Rakuten France Integration For Magento

by CedCommerce Products Documentation

1. Overview

Rakuten France is a child company of Rakuten which is an e-commerce company based in Japan. Rakuten has a wide range of coverage and is present in 25 countries across the globe. Rakuten has collaborated with more than 40 companies and services to provide the best eCommerce experience to customers and sellers.

The Rakuten France Integration for Magento extension helps admin to synchronize the orders, products, pricing, and inventory through establishing the interaction between the **Rakuten France's** API and the Magento store.

The Magento store owner can also manage the **Rakuten France** orders on the Magento stores without making any significant changes in the operational functionalities.
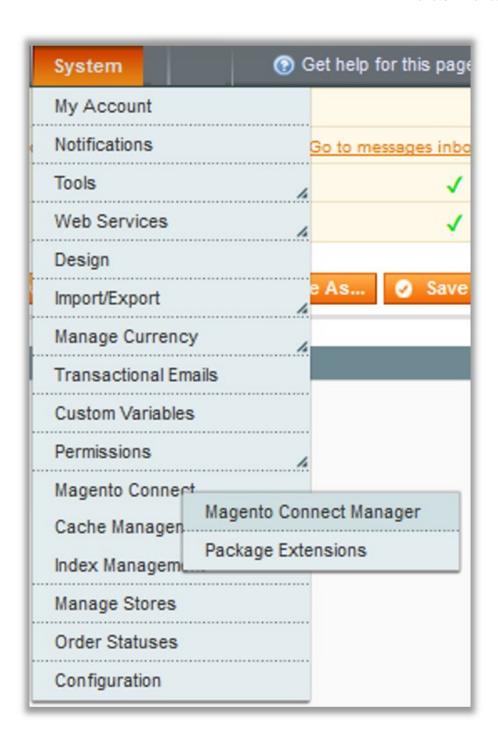
Key Features of Rakuten France Integration Extension by CedCommerce:

- **Bulk Upload System:** Bulk product upload service from cedcommerce is your ultimate solution to be spared from hassles of operational overload in product uploading.
- **Profile-based product upload:** It allows the admin to upload their product to profile based on Rakuten France Marketplace.
- **Stock Update:** Stocks are updated automatically on both ends as stock status updated in your local shop or as an order is marked shipped by Rakuten Fr.
- **Order Management:** The orders can be easily acknowledged or canceled through the centralized order management system.
- **Automated Synchronization:** Auto synchronization of the product listing, order, inventory, return and refund, and pricing at regular intervals is established between Magento and fr.shopping.rakuten.com.
- **Crons Updates:** Crons automate the process of Price, Inventory and Order management.
- **Return And Refunds:** Refunds are processed back to the original payment method used to purchase the order. Refund is also possible through extension.
- **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 is rejected.
- **Notification Errors:** If any error occurs, there is a feed error feature helping you to know what the error is.

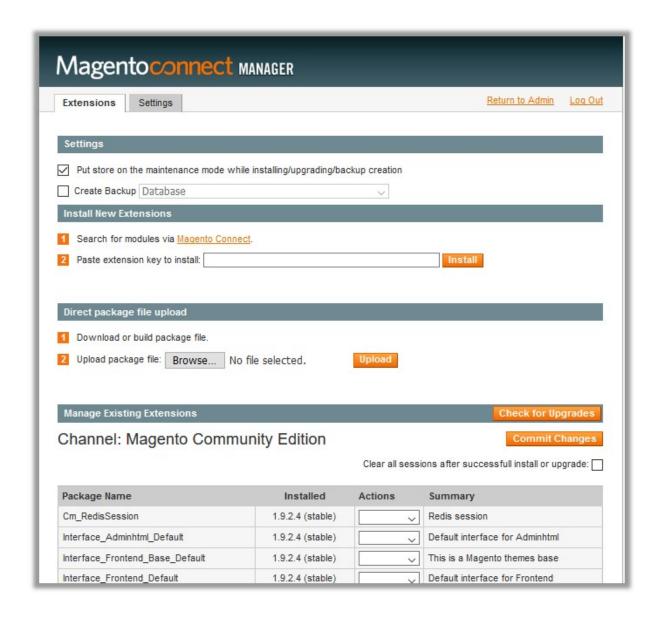# 2. Rakuten Fr Magento Integration Extension Installation

To install the extension follow the given steps:

1. Go to the **Magento Admin Panel.**
2. On top, you will find a navigation bar. Point to the **System** menu. You will see a drop-down menu like this,

3. Point to the **Magento Connect** menu, and then click on **Magento Connect Manager**.
   The page then appears as shown in the following figure:
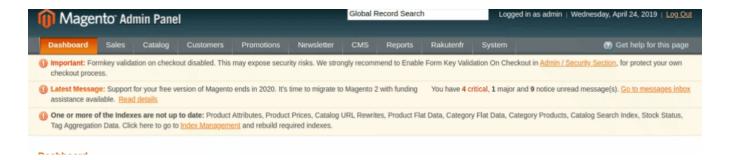
4. Scroll down to the **RakutenFr_Integration** Package.

5. In the **Actions** column, select the **Install** option from the list.

6. Click the **Commit Changes** button.

7. Auto-scroll console contents screen appears and the extension is installed after the process.

3. Rakuten France Configuration Settings

After installing the extension, you need to move to the configuration settings.

To set up the configuration settings in the Magento Admin panel

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

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

- The Menu opens up as shown in the figure:

- Click on **Configuration**
- The Rakuten France Configuration page opens up:

- Click the **Rakutenfr Settings** tab.
  The tab is expanded and the relevant field appears under the **Rakutenfr Settings** section.
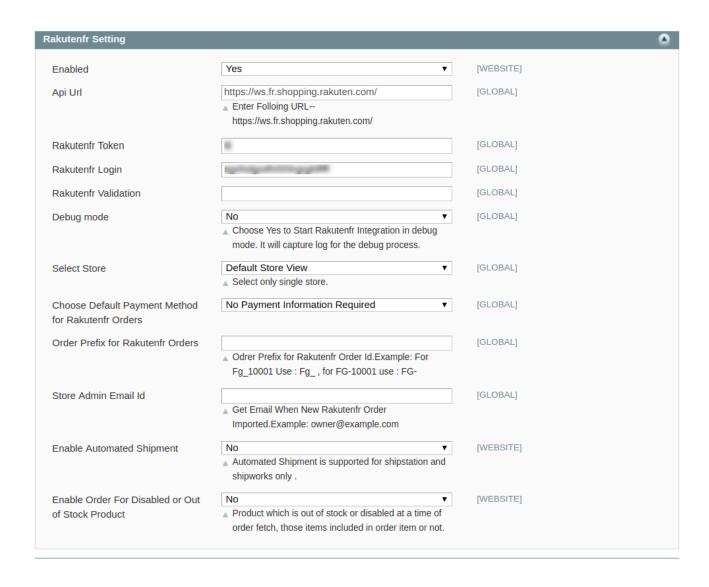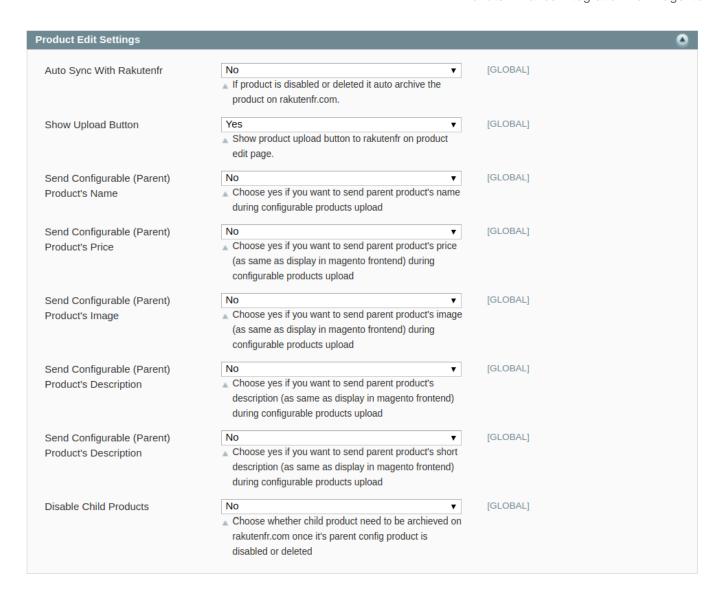
Under **Rakutenfr Settings**, do the following steps:

- In the **Enabled** list, select **Yes** to enable the extension features.
- In the **API Url** enter the Following URL- https://ws.fr.shopping.rakuten.com/
- In the **Rakutenfr Token,** enter the seller token that you are provided by Rakuten France once you register yourself with its seller panel.
- In Rakutenfr Login, Enter the login credentials of your Rakuten seller panel.
- The **Rakuten Validation** gets automatically filled as validated or invalid.
- Choose Yes in the **Debug Mode**. By doing so the extension will start capturing the log for the debug process.
- In the **Select Store,** choose the store from where you want your products to be integrated into the Rakuten marketplace.
- In the **Choose Default Payment Method for Rakutenfr Orders** list, select **Rakutenfr.com**.
- In the **Order Prefix for Rakutenfr Orders** select the Order Prefix for Rakuten Order Id. This is for your own recognization. For example, you can use the prefix "ON" in front of the order id. The product can be identified as RAK46468.
- In the **Store Admin Email Id** box, enter the email Id on which you want to receive a mail whenever an order is placed for your product, on Rakuten.
- Through this extension, sellers can **Enable Automated Shipment** which is supported for Shipstation and Shipworks by selecting Yes.
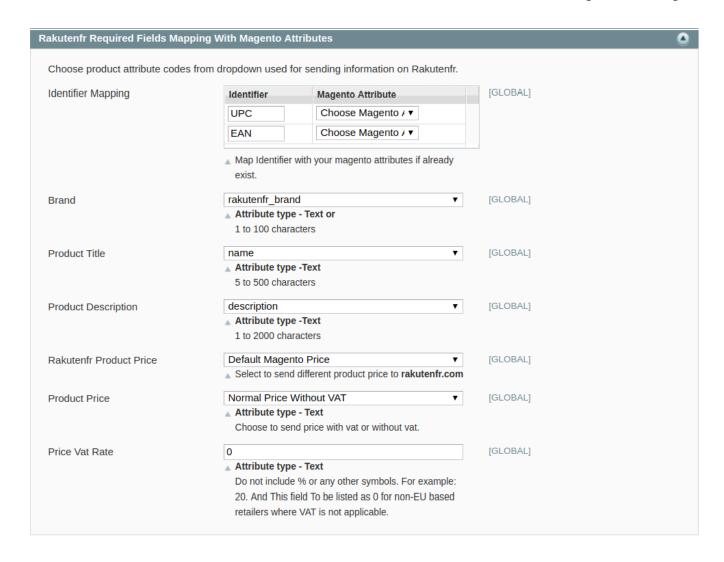
- In **Enable Order For Disabled or Out of Stock Product,** choose Yes if you wish to sell the items which are out of stock or disabled at a time of order fetch.
- Click on **Save Config** to save the details that you have entered.

- Now move to Rakuten France Cron Management.
- Click on the tab and the additional menu appears as shown:

Rakutenfr Cron Management

Cron Chunk Size   100 ▼   [GLOBAL]
△ Select chunk size for cron jobs to sync product on
rakutenfr.com

- In **Cron Chunk Size** enter the chunk size for the cron jobs to sync product on **rakutenfr.com**

- Now click on the **Product Edit Settings**, and the section expands as:

Product Edit Settings

Auto Sync With Rakutenfr	No ▼	[GLOBAL]
	⚠ If product is disabled or deleted it auto archive the product on rakutenfr.com.	
Show Upload Button	Yes ▼	[GLOBAL]
	⚠ Show product upload button to rakutenfr on product edit page.	
Send Configurable (Parent) Product's Name	No ▼	[GLOBAL]
	⚠ Choose yes if you want to send parent product's name during configurable products upload	
Send Configurable (Parent) Product's Price	No ▼	[GLOBAL]
	⚠ Choose yes if you want to send parent product's price (as same as display in magento frontend) during configurable products upload	
Send Configurable (Parent) Product's Image	No ▼	[GLOBAL]
	⚠ Choose yes if you want to send parent product's image (as same as display in magento frontend) during configurable products upload	
Send Configurable (Parent) Product's Description	No ▼	[GLOBAL]
	⚠ Choose yes if you want to send parent product's description (as same as display in magento frontend) during configurable products upload	
Send Configurable (Parent) Product's Description	No ▼	[GLOBAL]
	⚠ Choose yes if you want to send parent product's short description (as same as display in magento frontend) during configurable products upload	
Disable Child Products	No ▼	[GLOBAL]
	⚠ Choose whether child product need to be archieved on rakutenfr.com once it's parent config product is disabled or deleted	

- In **Auto Sync With Rakutenfr**, select yes to automatically synchronize products between your store and Rakuten France Marketplace.
- In **Show Upload Button,** select Yes to enable the Product Upload button on the profile page.
- In **Send Configurable (Parent) Product's Name,** Choose yes if you want to send parent product's name during configurable products upload.
- In **Send Configurable (Parent) Product's Price**, Choose yes if you want to send parent product's price (as same as display in Magento frontend) during configurable products upload.
- In **Send Configurable (Parent) Product's Image**, Choose yes if you want to send parent product's image (as same as display in Magento frontend) during configurable products upload.
- In **Send Configurable (Parent) Product's Description,** Choose yes if you want to send parent product's description (as same as display in Magento frontend) during configurable products upload.
- In **Disable Child Products**, Sellers can Choose whether child product need to be archived on rakutenfr.com once it's parent config product is disabled or deleted.
- Now Click on **Rakutenfr Required Fields Mapping With Magento Attributes** and the section expands as:

- In **Identifier Mapping** section, Choose product attribute codes from dropdown used for sending information on Rakutenfr.
- Map the required identifier with the desired Magento Attribute.
- In the **Brand menu**, select the desired store attribute for the brand.
- Same is the case with **Product Title, Product Description,** and **Product Price.**
- In the **Product Price,** select whether you want to apply the VAT in the final product price.
- In the **Price Vat Rate,** enter the rate at which you wish to apply the VAT. Be careful not to include % or any other symbols. If you are applying 15% VAT then enter 15.
- Click on **Save Config** to save the entered details.

4. Manage Rakuten France Proflies

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 France 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

4.1. Add a New Profile

To add a new profile

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the **Rakutenfr** tab:

3. Then point to the **Manage Profiles** menu.
   The menu appears as shown in the following figure:

4. Click **Manage Profiles**. The Rakuten France profile listing page appears as shown:

5. Click the **Add New Profile** button as shown in the figure:

Rakutenfr Profile Listing

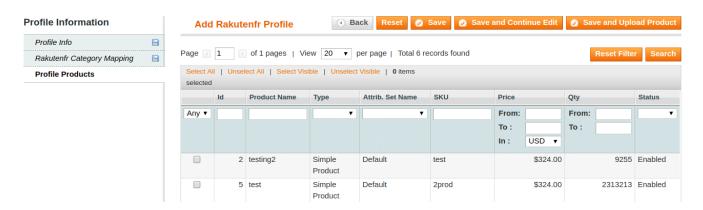6. A new page opens up and In the right panel, under **Profile Information**, do the following steps:

1. 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.
2. In the **Profile Name** box, enter the name of the profile.
   Note: Use the unique name to identify the profile.
3. In the **Status** list, select **Active** to enable the profile.
   Note: The Inactive option disables the profile.

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

7. In the left navigation panel, click the **RakutenFr Category Mapping** menu. The page appears as shown in the following figure:

1. In the right panel, go to the **Rakutenfr Category Mapping** section.
2. In the **Category** list, select the required **Rakuten France** category that the admin wants to map. Depending upon the selected category, the **Rakuten France** and the **Magento** attributes appear under the **Rakuten France / Magento Attribute Mapping (Required/ Optional mapping)** section, if exist.

3. Go to the **Rakuten France / Magento Attribute Mapping (Variant attribute mapping)** section. Map the configurable attributes to Magento attributes.

4. Click **Save and Continue Edit** button.

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

- All the products assigned to the profile are listed in this table.

9. Click the **Reset Filter** button. All the products are listed in the table.

- Select the check boxes associated with the required products to assign them to the new profile.
    Note: Admin can assign the product to only one profile.

10. Click the **Save** button. The created profile is saved and listed on the **Rakuten France 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 France**.
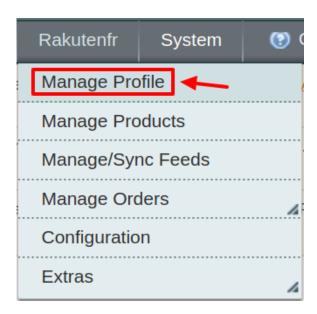The assigned products are listed on the **Product Manager** page and the success message appears:

4.2. Edit the Existing Profile

To edit the existing profile

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the **Rakuten France** tab, and then point to the **Manage Profiles** option and click on it. The menu appears as shown in the following figure:

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

- On this page, all the available profiles are listed.

4. Click the required row of the profile that the admin wants to edit.
OR
In the **Action** column, click the arrow button, and then click **Edit Profile**.
The **Edit Rakuten France Profile** page appears.

5. Make the changes as per requirement.

6. Click the **Save** button.
The edited profile is saved and listed on the **Rakuten France 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
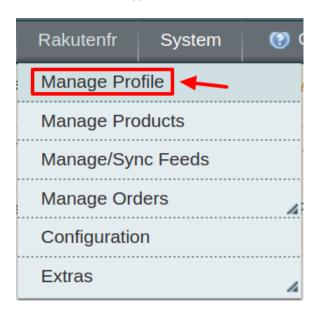RakutenFr.com.
The assigned products are listed on the **Product Manager** page.

4.3. Delete A Profile

To delete an existing profile

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the Rakuten France tab, and then point to the **Manage Profiles** menu.
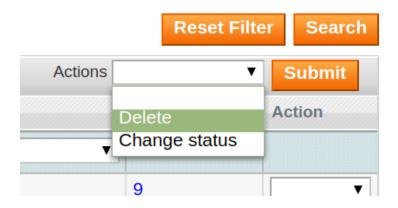   The menu appears as shown in the following figure:

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

1. On this page, all the available profiles are listed.

4. Click the required row of the profile that the admin wants to delete.
OR
In the **Action** column, click the arrow button, and then click **Delete**. Confirm your action in the dialog box by
clicking ok.

5. The profile is deleted and the success message appears

5. Manage Rakuten France Products

On the **Product Manager** page, the admin can perform the following tasks:

- View and edit the product information
- Upload a single product
- View the error log if any error exists in any product details
- Submit certain actions on the selected products
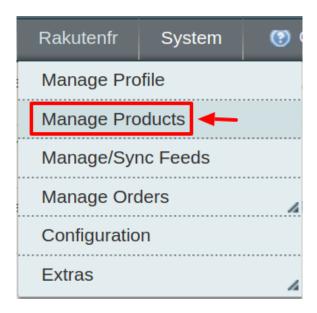
5.1. Bulk Actions On Products

The admin can perform the following actions on the selected products available on the **Product Manager** page:

- **Validate Selected Product(s)**: Validates the product before uploading it to the Rakuten France website. It displays the corresponding validation error if any. If there is no error, it confirms that the product is ready to upload.
- **Validate and Upload Product(s)**: Uploads all the validated products on Rakuten France at one time. It means, the user can upload all the validated products in one click.
- **Sync Rakuten France Item Status:** Update and sync the current status of the products from your Magento store to Rakuten France.
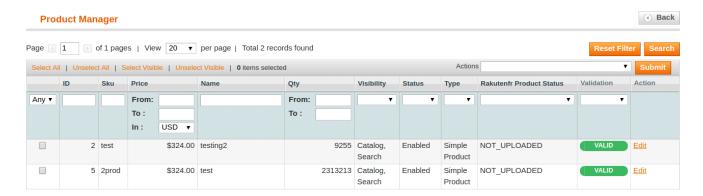- **Sync Inventory Offer(s):** Update and synchronize the inventory offers in an instant.

To validate Products

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the RakutenFr tab, and then point to the **Manage Products** menu.
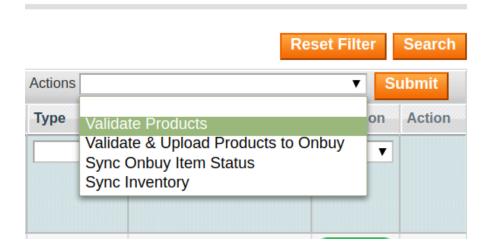   The menu appears as shown in the following figure:

3. Click **Manage Products**. The Rakuten France Product Manager listing page appears as shown:

4. Select the Products which you wish to validate from the check boxes associated with it on the left.

5. Now click on the Actions on the box on the top right column and the section expands as:

6. Click on the Validate Product(s) and click on the submit button.

7. A confirmation message appears confirming the validation successful.
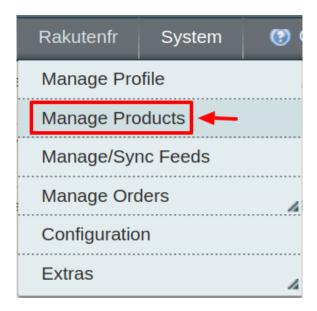

Note: By validating products the product feed is successfully sent to the Rakuten France marketplace. After confirmation, the products are successfully created. Now you wish to move the uploading these products.

To Validate and Upload Products:

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the RakutenFr tab, and then point to the **Manage Products** menu.
   The menu appears as shown in the following figure:

3. Click **Manage Products**. The Rakuten France Product Manager listing page appears as shown:

4. Select the Products which you wish to validate from the check boxes associated with it on the left.

5. Now click on the Actions on the box on the top right column and the section expands as:

6. Click on the **Validate & Upload Product(s) to Rakuten France** and click on the submit button.

7. A confirmation message appears confirming the validation successful.

To Sync Rakuten France Item Status:

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the RakutenFr tab, and then point to the **Manage Products** menu.
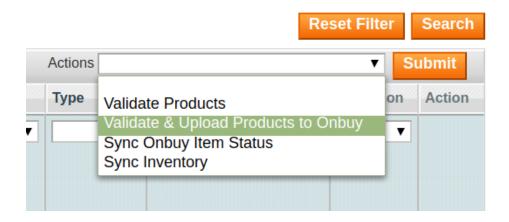   The menu appears as shown in the following figure:

3. Click **Manage Products**. The Rakuten France Product Manager listing page appears as shown:

Product Manager

Page ◄ 1 ► of 1 pages | View 20 ▾ per page | Total 2 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	Rakutenfr Product Status	Validation	Action
Any ▾			From: [ ] To : [ ] In : USD ▾	[ ]	From: [ ] To : [ ]	[▾]	[▾]	[▾]	[▾]	[▾]	
☐	2	test	$324.00	testing2	9255	Catalog, Search	Enabled	Simple Product	NOT_UPLOADED	VALID	Edit
☐	5	2prod	$324.00	test	2313213	Catalog, Search	Enabled	Simple Product	NOT_UPLOADED	VALID	Edit

4. Select the Products which you wish to validate from the check boxes associated with it on the left.

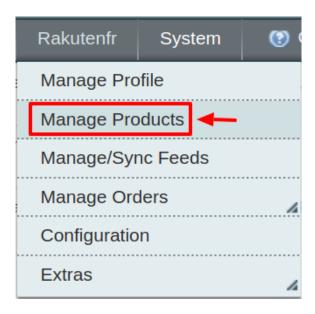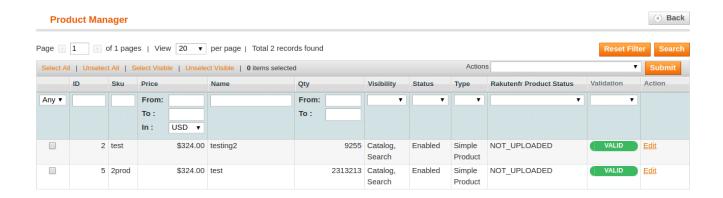5. Now click on the Actions on the box on the top right column and the section expands as:

6. Click on the **Sync Rakuten France Item Status** and click on the submit button.

7. A confirmation message appears confirming the synchronization successfully.

To Sync Inventory:

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the RakutenFr tab, and then point to the **Manage Products** menu.
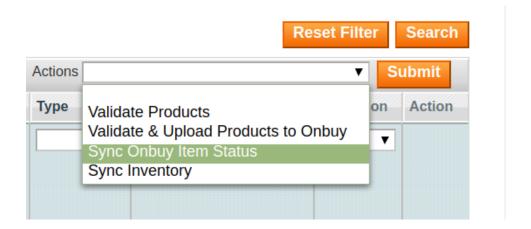   The menu appears as shown in the following figure:

3. Click **Manage Products**. The Rakuten France Product Manager listing page appears as shown:

4. Select the Products which you wish to validate from the check boxes associated with it on the left.

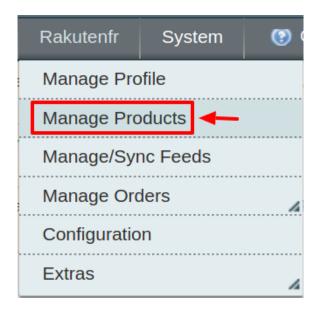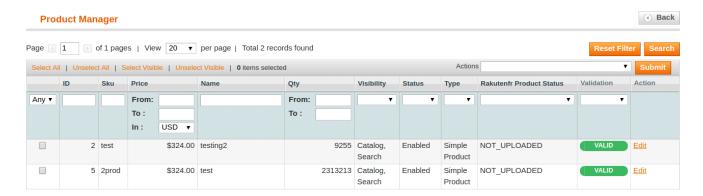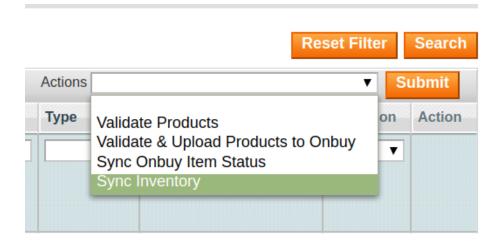5. Now click on the Actions on the box on the top right column and the section expands as:

6. Click on the **Sync Inventory** and click on the submit button.

7. A confirmation message appears confirming the synchronization to be successful.
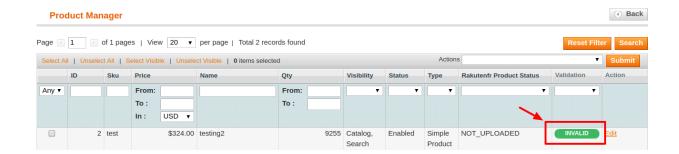
5.2. View Error Log and Validation Error
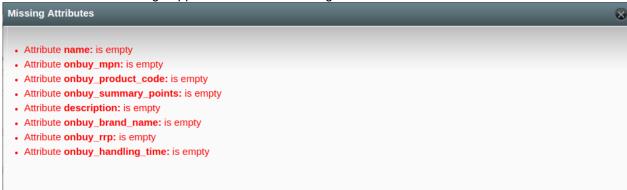
To View the error log

1. On the **Rakutenfr** menu click on the **Manage Products**.

2. The **Product Manager** page appears.
3. Scroll down to the required product.
4. In the **Validation** column, click the **INVALID** button.

Product Manager   Back

	ID	Sku	Price	Name	Qty	Visibility	Status	Type	Rakutenfr Product Status	Validation	Action
Any ▼			From: To : In : USD ▼		From: To :	▼	▼	▼	▼	▼	
☐	2	test	$324.00	testing2	9255	Catalog, Search	Enabled	Simple Product	NOT_UPLOADED	INVALID	Edit

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

Select All | Unselect All | Select Visible | Unselect Visible | **0 items selected**

Actions [▼] **Submit**

Reset Filter | Search

The relevant error message appears as shown in the figure.

Missing Attributes ⊗

- Attribute **name:** is empty
- Attribute **onbuy_mpn:** is empty
- Attribute **onbuy_product_code:** is empty
- Attribute **onbuy_summary_points:** is empty
- Attribute **description:** is empty
- Attribute **onbuy_brand_name:** is empty
- Attribute **onbuy_rrp:** is empty
- Attribute **onbuy_handling_time:** is empty

5.3. Edit the Product Information

To view and edit the product information
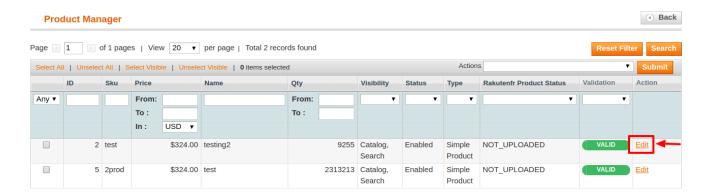
1. Go to the **Rakutenfr menu** and click on **Manage Products.**

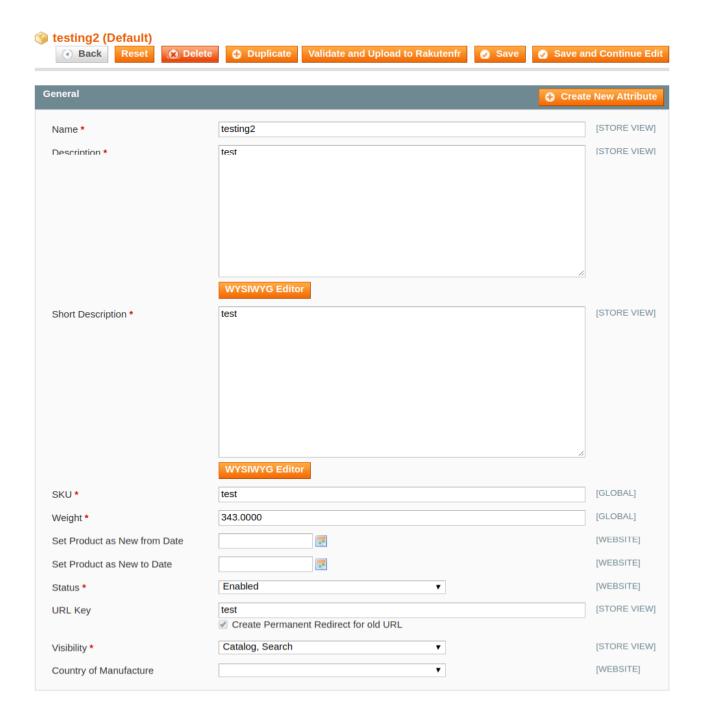| Rakutenfr	System	❓
Manage Profile		
Manage Products ←		
Manage/Sync Feeds		
Manage Orders		
Configuration		
Extras		

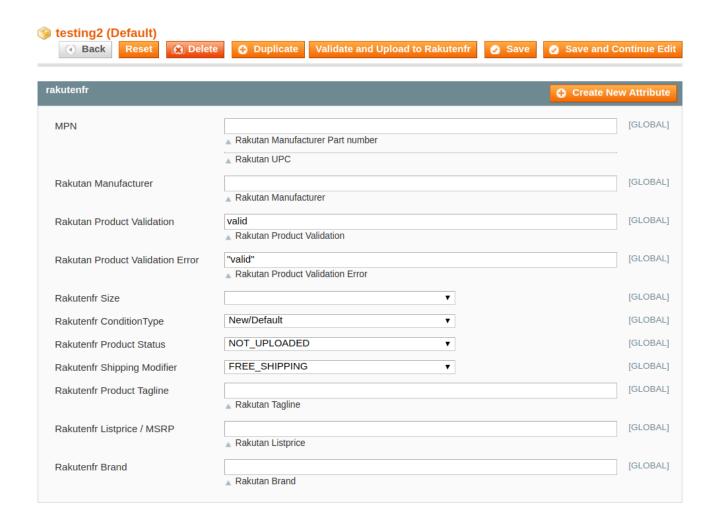2. The **Product Manager** Page will open as shown below:

3. Scroll down to the required product.

4. Click the **Edit** button in the last column named action, adjacent to the product.

The selected product information page appears as shown in the following figure:

🧊 **testing2 (Default)**

◀ Back | Reset | ⊗ Delete | ➕ Duplicate | Validate and Upload to Rakutenfr | ✅ Save | ✅ Save and Continue Edit

General	➕ Create New Attribute

Name * | testing2 | [STORE VIEW]

Description * | test | [STORE VIEW]

WYSIWYG Editor

Short Description * | test | [STORE VIEW]

WYSIWYG Editor

SKU * | test | [GLOBAL]

Weight * | 343.0000 | [GLOBAL]

Set Product as New from Date | | [WEBSITE]

Set Product as New to Date | | [WEBSITE]

Status * | Enabled ▼ | [WEBSITE]

URL Key | test | [STORE VIEW]
☑ Create Permanent Redirect for old URL

Visibility * | Catalog, Search ▼ | [STORE VIEW]

Country of Manufacture | ▼ | [WEBSITE]

5. In the left navigation panel, click the **Rakuten France** menu. The page appears as shown in the following figure:

6. Enter the required information, and then click the **Save** button.

7. To sync the Magento Product with **Rakuten France**, click the **Sync With Rakutenfr** button.

6. Manage Rakuten France Orders

Using the **Manage Orders** menu, the admin can perform the following tasks:

- View Rakuten France Orders
- View Failed Orders

6.1. View Rakuten France Orders

The user can fetch and view all the order details fetched from **Rakuten France**.

To fetch and view Rakuten France Orders

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the **Rakuten France** menu, and then point to
   the **Manage Orders** menu.
   The menu appears as shown in the following figure:

3. Click **View RakutenFr Orders** and the **Rakuten France Orders Details** page appears as shown in the
   following figure:

4. Click the **Fetch Latest Rakuten France Orders** or **Sync All Rakuten France Orders Info** button.

   If the order is imported successfully then, a new record is found in the **Rakuten France Order
   Details** table as shown in the above figure.
   Notes:

   - Orders are automatically imported through CRON every 10 minutes.
   - Whenever the latest orders are imported from Rakuten France, 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.

○ If no Order is imported, then check the Failed order log on the **Failed Rakuten France Orders Import Log** page.

○ Orders are auto-rejected on Rakuten France in the following conditions:
  ▪ When Rakuten France Product SKU does not exist in Magento.
  ▪ When Product is Out of Stock in Magento.
  ▪ When a product is disabled in Magento.

6.2. View Failed Orders

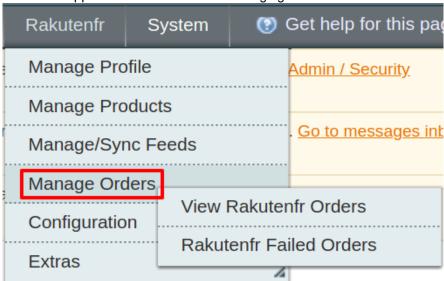The users can view the list of failed Rakuten France orders on the **View Failed Orders** page.

In the following conditions, Orders are not imported from Rakuten France:

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

To view Rakuten France failed orders

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the Rakuten France menu, and then point to the **Rakuten France Orders** menu.
   The menu appears as shown in the following figure:

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

Failed Rakutenfr 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 ↓	Rakutenfr Reference Order ID	Merchant order ID	Reason to failed
Any ▼				
☐	2	123456789		19-04-19 07:41:52 - Product 2prod Is set Out Of Stock
☐	1	123456789		19-04-19 07:22:51 - Product test SKU doesn't exist in your system

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

4. To Clear, all the Log, Click on the button named Clear Failed Import Order Logs on the top right corner.

7. Rakuten France Developer Settings

Under the developer section the admin will be able to perform the following actions:

- Rakuten France Crons
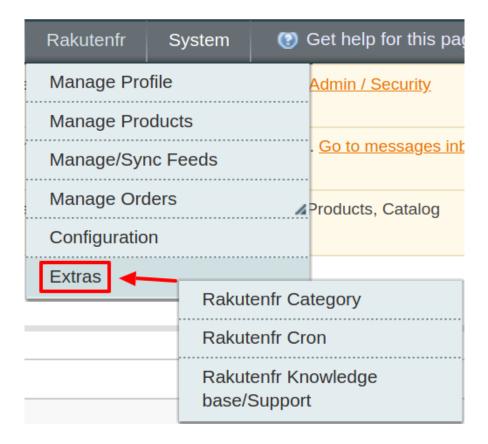- Rakuten France Categories

7.1. Rakuten France Categories

The admin has to Map the Rakuten France Category to the Magento Category to upload products on Rakuten France Marketplace.

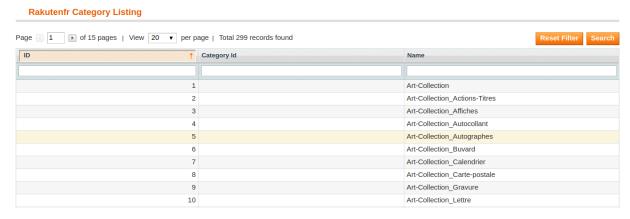*To map the Rakuten France categories to the Magento categories*

1. Go to **Magento Admin Panel**.
2. On the top navigation bar, move the cursor over the Rakuten France menu, and then point to the **Extras** menu.
   The menu appears as shown in the following figure:

3. Click **RakutenFr Category**.
   The **Rakuten France Category Listing** page appears as shown in the following figure:
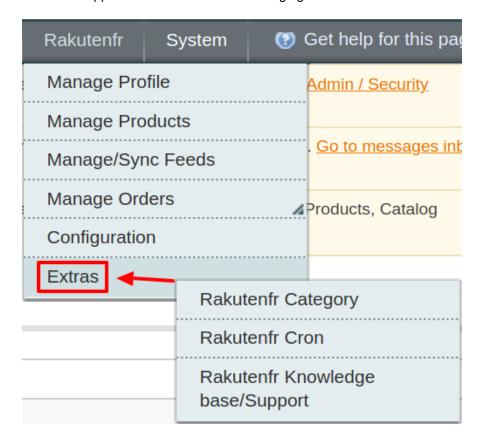

4. On this page, all the **Rakuten France Categories** details are listed.

7.2. Rakuten France Crons
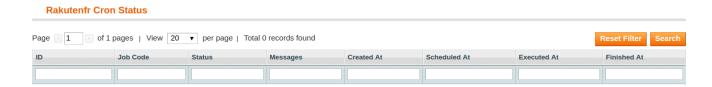
To view the Rakuten France Cron details:

1. Go to the **Magento Admin** panel.
2. On the top navigation bar, move the cursor over the Rakuten France menu.

The menu appears as shown in the following figure:

3. Under Extras, Click **Rakuten France Cron**.
The **Rakuten France Cron Status** page appears as shown in the following figure:

4. All the running crons are listed here.

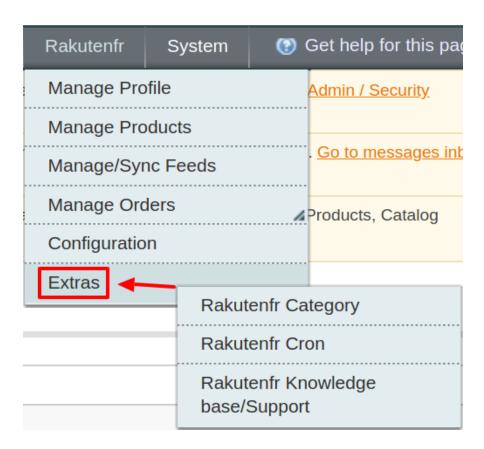## 8. Rakuten France Knowledge base

This page displays a knowledge base link to view and understand the working of the extension properly and get the clarifications on Rakuten France **Integration for Magento**.

To view the Rakuten France Knowledge Base:

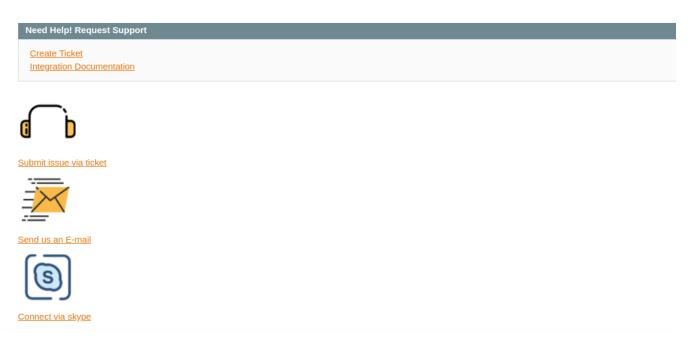   1. Go to the Magento Admin panel.

2. On the top navigation bar, move the cursor over the Rakuten France menu.

The menu appears as shown in the following figure:

3. Click Rakuten France **Knowledge Base/Support.**
The page appears as shown in the following figure:

You can create a ticket in case of any issues or go through the documentation and user guide by clicking on the links.