

# **TikTok Shop Magento2 Integration**

by CedCommerce Products Documentation

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## 1. Overview

### About TikTok Shop

TikTok Shopping is a fun shopping experience designed for TikTok users. So now, they can shop while enjoying trending videos with your trendiest product collection. The giant social commerce platform is available in more than 150 countries and has been downloaded 200 Million times in the US alone. Moreover, it has over 1 billion users worldwide.

These facts say it all, TikTok Shop is your chance to tap into the world of Social Commerce and expand your reach to billion of shoppers. If your brand's target audience includes anyone between the age of 13 and 60, you should be selling on TikTok. Now Sellers and creators can sell products through in-feed videos, LIVEs, and the product showcase tab.

### About TikTok Shop Connector

With TikTok Shop Connector, Magento merchants have got another way to promote their products on social media directly. TikTok Shop has created the best eCommerce experience for Magento2 businesses and influencers. The plugin empowers you to run TikTok Shop directly from your Magento2 store and also see the analytics without touching TikTok. The plugin comes with features like auto sync, auto product upload, and much more. Now merchants don't have to worry about managing multiple storefronts manually. You set up your Magento2 store, and your TikTok Shop is synced in near real-time.

### Key Features of TikTok Shop Plugin:

**Product and Order Synchronization:** Managing orders and inventory manually is inefficient, error-prone, and unsustainable, especially when dealing with multiple storefronts. The plugin is built with features like product and order synchronization between your eCommerce store and TikTok Shop. Meaning any update in your Magento store will be reflected on TikTok Shop in near real-time.

**Centralized Management:** With the TikTok Shop Plugin, manage products, inventory, orders, etc., from a centralized dashboard. Don't shuffle between apps, and save yourself from repetitive manual work. With the TikTok Shop plugin, you can connect, configure & sync both your stores, and manage everything centrally.

**Real-Time Synchronization:** Sync price, inventory & order between Magento2 & TikTok Shop in near real-time, which means any update in Magento Shop will be reflected in TikTok Shop within minutes. Now you don't need to update inventory or order one by one. Just enable the sync setting, and the plugin will automatically sync and update all the required fields.

**Attribute Mapping:** With the TikTok Shop plugin, you can also map TikTok attributes with Magento attributes in just a few clicks. The attribute mapping can be done on individual product levels and profile levels for bulk products. This feature allows you to map your store category with TikTok Shop and categorize it into one profile and upload it to TikTok Shop.

**Simplified Listing:** The plugin simplifies your task of listing products on the TikTok Shop, making it quick and easy. Not just this, whether it is product attribute mapping, setting a price, or managing orders, everything is easily handled on the plugin without much hassle.

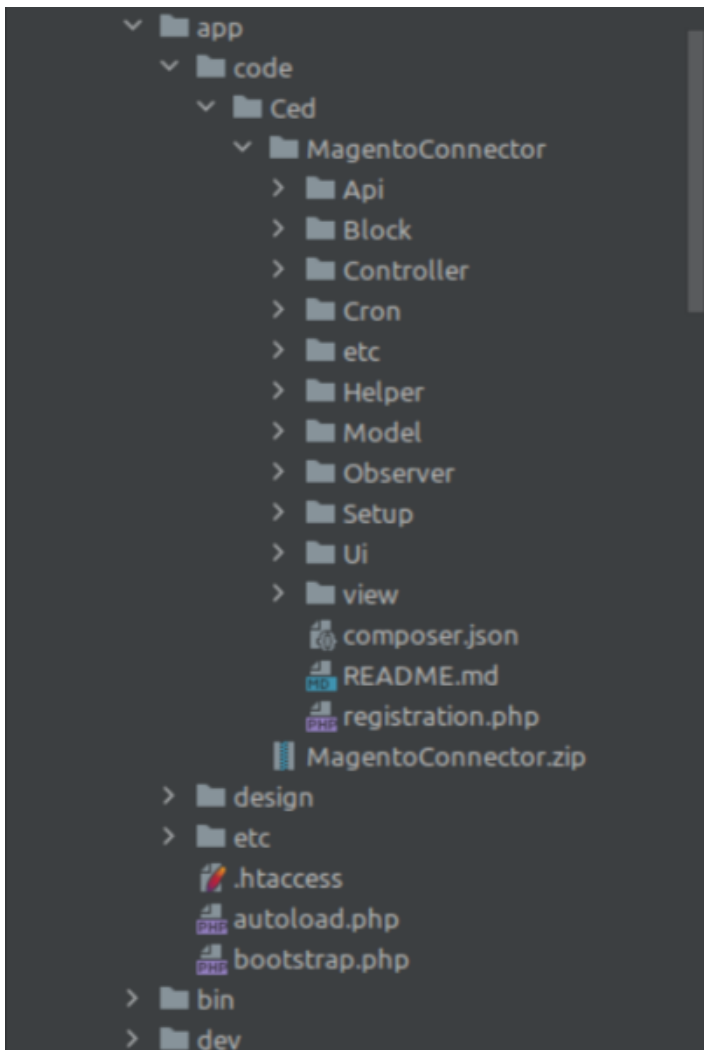
**Profile Creation:** This feature allows you to map your Magento attribute with TikTok Shop and categorize it into one profile based on some field. So before you upload a product, you can assign a profile to it, and most of the pre-requisite information fields will be filled automatically.

**Bulk Upload:** Bulk product upload from CedCommerce is your ultimate solution to be spared from the hassles of operational overload in product uploading. Upload all your Magento2 products on TikTok Shop in just a few clicks.

## 2. Installation and Connection of the Plugin

### 2.1. Installation of the Plugin

- Create a new folder named code (if it does not exist) under the app folder.
- Extract the MagentoConnector.zip on your system and then Drag and Drop app/code/Ced/ and app/code/Ced/MagentoConnector directory inside the code.

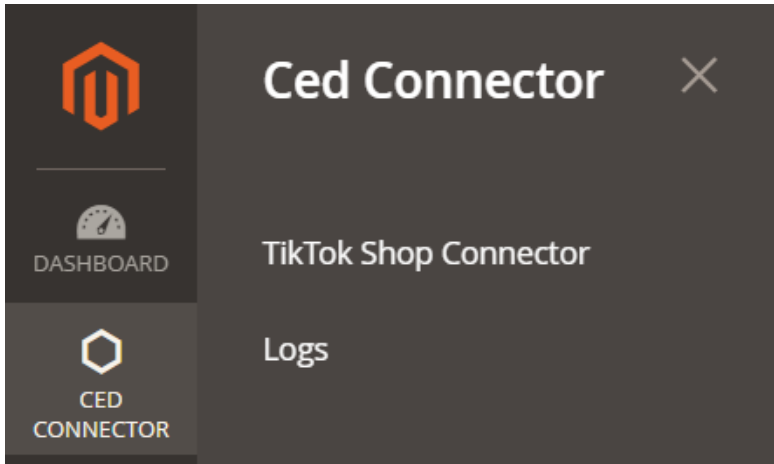


- Now run the following upgrade command in cmd
  - php bin/magento setup:upgrade
  - php bin/magento setup:di:compile
  - php bin/magento setup:static-content:deploy -f
  - php bin/magento indexer:reindex
  - php bin/magento cache:flush
- After successfully uploading the directory, the extension will be installed/upgraded.

### 2.2. Connecting Magento Store with the Plugin

How to connect Magento store with TikTok Shop Integration Plugin

- **Log in** to your **Magento store**.
- Go to Connector (on top of the collapsable menu **on the left side of the page**) and then **click** on it.
- Now, click on **TikTok Shop Connector**.



- The next step is entering your details like email, token type and password to create a connection between the Magento store and the Integration plugin.
- Merchants get two token types to establish a connection between the plugin and Magento store.
  1. **Admin Token:** Admin token is not valid for a long time; it gets expired in a few hours. Thus creating trouble for merchants.
  2. **Integration Token:** It is more secure and reliable; more importantly, it doesn't expire.
- Enter the required information for each option after selecting the preferred option for Token Type.

## If Integration Token Is Selected

To establish a connection between your Magento store and CedCommerce plugin, it is suggested to use the Integration token as it is more reliable and safe. Enter following details to proceed:

- Email: Enter the email id that is associated with your Magento store.
- Store ID: Select the respective store ID to connect with our plugin.

**Now, click on Connect, available in the top right corner of your screen.**

Connector Information

Search 2 admin

Connect App

Enter Details

Token Type \* Integration Token ?

Email \* [ ] ?

Store \* admin

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[Privacy Policy](#) | [Account Activity](#) | [Report an Issue](#)

## If Admin Token Is Selected

You can also opt for Admin Token to establish a connection between your Magento store and CedCommerce Plugin; you need to enter the given details.

- Username: Enter the username for your Magento store.
- Password: Enter the login password for your Magento store.
- Store ID: Select the respective store ID to connect with our integration plugin.

Once done, click on Connect, available in the top right corner of your screen.

## Grant Sales and Payment Permission on Magento

This field is not mandatory, but for smooth business flow, it's always preferable to set everything.

To start managing sales and payments through the TikTok integration, you need to enable permission for each. The process to complete the steps has been listed below

## **Grant Delivery Permissions on Magento**

- Firstly, go to your Magento account and navigate to the store section.

- Secondly, click on the configuration available under the settings.
- Click on the “Sales tab” to manage delivery permission.
- Once on the sales page, select the Shipping Method, and go to the tab – Ced Connector; enable it by selecting Yes and save. By default, it is set to No.

**Store → Configuration → Sales → Shipping method → Enable Ced Connector**

## **Grant Payment Permissions on Magento**

- Firstly, go to your Magento account and navigate to the store section.



- Secondly, click on the configuration available under the settings.
- Click on the “Sales tab” to manage payment permission.
- Once on the sales page, select the Payment Method, and go to the tab – Ced Connector; enable it by selecting Yes and save. By default, it is set to No.

**Store → Configuration → Sales → Payment method → Enable Ced Connector**

## **How to check the connection Status of Magento?**

To check whether or not the plugin is connected to the Magento store, you need to visit the TikTok Connection

Information page.

The TikTok Connector Information page gives you an overview of the plugin connection status and also provides you with an option to reconnect the store. You can find three tabs at the top left corner of the page and perform multiple actions accordingly.

**ReConnect App:** This option allows you to connect and reconnect your Magento store with the integration plugin.

**Go To Dashboard:** This option helps you navigate through the integration solution and helps you perform many other actions in the plugin.

**Disconnect App:** With this option, you can disconnect the plugin with your Magento store. There won't be any integration between your Magento store and TikTok Shop.

### 3. Onboarding Steps

Once you've installed the plugin, you need to get started and onboard through the plugin to start selling on TikTok Shop from your Magento store. The onboarding includes,

- Connecting TikTok Seller account(<https://docs.cedcommerce.com/magento-2/tiktok-shop-magento2-user-guide/?section=connect-tiktok-shop-to-integration-plugin>)
- Default Profiling(<https://docs.cedcommerce.com/magento-2/tiktok-shop-magento2-user-guide/?section=default-profiling-4>)
- Default Configuration(<https://docs.cedcommerce.com/magento-2/tiktok-shop-magento2-user-guide/?section=default-configuration-2>)
- 

#### 3.1. Connect TikTok Seller Account

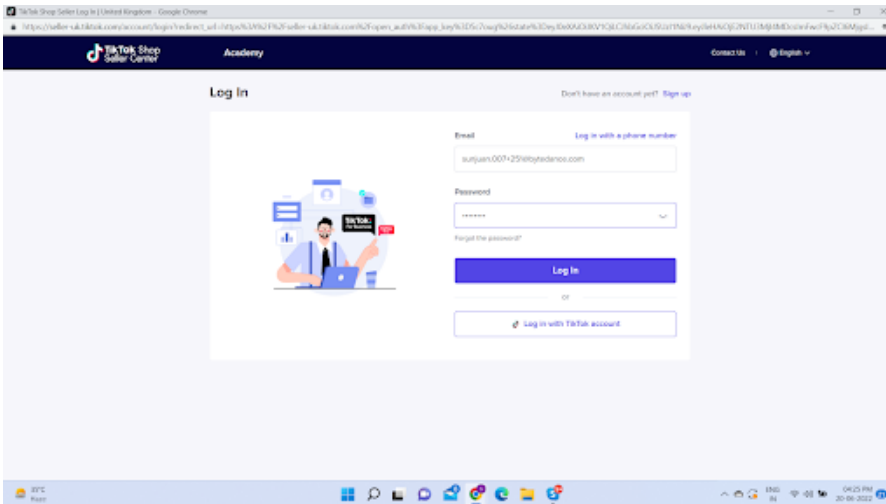
The next step after connecting your Magento store to the TikTok connector plugin is connecting your TikTok Seller Account.

You can do so by following 3 simple steps.

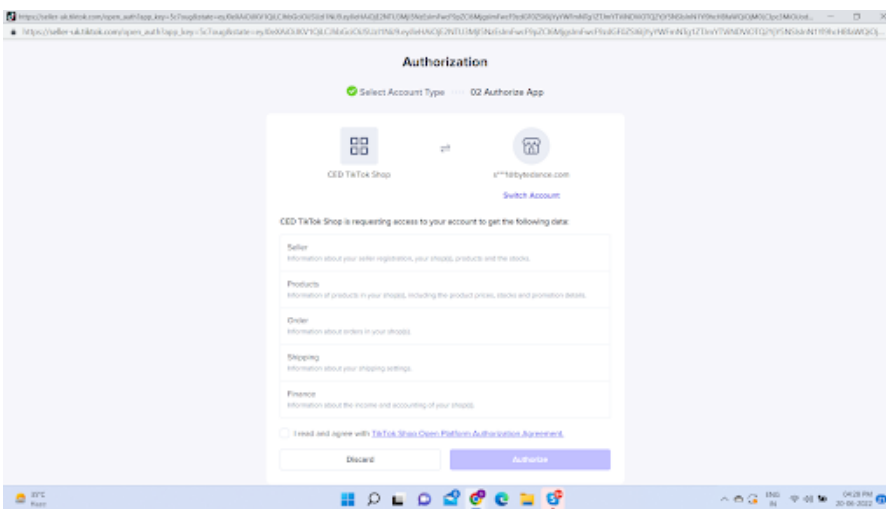
##### Step 1: Connect

- **Connect** your TikTok account with the plugin, when you click on connect button, you will be redirected to the "TikTok seller center."

- Choose your region & log in to your TikTok account with your credentials.



- Grant access to the “TikTok Shop Connector” plugin as shown.



## 3.2. Default Profiling

### Step 2: Profile Configuration

- Once you have successfully connected the plugin with TikTok Shop, next, you need to select a default category for your products. By doing so, if you do not create separate profiles your products will be uploaded with this default category on TikTok Shop, then you need to map the attributes that will enhance the visibility of your product catalogue for buyers across your TikTok Shop. To do so, you need to –
- Choose a default category.

- Then map its associated mandatory/ required attributes, i.e., product weight, length, height & width.

**(NOTE:** Map standard TikTok attributes with similar Magento attributes, for eg, if the TikTok attribute is package length, the same should be selected as Magento Attribute, i.e., length.)

- Now set variation Attribute, i.e., color and specification.

(**Note:** Providing at least one variant or color attribute is mandatory for TikTok Shop)

- Thirdly, set recommended attributes, which are not mandatory but will help your product rank better on TikTok Shop and help buyers get a better understanding of the product.



### **3.3. Default Configuration**

#### **Step 3: Default Configuration**

Once the profile data is saved successfully, proceed with the default configuration.

- **Product auto-import:** By enabling this, you agree to create/ add a new product on the plugin if any product is created on the Magento store.
- **Product auto delete:** By enabling this, if any product is deleted in the Magento store the same will be deleted on TikTok Shop. Note: Individual variants won't be deleted.
- **Threshold inventory:** Set minimum inventory level, after reaching which product will reflect "Out Of Stock" status. This prevents overselling.
- **Sync setting:** Select the product details that you wish to sync from the Magento store to the plugin, like product title, description, etc.

After selecting your option, **save & proceed**.

**Go To Dashboard to proceed with other settings and manage your TikTok Shop.**

## 4. Dashboard Section

The plugin's dashboard provides an insight into your store and helps you analyze the sales. It shows basic information about your stores like products and their statuses, orders and their stages, ongoing and completed activities, and much more. It also provides you with gross sale information made over a period of time, etc.

The plugin provides a comprehensive view of all actions, operations & synchronization with TikTok Shop.

## **Product**

This section provides you with ease to access all the statuses related to your product stages. All product stages i.e "In Progress", "Not Uploaded", "Live", "Failed", "Pending", & "Draft" are visible for an understanding about your product levels.

**Not Uploaded:** Total number of products that are imported to the Plugin from the Magento store but are not yet uploaded on TikTok Shop.

**In Progress:** The product uploading process is in progress, and soon these products will be listed on TikTok Shop.

**Live:** These number of products are live and listed on TikTok Shop.

**Failed:** Products under this category are not uploaded on the TikTok shop due to some error. These errors can include missing SKU, products, not in stock, etc.

**Pending:** Certain number of products fall under “pending” review because these products are yet to be reviewed by TikTok Shop.

**Draft:** The total number of products that are in the draft state on the TikTok Shop.

**Order:** With this part of the dashboard, you can track the status of orders, i.e., awaiting shipment, awaiting collection, completed order, canceled order & error in the order.

### **Activity**

Here all the ongoing & completed activities are listed. You can keep an eye on all the activities that are happening in the app, for example, product uploading, order fulfillment, etc.

### **Gross Sales**

This is a graphical representation of your gross sale made during a specified period of time. You can filter the data based on a weekly, monthly & yearly basis.

## 5. Profiling Tab

Product profiling is a means of categorizing similar products under a single category. This enables sellers to modify/edit all products under that profile in one go. With the help of Profiling, you can apply a certain set of rules and customization to your products. Profiling helps you to manage your bulk products to be category mapped and attribute mapped all at once such that in the future, if any product of the same product type or vendor (or following any condition(s) that you have set in Profile) is added, it automatically gets mapped in the respective profile.

### **To manage product profile:**

Firstly, go to the Profile section

**There are two functions that you can perform:**

- Create profile
- Edit Profile

## **Create Profile**

1. Go to Profile > Create a profile



2. Fill in all details, like set a unique profile name, so it's easily identifiable.

3. Further, you need to select & set "Rule Group" to fetch data from a similar set of products.

Product Match: The rule is based on ANY and ALL conditions that define whether you want all the selected conditions to be fulfilled or any of them to be true.

- Filter & fetch products based on product type, attribute set, name, or category.
- Now select the value from equals and not equal.
- Once you have entered all values, click on "Run Query". A list of all products containing the mentioned value will be fetched & displayed.

4. Now select the product category for the product.

5. Map Magento Attribute with TikTok Shop attribute

- Firstly map mandatory/ required attributes, i.e., product weight, length, height & width.

Select attribute mapping

Required Attributes

Standard Tik Tok Attributes

Package Length  
 Map Type: Attribute | Standard Bigcommerce Attributes: Title

Package Width  
 Map Type: Attribute | Standard Bigcommerce Attributes: SKU

Package Height  
 Map Type: Attribute | Standard Bigcommerce Attributes: Product id

Package Weight  
 Map Type: Attribute | Standard Bigcommerce Attributes: SKU

- Now Map product variant attribute, i.e., size & color

**(Note: Color attribute if listed for your selected category is a mandatory field on TikTok, if not, merchants must map at least one other relevant Magento and Tiktok Variant attribute)**

Thirdly, set recommended attributes, which are not mandatory but will help your product rank better on TikTok Shop and help buyers get a better understanding of the product.

6. Lastly set the price rule for the products falling under this profile. For example, if you want an increase of 10% in all products of this profile, choose percentage increment & then write 10%.

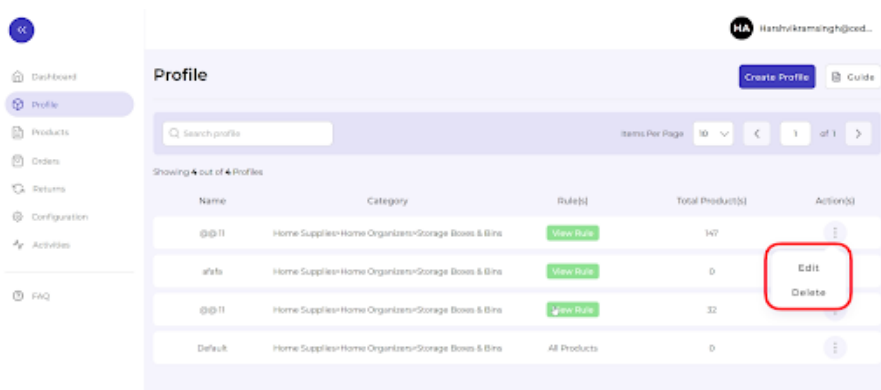
7. **Save the settings**, and now a profile is created successfully. You can view or edit them from the profile

section.

## Edit Profile

You can also edit the profile from the 'Profile Section'.

- Click on edit.



Make the changes, whatever is required, like name attribute mapping or price rule, and save to implement those changes.

### 5.1. How to Upload Products of a Profile

1. Go to the “**Products**” Tab and click on the “**More Action**” tab in the right corner of the app. From here, click on “**Upload product on TikTok**”.

2. A pop-up message will appear, with two options, i.e., “Choose profile and warehouse”.

3. Click on the **drop-down menu** to choose the desired profile and a warehouse. Click on upload to proceed.

4. You will now be redirected to the activity section of the app, where you can see all the products (or product-set) under the profile selected will start uploading. You can also view it directly from the **Activities Tab**.

## 6. Product section of the plugin

The product section of the plugin provides you with every bit of detail you need to syn, list, and manage your products. To amend or update product settings, firstly go to the '**Product Section**.'

## Product Status

At the top bar, you can view products based on their status; it shows the following statuses:

- **All:** It shows the total products in the integration plugin, whether they are listed or not listed on TikTok Shop.
- **Not Uploaded:** Total no. of products imported from Magento to the plugin but not uploaded in the TikTok product catalog.
- **In Progress:** It lists the total number of products that is in progress and under review by the TikTok team.
- **Live:** The total number of products listed on TikTok Shop.
- **Pending:** Products that are still not live on TikTok Shop, and review is still awaited.
- **Failed:** The list of products that failed to get uploaded on the TikTok Shop due to some or other reason.
- **Draft:** Products that are not uploaded and listed in TikTok Shop.

## More Action

With the 'More Action' tab, you can sync and upload products on TikTok in bulk.

**Sync Product Status:** By clicking on this, you can sync product status with TikTok Shop. I.e., product status from TikTok Shop will be synced with the integration plugin. This act as a bulk product sync.

**Upload Products on TikTok:** With this tab, you can list and upload products in bulk on your TikTok Shop.

You can also perform other actions in bulk or on the individual product level, like product upload, activating the product, deactivating the product, or deleting the product.

**Select and Upload Products:** Select the desired product and click on 'Product upload'; a pop-up confirming the warehouse will appear. Click on 'Upload,' and your product will be uploaded successfully on TikTok.

**Activate Product:** If any product is in deactivated status, you can make the product live on TikTok Shop by clicking on 'Activate Product.'

**Deactivate Product:** If a product is uploaded and listed on TikTok Shop, and you wish to delist it for some time, you can deactivate them from this option.

**Delete Product:** If you delete any product from TikTok Shop, you can do so from this option. Moreover, these products are not deleted forever; you can still recover them.

## **Search/ Filter product**

If you are looking for a particular product(s), you can easily search them from the '**Search Menu,**' or you can also apply a filter based on SKU, profile, product type, etc.

Set the filter here and apply. A list of products will appear immediately.

## **6.1. How to upload selective/bulk products?**

### **Bulk Upload**

Click on the 'More Action'button'

- Now click on "Upload Product on TikTok."
- A pop will appear; choose a profile and a warehouse.



**(Note: Creating a warehouse is mandatory, or else you won't be able to upload products on TikTok)**

- After clicking on 'Upload,' the process will start, and you will be redirected to the "Activity Section," where you can see and track the status of product uploading.

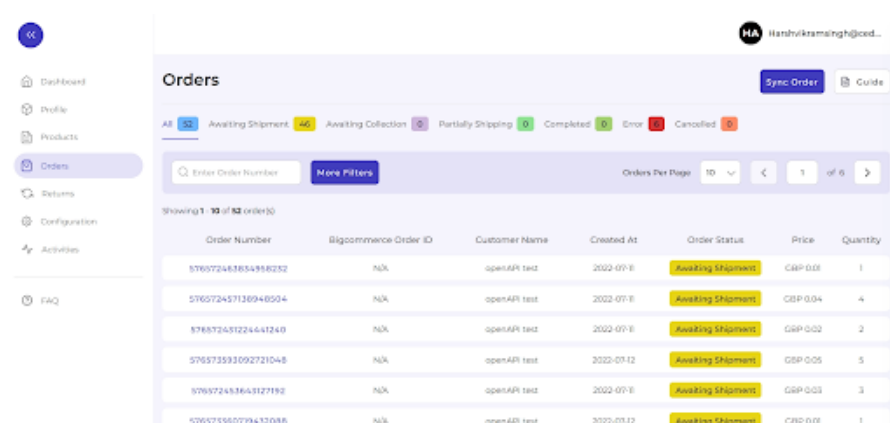
## **Select and Upload Products**

Select the desired product and click on 'Product upload'; a pop-up confirming the warehouse will appear. Click on 'Upload,' and your product will be uploaded successfully on TikTok.

## 7. Order section of the plugin

TikTok Shop plugin is carefully devised to best suit the selling needs of a demanding Magento business. Escalate the sales and profits on TikTok effortlessly from the comfort of a centralized plugin and scale your business while saving time and resources. Receive all your TikTok orders in the integration plugin and manage them from within the store effortlessly.

The end-to-end process of order syncing is real-time automated within the plugin itself. Whenever you receive an order on TikTok and sync it with the plugin, you will get that order in the plugin within 5 minutes. So now, you don't have to worry about going back and forth on multiple apps to receive and manage your orders; you can do all of it now with a single integration plugin.



Order Number	Bigcommerce Order ID	Customer Name	Created At	Order Status	Price	Quantity
576072463854958252	NA	openAPI test	2022-07-8	Awaiting Shipment	GBP 0.03	1
576072457136948504	NA	openAPI test	2022-07-8	Awaiting Shipment	GBP 0.04	4
576872451224441240	NA	openAPI test	2022-07-8	Awaiting Shipment	GBP 0.02	2
576573593092721048	NA	openAPI test	2022-07-12	Awaiting Shipment	GBP 0.05	5
5768724538649127192	NA	openAPI test	2022-07-8	Awaiting Shipment	GBP 0.03	3
57657358079432088	NA	openAPI test	2022-07-12	Awaiting Shipment	GBP 0.03	1

From the top bar, you can find the product based on its status, i.e., awaiting shipment, awaiting collection, etc.

- **Awaiting Shipment:** When an order is received on TikTok Shop, it shows an 'Awaiting Shipment' status, which means no shipping is yet arranged.
- **Awaiting Collection:** When a seller uses 'Platform logistics fulfillment mode,' and the order is ready to

ship, the status shows “Awaiting collection.”

- **Partially Shipping:** The order status changes to “Partially Shipping” when the partial order is ready to ship.
- **Completed:** Once an order is delivered successfully and no return or refund request is raised by the buyer. Then the status will auto-update to ‘Completed’ in 14 days from the date of the delivery date.
- **Error:** If an order is placed and processed without updating tracking details, the product will show “Error Status.”
- **Canceled:** The merchant can cancel any order within a stipulated time. He can do so by providing a valid reason for cancellation, and the status of such an order will be changed.

## Sync Order

You can sync orders with TikTok. So if any new order is placed on TikTok, you can find it in the plugin. Just click on sync order, and within 5 minutes, any new order placed will be reflected in the plugin and then on Magento store.

The screenshot shows the 'Orders' management page in a Magento2 plugin. The interface includes a sidebar with navigation options like Dashboard, Profile, Products, Orders (highlighted with a red '1'), Returns, Configuration, and Activities. The main content area displays a table of orders with columns for Order Number, Bigcommerce Order ID, Customer Name, Created At, Order Status, Price, and Quantity. A 'Sync Order' button is highlighted with a red '2' in the top right corner of the orders list. The table shows five orders, all with a status of 'Awaiting Shipment'.

Order Number	Bigcommerce Order ID	Customer Name	Created At	Order Status	Price	Quantity
576572463854956252	N/A	openAR test	2022-07-8	Awaiting Shipment	GBP 0.08	1
576572457136946594	N/A	openAR test	2022-07-8	Awaiting Shipment	GBP 0.04	4
576572451224441240	N/A	openAR test	2022-07-8	Awaiting Shipment	GBP 0.02	2
576573393092721048	N/A	openAR test	2022-07-12	Awaiting Shipment	GBP 0.05	5
576572453643127192	N/A	openAR test	2022-07-8	Awaiting Shipment	GBP 0.05	3

## More Filter

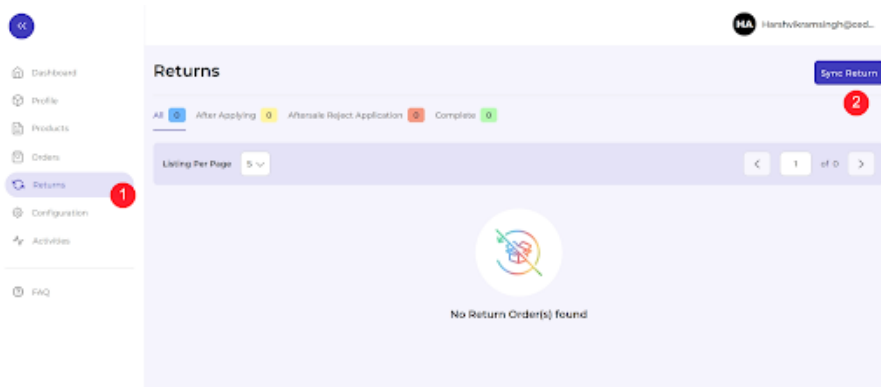
You can also search product by its name or number, or you use the ‘More filter’ option to search for an order based on its creation date.

This screenshot is identical to the previous one, showing the 'Orders' management page. In this view, the 'More Filters' button is highlighted with a red '2', indicating the search functionality. The table of orders remains the same, showing five orders with a status of 'Awaiting Shipment'.

Order Number	Bigcommerce Order ID	Customer Name	Created At	Order Status	Price	Quantity
576572463854956252	N/A	openAR test	2022-07-8	Awaiting Shipment	GBP 0.08	1
576572457136946594	N/A	openAR test	2022-07-8	Awaiting Shipment	GBP 0.04	4
576572451224441240	N/A	openAR test	2022-07-8	Awaiting Shipment	GBP 0.02	2
576573393092721048	N/A	openAR test	2022-07-12	Awaiting Shipment	GBP 0.05	5
576572453643127192	N/A	openAR test	2022-07-8	Awaiting Shipment	GBP 0.05	3

## 8. Returns

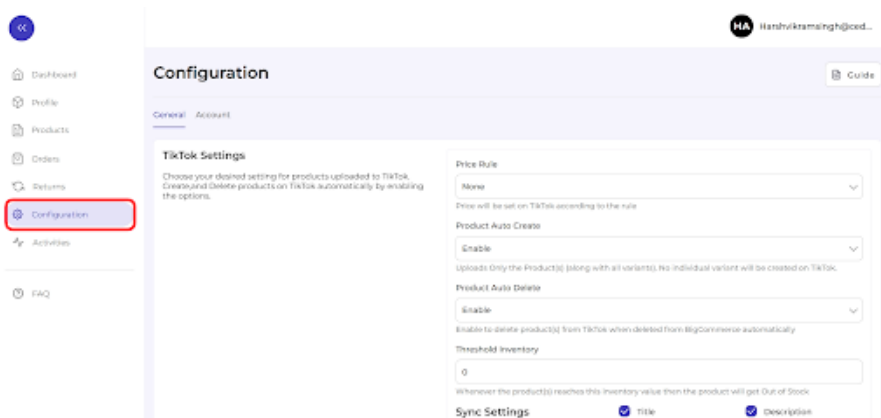
The return section of the plugin provides a comprehensive view of orders returned to the seller, their status, and all related information to product return.



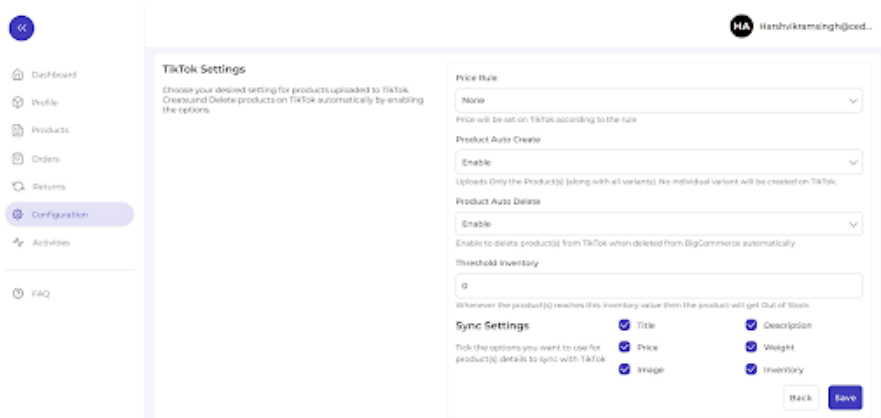
- **Sync Return:** By clicking on “**Sync Return**,” any new product return is fetched and shown in the app.
- **All:** All the returns for the orders that buyers place on TikTok are fetched to the plugin and created under this tab.
- **After applying:** A return order shows up under this tab when the merchant accepts the return for the product from the plugin, and the status of the same will be updated on TikTok Shop.
- **After-sale reject status:** A return order shows up under this tab when the merchant rejects the return for the product from the plugin, and the status of the same will be updated on TikTok Shop.

## 9. Configuration

The configuration setting connects the app with TikTok Shop. It provides two options, i.e., general setting and account setting.



Firstly, go to the “**Configuration**” section. Under the general setting, you can modify and update the price rule, auto-syncing option, and also set the threshold inventory limit.



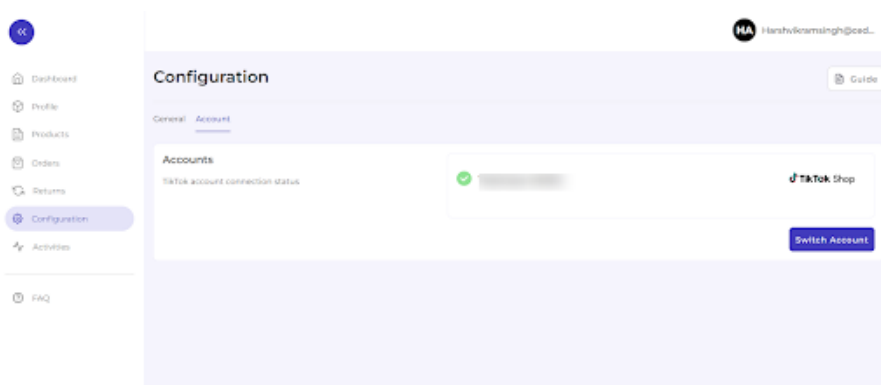
- **Price Rule:** Here, you can set the price rule like percentage increase or decrease and so on. For example, if you want an increase of 10% in all products, choose percentage increment & then write 10%.
- **Product Auto-create:** By enabling this, you agree to create/ add a new product to the plugin if any product is created on the Magento store.
- **Product Auto Delete:** Any product deleted in the Magento store will also be reflected in the TikTok Shop.

**Note: Individual variants won't be deleted.**

- **Threshold Inventory:** Set minimum inventory level, after reaching which product will reflect "Out Of Stock" status. This prevents you from overselling.
- **Sync Setting:** Select the product details that you wish to sync to the plugin from the Magento store, like product title, description, etc.

Save the changes & you are good to go.

Under the '**Account**' tab, you can check your TikTok Account status and its unique I.d.



## 10. Activities

This section displays the activities running in the background and any other completed activities. For example, if you have performed bulk product uploading, then that activity will be visible here in the activities section.

**Activities** Back

Ongoing Activities Completed Activities

10 < 1 of 12 >

**Completed Activities** Clear Activities

- Unexpected error occurred  
21 Jul 2022 10:59:36 GMT
- Configurable Products have been imported from Magento  
21 Jul 2022 10:59:36 GMT
- Unexpected error occurred  
21 Jul 2022 10:59:36 GMT
- Configurable Products have been imported from Magento  
21 Jul 2022 10:59:36 GMT