

Rakuten Integration for Magento Guide

by CedCommerce Products Documentation

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1. Overview

Founded on February 7, 1997, Rakuten is Japan-based E-commerce company with its headquarters at Setagaya, Tokyo, Japan. Due to its user-friendly B2B & B2C E-commerce platform, **Rakuten** is the largest e-commerce site in Japan and one of the fastest growing E-commerce organizations in the world.

Rakuten operates in 29 countries all around the world and has more than a billion members throughout the globe. Rakuten is also referred to as “the Amazon of Japan”. Rakuten has over 15,000 employees and generates a revenue of 781.9 billion yen annually.

Rakuten Integration for Magento by Cedcommerce is a fabulous API integration that helps the Magento 1 store owner to synchronize inventory, price, and other product details for the product creation and its management between the Magento store and the Rakuten marketplace.

The Rakuten Integration for Magento extension interacts with the Rakuten Marketplace to integrate the synchronized product listing between the Magento and Rakuten retailers. After installing the extension, the merchant can create the Rakuten Categories and the dependent attributes on the Magento store.

The process enables the merchant to configure the desired product category into Magento for automatic submission of the selected product to the same Category on Rakuten.

Rakuten Integration offers Management of your products on a centralized platform, wherein you can easily list your products on Rakuten directly from existing Magento marketplace. Management of inventory and price is synchronous and gets updated followed by any activity. Furthermore, tracking and order fulfillment can be achieved through CedCommerce integration.

This Rakuten Integration for Magento also offers management of inventory, with greater flexibility, providing you with several ways to manage it at discrete levels with Rakuten. Order cancellations from the customer's end are retrieved simultaneously to cancel the order ensuring that you don't ship items that were canceled.

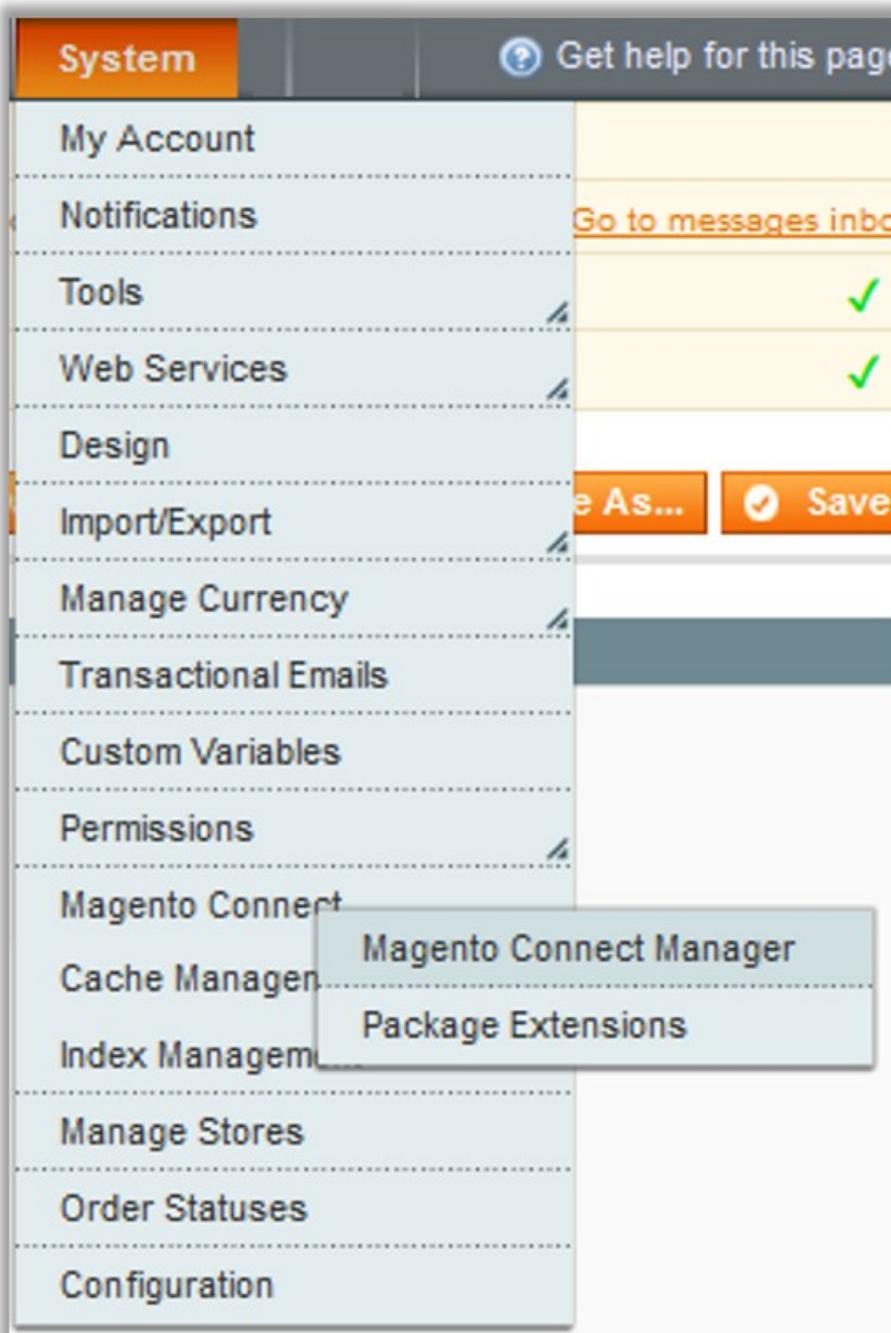
Key Features are as follows:

- **Profile-based product upload:** Admin can create a profile, map the Rakuten categories and attributes to the Magento category and attributes, and then after assigning the products to the profile can easily upload products to Rakuten.com
- **Attribute Mapping:** Map suitable existing attribute with Rakuten attribute, so you need not populate that fields.
- **Bulk Upload System:** The merchant has the flexibility to upload any number of products on Rakuten.com using bulk product upload feature.
- **Synchronized Inventory:** Auto synchronization of the inventory at regular intervals and the listing of the products along with all the details is established between Magento and Rakuten.com
- **Batch Product Download Request:** You can create a batch product download request and fetch live status. Once status fetching is Finished, the admin can process it by one single click.
- **Enable and Disable Products:** Merchants can close and re-open the products on Rakuten.com using 'Enable' and 'Disable' feature.
- **New Order Notifications:** Whenever a new order is fetched from Rakuten.com, the admin receives a notification.
- **Rejected Products Notification:** If any product containing some invalid details is rejected, then its information is fetched from the automatically synchronized requests along with the error due to which it was rejected.
- **Simple and Configurable Product Upload:** Admin can upload the Simple and Configurable type of Magento product on the Rakuten website.

2. Rakuten Magento Extension Installation

To install the extension

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



3. Point to the **Magento Connect** menu, and then click the **Magento Connect Manager**.
The page appears as shown in the following figure:

Magentoconnect MANAGER

Extensions Settings [Return to Admin](#) [Log Out](#)

Settings

Put store on the maintenance mode while installing/upgrading/backup creation

Create Backup Database

Install New Extensions

1 Search for modules via [Magento Connect](#).

2 Paste extension key to install: **Install**

Direct package file upload

1 Download or build package file.

2 Upload package file: No file selected. **Upload**

Manage Existing Extensions **Check for Upgrades**

Channel: **Magento Community Edition** **Commit Changes**

Clear all sessions after successful install or upgrade:

Package Name	Installed	Actions	Summary
Cm_RedisSession	1.9.2.4 (stable)	<input type="button" value="v"/>	Redis session
Interface_Adminhtml_Default	1.9.2.4 (stable)	<input type="button" value="v"/>	Default interface for Adminhtml
Interface_Frontend_Base_Default	1.9.2.4 (stable)	<input type="button" value="v"/>	This is a Magento themes base
Interface_Frontend_Default	1.9.2.4 (stable)	<input type="button" value="v"/>	Default interface for Frontend

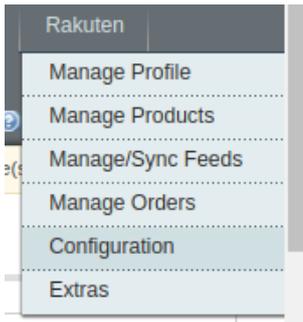
4. Scroll down to the **Ced_Rakuten** Package.
 5. In the **Actions** column, select the **Install** option from the list.
 6. Click the **Commit Changes** button.
- Auto-scroll console contents screen appears and the extension is installed after the process.

3. Rakuten Configuration Settings

After obtaining the **Client Id**, **Client Secret**, and **Authorization Code** values from Rakuten Seller account, the Magento store owner has to paste them on the **Rakuten Configuration** page of the admin panel.

To set up the configuration settings in the Magento Admin panel

- (1.) Go to the **Magento Admin** panel.
- (2.) On the top navigation bar, point to the **Rakuten** menu, and then click **Configuration**.



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

Rakuten Configuration Save Config

Rakuten Setting

Enabled	<input type="text" value="Yes"/>	[WEBSITE]
Api Url	<input type="text" value="https://openapi-rms.global.rakuten.com/2.0"/> <small>▲ Enter Following URL-- https://openapi-rms.global.rakuten.com/2.0</small>	[GLOBAL]
Rakuten Authentication Key	<input type="text"/>	[GLOBAL]
Rakuten Shop Url	<input type="text"/>	[GLOBAL]
Debug mode	<input type="text" value="Yes"/> <small>▲ Choose Yes to Start Rakuten Integration in debug mode. It will capture log for the debug process.</small>	[GLOBAL]
Select Store	<input type="text" value="Default Store View"/> <small>▲ Select only single store.</small>	[GLOBAL]
Choose Default Payment Method for Rakuten Orders	<input type="text" value="Rakuten.com"/>	[GLOBAL]
Order Prefix for Rakuten Orders	<input type="text" value="RT-"/> <small>▲ Order Prefix for Rakuten Order Id.Example: For Fg_10001 Use : Fg_ , for FG-10001 use : FG-</small>	[GLOBAL]
Store Admin Email Id	<input type="text" value="admin@yourstore.com"/> <small>▲ Get Email When New Rakuten Order Imported.Example: owner@example.com</small>	[GLOBAL]
Enable Automated Shipment	<input type="text" value="Yes"/> <small>▲ Automated Shipment is supported for shipstation and shipworks only .</small>	[WEBSITE]
Enable Order For Disabled or Out of Stock Product	<input type="text" value="Yes"/> <small>▲ Product which is out of stock or disabled at a time of order fetch, those items included in order item or not.</small>	[WEBSITE]

(3.) Under **Rakuten Setting**, do the following steps:

1. In the **Enabled** list, select **Yes** to enable the Rakuten Integration extension.
2. In the **Sandbox** list, select one of the following options:
 - **Yes:** Selecting **Yes** displays the following fields:
 - a. **Sandbox User:** Paste the **Client Id** copied from the Rakuten seller panel.
 - b. **Sandbox Password:** Paste the **Client Secret** copied from the Rakuten seller panel.
 - **No:** Selecting **No** displays the following fields:
 - a. **User:** Paste the **Client Id** copied from the Rakuten seller panel.
 - b. **Password:** Paste the **Client Secret** copied from the Rakuten seller panel.
3. In the **Code** box, paste the **Authorization Code** copied from the Rakuten seller panel.
4. Click the **Save Config** button.

The settings are saved and the corresponding values appear in the following fields:

- API Url
 - API Refresh Token
 - Redirect URI
 - API Access Token
5. In the **Debug mode** list, select **Yes**.
Note: Choose **Yes** to Start Rakuten Integration in debug mode. It captures the log for the debug process.
 6. In the **Select Store** list, select the single store.
 7. In the **Choose Default Payment Method for Rakuten Orders** list, select the required payment method.
 8. In the **Order Prefix for Rakuten Orders** box, enter the text to prefix with the Order Id.
 For example, Use *Rakuten-* For Rakuten-10001.
 9. In the **Store Admin Email Id** box, enter the email Id.
 10. In the **Enable Automated Shipment** list, select **Yes** to enable the automated shipment.
Note: Automated Shipment supports only Shipstation and Shipworks.

(4.) Scroll down to the **Rakuten Cron Management** tab, and then click the tab.

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

(5.) Under **Rakuten Cron Management**, do the following step:

- In the **Cron Chunk Size** list, select the chunk size for cron jobs to sync the product with Rakuten.com.

4. Manage Rakuten 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 attributes to the Rakuten attributes. These attributes are applicable to all the products that are assigned to the profile.

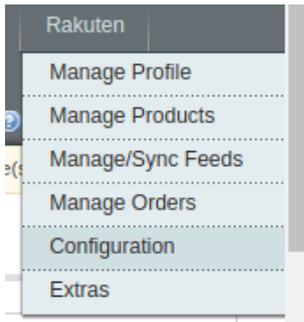
Admin can do the following tasks:

- Add a new profile
- Edit the existing profile
- Delete the profiles
- Change the Status of the Selected Profiles
- Manage the Product Assigned to the Profile

4.1. Add A New Profile

To add a new profile

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



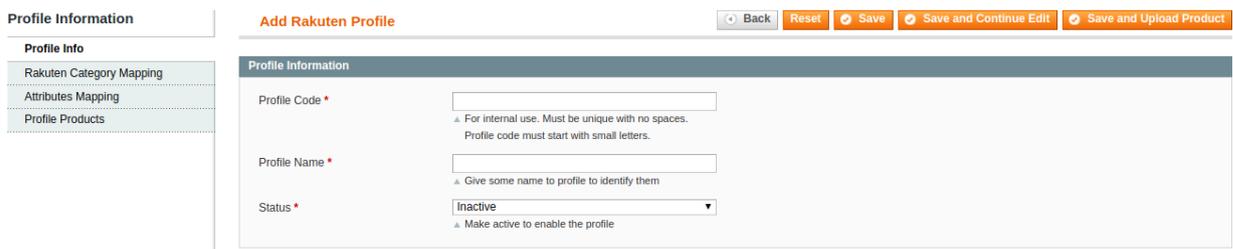
3. Click the **Manage Profile** menu.

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



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

The page appears as shown in the following figure:



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

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

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

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

Note: Use the unique name to identify the profile.

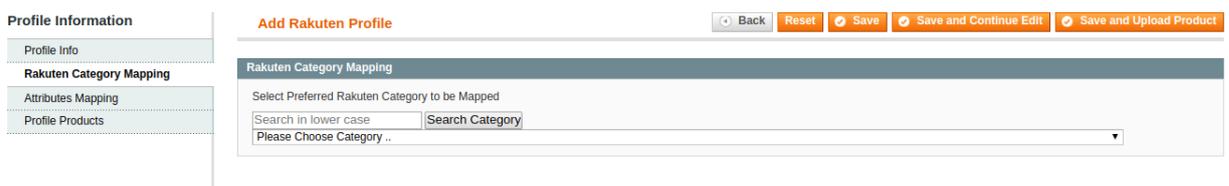
c. In the **Status** list, select **Active** to enable the profile.

Note: The Inactive option disables the profile.

6. Click the **Save and Continue** button.

7. In the left navigation panel, click the **Rakuten Attribute Mapping** menu.

The page appears as shown in the following figure:



8. In the right panel, go to the **Rakuten / Magento Attribute Mapping (Required/ Variant mapping)**

section.

9. In the **Rakuten Attribute** column, select the required Rakuten attribute to map it with the corresponding Magento attribute.
10. In the **Magento Catalog Attribute** column, select the required Magento attribute to map it with the corresponding Rakuten attribute.
11. Click the **Add Attribute** button to add more attributes.
12. Repeat the mapping of all the required or optional Magento attributes listed with the corresponding Rakuten attributes.
13. Click the **Save and Continue** button.

The screenshot shows the 'Add Rakuten Profile' page. On the left is a navigation menu with 'Profile Information' selected, containing 'Profile Info', 'Rakuten Category Mapping', 'Attributes Mapping', and 'Profile Products'. The main content area has a title 'Add Rakuten Profile' and buttons for 'Back', 'Reset', 'Save', 'Save and Continue Edit', and 'Save and Upload Product'. Below the title is a table titled 'Required Attribute' with the following data:

Rakuten Attribute	Magento Catalog Attribute	Default Value	Action
baseSku	sku		
manufacturerPartNumber	rakuten_mpn		
globalTradetems/UPC	rakuten_upc		
title/en_US	name		
price	price		
description/en_US	description		
manufacturer	wish_product_multishipping		
conditionType	--Set Default Value--	ref	
productModifier	rakuten_productModifier		

An 'Add Attribute' button is located at the bottom right of the table.

14. In the left navigation panel, click the **Profile Products** menu. The page appears as shown in the following figure:

The screenshot shows the 'Add Rakuten Profile' page with the 'Profile Products' menu item selected in the left navigation panel. The main content area displays a table with the following headers: 'Id', 'Product Name', 'Type', 'Attrib. Set Name', 'SKU', 'Price', 'Qty', and 'Status'. The table is currently empty, with a message 'No records found.' displayed below it. The page also shows pagination information: 'Page 1 of 1 pages | View 20 per page | Total 0 records found' and buttons for 'Reset Filter' and 'Search'.

Since no products are assigned to the profile, there are no products listed in the table.

15. Click the **Reset Filter** button. All the products are listed in the table as shown in the following figure:

The screenshot shows the 'Add Rakuten Profile' page with the 'Profile Products' menu item selected. The main content area displays a table with two product records. The table headers are: 'Id', 'Product Name', 'Type', 'Attrib. Set Name', 'SKU', 'Price', 'Qty', and 'Status'. The records are as follows:

Id	Product Name	Type	Attrib. Set Name	SKU	Price	Qty	Status
1014	test	Simple Product	Default	test	₹23.00	100	Enabled
1015	test	Simple Product	Default		₹23.00	0	Disabled

The page also shows pagination information: 'Page 1 of 1 pages | View 20 per page | Total 2 records found' and buttons for 'Reset Filter' and 'Search'.

16. Select the check boxes associated with the required products those the admin wants to assign to the new profile.

Note: Admin can assign one product to only one profile.

17. Click the **Save** button.

The created profile is saved and listed on the **Rakuten Profile Listing** page.

Or

Click the **Save and Continue Edit** button to save the created profile and continue editing, if required.

Or

Click the **Save and Upload Product** button to save the profile and make ready to upload the product on Rakuten.

- The assigned products are listed on the **Product Manager** page and a success message for saving the profile appears on the same page as shown in the following figure:

✔ The profile has been successfully saved.

Product Manager Back

Page 1 of 1 pages | View 20 per page | Total 1 records found Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 1 items selected Actions Submit

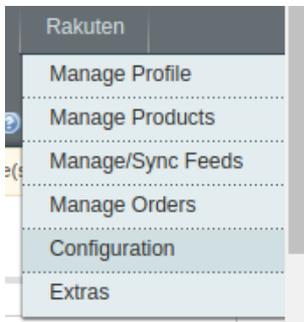
ID	SKU	Price	Name	Qty	Visibility	Status	Type	Rakuten Product Status	Validation	Action
<input checked="" type="checkbox"/>	1014 test	₹23.00	test	100	Catalog, Search	Enabled	Simple Product	UPLOADED	INVALID	Edit

Now you can further validate & manage the products from here only.

4.2. Edit the Existing Profile

To edit the existing profile

- Go to the **Magento Admin** panel.
- On the top navigation bar, point to the **Rakuten** menu. The menu appears as shown in the following figure:



- Click the **Manage Profile** menu. The **Rakuten Profile Listing** page appears as shown in the following figure:

Rakuten Profile Listing Add New Profile

Page 1 of 1 pages | View 20 per page | Total 3 records found Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

ID	Profile Name	Status	Total Item	Active Item	Inactive Item	Action
<input type="checkbox"/>	4 demo	Active	0	0	0	
<input type="checkbox"/>	5 demo	Active	1	0	1	Edit Profile
<input type="checkbox"/>	10 abc	Active	0	0	0	Upload Products

On this page, all the available profiles are listed.

- Click the row of the required profile that the admin wants to edit.

OR

In the **Action** column, click the arrow button, and then click **Edit Profile**.

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

5. Make the changes as per requirement.

6. Click the **Save** button.

The edited profile is saved and listed on the **Rakuten Profile Listing** page.

Or

Click the **Save and Continue Edit** button to save the created profile and continue editing, if required.

Or

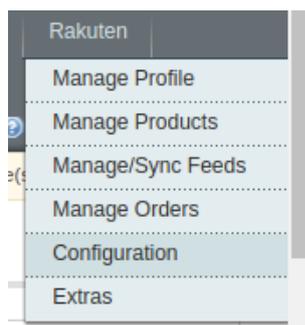
Click the **Save and Upload Product** button to save the profile and make ready to upload the product on Rakuten.

4.3. Delete the Profiles

Admin can delete the current existing profile and also the selected profiles in bulk.

To delete the current profile

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



3. Click the **Manage Profile** menu.

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

Rakuten Profile Listing Add New Profile

Page 1 of 1 pages | View 20 per page | Total 3 records found Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

Any	ID	Profile Name	Status	Total Item	Active Item	Inactive Item	Action
<input type="checkbox"/>	4	demo	Active	0	0	0	
<input type="checkbox"/>	5	demo	Active	1	0	1	
<input type="checkbox"/>	10	abc	Active	0	0	0	

On this page, all the available profiles are listed.

4. Click the row of the profile that is no more required.

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

Profile Information Back Reset Save Save and Continue Edit Save and Upload Product

Profile Info

- Rakuten Category Mapping
- Attributes Mapping
- Profile Products

Edit Profile "demo"

Profile Information

Profile Code *
▲ For internal use. Must be unique with no spaces.
 Profile code must start with small letters.

Profile Name *
▲ Give some name to profile to identify them

Status *
▲ Make active to enable the profile

5. Click the **Delete** button.

A confirmation dialog box appears.

6. Click the **OK** button.

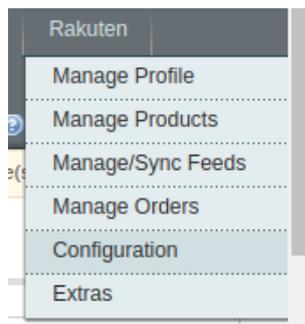
The profile is deleted and removed from the **Rakuten Profile Listing** page.

To delete the profiles in bulk

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

2. On the top navigation bar, point to the **Rakuten** menu.

The menu appears as shown in the following figure:



3. Click the **Manage Profile** menu.

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

Rakuten Profile Listing Add New Profile

Page 1 of 1 pages | View 20 per page | Total 3 records found Reset Filter Search

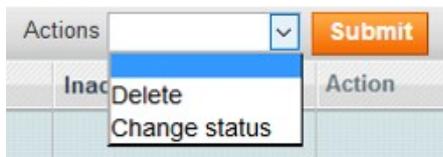
Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

	ID	Profile Name	Status	Total Item	Active Item	Inactive Item	Action
Any							
<input type="checkbox"/>	4	demo	Active	0	0	0	
<input type="checkbox"/>	5	demo	Active	1	0	1	
<input type="checkbox"/>	10	abc	Active	0	0	0	

On this page, all the available profiles are listed.

- Select the check boxes associated with 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:

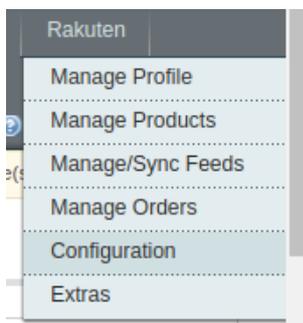


- In the **Actions** list, click **Delete**, and then click the **Submit** button.
A confirmation dialog box appears as shown in the following figure:
- Click the **OK** button.
The selected profiles are deleted.

4.4. Change the Status of the Selected Profiles

To change the status of the selected profiles

- Go to the **Magento Admin** panel.
- On the top navigation bar, click the **Rakuten** menu.
The menu appears as shown in the following figure:



- Click the **Manage Profile** menu.
The **Rakuten Profile Listing** page appears as shown in the following figure:

Rakuten Profile Listing Add New Profile

Page 1 of 1 pages | View 20 per page | Total 3 records found Reset Filter Search

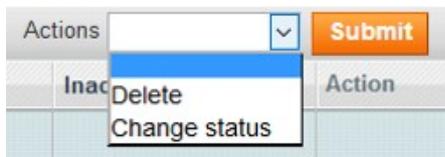
Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

	ID	Profile Name	Status	Total Item	Active Item	Inactive Item	Action
Any							
<input type="checkbox"/>	4	demo	Active	0	0	0	
<input type="checkbox"/>	5	demo	Active	1	0	1	
<input type="checkbox"/>	10	abc	Active	0	0	0	

On this page, all the available profiles are listed.

- Select the check boxes associated with the required profiles.
- Click the **Arrow** button next to the **Actions** field.

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



- In the **Actions** list, click **Change status**.
The **Status** field appears next to the **Actions** list.



- In the **Status** list, select the required option, and then click the **Submit** button.
The status is changed and a success message appears.

5. Manage the Products

On this page, admin can view and edit the product, validate 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.

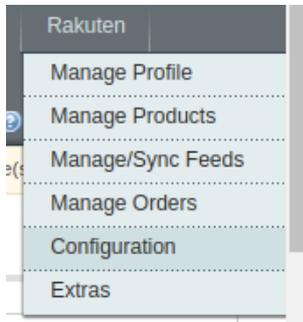
Thus, on the Product Manager page, the user can perform the following tasks:

- **Submit Actions on the Selected Products of the same Profile:** The user can validate and upload the products of the same profile those are listed on the **Product Manager** page to the Rakuten Web site. The user can also submit the other respective actions on the selected products before uploading them to Rakuten.com.
- **View the Error Log:** If the product is invalid, then an **Invalid** button appears, and the admin can view the error log using the **Invalid** button. The admin can also view the Error log through the **Log** link.
- **View the Rakuten Product Information:** Admin can view the product information at a single click.
- **Edit Product Information:** Edit the information of the product that the user wants to upload on the Rakuten Web site.

5.1. Submit Actions on the Selected Products of the same Profile

To validate and upload products from the same profile

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



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

Rakuten Profile Listing [Add New Profile](#)

Page of 1 pages | View per page | Total 3 records found [Reset Filter](#) [Search](#)

[Select All](#) | [Unselect All](#) | [Select Visible](#) | [Unselect Visible](#) | 0 items selected Actions: [Submit](#)

	ID	Profile Name	Status	Total Item	Active Item	Inactive Item	Action
Any							
<input type="checkbox"/>	4	demo	Active	0	0	0	<input type="text"/>
<input type="checkbox"/>	5	demo	Active	1	0	1	<input type="text"/>
<input type="checkbox"/>	10	abc	Active	0	0	0	<input type="text"/>

On this page, all the available profiles are listed.

4. Scroll down to the required profile.
5. In the **Action** column, click the arrow button, and then click **Upload Products**.
The **Product Manager** page appears as shown in the following figure:

✔ The profile has been successfully saved.

Product Manager [Back](#)

Page of 1 pages | View per page | Total 1 records found [Reset Filter](#) [Search](#)

[Select All](#) | [Unselect All](#) | [Select Visible](#) | [Unselect Visible](#) | 1 items selected Actions: [Submit](#)

	ID	SKU	Price	Name	Qty	Visibility	Status	Type	Rakuten Product Status	Validation	Action
Any			From: <input type="text"/> To: <input type="text"/> In: <input type="text" value="INR"/>		From: <input type="text"/> To: <input type="text"/>						
<input checked="" type="checkbox"/>	1014	test	₹23.00	test	100	Catalog, Search	Enabled	Simple Product	UPLOADED	INVALID	Edit

6. Select the check boxes associated with the required products.

The screenshot shows the 'Product Manager' interface. At the top, there are navigation buttons like 'Back', 'Reset Filter', and 'Search'. Below that, there are pagination controls: 'Page 1 of 1 pages', 'View 20 per page', and 'Total 1 records found'. A toolbar contains 'Select All', 'Unselect All', 'Select Visible', 'Unselect Visible', and '1 Items selected'. The main table has columns for ID, Sku, Price, Name, Qty, Visibility, Status, Type, Rakuten, and Actions. One product is listed with ID 1014, Sku 'test', Price ₹23.00, Name 'test', Qty 100, Visibility 'Catalog, Search', Status 'Enabled', Type 'Simple Product', and Rakuten status 'UPLOADED'. The Actions dropdown menu is open, showing options: 'Validate Products', 'Validate & Upload Products to Rakuten', 'Sync Rakuten Item Status', and 'Sync Inventory'. There are also 'INVALID' and 'Edit' buttons for the selected product.

ID	Sku	Price	Name	Qty	Visibility	Status	Type	Rakuten	Actions
1014	test	₹23.00	test	100	Catalog, Search	Enabled	Simple Product	UPLOADED	INVALID Edit

- In the **Actions** list, click the arrow button.
A list appears as shown in the figure.
- Click the **Validate & Upload Products to Rakuten** option, and then click the **Submit** button.
The Uploading Products to Rakuten process appears as shown in the following figure:

The screenshot shows the 'Uploading Products to Rakuten' progress window. It contains a list of status messages:

- Starting Product Upload execution, please wait...
- Warning: Please do not close the window during Uploading data
- Total 1 Batch(s) Found.
- 0Batch 1 products Upload Request Send Successfully on Rakuten.com.
- 100% 1 Of 1 Processed.
- 1 Batch(s) Successfully Upload Requested.
- Finished product upload execution.

- Correct the issues and then again repeat the process of validating and uploading the selected products.

Similarly, other than the **Validate & Upload Products to Rakuten** action, the admin can submit the other actions on the selected products of the same profile from the Product Manage page.

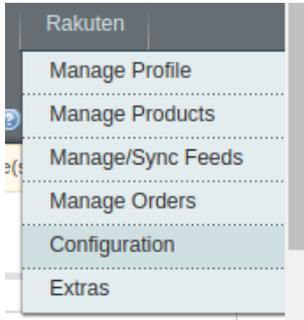
Actions on the Product Manager page

- **Validate Products:** To validate the product before uploading it to the Rakuten.com. It displays the corresponding validation error if any. If there is no error, it confirms that the product is ready to upload.
- **Validate & Upload Products to Rakuten:** To validate the product before uploading it to the Rakuten.com. It displays the corresponding validation error (if any) for all the products. If there is no error, then it validates the selected products and then uploads them to the Rakuten.com.
- **Enable Products On Rakuten:** Submit the action to enable all the selected product on Rakuten.com; it means, all the selected products are made available on Rakuten.com.
- **Disable Products On Rakuten:** Submit the action to disable all the selected product on Rakuten.com; it means, all the selected products are removed from the display of the product on Rakuten.com.
- **Sync Inventory & Price:** To update the price and inventory of the product on Rakuten.com. For example, if the admin has changed the product price and inventory on the Magento store and also wants to change the price and inventory on Rakuten.com then this action is applicable. The price and inventory are updated when the user submits this action for the selected product. This action completes all the job related to the product inventory and also it manages the quantity related issues.
- **Sync Product Status:** To get the request from Rakuten.com to update the status of the product on the Magento store. It helps the admin to view the status of the product. For example, unpublished, transmit, data fix, system error, or so on.

5.2. View the Error Log

To view the error log and the validation error

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



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

Rakuten Profile Listing Add New Profile

Page 1 of 1 pages | View 20 per page | Total 3 records found Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

	ID	Profile Name	Status	Total Item	Active Item	Inactive Item	Action
Any							
<input type="checkbox"/>	4	demo	Active	0	0	0	
<input type="checkbox"/>	5	demo	Active	1	0	1	
<input type="checkbox"/>	10	abc	Active	0	0	0	

On this page, all the available profiles are listed.

4. Scroll down to the required profile.
5. In the **Action** column, click the arrow button, and then click **Upload Products**.
The **Product Manager** page appears as shown in the following figure:

Product Manager Back

Page 1 of 1 pages | View 20 per page | Total 1 records found Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 1 items selected Actions Submit

	ID	SKU	Price	Name	Qty	Visibility	Status	Type	Rakute	on
Any			From: To: In: INR		From: To:					
<input checked="" type="checkbox"/>	1014	test	₹23.00	test	100	Catalog, Search	Enabled	Simple Product	UPLOADED	INVALID Edit

Validate Products
 Validate & Upload Products to Rakuten
 Sync Rakuten Item Status
 Sync Inventory

6. Click the **INVALID** button to view the validation error.
The relevant error message appears as shown in the figure.



- In the **Actions** column, click the **Log** link associated with the required product to view the corresponding error.
The error message appears as shown in the following figure:

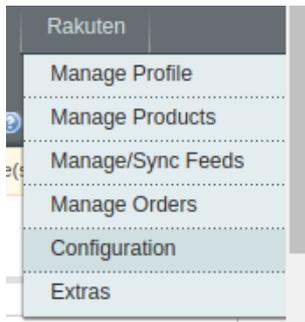


- Correct the issues and then again repeat the process of validating and uploading the selected products.

5.3. View the Rakuten Product Information

To view the Rakuten product information

- Go to the **Magento Admin** panel.
- On the top navigation bar, point to the **Rakuten** menu.
The menu appears as shown in the following figure:



- Click the **Manage Profile** menu.
The **Rakuten Profile Listing** page appears as shown in the following figure:

Rakuten Profile Listing Add New Profile

Page 1 of 1 pages | View 20 per page | Total 3 records found Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

	ID	Profile Name	Status	Total Item	Active Item	Inactive Item	Action
Any							
<input type="checkbox"/>	4	demo	Active	0	0	0	
<input type="checkbox"/>	5	demo	Active	1	0	1	
<input type="checkbox"/>	10	abc	Active	0	0	0	

On this page, all the available profiles are listed.

4. Scroll down to the required profile.
5. In the **Action** column, click the arrow button, and then click **Upload Products**.
The **Product Manager** page appears as shown in the following figure:

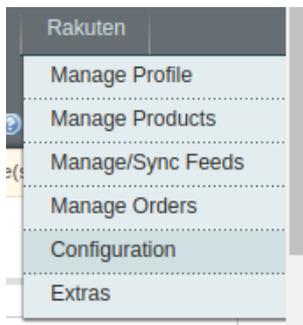
ID	Sku	Price	Name	Qty	Visibility	Status	Type	Rakuten Product Status	Validation	Action
1014	test	₹23.00	test	100	Catalog, Search	Enabled	Simple Product	UPLOADED	INVALID	Edit

6. Scroll down to the required product and perform the action desired.

5.4. Edit Product Information

To edit the product information

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



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

ID	Profile Name	Status	Total Item	Active Item	Inactive Item	Action
4	demo	Active	0	0	0	
5	demo	Active	1	0	1	
10	abc	Active	0	0	0	

On this page, all the available profiles are listed.

4. Scroll down to the required profile.
5. In the **Action** column, click the arrow button, and then click **Upload Products**.
The **Product Manager** page appears as shown in the following figure:

Product Manager Back

Page 1 of 1 pages | View 20 per page | Total 1 records found Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

ID	SKU	Price	Name	Qty	Visibility	Status	Type	Rakuten Product Status	Validation	Action
1014	test	₹23.00	test	100	Catalog, Search	Enabled	Simple Product	UPLOADED	INVALID	Edit

6. Scroll down to the required product.
7. In the **Actions** column click the **Edit** link.
The page appears as shown in the following figure:

Product Information test (Default) Back Reset Delete Duplicate Save Save and Continue Edit Sync With Walmartdsv

General Create New Attribute

Name * Bed

Description * Comfy Bed With Pillows

Short Description * Bed With White mattress

WYSIWYG Editor

8. Make the changes in the General section if required.
9. In the left navigation panel, click the other required menu to make the changes if required.
10. In the left navigation panel, click the **Rakuten.com** menu.
The page appears as shown in the following figure:

test (Default) Back Reset Delete Duplicate Save Save and Continue Edit Sync With Walmartdsv

rakuten Create New Attribute

MPN ▲ Rakuten Manufacturer Part number

UPC ▲ Rakuten UPC

Rakuten Manufacturer ▲ Rakuten Manufacturer

Rakuten Product Validation ▲ Rakuten Product Validation

Rakuten Product Validation Error ▲ Rakuten Product Validation Error

Rakuten Size

Rakuten ConditionType

Rakuten Product Status

Rakuten Shipping Modifier

- All the relevant attributes appear.
11. Enter the respective values in the required attributes field boxes.

If the required attributes do not appear on the page, then the admin can create the new attributes.

12. To create a new attribute, click the **Create New Attribute** button.

The page appears as shown in the following figure:

The screenshot shows the 'New Product Attribute' form. On the left, there is a sidebar with 'Attribute Information' and 'Properties' sections. The main content area is titled 'New Product Attribute' and contains two main sections: 'Attribute Properties' and 'Frontend Properties'. The 'Attribute Properties' section includes the following fields:

- Attribute Code ***: A text input field with a note: '▲ For internal use. Must be unique with no spaces. Maximum length of attribute code must be less than 30 symbols'.
- Scope**: A dropdown menu with 'Store View' selected. Note: '▲ Declare attribute value saving scope'.
- Catalog Input Type for Store Owner**: A dropdown menu with 'Text Field' selected.
- Default Value**: A text input field.
- Unique Value**: A dropdown menu with 'No' selected. Note: '▲ Not shared with other products'.
- Values Required**: A dropdown menu with 'No' selected.
- Input Validation for Store Owner**: A dropdown menu with 'None' selected.
- Apply To ***: A dropdown menu with 'All Product Types' selected.

The 'Frontend Properties' section includes:

- Use in Quick Search**: A dropdown menu with 'No' selected.
- Use in Advanced Search**: A dropdown menu with 'No' selected.

- In the **Attribute Code** box, enter the value.
- In the **Apply To** list, select the required value.
- Click the **Save Attribute** button.

The page appears as shown in the following figure:

The screenshot shows the 'New Product Attribute' form with a yellow warning box at the top: 'If you do not specify an option value for a specific store view then the default (Admin) value will be used.' Below this, the 'Manage Titles (Size, Color, etc.)' section is visible. It contains a table with two columns: 'Admin' and 'Default Store View'. Below the table, there is a 'Failed' message with an upward arrow icon.

- In the **Admin** box, enter the required attribute name, and then click the **Save Attribute** button.

The attribute is created and appears on the **Edit Product Information** page.

13. Click the **Save** button.

14. To validate and upload the current product, click the **Validate and Upload to Rakuten** button.

6. Manage Rakuten Orders

The admin can manage the Rakuten.com orders and can perform the following tasks through using the options available on the Rakuten menu as shown in the following figure:



- View Rakuten Orders
- View Failed Rakuten Orders Import Log

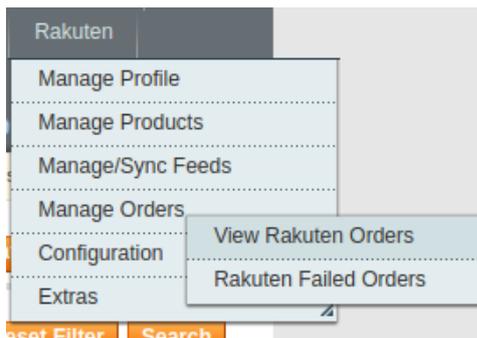
6.1. Rakuten Orders Details

The admin can view all the order details fetched from Rakuten.com and ship the orders based on requirements. Admin can also delete and cancel the existing orders and export the order details in the CSV format.

To ship Rakuten Orders

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the **Rakuten** menu, and then point to the **Manage Orders** menu.

The menu appears as shown in the following figure:



3. Click **View Rakuten Orders**.

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

Rakuten Orders Details [Fetch Latest Rakuten Orders](#)

Page 1 of 1 pages | View 20 per page | Total 2 records found Export to: CSV [Export](#) [Reset Filter](#) [Search](#)

Select Visible | Unselect Visible | 0 items selected Actions [Submit](#)

Any	Magento Order #	Rakuten Reference Order #	Rakuten Merchant Order Id #	Bill to Name	Ship to Name	OrderDate	Status	G.T. (Purchased)
<input type="checkbox"/>	RT100000027	219111	0052414-181102-1249315483	New User	New User	Nov 2, 2018 5:49:31 AM	NotShipped	58.0000
<input type="checkbox"/>	RT100000022	0	1111111-222222-3333333333	New User	New User	Sep 20, 2018 1:38:41 AM	Cancelled	1100.0000

- Click the **Fetch Latest Rakuten Orders** button.
If the order is imported successfully, then a new record is found in the **Rakuten Order Details** table.
- In the **Magento Order#** column, click the link associated with the required order.
The page appears as shown in the following figure:

Order # RT100000027 | Nov 3, 2018 1:09:36 AM [Back](#) [Edit](#) [Send Email](#) [Credit Memo](#) [Hold](#) [Ship](#) [Reorder](#)

Order # RT100000027 (the order confirmation email is not sent)

Order Date: **Nov 3, 2018 1:09:36 AM**

Order Status: **Processing**

Purchased From: **Main Website
Main Website Store
Default Store View**

Account Information

Customer Name: [New User](#)

Email: [\[Redacted\]](#)

Customer Group: **General**

Billing Address [Edit](#)

New User
105
[Redacted]

Shipping Address [Edit](#)

New User
105
[Redacted]

- In the left navigation menu, click **Ship By Rakuten**.
The page appears as shown in the following figure:

Order View

- Information
- Invoices
- Credit Memos
- Shipments
- Comments History
- Transactions
- Ship By Rakuten**

Order # RT100000027 | Nov 3, 2018 1:09:36 AM [Back](#) [Edit](#) [Send Email](#) [Credit Memo](#) [Hold](#) [Ship](#) [Reorder](#)

Shipment Info

Order Id on Rakuten.com: 00 [Redacted] 13

Customer Order Id on Rakuten.com: 21 [Redacted] 99

Order Date on Rakuten.com: **Friday, November 2nd 2018 at 12:49pm**

Order Release Date on Rakuten.com: **Friday, November 2nd 2018 at 12:49pm**

Shipping Method used: **Standard**

Carrier:

Tracking Code:

Shipment Items

Product sku	Quantity ordered	Quantity to Ship	Qty Available for ship	Quantity to Cancel
test-001	1	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="0"/>

[Submit Shipment](#)

- Under **Shipment Info**, enter the corresponding values in the following fields:
 - In the **Shipping carrier used** list, select the required option.
 - In the **Tracking Number** box, enter the tracking number.
 - In the **Ship Note** box, enter a note if required.
- Click the **Submit Shipment** button.

Notes:

1. Order Shipment is sent to Rakuten.
2. Order Invoice and Shipment is created automatically in Magento.
3. Order Status changes to Complete on Rakuten.
4. The status of order changes to Completed on Magento.

To Delete Orders

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, click the **Rakuten** menu.
3. On the **Rakuten** menu, point to **Manage Orders**, and then click **View Rakuten Orders**.
The **Rakuten Order Details** page appears as shown in the following figure:

Rakuten Orders Details										Fetch Latest Rakuten Orders			
Page 1 of 1 pages View 20 per page Total 2 records found										Export to: CSV	Export	Reset Filter	Search
Select Visible Unselect Visible 1 items selected										Actions		Submit	
Any	Magento Order #	Rakuten Reference Order #	Rakuten Merchant Order Id #	Bill to Name	Ship to Name	OrderDate	Status			Delete Order	Cancel Order	Submit	
<input checked="" type="checkbox"/>	RT100000027	219111	0052414-181102-1249315483	New User	New User	Nov 2, 2018 5:49:31 AM	Complete			58.0000			
<input type="checkbox"/>	RT100000022	0	1111111-222222-3333333333	New User	New User	Sep 20, 2018 1:38:41 AM	Cancelled			1100.0000			

4. Select the check boxes associated with the Orders that the admin wants to delete.
5. In the **Action** list, click the arrow button, and then click **Delete Order**.
6. Click the **Submit** button.
A confirmation dialog box appears.
7. Click the **OK** button.
The selected orders are deleted.

To Cancel Orders

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, click the **Rakuten** menu.
3. On the **Rakuten** menu, point to **Manage Orders**, and then click **View Rakuten Orders**.
The **Rakuten Order Details** page appears as shown in the following figure:

Rakuten Orders Details										Fetch Latest Rakuten Orders			
Page 1 of 1 pages View 20 per page Total 2 records found										Export to: CSV	Export	Reset Filter	Search
Select Visible Unselect Visible 1 items selected										Actions		Submit	
Any	Magento Order #	Rakuten Reference Order #	Rakuten Merchant Order Id #	Bill to Name	Ship to Name	OrderDate	Status			Delete Order	Cancel Order	Submit	
<input checked="" type="checkbox"/>	RT100000027	219111	0052414-181102-1249315483	New User	New User	Nov 2, 2018 5:49:31 AM	Complete			58.0000			
<input type="checkbox"/>	RT100000022	0	1111111-222222-3333333333	New User	New User	Sep 20, 2018 1:38:41 AM	Cancelled			1100.0000			

4. Select the check boxes associated with the Orders that the admin wants to cancel.
5. In the **Action** list, click the arrow button, and then click **Cancel Order**.
6. Click the **Submit** button.
A confirmation dialog box appears.
7. Click the **OK** button.
The selected orders are canceled.

To export the Rakuten Order Details through CSV file

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, click the **Rakuten** menu.
3. On the **Rakuten** menu, point to **Manage Orders**, and then click **View Rakuten Orders**.
The **Rakuten Order Details** page appears as shown in the following figure:

Rakuten Orders Details Fetch Latest Rakuten Orders

Page 1 of 1 pages | View 20 per page | Total 2 records found

Export to: CSV Export Reset Filter Search

Any ▾	Magento Order #	Rakuten Reference Order #	Rakuten Merchant Order Id #	Bill to Name	Ship to Name	OrderDate	Status	G.T. (Purchased)
<input checked="" type="checkbox"/>	RT100000027	219111	0052414-181102-1249315483	New User	New User	Nov 2, 2018 5:49:31 AM	Complete	58.0000
<input type="checkbox"/>	RT100000022	0	1111111-222222-3333333333	New User	New User	Sep 20, 2018 1:38:41 AM	Cancelled	1100.0000

4. Click the **Export** button.
A dialog box appears to open or save the exported file as shown in the following figure.
5. Click to select the **Open With** or **Save File** as per the requirement.
6. Click the **OK** button.

6.2. Failed Rakuten Orders Import Log

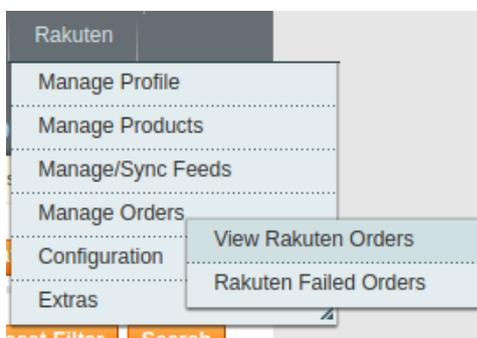
The users can view the list of failed Rakuten orders on the Failed Rakuten Orders Import Log page.

Orders cannot be imported from Rakuten due to the following conditions:

- If any product in the Rakuten Order is Out of Stock in Magento.
- If any product in the Rakuten Order is disabled in Magento.
- If any Product does not exist in Magento or is deleted from Magneto after uploading on Rakuten.
- If the selected Payment Method in Rakuten System Configuration Setting is not available in Magento.

To view Rakuten failed orders

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



3. Point to the **Manage Orders** menu, and then click **View Failed Orders**.
The **Failed Rakuten Orders Import Log** page appears as shown in the following figure:

Failed Rakuten Orders Import Log Clear Failed Import Order Logs

Page 1 of 1 pages | View 20 per page | Total 2 records found Reset Filter Search

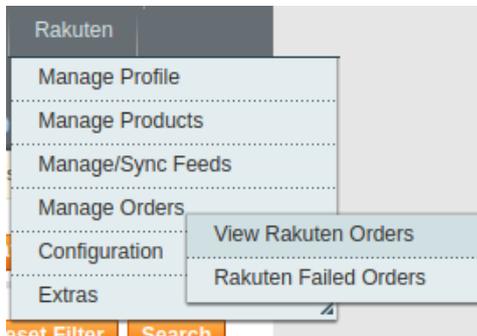
Select Visible | Unselect Visible | 0 items selected Actions Submit

ID	Rakuten Reference Order ID	Merchant order ID	Reason to failed
2	52414	0052414-181115-1844423200	Product SKU CS027-U000L Not Found on the site or sku has been changed!
1	52414	0052414-181102-1249315483	Fail To Create Order Due to Error Notice: Undefined index: stateName in /opt/xampp5.6/htdocs/rakuten/app/code/community/Ced/Rakuten/Model/Observer.php on line 718

This page displays the failed orders with the order id and the reason for the failure.

To clear failed import order logs

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



3. Point to the **Manage Orders** menu, and then click **View Failed Orders**.
The **Failed Rakuten Orders Import Log** page appears as shown in the following figure:

Failed Rakuten Orders Import Log Clear Failed Import Order Logs

Page 1 of 1 pages | View 20 per page | Total 2 records found Reset Filter Search

Select Visible | Unselect Visible | 0 items selected Actions Submit

ID	Rakuten Reference Order ID	Merchant order ID	Reason to failed
2	52414	0052414-181115-1844423200	Product SKU CS027-U000L Not Found on the site or sku has been changed!
1	52414	0052414-181102-1249315483	Fail To Create Order Due to Error Notice: Undefined index: stateName in /opt/xampp5.6/htdocs/rakuten/app/code/community/Ced/Rakuten/Model/Observer.php on line 718

4. Click the **Clear Failed Import Order Logs** button.
All the logs are deleted.

To delete selected failed import order log

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



3. Point to the **Manage Orders** menu, and then click **View Failed Orders**.

The **Failed Rakuten Orders Import Log** page appears as shown in the following figure:

Failed Rakuten Orders Import Log Clear Failed Import Order Logs

Page 1 of 1 pages | View 20 per page | Total 2 records found Reset Filter Search

Select Visible | Unselect Visible | 1 items selected Actions Submit

ID	Rakuten Reference Order ID	Merchant order ID	Reason to failed
<input checked="" type="checkbox"/>	2 52414	0052414-181115-1844423200	Product SKU CS027-U000L Not Found on the site or sku has been changed!
<input type="checkbox"/>	1 52414	0052414-181102-1249315483	Fail To Create Order Due to Error Notice: Undefined index: stateName in /opt/xampp/5.6/htdocs/rakuten/app/code/community/Ced/Rakuten/Model/Observer.php on line 718

Delete

4. Select the check boxes of the required logs.

5. In the **Actions** list, click **Delete**.

6. Click the **Submit** button.

A confirmation dialog box appears.

7. Click the **OK** button.

7. Extras

Admin can view the following details using the Extras menu:

- Tophatter Category listing
- Tophatter Cron Details
- Tophatter Knowledge Base

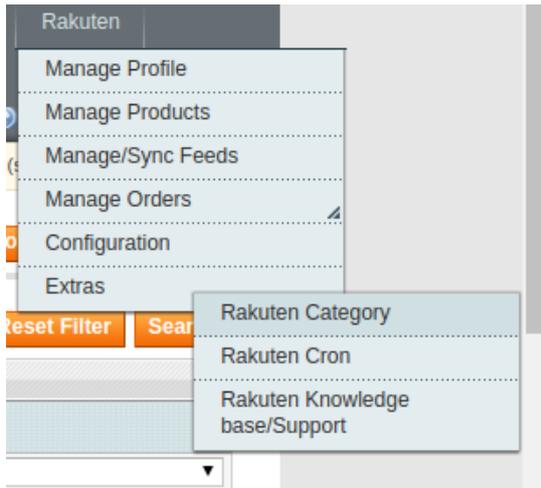
7.1. Rakuten Category

To view Rakuten Categories list

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

2. On the top navigation bar, point to the Rakuten menu.

The menu appears as shown in the following figure:



- Point to the **Extras** menu, and then click **Rakuten Category**.
The **Rakuten Category** page appears as shown in the following figure:

Tophatter Category Listing Sync Category Sync Attribute

Page 1 of 11 pages | View 20 per page | Total 203 records found Reset Filter Search

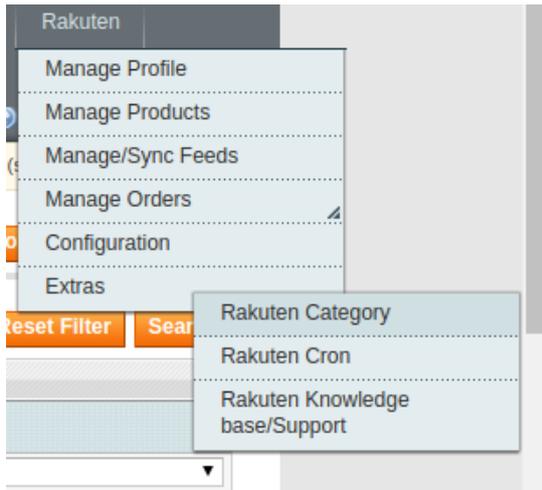
Name	Action
Accessories Bags Clutches & Evening Bags	▼
Accessories Bags Crossbody	▼
Accessories Bags Satchels	▼
Accessories Bags Shoulder Bags & Hobos	▼
Accessories Bags Totes & Backpacks	▼
Accessories Bags Weekenders & Duffles	▼
Accessories Bags Other	▼
Accessories Sunglasses	▼
Accessories Watches	▼
Accessories Wallets	▼
Accessories Wristlets	▼
Accessories Other Accessories Scarves	▼
Accessories Other Accessories Keychains	▼
Accessories Other Accessories Hats	▼
Accessories Other Accessories Hair Accessories	▼
Accessories Other Accessories Electronic Accessories	▼
Accessories Other Accessories Belts	▼
Accessories Other Accessories Ties	▼

All the Rakuten categories are listed on this page.

7.2. Rakuten Cron

To view the Rakuten Cron Details

- Go to the **Magento Admin** panel.
- On the top navigation bar, point to the **Rakuten** menu.
The menu appears as shown in the following figure:



3. Point to the **Extras** menu, and then click **Rakuten Cron**.
The **Rakuten Cron Status** page appears as shown in the following figure:

Rakuten Cron Status

Page 1 of 11 pages | View 20 per page | Total 214 records found Reset Filter Search

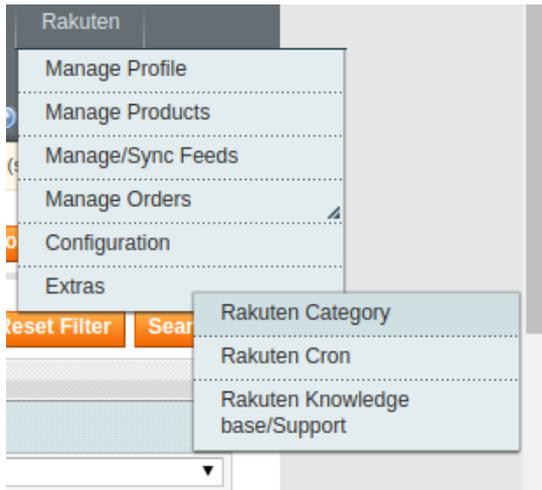
ID	Job Code	Status	Messages	Created At	Scheduled At	Executed At	Finished At
4571	walmartorder_cron	pending		2018-05-03 13:45:02	2018-05-03 14:00:00		
4572	walmart_invupdate	pending		2018-05-03 13:45:02	2018-05-03 13:52:00		
4573	walmart_invupdate	pending		2018-05-03 13:45:02	2018-05-03 14:00:00		
4575	walmart_invupdate_custom	pending		2018-05-03 13:45:02	2018-05-03 13:54:00		
4576	walmart_invupdate_custom	pending		2018-05-03 13:45:02	2018-05-03 14:00:00		
89294	bestbuy_sync_order	pending		2018-05-25 10:15:03	2018-05-25 10:30:00		
293273	houzz_invupdate_custom	running		2018-07-15 17:15:07	2018-07-15 17:18:00	2018-07-15 17:20:08	
299374	newsletter_send_all	running		2018-07-17 10:45:27	2018-07-17 10:45:00		
548268	newegg2b2border_cron	pending		2018-09-14 15:15:02	2018-09-14 15:20:00		
548269	newegg2b2border_cron	pending		2018-09-14 15:15:02	2018-09-14 15:30:00		
548271	newegg2binventory_cron	pending		2018-09-14 15:15:02	2018-09-14 15:30:00		
761327	houzzorder_cron	pending		2018-10-31 06:15:03	2018-10-31 06:20:00		
761328	houzzorder_cron	pending		2018-10-31 06:15:03	2018-10-31 06:20:00		

If the Cron details are available, then they are listed on this page.

7.3. Rakuten Knowledge Base / Support

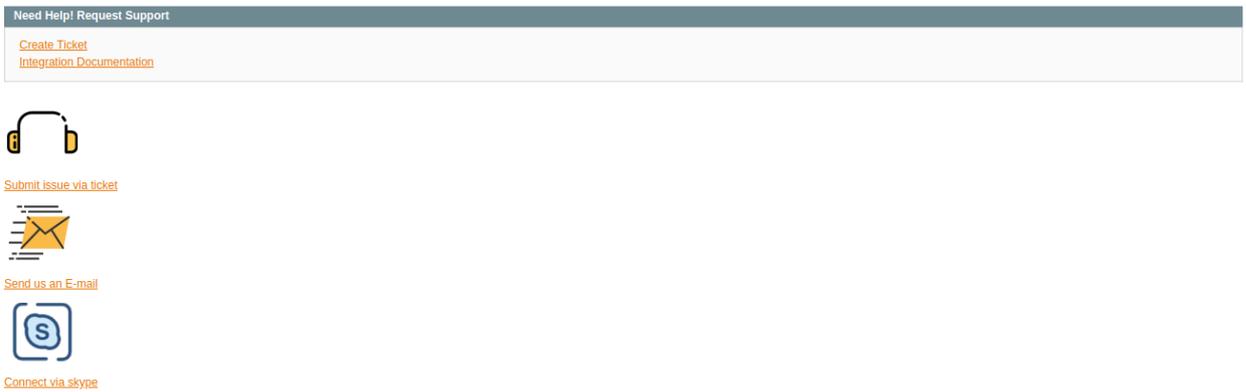
To view the knowledge base links

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



3. Point to the **Extras** menu, and then click **Rakuten Knowledge base/Support**.

The page appears as shown in the following figure:



Displays the link to help the Magento store owners to raise a ticket and get the queries resolved if required.