

Rakuten US Magento 2 Integration User Manual

by CedCommerce Products Documentation

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1. Overview

Rakuten was founded in 1997 and is referred to as “Amazon of Japan”. Across 30,000 countries and regions across the globe, it is helping 44,000 sellers to sell on the Rakuten marketplace. Rakuten accounts for 27% of the eCommerce market share in Japan.

Rakuten US Magento 2 Integration by CedCommerce connects your Magento 2 store with the Rakuten marketplace to give you a seamless selling experience in the US. The integration also enables real-time synchronization of inventory, price, and other product details that provide ease for you to manage your Magento 2 store and your products at Rakuten US simultaneously.

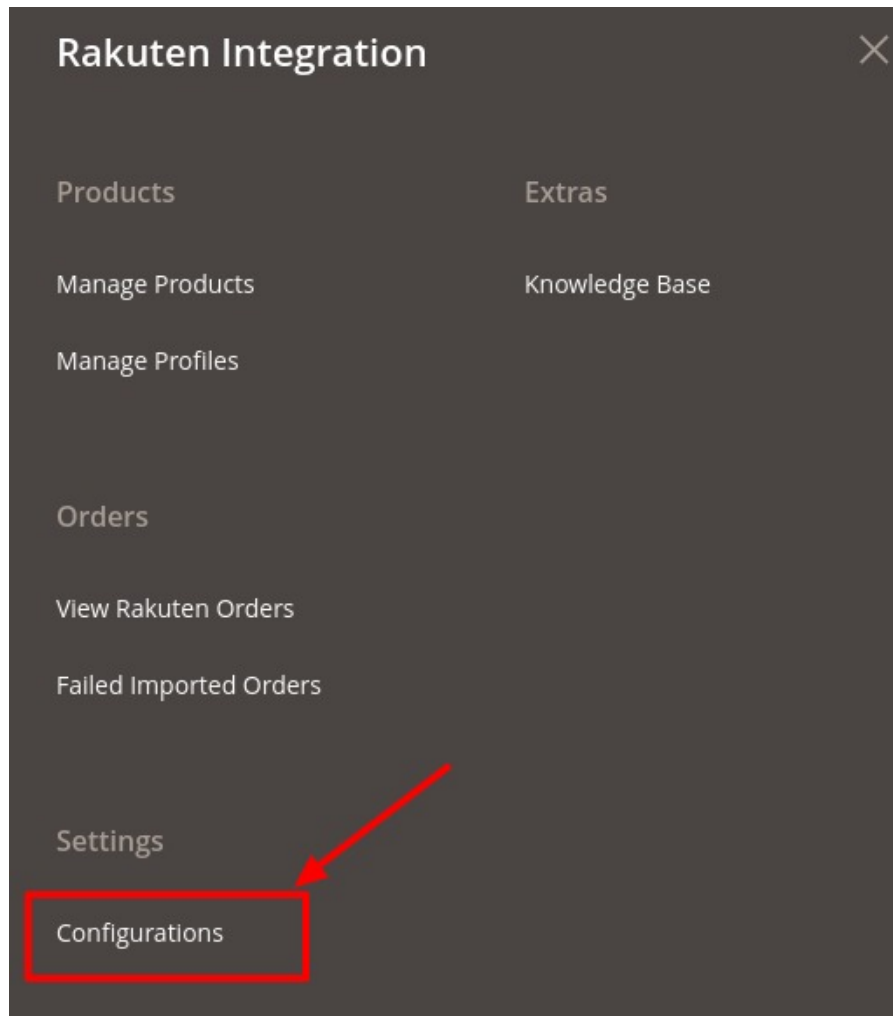
Key Features-

- **Bulk Upload Feature:** Sellers can upload any number of products on the Rakuten US marketplace using bulk upload feature.
- **Auto Synchronisation:** Automatically synchronize the product listing, orders, inventory and other product-related details between Magento 2 store and Rakuten US marketplace.
- **Auto Acknowledgement of Orders:** Whenever a new order is placed on the Rakuten US marketplace, you will receive a notification on mail.
- **Automated Shipment:** With the Rakuten US Magento 2 integration, manage Orders and their shipment from your Magento 2 panel using various shipment services.
- **Rejected product Notification:** If any error occurs while uploading the product on Rakuten US, you will receive a notification along with the error log.
- **Product category mapping:** Follows the many-to-one category mapping technique. You can map many categories of the Magento 2 store with the single category of Rakuten US.

2. Configuration

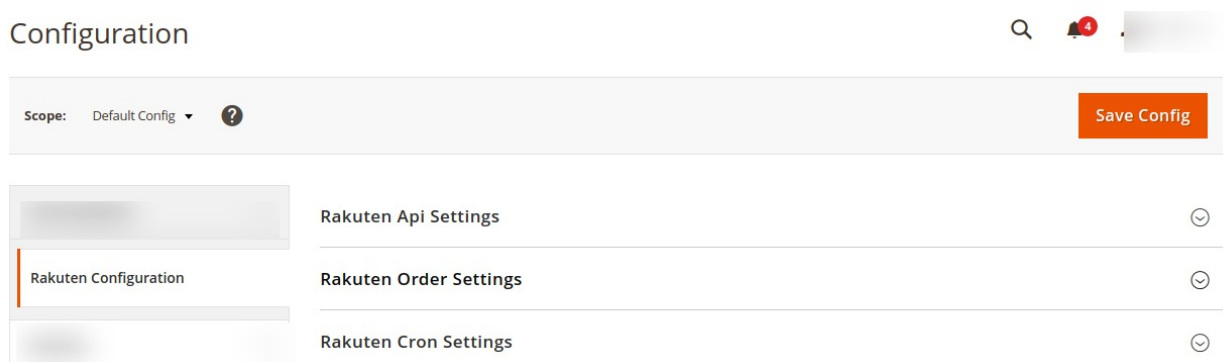
To Configure the Rakuten US Extension,

1. Goto Magento 2 admin panel.
2. On the left navigation bar, click the **Rakuten Integration** menu.
The menu appears as shown below:



3. Click on **Configuration**.

The **Rakuten Configuration** page appears as shown:



4. In the right panel click **Rakuten API Settings**.

The tab is expanded as shown below:

Rakuten Api Settings



Enabled [global]	Yes	▼
BaseUrl [global]	https://openapi-rms.global.rakuten.com/2.0	
Secret Key [global]	
ShopURL [global]		
Orders Fetch Start Date [global]	2020-02-01	
	Select Date	
Debug Log [global]	Yes	▼

- In the **Enabled**, select the option Yes to enable the extension.
- In the **BaseUrl**, enter the URL shown in the above image.
- In the **Secret Key**, enter the secret key you have received from the Rakuten marketplace.
- In the **ShopURL**, paste the URL from the seller account.

Rakuten RMS
●
🇺🇸

Orders ▼
Product Catalog ▼
Page Design ▼
Marketing ▼
Reports ▼
Settings ▼
Administration ▼

[Home](#) / [Seller Information](#)

Seller Information

* Required Fields

Shop Name	
Shop URL	
Shop Number	

This is your shop URL.

- In **Orders Fetch Start Date**, select the date to start fetching orders.
 - In **Debug Log**, select the option **Yes** to fetch issues.
5. Now in the right panel, click on **Rakuten Order Settings**.
The tab expands as shown below:

Rakuten Order Settings



Please set the order settings for Rakuten.com

Increment Id Prefix <small>[global]</small>	<input type="text"/>	Prefix for Rakuten Increment ID
Order Email <small>[global]</small>	<input type="text"/>	
Force Product Create on Order <small>[global]</small>	Enable	▼
Mock Order <small>[global]</small>	Enable	▼

- In the **Increment Id Prefix**, enter the prefix for Rakuten increment ID.
- In **Order Email**, enter the email on which you wish to receive orders.
- In **Force Product Create an Order**, **Enable** it to create forced product orders.
- In the **Mock Order**, select **Enable** to create test order.

6. Now in the right panel click on Rakuten Cron Settings.

The tab expands as shown below:

Rakuten Cron Settings



Rakuten Order Cron <small>[global]</small>	Disable	▼	Order Fetch Cron
Rakuten Price/ Full Item Cron <small>[global]</small>	Disable	▼	Price Sync Cron
Rakuten Inventory Cron <small>[global]</small>	Disable	▼	Inventory Sync Cron

- In **Rakuten Order Cron**, select **Enable** to fetch orders through cron.
- In **Rakuten Price/Full Item Cron**, select **Enable** to price syncing through cron.
- In **Rakuten Inventory Cron**, select **Enable** to synchronize the inventory of the Cron.

3. Manage Profile

The **Manage Profile** section while selling on Rakuten US with our extension includes the following actions that you may take:

- Add a New Profile
- Edit a Profile
- Perform Actions in Bulk on Profiles

3.1. Add New Profile

To Add a New Profile.

1. Goto Magento 2 admin panel.
2. On the left navigation bar, click the **Rakuten Integration** menu.
3. The menu appears as shown below:



4. Click on **Manage Profiles**.
The **Manage Profile** page appears as shown below:

Manage Profile



Add New Profile

Filters

Default View

Columns

Actions

1 records found

20

per page

<

1

of 1

>

<input type="checkbox"/>	ID	Code	Name	Status	Action
<input type="checkbox"/>	2			Enabled	Select

5. To add a new profile, click on the **Add New Profile** button.
The **New Profile Page** appears as shown:

New Profile



← Back

Delete

Reset

Save and Continue Edit

Save and Manage Product

Save Profile

PROFILE INFORMATION

Profile info

Mapping

Profile Products

Profile Information

Profile Code *

For internal use. Must be unique with no spaces

Profile Name *

Profile Status *

Specific store view information of products will send to rakuten

6. In the left panel, under **Profile Info**, do the following steps:
- In the **Profile Code** box, enter the unique profile code.
 - In the **Profile Name** box, enter the name of the profile.
 - In the **Profile Status** box, select the **Enable** option to enable the profile status. If the profile status is **Disabled** then the products won't be displayed and no action will be performed on them.
7. In the left panel, click the **Mapping** menu.

New Profile

[← Back](#)[Delete](#)[Reset](#)[Save and Continue Edit](#)[Save and Manage Product](#)[Save Profile](#)

PROFILE INFORMATION

[Profile info](#)[Mapping](#)[Profile Products](#)

Category Mapping

Root Level Category * Search

Rakuten / Magento Attribute Mapping (Required/Optional mapping)

Rakuten Attribute	Magento Catalog Attribute	Default Value
<input type="text" value="sku"/>	<input type="text" value="sku"/>	
<input type="text" value="rakuten_mpn"/>	<input type="text" value="rakuten_mpn"/>	
<input type="text" value="rakuten_upc"/>	<input type="text" value="rakuten_upc"/>	
<input type="text" value="name"/>	<input type="text" value="name"/>	
<input type="text" value="price"/>	<input type="text" value="price"/>	
<input type="text" value="description"/>	<input type="text" value="description"/>	
<input type="text" value="rakuten_manufacturer"/>	<input type="text" value="rakuten_manufacturer"/>	
<input type="text" value="rakuten_conditiontype"/>	<input type="text" value="rakuten_conditiontype"/>	
<input type="text" value="rakuten_productModifier"/>	<input type="text" value="rakuten_productModifier"/>	

- In the right panel, under **Category Mapping**, do the following steps:
 - In the **Root Level Category** list, select the required Rakuten category that you want to map.
 - Search the category in the **Search Category** option.
- Now in the right panel, under **Rakuten/Magento Attribute Mapping(Required/Optional Mapping)** do the following steps:
 - In the **Rakuten Attribute** column, select the required Rakuten attribute to map it with the corresponding Magento store attribute.
 - In the **Magento Catalog Attribute** column, select the required Magento store attribute to map it with the corresponding Rakuten attribute.
 - Repeat the steps to map all the required Rakuten attributes to the corresponding Magento store attributes.

8. In the left panel click the **Profile Products** menu.

New Profile



← Back Delete Reset Save and Continue Edit Save and Manage Product **Save Profile**

PROFILE INFORMATION

Profile info

Mapping

Profile Products

Search [Reset Filter](#) 0 records found 20 per page < 1 of 1 >

<input checked="" type="checkbox"/>	Product Id	Product Name	Type	Vendor Status	Attrib. Set Name	SKU	Price
Yes	From To						From To USD

We couldn't find any records.

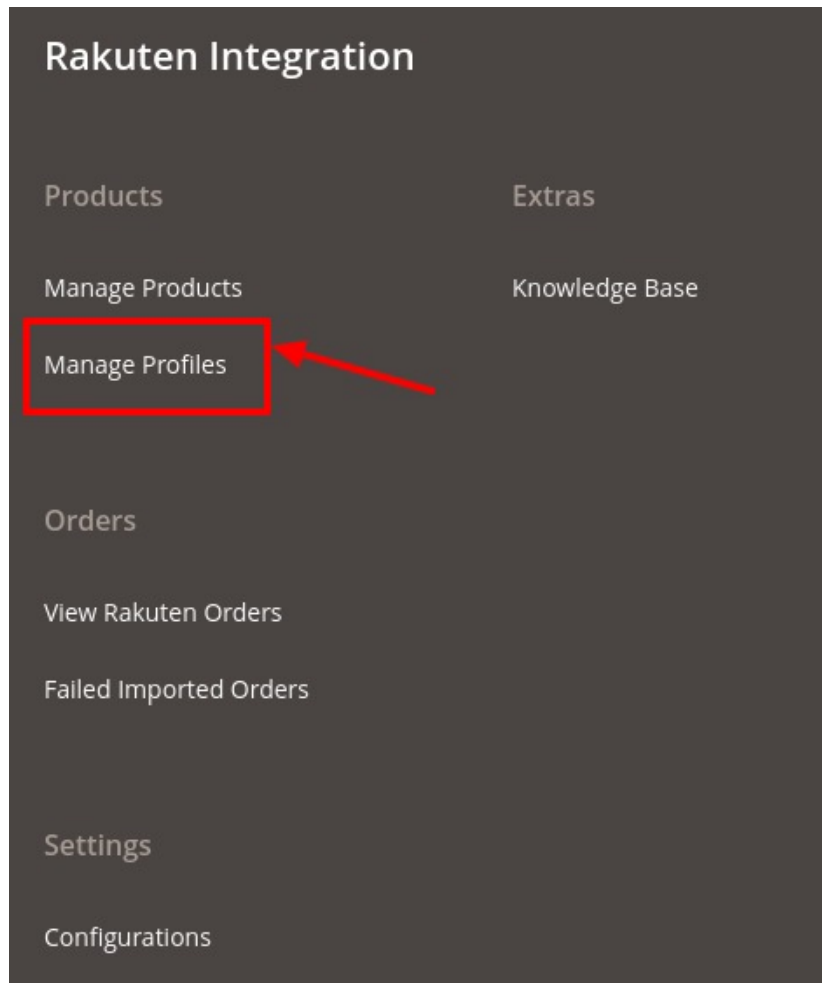
Since no products are assigned to the profile, there are no products listed in the table.

- Click the **Reset Filter** link.
All the products listed in the table will be shown.
 - Select the checkboxes associated with the required products that you want to assign to the new profile.
Note: Admin can assign a product only to one profile.
 - If the selected product is already assigned to some other profile, then a warning dialog box appears.
 - Click the **OK** button to remove the selected product from the profile to which it is already assigned.
9. Click the **Save Profile** button.
The profile is saved and listed on the **Manage Profile** page.

3.2. Edit a Profile

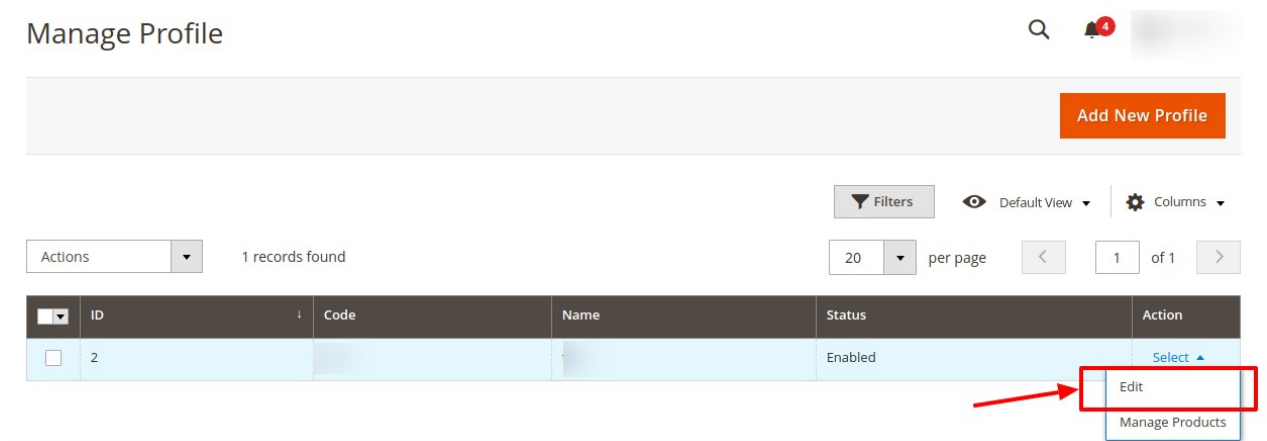
To Edit a Profile.

1. Goto Magento 2 admin panel.
2. On the left navigation bar, click the **Rakuten Integration** menu.
3. The menu appears as shown below:



4. Click on **Manage Profiles**.

The **Manage Profile** page appears as shown below:



5. Scroll down to the required profile.

6. In the **Action** column, click **Edit**.

The required profile page appears as shown in the following figure:

7. Make the changes as per the requirement.

8. Click the **Save Profile** button.

The profile is saved and listed on the **Manage Profile** page.

OR

To save and manage the products, click the **Save and Manage Product** button.

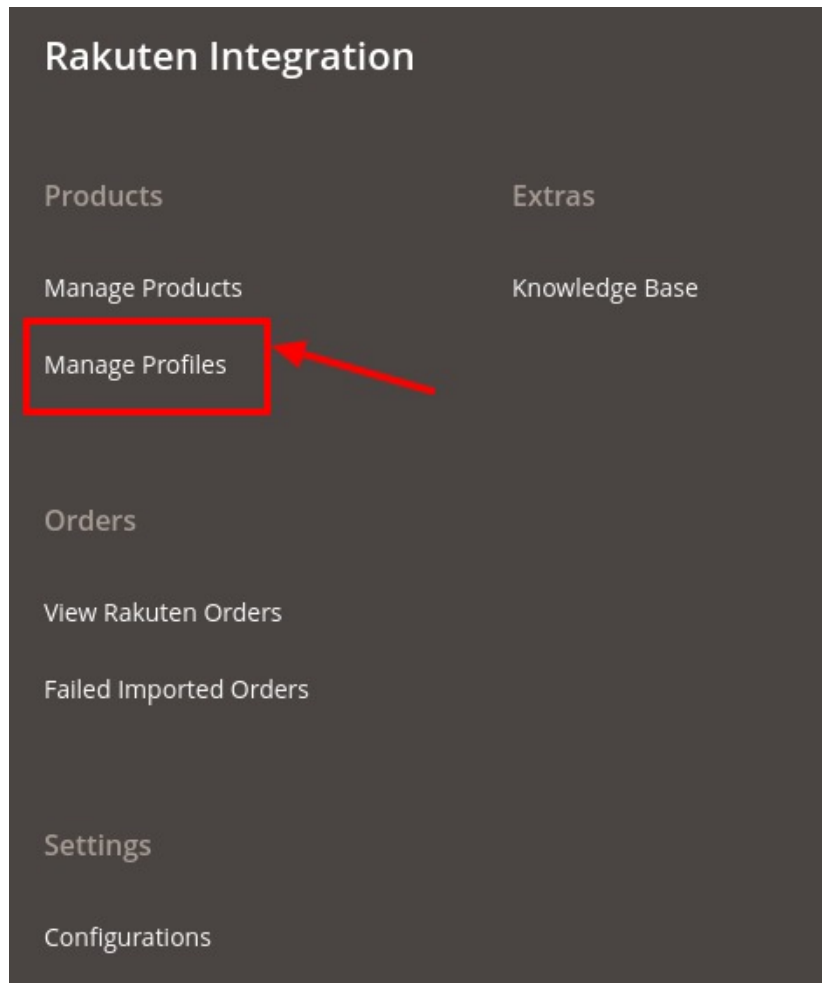
OR

To save and continue the editing, click the **Save and Continue Edit** button.

3.3. Submit Actions in Bulk

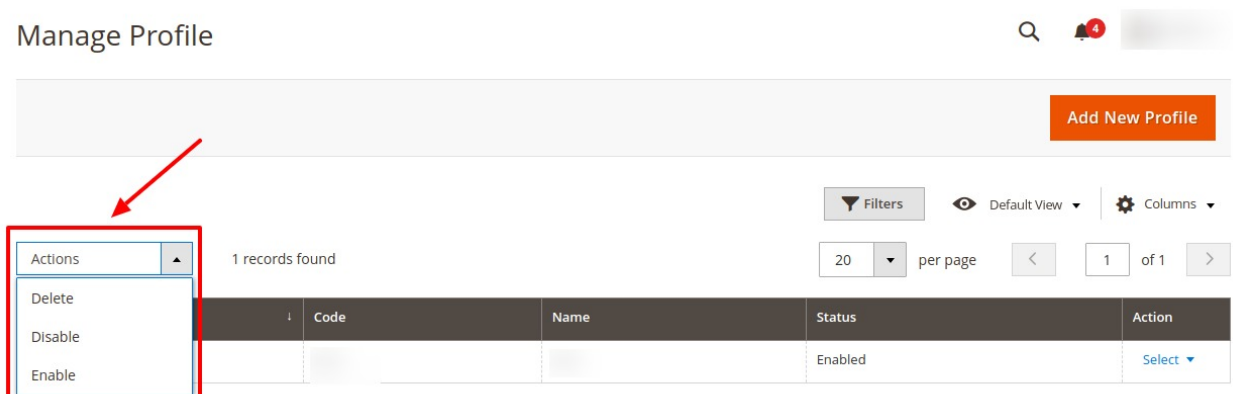
To Submit Actions in Bulk,

1. Goto Magento 2 admin panel.
2. On the left navigation bar, click the **Rakuten Integration** menu.
3. The menu appears as shown below:



4. Click on **Manage Profiles**.

The **Manage Profile** page appears as shown below:



5. Select the checkboxes associated with the required profiles.

6. Click the **Arrow** button next to the **Actions** field.

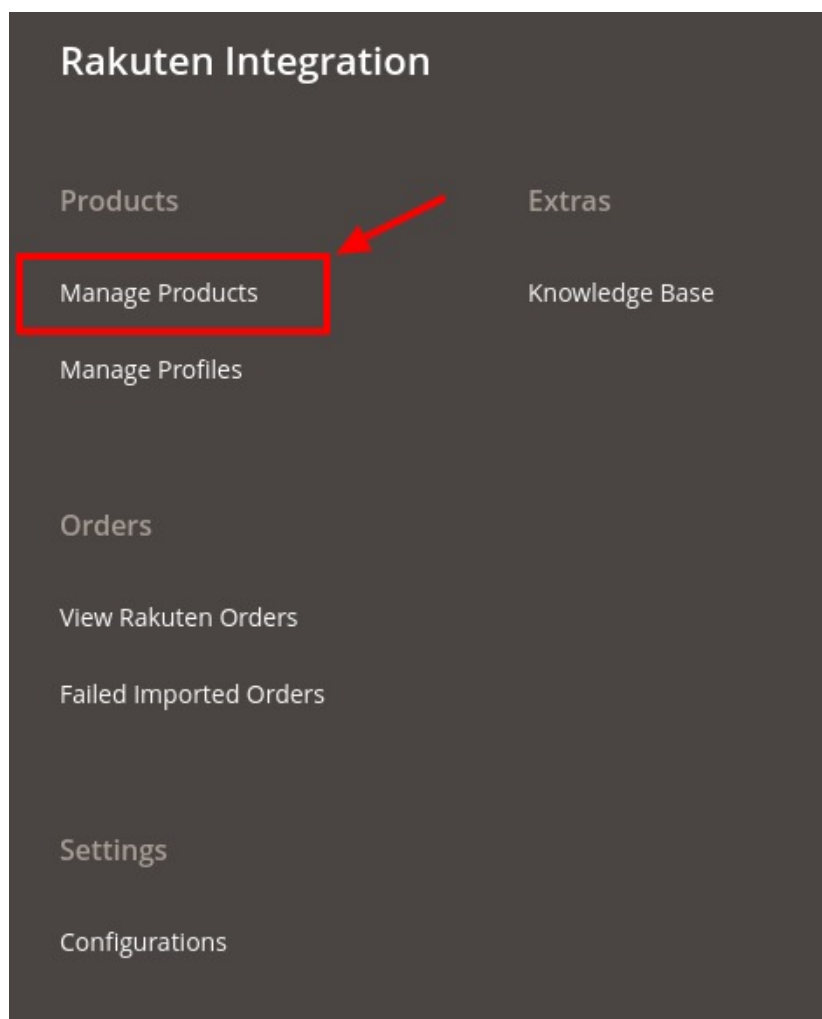
- In the **Actions** list, click **Delete** to delete the selected profiles.
A confirmation dialog box appears. Click the **OK** button.
The selected profiles are deleted.
- In the **Actions** list, click **Disable** to disable the selected profiles.

- A confirmation dialog box appears. Click the **OK** button.
The selected profiles are disabled.
- In the **Actions** list, click **Enable** to enable the selected profiles.
- A confirmation dialog box appears. Click the **OK** button.
The selected profiles are enabled.

4. Manage Products

To Manage the Products.

1. Goto Magento 2 admin panel.
2. On the left navigation bar, click the **Rakuten Integration** menu.
3. The menu appears as shown below:



4. Click on **Manage Products**.
The **Manage Products** page appears as shown:

Manage Products


[← Back](#)

Filters

Default View

Columns

Active filters: Rakuten Profile: test

[Clear all](#)

Actions

1 records found

20

per page

<

1

of 1

>

<input type="checkbox"/>	Rakuten Profile	ID	Thumbnail	Name	Type	SKU	Price	Visibility	Status	Rakuten Product Status	Validation	Action
<input type="checkbox"/>		2			Simple Product		\$20.00	Catalog, Search	Enabled		VALID	Select Edit Upload

To Edit a Product,

1. Click the **Edit** button adjacent to the product under the **Actions** column.
2. The required product page appears as shown in the following figure:

Scope: All Store Views
Back
Add Attribute
Rakuten Sync
Save

Enable Product ☒ Yes

Attribute Set: Default

Product Name *

SKU *

Price * \$ 20.00
Advanced Pricing

Tax Class: Taxable Goods

Quantity: 5
Advanced Inventory

Stock Status: In Stock

Weight: 34 lbs
This item has weight

Categories: Default Category - X
New Category

Visibility: Catalog, Search

Set Product as New From: [Image] To: [Image]

Country of Manufacture

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

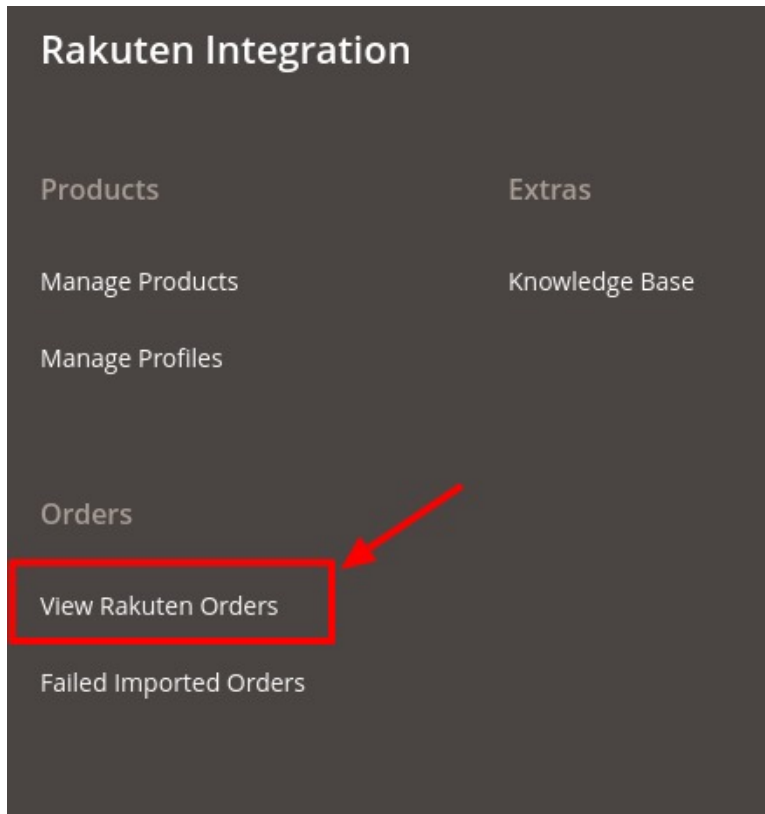
To Upload a Product,

1. Click the **Upload** button adjacent to the product under the **Actions** column.
2. If the product is uploaded successfully, then the success message appears on the top of the page.
If there is an error, then the error message appears on the top of the page.

5. View Rakuten Orders

To View Rakuten Orders.

1. Goto Magento 2 admin panel.
2. On the left navigation bar, click the **Rakuten Integration** menu.
3. The menu appears as shown below:



4. Click **View Rakuten Orders**.
The Orders Page appears as shown below:

Rakuten Orders 🔍 🔔 4

[Fetch New Orders](#)

Search by keyword 🔍

Filters
👁 Default View ▾
⚙ Columns ▾

Actions ▾
1 records found

20
▾
per page
<
1
of 1
>

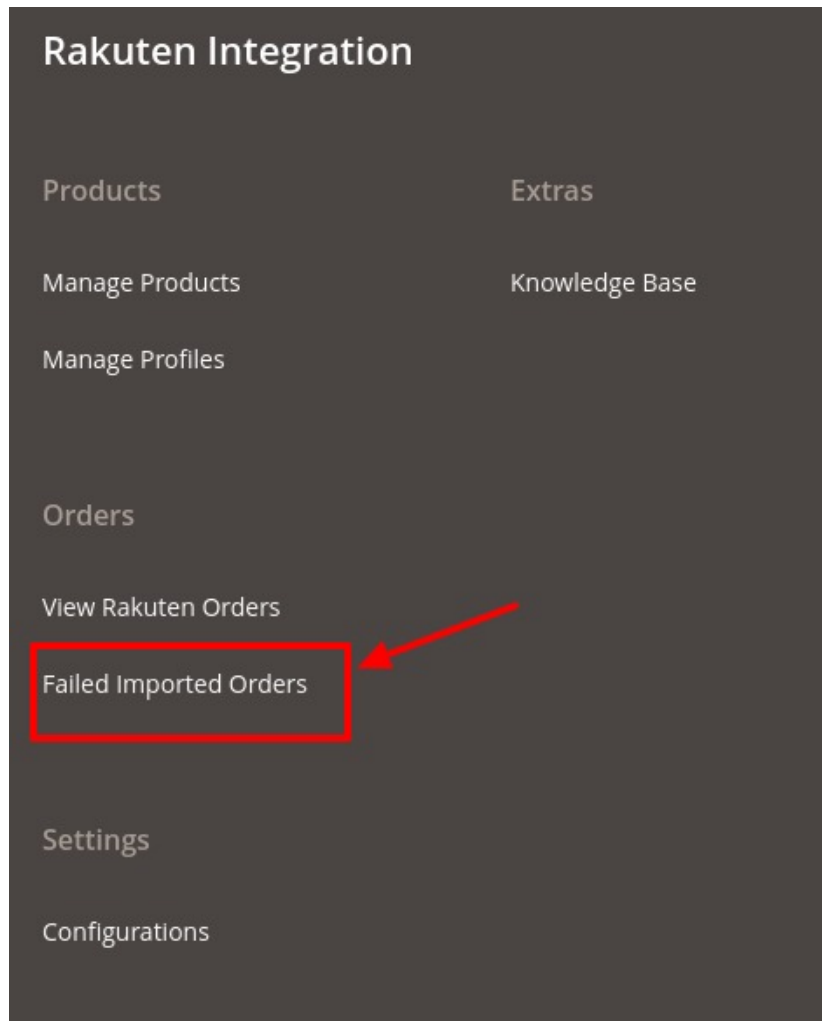
	Magento Order id	Rakuten Order Id	Order Place Date	Status
<input type="checkbox"/>			2020-02-26 10:57:28	complete

5. Now Click on the Magento ID associated with the order you wish to view.
6. You will be redirected to a page containing the full information pertaining to the order.
7. Then under Shipment details, you can enter the shipment details of the order.

6. Failed Imported orders

To View Failed Imported Orders.

1. Goto Magento 2 admin panel.
2. On the left navigation bar, click the **Rakuten Integration** menu.
3. The menu appears as shown below:



4. Click on **Failed Imported Orders**.
The **Failed Orders** page open as shown:

Failed Orders

**Delete Orders**

Filters



Default View



Columns

1 records found

20



per page



1

of 1



Id	Purchase Order ID	Reference Number	Reason	Order Data
1			Wednesday 26th of February 2020 10:18:23 AM - Please check the shipping address information. "regionId" is required. Enter and try again.	

5. The failed orders with the reason will be shown.

To delete order,

1. Select the orders you want to delete.
2. Then click on the **Delete Orders** button on the top right side.

Failed Orders

**Delete Orders**

Filters



Default View



Columns

1 records found

20



per page



1

of 1



Id	Purchase Order ID	Reference Number	Reason	Order Data
1			Wednesday 26th of February 2020 10:18:23 AM - Please check the shipping address information. "regionId" is required. Enter and try again.	

3. The selected orders will be deleted.

7. Developer Options

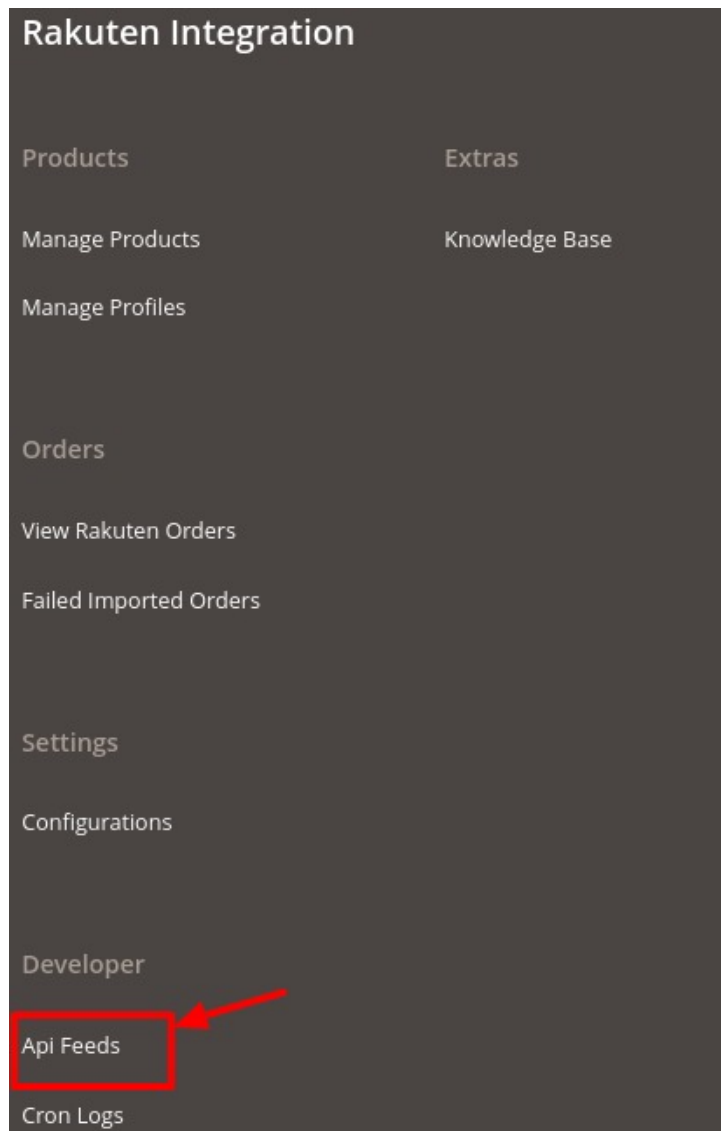
The Developer section covers the following information:

1. **Api Feeds**
2. **Cron Logs**

7.1. API Feeds

To View API Feeds.

1. Goto Magento 2 admin panel.
2. On the left navigation bar, click the **Rakuten Integration** menu.
3. The menu appears as shown below:



4. Click on **Api Feeds**.
The **Rakuten Feeds** page appears as shown:

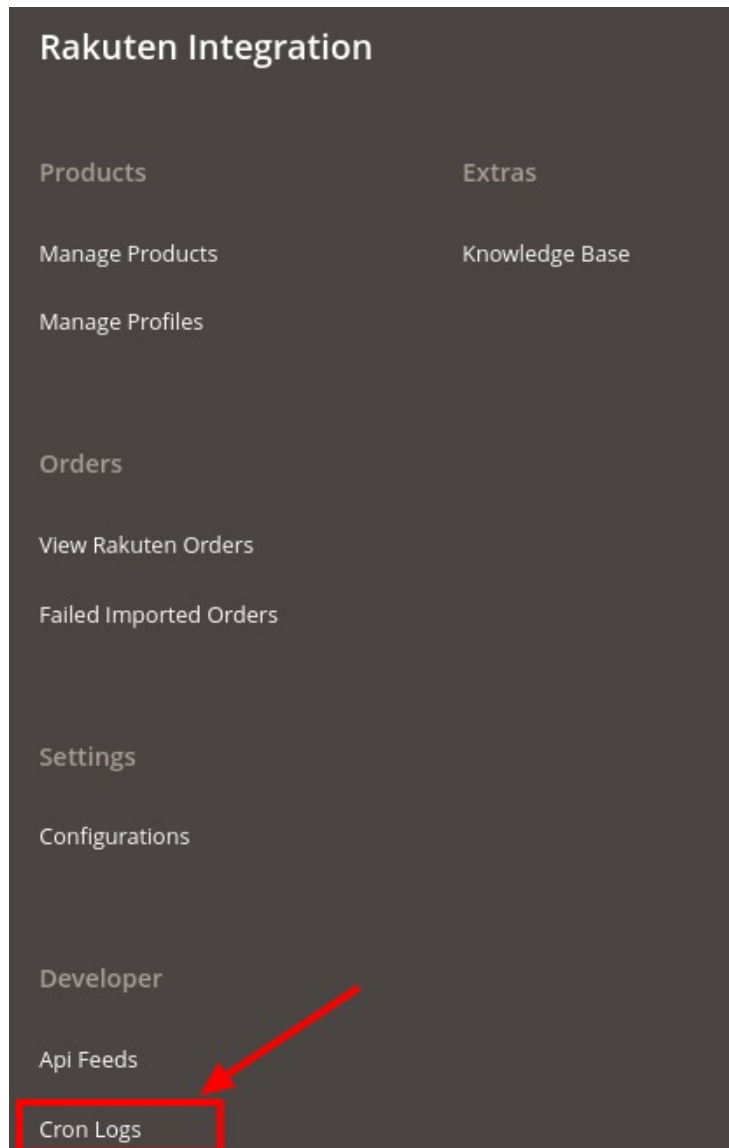
Rakuten Feeds							
							Sync Feeds
							Filters Default View Columns
Actions	2 records found						20 per page 1 of 1
<input type="checkbox"/>	Feed Id	Feed Status	Feed Type	Items Failed	Items Processing	Feed Errors	Feed Date
<input type="checkbox"/>		SUBMITTED	POST_PRODUCTS	sync feeds to check			2020-02-25 13:38:52
<input type="checkbox"/>		SUBMITTED	POST_PRODUCTS	sync feeds to check			2020-02-25 13:53:32

- The feeds with the status will be shown.
- The feeds can also be synced by clicking on **Sync Feeds**.

7.2. Cron Logs

To View Cron Logs.

- Goto Magento 2 admin panel.
- On the left navigation bar, click the **Rakuten Integration** menu.
- The menu appears as shown below:



4. Click **Cron Logs**.

The **Rakuten Cron** page appears as shown below:

Magento Cron Grid

Search, Notifications, User Profile

Filters Columns

Actions 85 records found 20 per page 1 of 5

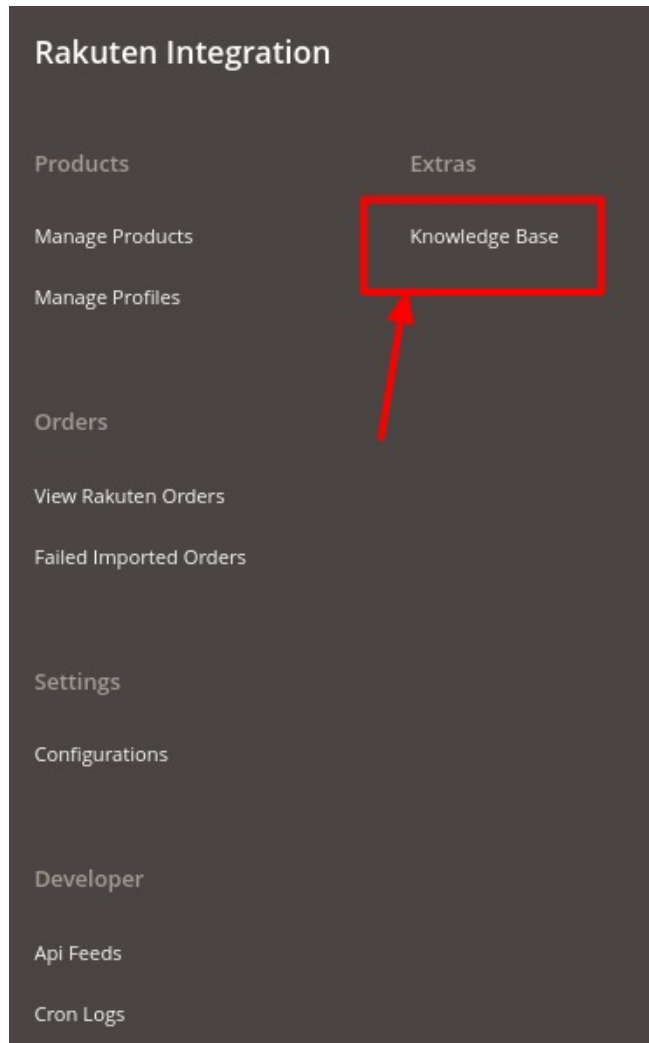
	Id	Job Code	Status	Messages	Created At	Scheduled At	Executed At	Finished At
<input type="checkbox"/>	7		pending		2020-02-11 08:32:31	2020-02-11 08:38:00		
<input type="checkbox"/>	8		pending		2020-02-11 08:32:31	2020-02-11 08:39:00		

5. The crons will be displayed.

8. Knowledge Base

To get the Help & Support for Extension,

1. Goto Magento 2 admin panel.
2. On the left navigation bar, click the **Rakuten Integration** menu.
3. The menu appears as shown below:



4. Click on **Knowledge Base**.
The **Rakuten Knowledge Base** appears as shown below:




Rakuten Knowledge Base



Information

	RAKUTEN		CURRENT PHP VERSION : 7.2.12		MODULE VERSION
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Quick Support

	CALL US 888-882-0953 USA TOLL-FREE		SEND US AN E-MAIL		CONNECT VIA SKYPE
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Documentation

Integration Video from rakuten.com

Integration Documents from rakuten.com

5. In the **Information** section, the info about the module is given.
6. In the **Quick Support** Section, you can connect with CedCommerce :
 - You may **call** us at the number given on the page.
 - Click Send us an **E-mail** and your mailbox will get opened and you may mail us your question or query.
 - Click **Connect via Skype** and you will be able to join us on Skype instantly where we are available 24x7.
7. In the **Documentation** section, there is a link to the manual of Rakuten US Magento 2 integration.
8. In the **Integration Video from rakuten.com** section, the links to videos of integration are added.
9. In the **Integration Documents from rakuten.com** section, the links of documents is attached.