



FME EXTENSIONS



M2



MISSING ORDERS

EXTENSION FOR MAGENTO 2

USER GUIDE



INTENDED AUDIENCE

The content of this document is designed to facilitate the users - managers, supervisors, and others of **Missing Orders** Extension for Magento 2. A step by step instruction has been added to this document to help users to install the extension on Magento 2.

This extension will only work on Magento 2. As a safe practice always backup your files and database before installing any extension on Magento. If you are looking for someone to install the extension, we can do it for you as well. Just go to the following link and let support know the order id to expedite the installation process.

Once you have installed please see the User Guide to help you understand how to use the extension to its full capacity. If you still have questions, feel free to contact us on our website.



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USER GUIDE

After installation of the extension, make sure the setup is upgraded and static-contents are deployed. Login to the admin panel and flush your Magento cache storage.

HOW TO CONFIGURE THE EXTENSION

At the back end, go to **SALES > Configurations**. Here You can find the following settings:

FIELDS DATA IF NOT FOUND

- **First Name:** Enter the first name of the customer
- **Last Name:** Enter the last name of the customer
- **Street Address:** Enter the address of the customer
- **Phone Number:** Enter the phone number of the customer

The screenshot shows the Magento admin interface. On the left, a sidebar menu has 'FME EXTENSIONS' at the top with an upward arrow, and 'MissingOrders' below it. The main content area is titled 'Fields Data If Not Found'. It contains four text input fields, each with a label and a '[store view]' dropdown menu:

- First Name** [store view]
- Last Name** [store view]
- Street Address** [store view]
- Phone Number** [store view]



HOW TO MANAGE MISSING ORDERS

At the back end, go to [SALES > Manage Missing Orders](#). Here you can view all the missing orders that were not picked up by the default orders sections as shown below.

Manage Missing Orders

0 records found

< 1 of 1 >

Quote ID	Reserved Order ID ↓	Customer Email	Created At	Grand Total(Base)	Action
We couldn't find any records.					

Note: "Sometimes store owners faces issue like customer placed the order, confirms the payment, the owner receives the order email, the customer also gets order confirmation email but Magento 2 admin has no record or data of that particular order, that's why Missing orders from the backend is one of the major issues for store owners. Even though the customer receives the confirmation email after placing the order, but the order does not show in the Magento 2 admin panel. Some of the order numbers are skipped which disrupts the order number tracking. Our Extension Record all those orders that are skipped by magneto".



DISCLAIMER

It is highly recommended to back up your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

It is recommended you install on a test server initially to carry out your own testing.