields as directed below.

The instructions describe fields lacking specific input requirements, whereas fields that involve selection from dropdown lists present their options directly without additional explanation.

- **Rule Name:** Provide a description outlining the purpose of this rule.
- **Condition:** Line Item SKU
- **Operator:** Exists
- **Condition Value:** Input the items' SKUs. Include the Kit, Bundle, and Group Item SKUs if you want to exclude them. If multiple SKUs are entered, separate them with commas.
- **Action:** Update Order Sync Status
- **Action Value:** Excluded

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Excluding Orders by Total Item Quantities

To exclude orders based on total order item quantities, adhere to the instructions below and configure the fields as directed below.

The instructions describe fields lacking specific input requirements, whereas fields that involve selection from dropdown lists present their options directly without additional explanation.

- **Rule Name:** Specify a description clarifying the purpose of this rule.
- **Condition:** Total Order Item Quantity
- **Operator:** Choose the desired operator. For instance, if you intend to exclude orders with a total quantity surpassing 10, select the "Greater than" operator.
- **Condition Value:** Enter the total quantity for excluding orders. In the provided example, input 10.
- **Action:** Update Order Sync Status
- **Action Value:** Excluded

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Tagging Orders by Order Item SKU

To tag orders based on order item SKUs, follow the instructions below and configure the fields as specified below.

The instructions describe fields lacking specific input requirements, whereas fields that involve selection from dropdown lists present their options directly without additional explanation.

- **Rule Name:** Provide a description outlining the purpose of this rule.
- **Condition:** Line Item SKU
- **Operator:** Exists
- **Condition Value:** Enter the Kit, Bundle, and Group Item names to include them. Separate the SKUs with commas if you intend to add more than one.
- **Action:** Add Tag
- **Action Value:** Enter the keyword to be used as a tag for your orders in this field.

> Multiple tags can be added to an order. If a Product SKU is part of more than one order tagging rule, those tags will be applied to all orders containing that product.

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Tagging All Orders Received from a Channel

To tag all orders received from a channel, follow the instructions below and configure the fields accordingly.

The instructions describe fields lacking specific input requirements, whereas fields that involve selection from dropdown lists present their options directly without additional explanation.

- **Rule Name:** Provide a description explaining the purpose of this rule.
- **Condition:** Channel Name
- **Operator:** Equals
- **Condition Value:** Select the channel from the dropdown list.
- **Action:** Add Tag
- **Action Value:** Enter the keyword you want to use as a tag for your orders in this field.

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Understanding Order States

Plugin Sync Status

- **In Progress:** Currently implementing plugin order rules.
- **Pending:** The order is in the queue for plugin transmission; stock control is applied to order items.
- **Excluded:** The order hasn't been sent to the plugin, either due to plugin rules or insufficient stock.
- **Failed:** An error occurred while attempting to send the order to the plugin.
- **Synced:** The order has been successfully transmitted to the plugin.

Order Sync Status

- **In Progress:** Ongoing application of plugin order rules.
- **Pending:** The order is queued for plugin transmission; stock control is applied to order items.
- **Excluded:** The order is not sent to the plugin due to plugin rules or insufficient stock.
- **Failed:** An error was encountered while attempting to send the order to the plugin.
- **Synced:** The order has been successfully transmitted to the plugin.
- **Updated:** The order update was received from the channel and successfully applied.

Resending Excluded Orders

Follow the below steps to resend the excluded orders:

1. Navigate to the "Orders" option on the left side of the screen.
2. Choose your store with the plugin from the "Store" dropdown menu.
3. Click the "Sync Status" button to view excluded orders specifically.
4. Opt for "Excluded" and press "Add" to filter and present only the excluded orders.
5. Within the "Actions" section, utilise the "Resend" button to resend the excluded order.
6. Alternatively, select the pen icon to reveal order details, and then use the "Resend Order" button within the details for the same purpose.

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Checking the Product Stock Quantities

For a comprehensive view of product stock quantities, proceed as follows:

1. Access the "Products" page by selecting "Products" from the left-side menu.
2. Choose the specific store for which you wish to review product quantities.
3. Observe the product quantities from the plugin under "Plugin Quantities," noting the synchronisation time under "Plugin Quantity Synced At." The "Quantity" field represents the sum of quantities received from the plugin and the Despatch Cloud WMS system.

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Sending Excluded Orders to Another System Using Webhooks

Ensure a webhook is created exclusively for the "order.excluded" event to direct excluded orders to your intended system. Other webhooks may send order data to the plugin and the alternate system.

1. Navigate to the "Store" button on the left-hand screen, followed by clicking the "Edit Details" button under the "Actions" section.
2. Proceed to the "Webhooks" tab, then click the "+ Add" button to initiate a new webhook.
3. Fill in the details:
   - **Event:** Choose "orders.excluded" from the dropdown list.
   - **Method:** Select the appropriate method for the receiving API/System: [GET, POST, PUT, DELETE, PATCH].
   - **Interval (minutes):** Define the frequency of webhook triggers.
   - **Number of Items To Be Sent:** Specify the quantity of items to be transmitted.
   - **URL:** Enter the destination URL.
   - **Order Statuses:** For transfer, select the desired order status: [Unpaid, Unshipped, Partially Shipped, Shipped, Cancelled, Refunded, Unfulfillable].
   - **Include Country Codes:** Only receive orders for specified country codes.
   - **Exclude Country Codes:** Omit orders for designated country codes.
   - **Include SKUs:** Receive orders with specified SKUs.
   - **Exclude SKUs:** Exclude orders with defined SKUs.
   - **Requires Authorization:** Toggle on to input an authorisation header and key.
   - **Enable Webhook:** Activate the webhook immediately upon creation.
   - **+ Add New Header:** Allows adding a custom header key and value.

Upon specifying all details, save and create the webhook using the "Save" button.

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