

TikTok Magento 2 Connector

by CedCommerce Products Documentation

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1. Overview

TikTok Shop is a trending online store that offers an extensive range of products at incredibly competitive prices. TikTok Shop is the go-to destination among Gen Z and millennials for a unique shopping experience.

The TikTok Magento 2 Connector by CedCommerce is an application that effortlessly links your Magento store with the Miravia Marketplace.

It empowers you to hassle-free manage various selling operations on the marketplace by automating tedious tasks and streamlining the selling process.

How This Guide Will Help You

Introducing the TikTok Magento 2 Connector User Guide—a comprehensive step-by-step guide tailored for Magento sellers. This guide is meticulously designed to lead you through every phase of the TikTok Magento 2 Connector app.

By following these steps, you will gain a profound understanding of how to seamlessly upload products from your Magento store to the TikTok marketplace. The guide will assist you in navigating through the process efficiently.

This guide is tailored to provide clear insights and actionable steps for successful integration.

In this guide you will find steps to easily do the following

- **Install TikTok Module**
- **Manage TikTok Wizard Setup**
- **Manage TikTok Account**
- **Manage TikTok Policies**
- **Manage TikTok Attributes**
- **Manage TikTok Listing Templates**
- **Manage TikTok Products**
- **Manage TikTok Orders**
- **Manage TikTok Return/Refund Orders**
- **Manage Queue Process**

2. Let's Get Started

In this guide you will find complete guidance for the following

- **Install TikTok Module**

Step by step instruction to seamlessly install the TikTok module within your Magento store by effortlessly navigating through directories, enabling you to activate the extension successfully in first attempt

- **TikTok Wizard Setup**

The TikTok Setup Wizard, a simple and guided process designed to seamlessly integrate your Magento store with TikTok Shop Marketplace.

- **TikTok Account**

The TikTok account section is meant for simplifying your online selling journey. This dedicated section grants you

easy access to crucial account details including account id, title, active status, country, store view, synchronization settings, order policies, and other essential information.

- **TikTok Policies**

TikTok policies are sorted into specific categories such as synchronization, inventory, order, pricing, and image. Each category serves a unique role in establishing how various aspects of order processing, inventory management, product pricing, and product images are carried out within your system.

Under this section, you get to view and tailor these policies according to your specific needs.

- **TikTok Attributes**

The TikTok Attributes section will assist you in linking and coordinating attributes between the TikTok Shop and your Magento store. This feature ensures every modification made to attributes on the TikTok Shop are accurately mapped in your Magento store.

- **TikTok Listing Templates**

This section enables a quick view of all necessary details about the product listing templates.

- **TikTok Products**

The TikTok Products section contains the list of your Magento store products along with their important details. Moreover you can easily perform different actions on products, such as upload, change status, inventory price sync, and marketplace status sync.

- **TikTok Orders**

The TikTok Orders section has been designed to ensure the process of importing orders from the TikTok Shop to your Magento store is effortlessly smooth. Additionally, this section offers you the capability to retrieve particular orders according to the parameters you select.

- **Queue Process**

Queue process has a complete list of products that are lined up to be uploaded on the TikTok Shop in near future.

3. TikTok Magento Installation Steps

Installing the TikTok Module manually is an easy task. Follow these simple steps to install the TikTok Marketplace extension in your Magento store effortlessly.

Step #1 – Firstly move to the Magento root directory by navigating to: **`/var/www/html/magento root directory`**.

Note* – The above path will differ in your case.

Step #2 – Now within the **app** folder in the Magento root directory, create a new folder named **“code”**. Inside the **“code”** folder, create another folder with Vendor name of module i.e., **“Ced”**. Then create two sub folders for module name i.e., **ConnectBase & ConnectTikTok**.

So, the final directory are :

```
{magento_root_dir}/app/code/Ced/ConnectBase
```

```
{magento_root_dir}/app/code/Ced/ConnectTikTok
```

Step #3 – Now move/paste the base module & TikTok module files & folder inside ConnectBase & ConnectTikTok folder respectively.

registration.php file should be in parallel to app/code/Ced/ConnectBase path.

Once you have pasted the file open the command prompt. Now, change to the magento root directory with the help of below commands.

Simply run the below commands one by one.

- 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

Step #4 – Open Magento and there you will find the extension named **TikTok Marketplace**

4. TikTok Setup Wizard

The TikTok setup wizard consists of four steps. These are registration, account onboarding, default policies, and summary.

Step 1: Navigate to the left side menu and click on the **TIKTOK MARKETPLACE** option.

Step 2: Input the **Email** address and check the **Terms and Condition** box.

Step 3: Click on the **Next** button located at the top right corner. It will redirect you to the **Account Onboarding** page.

TikTok Setup Wizard

Registration Account Onboarding Default Policies Summary

Email * arjunsingh@cedcommerce.com
Used to register user on CedCommerce

Terms & Condition *
I accept Terms & Condition

Copyright © 2023 Magento Commerce Inc. All rights reserved. Magento ver. 2.4.4
[Privacy Policy](#) | [Account Activity](#) | [Report an Issue](#)

Step 4: Input the following information in the **Account Onboarding** page.

- **Title** – It will be a title that you can use to internally identify your TikTok account.
- **Environment Type** – It's value will be production
- **Country** – Choose the country in which you have registered your TikTok account.
- **Store View** – Choose an appropriate Magento store view in which you desire to display product information during product upload and update on the TikTok Shop.

TikTok Setup Wizard

Registration Account Onboarding Default Policies Summary

Verified/Connected No
It will set to Yes automatically once account will save and authorization done successfully

Title * Tiktok_US
Used Internally as Account Identifier.

Environment Type * Production

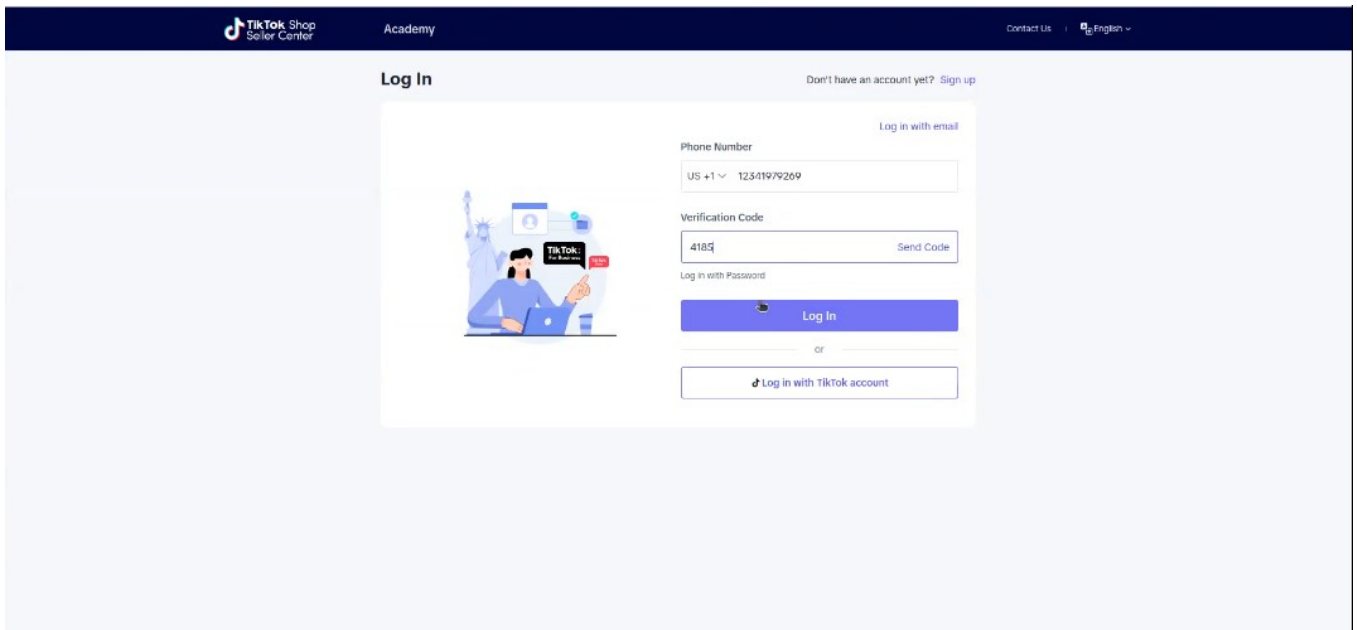
Country * US
Registered Country of Marketplace Account. This can't be edit after save.

Store View * Default Store View
Magento Store View for Order Creation and Product Information

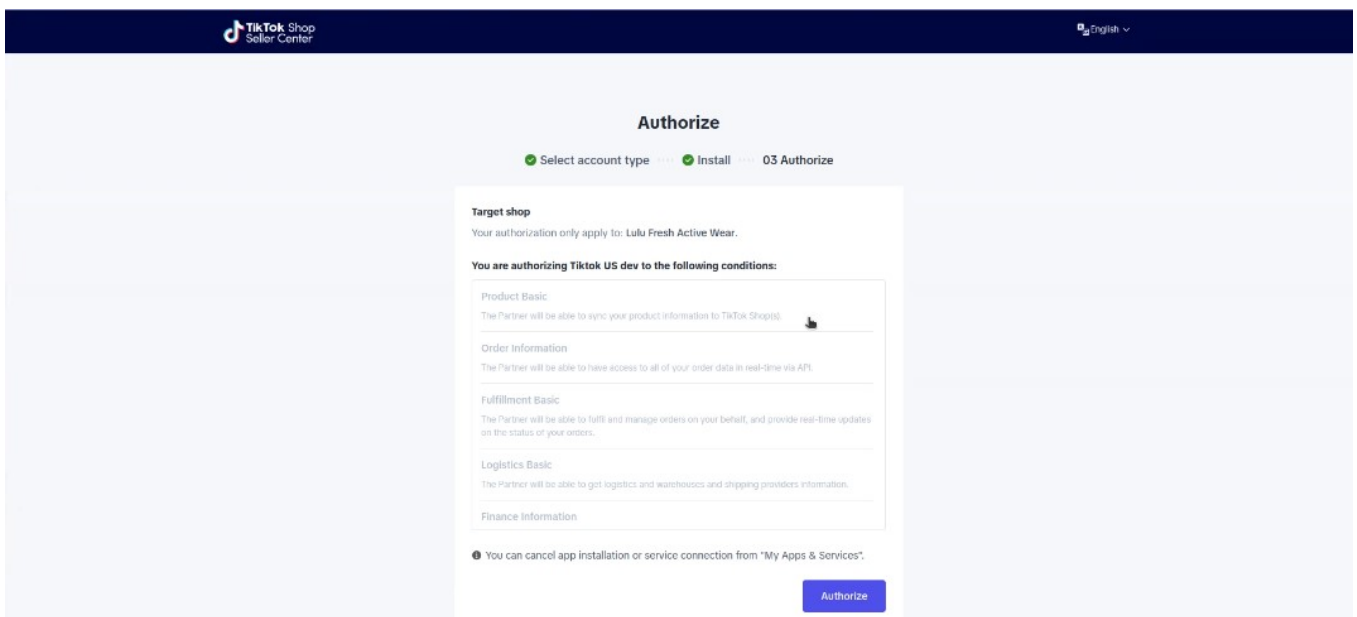
Copyright © 2023 Magento Commerce Inc. All rights reserved. Magento ver. 2.4.4
[Privacy Policy](#) | [Account Activity](#) | [Report an Issue](#)

Step 5: Click on the **Next** button located at the top right corner. It will redirect you to the TikTok Shop Seller Center login page.

Step 6: Input the **Phone number** and **Verification Code**. You can alternatively use username and password for login. Click on the **Log In** button. It will redirect you to the **Authorize** page.



Step 7: Click on the **Authorize** button. It will redirect you to the **Default Policies** page of **TikTok Setup Wizard**.



Step 8: Here you will find default policies for Image, Inventory, Pricing, Order and Synchronisation.

TikTok Setup Wizard

Account Authorized Successfully

Registration Account Onboarding **Default Policies** Summary

Back Next

Create New Policy

Filters Default View Columns

20 per page 1 of 1

ID	Title	Type	Created At	Updated At	Action	Is Default	Valid
1	Default Image Policy	Image	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	Yes
2	Default Inventory Policy	Inventory	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	No
3	Default Pricing Policy	Pricing	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	Yes
4	Default Order Policy	Order	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	No
5	Default Synchronization Policy	Synchronization	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	Yes

Magento 2.4.4

Step 9: Ensure to validate these policies if the Valid column for the policy is No. Follow step 10 and 11 only if the value in the Valid column is No for a policy else skip to step 12.

TikTok Setup Wizard

Account Authorized Successfully

Registration Account Onboarding **Default Policies** Summary

Back Next

Create New Policy

Filters Default View Columns

20 per page 1 of 1

ID	Title	Type	Created At	Updated At	Action	Is Default	Valid
1	Default Image Policy	Image	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	Yes
2	Default Inventory Policy	Inventory	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	No
3	Default Pricing Policy	Pricing	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	Yes
4	Default Order Policy	Order	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	No
5	Default Synchronization Policy	Synchronization	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	Yes

Magento 2.4.4

Step 10: Click on the Edit in the Action column.

TikTok Setup Wizard

Account Authorized Successfully

Registration Account Onboarding **Default Policies** Summary

Back Next

Create New Policy

Filters Default View Columns

20 per page 1 of 1

ID	Title	Type	Created At	Updated At	Action	Is Default	Valid
1	Default Image Policy	Image	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	Yes
2	Default Inventory Policy	Inventory	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	No
3	Default Pricing Policy	Pricing	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	Yes
4	Default Order Policy	Order	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	No
5	Default Synchronization Policy	Synchronization	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	Yes

Step 11: You will see a pop up for the **Add/Update Policy** page. Input the data in the mandatory fields. Click on the **Save** button.

Add/Update Inventory Policy

Save

Title * Default Inventory Policy ?
Used Internally as Policy Identifier

Inventory Threshold Settings

Default Quantity ?
Used if Use Manage Stock is NO for Products

Threshold Buffer ?
Below Threshold Setting will consider after this Threshold Buffer

Set Inventory on Basis of Threshold No
Use to control overselling on marketplace.

Threshold Value * ?
Magento Quantity will compare with this Value.

Inventory for Lesser Than Threshold Value ?
Used if Magento Inventory is smaller than Inventory Threshold Value

Inventory for Greater Than Threshold Value ?

Step 12: On the **TikTok Setup Wizard** page click on the **Next** button. And, then click on the **Finish** button present at the top right corner.

The screenshot shows the 'TikTok Setup Wizard' interface. At the top, a yellow banner indicates 'Account Authorized Successfully'. Below this is a progress bar with four steps: Registration, Account Onboarding, Default Policies, and Summary. The 'Default Policies' step is currently active. A 'Back' button and a 'Next' button are visible. Below the progress bar, there is a 'Create New Policy' button. A table displays 5 records found, with columns for ID, Title, Type, Created At, Updated At, Action, Is Default, and Valid.

ID	Title	Type	Created At	Updated At	Action	Is Default	Valid
1	Default Image Policy	Image	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	Yes
2	Default Inventory Policy	Inventory	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	No
3	Default Pricing Policy	Pricing	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	Yes
4	Default Order Policy	Order	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	No
5	Default Synchronization Policy	Synchronization	Aug 9, 2023 7:36:37 AM	Aug 9, 2023 7:36:37 AM	Edit	Yes	Yes

Step 13: After setting up the initial module, a pop-up message will appear. Click on **Finish** button to create **Category Template** and **Attribute Mapping**.

The screenshot shows the 'TikTok Setup Wizard' interface with a green banner at the bottom that reads: 'Congratulations! You have complete the initial process of module setup. Please Click on Finish button to create Category Template and Attribute Mapping.' The progress bar shows the 'Summary' step as the final step, and the 'Finish' button is highlighted in red.

5. TikTok Accounts

The TikTok account section is meant to showcase all the necessary details associated with your TikTok accounts.

Actions You Can Perform in TikTok Account

- Add a New Account(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=add-a-new-account-2>)
- Edit the Existing Account (<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=edit-existing-account>)

- Fetch Onboarding Data (<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=fetch-onboarding-data>)

5.1. Add a New Account

Step 1: Open Manage Account grid by using navigation menu (TIKTOK MARKETPLACE -> Configuration -> TikTok Account)

This will open a grid in front of you where you can see all your TikTok accounts that are already connected/configured in the module.

Step 2: Click into **Add Account** button

This will open a new form to enter details related to your account like Account Title, Environment etc.

Step 3: Fill all the details, click on the **Save** button.

This action will create a new Account in the module & initiate an Authorization process.

[https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documentor-Section-\(-CedCommerce-Products-Documentation-WordPress.webm](https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documentor-Section-(-CedCommerce-Products-Documentation-WordPress.webm)([https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documentor-Section-\(-CedCommerce-Products-Documentation-WordPress.webm](https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documentor-Section-(-CedCommerce-Products-Documentation-WordPress.webm))

Note* – Only single Magento account can be added in the TikTok Magneto 2 Connector application.

5.2. Edit Existing Account

Step 1: Select the account you want to edit. Under the **Actions** column in the select drop down choose the **Edit** option (TikTok Account -> Action -> Select ->Edit). Using it you can update the below details associated with your account.

Step 2: Enter the values in the below fields

- **Synchronisation Policy** – Choose the default synchronization policy or a new one
- **Order Policy** – Choose the default order policy or a new one

Step 3: Click on the **Save** button.

[https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documentor-Section-\(-CedCommerce-Products-Documentation-WordPress-1.webm](https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documentor-Section-(-CedCommerce-Products-Documentation-WordPress-1.webm)([https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documentor-Section-\(-CedCommerce-Products-Documentation-WordPress-1.webm](https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documentor-Section-(-CedCommerce-Products-Documentation-WordPress-1.webm))

5.3. Fetch Onboarding Data

Step 1: Under the **Action** column in the Select drop down choose the **Fetch Onboarding Data** option

(TikTok Account -> Action -> Select ->Edit)

Step 2: It will import the latest onboarding data of your TikTok account.

- TikTok Categories
- Carriers
- Order status
- Warehouse

https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Accounts_-_F-onb-data.webm(https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Accounts_-_F-onb-data.webm)

Once onboarding data is fetched it will be notified as message Onboarding Data Imported successfully.

5.4. Description of Fields in TikTok Account

Description of Fields in TikTok Account

- **Account Id** – The Id of your TikTok account.
- **Title** – It is the name of your account.
- **Active** – The value here denotes the status of your account. It will be **Yes** for active accounts and **No** for disabled accounts
- **Country** – The country of your origin.
- **Store view** – This option is to provide you with an appropriate store view. Choose the appropriate store view from which you desire to upload the product information.

Default Store View : It informs you about which version or view of your store is selected. There can be different store views based on the language of the store.

All Store View: It is the default view of your magento store.

Store view plays a key role in ensuring that products from the store are fetched to the marketplace in the language in which it is acceptable on the marketplace . Suppose, if you are listing products on the marketplace in Spanish language, the information will be fetched from your store view with product details in Spanish only.

As a result, it will benefit seller in following ways,

Eliminate hassle caused by listing error due to language conflict on the TikTok marketplace.

List the product in the appropriate language at the first attempt.

- **Environment** – This section denotes environment as sandbox or production. It will be production by default.
- **Synchronization policy** – This policy defines how products would sync from your Magneto store to TikTok marketplace.
- **Order policy** – The policy deals with order processing and shipping.
- **Action** – Here are two options available to edit and fetch onboarding data of your account.

6. TikTok Policies

TikTok Policies

The TikTok policy section is to assist you with performing actions on your policies and update them as per your requirement.

- **Synchronization Policy** – It outlines how your Magento store's product data will be kept up to date with the TikTok Shop.
- **Inventory Policy** – It defines your store product data management on the TikTok Shop.
- **Image Policy** – The policy related to guidelines for images to be used when listing products on the TikTok Shop.
- **Pricing Policy** – It determines how are product prices determined and adjusted when listing on the TikTok Shop
- **Order Policy** -It describes the process for managing orders that originate from the TikTok Shop.

Actions You Can Perform in TikTok Policies

- Edit existing policies(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=edit-existing-policies-2>)
- Delete the policies(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=delete-the-policies-2>)
- Add a new policy(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=add-a-new-policy-2>)

Note: In order to stay fully updated about the policies of the TikTok Shop, please click on this link(https://seller-us.tiktok.com/university/essay?knowledge_id=3238037484275457&role=1&course_type=1&from=search&identity=1)

6.1. Edit Existing Policies

Step 1: Under the Action column you get the **Edit** option (TikTok Policy -> Action ->Edit). As you click on the Edit, it will allow you to edit or update the values of that specific policy. Here we are choosing the Image policy.

Step 2: Enter the values in the below fields

- **Title** – This section allows you to update the name of the policy for your personal identification.
- **Main Image** – Here choose the attribute that you want to contain product image
- **Default Image URL** – You have two options to choose from to upload product images (in JPG or PNG). You can choose to insert an image (max 2MB) from your system or from the gallery of your Magento store.
- **Gallery Images** – Here you can mention maximum gallery images to be uploaded on the TikTok marketplace.
- **MSI** – Choose the warehouse location and set the quantity of the salable inventory.

<https://docs.cedcommerce.com/wp-content/uploads/2023/08/tiktok-magento-edit-an-existing-policy.webm>(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/tiktok-magento-edit-an-existing-policy.webm>)

If we choose a different policy then fields to be updated will be different in every case.

Fields in Synchronisation Policy

- **Title** – This section allows you to update the name of the policy for your personal identification.
- **Product Upload** – Choose the product status to automatically upload the products on the TikTok Shop.
- **Product Update** – Choose the product status to automatically update the products on the TikTok Shop.
- **Inventory/Price Sync** – Choose the product status to sync Inventory/Price automatically on TikTok Shop.
- **Product Assign** – Choose the product status to assign products automatically in the Listing Template based on query condition.
- **Only Specific Attributes Syncing** – Select the attributes which upon changing needs to be auto updated on the TikTok Shop.

Fields in Order Policy

- **Title** – This section allows you to update the name of the policy for your personal identification.
- **Create Order In Magneto** – it is meant to be used while creating marketplace order in Magento.
- **Create Order When** – Choose the condition when you want an order to be created.
- **Alternate Sku Attribute** – Select the Attribute which contains Marketplace SKU.
- **Allow Order Notification** – It will notify you once an order is created in the Magento store.
- **Order Id Prefix** – It is used to differentiate Marketplace Orders in Magento Sales Orders.
- **Invoice Creation** – To create invoice for Magento sales order.
- **Shipment Creation** – For Auto order shipment on TikTok Shop once Shipped in Magento.
- **Carrier Mapping** – To map the Magento shipment method with TikTok Shop shipping method.
- **Customer** – The customer used for sales order.
- **Add Order Status** – To map the TikTok Shop order status with Magento order status.

Fields in Pricing Policy

- **Title** – This section allows you to update the name of the policy for your personal identification.
- **Price Attribute** – Choose a custom attribute that contains marketplace price.
- **Price Change By** – Choose the criterion to change price when uploading product on the TikTok Shop.
- **Currency Conversion Rate** – The currency conversion rates respect your base currency.

Fields in Inventory Policy

- **Title** – This section allows you to update the name of the policy for your personal identification.
- **Default Quantity** – Enter the quantity that you want to display on TikTok Shop if the inventory value on Magento store is zero.
- **Threshold Buffer** – Enter that quantity of product which you don't want to display on TikTok Shop and keep it for your Magento store only.

For Example, If you have 28 products but you want 23 products only to get uploaded on the marketplace then value to be put in Threshold Buffer is 5.

- **Set Inventory on Basis of Threshold** – Input the value that you want to act as threshold.
- **Warehouse** – Choose the warehouse that you want to opt for inventory storage.

6.2. Delete The Policies

Step 1: Deleting the policies is an easy task. You can select the policies to be deleted using the select option in the last column of the table (TikTok Policy ->Select Option).

Step 2: Next, choose the Delete option in the drop down menu right above the table containing policy attributes.(TikTok Policy ->Action -> Delete)

<https://docs.cedcommerce.com/wp-content/uploads/2023/08/tiktok-magento-delete-policy.webm>(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/tiktok-magento-delete-policy.webm>)

6.3. Add A New Policy

Step 1: Navigate to the **Add Policy** button at the top on the right side (TikTok Policy ->Add Policy).

Step 2: Click on the arrow icon, it will display a list of policy types. Select the type of policy you would like to add (*here we are selecting inventory policy*). It will redirect you to the **New Policy** page.

Step 3: Enter the values in the below fields

- **Title** – Add name of the policy that you would like to use for internal identification.
- **Default Quantity** – Here you have to mention the default product quantity that you want to appear on the TikTok marketplace if no product is available on your Magento store.
- **Threshold Buffer** – Input here the product quantity that you would like to keep exclusively for your Magento store.

For Example, If you have 18 products but you want 13 products only to get uploaded on the marketplace then value to be put in Threshold Buffer is 5.

- **Set Inventory on Basis of Threshold** – Select this feature to yes and it will display the product as 'Out of Stock' on the marketplace as soon the threshold quantity is reached.

It is a very useful feature in terms of avoiding overselling. As a result, it saves you from facing angry customers.

- **Use MSI** – It allows you to choose the warehouse location and set the quantity of the salable inventory.

Finally, choose **Save&Duplicate** or **Save&Close** option click on the **Add Policy** button.

<https://docs.cedcommerce.com/wp-content/uploads/2023/08/tiktok-magento-add-new-policy.webm>(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/tiktok-magento-add-new-policy.webm>)

If we choose a different policy then fields to be updated will be different in every case.

Fields in Synchronisation Policy

- **Title** – This section allows you to update the name of the policy for your personal identification.
- **Product Upload** – Choose the product status to automatically upload the products on the TikTok Shop.
- **Product Update** – Choose the product status to automatically update the products on the TikTok Shop.
- **Inventory/Price Sync** – Choose the product status to sync Inventory/Price automatically on TikTok Shop.
- **Product Assign** – Choose the product status to assign products automatically in the Listing Template based on query condition.
- **Only Specific Attributes Syncing** – Select the attributes which upon changing needs to be auto updated on the TikTok Shop.

Fields in Order Policy

- **Title** – This section allows you to update the name of the policy for your personal identification.
- **Create Order In Magento** – it is meant to be used while creating marketplace order in Magento.
- **Create Order When** – Choose the condition when you want an order to be created.
- **Alternate Sku Attribute** – Select the Attribute which contains Marketplace SKU.
- **Allow Order Notification** – It will notify you once an order is created in the Magento store.
- **Order Id Prefix** – It is used to differentiate Marketplace Orders in Magento Sales Orders.
- **Invoice Creation** – To create invoice for Magento sales order.
- **Shipment Creation** – For Auto order shipment on TikTok Shop once Shipped in Magento.
- **Carrier Mapping** – To map the Magento shipment method with TikTok Shop shipping method.
- **Customer** – The customer used for sales order.
- **Add Order Status** – To map the TikTok Shop order status with Magento order status.

Fields in Pricing Policy

- **Title** – This section allows you to update the name of the policy for your personal identification.
- **Price Attribute** – Choose a custom attribute that contains marketplace price.
- **Price Change By** – Choose the criterion to change price when uploading product on the TikTok Shop.
- **Currency Conversion Rate** – The currency conversion rates respect your base currency.

Fields in Image Policy

- **Title** – This section allows you to update the name of the policy for your personal identification.
- **Main Image** – Here choose the attribute that you want to contain product image
- **Default Image URL** – You have two options to choose from to upload product images (in JPG or PNG). You can choose to insert an image (max 2MB) from your system or from the gallery of your Magento store.
- **Gallery Images** – Here you can mention maximum gallery images to be uploaded on the TikTok marketplace.

6.4. Description of Fields in TikTok Policies

1. **ID** – It refers to the id assigned to your policy.
2. **Title** – It is the name of your policy
 - a. Image
 - b. Inventory
 - c. Pricing
 - d. Order
 - e. Synchronization
3. **Type** – It denotes the category of your policy. It will be one of the following
 - a. Image
 - b. Inventory
 - c. Pricing
 - d. Order
 - e. Synchronization
4. **Created At** – The date on which the policy was created
5. **Updated At** – The date on which the policy was last updated
6. **Action** – Under the action column you get to edit or update the title, main image, default image URL, gallery images of that specific policy.
7. **Is Default** – To choose which policy you want to be as default.
8. **Valid** – A policy is valid if all mandatory details are mentioned in it.

7. TikTok Attributes

The TikTok attributes section provides an overview of the attributes present within a given TikTok category that you have associated with a category template. It also allows you to map those TikTok Shop attributes with your Magento attributes or with custom/recommended values.

Actions You Can Perform in TikTok Attributes

- Map the TikTok Shop attribute with the magento attribute(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=map-attri>)
- Assign Attributes.(<https://docs.cedcommerce.com/wp-content/uploads/2023/09/Assign-Attributes.mp4>)
- Delete existing attributes(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=delete-an-attribute>)
- Refetch updated attributes from the marketplace in the Magento store(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=refetch-attributes>)

7.1. Attributes Mapping

Step 1: In the TikTok Attributes table click anywhere in the row of attributes that you wish to update.

Step 2: Choose the value in the Magento Attribute and set a **Default Recommended Value** and **Default Custom Value** for it.

Step 3: Click on the **Save** button.

[https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documtor-Section-\(attrib-mapping.webm](https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documtor-Section-(attrib-mapping.webm)([https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documtor-Section-\(attrib-mapping.webm](https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documtor-Section-(attrib-mapping.webm))

7.2. Assign Attributes

Step 1: Click on the **Assign Attributes** tab present on the top right corner.

Step 2: The attributes will be assigned to the **Listing Template**.

<https://docs.cedcommerce.com/wp-content/uploads/2023/09/Assign-Attributes.mp4>(<https://docs.cedcommerce.com/wp-content/uploads/2023/09/Assign-Attributes.mp4>)

7.3. Delete An Attribute

Step 1: Select the attributes that you want to delete by checking the boxes in the first column of the table.

Step 2: Navigate to the **Actions** options and click on the drop down.

Step 3: Choose the **Delete** option in it.

Step 4: A pop up will appear asking you to delete the selected attributes. Click on the **OK** button on it.

<https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Attributes-delete-an-attr.webm>(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Attributes-delete-an-attr.webm>)

7.4. Refetch Attributes

Step 1- Click on the **Refetch Attributes** button located at the top left.

Step 2- Choose a category from the listing template. In case you want to fetch all categories then leave the categories in the listing template unselected, then click on **Confirm**.

<https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Shop-Refetch-Attribute.mp4>(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Shop-Refetch-Attribute.mp4>)

7.5. Description of Fields in TikTok Attributes

- **ID** – It is the id of the products
- **Code** – It refers to the TikTok Shop attribute
- **Name** – The name of your product
- **Type** – It is the attributes that belong to the category created in the category template.
- **Required** – It tells is the attribute required in the TikTok Shop or not
- **Category Dependent** – It shows whether the attribute is category dependent or not. Yes denotes attribute is category dependent and No is for independent attribute.

For example, if the product is a smartphone then the camera attribute is category dependent but name is not category dependent.

- **Is Variant** – It will define whether a variant is possible for this attribute or not.
- **Magento Attribute** – It denotes Magento attributes mapped to the attribute in the TikTok Shop. Here you can choose either Default Recommended Value or Default Custom Value.

Whichever you choose, the respective column will be activated.

- **Default Recommended Value** – It has the predefined values recommended by TikTok Shop for the attribute.
- **Default Custom Value** – The value that can be set by you for the attribute other than those provided by the TikTok Shop.

For example, values of color recommended by the marketplace are yellow, green, and blue only. But your product is white, so you can add white as new value of attribute in the Default custom value column

- **Actions** – To map the attribute category wise. It can be done either mapping for specific categories or just the usual mapping.

8. TikTok Listing Templates

Under the Listing Templates section you can access information about each of the listing templates available.

Actions You Can Perform in TikTok Listing Templates

- Delete listing templates(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=delete-a-template>)
- Edit the listing templates(<https://docs.cedcommerce.com/wp-content/uploads/2023/09/Edit-Listing-Template-2.mp4>)
- Update policy for template(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/Update-Policy-For-Listing-Template-1.mp4>)
- Add Template(<https://docs.cedcommerce.com/wp-content/uploads/2023/09/TikTok-Add-Template.mp4>)
- Change listing template status (<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=change-status>)

8.1. Delete Template

Step 1: Select the templates that you want to delete by checking the boxes in the first column of the **TikTok Listing Templates** table.

Step 2: Navigate to the **Actions** options and click on the drop down.

Step 3: Choose the **Delete** option in it.

Step 4: A pop up will appear asking you to delete the selected items. Click on the **OK** button on it.

8.2. Update Policy For Template

Step 1: Select the attributes that you want to edit by checking the boxes in the first column of the table.

Step 2: Navigate to the **Actions** options and click on the drop down.

Step 3: Choose the **Edit** option in it.

Step 4: Now edit the image policy, pricing policy, and inventory policy in of the selected templates. Click on the **Save** button.

<https://docs.cedcommerce.com/wp-content/uploads/2023/09/Edit-Listing-Template-3.mp4>(<https://docs.cedcommerce.com/wp-content/uploads/2023/09/Edit-Listing-Template-3.mp4>)

8.3. Edit The Listing Template

Step 1: Click on the **Edit** option available under the action section of the product

Step 2: It will open up the **Edit TikTok Listing Template** page. Enter the values of Template Name and Categories.

Step 3: Update policies for **Images**, **Pricing** and **Inventory**.

Step 4: Click on the **Apply Query** button followed by clicking on the **Save** button.

<https://docs.cedcommerce.com/wp-content/uploads/2023/08/Update-Policy-For-Listing-Template-1.mp4>(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/Update-Policy-For-Listing-Template-1.mp4>)

8.4. Add Templates

Step 1: Click on The **Add Template** button on the top right corner.

Step 2: It will open up the **Add TikTok Category Template** page. Input the values of Template Name and Categories.

Step 3: Update policies for **Images**, **Pricing** and **Inventory**.

Step 4: Click on the **Apply Query** button followed by clicking the **Save** button. It will redirect you to the **TikTok Templates** page. Here you will see the message template successfully created.

<https://docs.cedcommerce.com/wp-content/uploads/2023/09/TikTok-Add-Template.mp4>(<https://docs.cedcommerce.com/wp-content/uploads/2023/09/TikTok-Add-Template.mp4>)

8.5. Change Status

Step 1: Select the attributes for which you want to change the status by checking the boxes in the first column of the table.

Step 2: Navigate to the **Actions** options and click on the drop down.

Step 3: Choose the **Change Status** option in it.

Step 4: Select **Enable** or **Disable** to change the status of the selected templates.

<https://docs.cedcommerce.com/wp-content/uploads/2023/08/Change-Status.mp4>(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/Change-Status.mp4>)

8.6. Description of Fields in TikTok Listing Templates

- **ID** – It is the product id.
- **Template Name** – The category in which products exist. It is the internal identification category name that you have set for your convenience.
- **Status** – It denotes either the listing template is enabled or disabled on the Magento store. At the time of creation it is enabled.

The status disabled here denotes that products assigned in the listing template cannot be uploaded to the TikTok Shop nor can you perform an action on it.

- **Image Policy** – The image policy that is applicable for the product listing.
- **Pricing Policy** – The privacy policy that is applicable for the product listing.
- **Inventory Policy** – The inventory policy that is applicable for the product listing
- **Total Products** – It is the amount of products that are assigned to the listing template profile.
- **Active Products** – Number of active products on the TikTok Shop from those assigned to the listing template profile.
- **Inactive Products** – Number of inactive products among those assigned to the listing template profile.
- **Action** – It will reveal the details about the listing template. Click on it and you will be redirected to the below webpage.

Here you will find the list of all TikTok attributes matched with their respective Magento attributes and default custom and default recommended value of the marketplace attributes.

- **Account** – The Magento account to which the product listing belong

9. TikTok Products

Under the products section you will get a list of your products present in the app (TikTok Magento 2 Connector) alongside their important details.

Actions You Can Perform in TikTok Products

- Product
Validate(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=product-validate>)
- Product

Upload(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=product-upload-6>)

- Change Product Status(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=change-product-status>)
- Inventory Price Sync(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=inventory-price-sync-2>)
- Marketplace Price Sync(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=marketplace-status-sync>)

9.1. Product Validate

Step 1: Select the products that you wish to validate by checking the boxes in the first column of the TikTok Products table.

Step 2: Navigate to the **Actions** options and click on the drop down.

Step 3: Choose the **Validate** option in it.

https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Products-_product-validate.webm(https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Products-_product-validate.webm)

9.2. Product Upload

Step 1: Select the products that you wish to upload on the TikTok Shop by checking the boxes in the first column of the Magento products table.

Step 2: Navigate to the **Actions** options and click on the drop down.

Step 3: Choose the **Upload** option in it.

9.3. Change Product Status

Step 1: Select the products for which you want to change status by checking the boxes in the first column of the Magento products table.

Step 2: Navigate to the **Actions** options and click on the drop down.

Step 3: Choose the **Change Status** option and select the status as either **Active** or **Inactive**.

<https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Products-change-status-1.webm>(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Products-change-status-1.webm>)

9.4. Inventory Price Sync

Step 1: Select the products for which you want to sync inventory price by checking the boxes in the first column of

the Magento products table.

Step 2: Navigate to the **Actions** options and click on the drop down.

Step 3: Choose the **Inventory Price Sync** option in it.

https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Products-_inventory-sync.webm(https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Products-_inventory-sync.webm)

9.5. Marketplace Status Sync

Step 1: Select the products for which you want to sync marketplace status by checking the boxes in the first column of the Magento products table.

Step 2: Navigate to the **Actions** options and click on the drop down.

Step 3: Choose the Marketplace Status Sync option in it.

https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Products-_marketplace-status-sync.webm(https://docs.cedcommerce.com/wp-content/uploads/2023/08/TikTok-Products-_marketplace-status-sync.webm)

9.6. Description of Fields in TikTok Products

- **Product ID** – It is the product id for the products on your Magento store
- **Thumbnail** – The image of the product as in your Magento store.
- **Name** – The name of the product as in your Magneto store
- **SKU** – The SKU of the product as mentioned in Magento store
- **Type** –
- **Price** – The product price
- **Visibility** – It denotes product status as enabled or disabled on the Magento store
- **Quantity** – The quantity of the product
- **Product Status** – It tells is the product active or inactive
- **Listing Template** – The category to which the product is assigned
- **Marketplace Price** – The price of the product on the marketplace
- **Marketplace Quantity** – The quantity of the product available on the marketplace
- **Marketplace Item Id** – The Id of the product on the TikTok Shop
- **Marketplace Status** – Product status on the TikTok Shop. It is live, not uploaded, or rejected.
- **Validation Status** – The status of the product is verified to be put live on the TikTok Shop. It also means no product detail is missing that is required to list it on the TikTok Shop.

10. TikTok Orders

The purpose of the TikTok Orders section is to assist you in seamlessly importing orders from the TikTok Shop to your Magento store. Also, you can view all order details fetched from TikTok to your Magento store.

Actions You Can Perform in TikTok Orders

- View the order details(<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=view-the-order-details-4>)

- Import the orders (<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=import-the-orders>)
- Reject the order (<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=reject-the-order>)
- Ship the order (<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=ship-the-order-3>)
- Sync Status of the order (<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=sync-status-of-the-order>)
- Create Magento Sales Order (<https://docs.cedcommerce.com/guide/tiktok-magento-2-connector/?section=create-magento-sales-order>)

10.1. View The Order details

Step 1: Navigate to the **Ordered Items** column in the table and click on the **View Items** button in the ordered Items columns (TikTok Order ->Ordered Items -> View Items).

Step 2: It will open a pop up with details as below about the orders.

- Product Names
- Price
- Quantity
- Discount Amount

<https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documentor-Section-tiktk-order-view-order-details.webm>(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/Edit-Documentor-Section-tiktk-order-view-order-details.webm>)

10.2. Import The Orders

Step 1: Click on the **Import Orders** button at the top right corner. As a result a pop up window will open.

Step 2: Input the order related details as below

- **Account** – In this section choose your Magento account on which you want to fetch the orders.
- **Status** – It offers numerous order statuses. Based on your requirement you can select one of them.
- **From** – Choose the starting date from which you would like the order to get fetched on the Magento store.
- **To** – Choose the starting date until which you would like the order to get fetched on the Magento store.
- **Order Id** – Enter the specific order id of the particular order that you want to import.

Step 3: Finally, click on the **Import Orders** button present on the pop up window. It will fetch orders based on above filters from the marketplace to your Magento store.

<https://docs.cedcommerce.com/wp-content/uploads/2023/08/53-Skype-1.webm>(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/53-Skype-1.webm>)

10.3. Reject The Order

Step 1: Choose the orders to be rejected from the table using the drop down option in the first column of the Magento orders table.

Step 2: Navigate to the **Actions** dropdown menu located right above the Magento orders table. (TikTok Order -> Actions).

Step 3: Choose the **Reject** option followed by choosing the reason for rejection. It could be out of stock, pricing error, or unable to deliver.

10.4. Ship The Order

Step 1: Choose the orders to be shipped from the table using the drop down option in the first column of the Magento orders table.

Step 2: Navigate to the **Actions** dropdown menu located right above the Magento orders table. (TikTok Order -> Actions).

Step 3: Choose the **Ship** option. As a result, it will ship those orders which are already completed in Magento but not yet shipped on TikTok Shop.

10.5. Sync Status Of The Order

Step 1: Choose the orders to sync status from the table using the drop down option in the first column of the Magento orders table.

Step 2: Navigate to the **Actions** dropdown menu located right above the Magento orders table. (TikTok Order -> Actions).

Step 3: Choose the **Sync Status** option.

10.6. Create Magento Sales Order

Step 1: Click on the **View** Under the **Action** column in the Magento Orders table (TikTok Order -> Actions -> View).

Step 2: It will open up the **Order & Account Information** page. Click on the **Create Sales Order** button present at the top right corner.

Step 3: A pop up will appear asking Are you sure you want to import this order?. Click on the **OK** button in the popup.

<https://docs.cedcommerce.com/wp-content/uploads/2023/08/Meet-tts-hiqu-xbc.webm>(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/Meet-tts-hiqu-xbc.webm>)

10.7. Description of Fields in TikTok Orders

Marketplace ID -This refers to the unique identifier of the product on the TikTok Shop.

Account ID – The account ID of the Magento store in which the order is imported from the TikTok Shop.

Sales Order Increment ID – An increment ID assigned to each order received on Magento from the TikTok Shop.

Marketplace Order Status – The current status of the product (shipped, pending, rejected) on the TikTok Shop.

Order Status – This indicates the order status (failed, imported, shipped, or pending) for products on the Magento store.

Failed Reason -If an order cannot be fetched from the TikTok Shop to Magento, this field specifies the reason for the failure

Grand Total (Base) – The total amount of orders imported from the TikTok Shop to the Magento store.

Placed Date – The date on which the order was placed

Created Date – The date on which the order was created in the system.

Updated Date – The date on which the order was last updated, especially after order shipment on Magento

Ordered Items – The below order details for ordered items can be viewed in this feature

Product Names

Price

Quantity

Discount Amount

Action – This feature allows you to access detailed order information.

Order date

Order status

Account

Order Currency

Email

Customer Name

Billing Address

Shipping Address

Payment & Shipping Method

Items Ordered

Order Total

11. TikTok Return or Refund

Customers can claim return and refund if they receive a damaged, defective, or defective or different product than what is described on the product page.

Actions You Can Perform in Return and Refund

1. Accept Return and Refund
2. Reject Return and Refund
3. Import Orders

11.1. Accept Return or Refund

Step 1: Select the check box for the product that needs to be returned or refund. In case of return/refund for more than one items use mass action.

11.2. Reject Return or Refund

Step 1: Select the check box for the product that needs to be returned/refund.

Step 2: A pop up will appear for stating the reason for rejecting return/refund for the products.

11.3. Import Orders

Step 1: The import order section will initiate return from TikTok to Magneto so that sellers can accept or reject the returns.

12. Queue Process

The Queue Process is the last section of the application. It lists all the products that are supposed to be listed on the TikTok Shop in the near future.

Step 1: Navigate to the left side and click on the **TikTok Marketplace** followed by clicking on **Queue Process**. It will present a list of products in the queue to be uploaded soon on TikTok Shop.

Here you will see the below details about the products.

- Name
- Account Name
- Template Name
- Queue Status

<https://docs.cedcommerce.com/wp-content/uploads/2023/08/Queue-Process--Magento-Admin.webm>(<https://docs.cedcommerce.com/wp-content/uploads/2023/08/Queue-Process--Magento-Admin.webm>)