

TikTok Shop BigCommerce Connector

by CedCommerce Products Documentation

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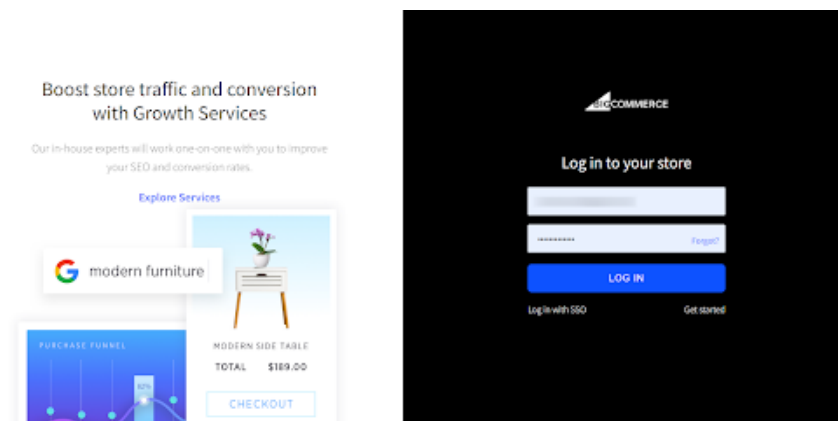
1. Registration and Configuration

CedCommerce equips online sellers with cutting-edge powerful software solutions and expert services for automating the sync of product listings, inventory, and orders. Now manage your BigCommerce store & TikTok Shop via a single software interface through the TikTok Shop Connector solution. To get started with the app, install and connect it with your BigCommerce and TikTok Shop accounts.

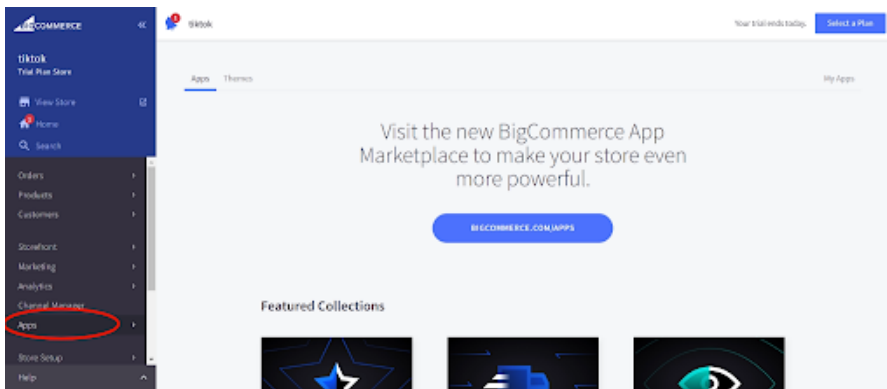
- **How to install the app**(<https://docs.cedcommerce.com/bigcommerce/tiktok-shop-bigcommerce-user-guide/?section=how-to-install-the-app>)
- **Connect TikTok business account with app**(<https://docs.cedcommerce.com/bigcommerce/tiktok-shop-bigcommerce-user-guide/?section=connect-tiktok-shop-account-with-the-app>)
- **Default Profile**(<https://docs.cedcommerce.com/bigcommerce/tiktok-shop-bigcommerce-user-guide/?section=default-profiling-3>)
- **Default Configuration**(<https://docs.cedcommerce.com/bigcommerce/tiktok-shop-bigcommerce-user-guide/?section=default-configuration>)

1.1. How to install the app?

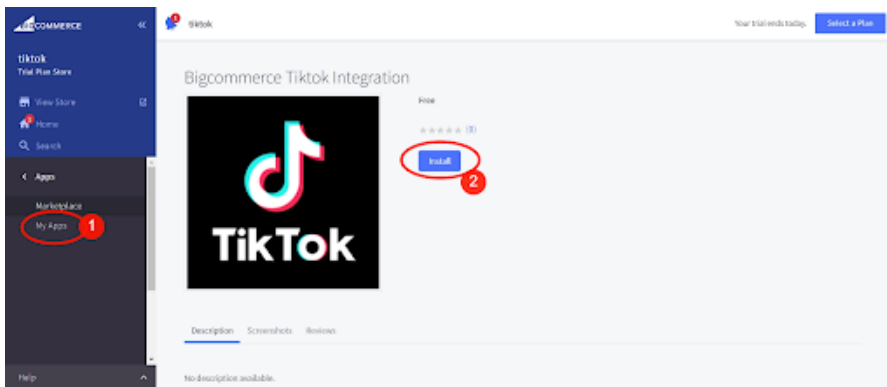
1. Log in to your BigCommerce account with your email id & password via <https://login.bigcommerce.com/login> (<https://login.bigcommerce.com/login>)



2. From the menu bar, click on 'Apps' and then 'Marketplace.'



3. Search for the “**TikTok Shop Connector**(<http://www.bigcommerce.com/apps/tiktok-shop-connector-by-cedcommerce/>)” app, and click on the “**Install**” button, to get started with the app.

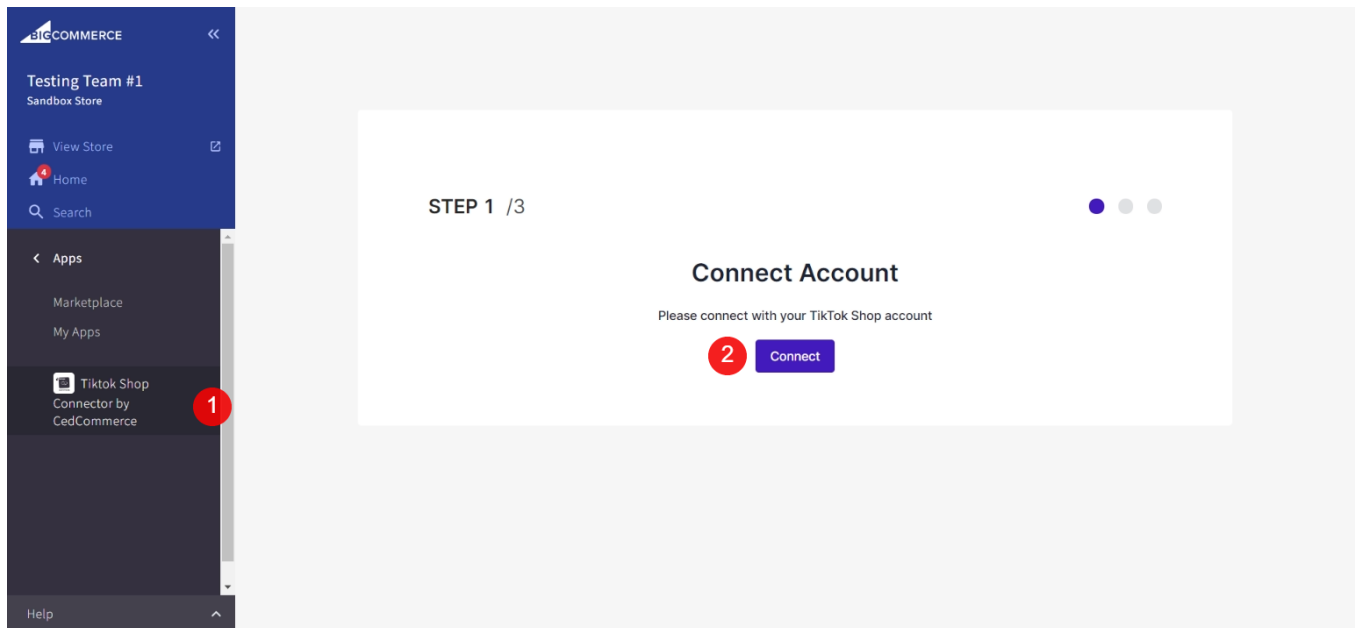


1.2. Connect TikTok Shop account with the app

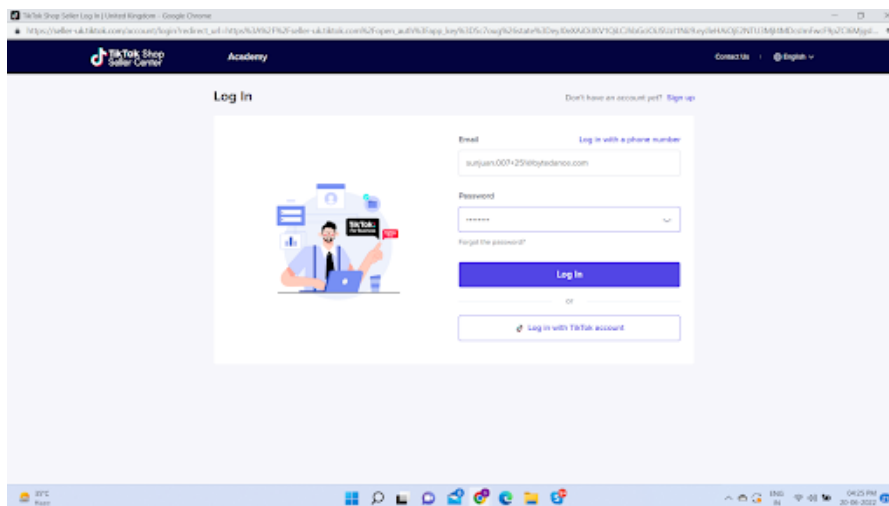
How to connect the connector app with the TikTok seller account?

Step 1: Connect

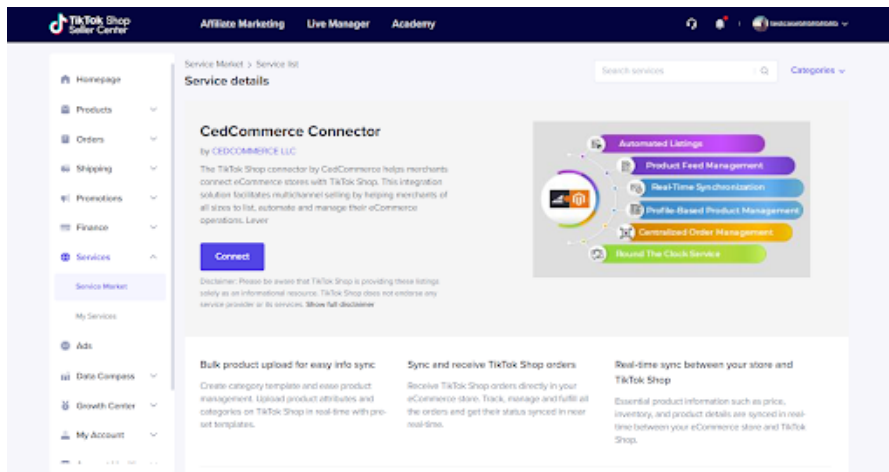
- Once the connector app is installed to your BigCommerce account, click on connect button. You will then be redirected to the “**TikTok seller center.**”



- Choose your region & login into your TikTok seller account.



- Grant access to the “TikTok Shop Connector” app to access & modify your TikTok Shop settings.



1.3. Overview

About TikTok Shop

TikTok's popularity has skyrocketed ever since its launch. The app empowers people to create, share & discover short, entertaining videos. Seeing the app's huge popularity, TikTok announced the launch of TikTok Shopping: a long-awaited social commerce experience in August 2021. The platform brings an in-app shopping experience for users and streamlines product discovery.

TikTok Shop is a new innovative shopping feature that facilitates merchants, brands, and creators to showcase and sell products directly on the platform and tap into the world of social eCommerce with over 1 Billion active monthly users.

About TikTok Shop Connector App

The TikTok Shop connector by CedCommerce enables the BigCommerce store owner to bypass the manual process of uploading products & facilitates product uploading directly with the connector app. The app is a suite of solutions, features, and tools that allow businesses to tap into the power of commerce on TikTok Shop. The app is built with features like near real-time sync, bulk inventory updates, centralized order management, easy onboarding, and more.

Key Features of BigCommerce TikTok Shop Connector app:

Centralized Management: Don't shuffle between apps to update inventory, listings & orders. Manage your BigCommerce store and TikTok Shop from a centralized app and save yourself from repetitive manual work. With the TikTok Shop connector app, you can connect, configure & sync both your stores and manage everything centrally.

Real-Time Synchronization: Sync price, inventory & order between BigCommerce & TikTok Shop in near real-time. Now you don't need to update inventory or order one by one; it gets auto-updated.

Attribute Mapping: With the BigCommerce TikTok Shop connector app, you can also map TikTok Shop attributes with BigCommerce attributes in just a few clicks. You can do attribute mapping on profile levels for bulk products.

Simplified Listing: The connector app 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 connector app.

Profile Creation: This feature allows you to map your BigCommerce product category with the TikTok Shop category and thus with easy attribute mapping. Product profiling saves precious time and ensures error-free listing of products.

Bulk Upload: Bulk product upload is the ultimate solution for merchants to get rid of the operational overload in product uploading. Upload all your BigCommerce products on TikTok Shop in just a few clicks.

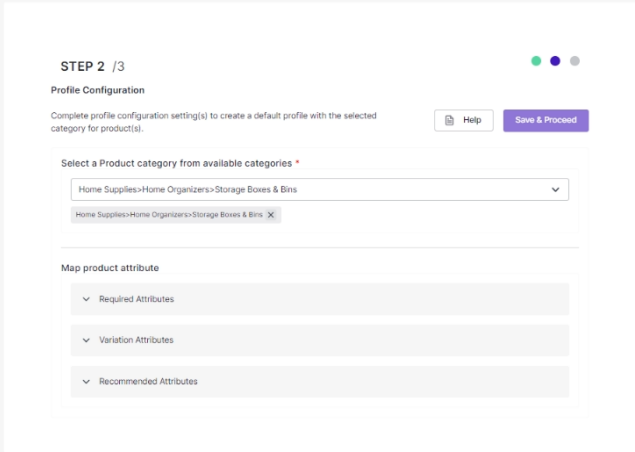
1.4. Profile Configuration

Step 2: Profile Configuration

Map TikTok Shop attributes with BigCommerce attributes

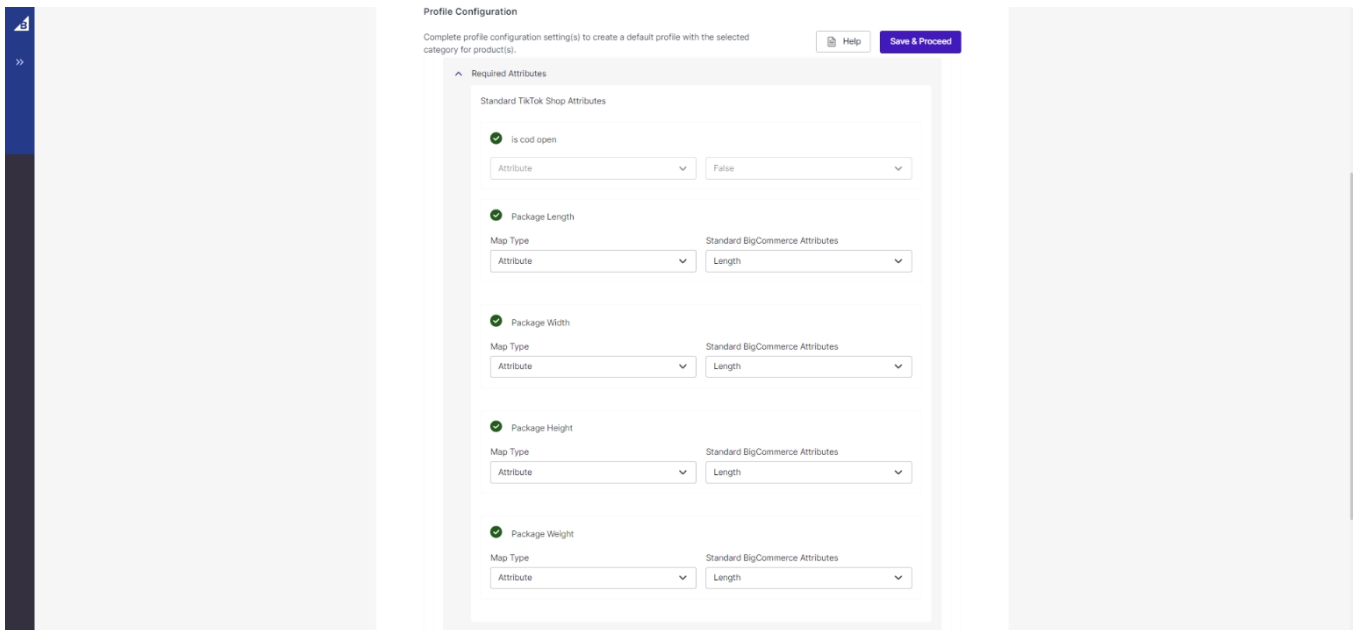
Once you have successfully connected the connector app with the TikTok seller account, next, you need to map your product category listed on BigCommerce with the TikTok Shop. By doing so, you will enhance the visibility of your product catalog for buyers across your TikTok Shop. Follow the below-mentioned steps to configure profile and map product attributes:

1. Choose the desired TikTok Shop product category from the dropdown menu as shown in the image below:



The screenshot displays the 'STEP 2 / 3 Profile Configuration' screen. At the top, it says 'Profile Configuration' and 'Complete profile configuration setting(s) to create a default profile with the selected category for product(s)'. There are 'Help' and 'Save & Proceed' buttons. The main section is 'Select a Product category from available categories', which has a dropdown menu showing 'Home Supplies > Home Organizers > Storage Boxes & Bins'. Below the dropdown, the selected category is listed with a close button. The 'Map product attribute' section contains three expandable boxes: 'Required Attributes', 'Variation Attributes', and 'Recommended Attributes'. The 'Required Attributes' box is expanded, showing a list of attributes. In the bottom right corner, there is a 'my life' logo.

2. Once the product category is selected, now map mandatory/ required attributes, i.e., product weight, length, height & width.



Profile Configuration

Complete profile configuration setting(s) to create a default profile with the selected category for product(s).

[Help](#) [Save & Proceed](#)

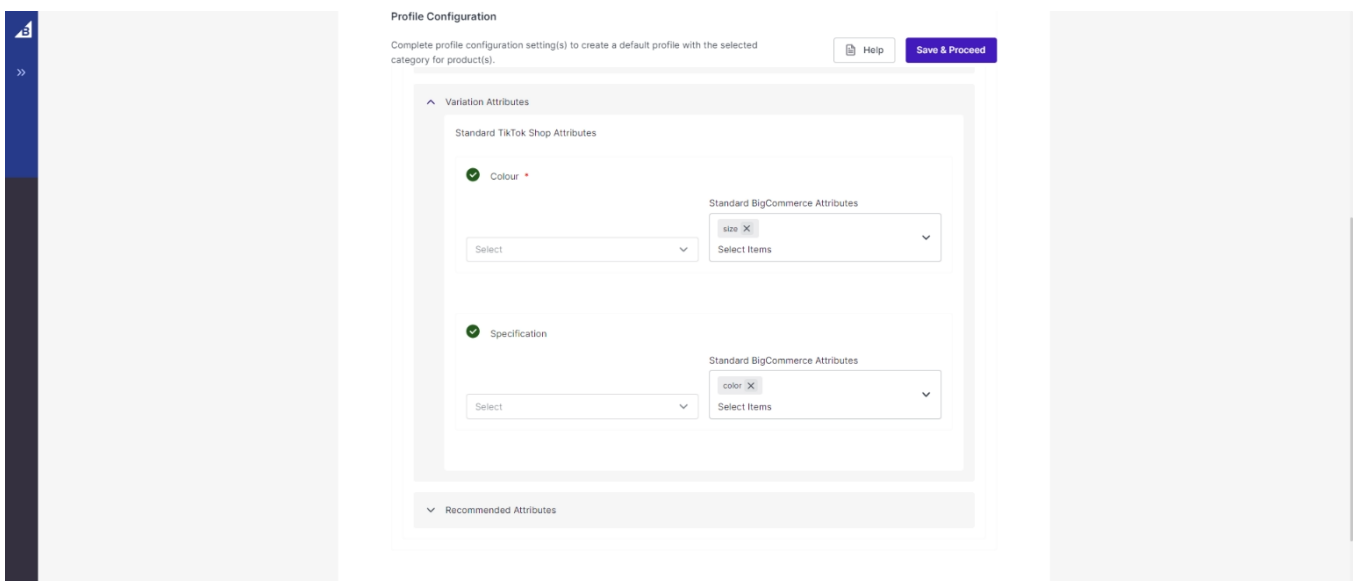
Required Attributes

Standard TikTok Shop Attributes

- ☒ **is cod open**
Attribute: False:
- ☒ **Package Length**
Map Type: Standard BigCommerce Attributes: Length:
- ☒ **Package Width**
Map Type: Standard BigCommerce Attributes: Length:
- ☒ **Package Height**
Map Type: Standard BigCommerce Attributes: Length:
- ☒ **Package Weight**
Map Type: Standard BigCommerce Attributes: Length:

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

3. Now map product variant attribute, i.e., specification & color.



Profile Configuration

Complete profile configuration setting(s) to create a default profile with the selected category for product(s).

[Help](#) [Save & Proceed](#)

Variation Attributes

Standard TikTok Shop Attributes

- ☒ **Colour ***
Select: Standard BigCommerce Attributes: size Select Items:
- ☒ **Specification**
Select: Standard BigCommerce Attributes: color Select Items:

Recommended Attributes

(Note: Selecting/creating at least 1 product variant is mandatory to list products on TikTok Shop. The product variant attribute varies from category to category.)

4. Thirdly, set recommended attributes, which are not mandatory but will help your product rank better on TikTok Shop and help buyers better understand the product.

Recommended Attributes

Standard Tik Tok Attributes

- ☒ **Material**
Standard Tik Tok Attributes
Select Items
- ☒ **Season**
Standard Tik Tok Attributes
Select Items
- ☒ **Stretch**
Select
- ☒ **Washing Instructions**
Standard Tik Tok Attributes

1.5. Default Configuration

Step 3: Default Configuration

Once the profile data is saved successfully, proceed with the default configuration. The default configuration setting helps you set syncing options, customize prizes for a particular profile, and helps you with error-free listing on TikTok Shop.

STEP 3 / 3

Default Configuration

Set default configuration settings to upload product(s) on TikTok Shop.

Product Custom Pricing (Fixed or Percentage)
Product(s) will be uploaded on TikTok Shop with this updated price rule.

Fixed Increment: 10

Product Auto Import
Enable to automatically import product(s) to the app.

Enable

Product Auto Delete
Enable to automatically delete from TikTok Shop when product(s) is deleted from BigCommerce Store. Individual variants won't be deleted.

Enable

Save

Product Custom Pricing: You can set custom pricing with this option. Choose from fixed or percentage increment/decrement and set increment or decrement price.

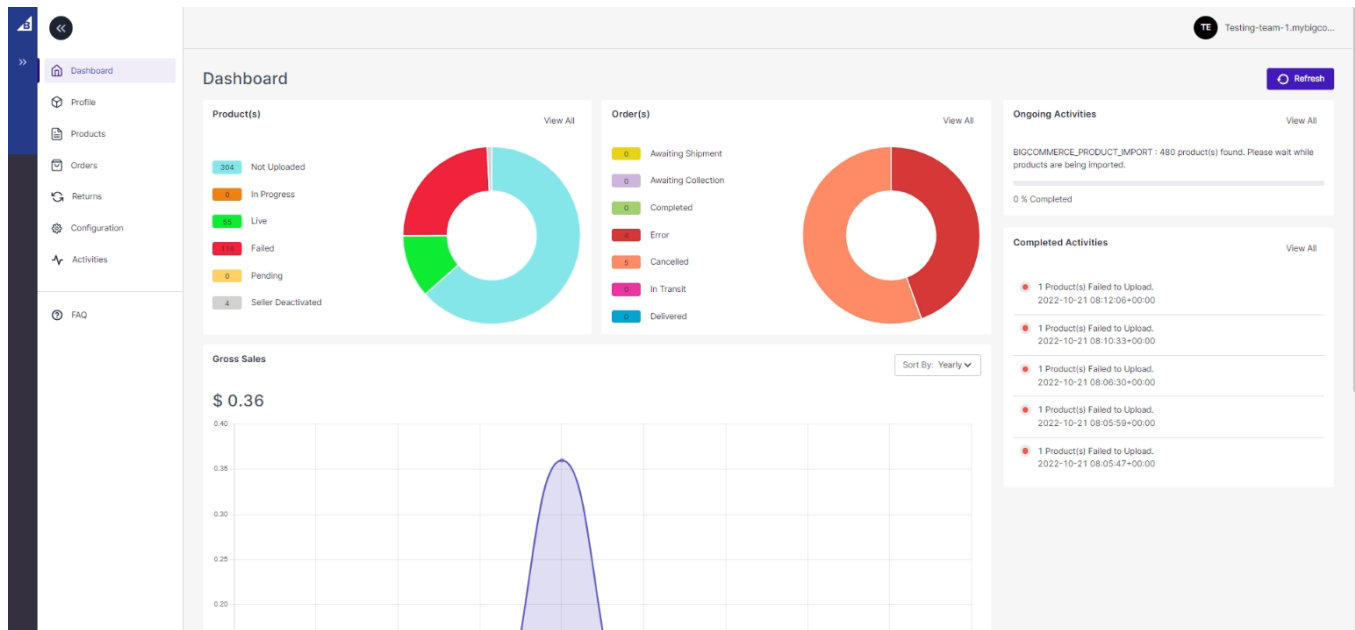
Product Auto Import: By enabling this, you agree to create/ add a new product on the connector app if any product is created on the BigCommerce store.

Product Auto Delete: Any product deleted in the BigCommerce store will also be reflected in the TikTok Shop.

(Note: Individual variants won't be removed.)

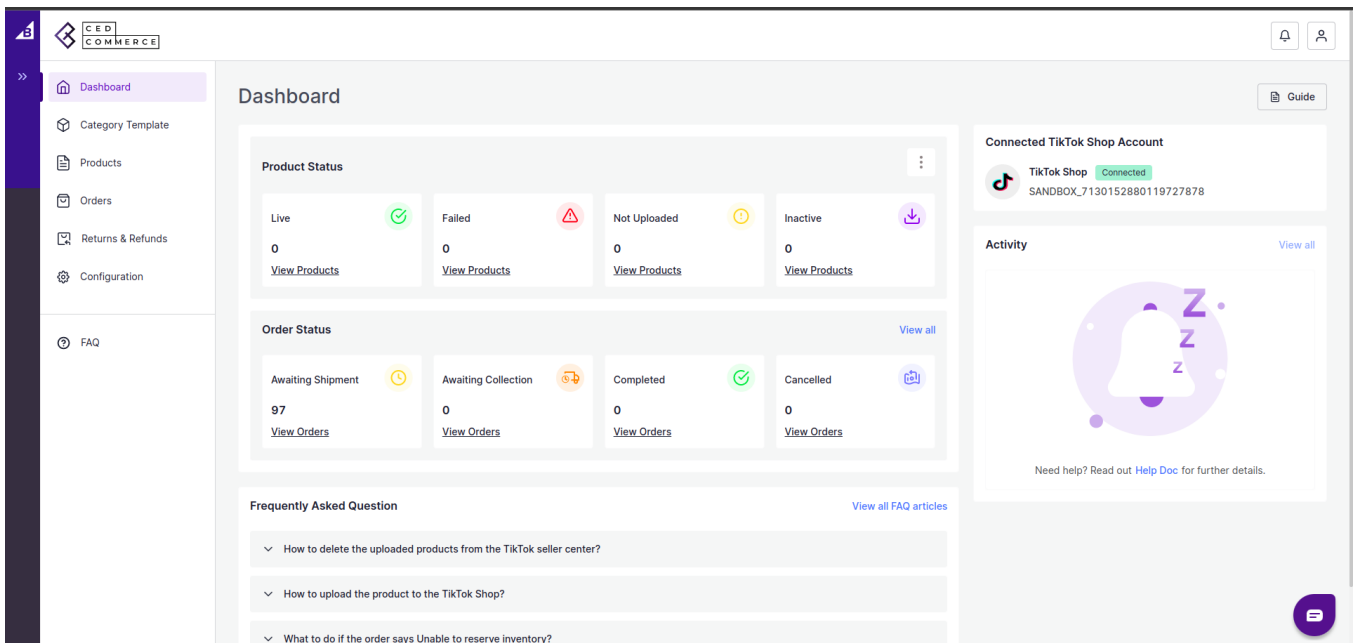
After selecting your option, save & proceed.

Once the onboarding process is complete, you will be redirected to the dashboard. Initially, all the BigCommerce products will be imported into the app and you can find them under the “Product section.”



2. Dashboard

The app's dashboard provides a comprehensive view of all actions, operations & synchronization with TikTok Shop. You can track products, orders, activities, sales reports, etc, from a single dashboard. You can also find the FAQ section at the end of the page and find the resolution of your query real quick.



Product

From here, you can check the status of not uploaded, in progress, live, failed, pending & seller deactivated products. Alongside, products are also shown using pie chart to give you better understanding of the product status.

Order

With this part of the dashboard, you can track the status of orders, i.e., awaiting shipment, awaiting collection, completed order, cancelled order, error in the order, in transit order, and orders that are delivered. Whenever you click on any of the order statuses, you will be navigated to orders in that section.

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.

Completed Activities
[View All](#)

1 Product(s) Uploaded Successfully.
2022-10-07 12:05:57+00:00

1 Product(s) Failed to Upload.
2022-10-07 12:04:23+00:00

1 Product(s) Failed to Upload.
2022-10-07 11:54:11+00:00

1 Product(s) Failed to Upload.
2022-10-07 11:50:04+00:00

1 Product(s) Failed to Upload.
2022-10-07 11:48:50+00:00

3. Category Template

Product profiling means linking the TikTok Shop product category to your BigCommerce products and mapping product attributes. 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:

1. Firstly, go to the 'Profile' section

[Dashboard](#)
[Category Template](#)
[Products](#)
[Orders](#)
[Returns & Refunds](#)
[Configuration](#)
[FAQ](#)

Category Template

[Guide](#)
[Edit Default Template](#)
[Create Template](#)

Name	Category	Rule(s)	Total Product(s)	Action(s)
30 march6	Automotive & Motorcycle>Car Exterior Accessories>Chrome Trim & Accessories	View Rule	1	⋮
30 march8	Automotive & Motorcycle>Car Interior Accessories>Anti-Slip Mats	View Rule	0	⋮
Copy of 30 march11	Automotive & Motorcycle>Car Exterior Accessories>Side Mirror Folding Kits	View Rule	0	⋮
Copy of Copy of Copy of Copy of 30 march11	Automotive & Motorcycle>Car Exterior Accessories>Window Films & Solar Protection	View Rule	0	⋮
30 march12	Automotive & Motorcycle>Car Exterior Accessories>Car Tax Disc Holders	View Rule	1	⋮

Items : 5 Showing 1 - 5 of 42

<
1
of 9
>

There are two functions that you can perform:

1. Create Profile(<https://docs.cedcommerce.com/bigcommerce/tiktok-shop-bigcommerce-user-guide/?section=how-to-create-a-profile-6>)

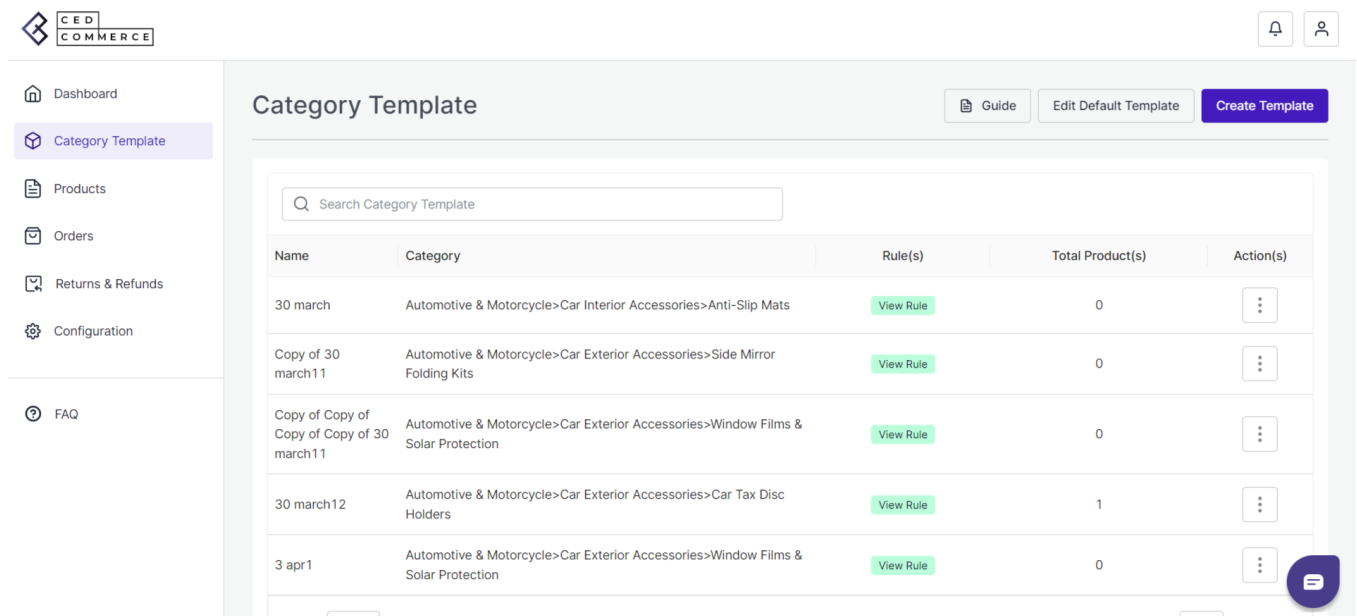
2. Edit

Profile(<https://docs.cedcommerce.com/bigcommerce/tiktok-shop-bigcommerce-user-guide/?section=how-to-upload-product-profile-wise-4>)

3.1. How to create a Category Template?

Create Category Template

1. Go to Category Template > Create template.



Name	Category	Rule(s)	Total Product(s)	Action(s)
30 march	Automotive & Motorcycle>Car Interior Accessories>Anti-Slip Mats	View Rule	0	...
Copy of 30 march11	Automotive & Motorcycle>Car Exterior Accessories>Side Mirror Folding Kits	View Rule	0	...
Copy of Copy of Copy of Copy of 30 march11	Automotive & Motorcycle>Car Exterior Accessories>Window Films & Solar Protection	View Rule	0	...
30 march12	Automotive & Motorcycle>Car Exterior Accessories>Car Tax Disc Holders	View Rule	1	...
3 apr1	Automotive & Motorcycle>Car Exterior Accessories>Window Films & Solar Protection	View Rule	0	...

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

Dashboard
Category Template
Products
Orders
Returns & Refunds
Configuration
FAQ

Category Template
Save

Category Template Name *
Category Template name must be unique and should not exceed 80 characters.

Assign Products to the Template *

Category Template Name *
Category Template name must be unique and should not exceed 80 characters.

Assign Products to the Template *
Create Rule Group(s) (query) to fetch a particular set of the product(s) in the current category template.

- Select **Any Condition** to fetch the product(s) fulfilling any of the conditions created.
- Select **All Condition** to fetch the product(s) fulfilling all the conditions created..
- Click on **Add More** to add multiple conditions in the Rule Group.
- Click on **Run Query** to fetch the number of the product(s) on the basis of the Rule Group(s) created.

Select Listing Category *
Choose the category on TikTok Shop that best defines your listing(s)

Rule Group
☐ Override Existing Products
Product Must Match ☒ Any Condition ☐ All Conditions

Category Template Custom Pricing (Fixed or Percentage)

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.

Assign Products to the Profile *
Create Rule Group(s) (query) to fetch a particular set of the product(s) in the current profile.

Select **Any Condition** to filter the product(s) fulfilling any of the conditions created.
Select **All Condition** to filter the product(s) fulfilling all the conditions created.
Click on **Add More** to add multiple conditions in the Rule Group.
Click on **Run Query** to filter the number of the product(s) on the basis of the Rule Group(s) created.

Rule Group
Product Must Match ☒ Any Condition ☐ All Conditions

Filter & fetch products based on Title, SKU, brand, or category.

Assign Products to the Profile *

Create Rule Group(s) (query) to fetch a particular set of the product(s) in the current profile.

Select **Any Condition** to filter the product(s) fulfilling any of the conditions created.
 Select **All Condition** to filter the product(s) fulfilling all the conditions created.
 -Click on **Add More** to add multiple conditions in the RuleGroup.
 -Click on **Run Query** to filter the number of the product(s) on the basis of the Rule Group(s) created.

Rule Group

☒ **OVERRIDE EXISTING PRODUCT**

Product Must Match ☒ Any Condition ☐ All Conditions

Title Equals lamp

RunQuery **AddMore**

Title
Sku
Brand
Category

Now select the value from equals and not equal.

Assign Products to the Profile *

Create Rule Group(s) (query) to fetch a particular set of the product(s) in the current profile.

Select **Any Condition** to filter the product(s) fulfilling any of the conditions created.
 Select **All Condition** to filter the product(s) fulfilling all the conditions created.
 -Click on **Add More** to add multiple conditions in the RuleGroup.
 -Click on **Run Query** to filter the number of the product(s) on the basis of the Rule Group(s) created.

Rule Group

☒ **OVERRIDE EXISTING PRODUCT**

Product Must Match ☒ Any Condition ☐ All Conditions

Title Equals lamp

RunQuery **AddMore**

Equals
NotEquals
Contains
DoesNotContain

No products will be affected
Total 0 product(s) Will be affected

Once you have entered all values, click on “Run Query.” A list of all products containing the mentioned value will be fetched & displayed.

Assign Products to the Profile *

Create Rule Group(s) (query) to fetch a particular set of the product(s) in the current profile.

Select **Any Condition** to filter the product(s) fulfilling any of the conditions created.
 Select **All Condition** to filter the product(s) fulfilling all the conditions created.
 -Click on **Add More** to add multiple conditions in the RuleGroup.
 -Click on **Run Query** to filter the number of the product(s) on the basis of the Rule Group(s) created.

Rule Group

☒ **OVERRIDE EXISTING PRODUCT**

Product Must Match ☒ Any Condition ☐ All Conditions

Brand Equals Sagaform

RunQuery **AddMore**

Total 11 product(s) Will be affected.

4. Now select the product category for the listed product. You will map BigCommerce attributes with TikTok shop attributes based on your selected category.

Select a Product category from available categories *

Select the Category that best defines your product(s)

Select

Note: You will map Bigcommerce attributes with TikTok shop attributes based on your selected category.

5. Map BigCommerce Attribute with TikTok Shop attribute:

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

The screenshot shows the 'Profile' page in the TikTok Shop BigCommerce Connector. On the left, there's a sidebar with navigation icons. The main content area is titled 'Profile' and contains a 'Select Attribute Mapping' section. This section explains that attribute mapping enhances the product catalog and lists 'Required Attributes' (mandatory for TikTok Shop) and 'Recommended Attributes' (optional for better product listing). Below this, the 'Standard TikTok Shop Attributes' section is visible, showing five attributes being mapped to Standard Bigcommerce Attributes:

- is cod open:** Map Type: Attribute, Standard Bigcommerce Attributes: False
- Package Length:** Map Type: Attribute, Standard Bigcommerce Attributes: Length
- Package Width:** Map Type: Attribute, Standard Bigcommerce Attributes: Width
- Package Height:** Map Type: Attribute, Standard Bigcommerce Attributes: Height
- Package Weight:** Map Type: Attribute, Standard Bigcommerce Attributes: Weight

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

The screenshot shows the 'Variation Attributes' page. It displays two attributes being mapped to Standard Bigcommerce Attributes:

- Colour:** Map Type: Attribute, Standard Bigcommerce Attributes: Select Items
- Specification:** Map Type: Attribute, Standard Bigcommerce Attributes: Select Items

(Note: Variation attribute is a mandatory field on TikTok Shop. Merchants must link it with relevant BigCommerce attributes)

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

Lastly, set the Profile custom 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%.

Save the settings, and the profile is created successfully. You can view or edit them from the profile section.

3.2. How to edit an existing category template?

Edit Profile

You can view, edit or delete the profile from the 'Profile Section'.

- Profile section>> Click on 'edit' under the action tab.

Dashboard
Category Template
Products
Orders
Returns & Refunds
Configuration
FAQ

Category Template

Guide
Edit Default Template
Create Template

Search Category Template

Name	Category	Rule(s)	Total Product(s)	Action(s)
30 march	Automotive & Motorcycle>Car Interior Accessories>Anti-Slip Mats	View Rule	0	<div> Edit Delete </div>
Copy of 30 march11	Automotive & Motorcycle>Car Exterior Accessories>Side Mirror Folding Kits	View Rule	0	<div> Edit Delete </div>
Copy of Copy of Copy of Copy of 30 march11	Automotive & Motorcycle>Car Exterior Accessories>Window Films & Solar Protection	View Rule	0	<div> Edit Delete </div>
30 march12	Automotive & Motorcycle>Car Exterior Accessories>Car Tax Disc Holders	View Rule	1	<div> Edit Delete </div>
3 apr1	Automotive & Motorcycle>Car Exterior Accessories>Window Films & Solar Protection	View Rule	0	<div> Edit Delete </div>

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

Dashboard
Category Template
Products
Orders
Returns & Refunds
Configuration
FAQ

Category Template
Save

Category Template Name *

Category Template name must be unique and should not exceed 80 characters.

Assign Products to the Template *

Create Rule Group(s) (query) to fetch a particular set of the product(s) in the current category template.

- Select **Any Condition** to fetch the product(s) fulfilling any of the conditions created.
- Select **All Condition** to fetch the product(s) fulfilling all the conditions created..
- Click on **Add More** to add multiple conditions in the Rule Group.
- Click on **Run Query** to fetch the number of the product(s) on the basis of the Rule Group(s) created.
- Select **All Condition** to fetch the product(s) fulfilling all the conditions created..
- Click on **Add More** to add multiple conditions in the Rule Group.
- Click on **Run Query** to fetch the number of the product(s) on the basis of the Rule Group(s) created.

Rule Group

☐ Override Existing Products

Product Must Match ☒ Any Condition ☐ All Conditions

Title

Equals

30 march-8

Run Query Add More

No Product(s) found.

Automotive & Motorcycle>Car Interior Accessories>Anti-Slip Mats

Automotive & Motorcycle>Car Interior Accessories>Anti-Slip Mats X

Note: Based on the selected category you will further map BigCommerce attribute with TikTok Shop attributes.

Select Listing Category *

Choose the category on TikTok Shop that best defines your listing(s)

Product Attributes

Variation Attributes

Select Attribute Mapping *

Through Attribute Mapping you can enhance your listing catalog with additional listing information.

- Product Attributes:** These are the compulsory attributes that must be selected for mapping BigCommerce attributes with TikTok Shop attributes.
- Variation Attributes:** These are the mandatory attributes that must be selected if you have variants for your listings.

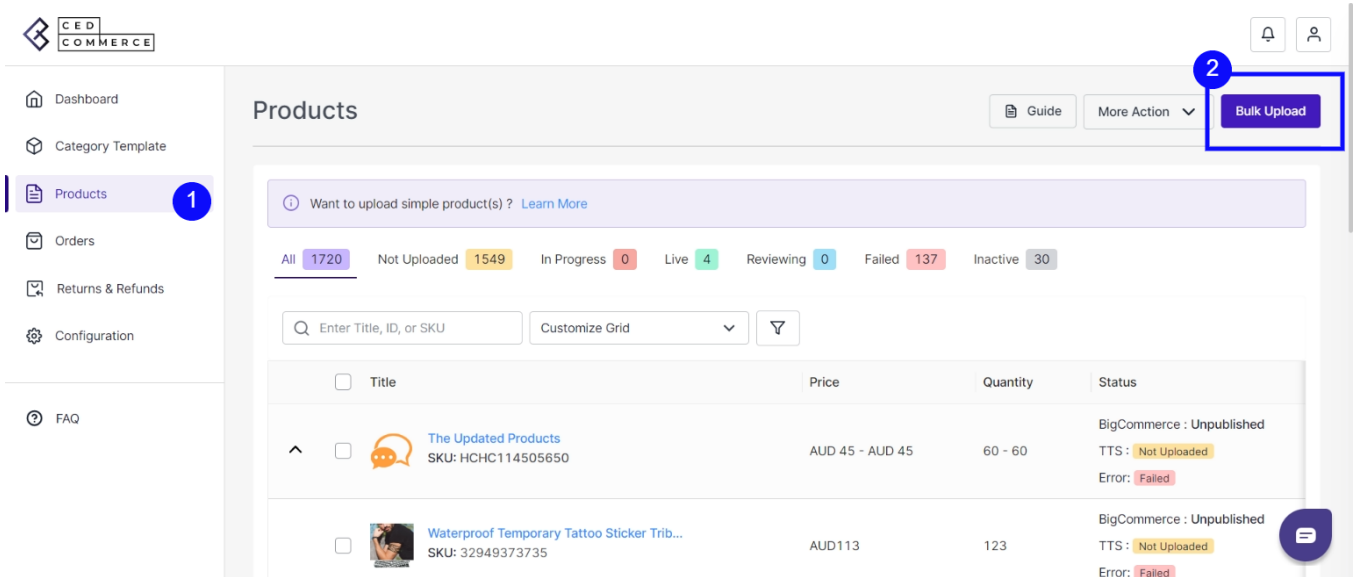
Fixed Decrement

2

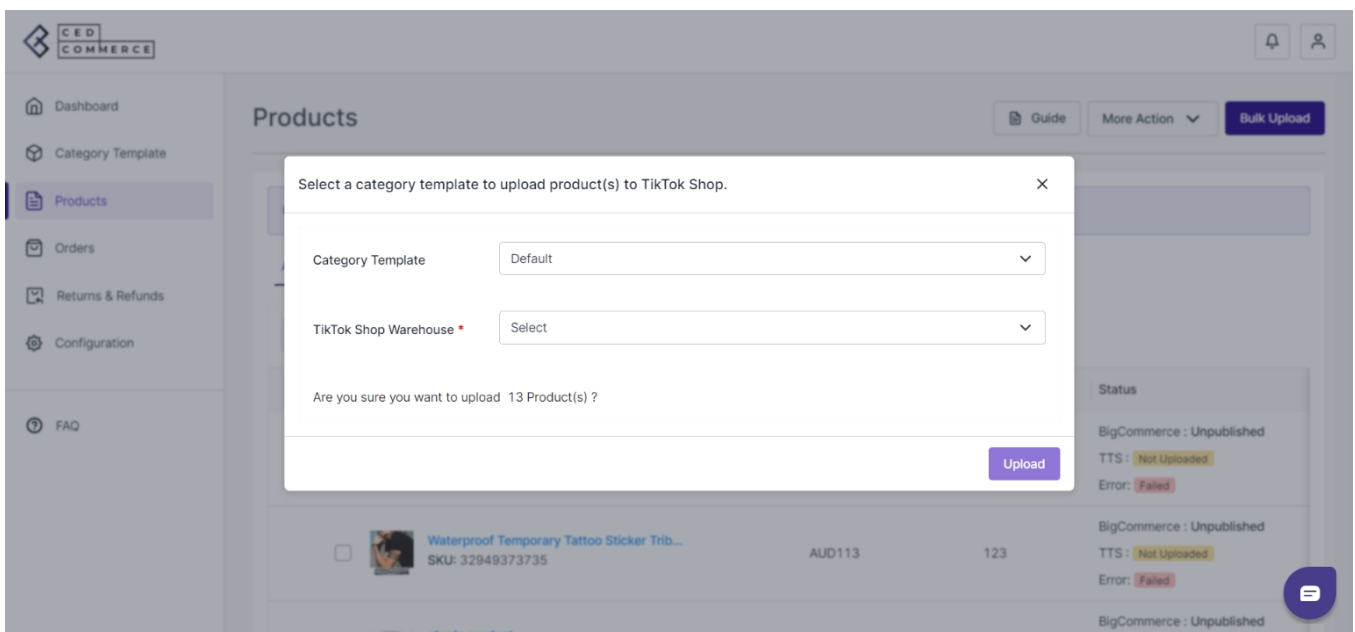
3.3. How to upload product category-wise?

1. Go to the “**Products**” Tab and click on the “**Bulk Upload**” tab in the right corner of the app.

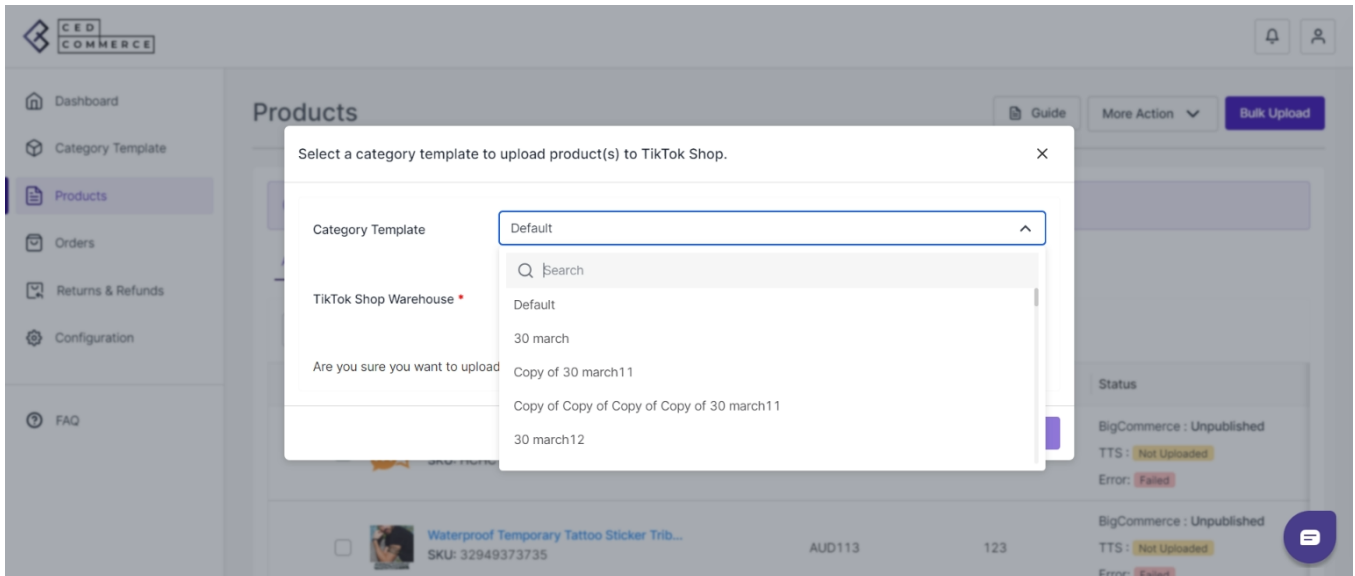
19 / 38



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



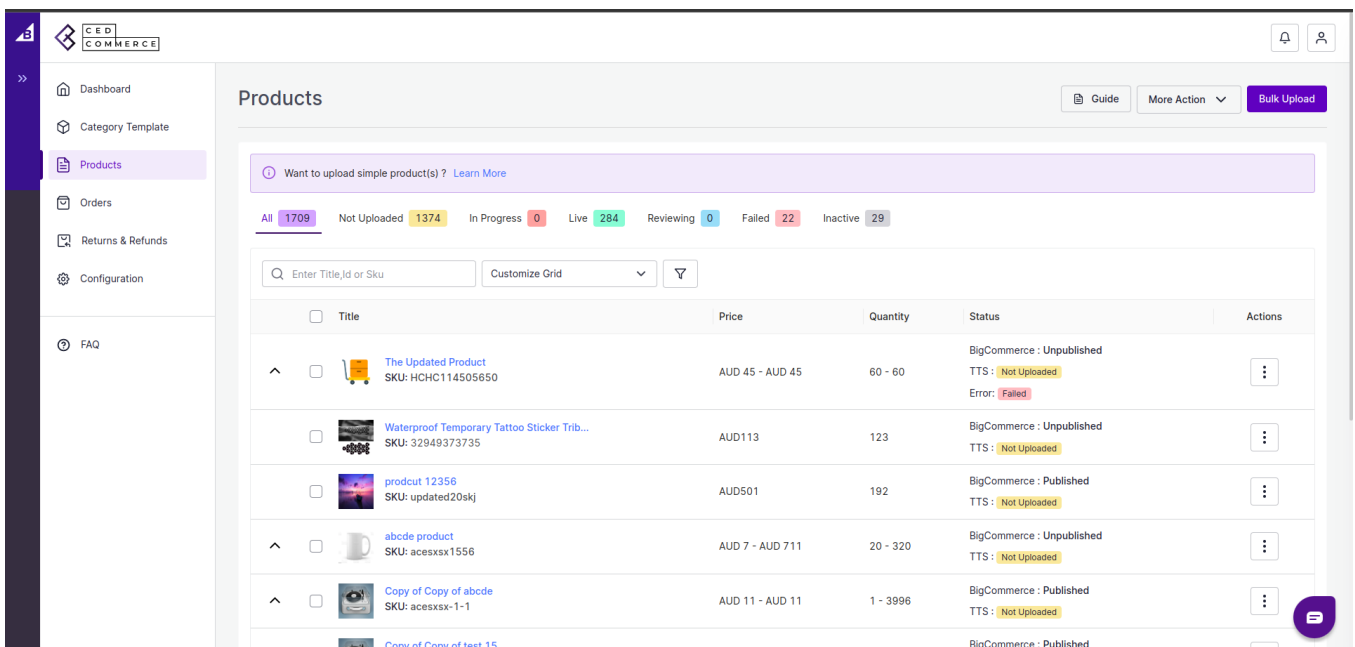
3. Click on the **drop-down menu** to choose a desired category template and a warehouse. Click on upload to proceed.



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 selected template, and they will start uploading. You can also view it directly from the **'Activities' Tab**.

4. Products

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



Product Status

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

All: It shows the total products in the connector app, whether they are listed or not listed on TikTok Shop.

Not Uploaded: Total no. of products imported from BigCommerce to the app but not uploaded on the TikTok Shop.

In Progress: It lists the total number of products that is in progress and being uploaded on the TikTok shop.

Live: The total number of products currently listed on TikTok Shop.

Reviewing: 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 error or discrepancy in listing.

In active: If you don't want to show your product on TikTok Shop, you can deactivate it from the app, and such products fall under the "Seller deactivated" category. For example, if you have a winter apparel collection in your catalog but in the summer season, you don't want to sell them. So, rather than deleting them from the TikTok Shop, you can deactivate them.

Bulk Upload

The screenshot displays the BigCommerce app interface. On the left sidebar, the 'Products' link is highlighted with a blue circle and the number 1. The main content area shows the 'Products' section. In the top right corner of the main area, the 'Bulk Upload' button is highlighted with a blue circle and the number 2. Below the 'Products' header, there's a summary bar with counts for various product statuses: All (1720), Not Uploaded (1549), In Progress (0), Live (4), Reviewing (0), Failed (137), and Inactive (30). A table below shows product details including Title, Price, Quantity, and Status. Two products are listed: 'The Updated Products' and 'Waterproof Temporary Tattoo Sticker Trib...'. Both show 'BigCommerce : Unpublished' and 'TTS : Not Uploaded' status, with an 'Error: Failed' message.

1. Go to the **"Products"** section and click on the **"Bulk Upload"** tab in the right corner of the app.
2. A pop-up message will appear, with two options, i.e., "Choose category template and TikTok Shop warehouse."
3. Click on the **drop-down menu** to choose the desired templates and warehouse. Click on **upload** to proceed.

More Action

The screenshot shows the BigCommerce 'Products' page. A modal is open, titled 'CHOOSE RELEVANT OPTION(S) TO SYNC PRODUCT FROM TIKTOK SHOP TO THE APP'. It contains a button labeled 'Sync Product(s) Status from TikTok Shop' and a description: 'Product Status Sync from TikTok Shop to app'. Below the modal, a table lists products with columns for Title, Price, Quantity, and Status. Two products are visible:

Title	Price	Quantity	Status
The Updated Products SKU: HCHC114505650	AUD 45 - AUD 45	60 - 60	BigCommerce : Unpublished TTS : Not Uploaded Error: Failed
Waterproof Temporary Tattoo Sticker Trib... SKU: 32949373735	AUD113	123	BigCommerce : Unpublished TTS : Not Uploaded Error: Failed

With the 'More Action' tab, you can sync product statuses from TikTok Shop to the connector app.

Sync Product Status From TikTok Shop: By clicking on this, you can sync product status with TikTok Shop, i.e., product status from TikTok Shop will be synced with the connector app.

4.1. How to list simple product on TikTok Shop?

Listing products on TikTok Shop through the "TikTok Connector" app is quite easy and seamless. Once you have imported all BigCommerce products to the app, you can list products on TikTok Shop in just a few clicks. But TikTok Shop only permits the listing of variant products. i.e., products that fall under the simple category or do not have any variant can't be listed on the TikTok shop.

So to create a product variant and list products on TikTok Shop, you can follow these steps:-

- Go to the 'Product section of the app.

The screenshot shows the BigCommerce 'Dashboard'. It features two main status sections:

Product Status

Status	Count	Action
Live	4	View Products
Failed	137	View Products
Not Uploaded	1549	View Products
Inactive	30	View Products

Order Status

Status	Count	Action
Awaiting Shipment	66	View Orders
Awaiting Collection	5	View Orders
Completed	2	View Orders
Cancelled	16	View Orders

Connected TikTok Shop Account

TikTok Shop Connected
SANDBOX_7130152880119727878

Activity

- Status of products are synced from Tiktok to the App. 20 hours ago
- Status of products are synced from Tiktok to the App. 4 days ago
- Failed to upload 25 product(s) to Tiktok Shop 5 days ago

- Filter products by name or type and look for 'Simple product'.

- You will get a list of simple products that do not have any product variation.
- See the product that you wish to upload on the TikTok shop and click on the 'kebab Menu icon' > edit.
- You will be navigated to product details, where you can edit the product title, description, and product syncing setting.
- Add another SKU to create a product variant.

To create product variation.

Fill out the color and specification fields. (These product fields will vary depending on the product category.)

Once done, you can further edit the following fields on the product level to make sure that the details are right.

Description(Required)-You need to add a description for your products if they don't have one.

Note: During upload, the title will be considered as a description if the description is empty.

Images(Required)-Your products should have at least 1 image, if it is not there you can add it through Media URL.

Note: During upload, if there is no image, it will show an upload error.

GTIN(Required)-You need to choose "GTIN" if you don't have a product identifier code, disable the global setting and select 'No' and mention the reason.

Note: If your GTIN is enabled to yes, and there is no GTIN in that product, it will display an upload error.

Weight(Required)-You can now set product weight in the app.

(Note: Product can't be uploaded on the TikTok Shop without weight)

Product Dimension(Required)-You can now set product dimensions i.e., length, breadth, and height.

(Note: Product can't be uploaded on the TikTok Shop without height, width, and length)

Lastly, if you have made any changes in the app at the product level, you can set the product syncing setting.

- Disable the "Use global setting" from the sync setting section(7 in the image below).
- Select the fields that you wish to sync or the ones that you have edited in the app.

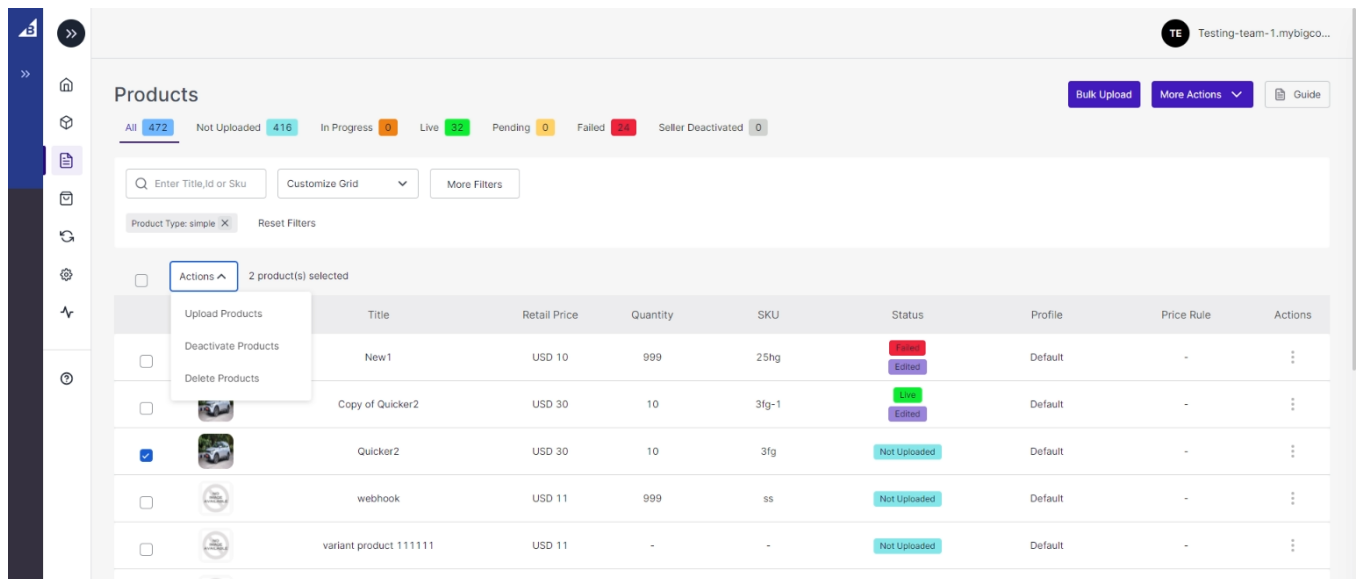
Now save the changes, and you can upload the product on TikTok Shop.

The screenshot shows the 'Edit Product' interface. Key elements include:

- Title:** A text input field with the value 'New1'.
- Description:** A rich text editor with the text 'The beautiful dress comes in multiple size and colours.'
- Images:** A section for adding product images, with a button 'Add Media From URL'.
- SKU Table:** A table with columns: SKU, Retail Price, Quantity, Product identifier code, Specification, and Colour. The first row contains: 25hg, 10 USD, 999, a dropdown, stretchable, and blue.
- GTIN:** A section with a 'Use Global Settings' checkbox and a dropdown menu for 'Brand or manufacturer does not provide a GTIN'.
- Shipping & Warranty:** A section with a 'Use Global Settings' checkbox and input fields for 'Product Dimension(s)' (length, width, height) and 'Warranty period(optional)'.
- Weight:** A text input field with the value '12' and a unit dropdown set to 'oz'.
- Sync Setting:** A section with a 'Use Global Settings' checkbox and checkboxes for 'Price', 'Description', 'Weight', 'Title', 'Image', and 'Inventory'.
- Save:** A purple button in the top right corner.

Once the product variant has been created by adding variation attributes, you can now upload them to TikTok Shop.

- Click on the checkbox beside the product image.

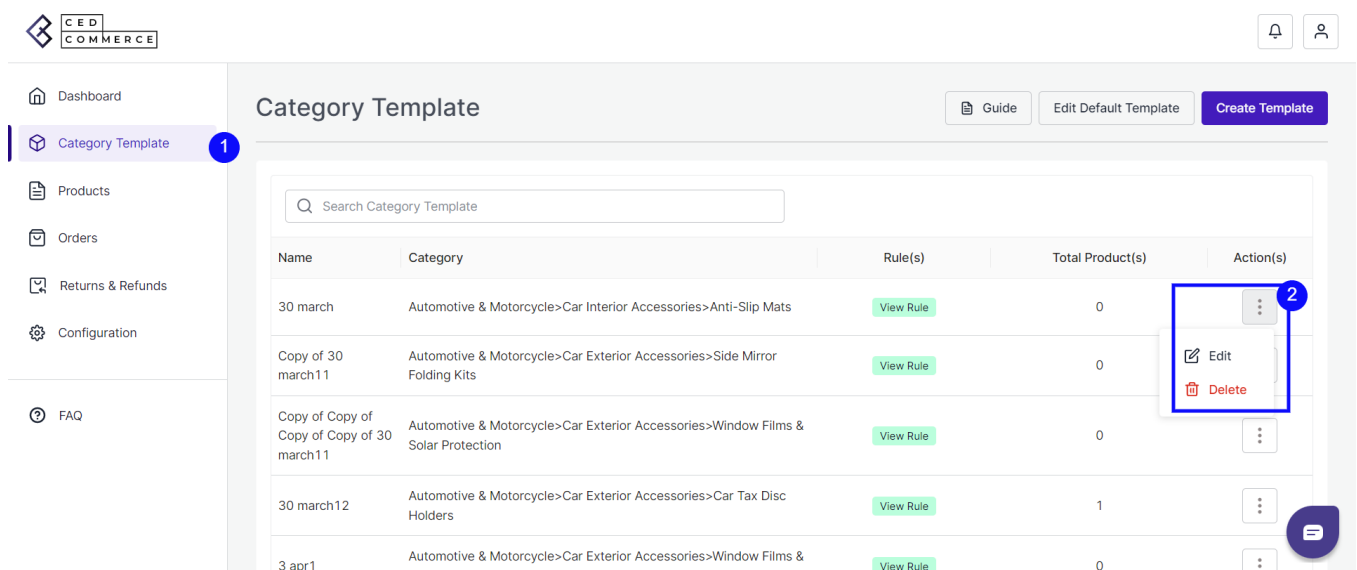


- Under the action tab, choose upload product.
- Select a profile and warehouse, and the product will be uploaded soon.

4.2. How to view/ edit product details?

Once the product is imported from the BigCommerce store, you can edit and update product details before listing it on TikTok Shop.

1. Firstly, see the product on which you want to make edits.
2. Secondly, Click on the 'Kebab Menu' icon



Here you can edit the product title, description, weight, variant details, product syncing, etc.

Title, description, and image: You can change the title, description, and image of products from here. The title or product description can't be blank, or else the product won't be uploaded on TikTok Shop.

The screenshot shows the CED Commerce interface. On the left is a sidebar with navigation links: Dashboard, Category Template, Products (highlighted), Orders, Returns & Refunds, Configuration, and FAQ. The main content area displays the product editing form for a product titled 'Waterproof Temporary Tattoo Sticker Tribal totem band Fake Tatto Personality Flash Tatto Waist Arm Foot Tatto for Girl Women Men'. The form has a left sidebar with tabs: Basic Information (selected), Attribute Mapping, Image & Media, Product and Shipping Warranty, and Simple Product. The 'Basic Information' tab contains the following fields:

- Product Title:** Two radio buttons: 'Set BigCommerce title as TikTok Shop title' (unselected) and 'Set Custom TikTok Shop title' (selected). Below is a text input field containing the product title.
- Price:** Two radio buttons: 'Set BigCommerce price as TikTok Shop price' (unselected) and 'Set Custom TikTok Shop price' (selected). Below is a price input field showing 'AUD 113'.
- Description:** Two radio buttons: 'Set BigCommerce description as TikTok Shop description' (selected) and 'Set Custom TikTok Shop description' (unselected). Below is a text input field containing the product description.
- Size of sticker:** A text input field showing '30*6cm'.
- Other fields:** Two text input fields showing 'dgsqdsq' and 'fegfdsf'.

At the bottom right of the form is a blue circular button with a white envelope icon.

Product variant details: Edit or add product variants here; you can modify product price and quantity.

GTIN: If you have a product identifier code, you can enter the code here or choose "No" from the drop-down menu. Mention the reason, and you are good to go.

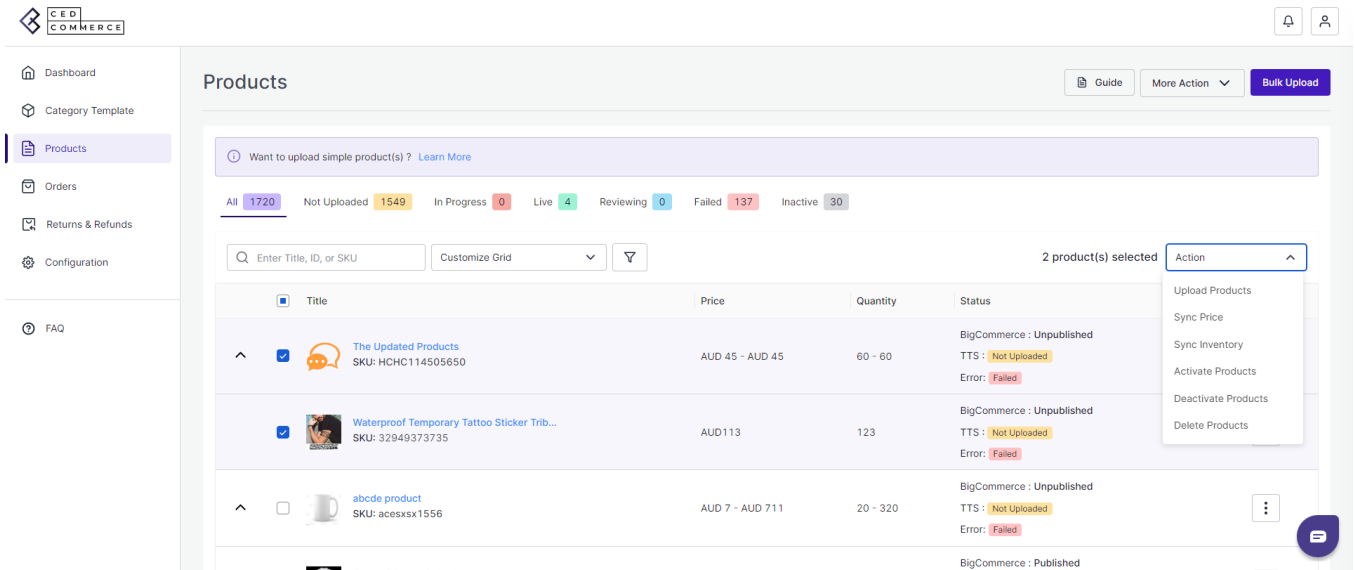
Shipping details: You can also modify product height, length, and width. Also, decide on the product warranty period.

Sync Setting: Global setting is set to all products by default. To manually change any field on the product level, you need to disable the 'Use Global Settings' and enable the fields that you wish to sync.

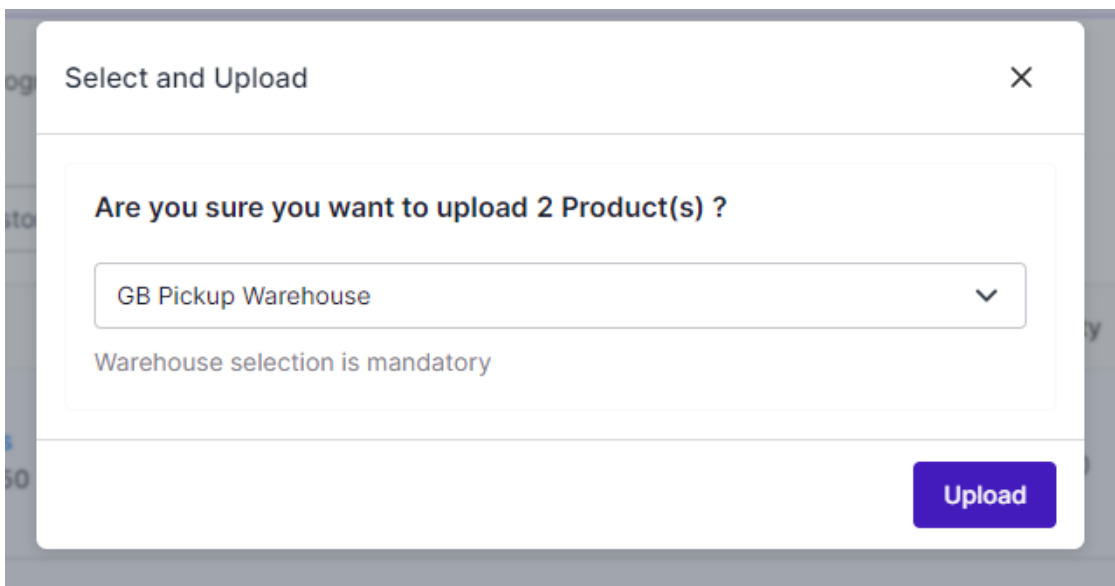
Now save the final changes, and you are good to go.

4.3. How to upload products in bulk?

You can perform multiple actions in bulk, like product upload.



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



Sync Price: By utilizing this option, you can sync the product prices across both platforms.

Sync Inventory: With sync inventory feature, you can sync product stock level across BigCommerce and TikTok Shop.

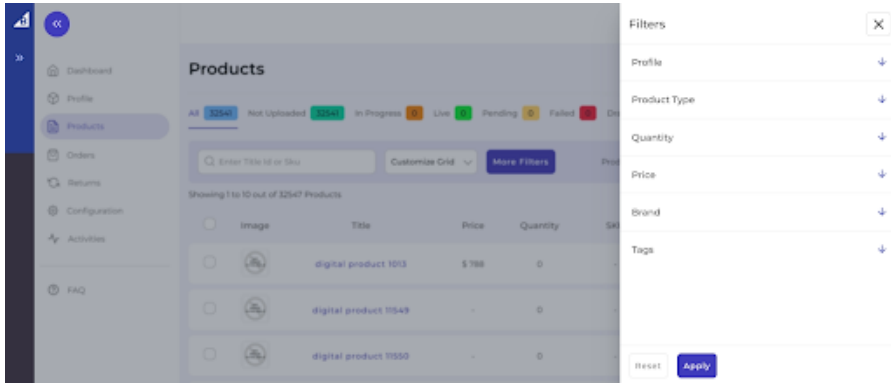
Activate Product: If a product was once listed on TikTok Shop, let's say some seasonal product but later it was deactivated, you can use the "Activate Product" button to make those products live on TikTok Shop, once again.

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 from TikTok Shop.

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.

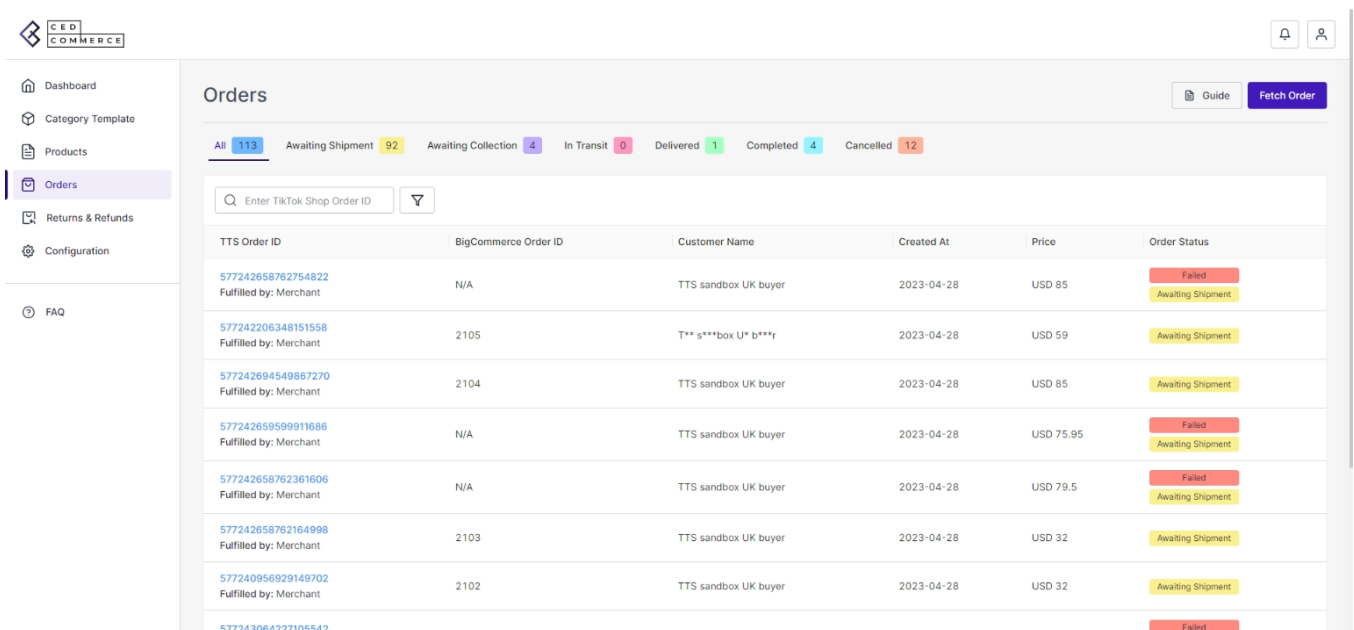


Set the filter here and apply. A list of products will appear immediately.

5. Orders

TikTok Shop connector app is carefully devised to best suit the selling needs of merchants. Escalate the sales and profits on TikTok Shop effortlessly from the comfort of a centralized app and scale your business, all this while saving time and resources. Receive all your TikTok Shop orders into the connector app and manage them from within the app effortlessly.

The end-to-end process of order syncing is automated within the app itself. It gets updated every 30 min. Whenever you receive an order on TikTok Shop, you can fetch the order in the connector app, and it will be created on BigCommerce after matching the SKU. 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 connector app.



Note: All the orders that are platform(TikTok Shop) managed will be created on your BigCommerce store with the shipping method “shipped by TTS platform.”

{NOTE: All the orders will be created on the BigCommerce store with the default email id: buyerid@tiktok.com.}

From the top bar, you can find the order on the basis of its status, i.e., awaiting shipment, awaiting collection, etc.

TikTok Shop Seller Account Order Status	TikTok Shop BigCommerce Connector Status
Manage Orders> To Ship> Awaiting Shipment	Awaiting Shipment
Manage Orders> To Ship> Awaiting Collection	Awaiting Collection
Manage Orders> Shipped> In Transit	In Transit
Manage Orders> Completed	Completed
Manage Orders> Cancelled	Cancelled
Manage Orders> Shipped> Delivered	Delivered

Awaiting Shipment: When an order is received on TikTok Shop and created on the BigCommerce store, it shows an “**Awaiting Shipment**” status, meaning no shipping carrier is arranged yet.

Awaiting Collection: When a seller fulfills the package using “shipped by seller” as the shipping method, the order status will become “Awaiting collection” before the order is packed and shipped.

In Transit: When a seller fulfills the package using “shipped by seller” as the shipping method, the awaiting shipment orders status will change to “In transit” when TikTok Shop receives the tracking information from carriers.

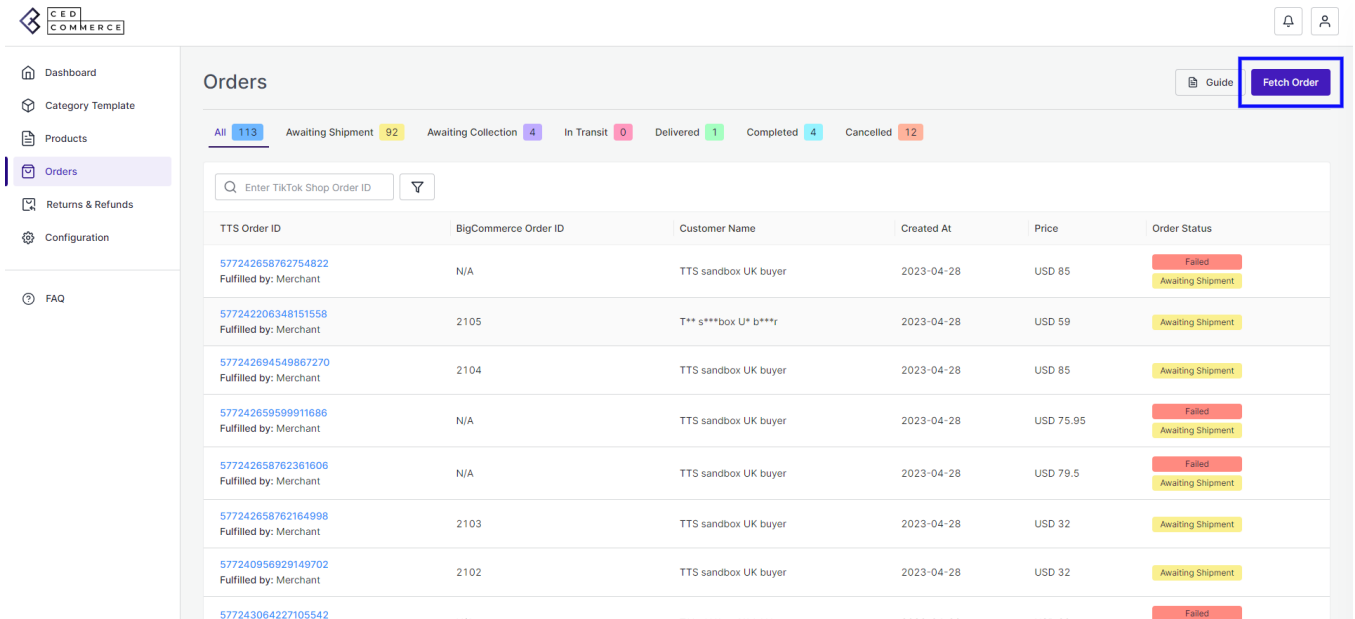
Completed: Once an order is delivered successfully and no return or refund request is raised by the buyer. Then the status will auto-update to ‘Completed’ in 14 days from the date of the delivery date.

Cancelled: The order placed by a buyer can be cancelled by the merchant via the app; by providing a proper reason. The status of the same will be updated on TikTok Shop.

{NOTE: All the orders will be created on the BigCommerce store with the default id: buyerid@tiktok.com.}

Fetch Order

You can fetch TikTok Shop orders to the app and manage them centrally. So if any new order is placed on TikTok Shop, you can find it in the app. Just click on fetch order, and within 5 minutes, any new order placed will be reflected in the app and then on the BigCommerce store.



Orders

Guide **Fetch Order**

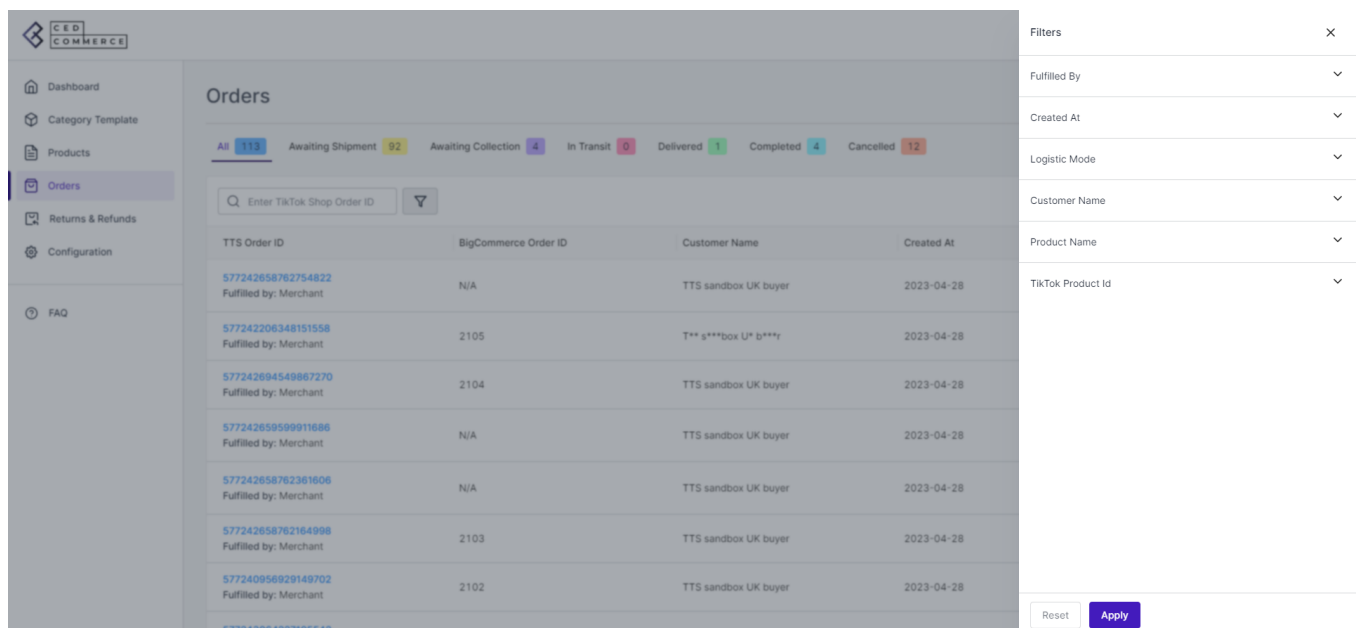
All **113** Awaiting Shipment **92** Awaiting Collection **4** In Transit **0** Delivered **1** Completed **4** Cancelled **12**

Enter TikTok Shop Order ID

TTS Order ID	BigCommerce Order ID	Customer Name	Created At	Price	Order Status
577242658762754822 Fulfilled by: Merchant	N/A	TTS sandbox UK buyer	2023-04-28	USD 85	Failed Awaiting Shipment
577242206348151558 Fulfilled by: Merchant	2105	T** s***box U* b***r	2023-04-28	USD 59	Awaiting Shipment
577242694549867270 Fulfilled by: Merchant	2104	TTS sandbox UK buyer	2023-04-28	USD 85	Awaiting Shipment
577242659599911686 Fulfilled by: Merchant	N/A	TTS sandbox UK buyer	2023-04-28	USD 75.95	Failed Awaiting Shipment
577242658762361606 Fulfilled by: Merchant	N/A	TTS sandbox UK buyer	2023-04-28	USD 79.5	Failed Awaiting Shipment
577242658762164998 Fulfilled by: Merchant	2103	TTS sandbox UK buyer	2023-04-28	USD 32	Awaiting Shipment
577240956929149702 Fulfilled by: Merchant	2102	TTS sandbox UK buyer	2023-04-28	USD 32	Awaiting Shipment
577243064227105542	N/A	TTS sandbox UK buyer	2023-04-28	USD 32	Failed

More Filter

You can also search for an order by customer name or order ID or use the “More filter” option to search for any order. The filter section provides you with various search statuses like logistic mode, fulfilled by, created at, customer name, product name, and TikTok Shop product ID.



Orders

Filters

Fulfilled By

Created At

Logistic Mode

Customer Name

Product Name

TikTok Product Id

Reset Apply

5.1. How to cancel an order from the app?

The order received on TikTok Shop is first fetched on the connector app and shows “**awaiting shipment**” status. In case of stock out, pricing error, or any other reason, the merchants can cancel the order from the connector app using the below-mentioned steps:

1. Go to the order section of the app.

Orders

Guide Fetch Order

All 89 Awaiting Shipment 66 Awaiting Collection 5 In Transit 0 Delivered 0 Completed 2 Cancelled 16

Enter TikTok Shop Order ID

TTS Order ID	BigCommerce Order ID	Customer Name	Created At	Price	Order Status
577217057521437446 Fulfilled by: Merchant	N/A	TTS sandbox UK buyer	2023-04-17	AUD 4	Failed Awaiting Shipment
577209194235661062 Fulfilled by: Merchant	59480	TTS sandbox UK buyer	2023-04-14	AUD 340	Cancelled
577208812319705862 Fulfilled by: Merchant	N/A	TTS sandbox UK buyer	2023-04-14	AUD 500	Failed Cancelled
577205626872040198 Fulfilled by: Merchant	59479	TTS sandbox UK buyer	2023-04-13	AUD 360	Cancelled
577201910350383878 Fulfilled by: Merchant	N/A	T** s***box U* b***r	2023-04-12	AUD 60	Failed Cancelled
577181498032294662 Fulfilled by: Merchant	N/A	TTS sandbox UK buyer	2023-04-07	AUD 400	Failed Cancelled

2. Click on the order that you want to cancel. You will be navigated to the order information page.

Order Number : 577217057521437446 Cancel Order

Order Details

Name	Quantity	Price/Unit
Zing Jump Rope SKU: 24-UG04	1 unit	AUD 1
Discount		AUD 0
Subtotal Price		AUD 1
Shipping Charges		AUD 3
Estimated Tax		AUD 0
Total		AUD 4

Customer Information

Name
TTS sandbox UK buyer

7205516919389030150@tiktok.com

(+44)1234567890

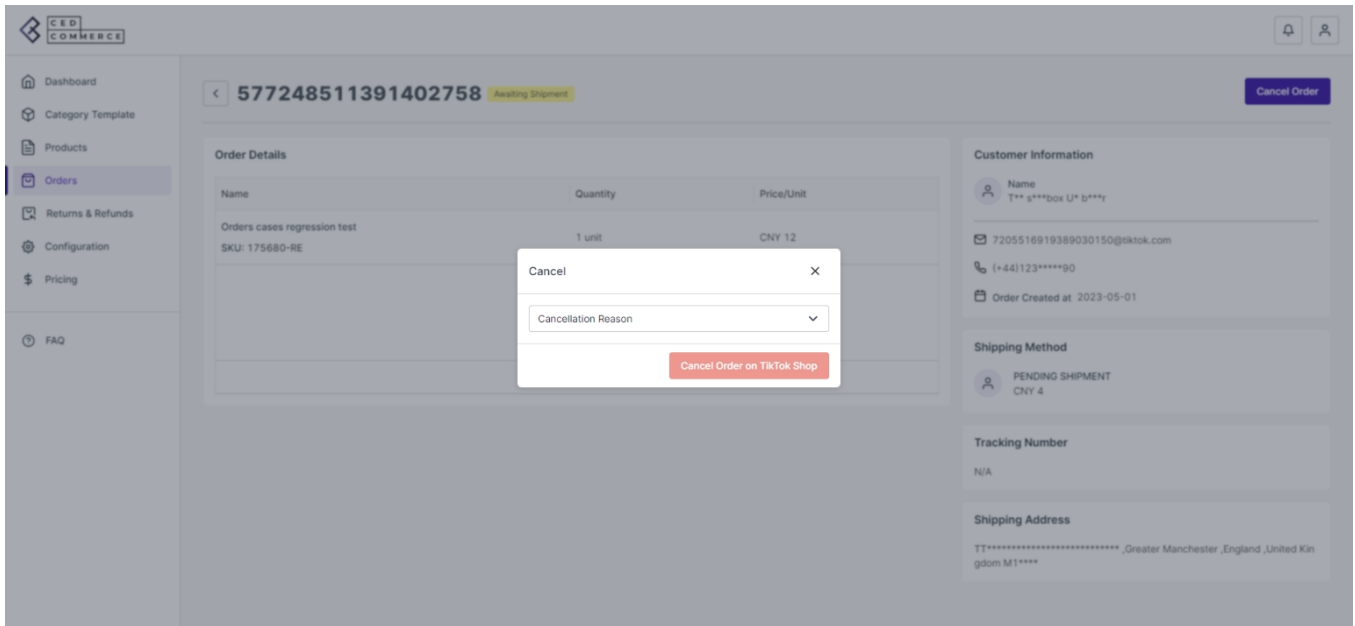
Shipping Method

PENDING SHIPMENT
AUD 3

Shipping Address

TTS sandbox UK detail address ,Greater Manchester ,England ,United Kingdom M1 1AG

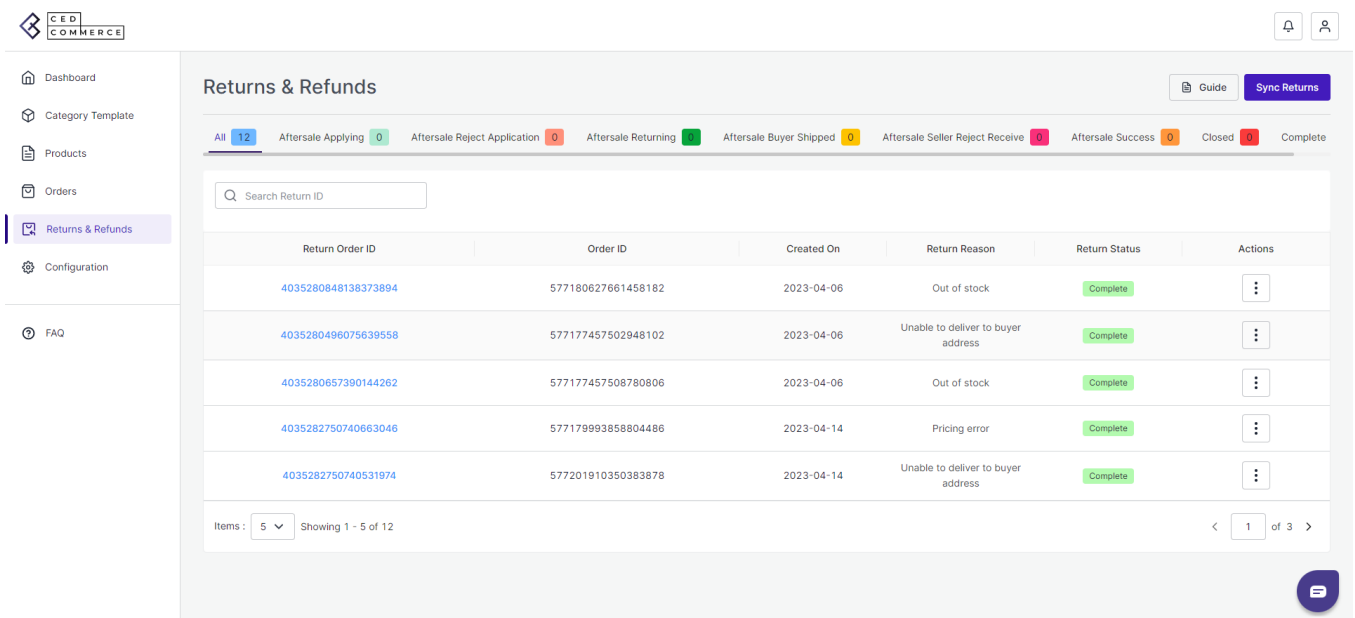
3. Click on “Cancel” at the top right corner of the page and choose a valid reason from the drop-down menu.



4. You will get a confirmation message, and the order gets cancelled. The status of the same will be updated on the TikTok shop.

6. Returns and Refunds

The returns and refund section of the TikTok Shop connector app shares a complete view of orders returned and refunded to the seller, their status, and all related information to product return.



Sync Return: The “Sync Return” option helps you fetch any new product return request placed on the TikTok Shop.

Returns and Refunds Status

To understand and check the order return and refund status, first, you need to view “reverse type.” Whether the request is just “REFUND ONLY or RETURN AND REFUND.”

All: All the returns and refund requests that buyers place on TikTok Shop are fetched to the app and created under this tab.

Aftersale applying: When a return is initiated by the customer, the orders fall under this status.

Aftersale reject Application: A return order shows up under this tab when the merchant rejects the refund for the product.

Aftersale Returning: When the product falls under the category of “return and refund,” it shows “Aftersale returning” status.

Aftersale buyer shipped: When the product falls under the category of “return and refund,” and the customer has shipped the return order, it shows “Aftersale buyer shipped.”

Aftersale reject receive: When the buyer has returned the product for a refund, but the returned product is rejected by the seller, it shows “Aftersale reject receive”.

Aftersale success: When a product is returned by the buyer, but the seller rejects it due to some issue. But later, the buyer raises a request for arbitration or reissue of refund, and the seller, after due verification, accepts the product refund, which shows “Aftersale success.”

Complete: Once the return is accepted and the refund is issued, it shows complete status.

Closed: When a product is returned by the buyer, but the seller rejects it due to some issue. But later, the buyer raises a request for arbitration or reissue of refund, and the seller after verification, again rejects the product refund, it shows “closed status”.

7. Configuration

The configuration setting connects & bridges the gap between your BigCommerce store and TikTok Shop.

The screenshot shows the BigCommerce dashboard interface. On the left sidebar, the 'Configuration' tab is highlighted with a blue box. The main dashboard area is titled 'Dashboard' and contains several sections:

- Product Status:** A grid showing four categories: Live (4), Failed (137), Not Uploaded (1549), and Inactive (30). Each category has a 'View Products' link.
- Order Status:** A grid showing four categories: Awaiting Shipment (66), Awaiting Collection (5), Completed (2), and Cancelled (16). Each category has a 'View Orders' link.
- Connected TikTok Shop Account:** A section showing a successful connection to 'TikTok Shop SANDBOX_7130152880119727878'.
- Activity:** A log of recent events, including 'Status of products are synced from Tiktok to the App' and 'Failed to upload 25 product(s) to Tiktok Shop'.
- Frequently Asked Question:** A section with a dropdown menu and a link to 'View all FAQ articles'.

Here you can perform two functions:

1. TikTok Shop

Settings(<https://docs.cedcommerce.com/bigcommerce/tiktok-shop-bigcommerce-user-guide/?section=general-settings-9>)

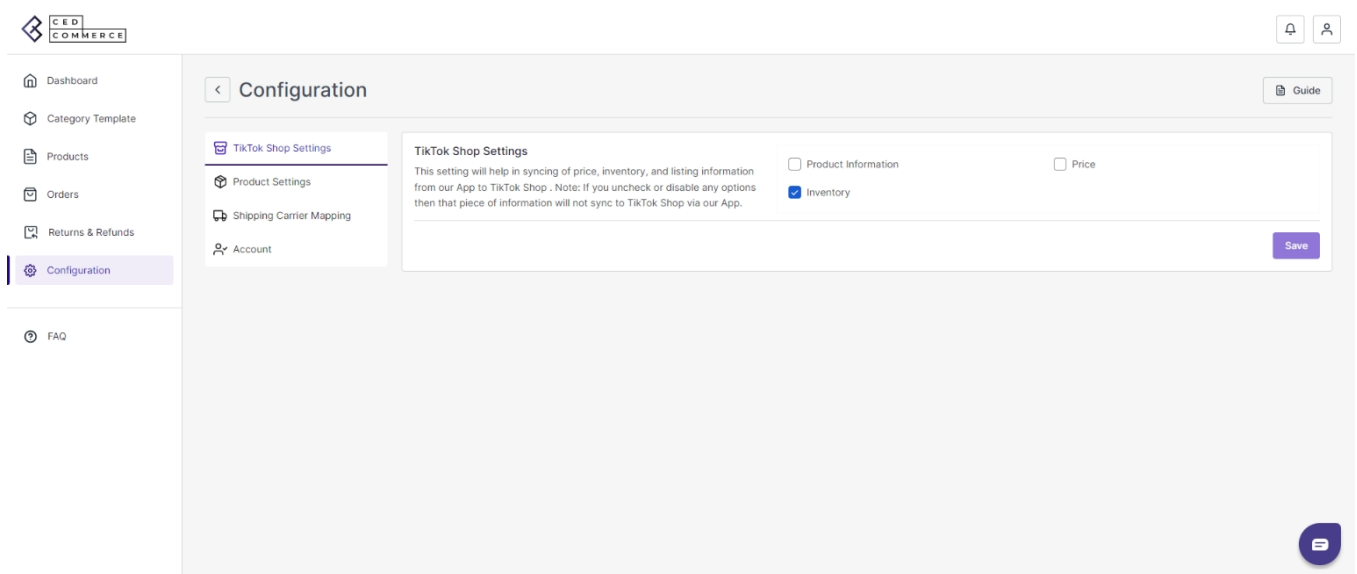
2. Product Settings(<https://docs.cedcommerce.com/bigcommerce/tiktok-shop-bigcommerce-user-guide/?section=product-settings-5>)

3. Shipping Carrier Mapping(<https://docs.cedcommerce.com/bigcommerce/tiktok-shop-bigcommerce-user-guide/?section=shipping-carrier-mapping-settings-2>)

4. Account(<https://docs.cedcommerce.com/bigcommerce/tiktok-shop-bigcommerce-user-guide/?section=account-settings-11>)

7.1. TikTok Shop Settings

Firstly, go to the “**Configuration**” section. Under the TikTok Shop setting, you can review and modify the app syncing settings.



You can click on several fields like “product information, price, and inventory,” and these product fields will sync between the connector app and your TikTok Shop account. This means any update on the app will automatically be updated on TikTok Shop.

Additionally, prices and inventory sync in real time between the apps.

Note: Product information also includes price and inventory, so if you select product information and do not select a price, then also price will sync between the app and TikTok Shop.

To disable price or inventory syncing, make sure “Product Information” is unchecked and uncheck price/inventory as well to disable sync.

7.2. Product Settings

The product setting of the app helps you to set syncing and other settings between the BigCommerce store and TikTok Shop.

The screenshot shows the 'Configuration' page for the TikTok Shop connector. The left sidebar contains navigation links: Dashboard, Category Template, Products, Orders, Returns & Refunds, Configuration (selected), and FAQ. The main content area is titled 'Configuration' and includes a 'Guide' button. The settings are organized into sections:

- TikTok Shop Settings:** Includes 'Product Settings' (selected), 'Shipping Carrier Mapping', and 'Account'.
- Product Custom Pricing:** A dropdown menu is set to 'None'. Below it, there are two toggle switches: 'Enable to automatically import product(s) to the app' (disabled) and 'Enable to automatically delete from TikTok Shop when product(s) is deleted from BigCommerce Store' (disabled).
- Product Auto Import:** A section with the text 'This setting will help you to import product(s)'. It has a toggle switch that is currently disabled.
- Product Auto Delete:** A section with the text 'This setting will automatically delete from TikTok Shop when product(s) is deleted from BigCommerce Store; individual variants won't be deleted.' It has radio buttons for 'Yes' (selected) and 'No', and a dropdown menu set to 'Generic or non-branded product without GTIN'.
- Does the product(s) have an identifier code?:** A text input field containing the value '13'. Below it is a link 'Click Here to learn more.'.
- Threshold Inventory:** A section with the text 'Product(s) to be "Out-of-stock" on the TikTok Shop when their inventory reaches the threshold limit.' It has a text input field containing '109' and a note '1 GBP = 109 AUD'.
- Currency Converter:** A section with the text 'Your BigCommerce currency is AUD. App by default converts your BigCommerce AUD to TikTok Shop GBP currency. Verify and update, if required.' It has a toggle switch for 'Enable to utilise "Sales Price" while uploading product(s) on TikTok Shop.' which is currently disabled.

A 'Save' button is located at the bottom right of the settings area. At the bottom of the page, there is a note: 'Product Price Upload TikTok Shop has single price field. Note: App by default uploads only the regular price; if enabled, it will also upload the sales price and discounted price.'.

- **Product Custom Pricing:** Here, you can set the price rule, i.e., set percentage increase or decrease or fixed price increase and decrease rule. For example, if you want an increase of 10% in all products, choose percentage increment & then write 10%.
- **Product Auto Import:** By enabling this, you agree to create/ add a new product on the app if any product is created on the BigCommerce store.
- **Product Auto Delete:** Any product deleted in the BigCommerce store will also be reflected in the TikTok Shop and will no longer be listed. (**Note:** Individual variants won't be deleted.)
- **Does the product have an identifier code:** Identifier codes are unique codes/numbers that differentiate one product type from another.
- **Threshold Inventory:** Set minimum inventory level, after reaching which product will reflect "Out Of Stock" status. This prevents you from overselling.
- **Currency Converter:** You can convert BigCommerce USD to TikTok Shop currency.
- **Product Price upload on TikTok Shop:** In general, TikTok Shop just shows one price for the product, but you can also add a selling or discounted price for the product using this option.

Save the changes & you are good to go.

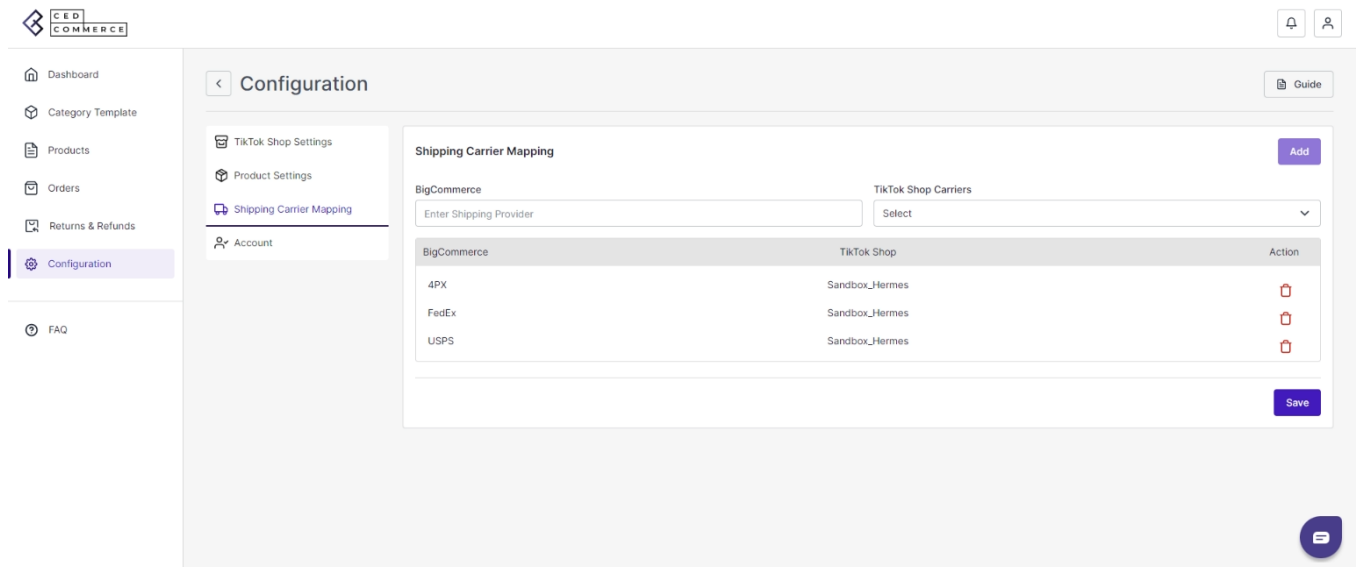
7.3. Shipping Carrier Mapping

With this setting option, you can map/link the BigCommerce Shipping carrier with the TikTok Shop shipping

carrier.

For example, if you ship products from BigCommerce Shipping carrier DFL but DFL is available on TikTok Shop with another name DFL US, you can map these shipping carriers. So when you ship a product on BigCommerce using DFL, it will automatically sync and show the TikTok Shop shipping carrier as DFL US. Thus saving you from any shipping errors.

Note: You map any BigCommerce shipping carrier with TikTok Shop carrier like DFL with Arrow XL or Parcel Force.



Before saving the changes, make sure you first click on the **“Add”** button to add the newly mapped shipping carrier to the queue and then click on **“Save.”**

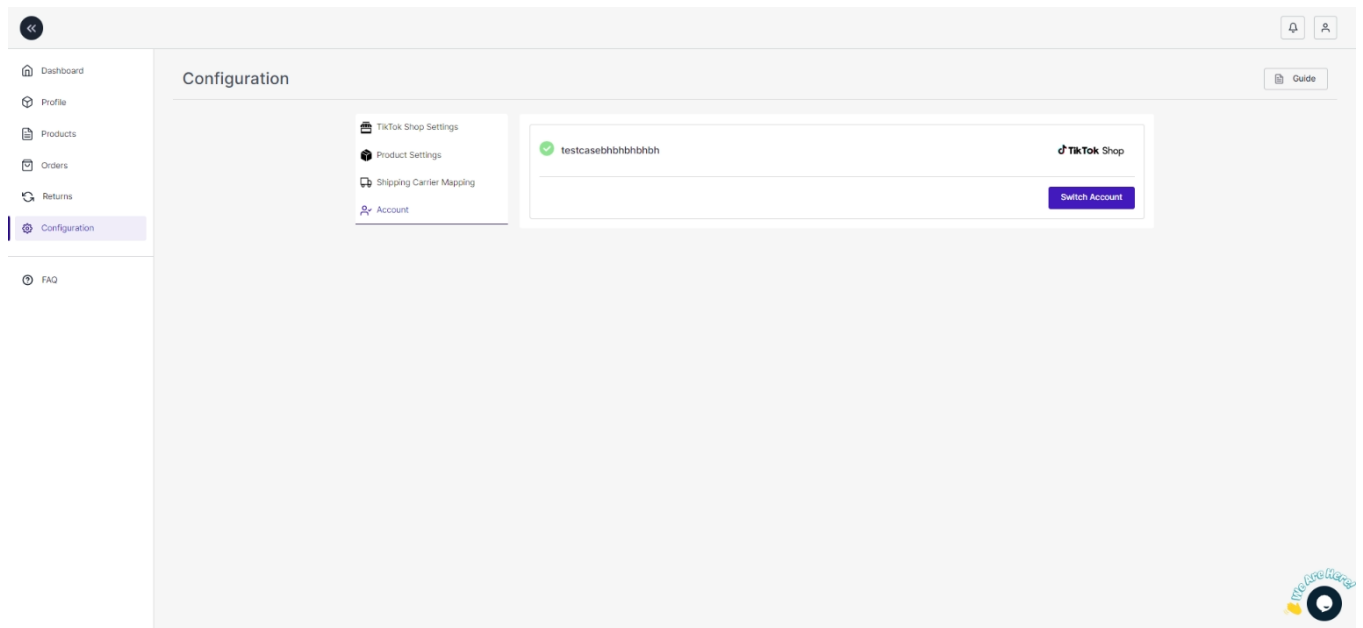
Accepted Shipping Carrier:

The integrated carriers approved by TikTok Shop are as follows:

- Royal Mail
- Hermes/ EVRI
- DPD
- Yodel
- Amazon Logistics
- Parcel2Go
- Parcel Force
- UK Mail
- UPS UK
- DHL UK
- FedEx UK
- APC Overnight
- Panther UK
- Arrow XL

7.4. Account

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



You can also switch accounts by clicking on the “Switch account” button. You will be navigated to TikTok seller center and you can login to your another TikTok Shop account.