Rakuten US Integration for Magento 2 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 integration for Magento 2 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.

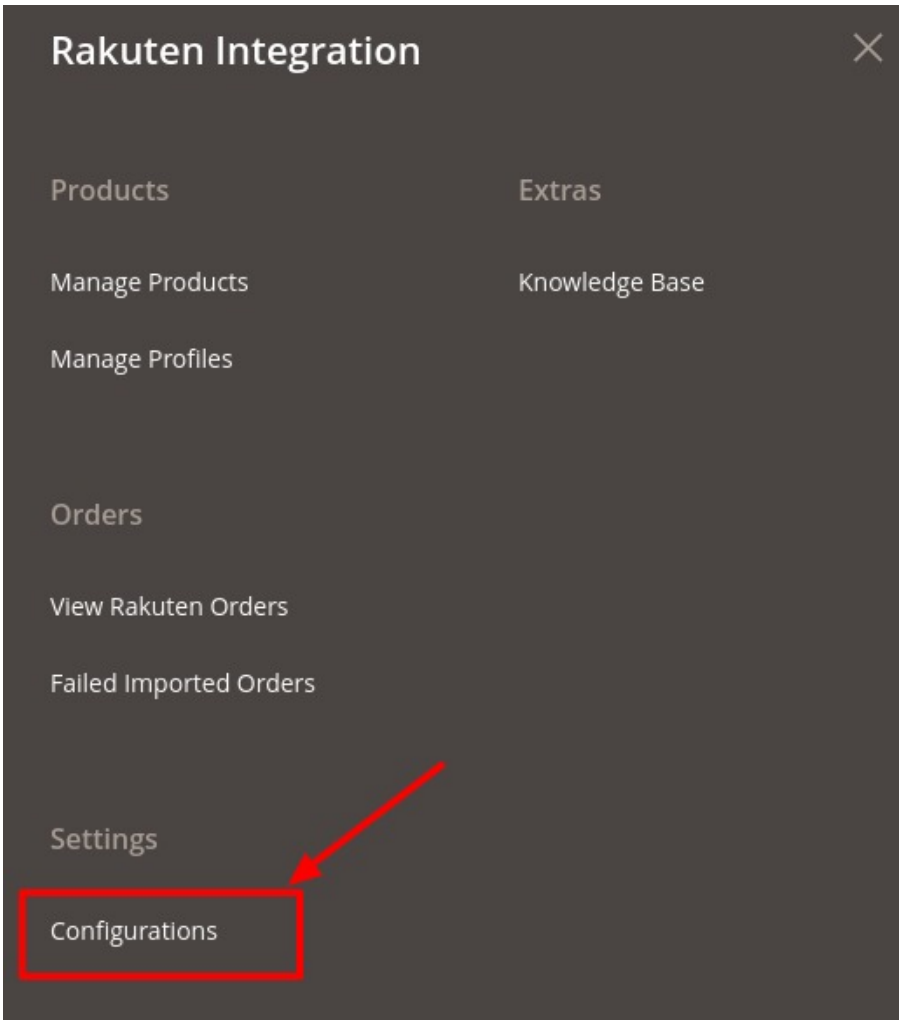
Key Features-

- **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 Integration for Magento 2, 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.

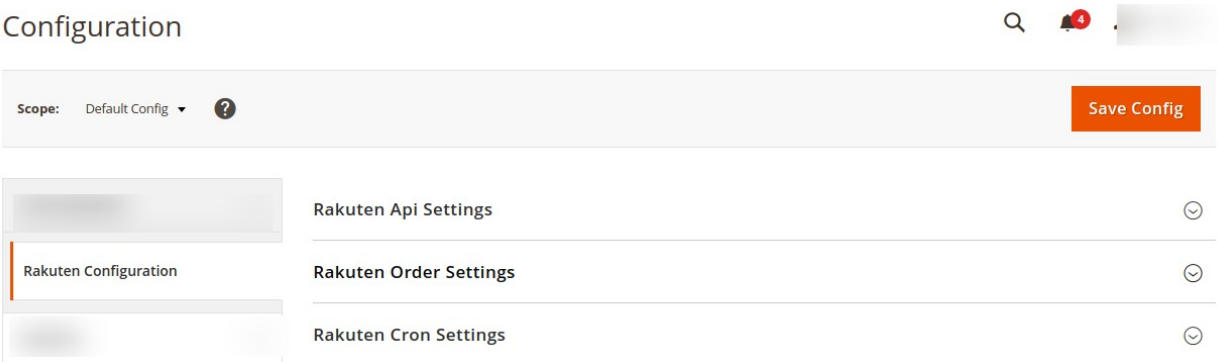
2. Configuration

To Configure the Rakuten US Extension,

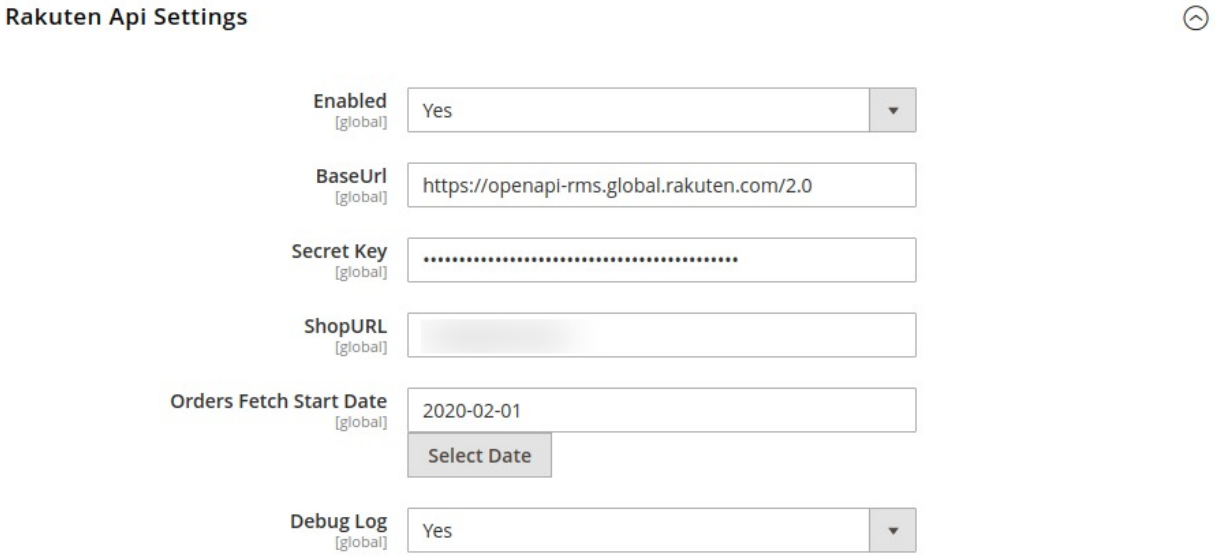
1. Goto Magento 2 admin panel.
2. On the left navigation bar, click the **Rakuten Integration** menu.
   The menu appears as shown below:



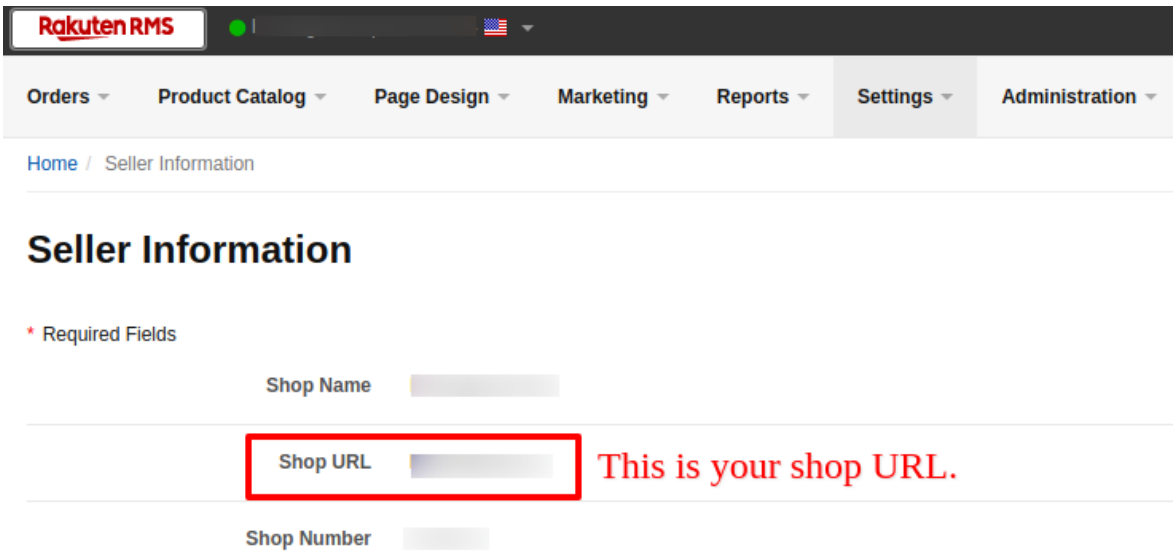
3. Click on **Configuration**.
   The **Rakuten Configuration** page appears as shown:



4. In the right panel click **Rakuten API** Settings.
   The tab is expanded as shown below:

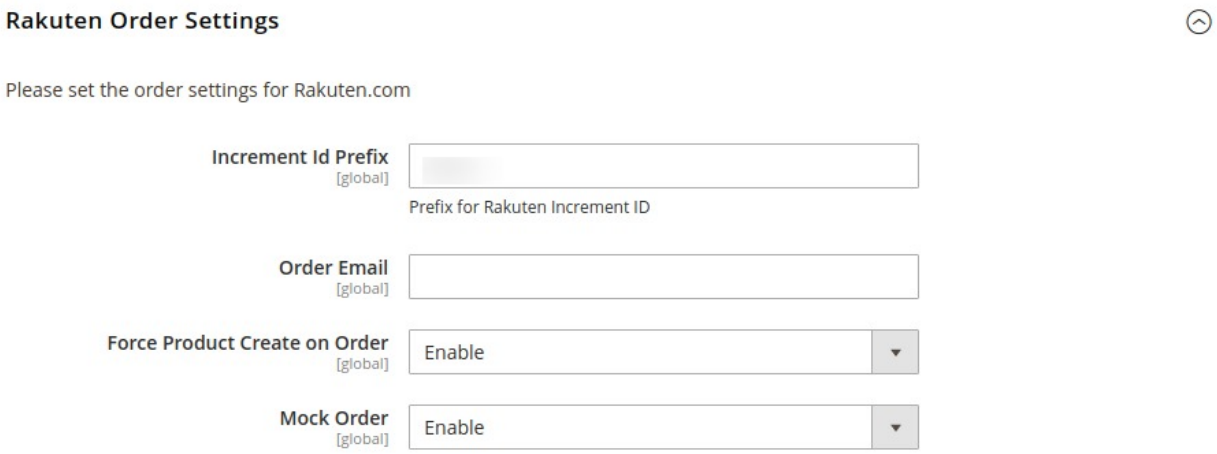


- In the **Enabled,** select the option Yes to enable the extension**.**
- In the **BaseUrl**, enter the URL shown in the above image.
- In the **Secret Key**, enter the secret key you have received from the Rakuten marketplace.
- In the **ShopURL**, paste the URL from the seller account.



- 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:



- 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:

- 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

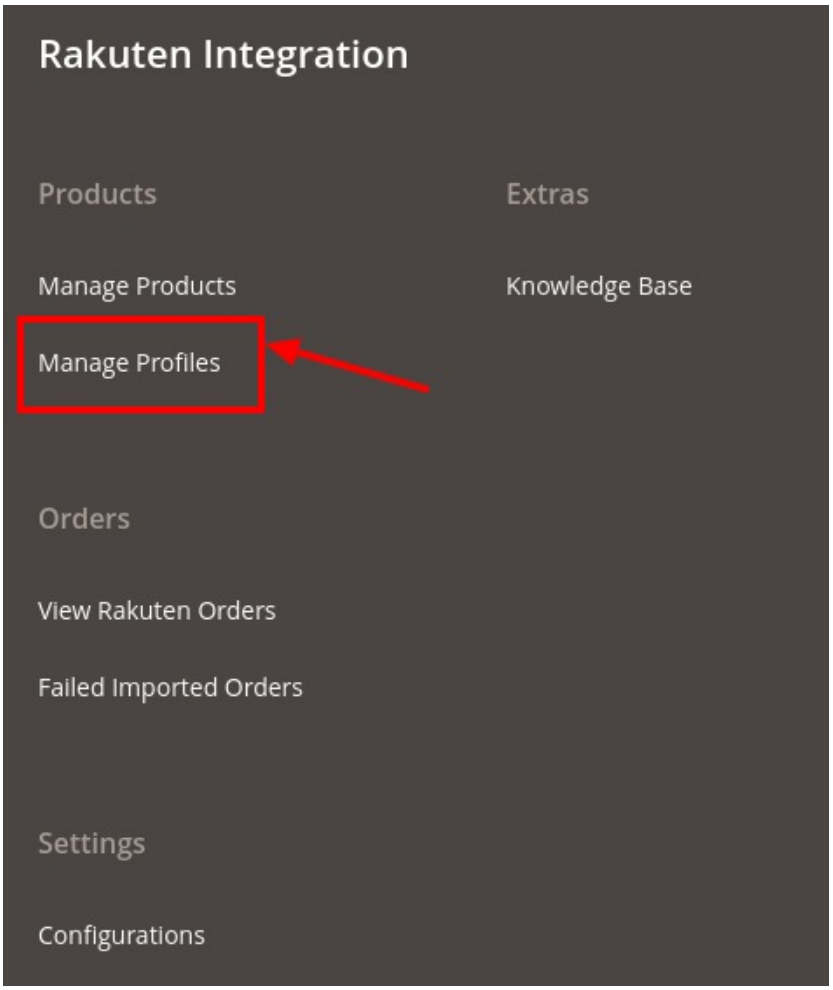
The **Manage Profile** section while selling on Rakuten US with our extension includes the following actions that you may take:

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

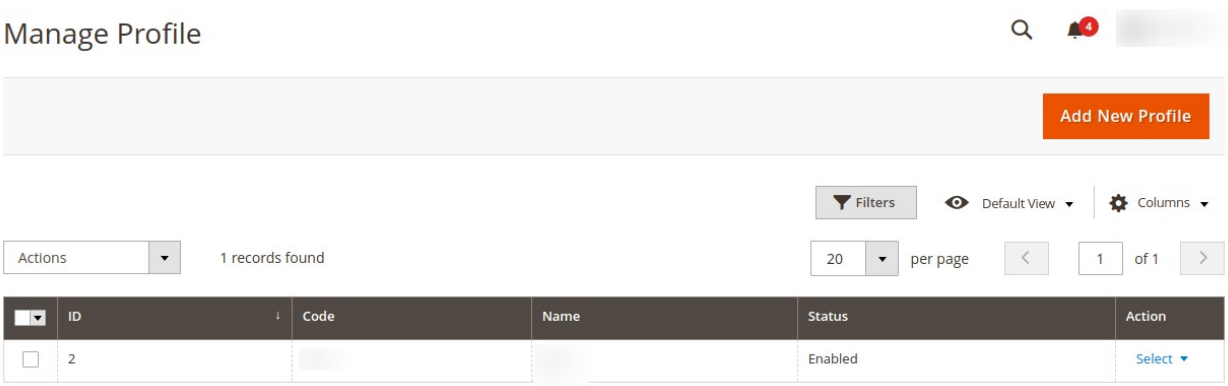
3.1. Add New Profile

To Add a New Profile,

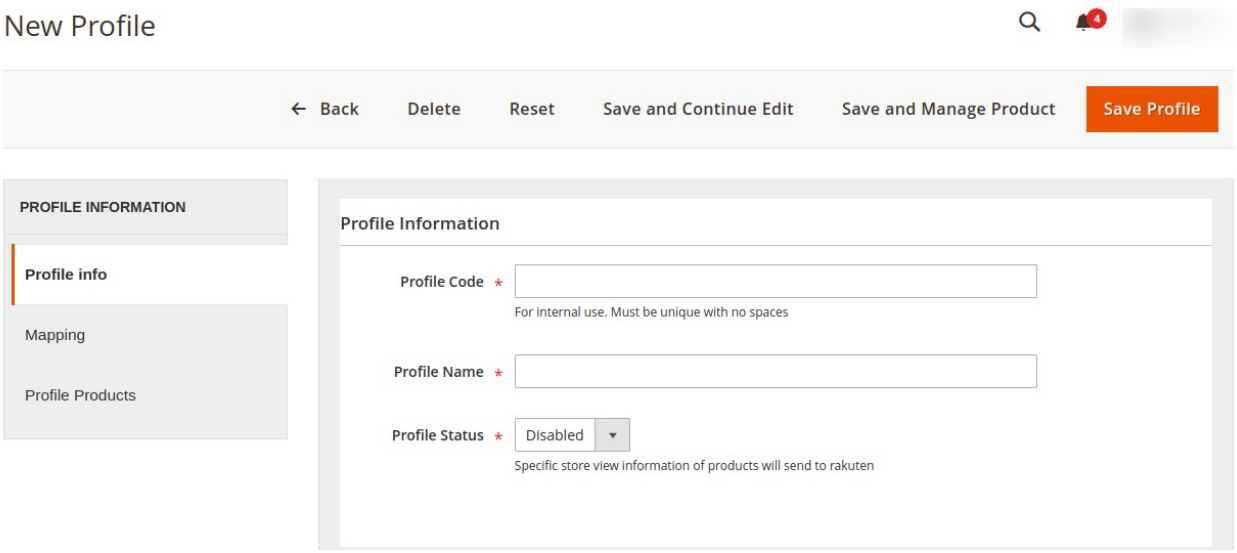
1. Goto Magento 2 admin panel.
2. On the left navigation bar, click the **Rakuten Integration** menu.
3. The menu appears as shown below:



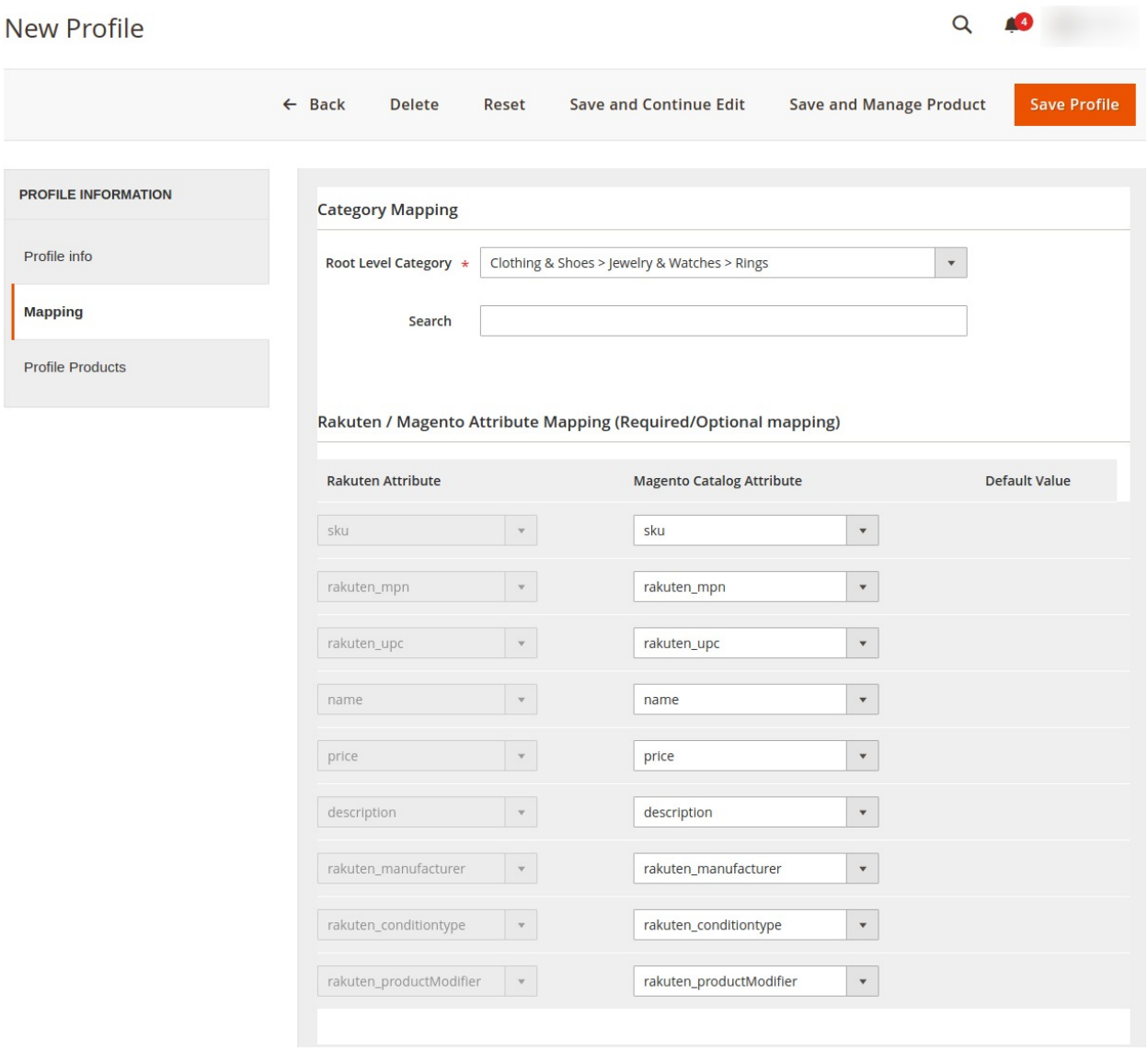
4. Click on **Manage Profiles**.
   The **Manage Profile** page appears as shown below:



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

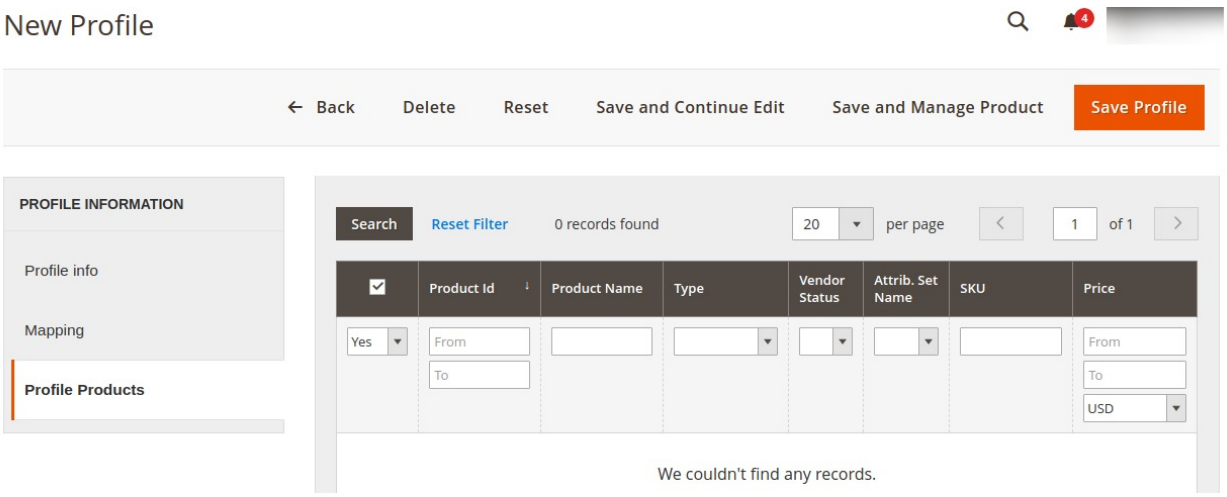


6. In the left panel, under **Profile Info.** do the following steps:
   - In the **Profile Code** box, enter the unique profile code.
   - In the **Profile Name** box, enter the name of the profile.
   - In the **Profile Status** box, select the **Enable** option to enable the profile status. If the 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.



- 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.



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

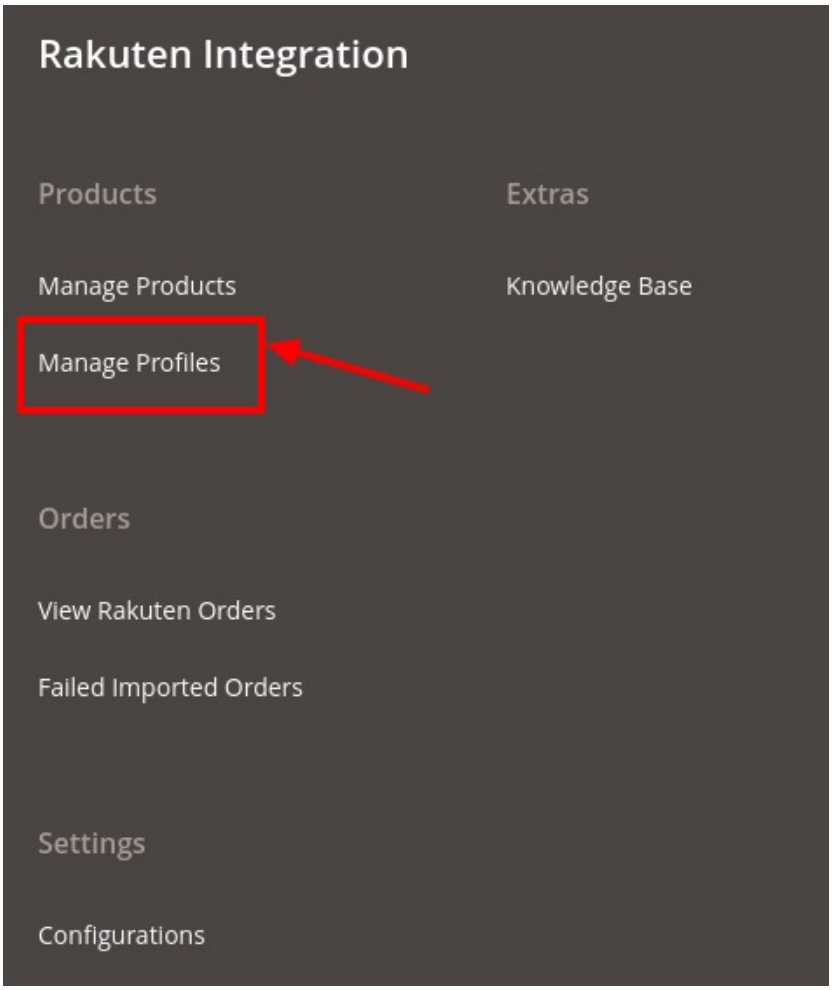
- Click the **Reset Filter** link.
  All the products listed in the table will be shown.
- Select the checkboxes associated with the required products that you want to assign to the new profile.
  Note: Admin can assign a product only to one profile.
- If the selected product is already assigned to some 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.

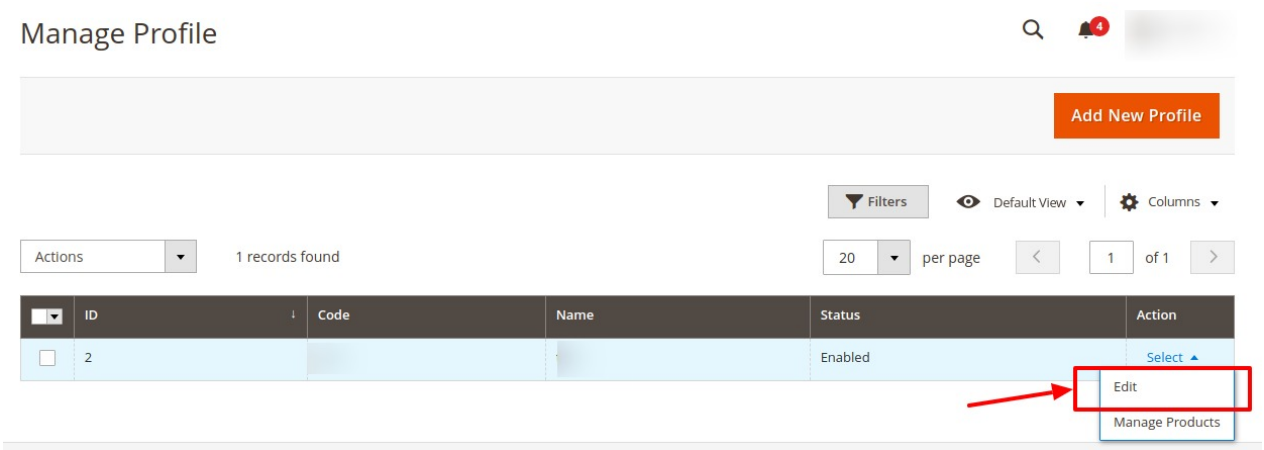
3.2. Edit a Profile

To Edit a Profile,

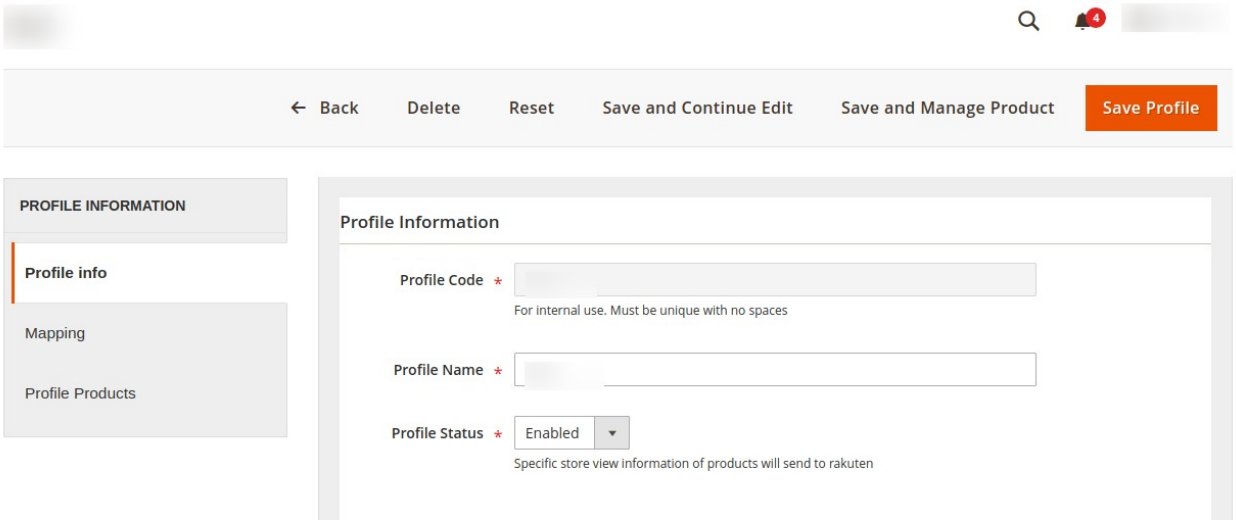
1. Goto Magento 2 admin panel.
2. On the left navigation bar, click the **Rakuten Integration** menu.
3. The menu appears as shown below:



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:

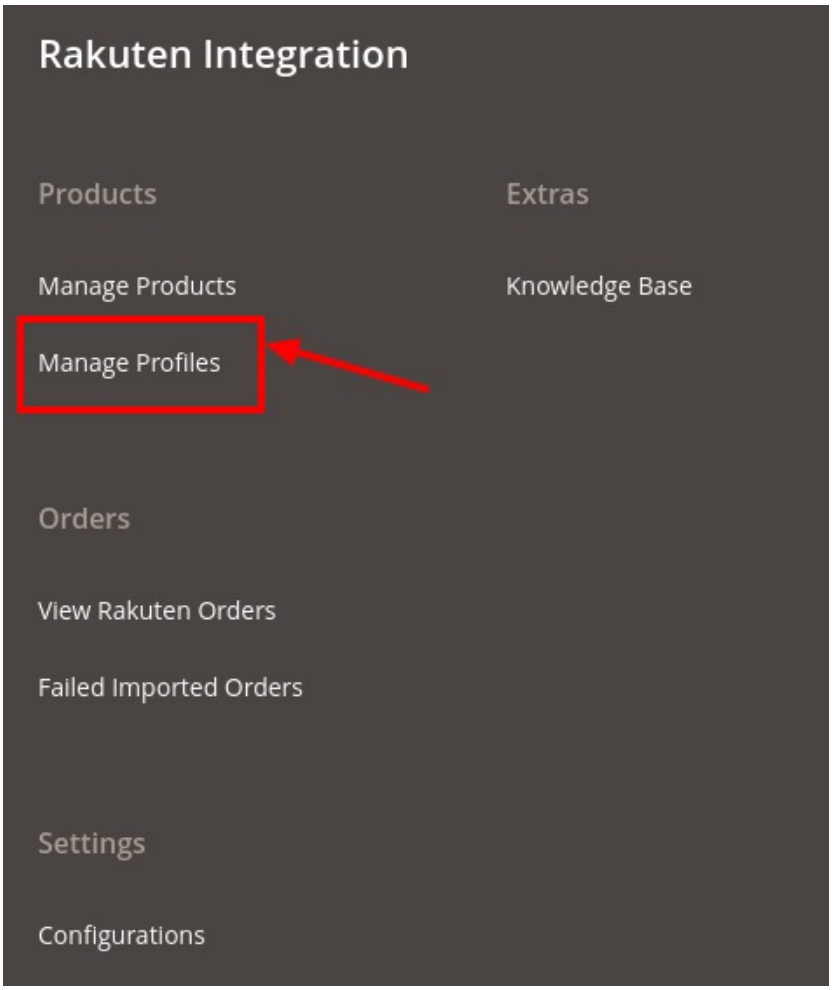


7. Make the changes as per the requirement.
8. Click the **Save Profile** button.
   The profile is saved and listed on the **Manage Profile** page.
   OR
   To save and manage the products, click the **Save and Manage Product** button.
   OR
   To save and continue the editing, click the **Save and Continue Edit** button.

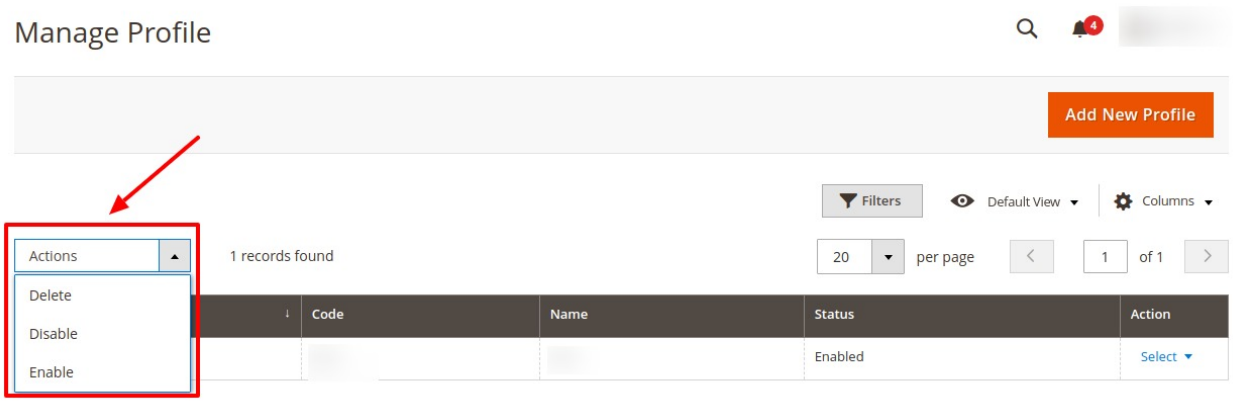
3.3. Submit Actions in Bulk

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:



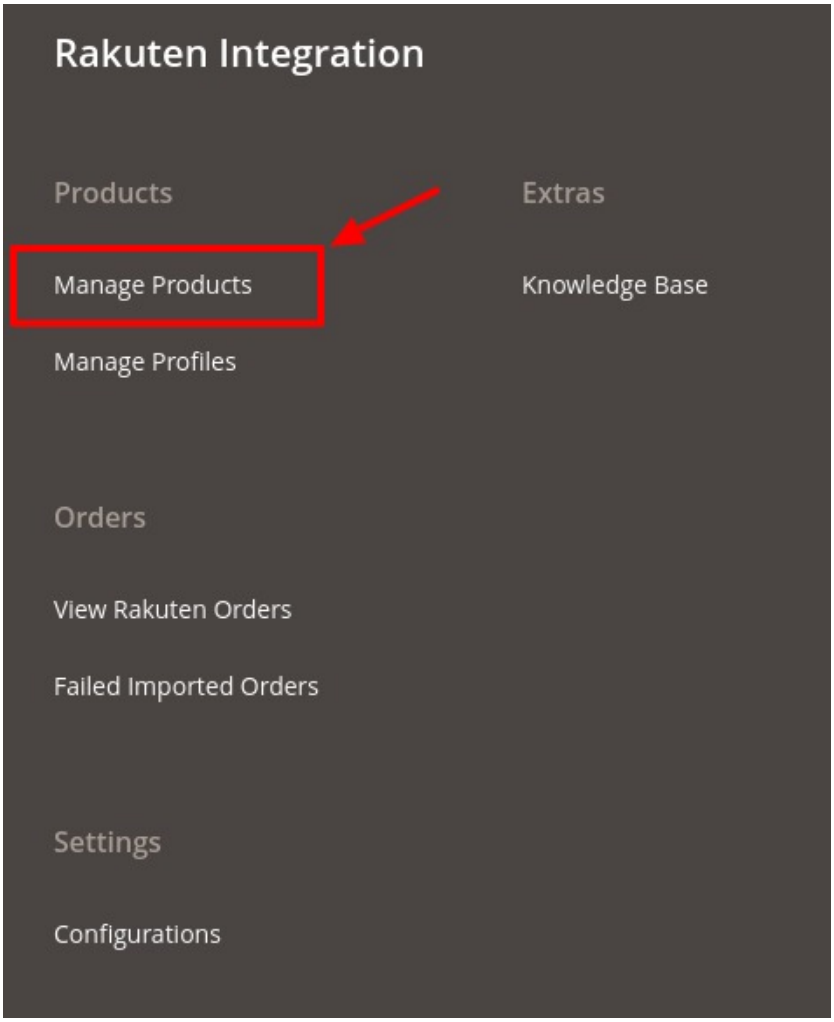
5. Select the checkboxes associated with the required profiles.
6. Click the **Arrow** button next to the **Actions** field.
   - In the **Actions** list, click **Delete** to delete the selected profiles.
     A confirmation dialog box appears. Click the **OK** button.
     The selected profiles are 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.

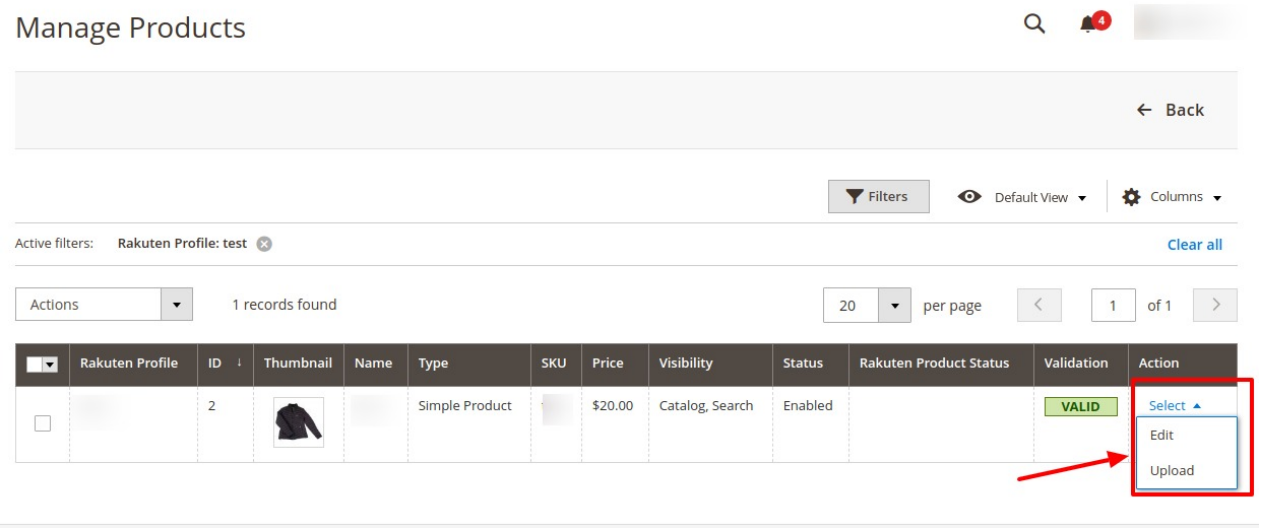
4. Manage Products

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:

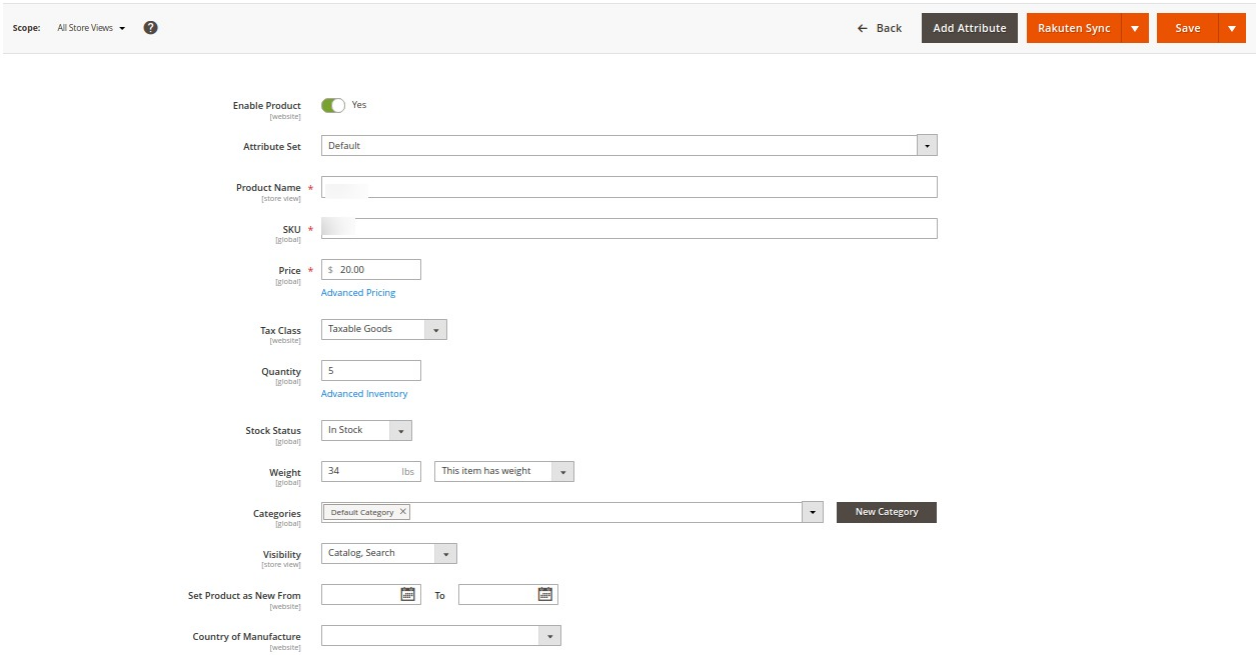


4. Click on **Manage Products**.
   The **Manage Products** page appears as shown:



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:



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

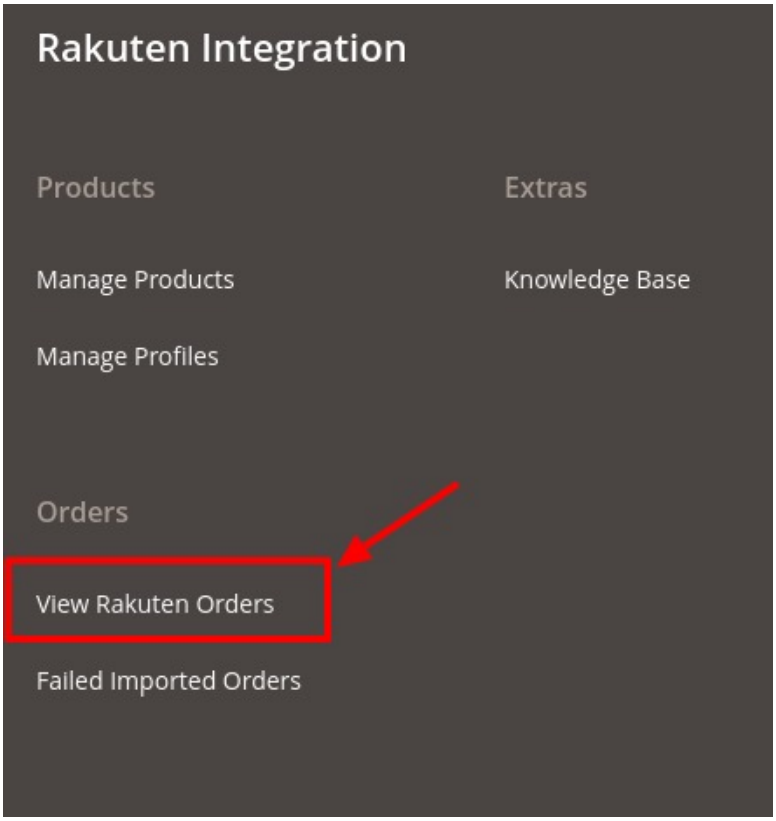
To Upload a Product,

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.

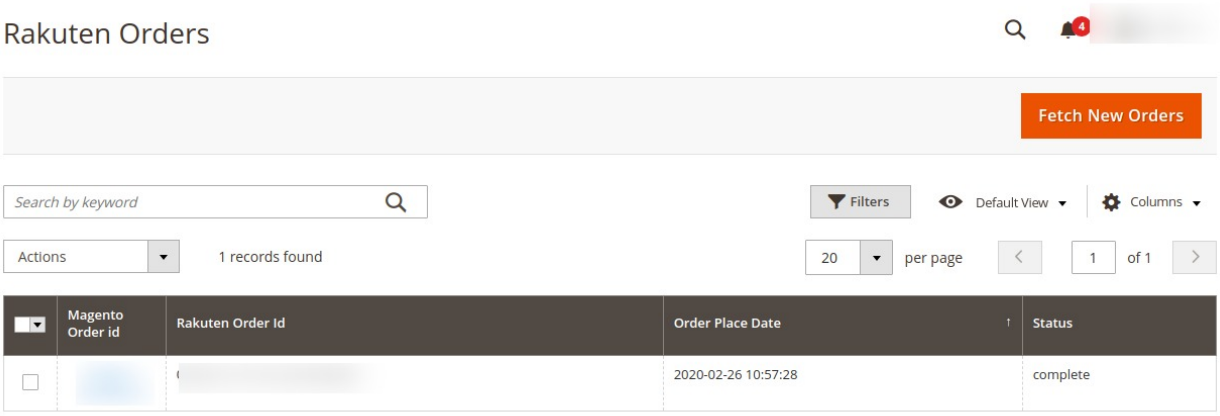
5. View Rakuten Orders

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:

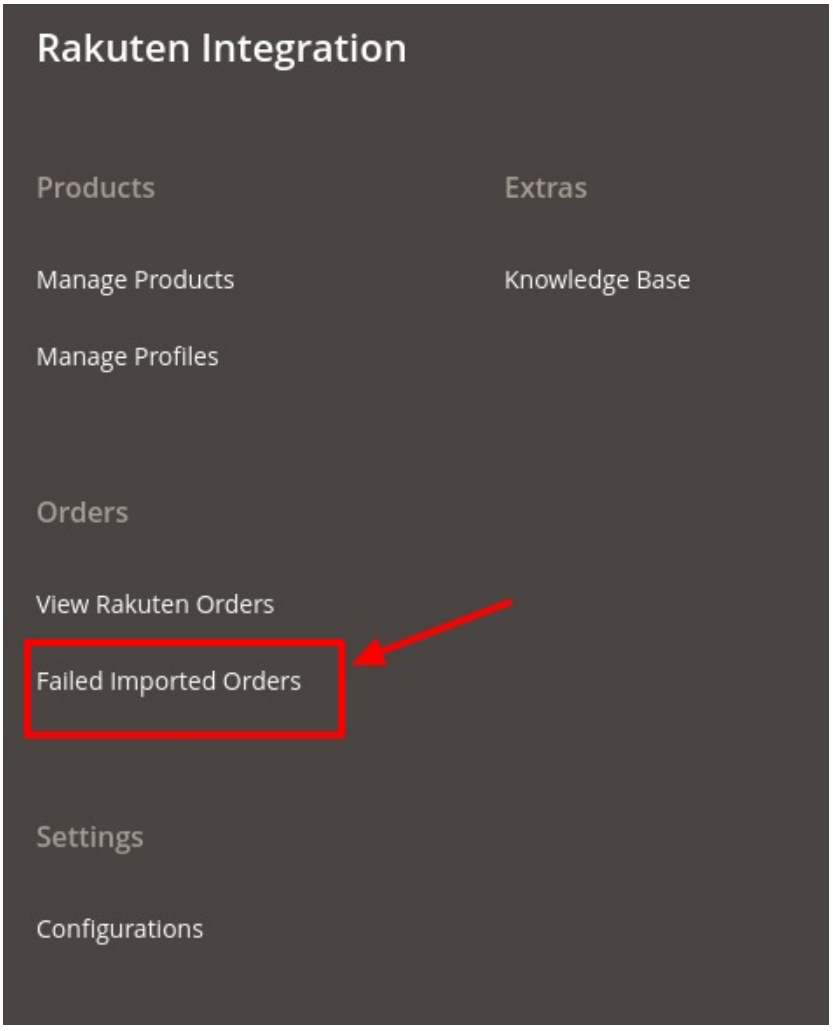


5. Now Click on the Magento ID associated with the order you wish to view.
6. You will be redirected to a page containing the full information pertaining to the order.
7. Then under Shipment details, you can enter the shipment details of the order.

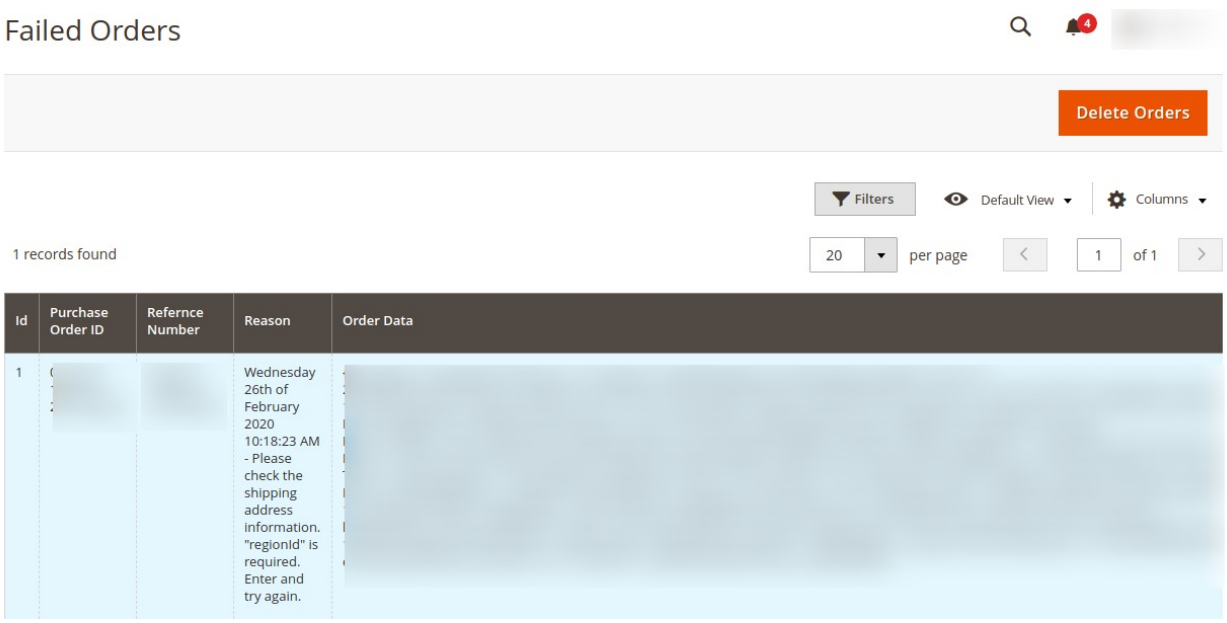
6. Failed Imported orders

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:



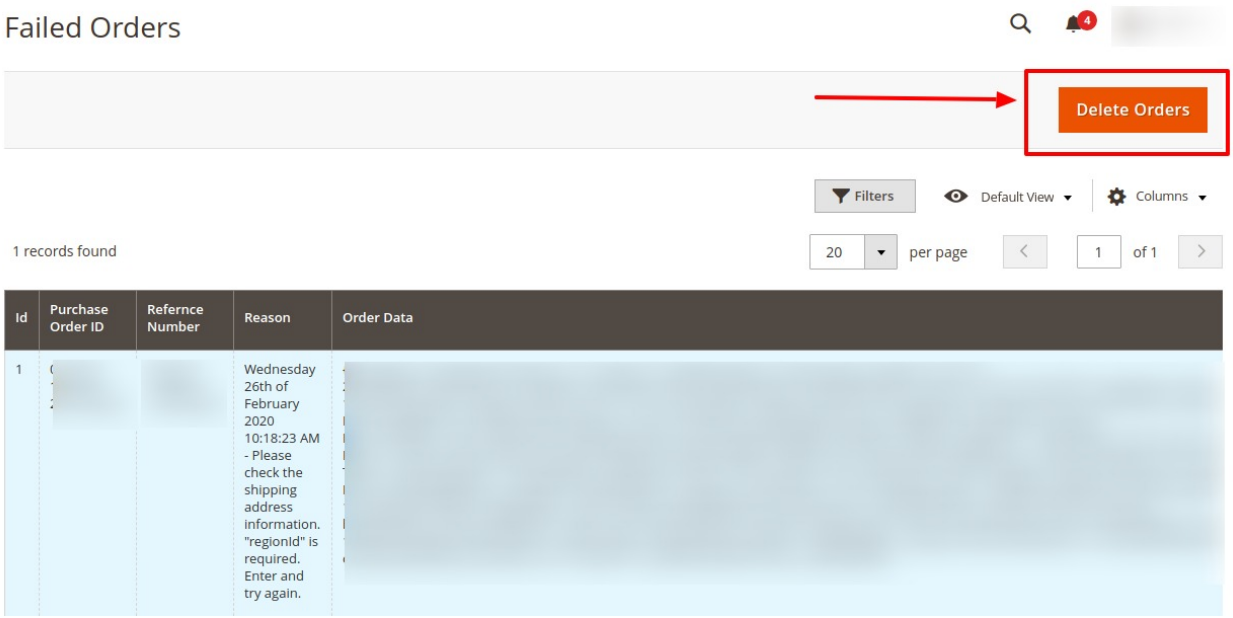
4. Click on **Failed Imported Orders**.
   The **Failed Orders** page open as shown:



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.



3. The selected orders will be deleted.

7. Developer Options

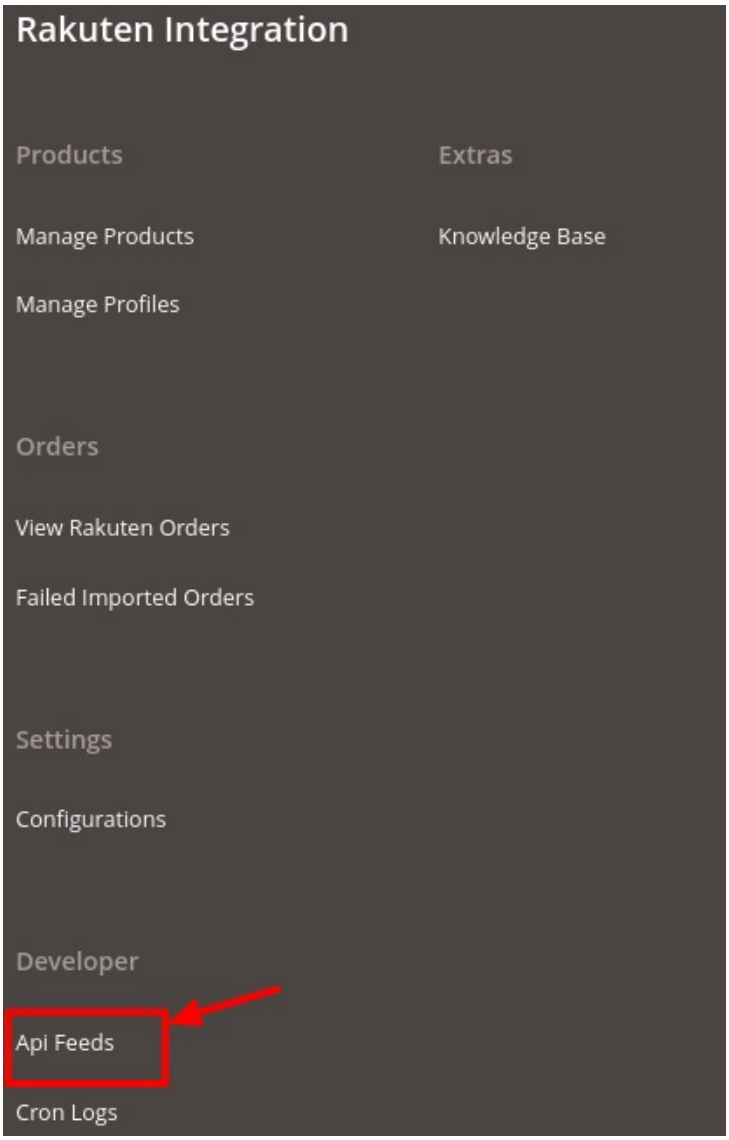
The Developer section covers the following information:

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

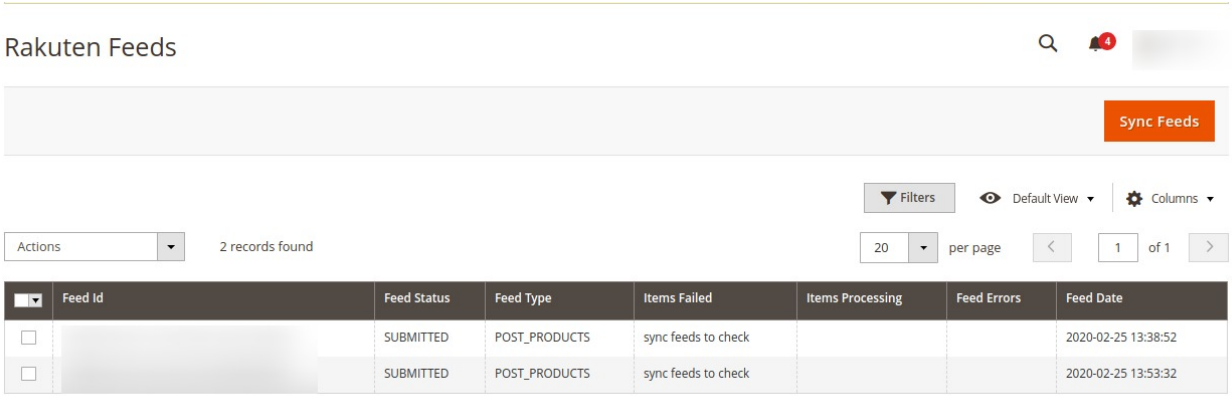
7.1. API Feeds

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:

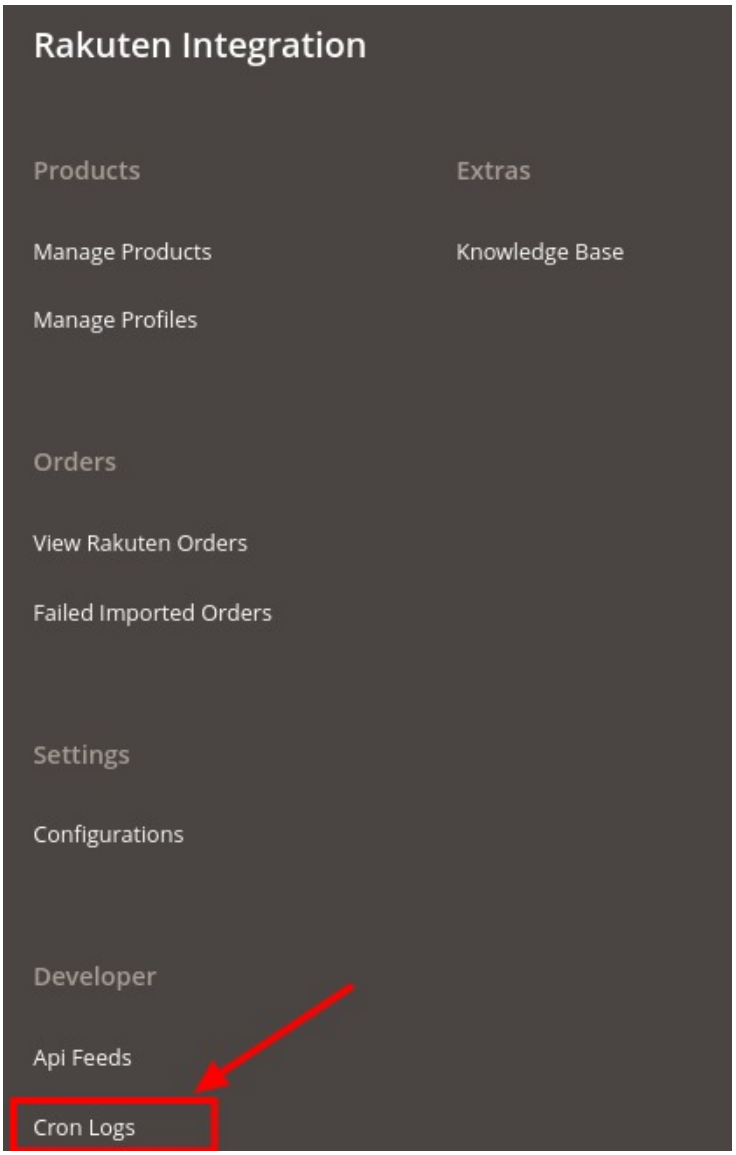


5. The feeds with the status will be shown.
6. The feeds can also be synced by clicking on **Sync Feeds**.

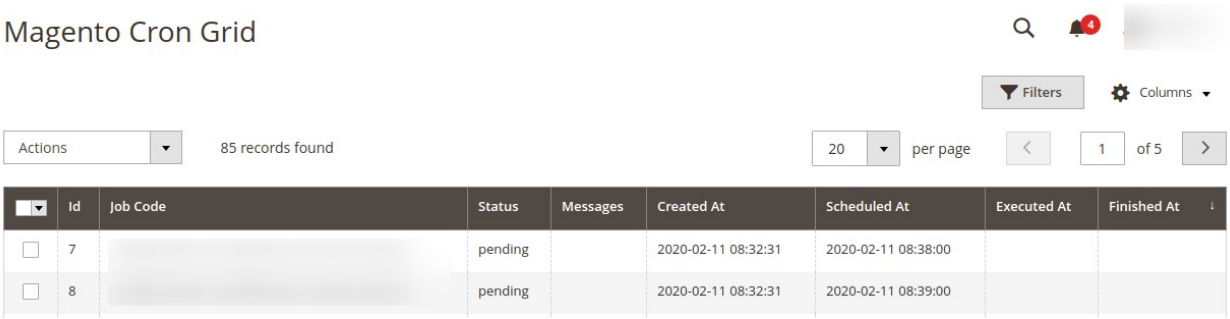
7.2. Cron Logs

To View Cron Logs,

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

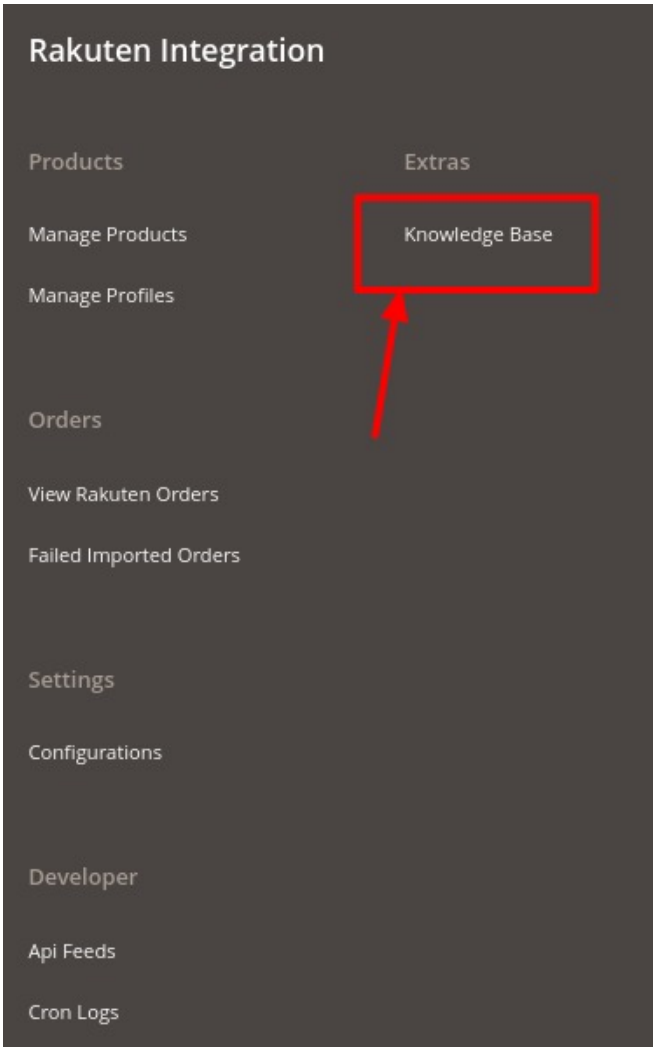


5. The crons will be displayed.

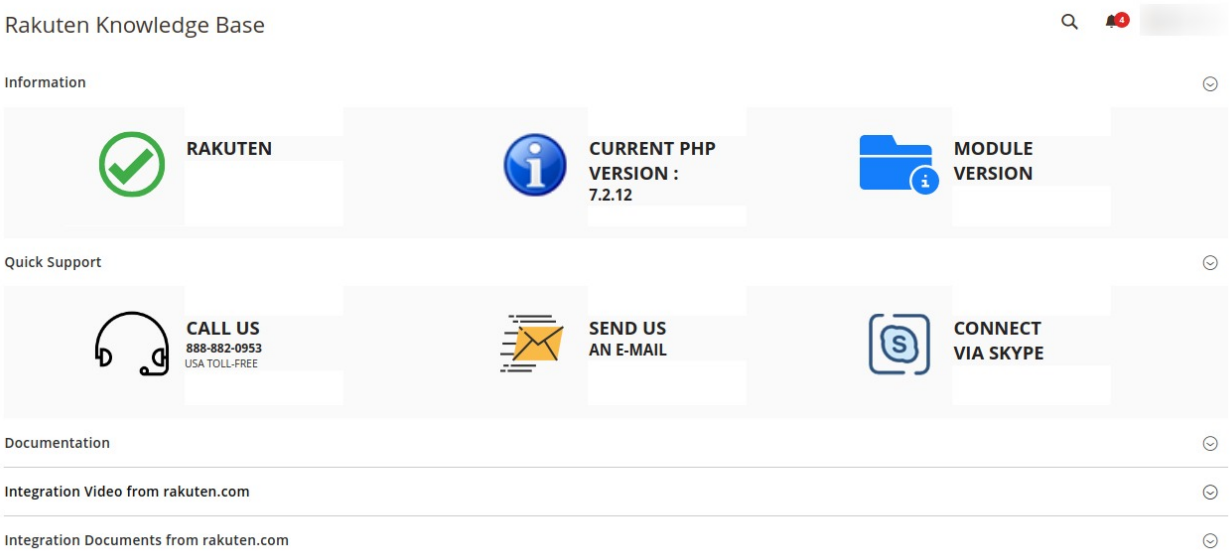
8. Knowledge Base

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:



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 24×7.
7. In the **Documentation** section, there is a link to the manual of Rakuten US Integration for Magento 2.
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.