Reverb Magento 2 Integration - User Guide

by CedCommerce Products Documentation

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1. Overview

Reverb.com is one of the world’s largest dedicated online marketplaces to buy and sell new, used, and vintage music gear online. Reverb.com allows anyone to sell on Reverb, from large dealers and manufacturers to small shop owners and individuals, by creating free listings for musical instruments and other related equipment.

Reverb also includes an integrated price guide that pulls transaction data to determine fair market values for a wide range of instruments and gear.

With extraordinary features, **Reverb charges only 3.5% sales fee for items sold** through the platform.

To sell on this platform, CedCommerce brings to you the latest Reverb **Magento 2 Integration** that integrates your Magento 2 store with the Reverb marketplace and lets you sell on Reverb. The extension also automates the ordering process and facilitates products handling and management.

-Features at a Glance–

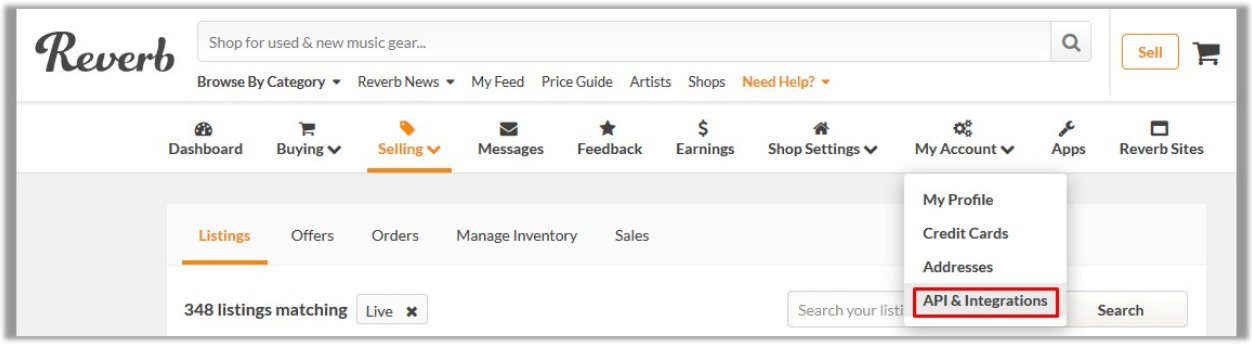
- **Bulk Product Upload:** You can choose and upload products in bulk on Reverb marketplace to save your time and effort.
- **Real-Time Synchronisation:** At regular time intervals, the price of the products and the inventory numbers are automatically synchronised and updated from the Magento 2 store.
- **Product Management:** Manage products on the Reverb marketplace in an easier way through the Magento 2 dashboard.
- **Multi-Account:** You can manage multiple accounts and configure each account individually.
- **Profile Based Product Assignment**: Based on the created profiles you can assign the products on the Reverb marketplace. This makes your selling more organized.

2. Retrieve Personal Access Token

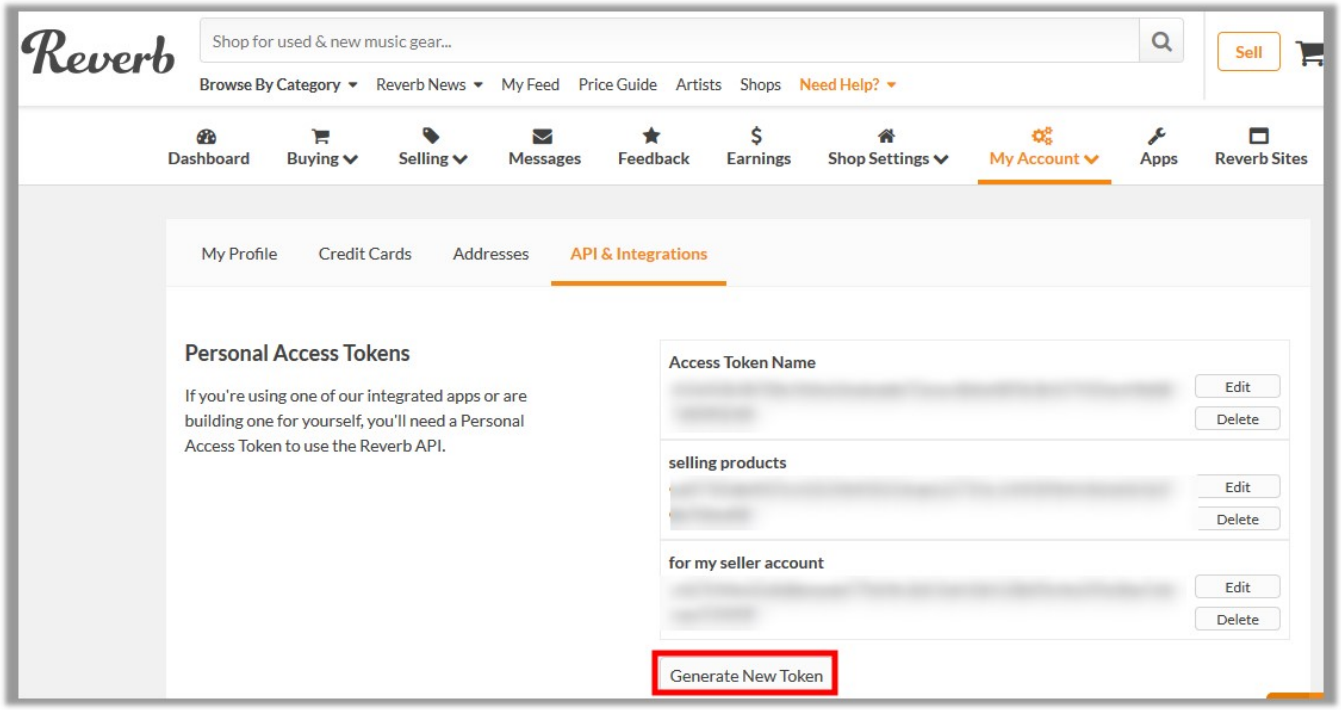
Once the Reverb Magento 2 Integration extension is successfully installed on the Merchant’s store, the Reverb menu appears on the left navigation panel of the Magento 2 Admin Panel. From here, the seller may commence the configuration process but before that, the Access Token needs to be received from the Reverb seller panel.

To get the Access Token from the Reverb Seller account:

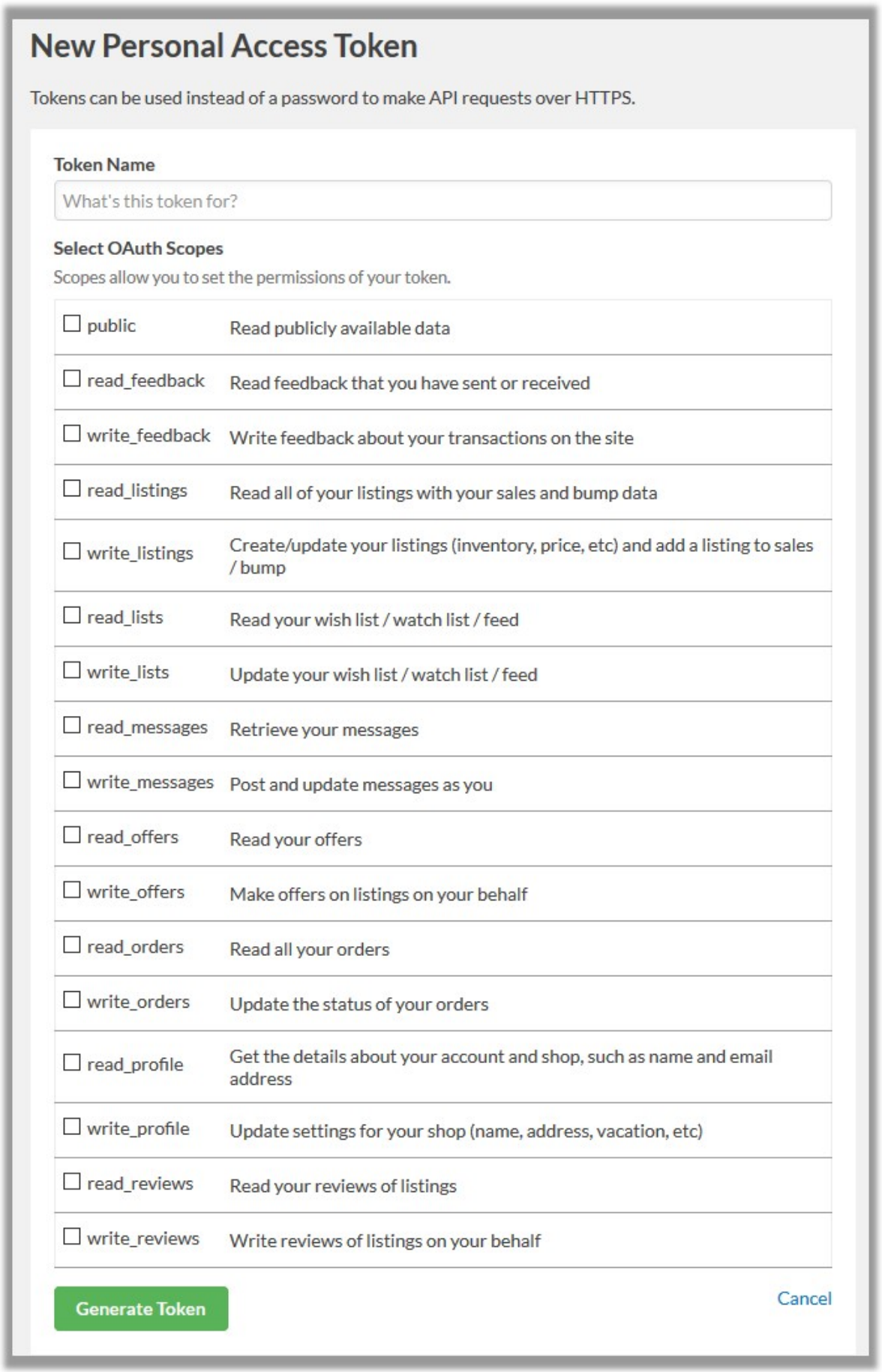
- Login to the Reverb Seller account.
- The page appears as shown in the following figure:



- Click the **My Account** menu, and then click **API & Integrations**.
- The page appears as shown in the following figure:



- Click the **Generate New Token** button.
  The page appears as shown in the following figure:



New Personal Access Token

Tokens can be used instead of a password to make API requests over HTTPS.

Token Name

What's this token for?

Select OAuth Scopes

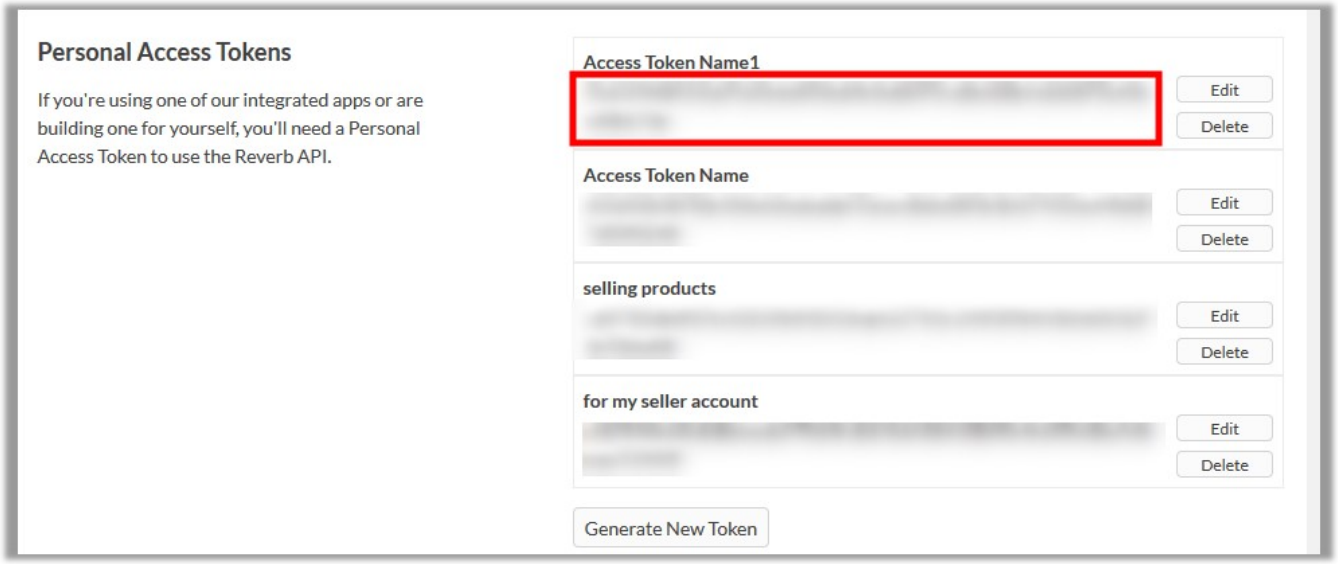
Scopes allow you to set the permissions of your token.

☐ public	Read publicly available data
☐ read_feedback	Read feedback that you have sent or received
☐ write_feedback	Write feedback about your transactions on the site
☐ read_listings	Read all of your listings with your sales and bump data
☐ write_listings	Create/update your listings (inventory, price, etc) and add a listing to sales / bump
☐ read_lists	Read your wish list / watch list / feed
☐ write_lists	Update your wish list / watch list / feed
☐ read_messages	Retrieve your messages
☐ write_messages	Post and update messages as you
☐ read_offers	Read your offers
☐ write_offers	Make offers on listings on your behalf
☐ read_orders	Read all your orders
☐ write_orders	Update the status of your orders
☐ read_profile	Get the details about your account and shop, such as name and email address
☐ write_profile	Update settings for your shop (name, address, vacation, etc)
☐ read_reviews	Read your reviews of listings
☐ write_reviews	Write reviews of listings on your behalf

Generate Token

Cancel

- In the **Token Name** box, enter the name.
- Select the required options to set the permissions of the token.
  The token is generated and appears on the Permissions Access Tokens page as shown in the following figure.



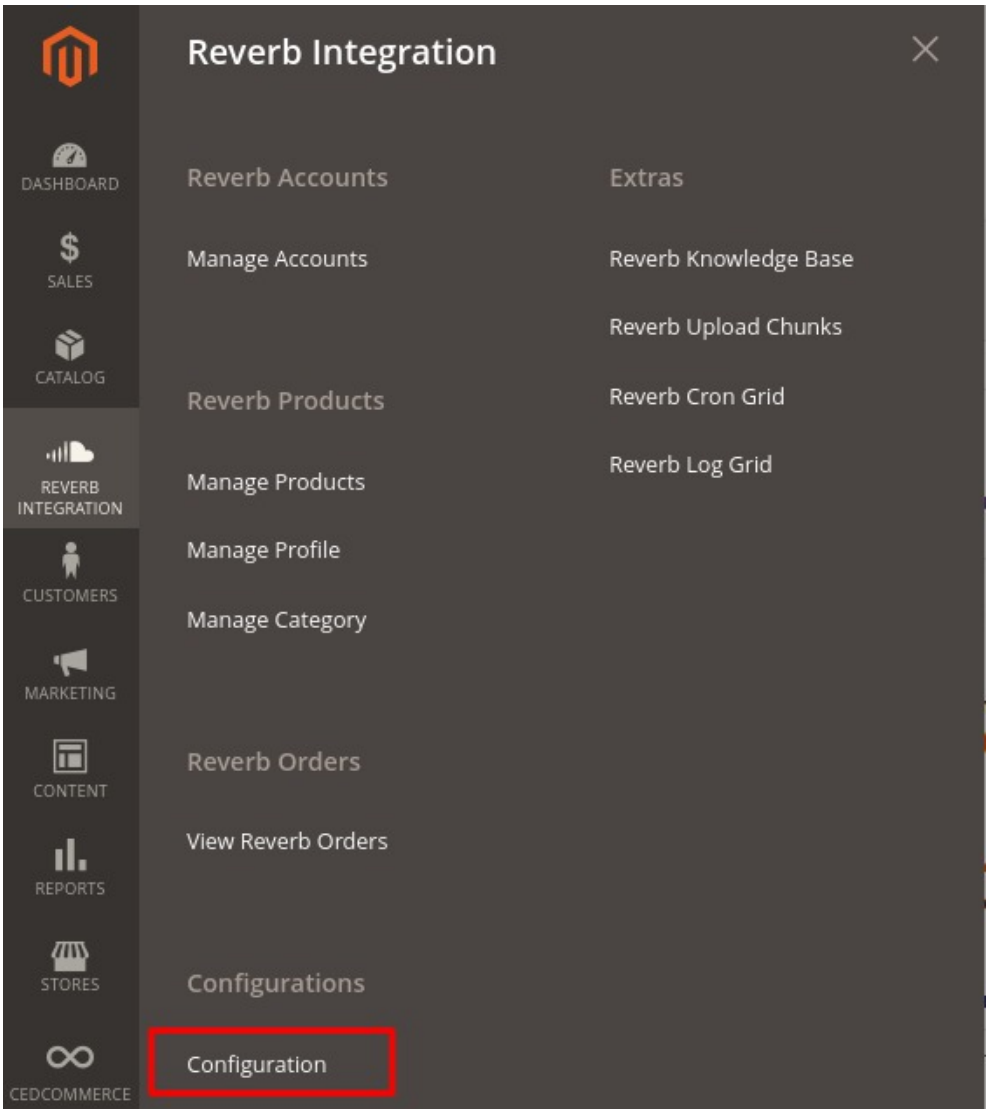
- Copy the **Token Access** value and then paste it in the **Personal Access Token** box appearing on the **Reverb Configuration** page of the Magento 2 Admin panel, which we will be discussing in the next segment.

3. Reverb Configuration Settings

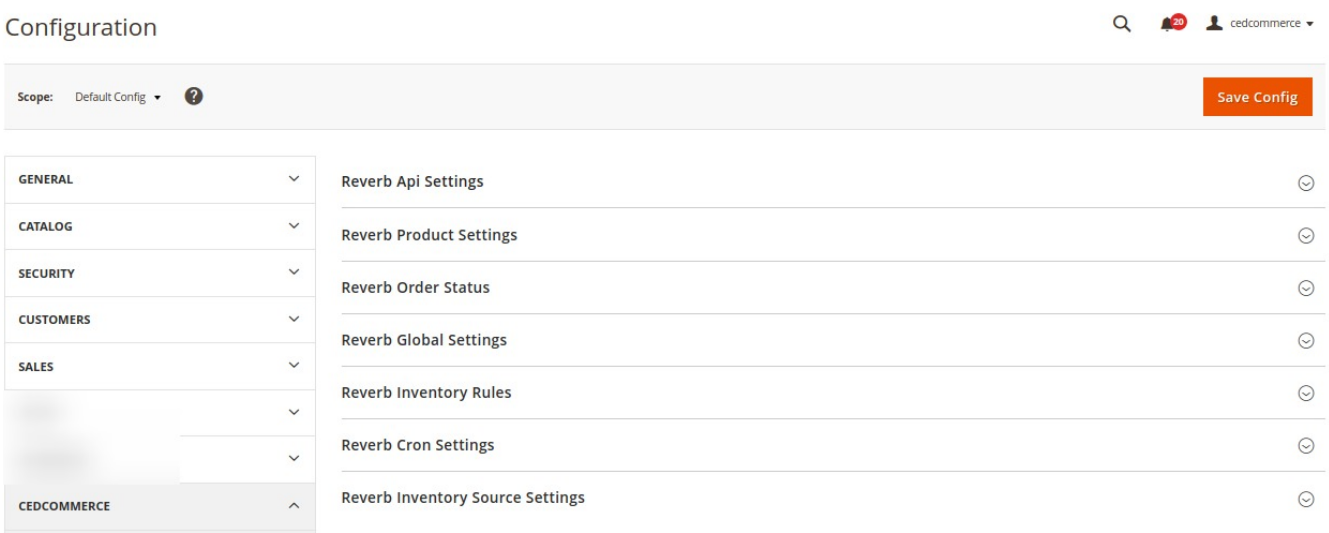
After obtaining the **Access Token** from the Reverb Seller account, the Magento 2 store owner may start the Configuration from the admin panel.

To Set up the Reverb Configuration settings in the Magento 2 Admin panel:

- Go to the Magento 2 Admin panel.
- On the left navigation bar, click the **Reverb** menu.
- On the right side, click on **Configuration.**

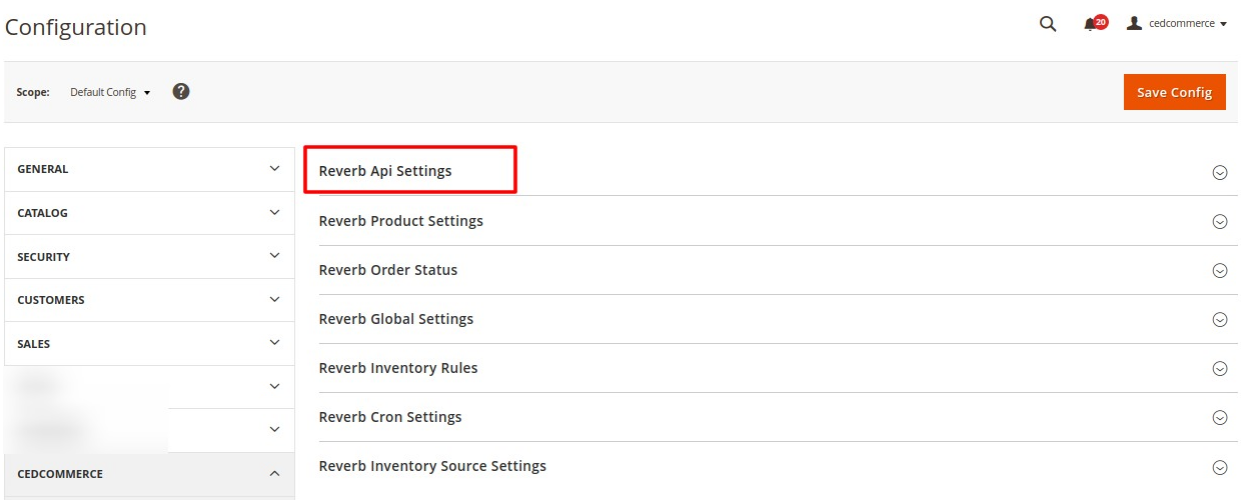


The **Reverb Magento 2 Configuration** page appears as shown in the following figure:

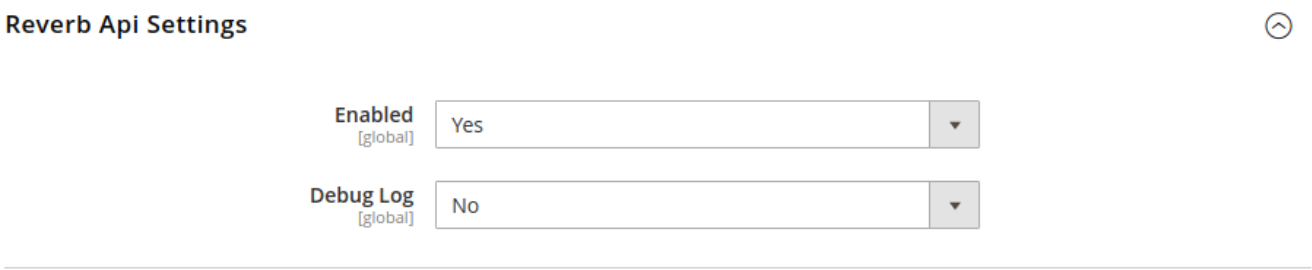


-Reverb API Settings-

- The first setting in the configuration section that you need to do is the **Reverb API Setting**



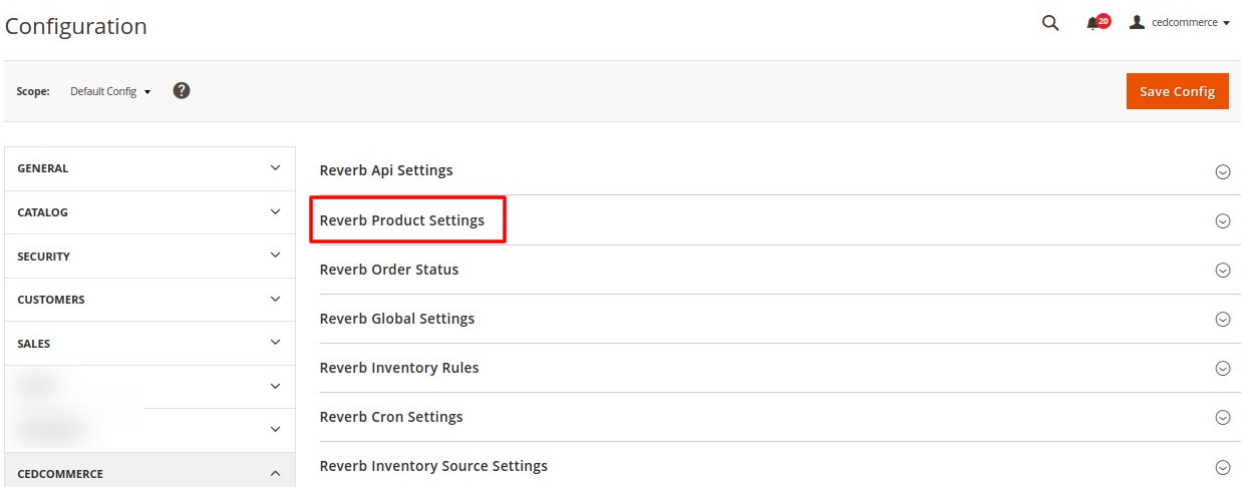
- Click and the section expands
- In **Enable**, select **Yes** in order to enable your extension.
- On selecting yes, the tab gets expanded as shown in the figure below:



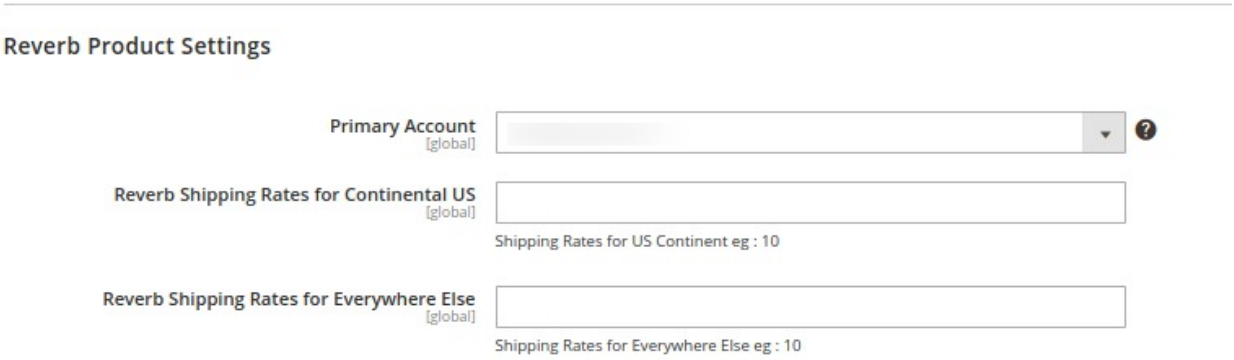
- Enter the Access Token that you had got from the Reverb Seller Panel, in the Access Token bar.
- In the Debug log, select **Yes,** if you want the debug log to be created.

-Reverb Product Settings:

- Now click on the **Reverb Product Settings**



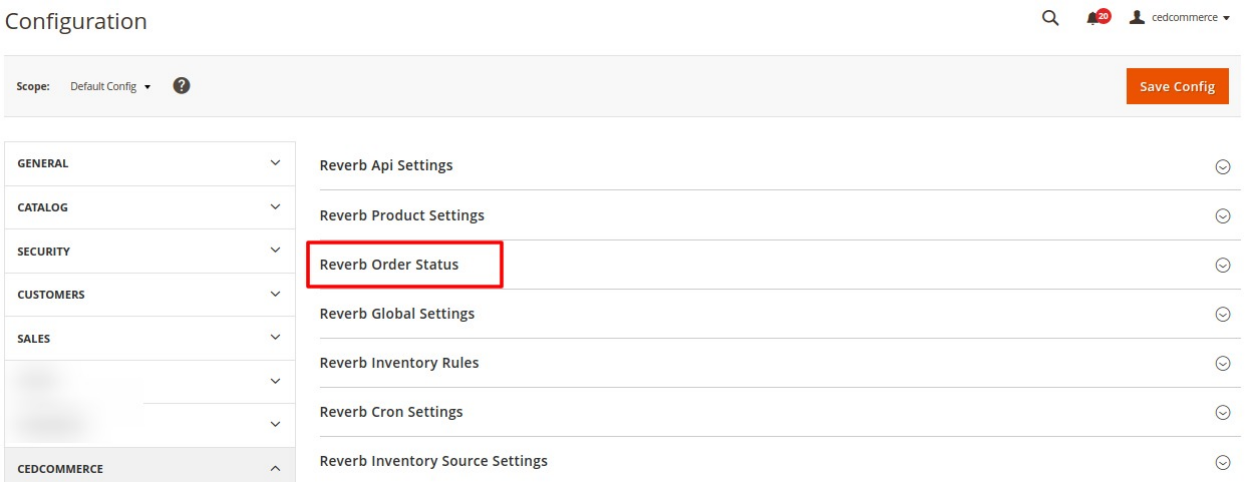
- On clicking**, the** section expands as:



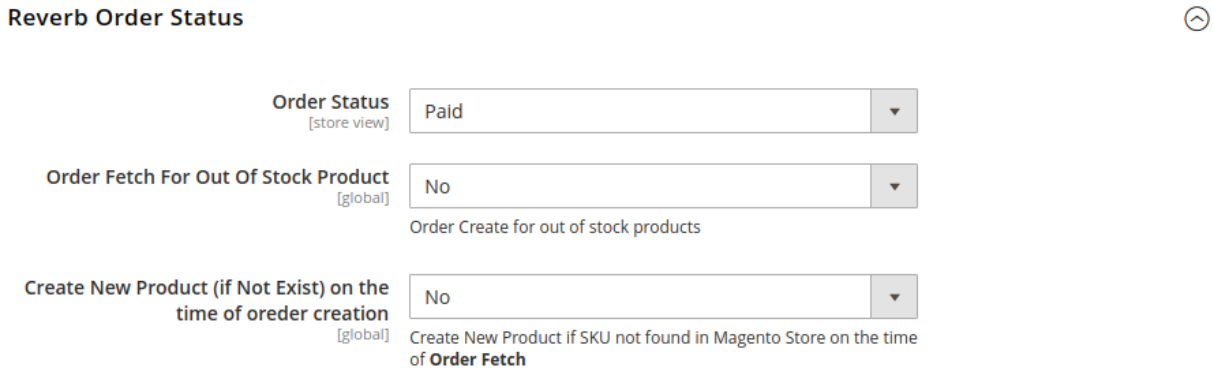
- In the **Primary Account Section,** choose the account from the drop-down menu for which you wish to perform the settings.
- In **Reverb Shipping Rates for Continental US** enter the shipping charges you want in the US on the product.
- In **Reverb Shipping Rates for Everywhere Else** enter the shipping rate for other places.

-Reverb Order Status-

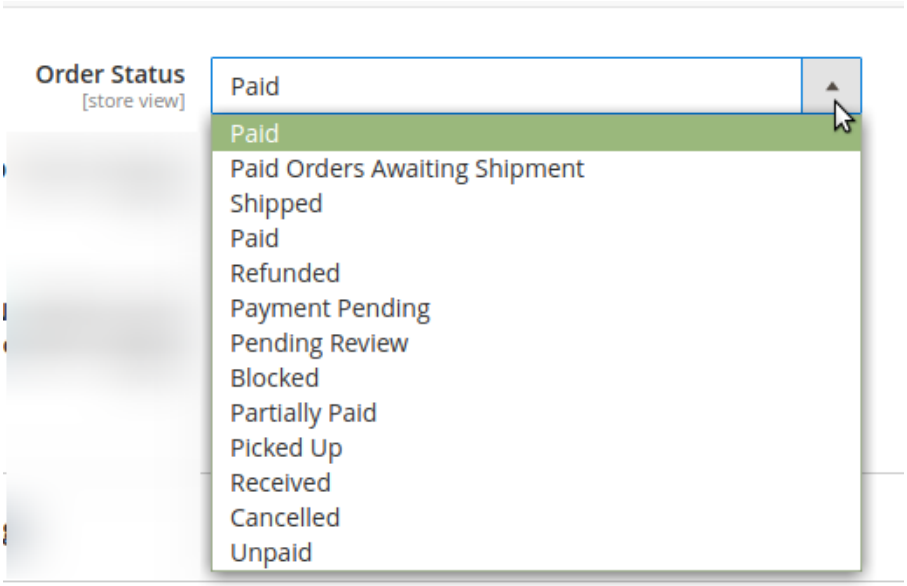
- Now click on the **Reverb Order Status**



- On clicking**,** the section expands:



- In **Order Status**, as you have the following options to choose from, as shown in the image below:

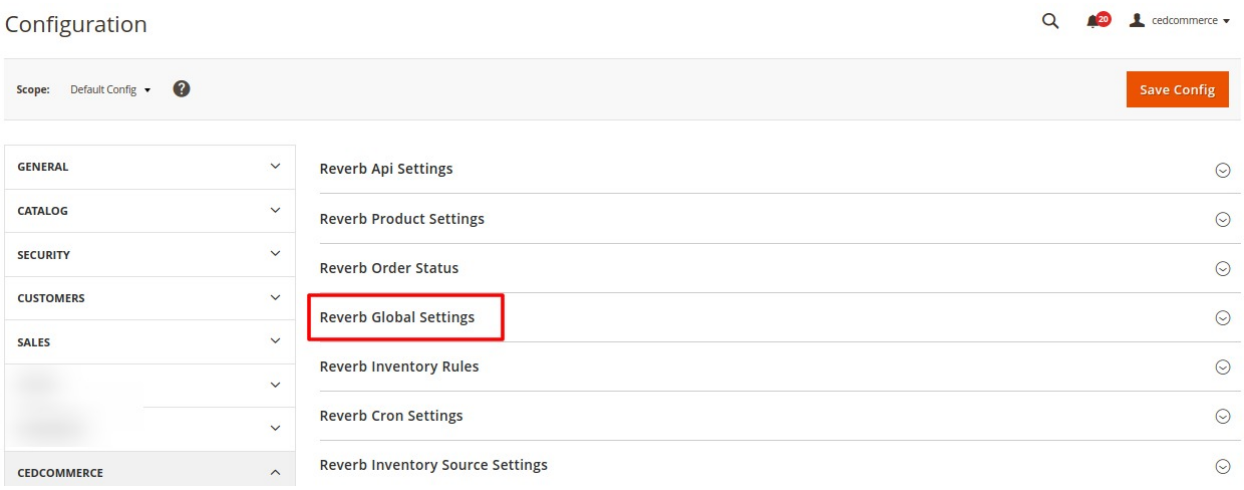


- If you select **Paid,** all orders(Paid as well as Unpaid) from Reverb will be fetched to your Magento 2 Admin Panel.
- If you select **any of the orders from the list**, those types of orders would be fetched to the Magento 2 Admin Panel.

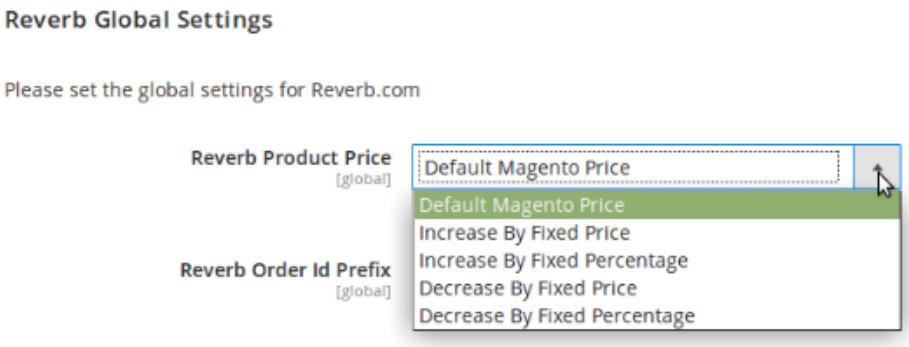
- Now in **Order Fetch for Out of Stock Product**, you can select the option **Yes** if you want to fetch orders for out of stock products or else **No**.
- In **Create New Product(if Not Exist) on the time of Order Creation,** select **Yes** if you want to create a new order if it does not exist when the order is created.

-Reverb Global Settings-

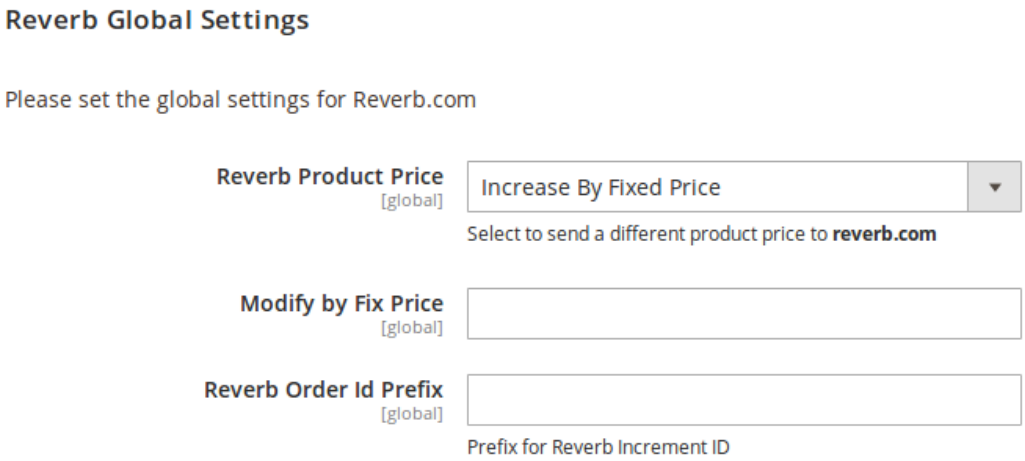
- Now move to to the next section ie. **Reverb Product Price**



- Here you have options as shown in the image below, to send a price to Reverb in accordance with your business needs.

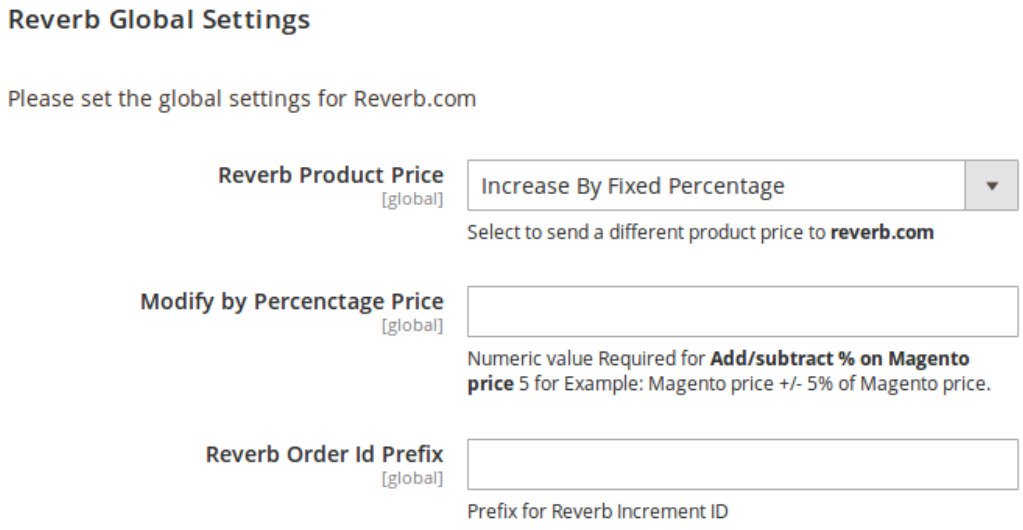


- **Increase by Fixed Price-** If you select this option, a new bar **Modify by Fixed Price** appears below this one as shown in the figure below:



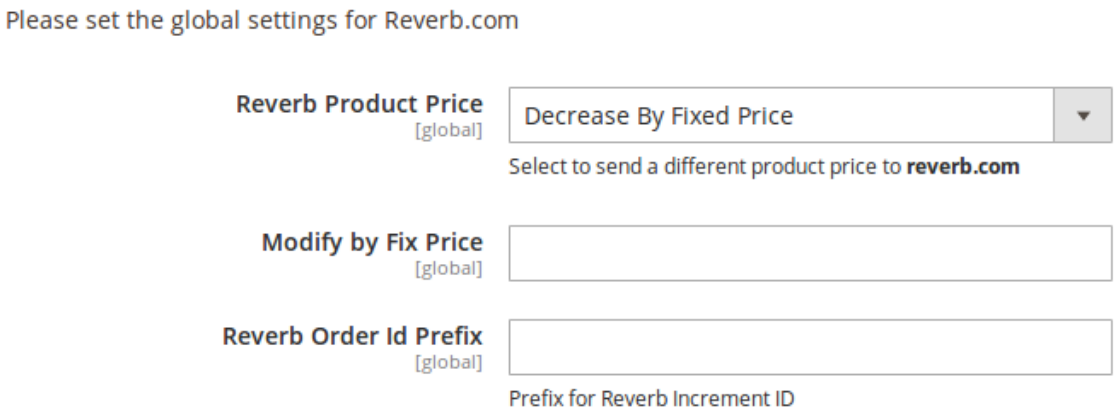
Now let's see how it works. Suppose you enter 10 in the Modify by Fixed Price, then if your product is for US$100 on your Magento store, it will be available at the marketplace for US$110, increasing the price by US$10 on the Reverb marketplace, whereas the price at your Magento store remains the same.

- **Increase by Fixed Percentage-** If you select this option, a bar appears as shown in the image below:

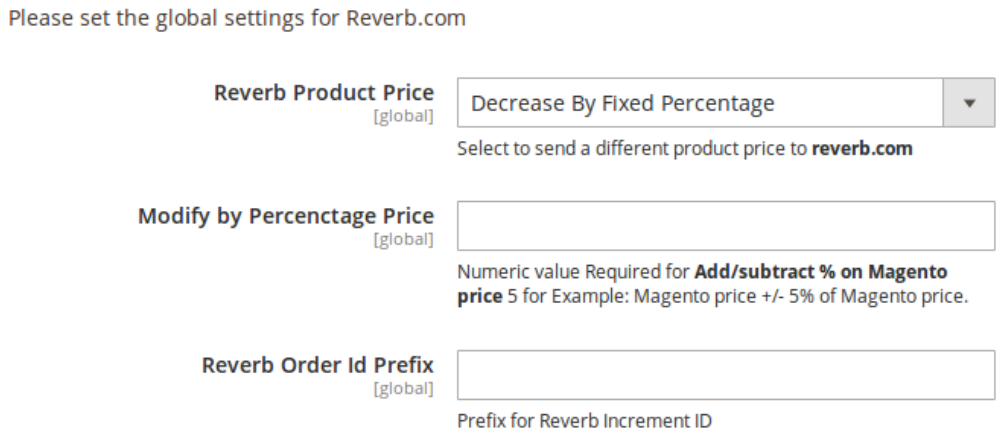


Now suppose your product on Reverb is available for US$100. If you enter 50 in the Modify by Percentage Price, then 50% of the price i.e. 50 will be added to the price and will be reflected on the Reverb Marketplace. So now the price that will be reflected on the Reverb marketplace will be US$150 for the product.

- **Decrease by Fixed Price-** When you select this option, you may see a bar and you may decrease the product price on Reverb the same way you can increase it. If your product is available for US$100 on Magento and you enter 50 in the bar that you see as shown in the image below, your product price will be decreased by US$50 on the Reverb marketplace. So if your product is for US$100 on Magento, it will be available for US$50 on the Reverb marketplace.

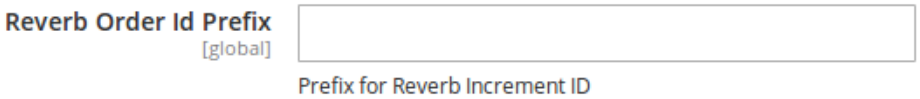


- **Decrease by Fixed Percentage-** If you select this option, you have the liberty to decrease the price of your product on Reverb by a particular percentage.



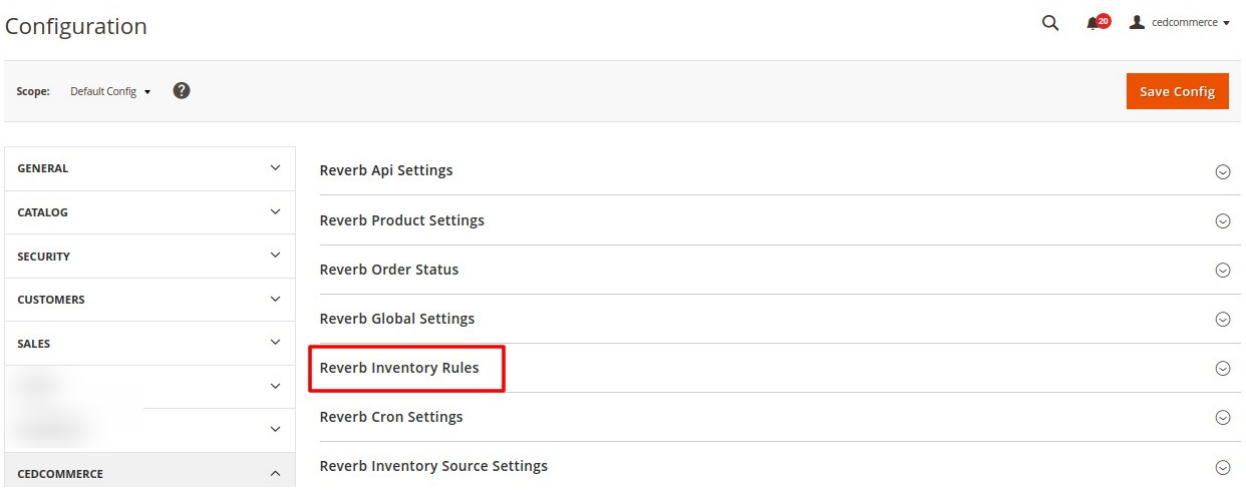
Suppose if your product is for US$100 on Magento and you enter 50 in the Modify by Percentage Price, your product price will be decreased by 50%, which means it will be available on Reverb for US$50 only.

In **Reverb Order Id Prefix,** you need to enter the Prefix which will be shown in the Order Id for the orders placed on Reverb for your products. It helps sellers in demarcating the orders of Reverb marketplace from the orders of any other marketplace where they sell their products if that is the case.



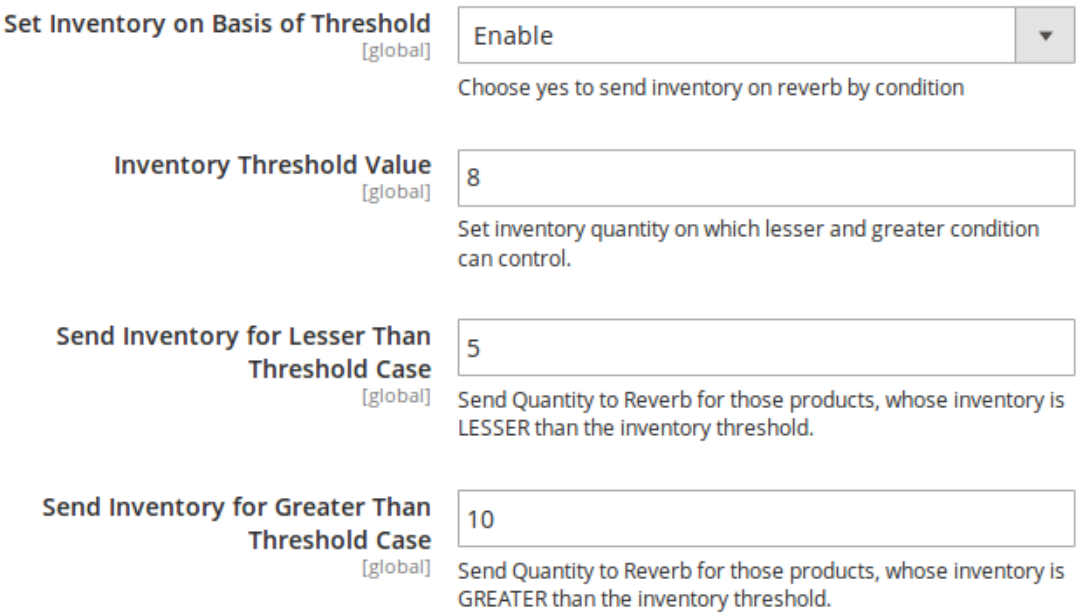
-Reverb Inventory Rules-

- The Reverb Inventory Rules section appears as shown in the image below:



- Click and the section expands as:

If you wish to enable it, select Enable in the bar for **Set Inventory on Basis of Threshold** and the tab gets expanded as shown in the image below:



- In **Inventory Threshold Value,** set the inventory quantity on the basis of which the product stock can be

controlled.

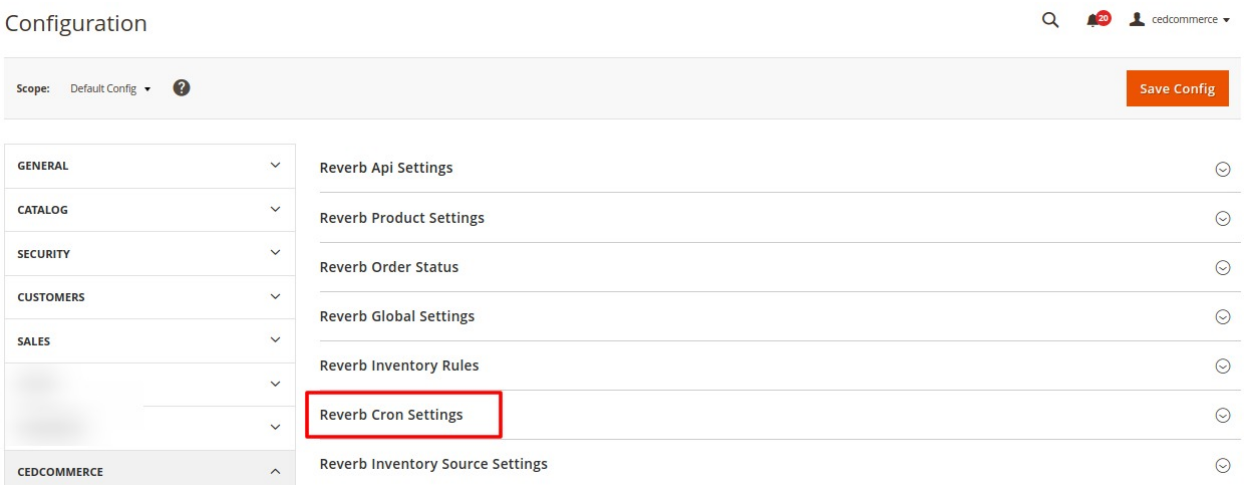
Let us see how it works.

- Suppose if in the **Inventory Threshold Value** we have entered 8.
- In **Send Inventory for Lesser than Threshold Case,** if we enter 5.
- In **Send Inventory for Greater Than Threshold Case,** if we enter 10.

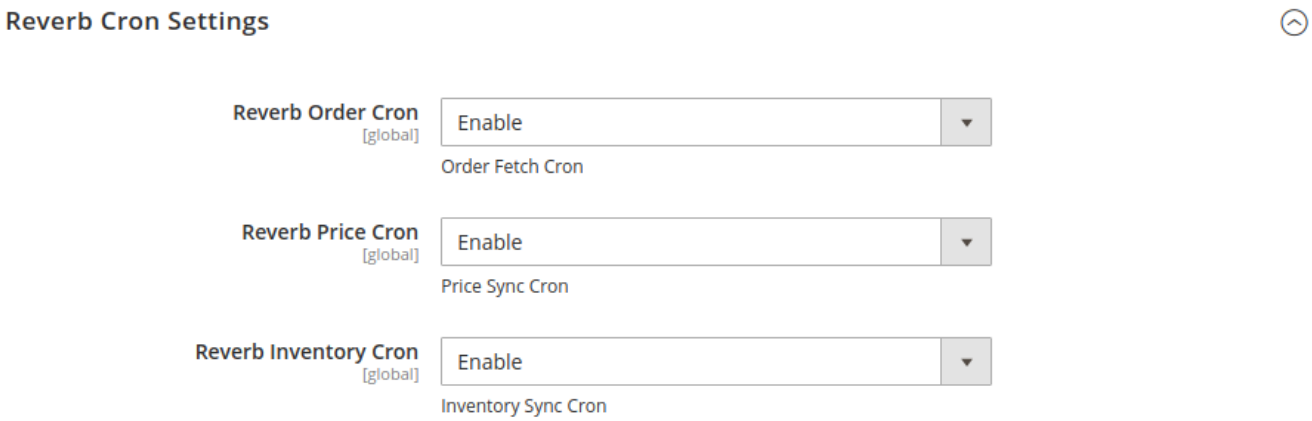
Now, if the product inventory that we are sending to Reverb is lesser than the threshold case – let's say 6 – then the inventory sent to Reverb would be 5 and not 6 as that is the inventory we've entered. Similarly, if we're sending a product inventory of 9 to Reverb, the inventory that would be sent would be 10 because that's what we've entered in the corresponding field.

-Reverb Cron Settings-

- The **Reverb Cron Settings** tab appears as shown in the image below:



- Click and it expands as:



- In **Reverb Order Cron**, if you select **Enable**, then the Cron will start running and a specific interval of time,

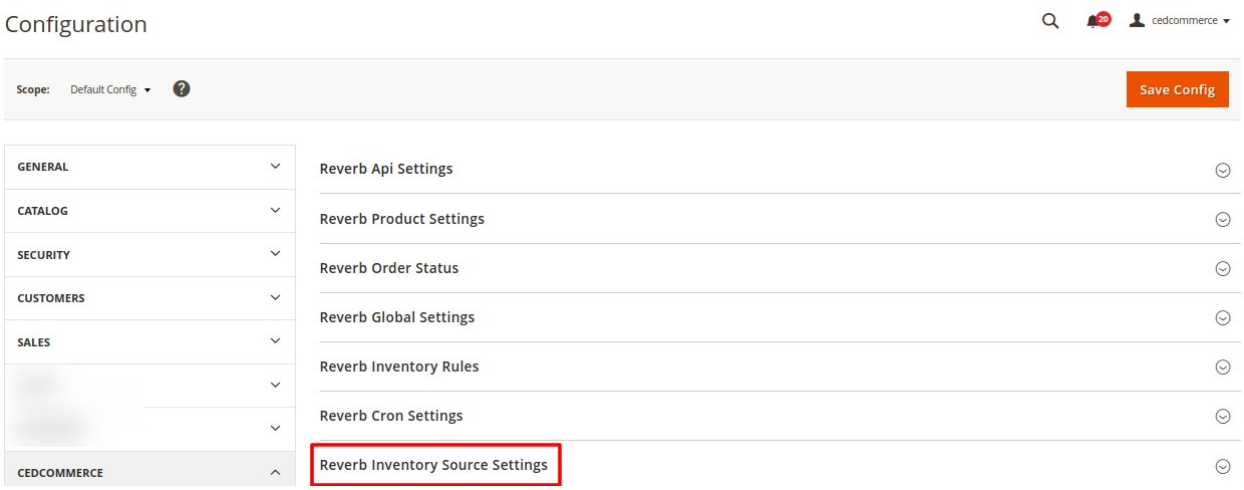
Reverb orders for your products will be fetched and get updated in your Magento 2 admin panel automatically.

- If you select **Enable** in the **Reverb Price Cron,** the product price will be synced and updated automatically between the Magento 2 store and Reverb marketplace after a specific interval of time.
- The Inventory can be synced and updated between Magento 2 store and Reverb marketplace if you select **Enable** in the **Reverb Inventory Cron.**

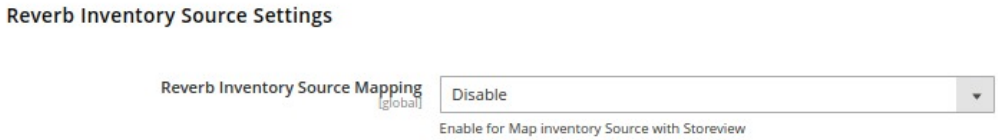
Now, let's move to the last settings of the configuration section.

Reverb Inventory Source Settings

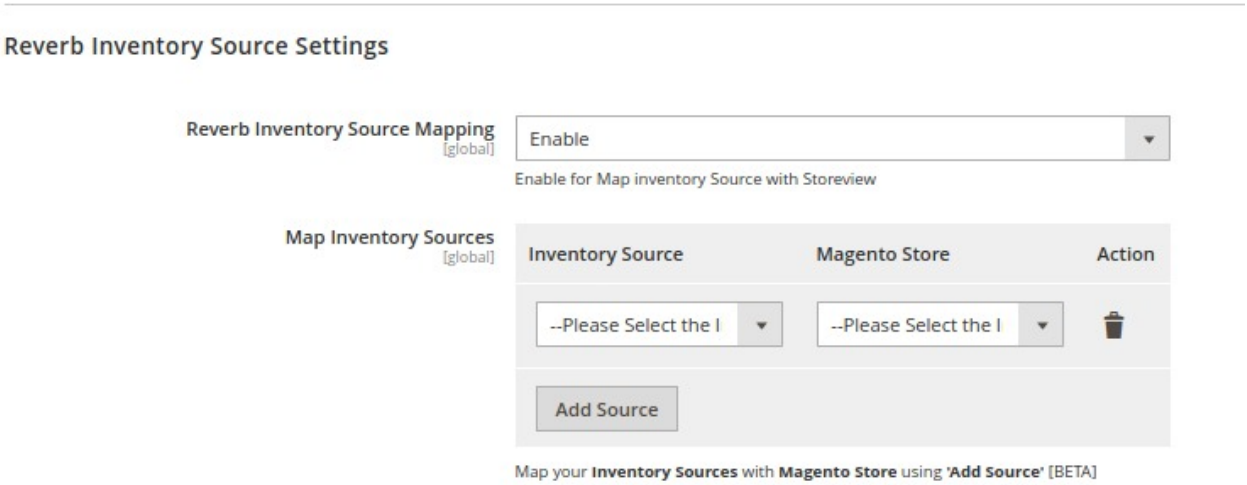
- Click on the **Reverb Inventory Source Settings**



- and the section expands as:

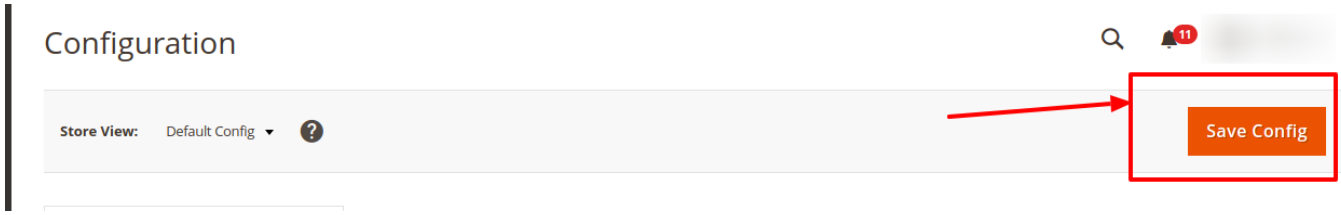


- Now select **Enable** under the **Reverb Inventory Source Settings**
- Additional options open up"



- Here you can **Map Inventory Sources** with Magento.
- Click on the Add Source button and you can add multiple sources.

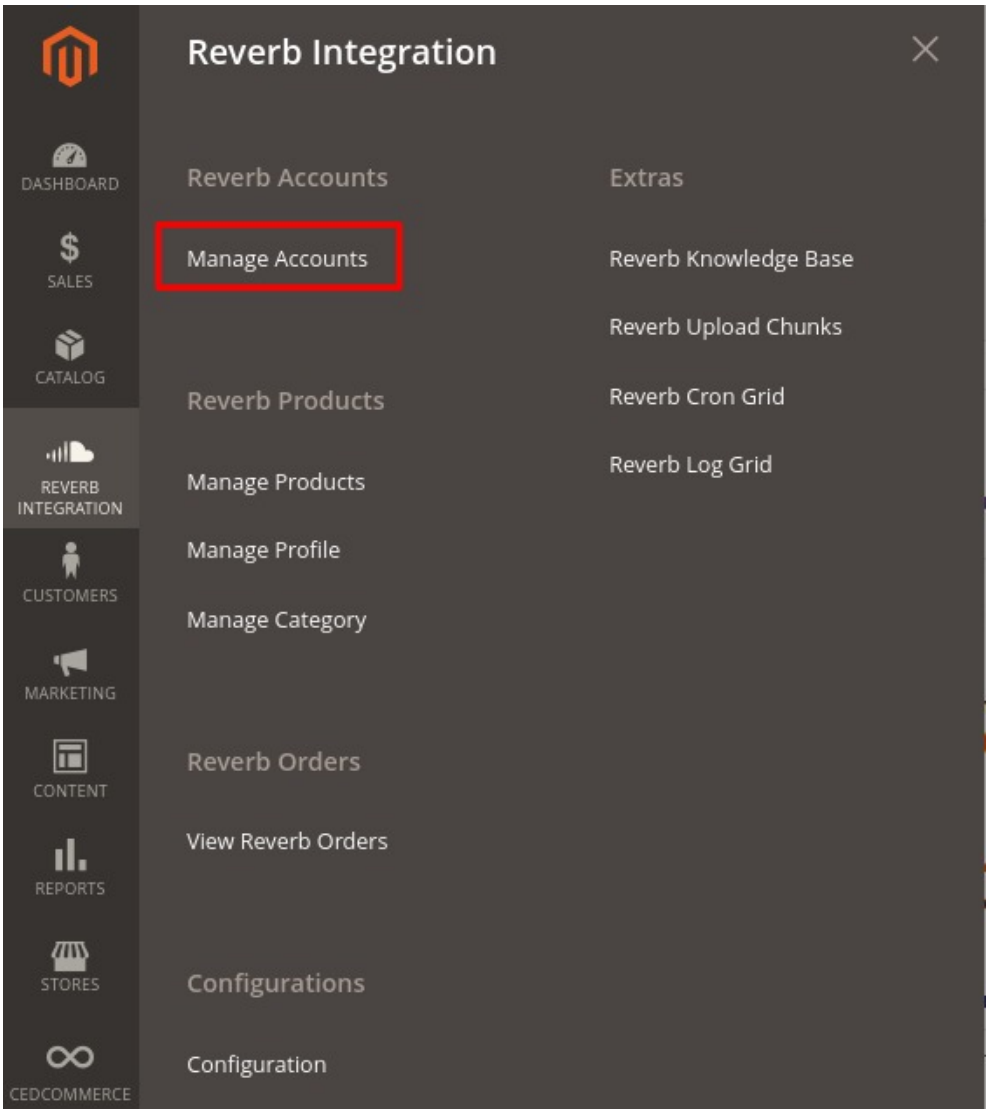
Once all these actions have been taken on this Configuration page, the seller may save every action and complete the configuration process by clicking on the **Save Config** button on the top right part of the page, which has been shown in the image below:



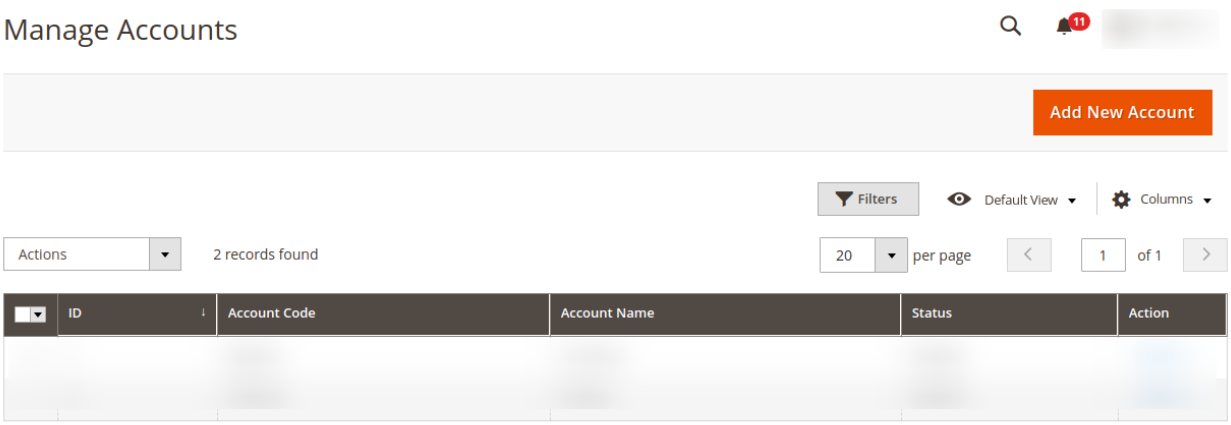
4. Manage Accounts

To Manage Accounts in the Magento 2 Admin panel,

- Go to the Magento 2 Admin panel.
- On the left navigation bar, click the **Reverb** menu.
- On the right side, click on **Manage Accounts**

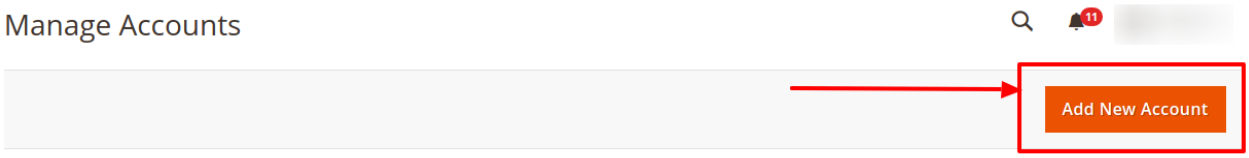


- **Manage Account** Page appears as shown below:

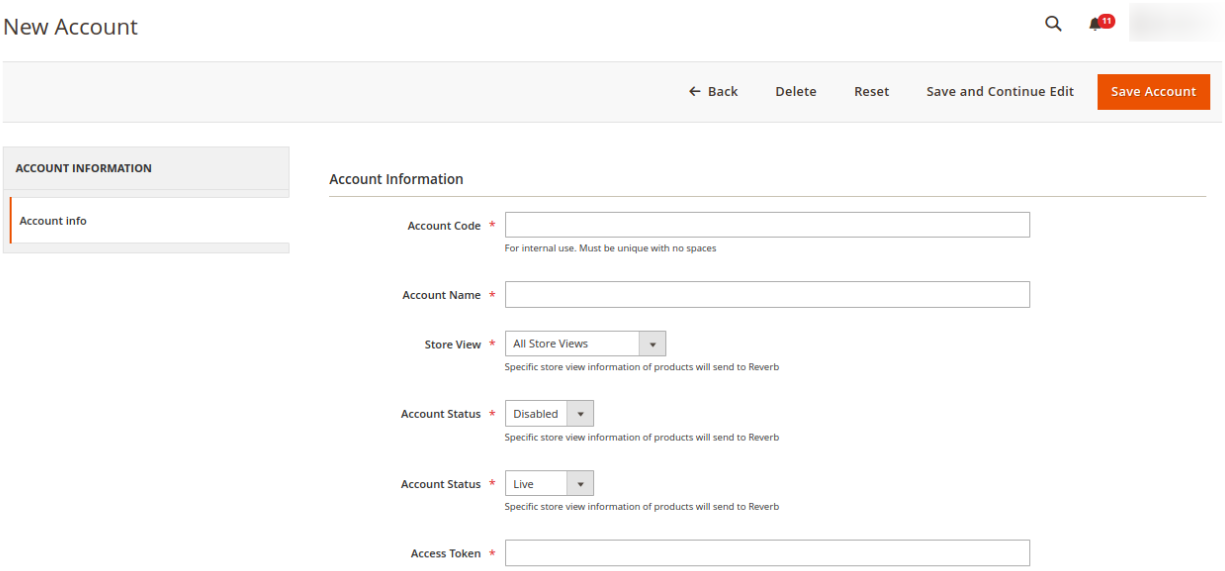


Add New Account,

- To add a new account, click on the **Add New Account** button on the right side.

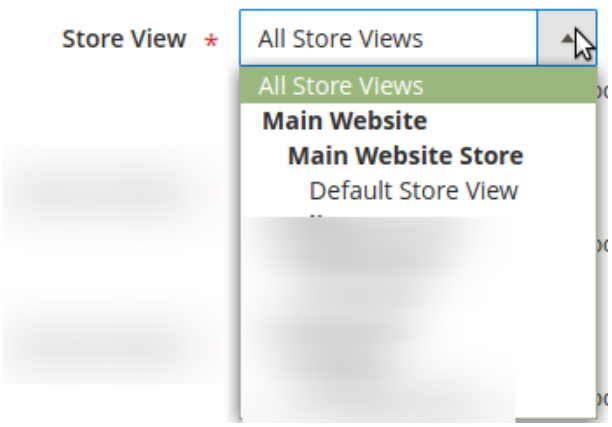


- After clicking on add new account, the following tab opens:



- Fill the sections under **Account Information:**

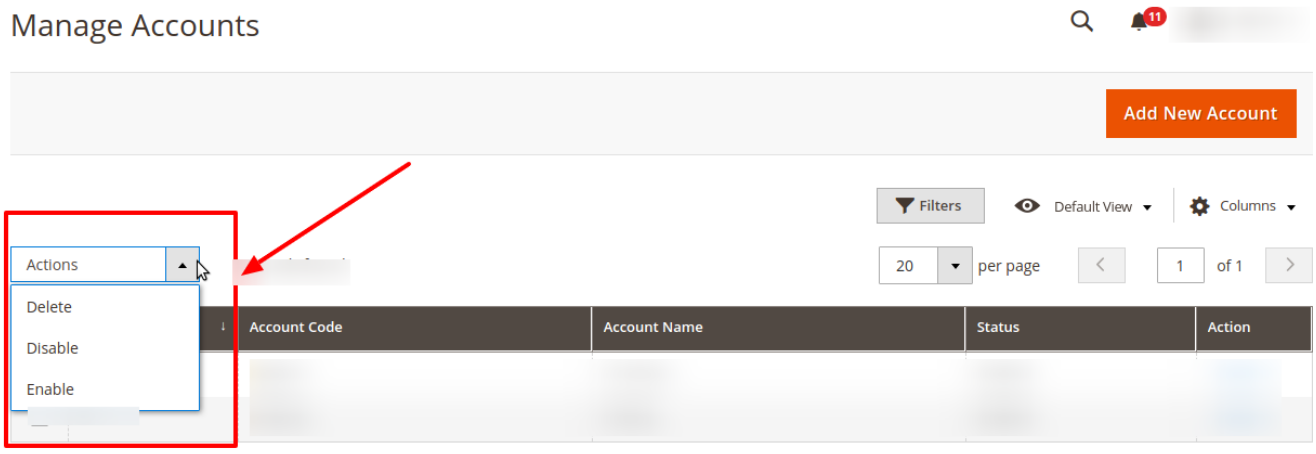
  - In **Account Code**, enter any code as per your choice as it is for the internal use only. ***(Note: You cannot use space and special characters in the Account Code.)***
  - In **Account Name**, enter the name for the Account.
  - In the **Store View**, select the type of store view from the following list you want to send to Reverb.



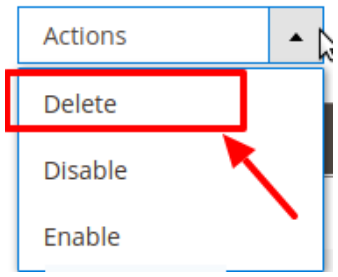
- In **Account Status**, you can **Enable** or **Disable** the status of the account.
- In **Account Status**, you can select the store by selecting **Live** or **Sandbox**.
- In **Access Token,** enter the token you had fetched earlier.
  Note: To fetch the token refer the link here(https://docs.cedcommerce.com/magento-2/reverb-magento-2-integration-user-guide/?section=retrieve-personal-access-token-4)

To perform Actions,

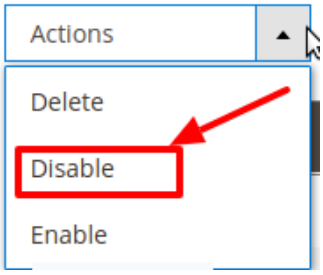
To Delete, Disable or Enable account to perform the actions in the Manage Accounts page on the left side.



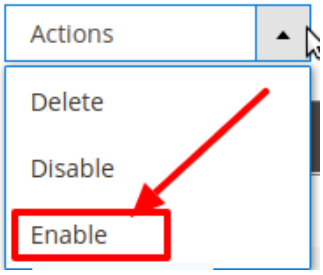
- **Delete an Account**: To delete an account select the account(s) you want to delete and then click on **Delete** option from the **Actions** menu. The selected account will be deleted.



- **Disable Account:** To disable an account select the account(s) you want to disable and then click on **Disable** option from the **Actions** menu. The selected account will be disabled.



- **Enable Account:** To enable an account select the account(s) you want to enable and then click on **Enable** option from the **Actions** menu. The selected account will be enabled.



5. Manage Profile

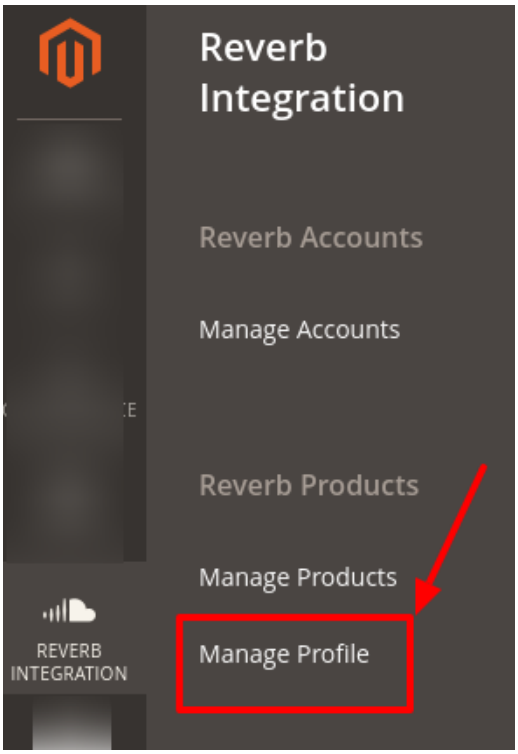
Once the seller has completed the Configuration settings, the Profile Management part comes. From the **Manage Profile** page of the Reverb Magento 2 Admin Panel, the seller may:

- **Add a Profile**
- **Edit a Profile**
- **Enable/Disable a Profile**
- **Delete a Profile**

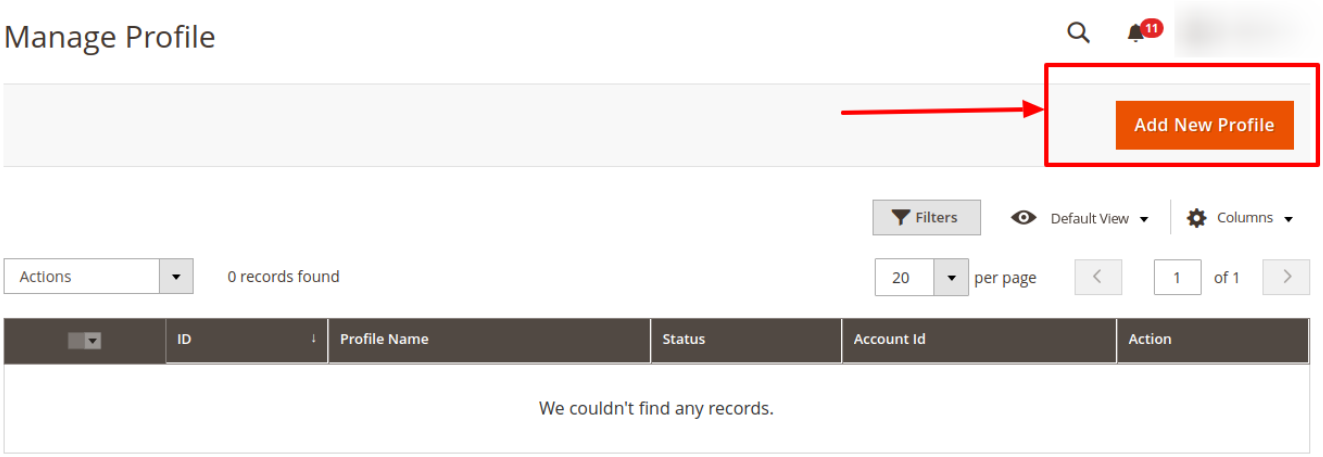
5.1. Add a Profile

To Add a New Profile:

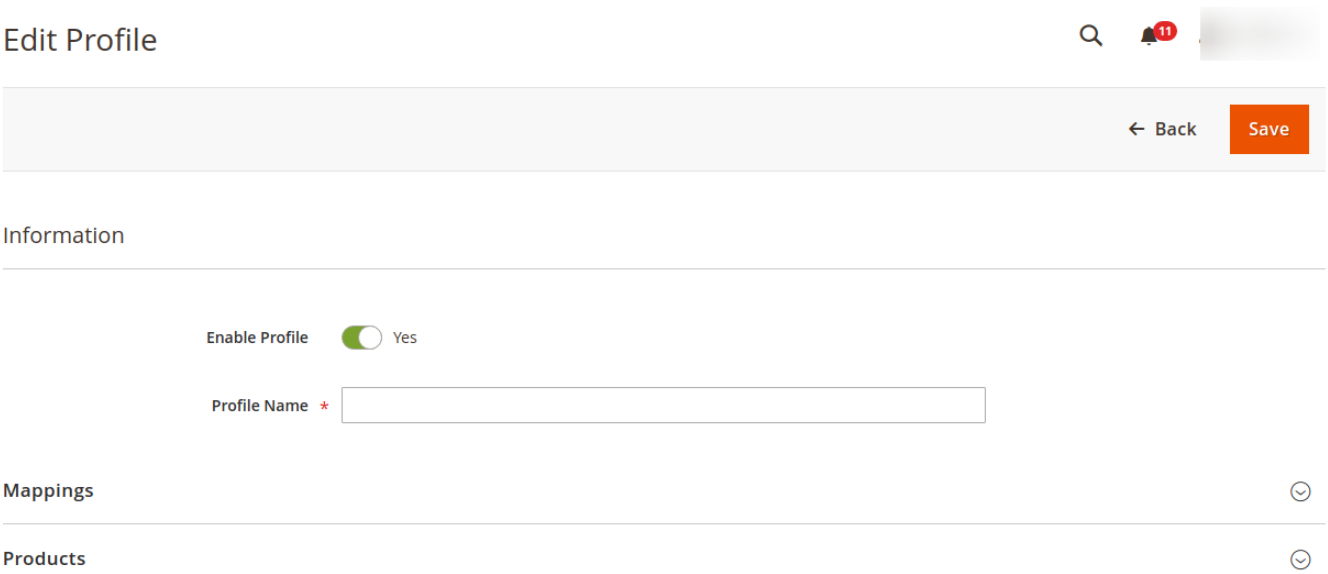
- Go to your Magento Admin Panel.
- On the left navigation bar, click on Manage Profiles as shown in the image below:



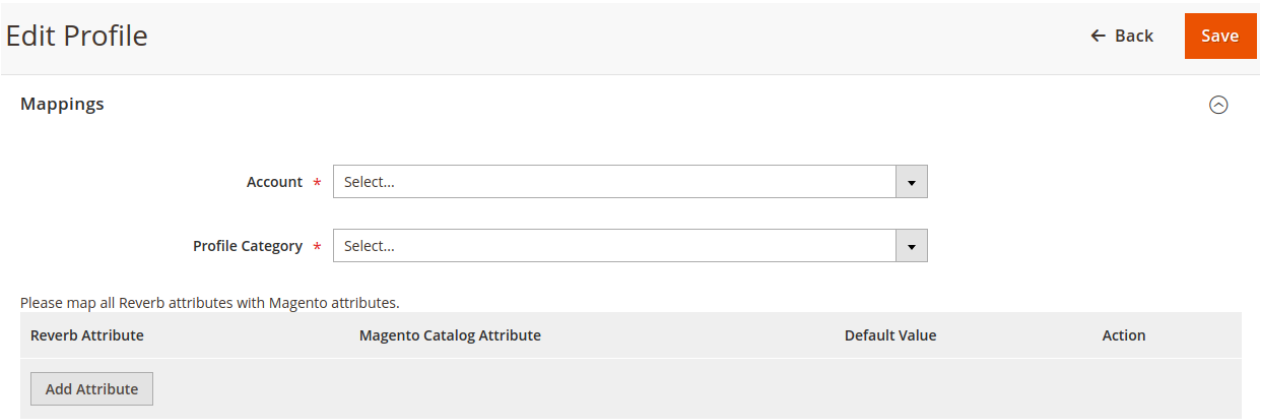
- Upon clicking it, you will be navigated to the page shown below:



- To add a new profile, click on the **Add New Profile** button shown in the red box in the image above.
- On clicking it, you will be navigated to the page shown in the image below:



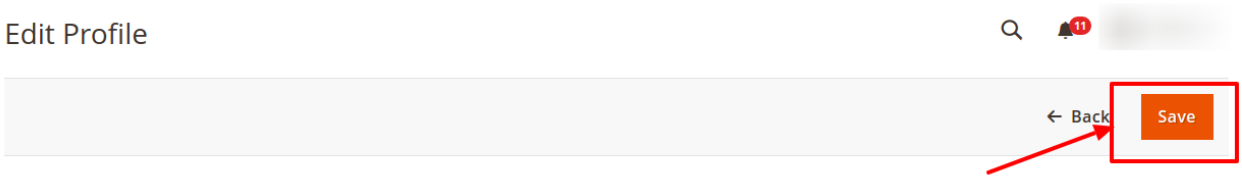
- Under the **Information** Section, enable the profile to **Yes** and enter the **Profile Name**.
- Now on clicking **Mappings**, the section expands to:



  - Now select the account in **Account** for which you want to map the profile.
  - Then select the profile category from the drop-down list.
  - After selecting the profile category map all the Reverb attributes with Magento attributes.
- After mapping click on **Products** section and it expands as:

- In this select the Action to Add Product and enter the details in **Product Id, Product Name, Type, Category, Status, Attribute Set Name, SKU, Price, Quantity(QTY).**

- Click on **Save Profile** button on the top right side of the page as shown in a figure in the red box:

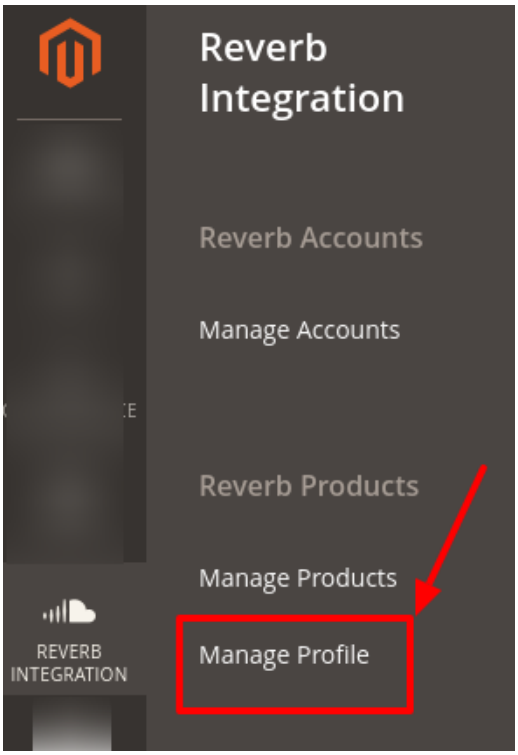


- After saving your profile will be created with a success message displayed on the top.

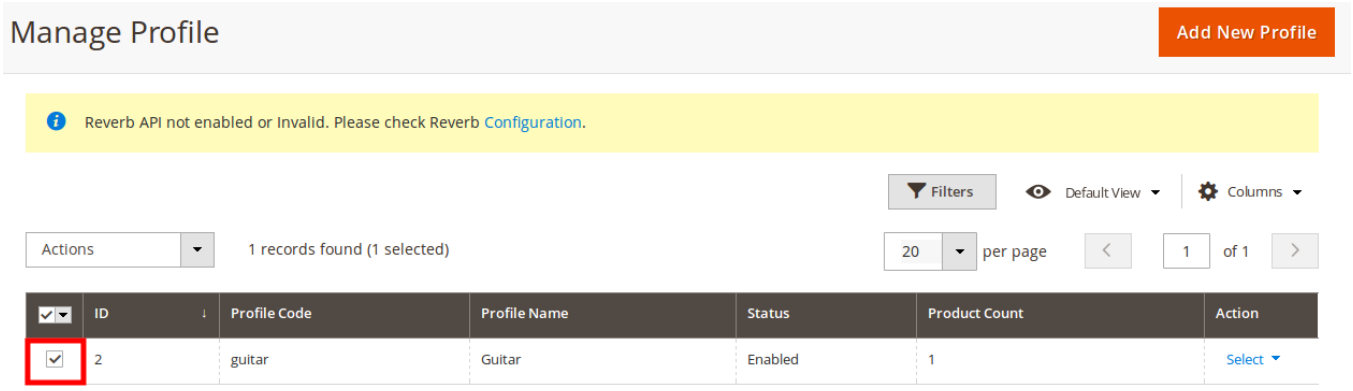
5.2. Enable/Disable Profile

To Enable/Disable Profile:

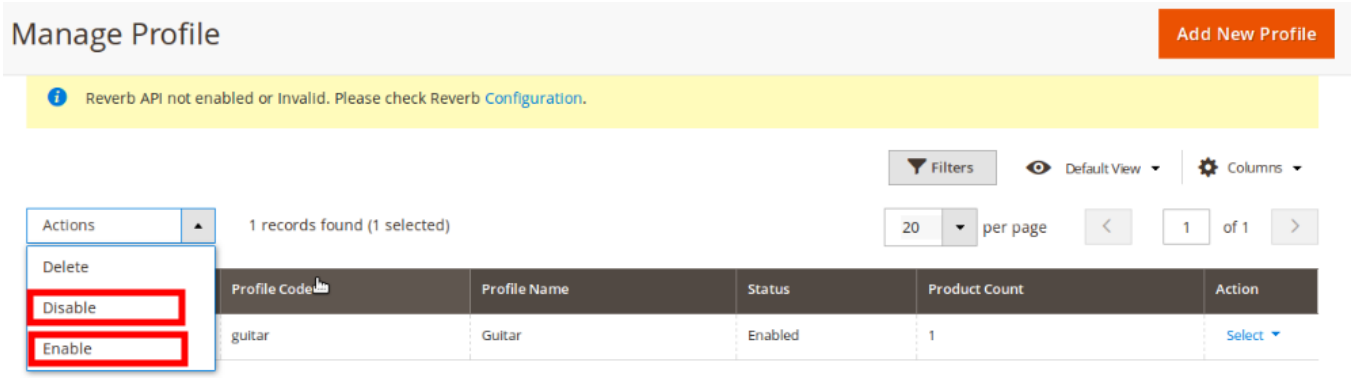
- Go to Magento admin panel.
- On the left panel, click on Reverb and then on **Manage Profile**.



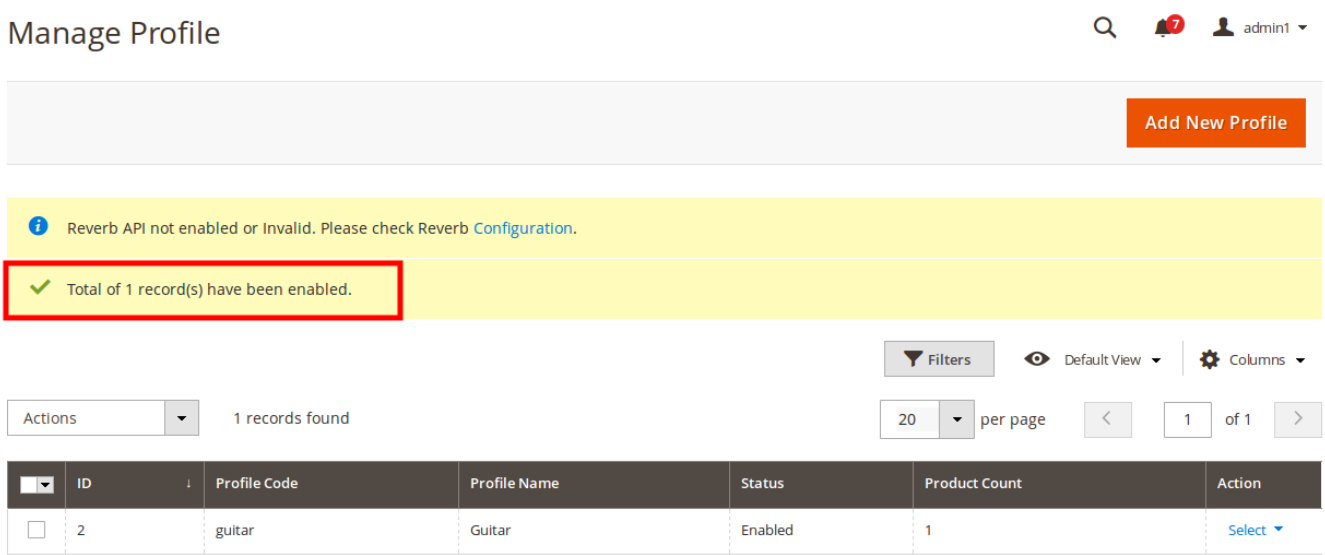
- You may see the Manage Profile page as shown below:



- From here, you may select the product in bulk or select particular profiles to be enabled or disabled, as shown in the figure above.
- Once a profile to be Enabled/Disabled is selected, click on the Actions tab on the same page on left.



- Now select Enable or Disable depending on your requirement and once you have selected either of these, the page gets refreshed with a new status of your profile and a message appearing on top as shown.



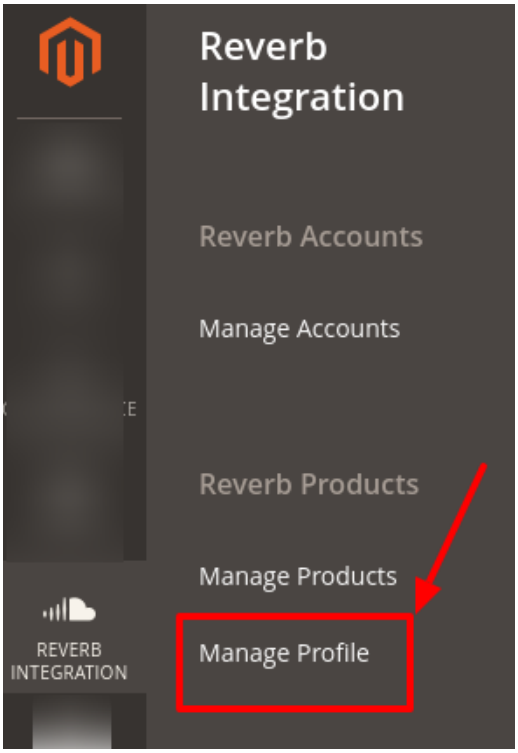
- This is how the Profiles that you have can be easily Enabled or Disabled with the Reverb Magento 2

Integration.

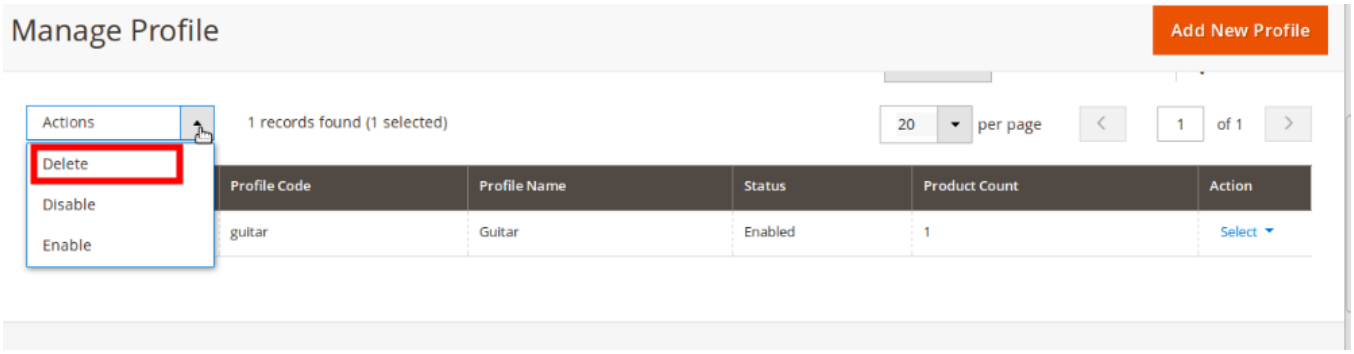
5.3. Delete a Profile

To Delete a Profile:

- Go to your Magento Admin Panel.
- On the left side of the panel, click on Reverb and then **Manage Profile**.

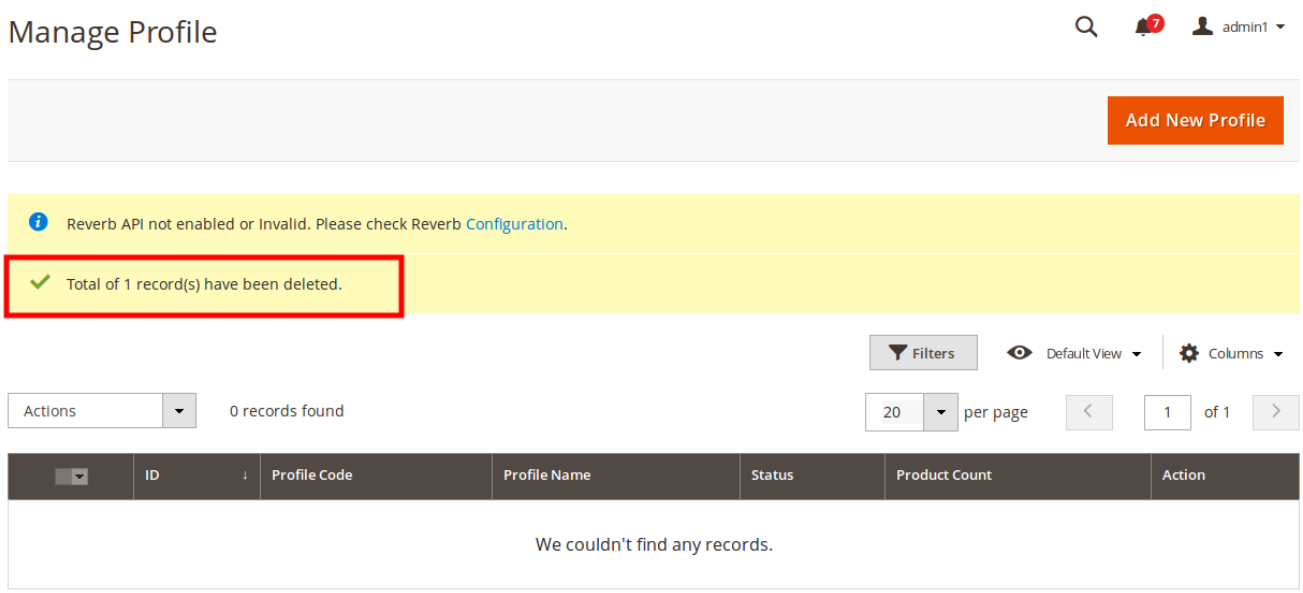


- The Page Manage Profile appears. On this page, select the profile you wish to delete and then click on the Actions bar.
- You may see a **Delete** option here which you need to click, to delete a profile.



- On selecting Delete, o confirmation box appears asking you to confirm your action of deleting the profile, as shown below:

- On clicking **OK** here, the profile you had selected for deletion gets deleted and the page appears to you as shown below, with a success message.



This is how the profile gets deleted by you in some simple steps.

6. Product Management

With the Reverb Magento 2 Integration Extension, sellers may manage the products by taking the following actions for them,

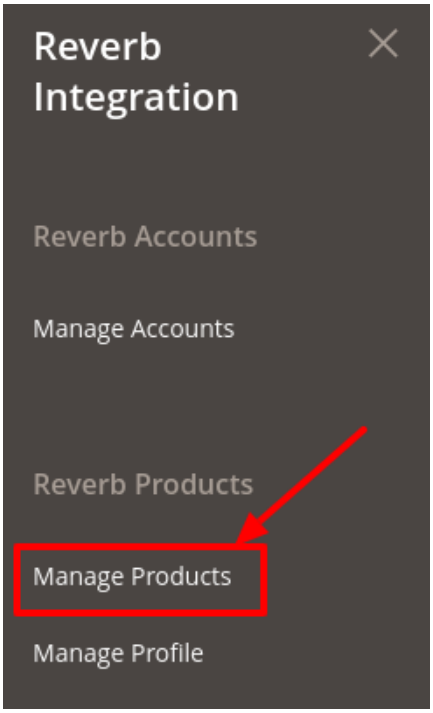
- Validate Products
- Upload Products
- Sync Product Status
- Update Inventory

6.1. Validate Products

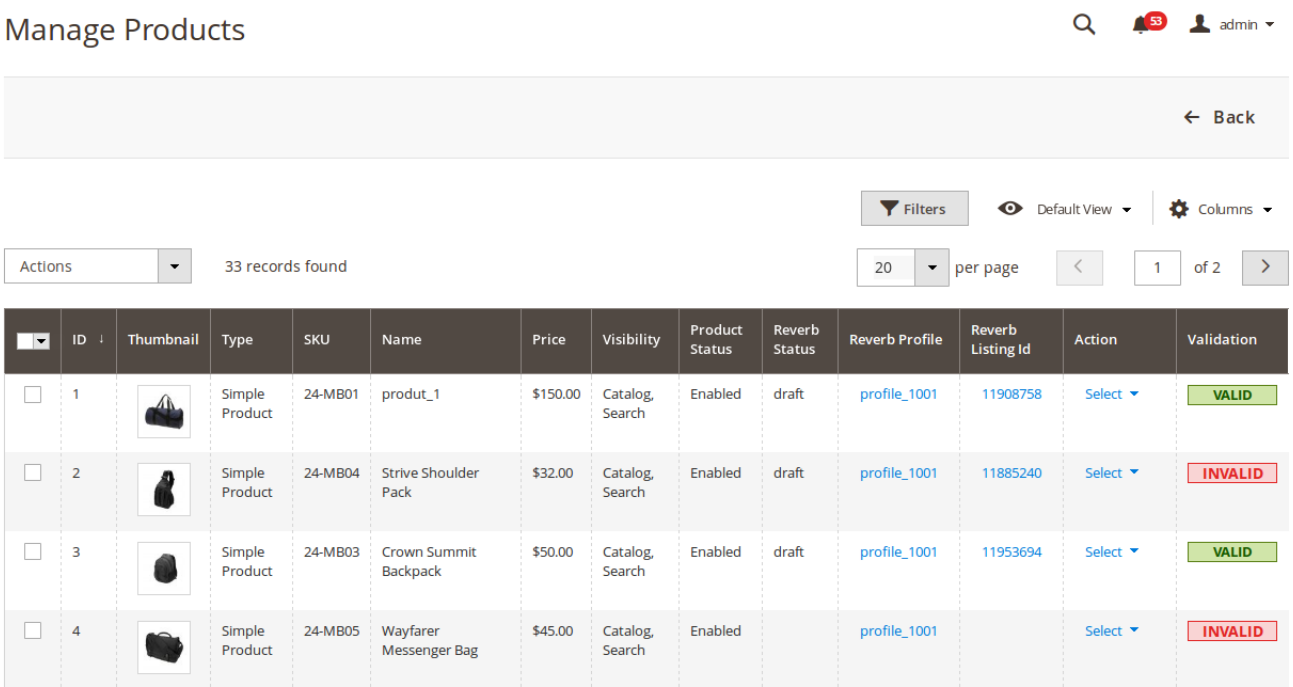
Once the profile is created and the products have been assigned to them, the merchant may validate product(s) before uploading them.

To Validate the Products,

- Go to your Magento 2 Admin Panel
- On the left navigation bar, click on Reverb.

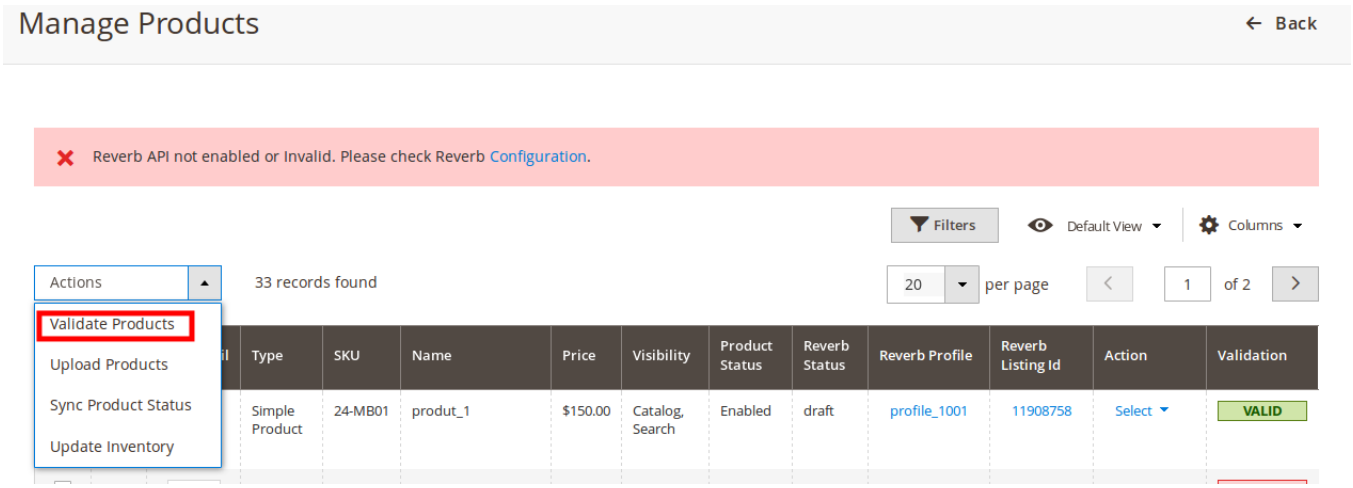


- On clicking it, the page appears as shown in the figure below:



	ID	Thumbnail	Type	SKU	Name	Price	Visibility	Product Status	Reverb Status	Reverb Profile	Reverb Listing Id	Action	Validation
☐	1		Simple Product	24-MB01	produt_1	$150.00	Catalog, Search	Enabled	draft	profile_1001	11908758	Select	VALID
☐	2		Simple Product	24-MB04	Strive Shoulder Pack	$32.00	Catalog, Search	Enabled	draft	profile_1001	11885240	Select	INVALID
☐	3		Simple Product	24-MB03	Crown Summit Backpack	$50.00	Catalog, Search	Enabled	draft	profile_1001	11953694	Select	VALID
☐	4		Simple Product	24-MB05	Wayfarer Messenger Bag	$45.00	Catalog, Search	Enabled		profile_1001		Select	INVALID

- On this page, the seller has all the Magento products listed.
- To validate a product, a seller needs to select a product and click on the actions bar above the product listing, as shown in the figure below:



- On selecting the Validate Products, a box for confirming the action that we're taking appears as shown below:

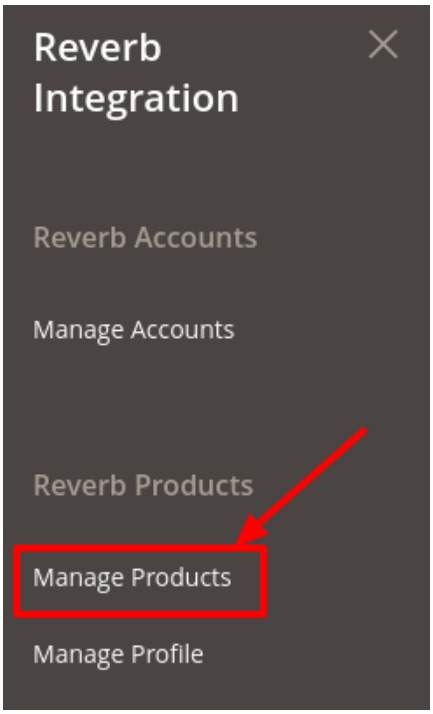
- On clicking OK, the products gets validated and a message appears as this:

- And this is how a product/products gets validated.

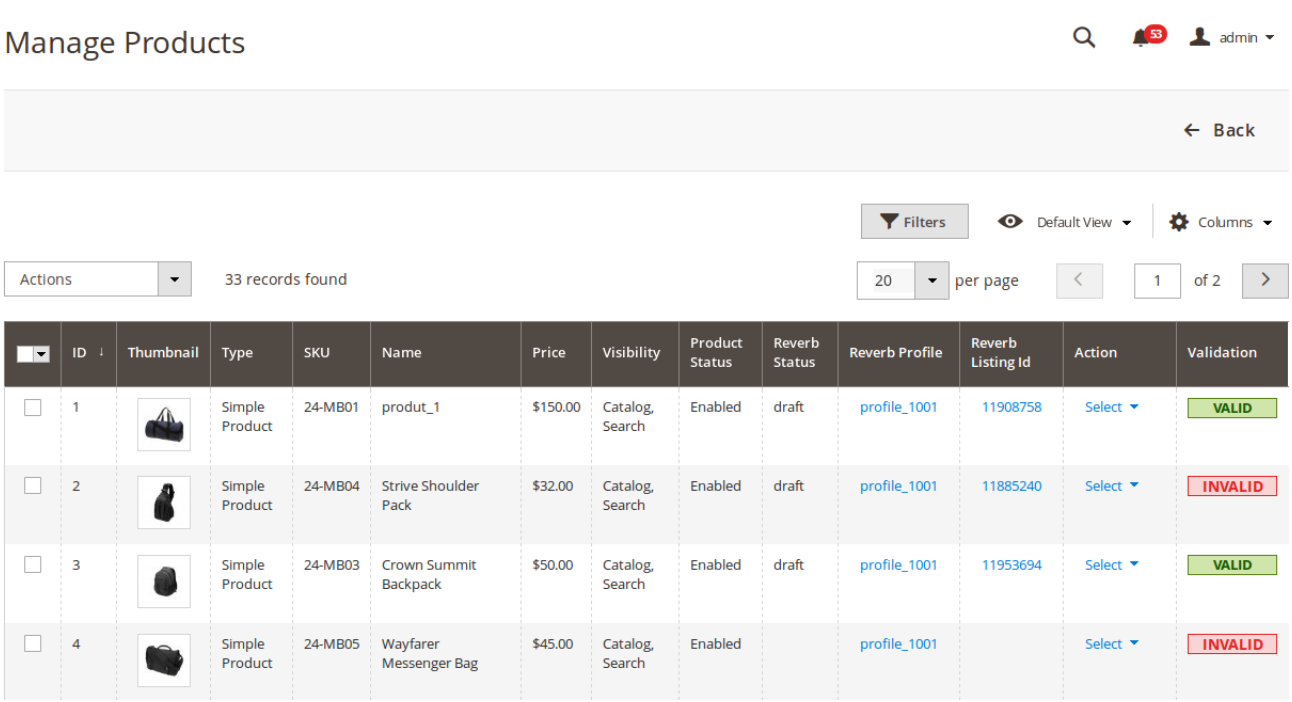
6.2. Upload Products

To upload a product,

- Go to your Magento Admin Panel.
- On left navigation bar, click on Reverb, then click on Manage Products.

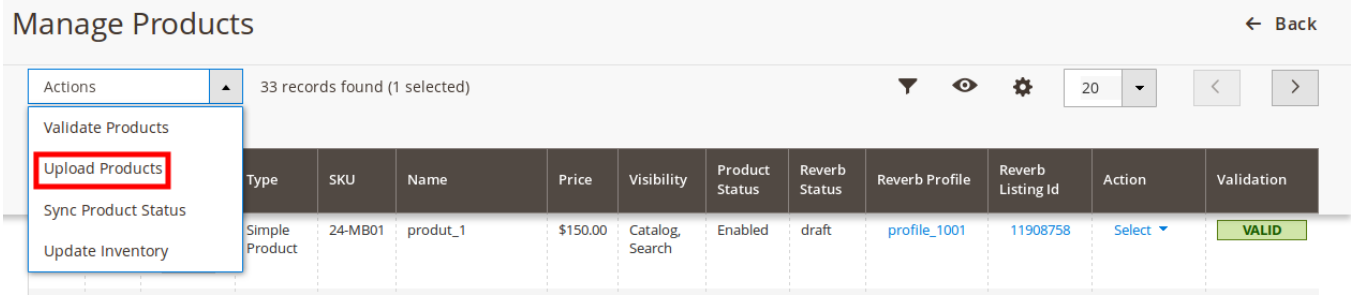


- The page appears as shown below:



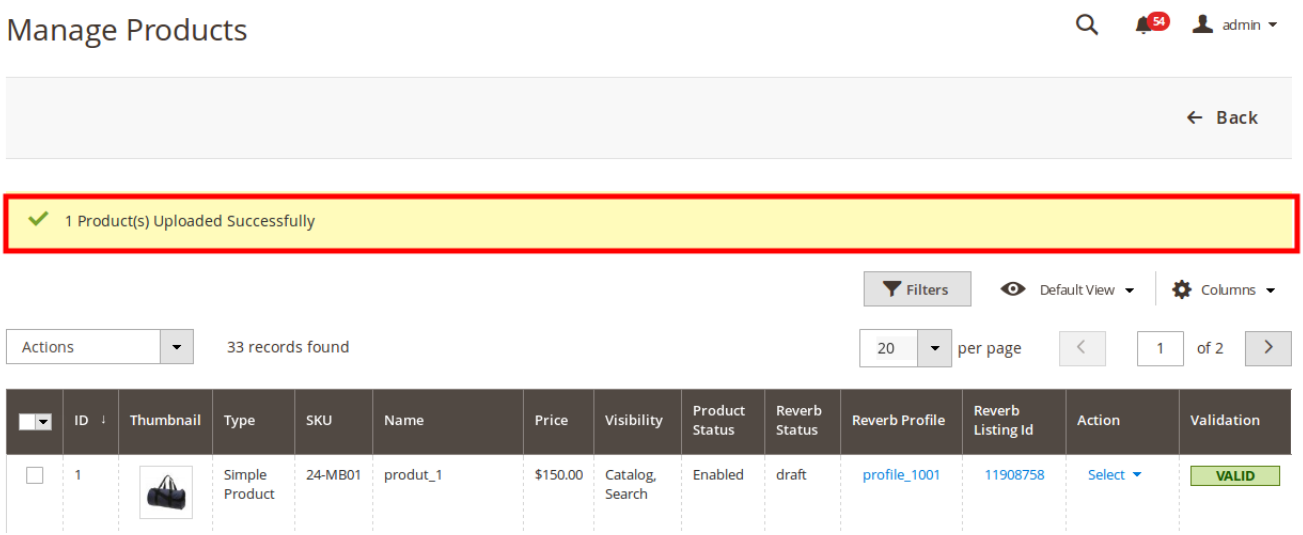
	ID	Thumbnail	Type	SKU	Name	Price	Visibility	Product Status	Reverb Status	Reverb Profile	Reverb Listing Id	Action	Validation
☐	1		Simple Product	24-MB01	produt_1	$150.00	Catalog, Search	Enabled	draft	profile_1001	11908758	Select	VALID
☐	2		Simple Product	24-MB04	Strive Shoulder Pack	$32.00	Catalog, Search	Enabled	draft	profile_1001	11885240	Select	INVALID
☐	3		Simple Product	24-MB03	Crown Summit Backpack	$50.00	Catalog, Search	Enabled	draft	profile_1001	11953694	Select	VALID
☐	4		Simple Product	24-MB05	Wayfarer Messenger Bag	$45.00	Catalog, Search	Enabled		profile_1001		Select	INVALID

- Now select the validated product(s) you want to upload and from the Actions bar, select Upload Products option as shown here:



- On clicking it, a message appears as below:

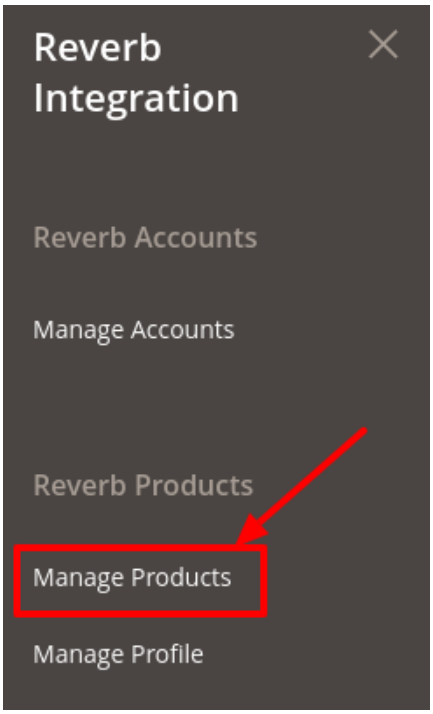
- Once you click on OK, the product(s) get submitted to be uploaded and the success message appears.



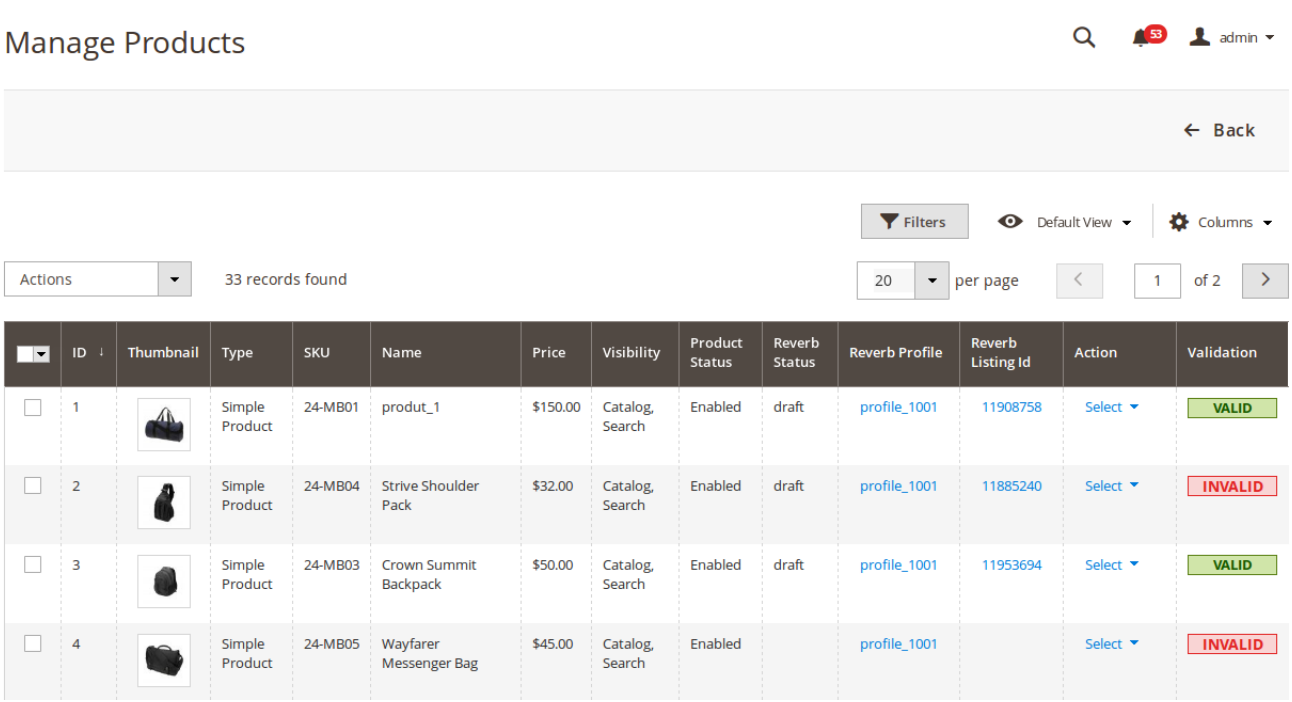
6.3. Sync Product Status

To Sync Product Status,

- Go to Magento Admin Panel.
- On the left navigation bar, click on Reverb and then click on Manage Products.

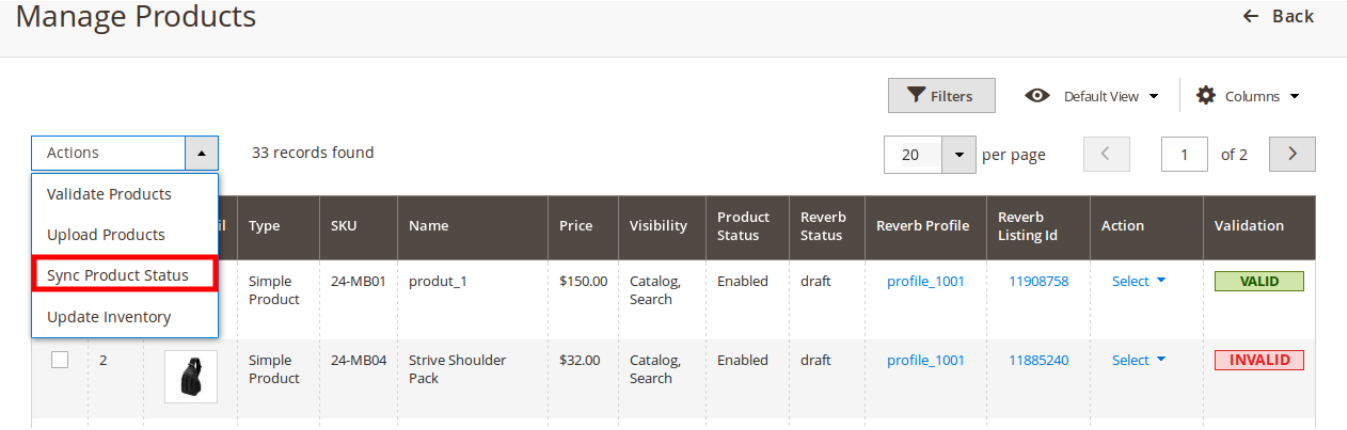


- The page appears as below:



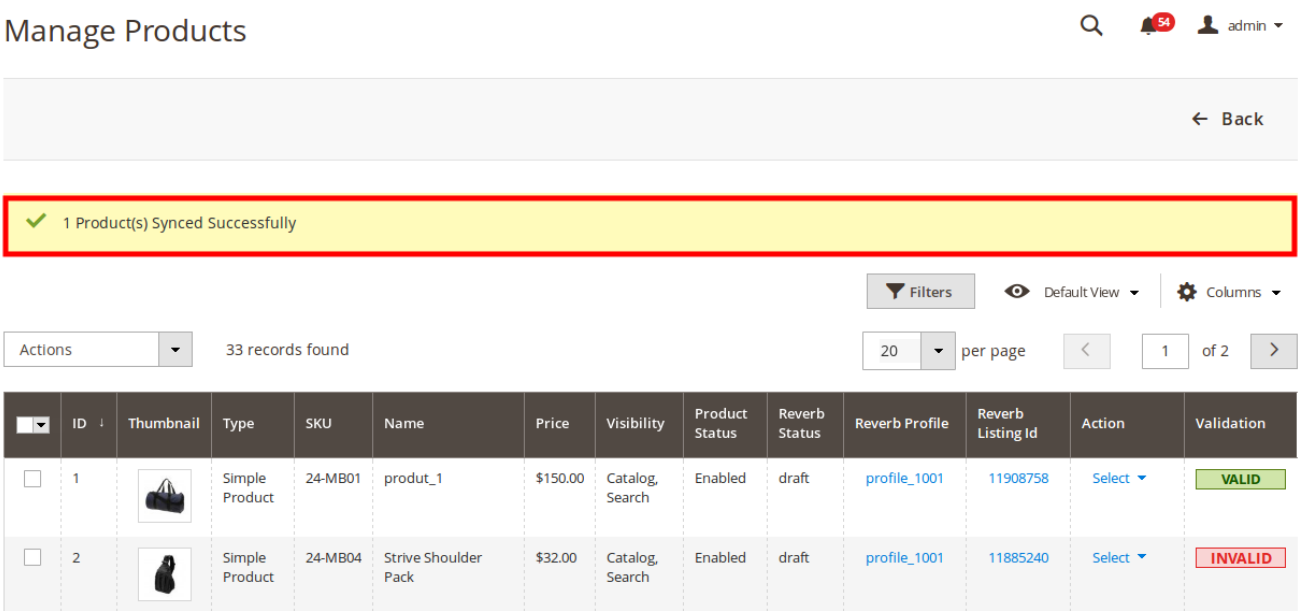
	ID	Thumbnail	Type	SKU	Name	Price	Visibility	Product Status	Reverb Status	Reverb Profile	Reverb Listing Id	Action	Validation
☐	1		Simple Product	24-MB01	produt_1	$150.00	Catalog, Search	Enabled	draft	profile_1001	11908758	Select	VALID
☐	2		Simple Product	24-MB04	Strive Shoulder Pack	$32.00	Catalog, Search	Enabled	draft	profile_1001	11885240	Select	INVALID
☐	3		Simple Product	24-MB03	Crown Summit Backpack	$50.00	Catalog, Search	Enabled	draft	profile_1001	11953694	Select	VALID
☐	4		Simple Product	24-MB05	Wayfarer Messenger Bag	$45.00	Catalog, Search	Enabled		profile_1001		Select	INVALID

- Now select the product(s) you want you want to Sync the Status for, and then click on the Actions bar above the product listing.
- Select the Sync Product Status.



- Click OK when the message for confirming your action appears:

- The product status gets synced once you click OK.

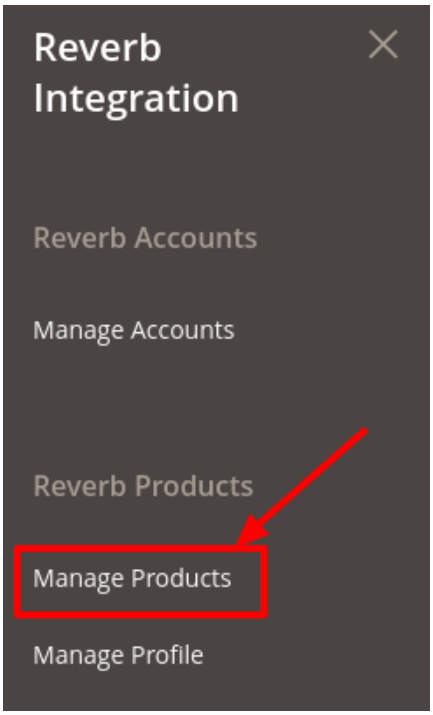


6.4. Update Inventory

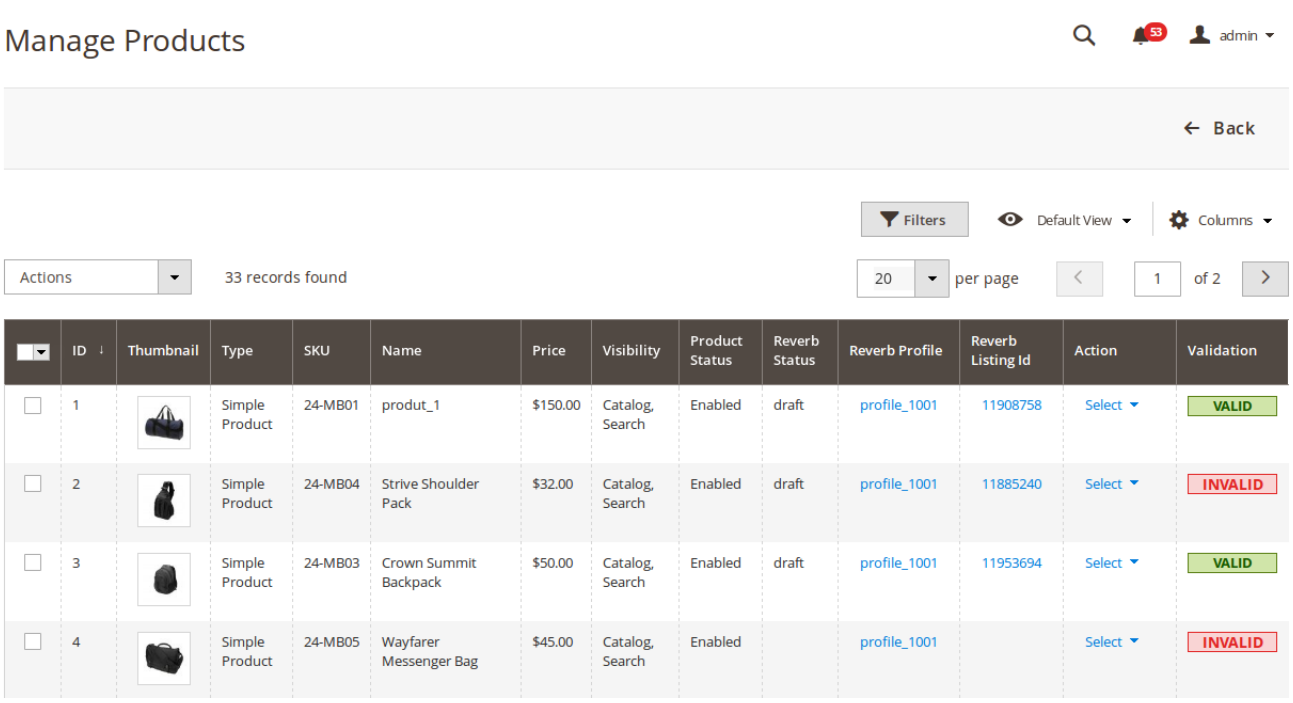
To Update Product Inventory,

- Go to Magento Admin Panel.

- On the left navigation bar, click on Reverb and then click on Manage Products.

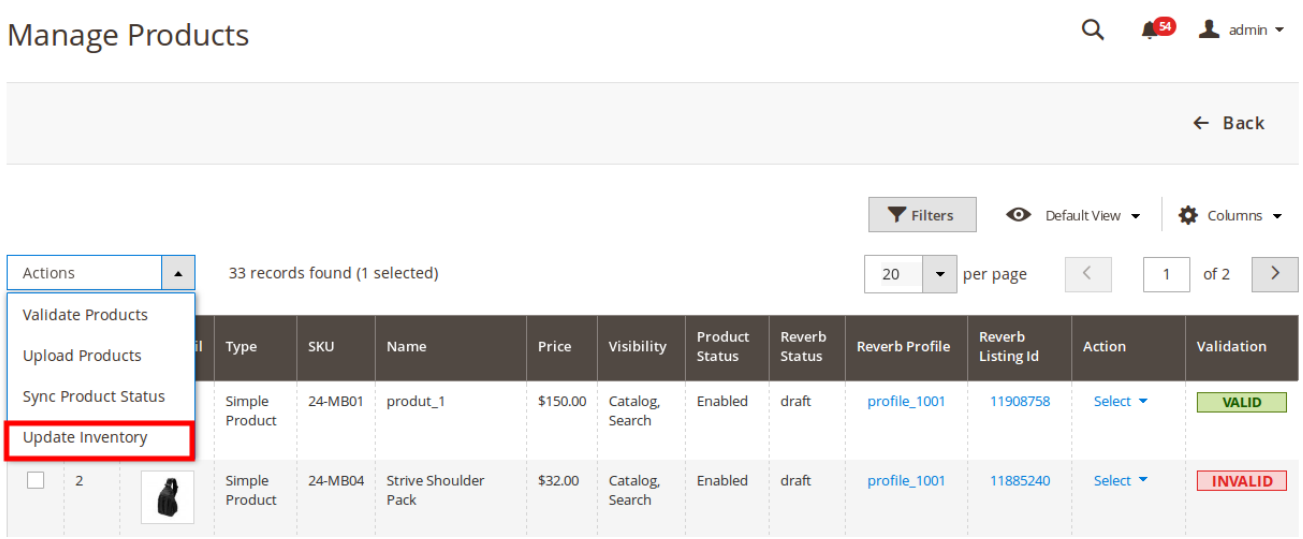


- The page appears to you as shown below:



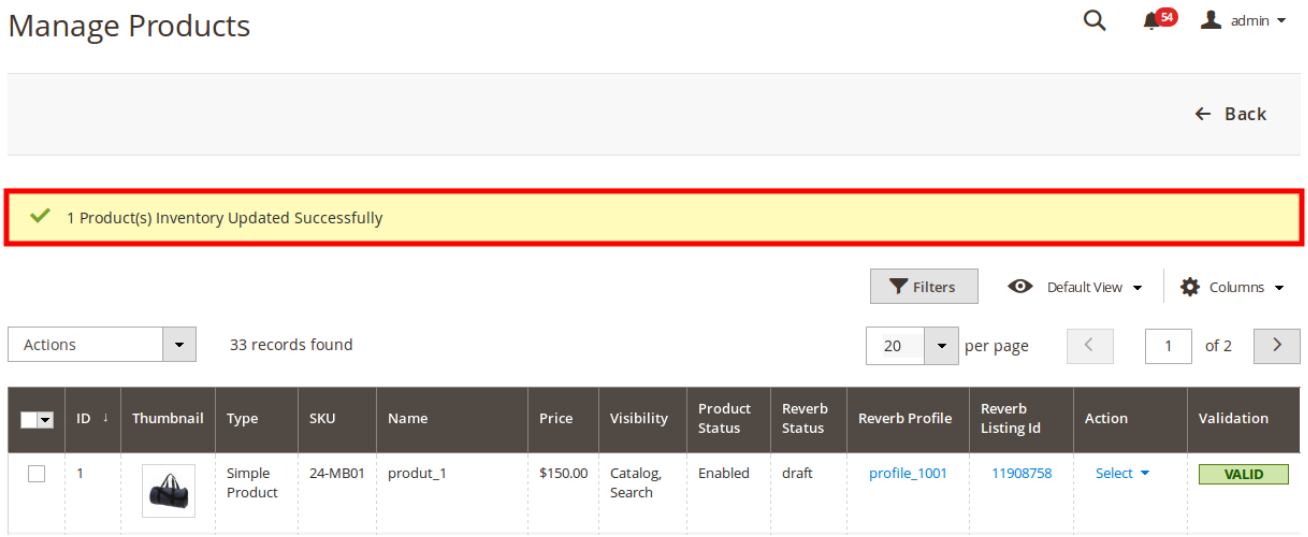
	ID	Thumbnail	Type	SKU	Name	Price	Visibility	Product Status	Reverb Status	Reverb Profile	Reverb Listing Id	Action	Validation
☐	1		Simple Product	24-MB01	produt_1	$150.00	Catalog, Search	Enabled	draft	profile_1001	11908758	Select	VALID
☐	2		Simple Product	24-MB04	Strive Shoulder Pack	$32.00	Catalog, Search	Enabled	draft	profile_1001	11885240	Select	INVALID
☐	3		Simple Product	24-MB03	Crown Summit Backpack	$50.00	Catalog, Search	Enabled	draft	profile_1001	11953694	Select	VALID
☐	4		Simple Product	24-MB05	Wayfarer Messenger Bag	$45.00	Catalog, Search	Enabled		profile_1001		Select	INVALID

- Select product(s) for which you want to update inventory.
- Then click on Actions tab and select from it, Update Inventory option as shown below:



- Click on OK when the confirmation message box appears.

- On clicking OK, message appears on the page as shown below:



- And this is how the product inventory gets updated.

7. View Reverb Orders

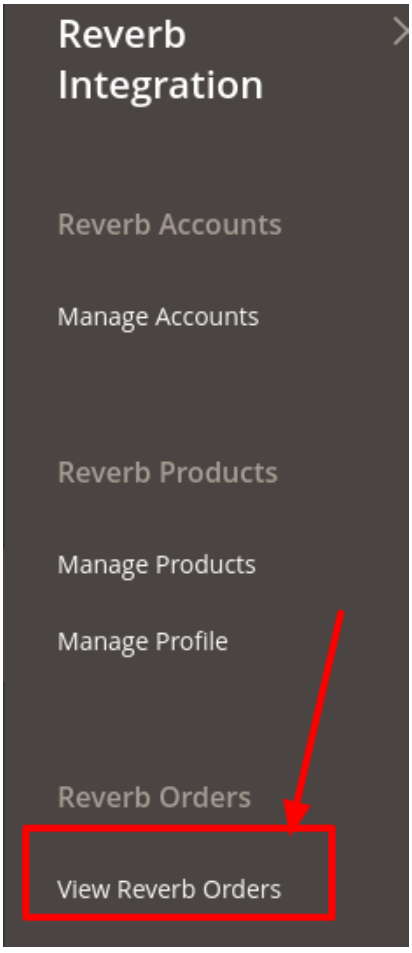
From the Reverb Orders' Management page, the seller may take the following actions as per the business needs:

- Cancel Order
- Sync Order Status
- Mark as Shipped
- Delete Order

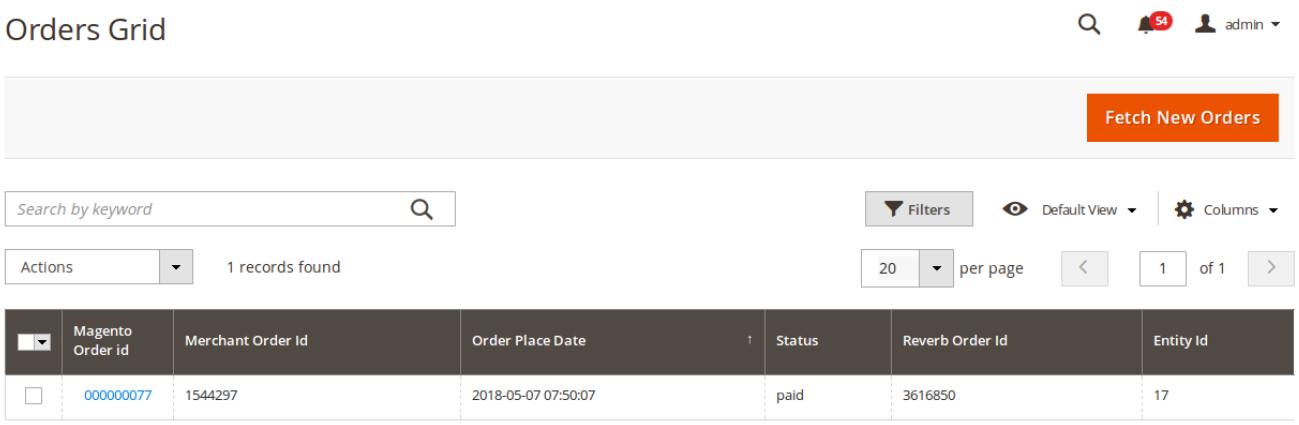
7.1. Cancel Order

To cancel the order,

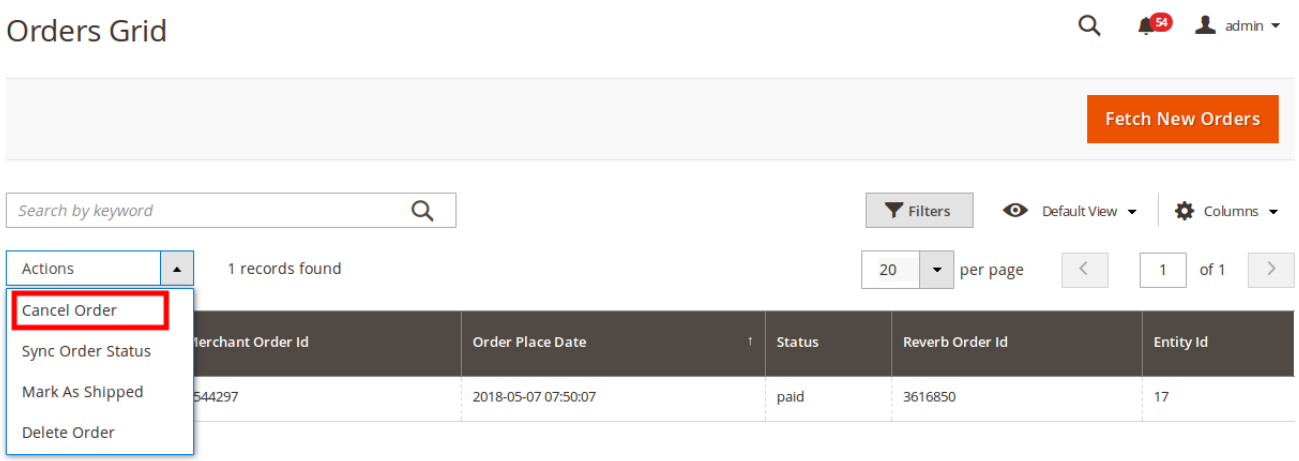
- Go to your Magento Admin Panel.
- On the left navigation bar, click on Reverb, and then on View Reverb Orders.



- The page appears to you as shown below:



- Now select the order you want to cancel and then click on Actions bar above the order listing.
- Now click on Cancel Order as shown in the figure.



- Click OK when the confirmation box appears.

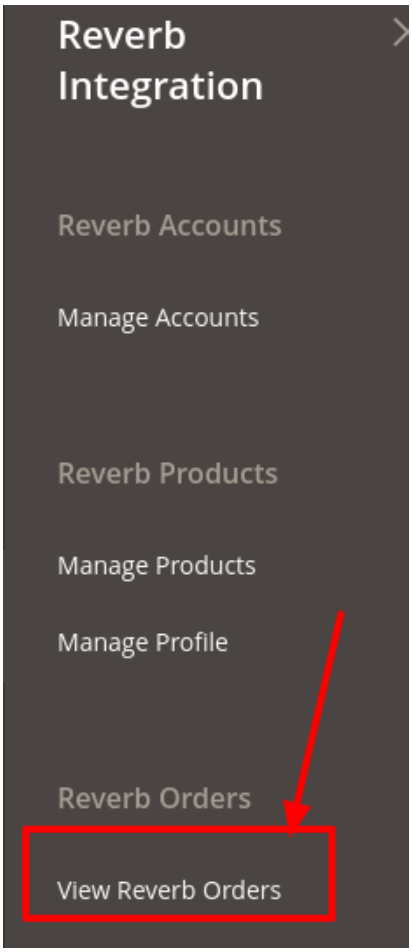
- The order(s) will get canceled.

7.2. Sync Order Status

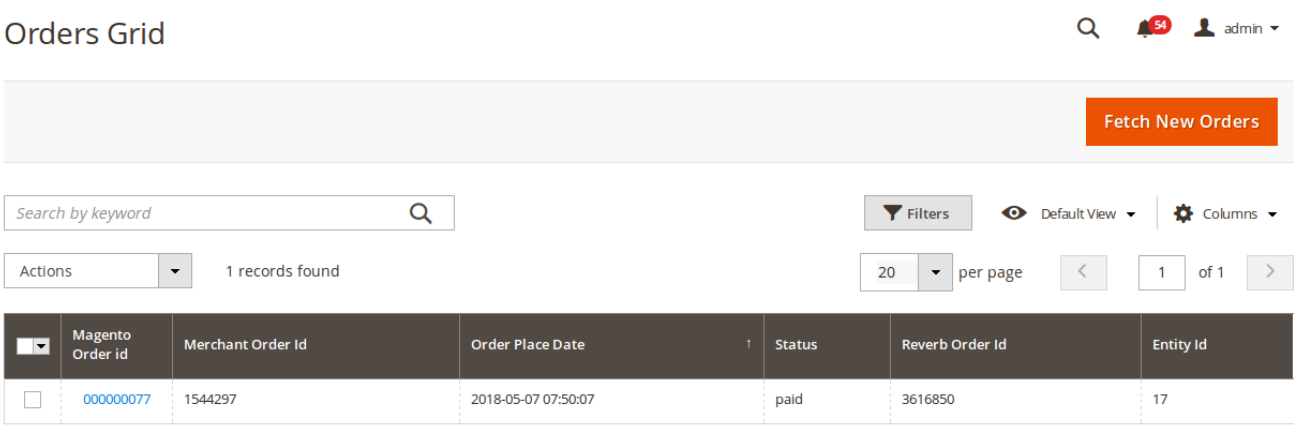
To Sync the Order Status,

- Go to your Magento Admin Panel.

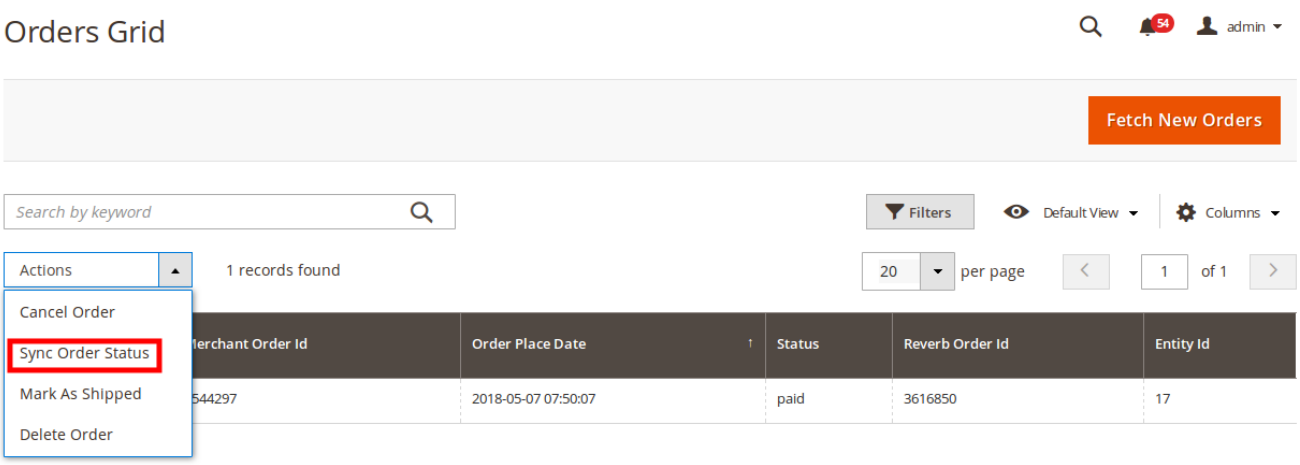
- On the left navigation bar, click on Reverb, and then on View Reverb Orders.



- The page appears as shown below:



- Select the order(s) for which you want to Sync the Status.
- Select the Sync Order Status from the Actions bar.

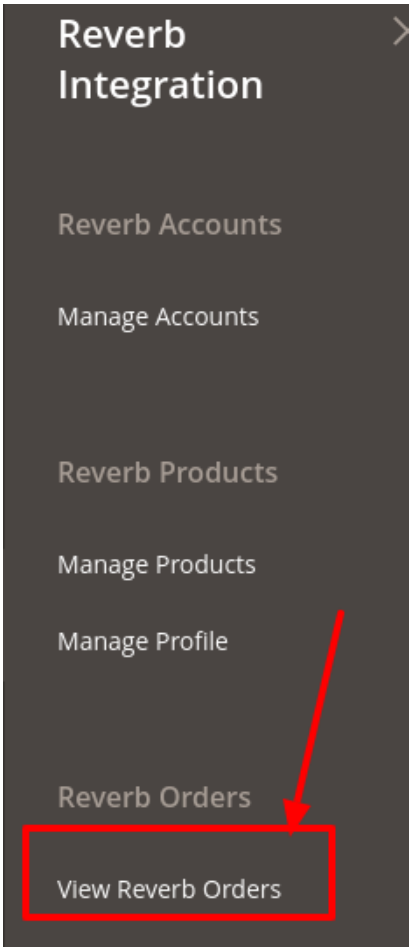


- Your order status will get synced.

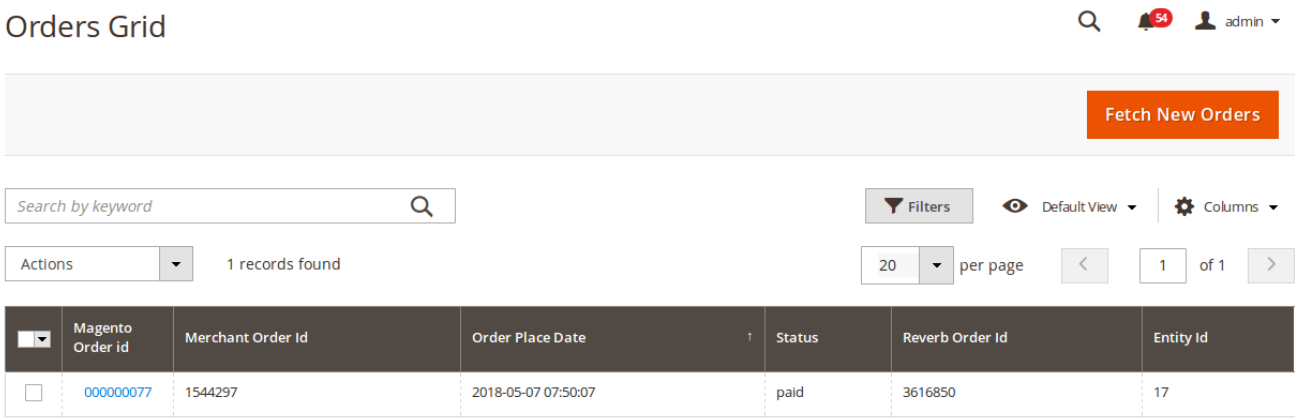
7.3. Mark Order(s) as Shipped

To Mark Order(s) as Shipped,

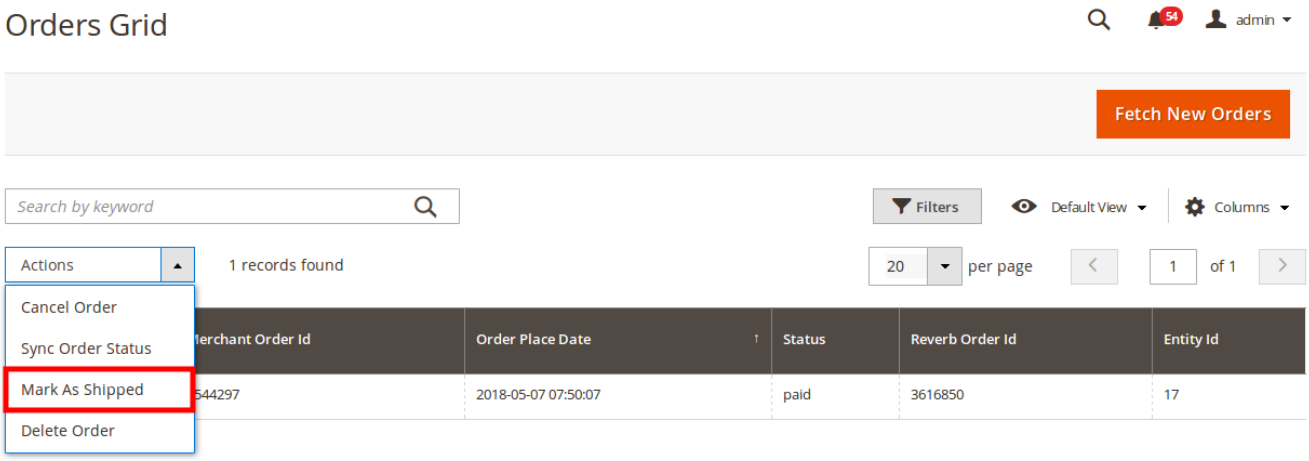
- Go to your Magento 2 Admin Panel.
- From the left navigation bar, click Reverb. Then click View Reverb Orders.



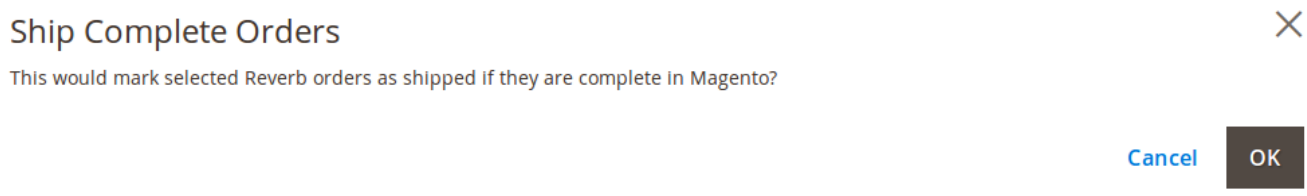
- The page appears as below:



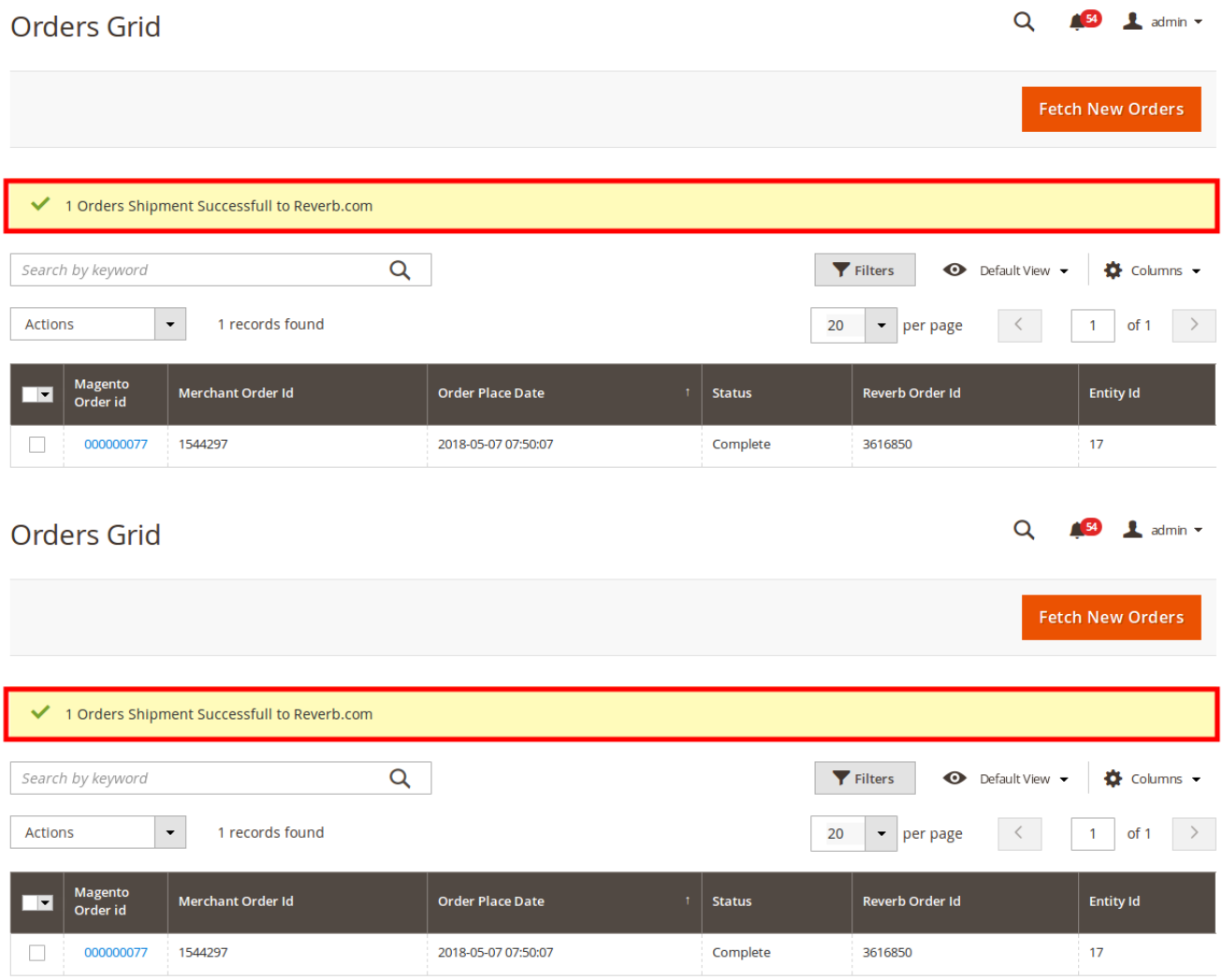
- Select the products that you want to mark as shipped.
- From the Actions tab, select Mark as Shipped.



- A confirmation box appears asking you to confirm your action.



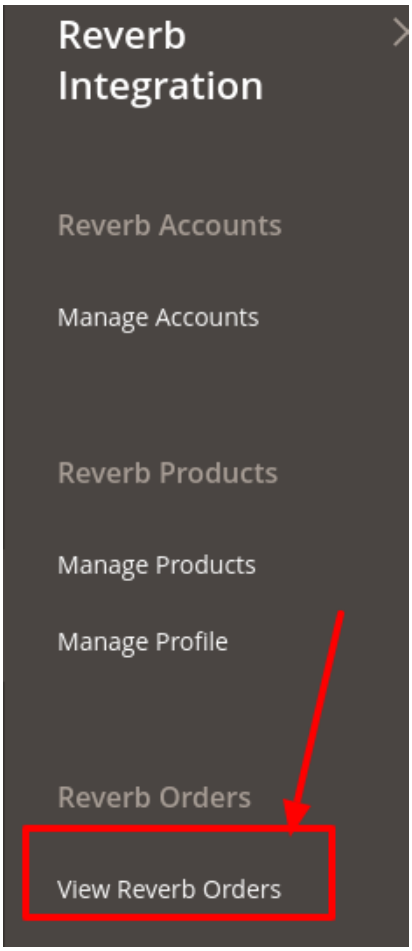
- Click OK and the product will be marked as shipped. A success message will appear on your page.



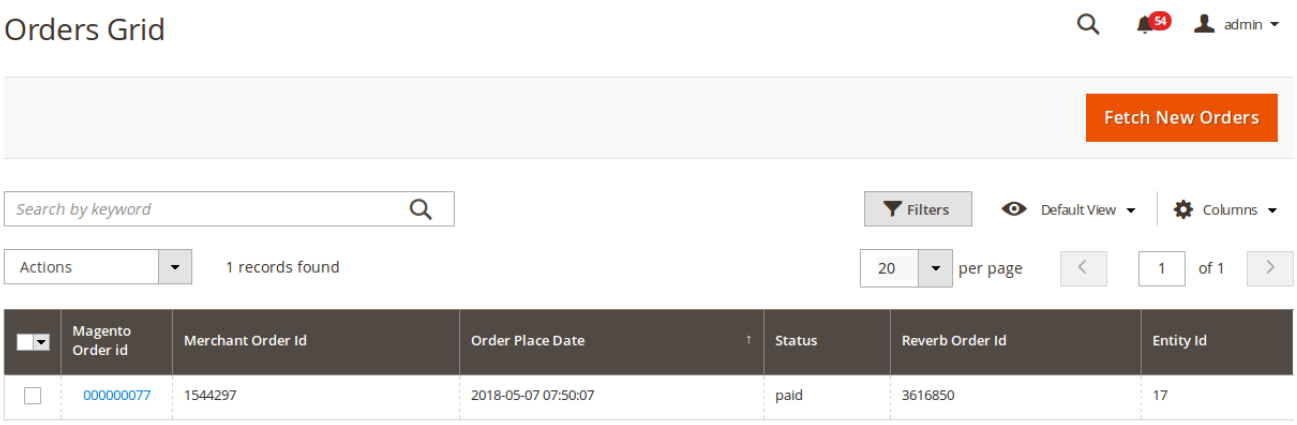
7.4. Delete the Order

To Delete the Order,

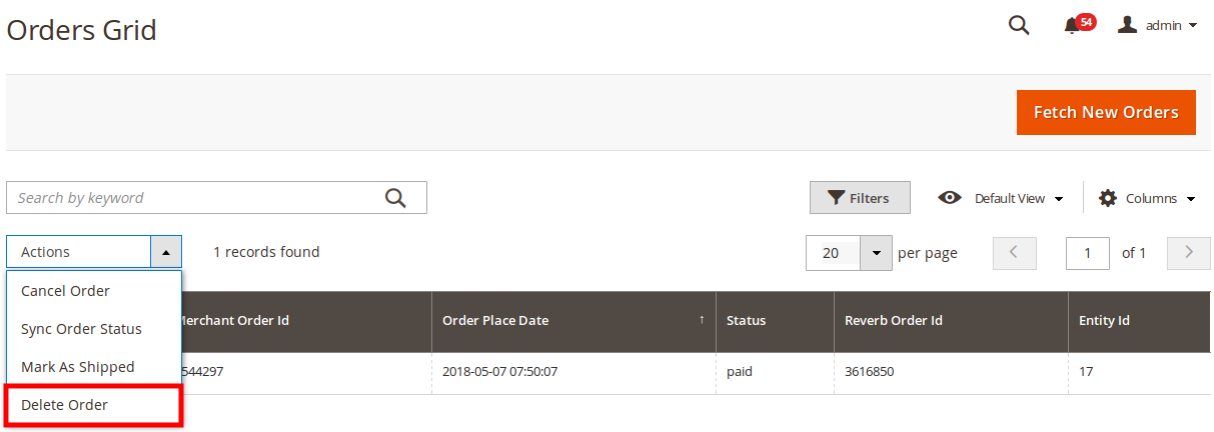
- Go to the Magento admin panel.
- Click on Reverb on the left navigation panel. Then click on **View Reverb Orders.**



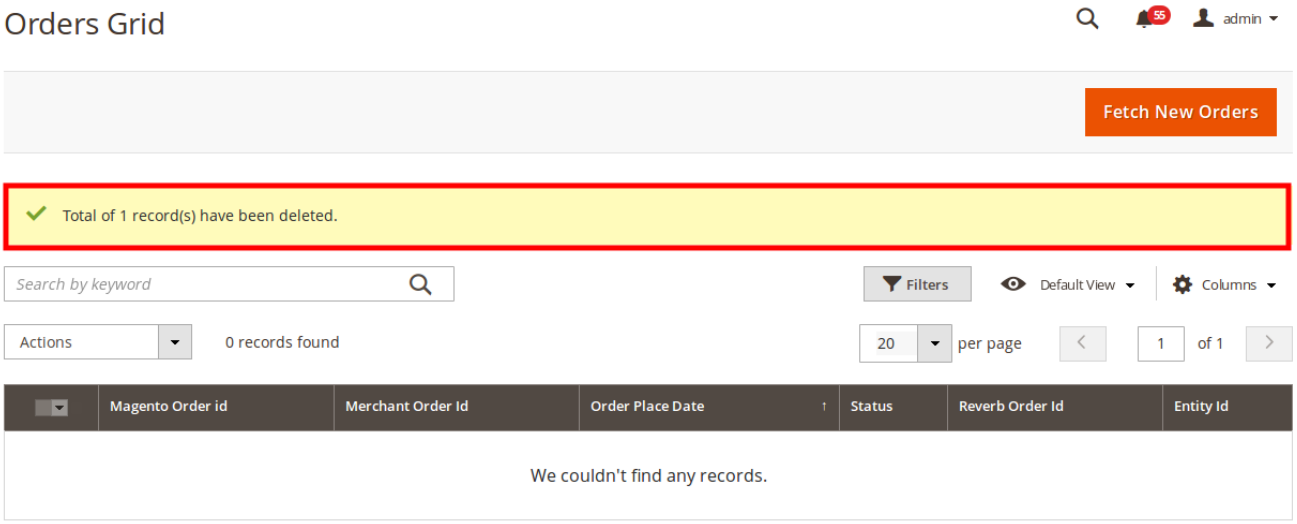
- The page appears to you as shown below:



- Select the order that you want to delete.
- From Actions bar, select Delete Order.



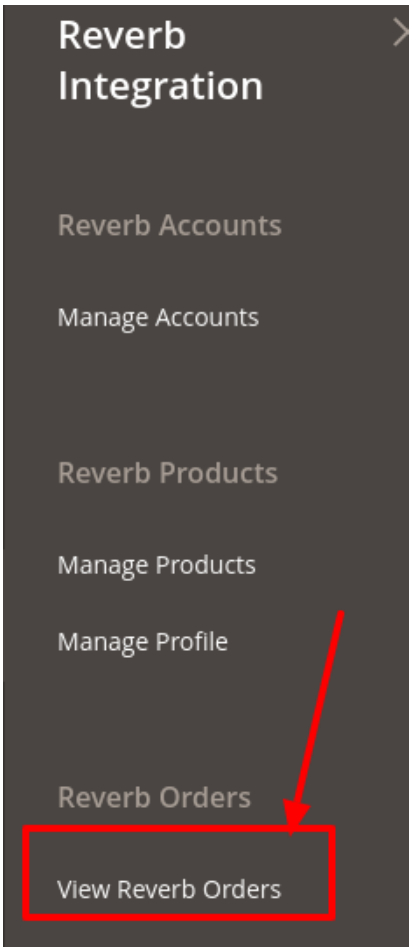
- When a box appears for you asking you to confirm your action, select OK.
- Your Order(s) will be deleted and a message will appear as below:



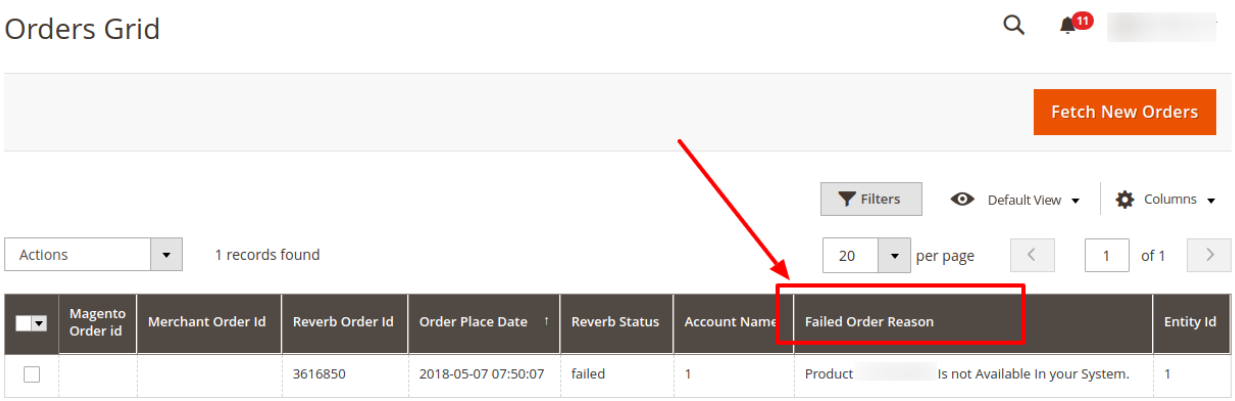
7.5. View Failed Orders

To View Failed Order,

- Go to the Magento admin panel.
- Click on Reverb on the left navigation panel. Then click on **View Reverb Orders.**



- The page appears to you as shown below:



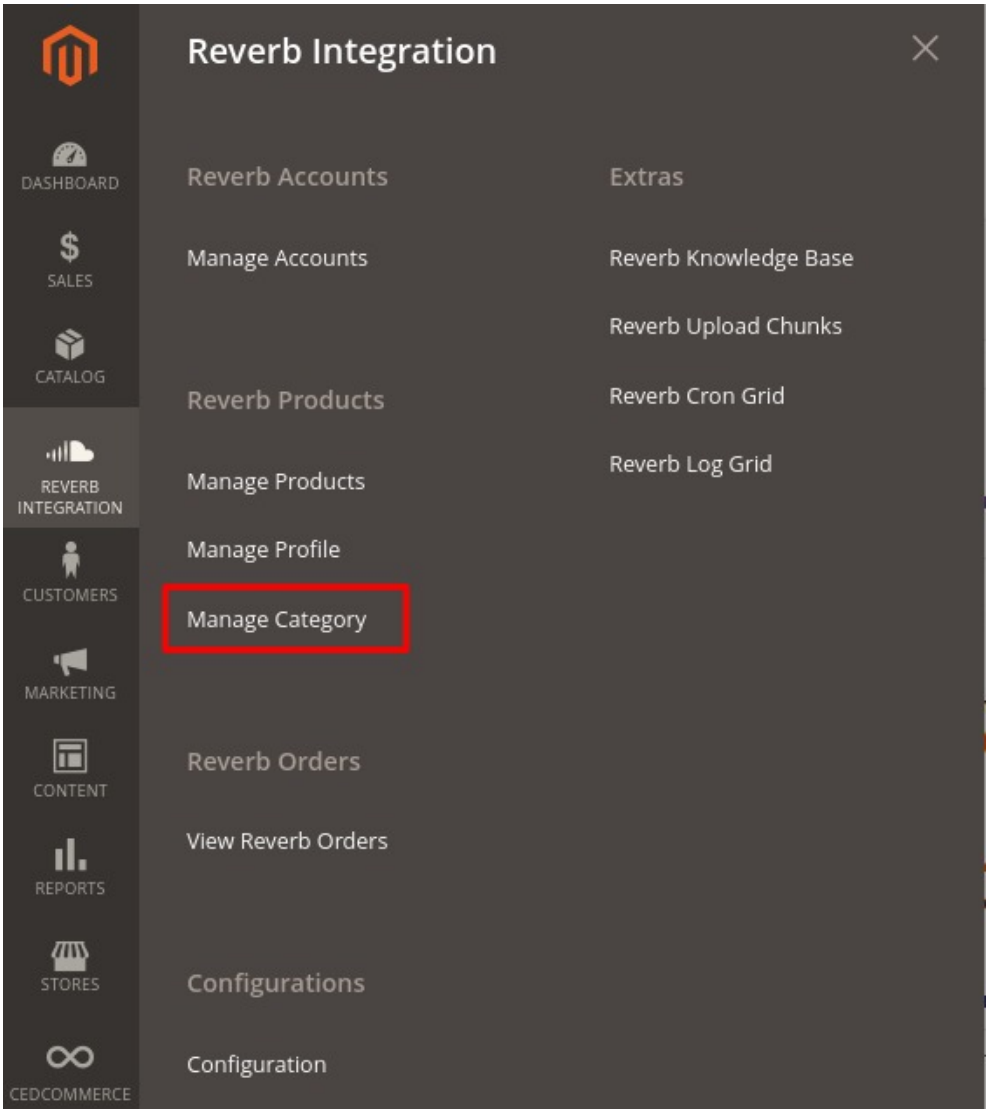
- In the list you will see the **Failed Order Reason** section under which the failed orders are shown.

8. Reverb Category Settings

How to perform the Category Mapping of Product between Reverb & Magento:

Note: The product assigned under the category in this section is updated on all ends once the categories are saved here.

- To do perform category Mapping click on the **Magento Category**



- The **Manage category** page opens up as shown:

- Here the Reverb Categories are listed on the left side and your store category are listed on the right hand side.
- Click on Add Row to include the categories.
- Add the categories on both sides and the proper mapping will be established
- Note that the categories will be mapped for the account you chose in the configuration section.
- Once done click on save button on the top right corner.

9. Reverb Knowledge Base

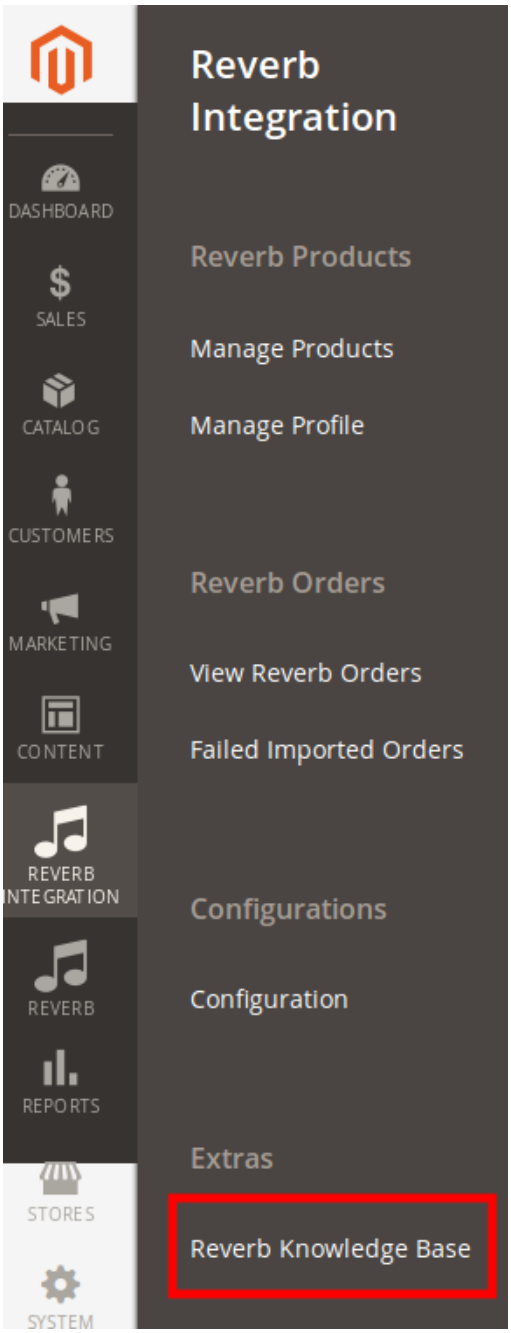
Reverb Knowledge Base is a key that opens the doors of convenience to the sellers while they sell on Reverb using CedCommerce's Reverb Magento 2 Integration Extension.

On the Reverb Knowledge Base page, sellers may see:

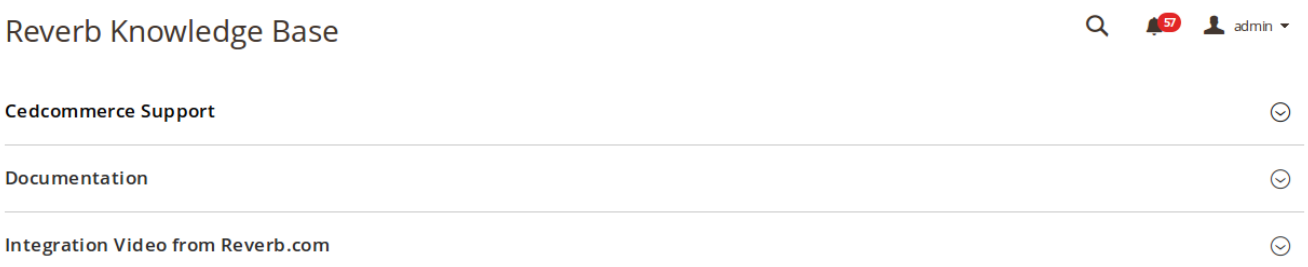
- CedCommerce Support
- Documentation of Reverb Magento 2 Integration Integration
- Integration Video from Reverb.com

To go to CedCommerce Support:

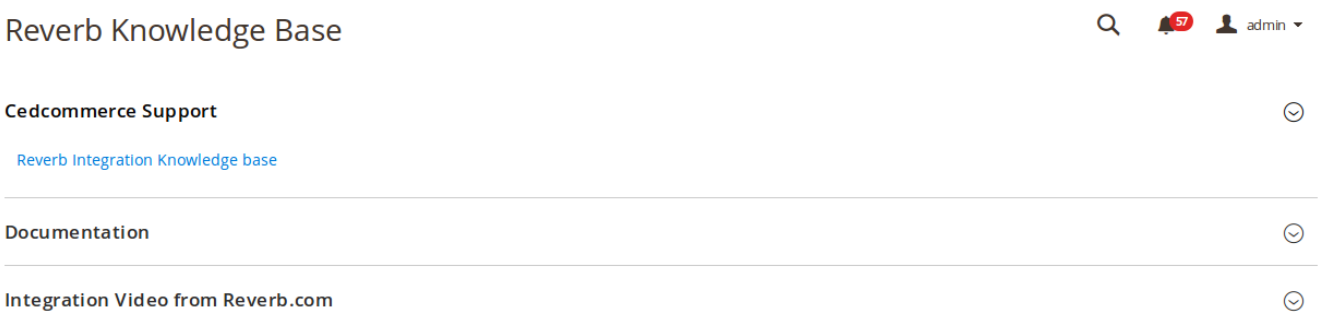
- Go to your Magento admin panel.
- On the left navigation bar, click on Reverb and then you may see Reverb Knowledge Base and you need to click on it.



- The page will appear to you as shown below:



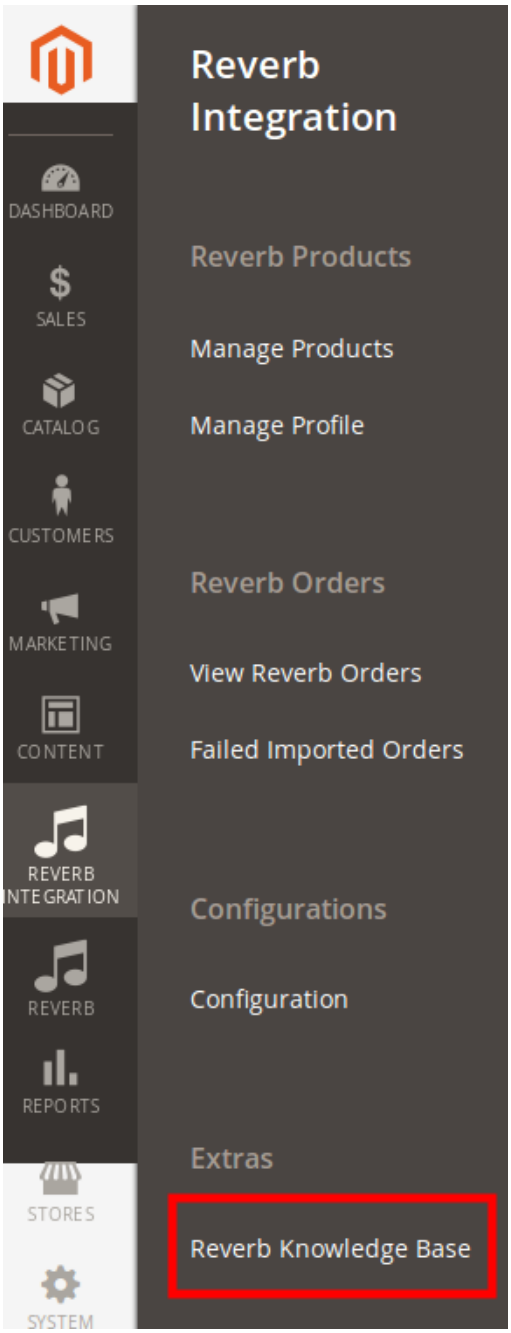
- Now click on CedCommerce Support. You will see the tab getting expanded:



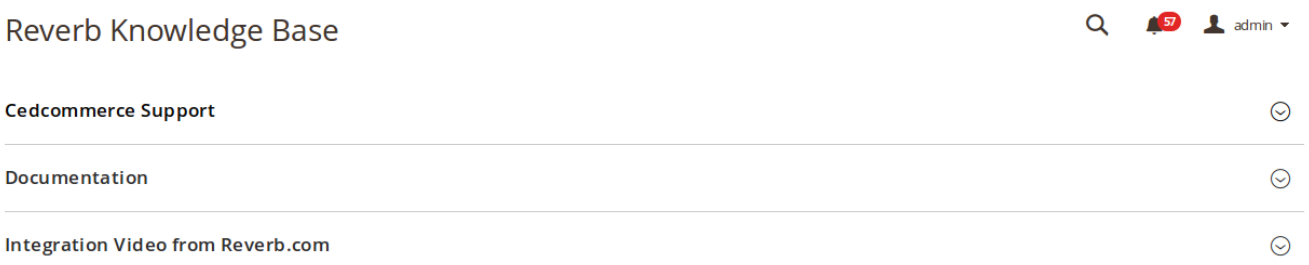
- Now click on Reverb Integration Knowledge Base and the page will get opened in a new page, giving you every information you need to know about this extension – FAQ, and others.

To see the Documentation:

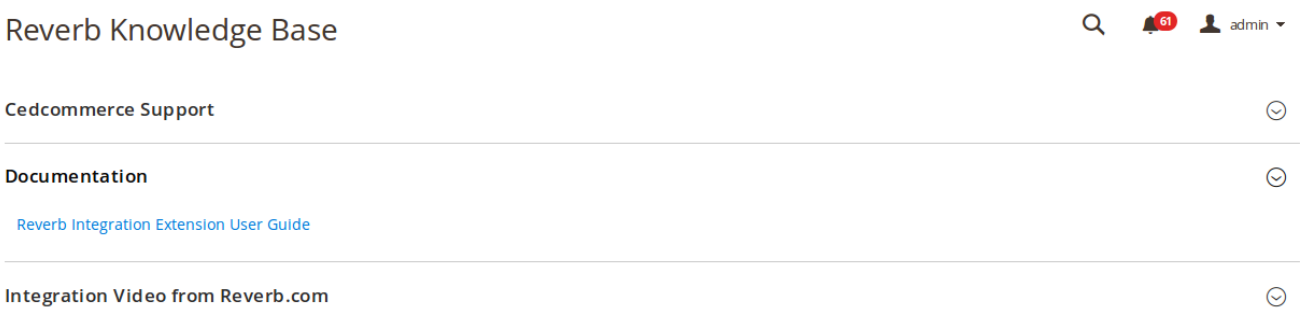
- Go to your Magento admin panel.
- On the left navigation bar, click on Reverb and then you may see Reverb Knowledge Base and you need to click on it.



- The page will appear to you as shown below:



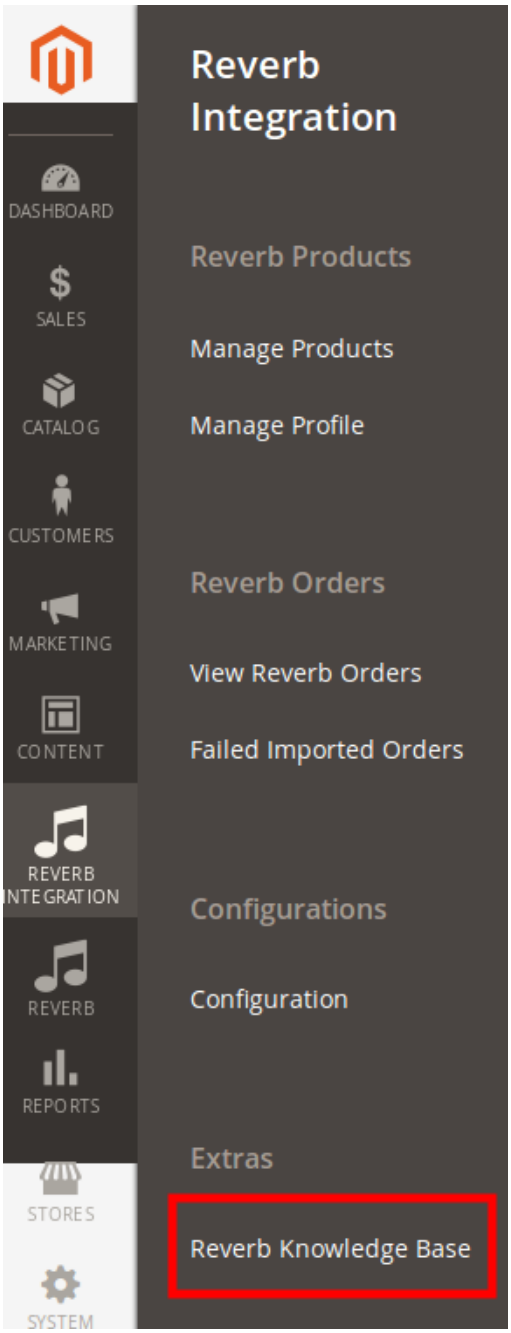
- Now click on Documentation.
- The tab will get expanded like below image:



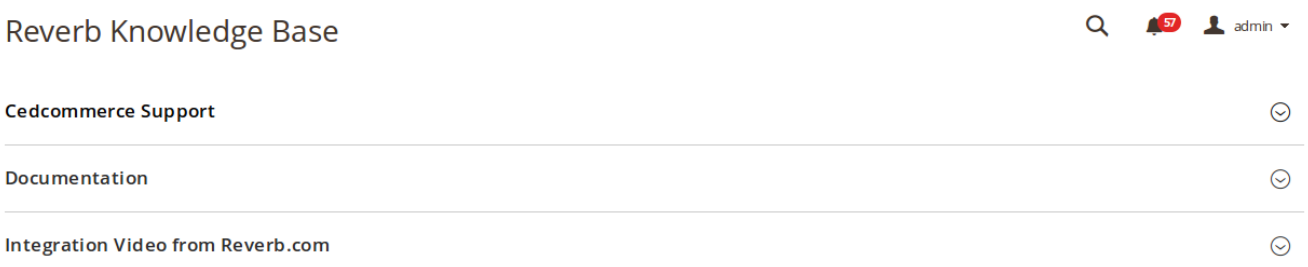
- Click on Reverb Integration Extension User Guide.
- You will be navigated to the documentation page where you can go through the integration process.

To see the Integration Videos from Reverb:

- Go to your Magento admin panel.
- On the left navigation bar, click on Reverb and then you may see Reverb Knowledge Base and you need to click on it.



- The page will appear to you as shown below:

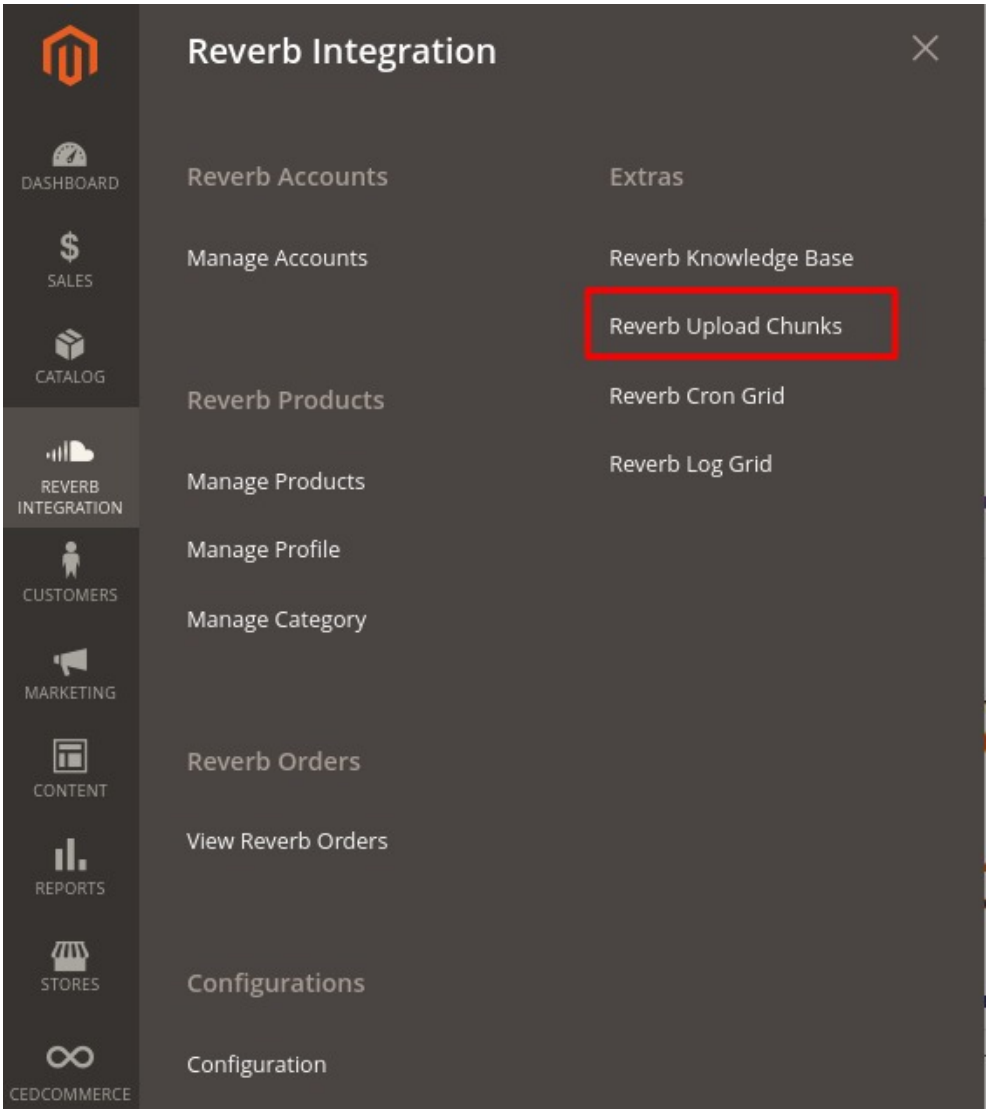


- Click on Integration Video from Reverb.com
- The tab will get expanded and from here, the sellers may see the videos that they want to see by clicking on the links given.

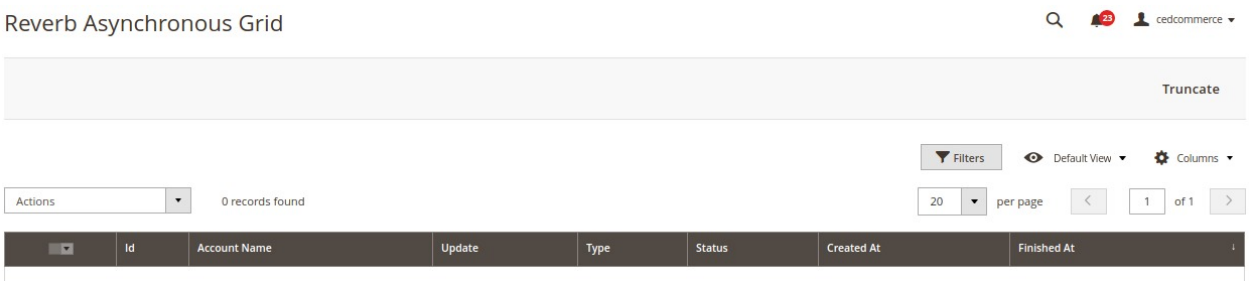
10. Reverb Upload Chunks

To view the Reverb Asynchronous Grid

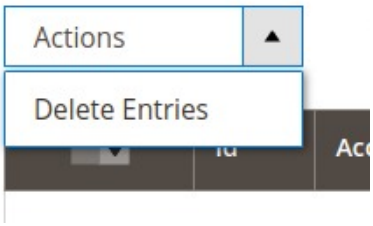
- Click on the Reverb Upload Chunk from the main menu.



- It allows you to access the **Reverb Asynchronous Grid**



- From here you can witness all the products that are scheduled to be uploaded or updated are listed here.
- Once the scheduled products or images are uploaded, this list gets cleared.
- You can manually delete the entries by selecting the entries and clicking on actions

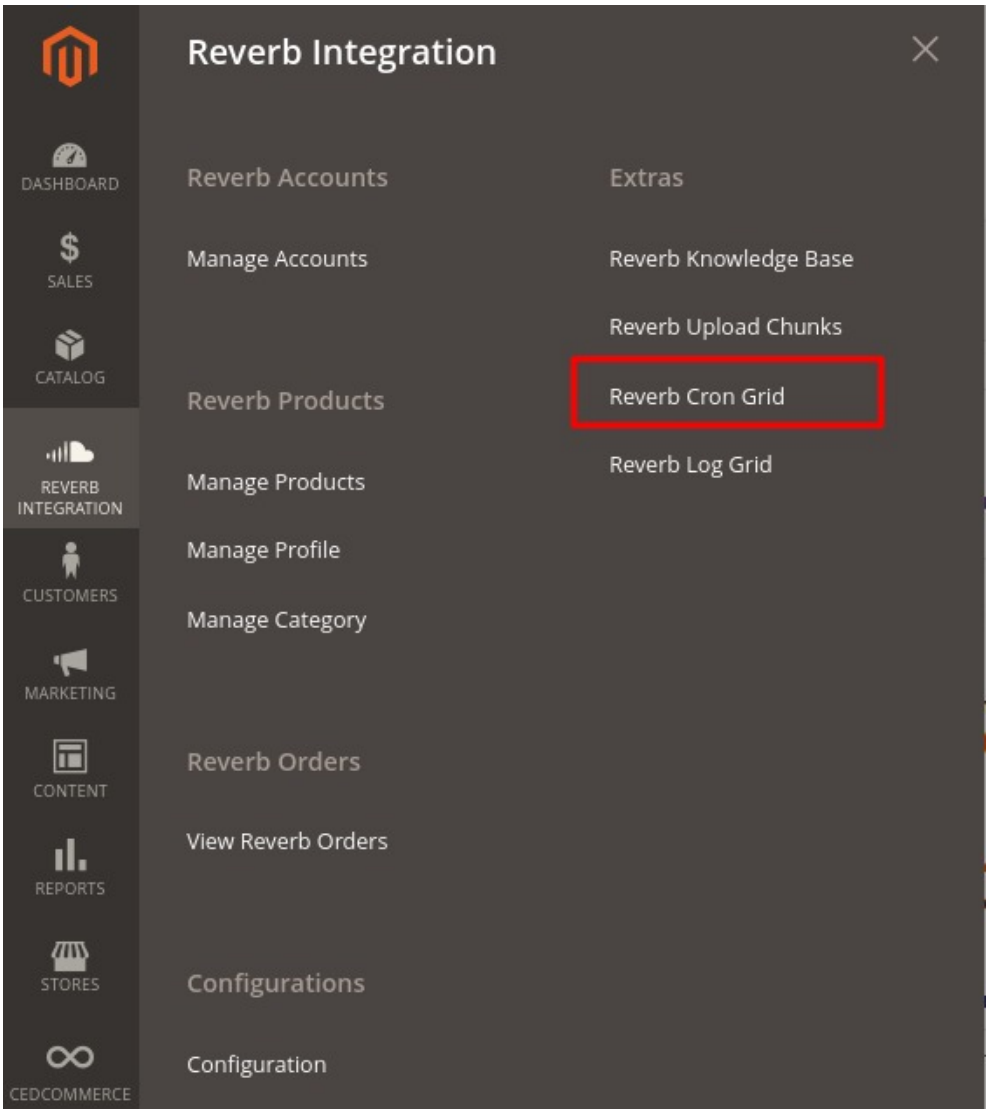


- All the selected enteries will be deleted.

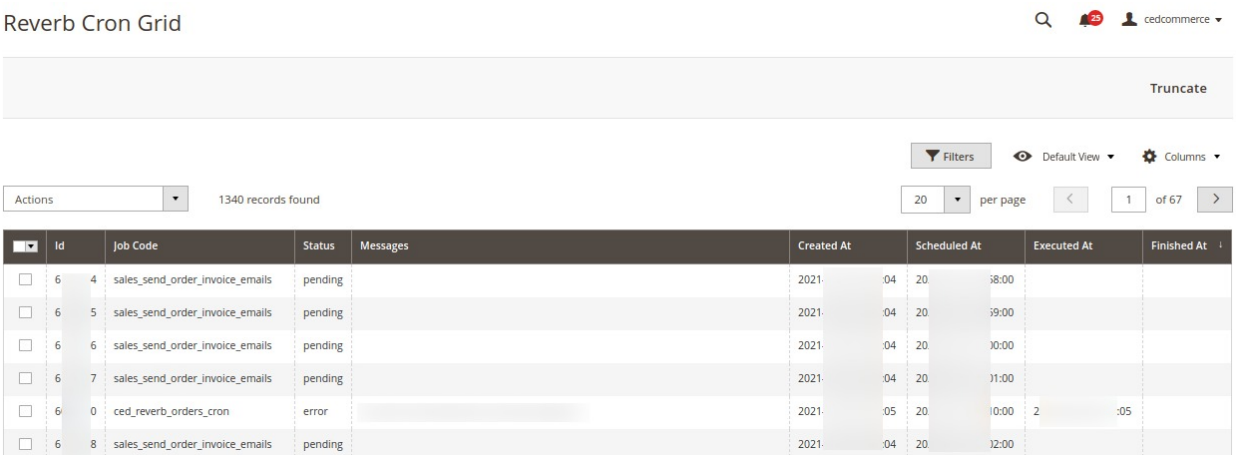
11. Reverb Cron Grid

To view the Crons:

- Go to the **Reverb Cron Grid** under extras in the menu



- All the running crons are listed here.

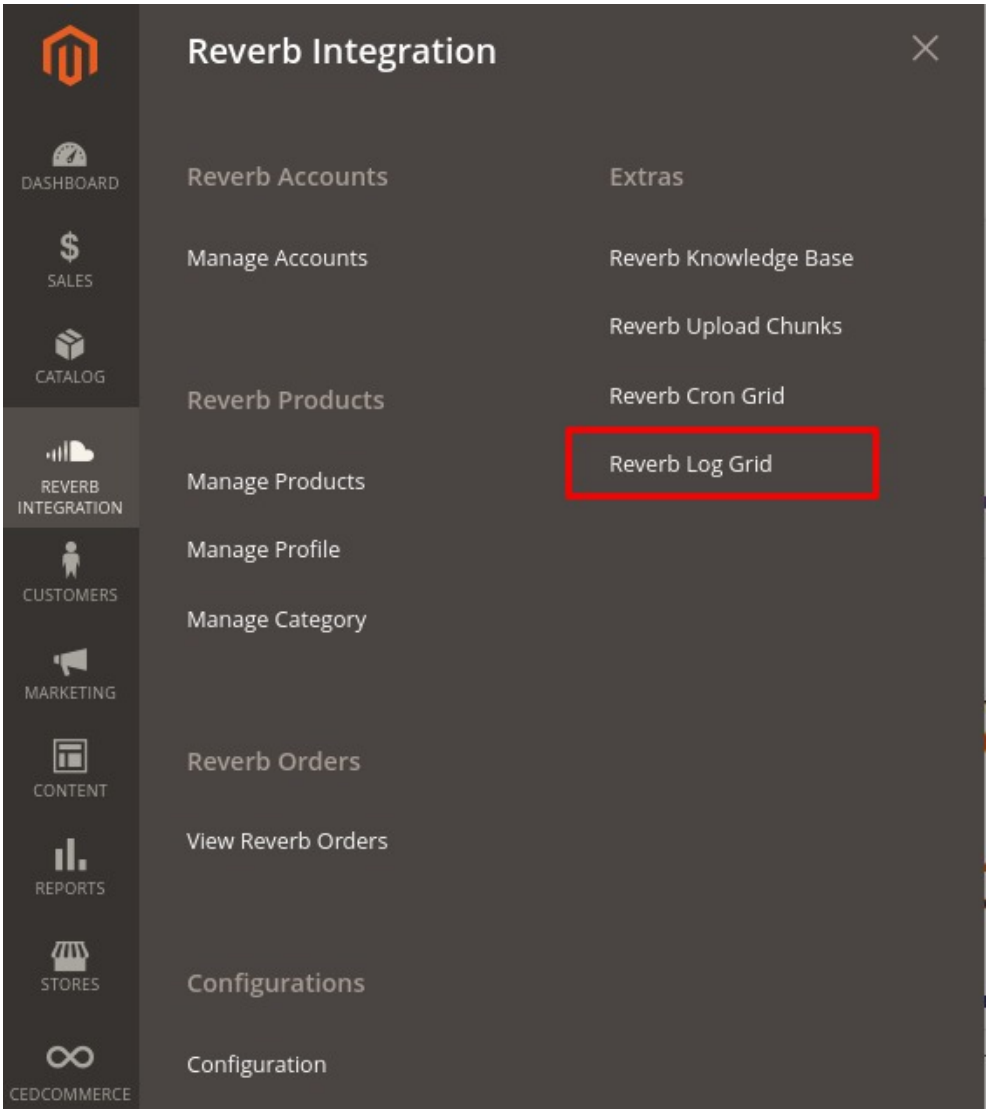


- The crons are listed in many fields including Id, Status, and the dates of schedule, created and executed.
- You can truncate these crons by clicking on the Truncate button in the top right corner.

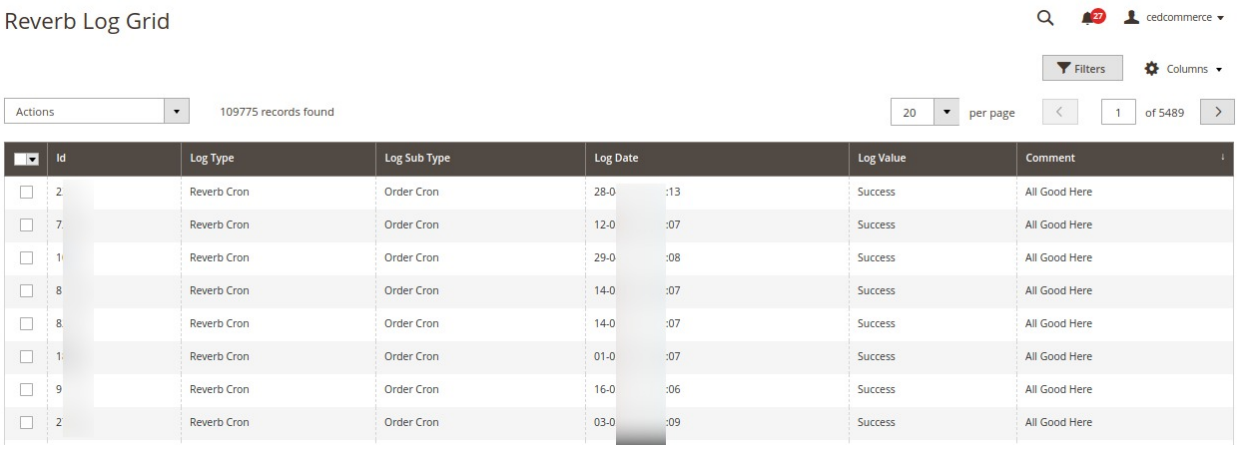
12. Reverb Log Grid

In order to access the Reverb Logs, do the following:

- Click on the Reverb Log Grid in the main menu.



- The Log Grid window opens up



- This is mostly for the developer where they can analyze all the errors in the process are listed here.
- For a detailed analysis, these logs are categorized into log type, date when originated, and the current status (as log value).