Rakuten Shopify User Guide

by CedCommerce Products Documentation

1. Overview **3**
2. Onboarding **3**
2.1. Registration **4**
2.2. API Configuration **5**
2.3. Import Products **6**
3. Dashboard **7**
3.1. Products **8**
3.2. Orders **9**
4. Products **11**
4.1. Manage Product **11**
4.2. Product Feed **13**
5. Profiling **14**
6. Orders **17**
7. Help **18**
8. Settings **19**

1. Overview

Rakuten Marketplace Integration App has been developed with a view to helping Shopify sellers easily list and manage their Shopify products on Rakuten.

The app comes with the following features:

1) Seamless Product Listing: Upload your products in a bulk through CSV on Rakuten Marketplace and carry out changes in the product listings – title, description, quantity, etc.

2) Efficient Order Acknowledgement: As soon as you receive orders on Rakuten, the orders are synced with the app and then they are created on Shopify store so that you can easily manage your orders by confirming it on your store.

3) Easy Price Customization: The app makes the task of setting prices for your products easy. You can set the desired prices and adjust them periodically as per requirements.

4) Regular Rakuten Feeds: Get regular notifications from your Marketplace (Rakuten) about the status of your products. This helps you to keep track of successful orders, failed orders, etc.

5) Threshold Inventory Setup: You can set a minimum quantity for your products so that you get updated as soon as your products are on the verge of going out of stock. This will help you from overselling.

6) Auto Cancellation Of Orders: The app automatically cancels the orders as soon as the product has gone out of stock so that you do not receive a warning of “late delivery” for any of your orders.

This doc has an elaborative description to help you through the following:

1) Onboarding process of the app
2) Exploration of the Dashboard
3) Product Management through the app
4) Profiling
5) Order Management through the app
6) Discovering the help section
7) Settings

2. Onboarding

This is the initial step that you need to execute right after installing it to use the app to its full potential.

The Onboarding process of the app comprises of the following three processes:

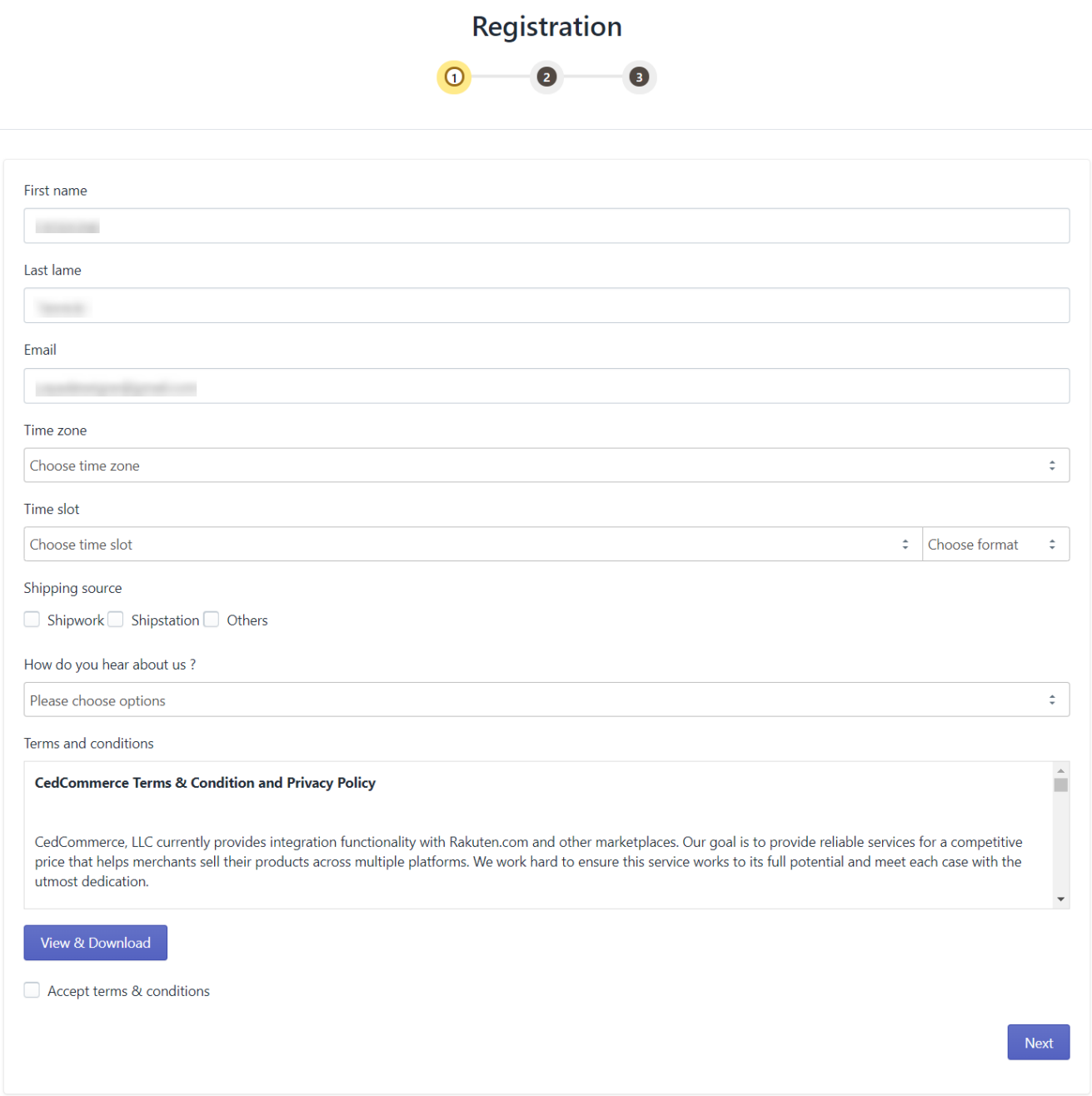
1) Registration

2) API Configuration

3) Import Products

2.1. Registration

This is the first step of the onboarding process, which requires you to fill the following form:

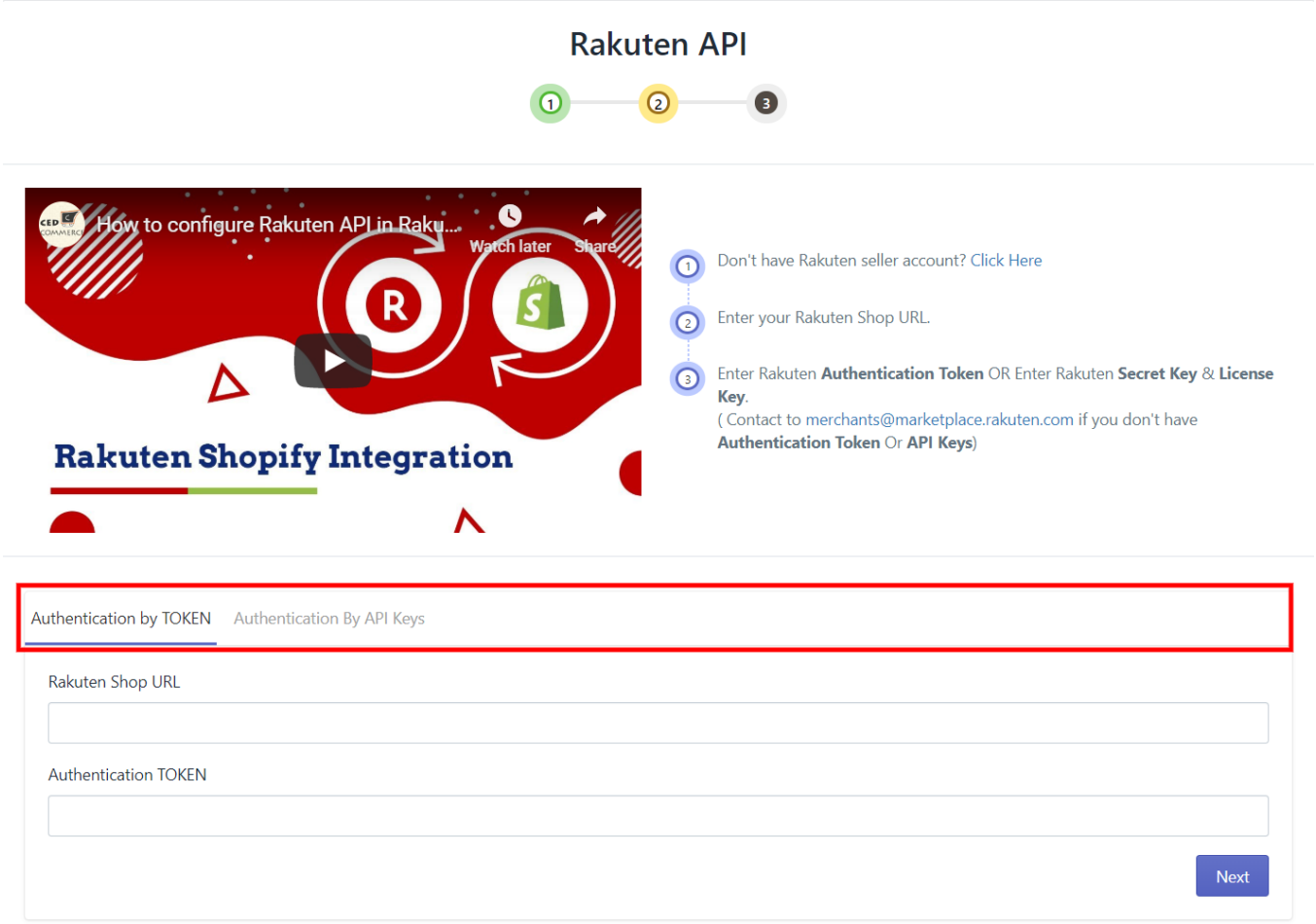


(https://docs.cedcommerce.com/wp-content/uploads/2019/07/registration-page.png)

2.2. API Configuration

In this step, you have to enter the Shop URL & Authentication Token or API Keys provided by Rakuten.

Refer to the screenshot below to view the important fields to be filled:



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/api-config.png)

2.3. Import Products

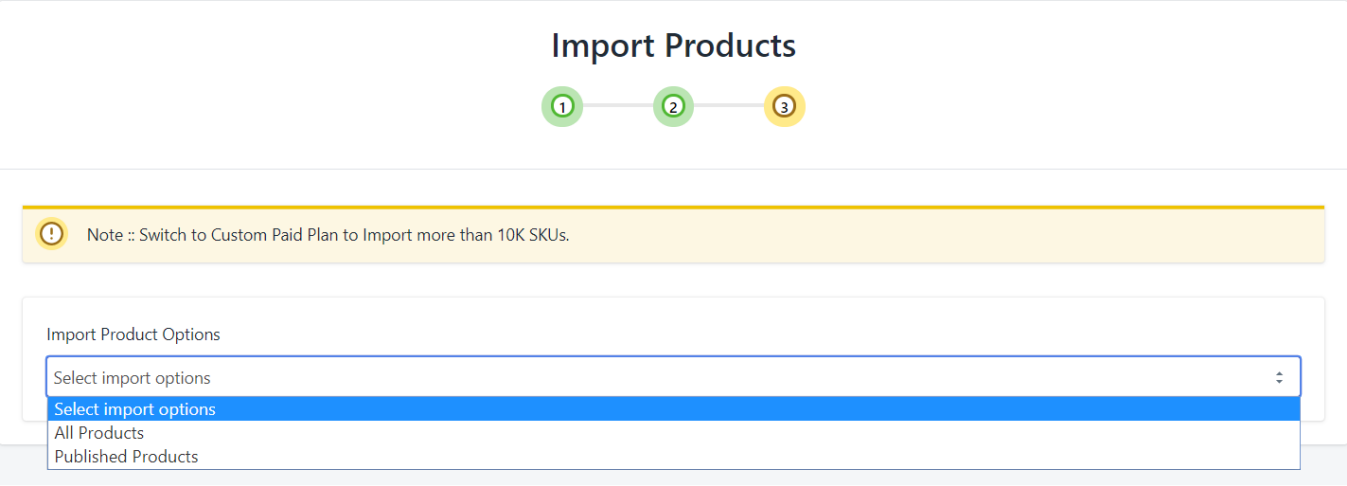
This step helps in bringing the details of the Shopify products to the app.

You can select one of the following options from the dropdown menu:

1) All Products: This imports all the Shopify products to the app.

2) Published Products: This option imports all the Published Shopify products to the app.

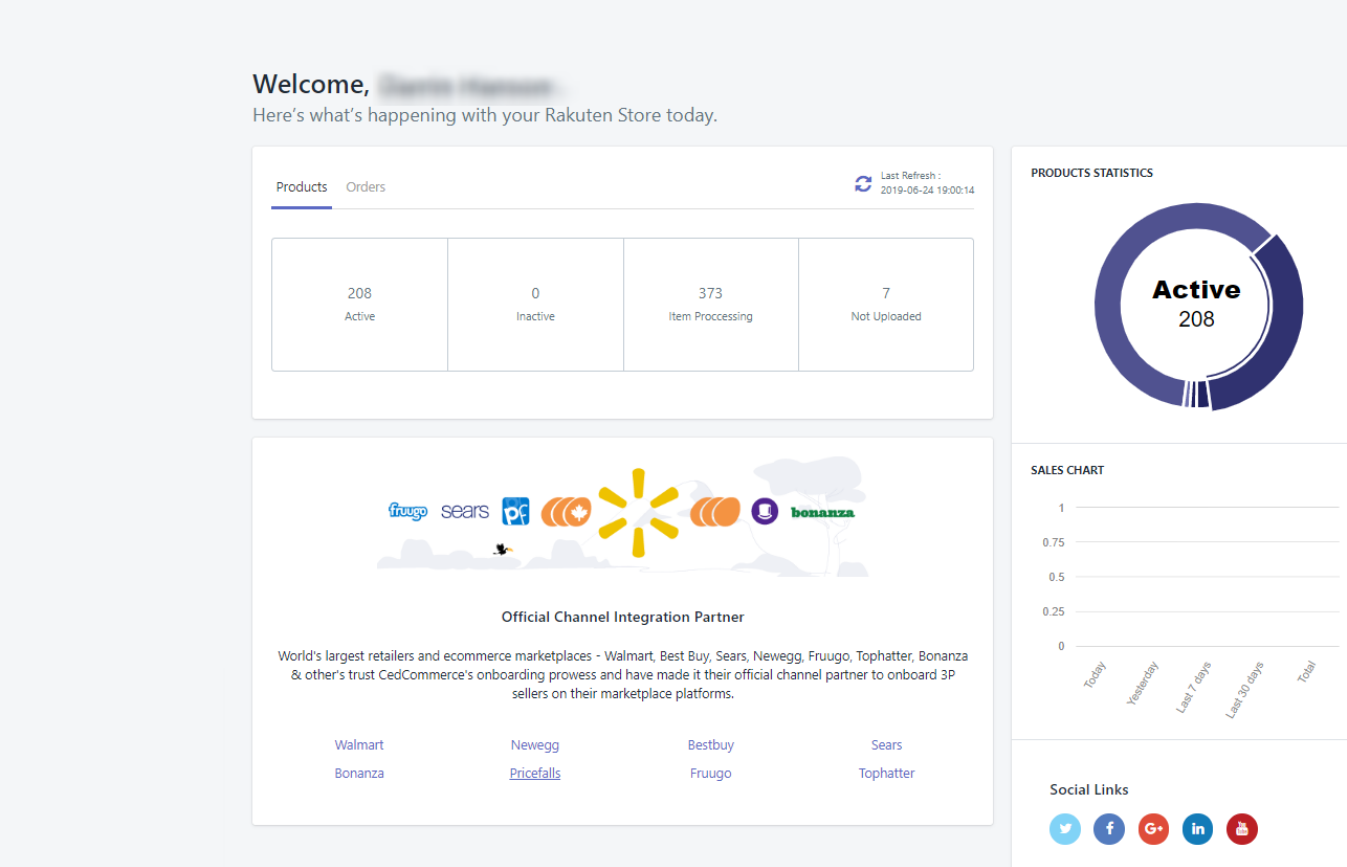
Note: You can import up to 10,000 SKUs for free.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/import-section.png)

3. Dashboard

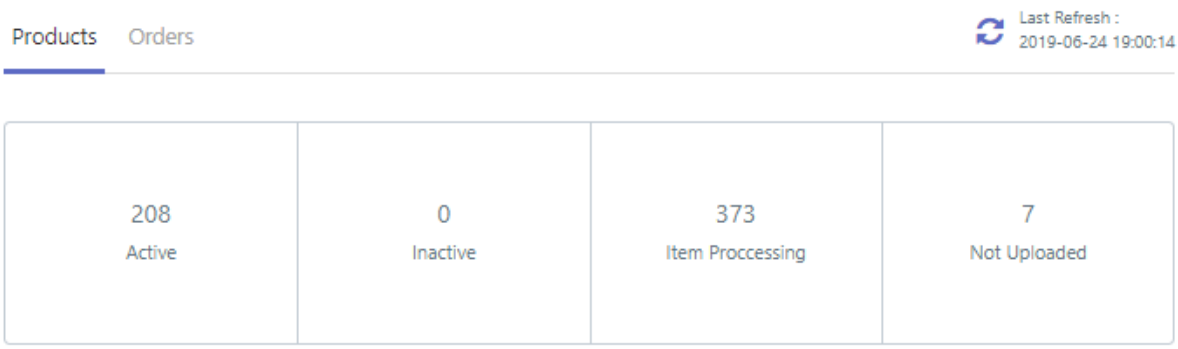
The Rakuten Marketplace Integration has an informative dashboard that gives a complete insight into product & order statistics.
You can also view the sales chart to know how you are actually performing with your products on the Marketplace.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/dashboard-r.png)

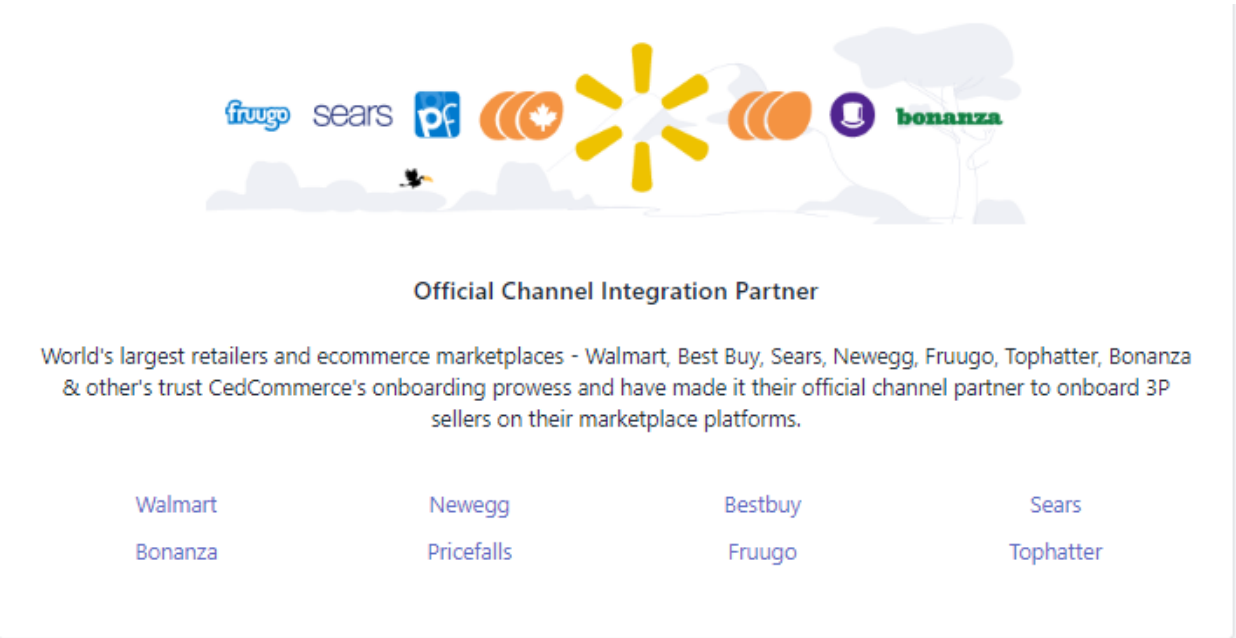
3.1. Products

This section helps you to have complete knowledge of the number of products, falling in each category such as Active, Inactive, Item Processing & Not Uploaded.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/products-r.png)

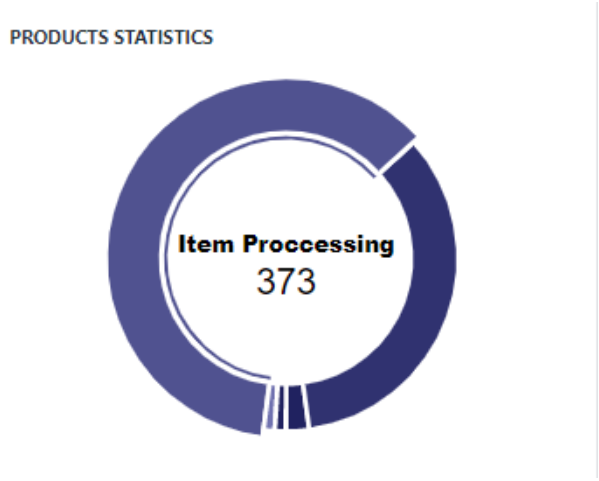
There is also a section to acquaint you with our official partners.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/partners.png)

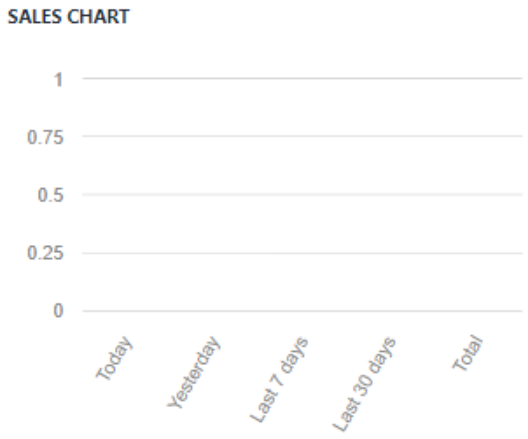
You can view the number of products falling in any of the following categories:

1) Deleted
2) Inactive
3) Not Uploaded
4) Active
5) Item Processing



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/stats.png)

You can view the graph representing your sales record.



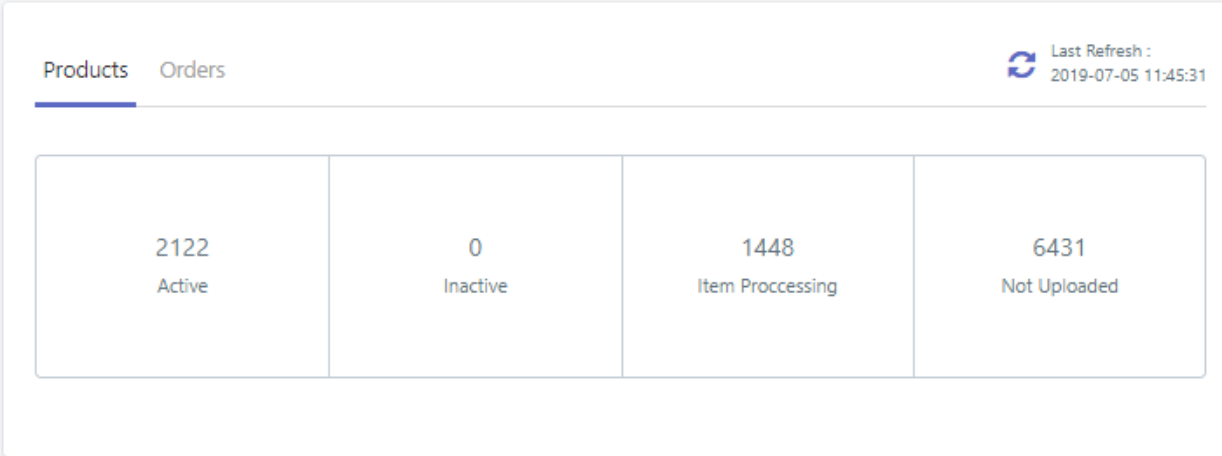
(https://docs.cedcommerce.com/wp-content/uploads/2019/07/sales-chart.png)

Click on the social links to get connected to CedCommerce, in case of any query.

3.2. Orders

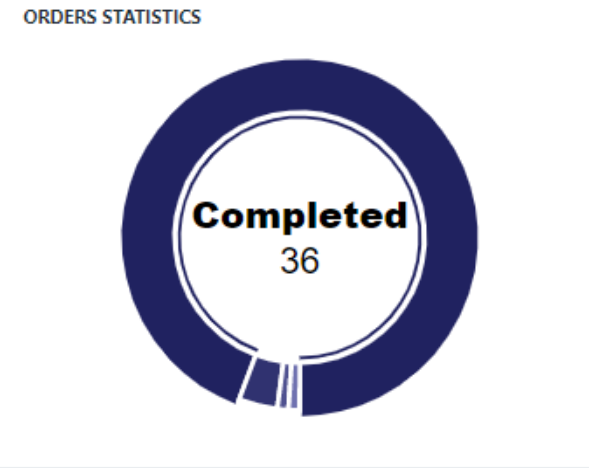
This section provides you the number of the following category of orders:
i) Completed
ii) Awaiting Completion

iii) Not Shipped
iv) Canceled



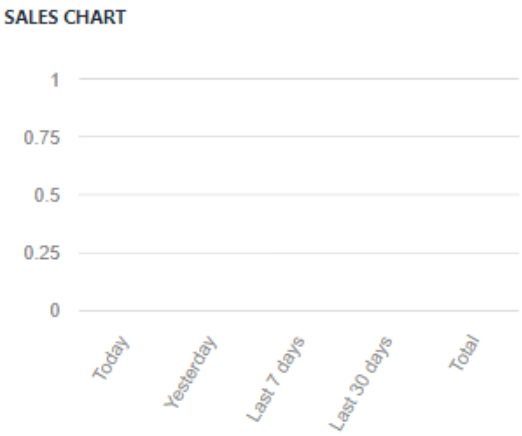
(https://docs.cedcommerce.com/wp-content/uploads/2019/07/order-1.png)

You can also view the number of orders falling in each of the above-mentioned categories by hovering over the different sections of the pie-chart shown below:



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/order-stats.png)

View the sales statistics in the form of a chart.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/order-sales-chart.png)

4. Products

This section helps you to view all the important product details. You can also perform multiple actions on a single product or group of products as desired. Also view the status of products, as available on Rakuten.
In this arena of our solution, you can also view the product feed (id, status, date of creation).

4.1. Manage Product

This section helps you to view the product details, status, etc. You can also perform various actions on products from this section on either bulk products or individual products.

Product Details: This section helps you to view the following relevant details about your product:

1) Product Image: The product image visible is, the one you upload on Shopify.

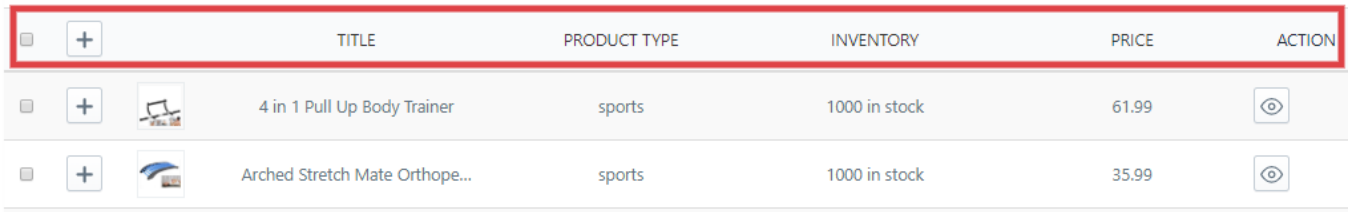
2) Title: See the Product Title as appears on Shopify.

3) Product Type: This displays the product type as updated on Shopify.

4) Inventory: View the number of products, available on Shopify.

5) Price: View the product prices as fetched from your Shopify store.

Note: You can view the following information about the following action icon in the product grid:



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/product-details.png)

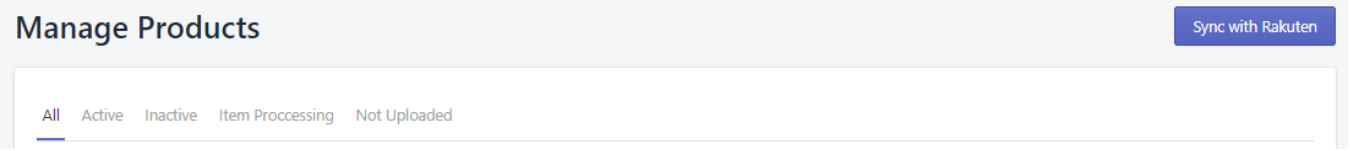
Product Status: These help in identifying the state of the product on Rakuten.
Products can have any one of the following statuses:

1) Active: These are the products which are available for purchase on Rakuten.

2) Inactive: These are the products which are unavailable for purchase on Rakuten.

3) Item Processing: These are the products under review before being live on Rakuten.

4) Not Uploaded: Products that have been imported to the app from Shopify but are not uploaded on Rakuten.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/product-status.png)

Product Action: The actions provided ensure that you can easily upload a product, update the product, carry out synchronization and more.

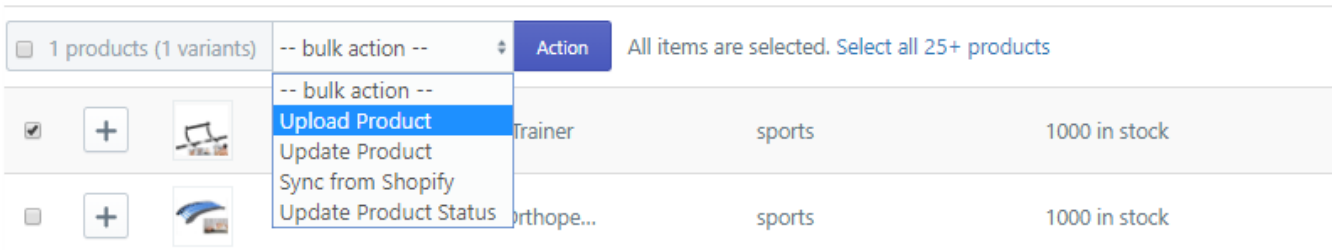
One can perform any of the following actions:

1) Upload Product: This action helps in listing the desired products on Rakuten.

2) Update Product: This action helps in reflecting the edited product details on Rakuten.

3) Sync from Shopify: This will sync details of products from your Shopify store to the Marketplace.

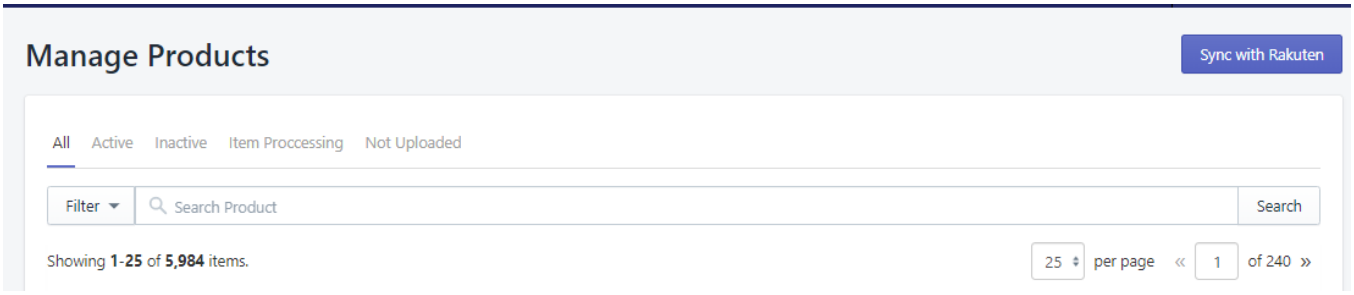
4) Update Product Status: This will fetch the status of the product and update it on the app.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/actions-1.png)

The blue bold button:

Sync with Rakuten: This button at the top-right corner of the “Products” section, will help to sync the details of the Shopify products in bulk with Rakuten.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/sync-1.png)

4.2. Product Feed

Rakuten accepts data in the form of feeds and every feed had its unique feed ID. These feed IDs help you to track your feed status so that you can resolve any errors that occur when you submit your feeds.

You can view the following details about your products:

Feed Id: This is the id assigned to the feed of products for easy identification and follow up.

Feed Status: Feed Status is necessary to know the status of your products.
The product can fall in any of the following states:

DONE: The request has been processed.

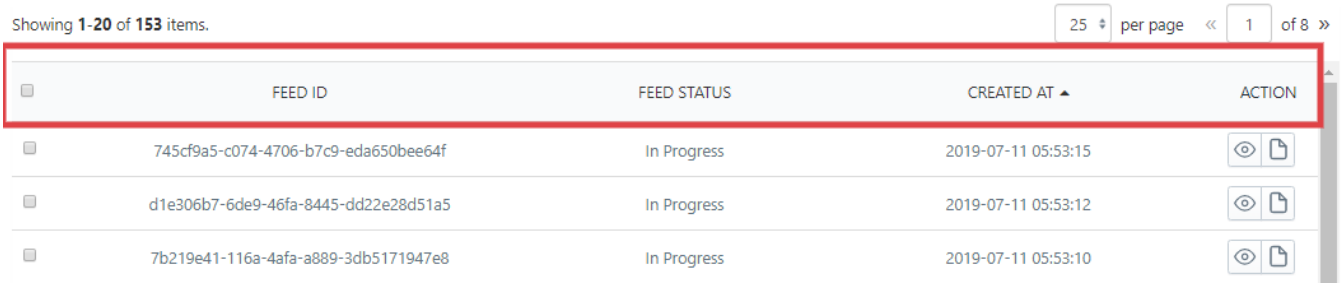
INCOMPLETE: The request is incomplete and has been terminated. Please contact Rakuten

IN PROGRESS: The request is being processed.

SUBMITTED: The request has been received, but it has not yet started processing.

Created at: View the date of feed status creation.

Action: You can perform the following two actions on your feed status:



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/feed-details.png)

View: This will allow you to view the SKUs and the error message from Rakuten once the feed is processed.

File Download: This will allow you to download the log data sent to Rakuten in that feed you can check the exact data being sent via the app to Rakuten.

(https://docs.cedcommerce.com/wp-content/uploads/2019/07/act.png)

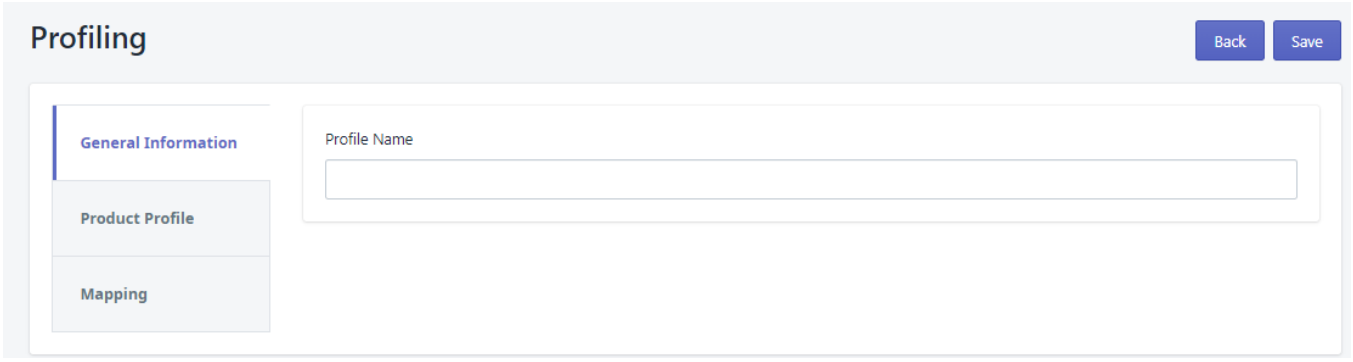
5. Profiling

This section helps to group products based on Product Type & Vendor.

In this section, you can either create a new Profile or view and manage the existing ones.

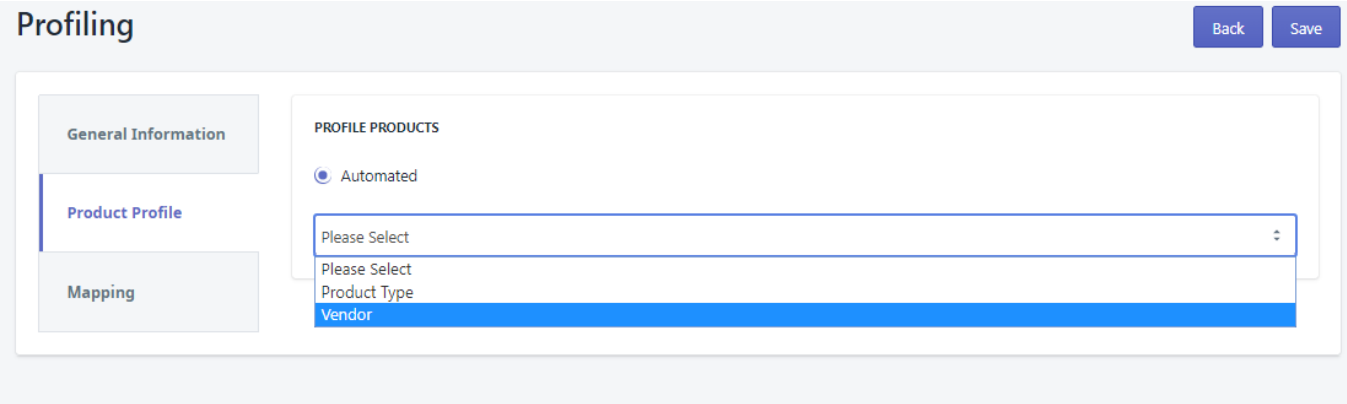
To Create a New Profile:

1) Click on the ‘Create Profile’ button on the top-right corner of the product grid.
2) Enter the Profile Name in the General Information Section.



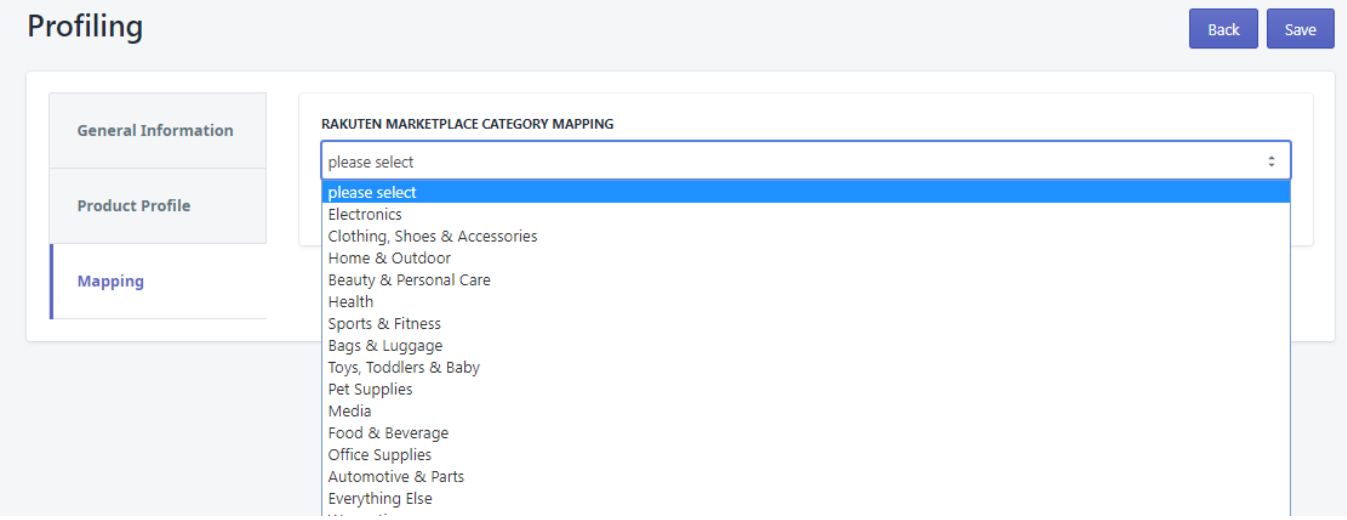
(https://docs.cedcommerce.com/wp-content/uploads/2019/07/gen-info.png)

3) Profile Products by selecting the Product Property, based on which you want to profile products. (Product Type/ Vendor)



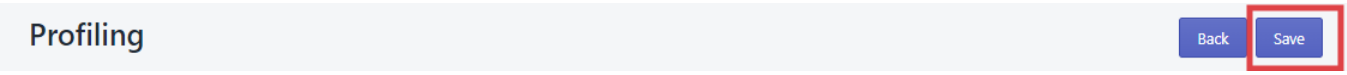
(https://docs.cedcommerce.com/wp-content/uploads/2019/07/profile-name.png)

4) Click on Mapping to link Titles of that particular category with the desired Marketplace Category.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/mapping.png)

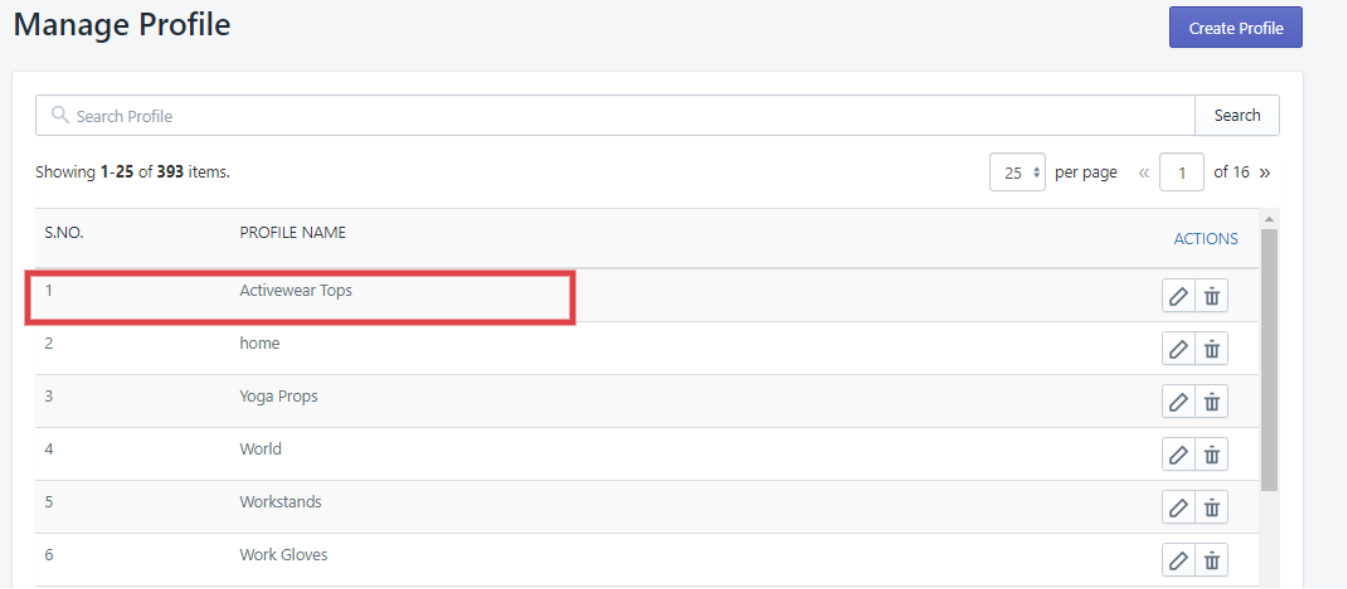
5) Click on Save Profile.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/save.png)

To Manage Profiles:

1) Clearly, view profile name and identify the profile you want to update.

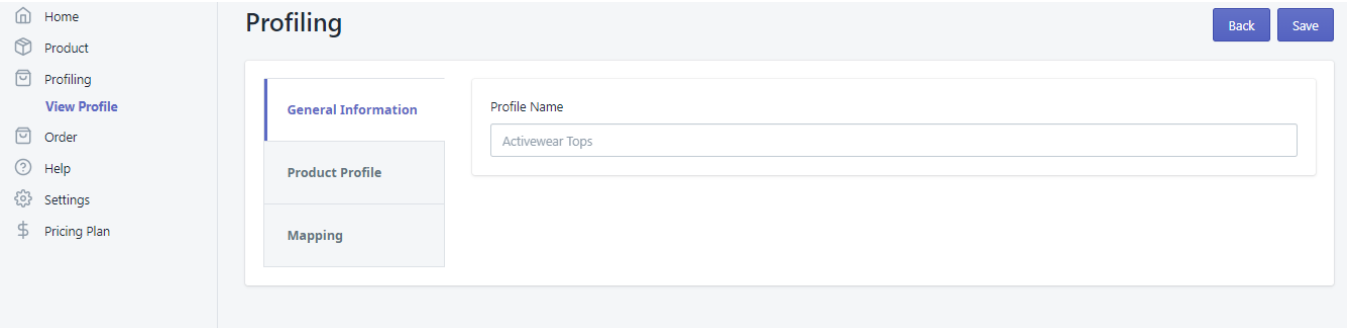


(https://docs.cedcommerce.com/wp-content/uploads/2019/07/profile-name-1.png)

2) Click on the Edit icon (shown in the image below).

(https://docs.cedcommerce.com/wp-content/uploads/2019/07/edit.png)

3) You will be directed to the following screen:



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/manage-profiles.png)

You can edit any of the information in the Profile Products & Mapping section.

Note: You can even delete any desired by clicking on the icon highlighted in the sheet below-

(https://docs.cedcommerce.com/wp-content/uploads/2019/07/de.png)

6. Orders

In this section, you can view order details of the orders falling in any of the following categories:

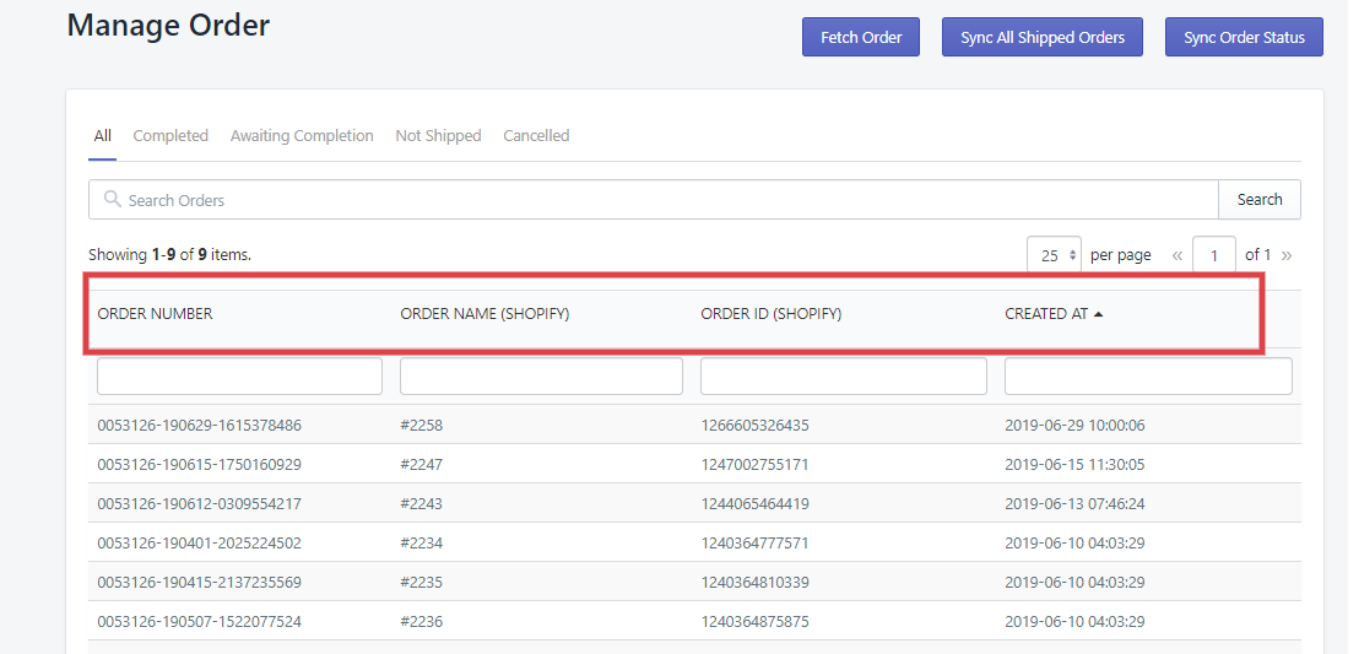
1) Completed: These are the orders that have been fulfilled from Shopify.

2) Awaiting Completion: These are the orders that have been shipped but are yet to reach the customers.

3) Not Shipped: These are the Rakuten orders that have been created on Shopify but are yet to be shipped.

4) Canceled: These are the orders that were once created on Shopify but have now been canceled.

You can view the following details about your orders:



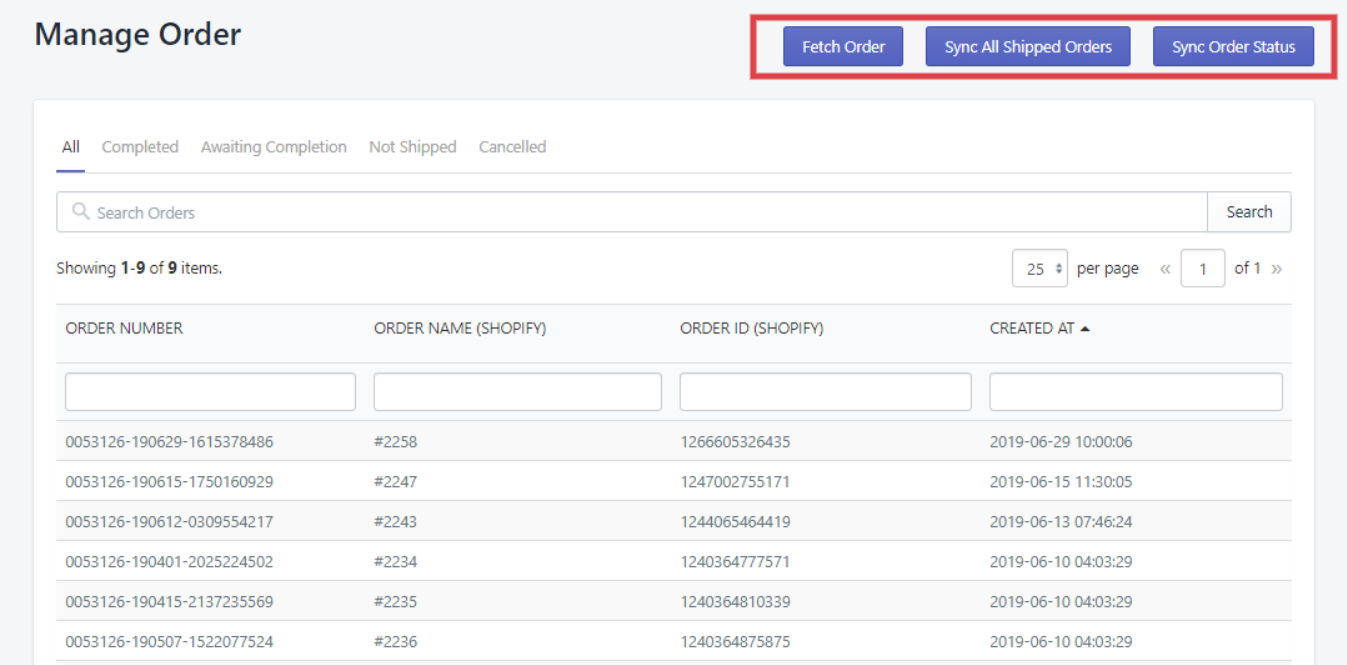
(https://docs.cedcommerce.com/wp-content/uploads/2019/07/order-de.png)

You can perform any of the following actions in this section:

1) Fetch Order: Fetch unshipped orders from Rakuten & create them on Shopify.

2) Sync All Shipped Orders: Sync the orders shipped from Shopify with Rakuten.

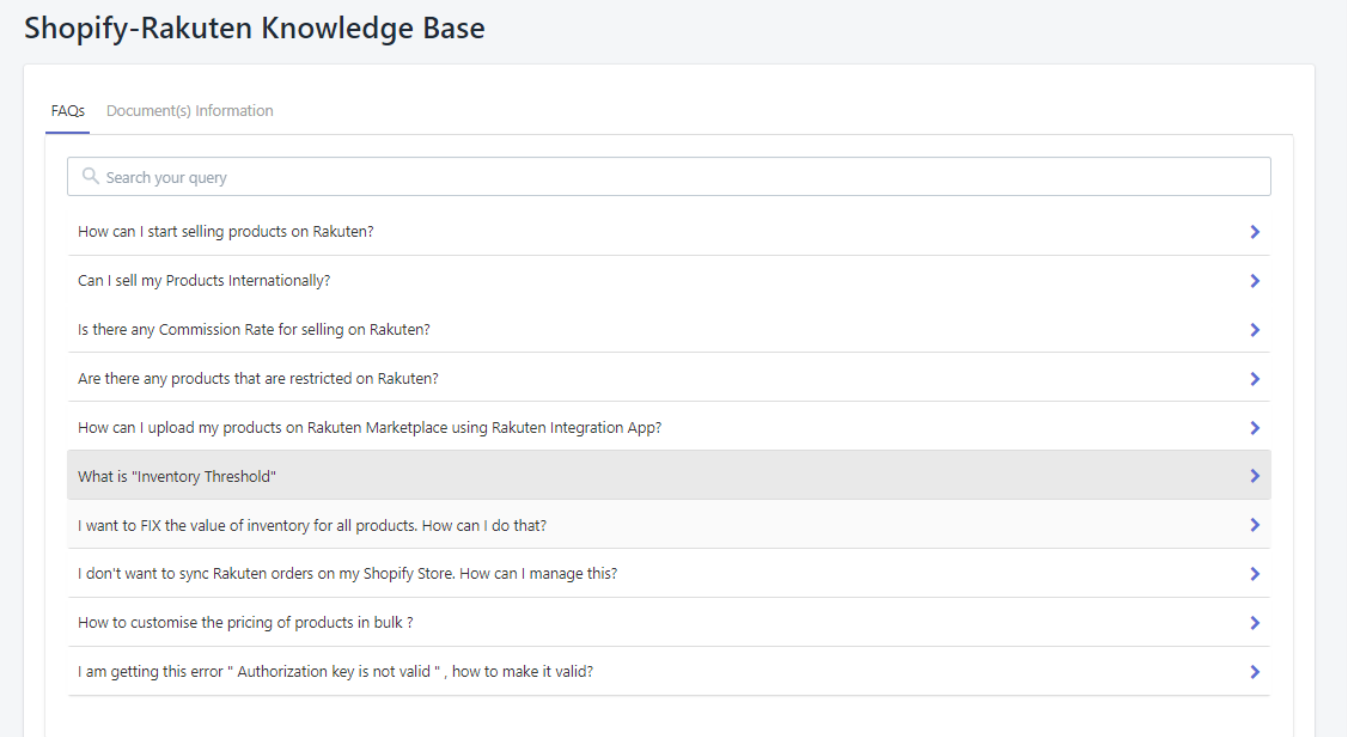
3) Sync Order Status: Sync the order status of the item at Shopify with Rakuten.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/order-actions.png)

7. Help

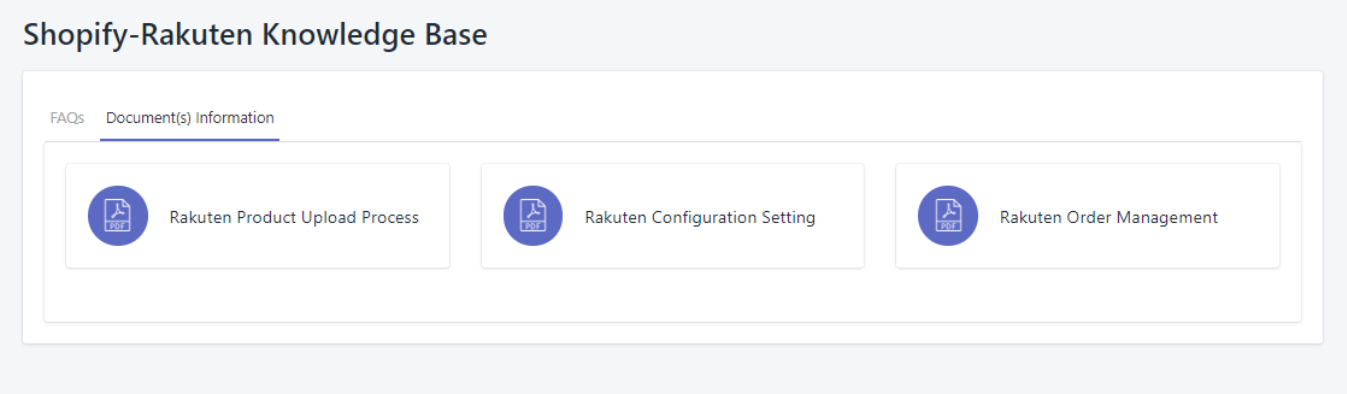
This section has a set of informative FAQs to suffice most relevant search queries.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/help.png)

This section also has Help docs for the following three processes:

1) Product Upload
2) Configuration Settings
3) Order Management



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/help-doc.png)

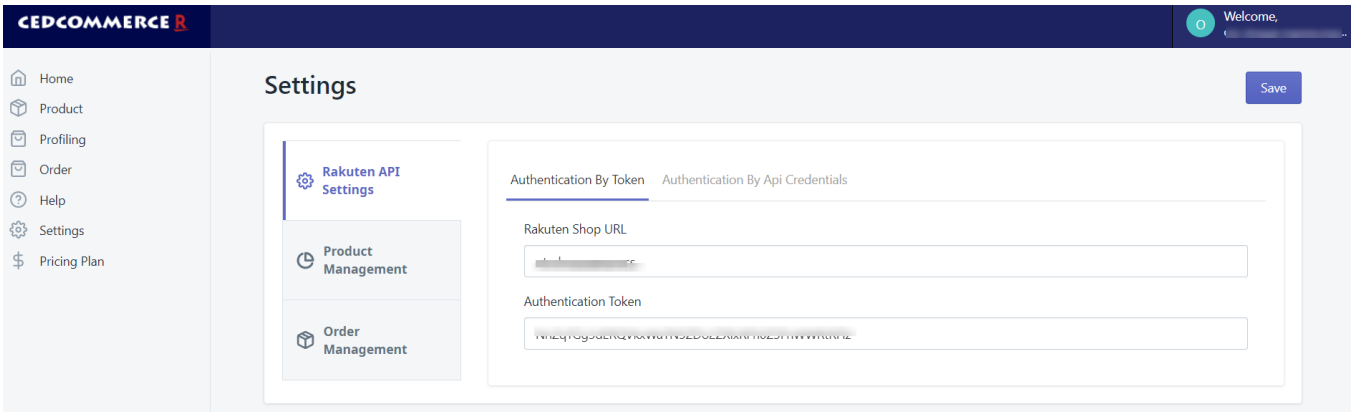
8. Settings

This section will help you to execute API Settings, Product Management Settings & Order Management Settings.

1) Rakuten API Settings: This section is to establish connections between Rakuten & Shopify.

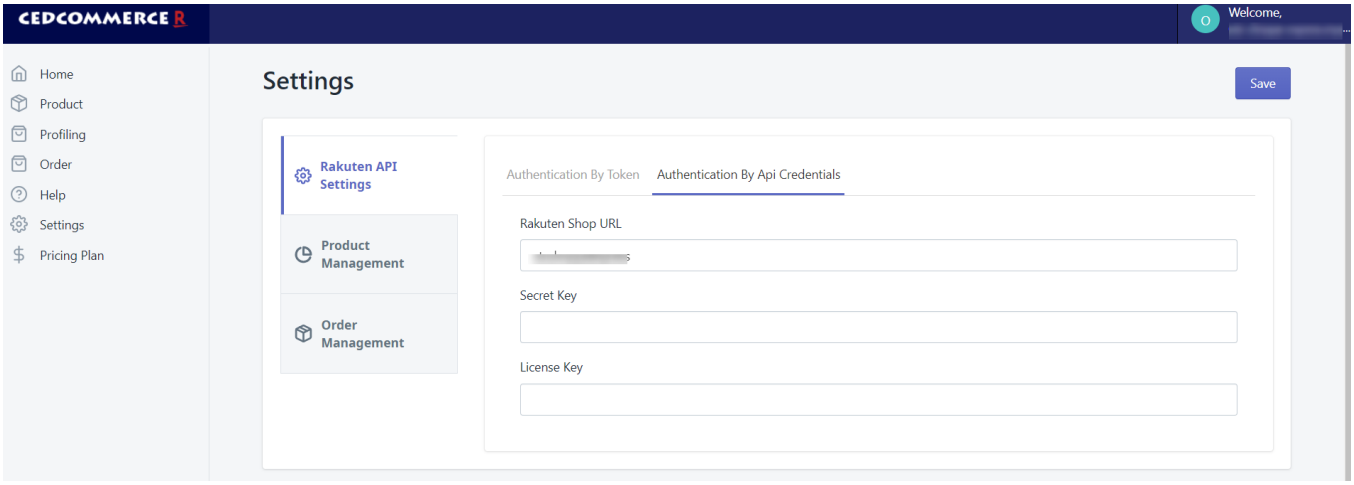
API connection can be established by any one of the following methods:

i) Authentication by token: For this, you need to enter the details shown in the fields below:



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/authByToken.png)

ii) Authentication by API Credentials: In this method, you need to enter the following:



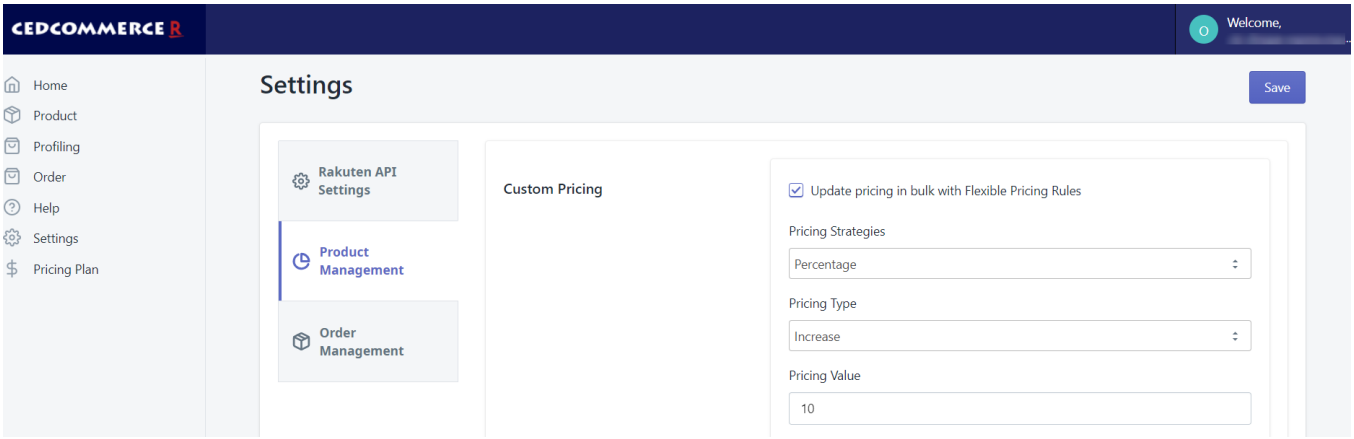
(https://docs.cedcommerce.com/wp-content/uploads/2019/07/authByKey.png)

Note: Rakuten provides you Authentication Token, Secret Key & License Key via e-mail as soon as you get the Rakuten Seller Panel.

2) Product Management Settings: This section will help you to set custom prices, set inventory & bring about syncing.

i) Custom Pricing: To set the desired price to your product, you need to tick-mark the following check-box:

The following fields will appear:



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/custom_pricing.png)

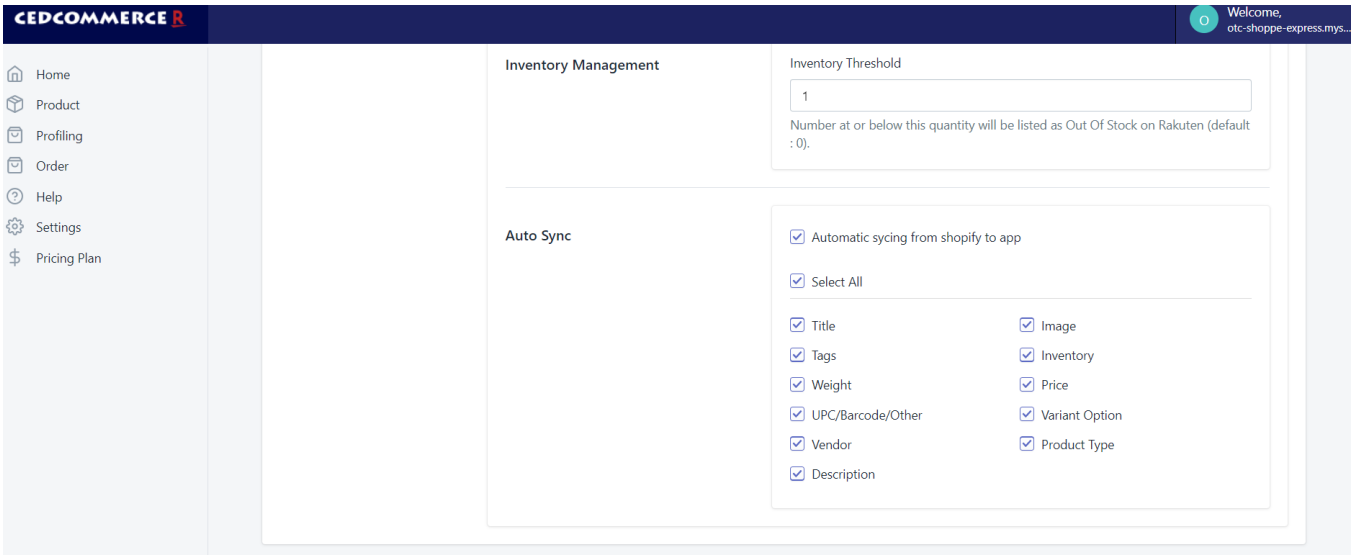
Pricing Strategies: From here, you can choose to set custom price to your product either by a fixed price or a percentage.

Pricing Type: You can choose to either increase or decrease your product prices.

Pricing Value: Set a percentage price or fixed value by which you want to increase or decrease the product prices.

ii) Inventory Management: You can set a minimum value (quantity) to your products.

iii) Auto Sync: You can enable auto-syncing to synchronize any of the product fields from Shopify to the app.

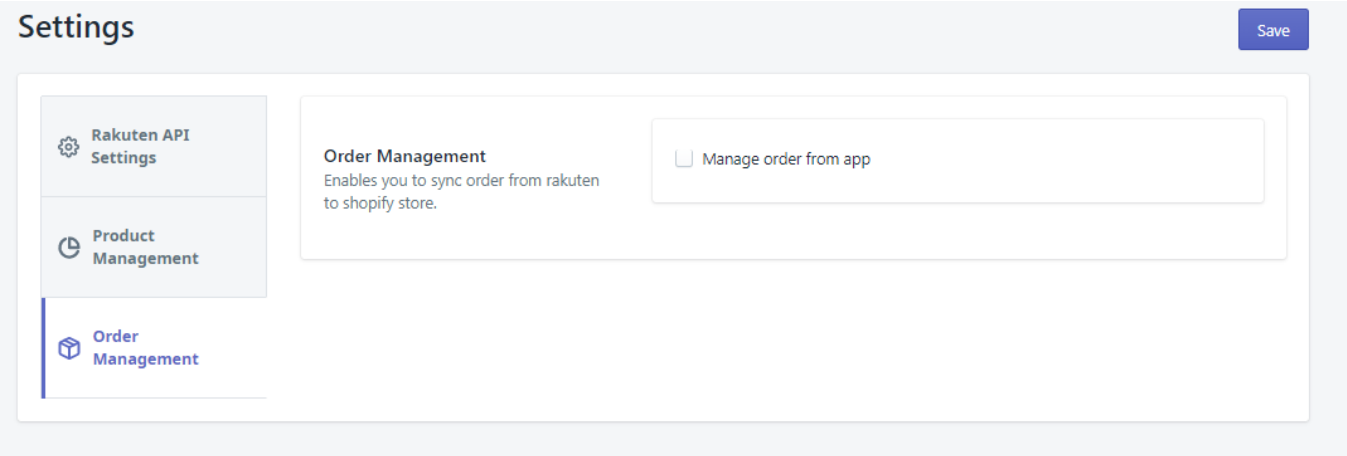


(https://docs.cedcommerce.com/wp-content/uploads/2019/07/auto_sync.png)

3) Order Management: From this section, you can opt to manage orders from the app.

Note: You can manage orders directly from the Marketplace.

After this, click on the ‘Save’ option to make all the settings applicable.



(https://docs.cedcommerce.com/wp-content/uploads/2019/07/order-manage.png)