Shein CedCommerce Integration

by CedCommerce Products Documentation

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1. Brief Overview

Shein Marketplace

Founded in 2012, Shein is a world-leading global e-retailer for fashion, beauty, and lifestyle products. Recently, Shein launched a 3P Marketplace in the U.S. to onboard verified sellers and meet the increasing demand for product variety.

The marketplace empowers sellers by providing access to shared traffic distribution alongside Shein-branded products. Through this platform, sellers can benefit from real-time insights and learn from the company's ondemand production and demand measurement capabilities.

With over 72 million monthly active users and a remarkable 100% growth rate over the past 5 years, Shein offers sellers extensive customer access, global brand marketing, and social channel exposure. The marketplace is committed to delivering the best shopping experience for customers and empowering the communities where they operate.

By welcoming new sellers aligned with their vision of making the joy of fashion accessible to all. Shein creates increased opportunities for customers while supporting local businesses' growth.

Shein CedCommerce Integration

The Shein CedCommerce Integration is a powerful solution designed to simplify your operations as a merchant on Shein. It offers a wide range of features and functionalities that can help you enhance your presence on the platform.

What can Shein CedCommerce Integration do for you?

- **Effortless Onboarding**: Seamlessly connect your Shopify store with Shein to expand your reach and grow your business.
- **Unified Dashboard**: Get a comprehensive view of your Shein operations right from the home page. Stay informed about orders, products, and more.
- Efficient Product Management: Easily manage your product listings, by syncing your product information, pricing, and inventory in real-time.
- **Product Linking**: Accurately link your Shein products with their Shopify counterparts to prevent duplicate listings if you are already selling on Shein.
- **Templates**: Create templates that match your product listings with Shein's requirements for bulk products.
- **Subscription Flexibility**: Choose the subscription plan that suits your needs, from basic to enterprise-level, to access advanced features.

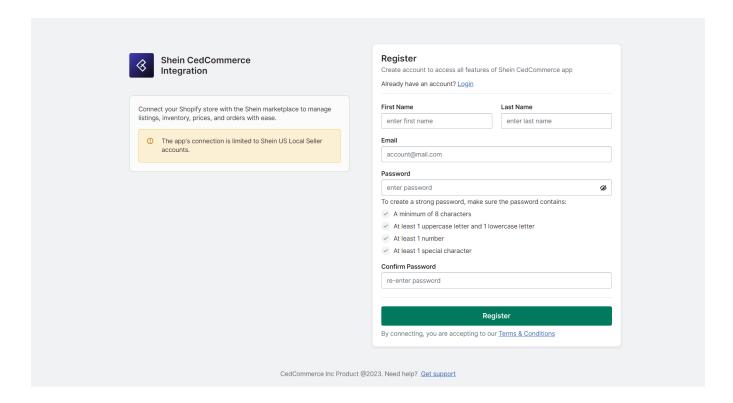
Whether you're a new user looking to get started or an experienced merchant seeking to optimize your operations, you'll find valuable information and step-by-step instructions in this section.

2. How to install Shein CedCommerce Integration?

Installing the Shein CedCommerce Integration is a simple process. But before you do, you need to ensure a couple of things –

- Since the app establishes a connection between Shopify and Shein, you need to have a shop on Shopify.
- You must have a shop on the Shein marketplace(https://us.shein.com/campaign/marketplace-sellers)
 . If you don't have a store on Shein, you can create one easily by signing up on the marketplace.

Once you have your Shopify store and the Shein marketplace set up, you are ready to install the app.



Step 1: CLICK HERE(https://shein.cifapps.com/welcomeOnboard) to install the Shein CedCommerce Integration.

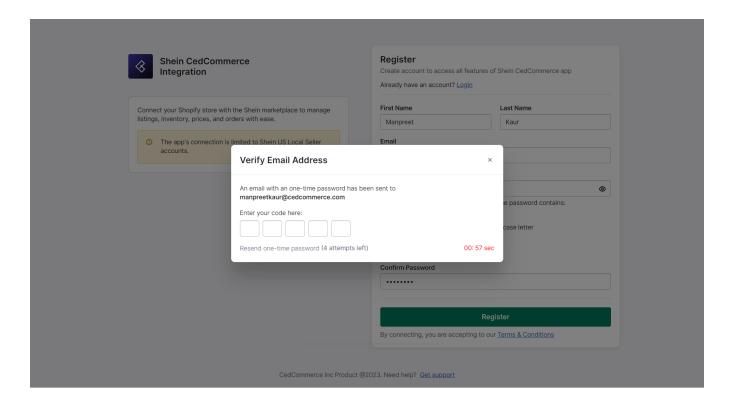
Step 2: Register on the app.

Step 3: Enter your first name, last name, and email address.

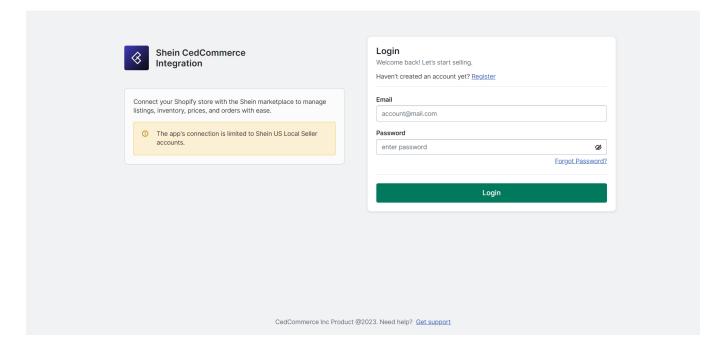
Step 4: Create a secure password.

Step 5: You will receive an email containing a verification code.

Step 6: Enter the code in the provided space



Step 7: Log in using your email address and password.



3. Onboarding steps for Shein CedCommerce Integration

There are 2 steps you need to complete to start using the app -

Connect

Shopify(https://docs.cedcommerce.com/shopify/shein-shopify-integration/?section=connect-with-shopify): This step will connect the app with your Shopify store.

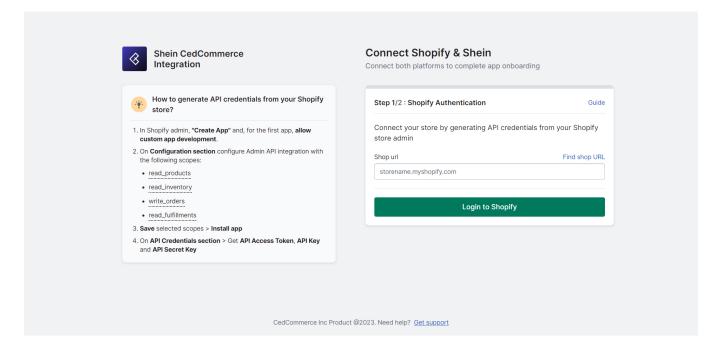
Connect

Shein(https://docs.cedcommerce.com/shopify/shein-shopify-integration/?section=connect-with-shein) : This step will connect the app with your Shein store.

Let's take a closer look at each step.

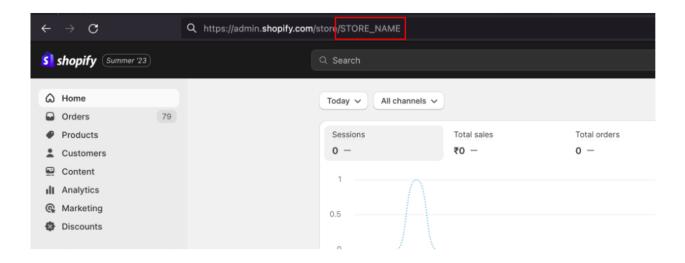
3.1. Connect with Shopify

1. Enter the Shopify shop URL



To locate your Shopify shop URL:

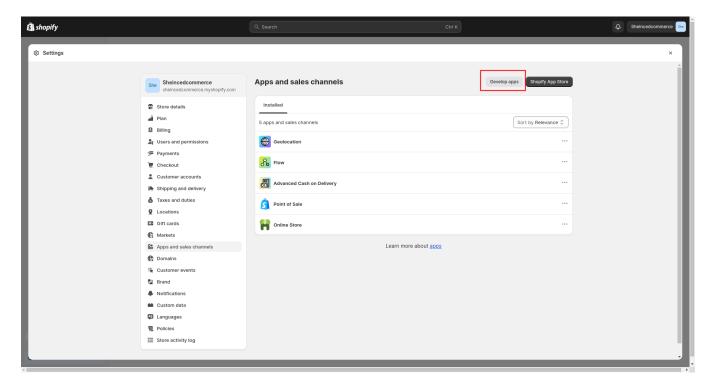
- Log in to your Shopify store.
- Check the URL address bar at the top of your screen.
- The URL should look something like this: 'https://admin.shopify.com/store/STORENAME'.
- To get your shop URL, add ".myshopify.com" right after "STORENAME".
- For instance, if your store's name is 'FLOWERSELL'. Look at the URL address bar at the top of your screen. It should look like this: 'https://admin.shopify.com/store/FLOWERSELL'.
- Your shop URL is "FLOWERSELL.myshopify.com".



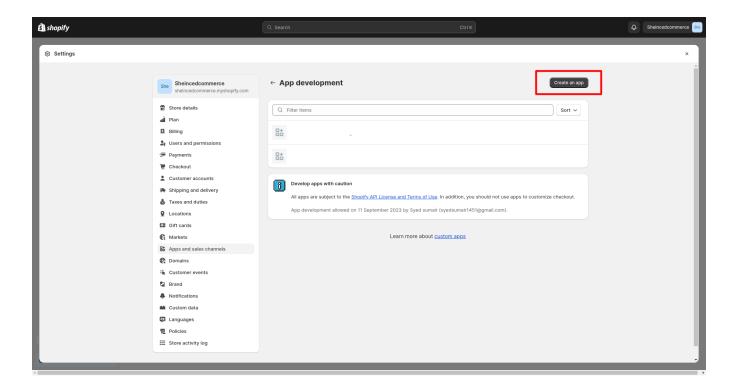
2. Add API Credentials

To find your API Credentials:

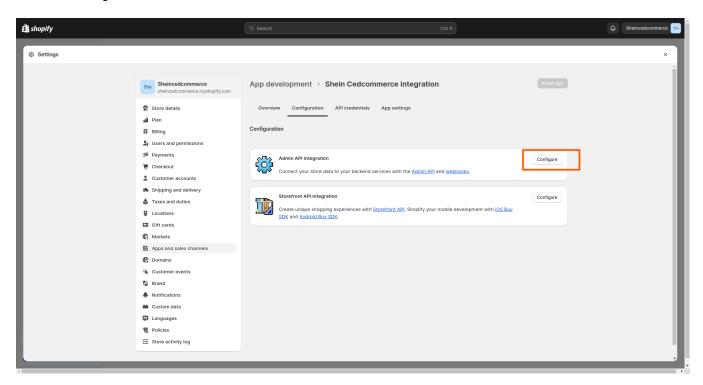
1. In Shopify admin, go to 'Apps and sales channels' and click on 'Develop apps'.



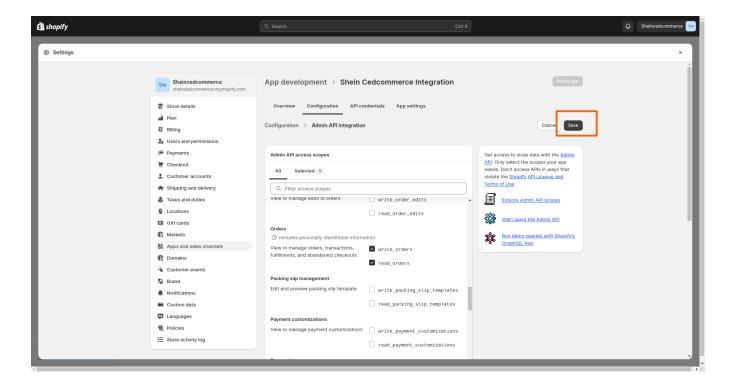
2. Now, click on 'Create an app'.



3. Go to 'Configure'.

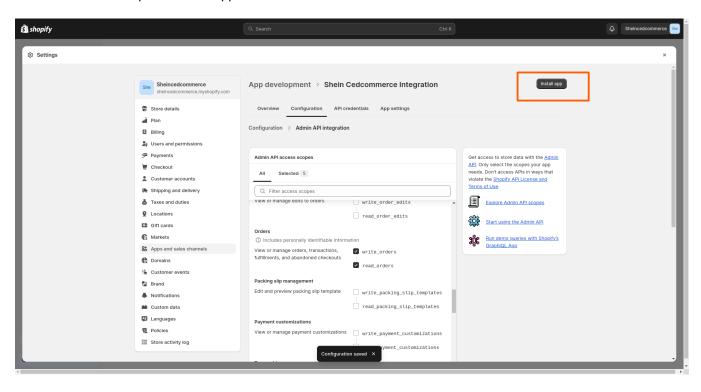


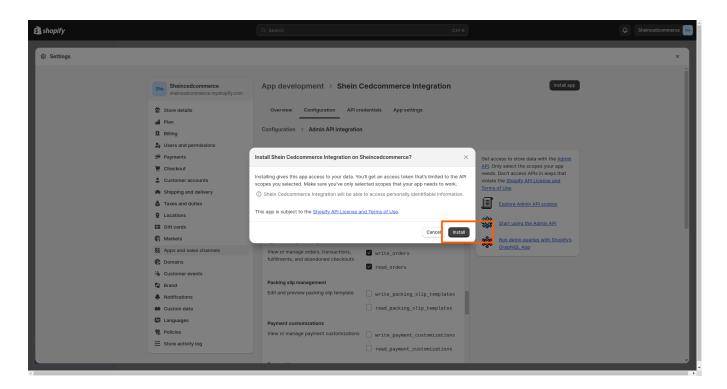
4. On the 'Configuration section' configure Admin API integration with the following scopes:



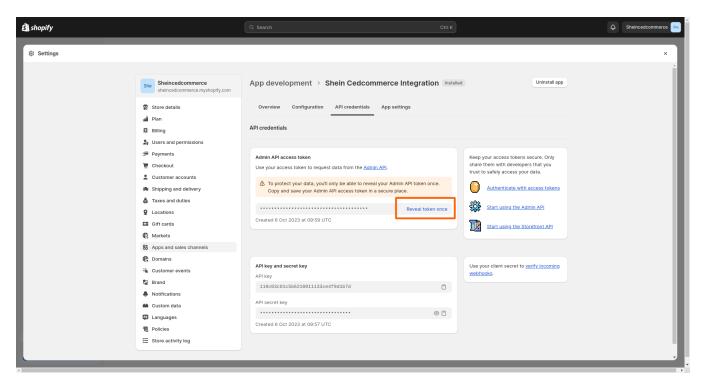
- Read_products
- Read_inventory
- Write_orders
- · Read fulfillments

3. Save selected scopes > Install app

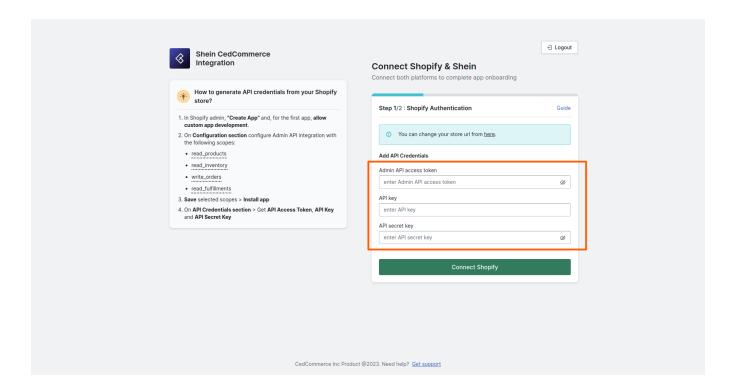




4. On the API Credentials section > Get API Access Token, API and API Secret Key



- 5. Retrieve and copy your token, API key, and secret key from 'API Credentials'.
- 6. Paste each in the respective boxes on the Shopify Authentication page.

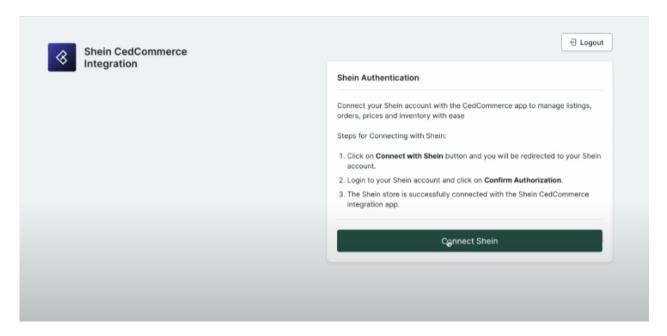


7. Click on 'Connect Shopify'.

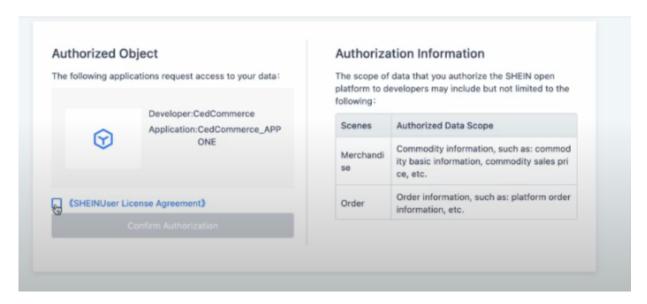
You have successfully installed the app on your Shopify store, and now it's time to complete the final onboarding steps so that you can start selling on Shein.

3.2. Connect with Shein

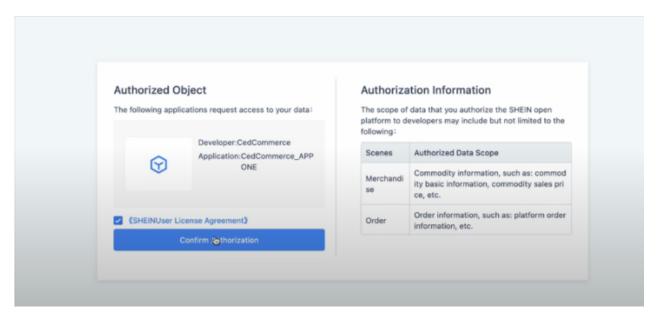
- 1. Go to the Shein CedCommerce Integration page.
- 2. Click on Connect Shein and you'll be redirected to your Shein account.



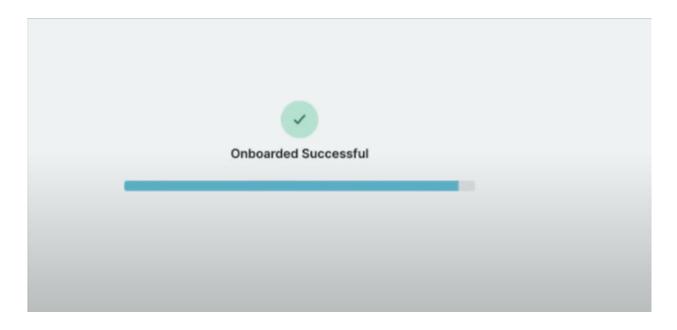
3. Authorize your account by agreeing to the SHEIN User License Agreement.



4. Next click on **Confirm Authorization** through Shein's backend.

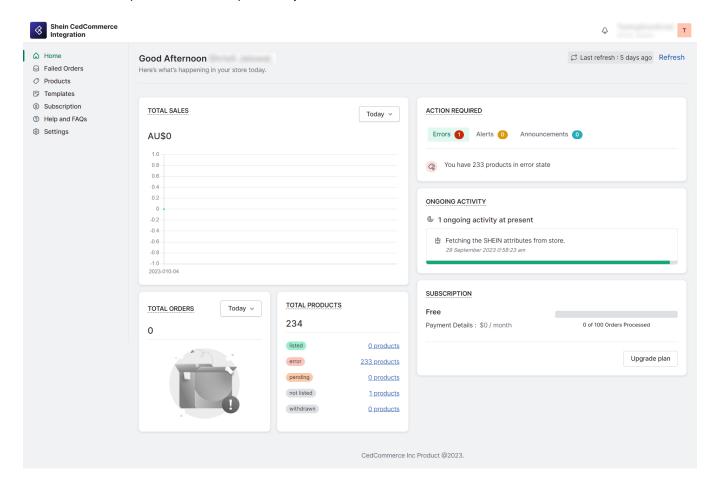


- 5. After verification, you will be redirected to the CedCommerce app page.
- 6. A message appears on the screen Onboarded Successful confirming successful onboarding.



4. Home Section

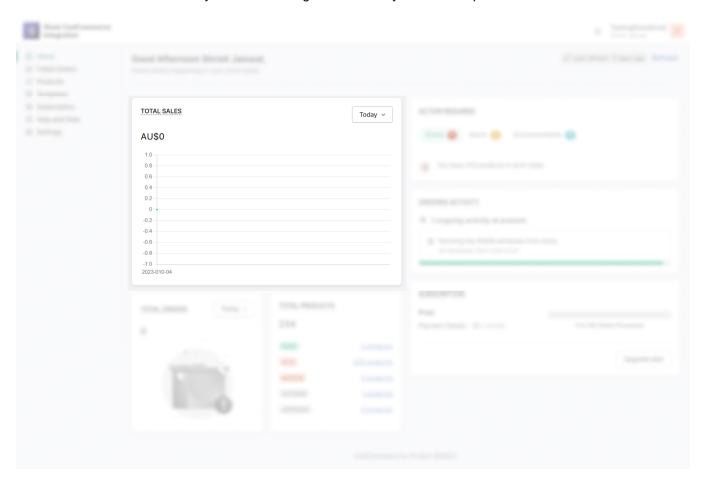
Welcome to the Home section of the Shein CedCommerce Integration. This section is your starting point for navigating the app. Here, you can instantly review your store operations, monitor essential metrics, and stay informed about important actions required for your business.



Let's take a quick look at the widgets of this section:

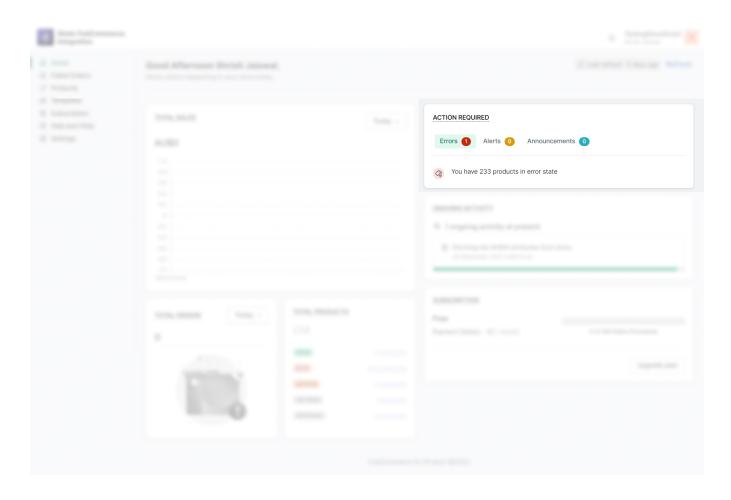
Total Sales

In this section, you'll find a snapshot of your overall revenue to monitor your business performance. Keeping track of your sales is vital for assessing your business's performance and making informed decisions. You can use this information to evaluate your sales strategies and identify areas for improvement.



Actions Required

This section serves as your command center for addressing errors, alerts, and announcements. It's crucial to stay on top of these updates to ensure a smooth and successful selling experience on Shein.

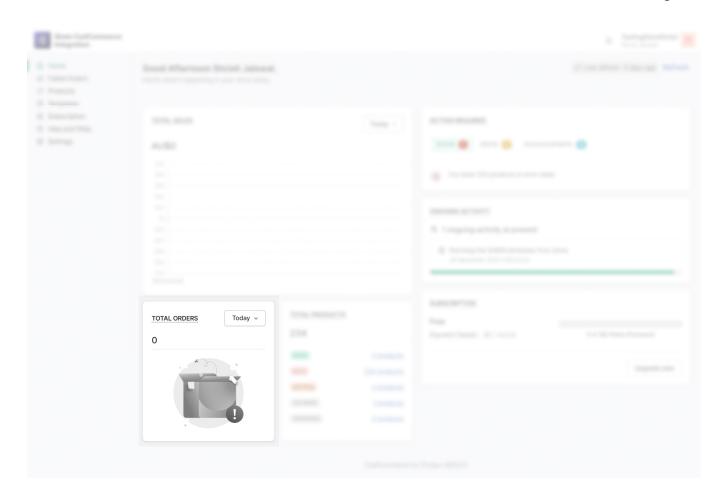


Here's what you'll find:

- **Errors**: Any critical errors related to your product listings or operations will be displayed here. Addressing these errors promptly is essential for maintaining the quality of your listings.
- Alerts: Stay informed about important alerts that might require your immediate attention. These can include issues with orders, inventory, or your Shein account.
- **Announcements**: Keep an eye on the important announcements to align your strategy with your business's latest developments.

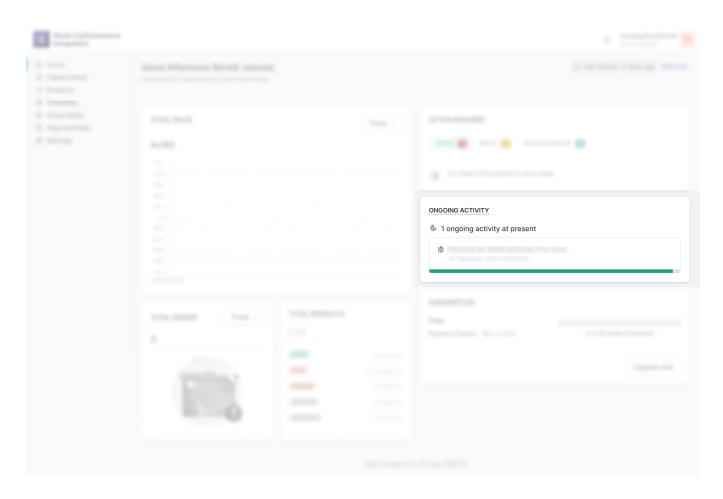
Total Orders

Get an overview of your total orders. Knowing how many orders you're handling is crucial for managing your resources effectively. You can also use this data to track order fulfillment and work on failed orders.



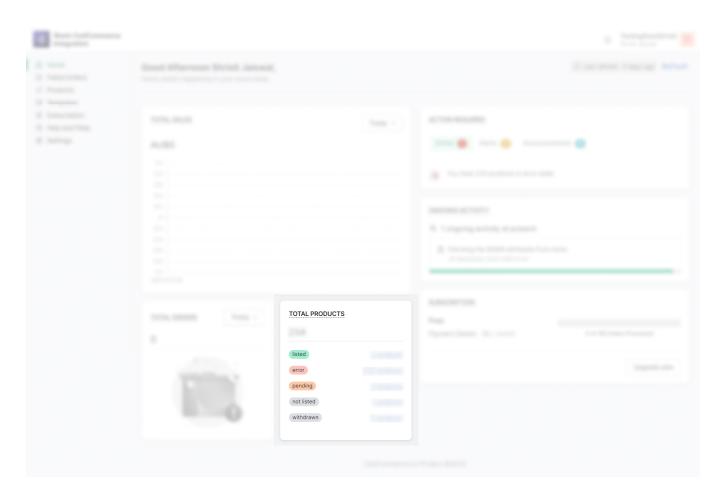
Ongoing Activities

Here, you can view real-time updates on the activities related to your business operations. This includes the progress of tasks like product linking, template creation, and more. Staying informed about ongoing activities enables you to make decisions based on the latest developments.



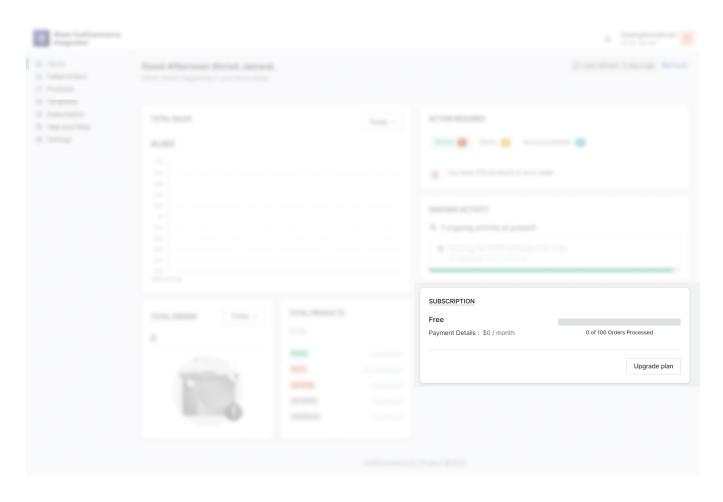
Total Products

Get insights into the total number of products you have listed on Shein. Managing your product catalog effectively is essential for attracting customers and driving sales. Use this data to assess your product range and identify expansion opportunities.



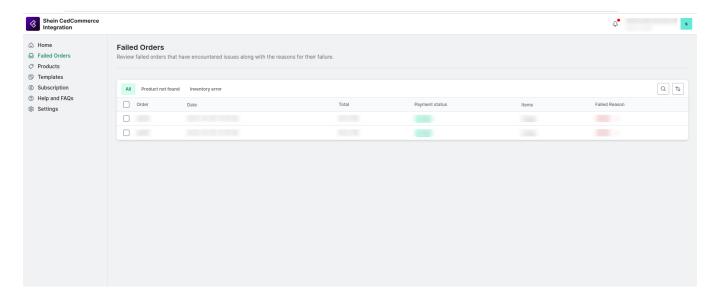
Subscription

Your subscription plan is a key element of your Shein CedCommerce Integration experience. In this section, you can view details of your current subscription plan and usage.



5. Failed Orders Section

This section provides a detailed view of orders that have encountered issues during processing. It's crucial to address these failed orders promptly to ensure a smooth and efficient selling experience. Here's a comprehensive guide on how to navigate this section and take corrective actions.



The Failed Orders section displays a list of orders that have failed during processing. Each entry includes essential information such as the order date, total cost, payment status, number of items, and the reason for the order failure. Understanding the cause of these failures is the first step in resolving them.

Reasons for Order Failure

Failed orders typically fall into two main categories:

SKU Not Found

What It Means: This error occurs when the SKU (Stock Keeping Unit) specified for a product in your listing is not recognized or found in the Shein database.

Impact: The product linked to the SKU cannot be located on Shein, leading to order failure.

Resolution: To resolve this issue, review your product listings and ensure that Shopify SKUs match those specified on Shein. You may need to re-link or re-map products to Shein's database.

Inventory Not Available

What It Means: This error indicates that the inventory of a product required to fulfill an order is not available in your Shein store.

Impact: The ordered product cannot be fulfilled due to insufficient stock, potentially resulting in customer dissatisfaction.

Resolution: To address this issue, check your Shopify inventory levels and ensure that you have adequate stock for the products in question. Then, update your inventory on Shein to reflect the correct stock levels.

Navigating the Failed Orders Section

To effectively manage and resolve failed orders, follow these steps:

- 1. Access the Section: Navigate to the Failed Orders section.
- 2. **Review Failed Orders**: In this section, you'll find a list of orders that have failed, along with details about each order, including the reason for failure.
- 3. **Identify the Error**: Examine the reason for each failed order to determine whether it's due to an SKU not found or inventory unavailability.
- 4. **Take Corrective Action**: Based on the cause of the failure, take appropriate actions:
- For SKU Not Found Errors:
- 1. Check your product listings on Shein and ensure that SKUs are correctly mapped.
- 2. Re-link or re-map products as needed to resolve the issue
- For Inventory Not Available Errors:
- 1. Verify your Shein inventory levels for the affected products.
- 2. Update your inventory on Shein to ensure that stock is available for fulfilling orders.

Additional Failed Order Errors

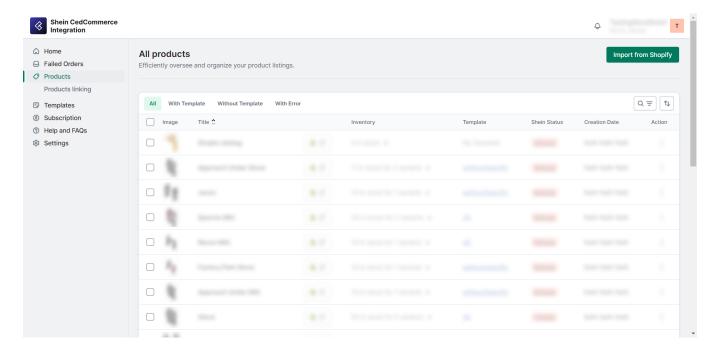
• Product Not Found: This error occurs when the specified product cannot be located.

- **Duplicate Order Found in Shopify**: This error indicates that an identical order already exists in your Shopify store.
- **Missing Customer Information**: This error happens when crucial customer details like name, phone number, or email address are absent.
- **Inventory Reservation Failed**: This error suggests that the product is currently out of stock, and inventory cannot be reserved.
- **Invalid Line Items**: This error can result from various issues such as inactive, deleted, or unavailable products.
- Invalid Shipping Address: This error signifies that the shipping address provided is either missing or invalid.
- Invalid Billing Address: This error indicates that the billing address provided is either missing or invalid.
- **Incorrect Customer Email**: This error happens when the customer's email address is incorrect or improperly formatted.

You can also manage shipment on Shein CedCommerce Integration. However, if the tracking ID of your order is missing on Shopify, the app will not be able to ship orders on Shein.

6. Products Section

The 'Products' section provides a comprehensive view of the products you have synced with the app, allowing you to manage them efficiently.



This section is divided into four lists to help you categorize and work with your products effectively:

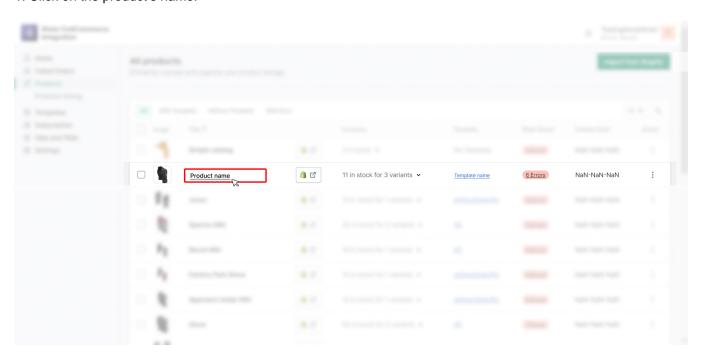
- All: Displays a list of all your synced products.
- With Templates: Shows products that have templates assigned to them.
- Without Templates: Lists products without templates.
- With Errors: Highlights products that require attention due to errors.

For each product in these lists, you can view important details such as image, name, listing status, inventory, template status, and errors. You can manage individual products or bulk to ensure proper listing on Shein.

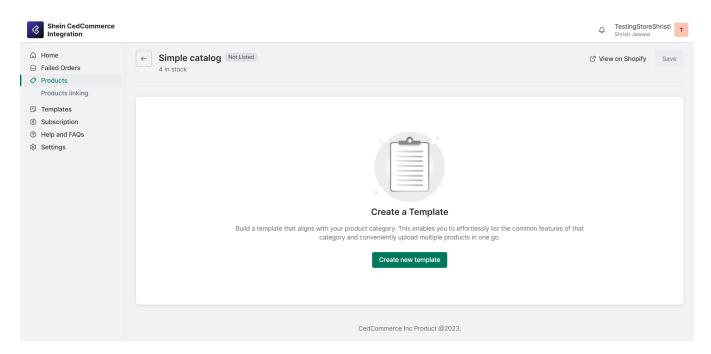
Individual Product Actions

For specific changes or actions on an individual product:

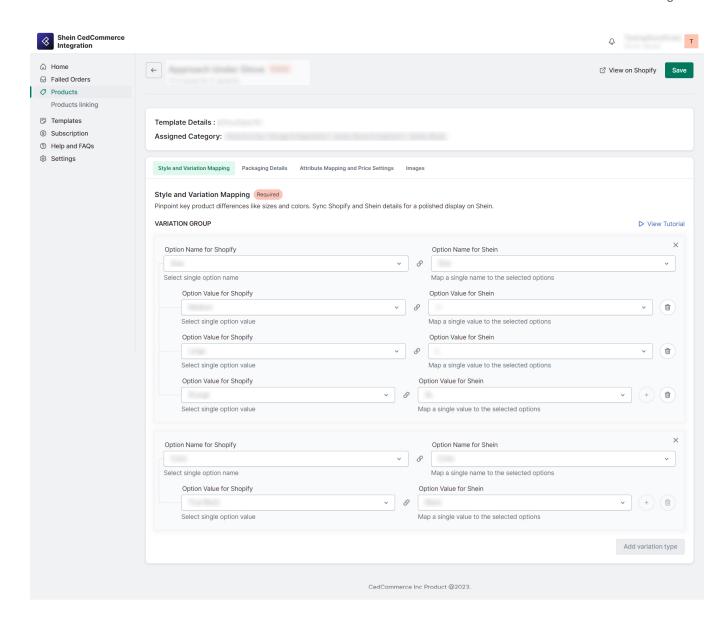
1. Click on the product's name.



1.1. If the product does not have a template assigned to it, you can assign a template here.



1.2. If the product already has a template assigned to it, you can view and edit the Style and Variation Mapping, Packaging Details, Attribute Mapping, Price Settings, and Images.

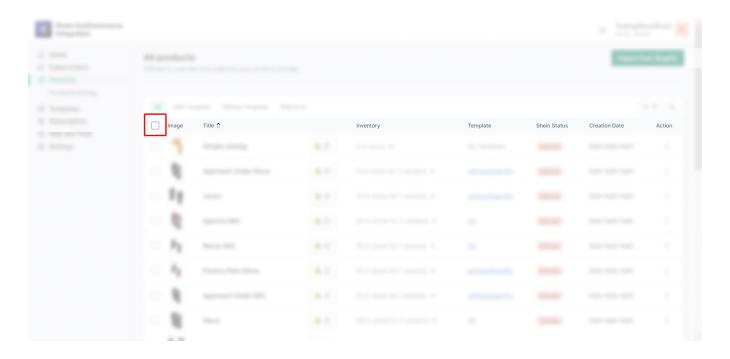


NOTE: Due to Shein's restrictions, you cannot modify the product category. If you wish to make changes, you will need to upload the product again.

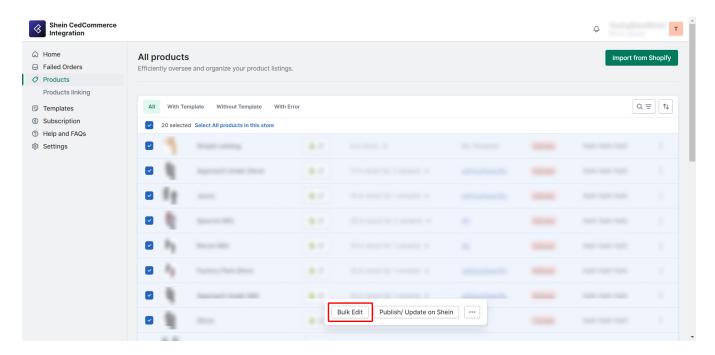
Bulk Actions

You can perform actions on multiple products simultaneously using the bulk actions feature. To do this:

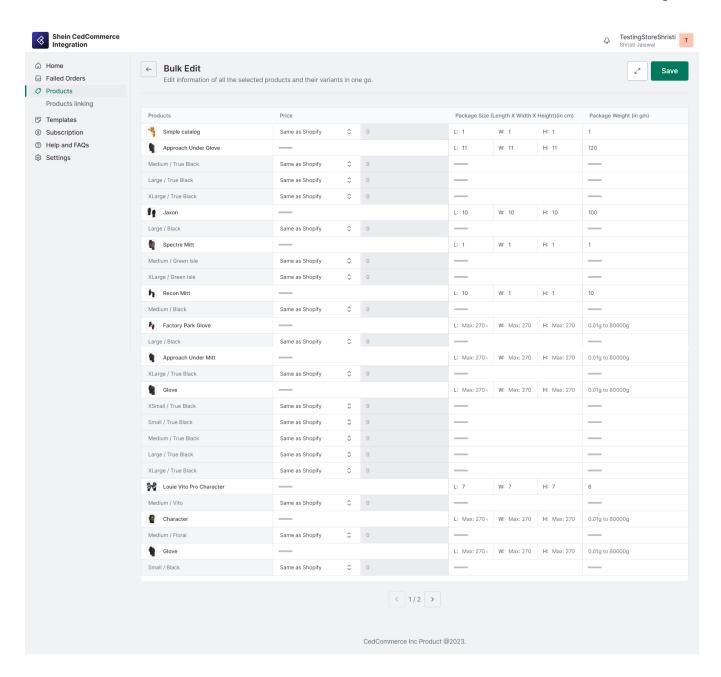
1. Check the checkboxes next to the products you want to perform actions on.



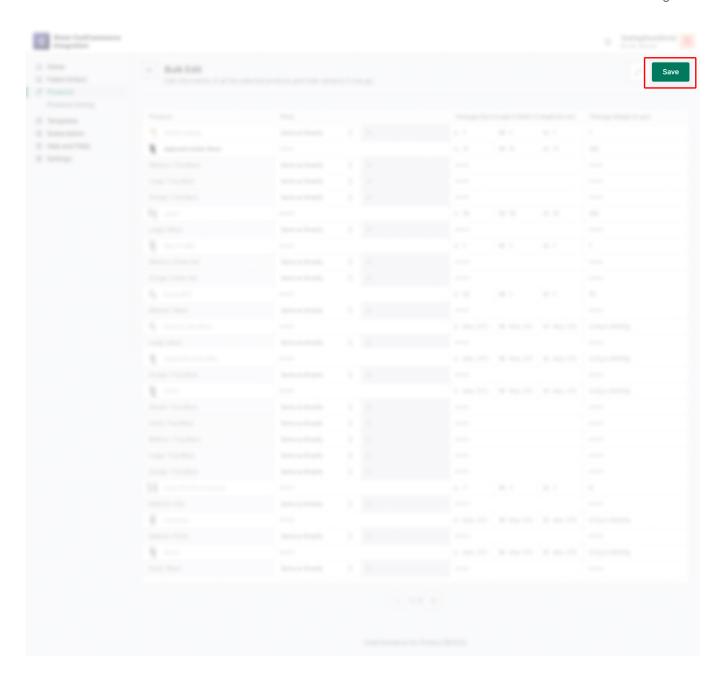
2. Click on the 'Bulk Edit' button to access a menu of available actions.



3. Here you can edit the Price, Package Size, and Package Weight of all products and variants.



4. Finally, click on 'Save'.



Product-level errors with their solutions

Error: Template is required

Solution: Go to the template section and either create a new template or assign the product to an existing template.

Error: Height is required.

Solution: Visit the template section and edit the assigned template. In "Step 3 Package Setting", update the details. Or, click on the product name in the product grid, then open the "Package Details" tab and make the necessary updates.

Error: Weight is required.

Solution: Go to the template section, edit the assigned template, and update the weight in "Step 3 Package Setting". Or, click on the product name in the product grid and update the weight in the "Package Details" tab.

Error: Length is required.

Solution: In the template section, edit the assigned template, and update the length in "Step 3 Package Setting". Or, click on the product name in the product grid and update the length in the "Package Details" tab.

Error: Width is required.

Solution: In the template section, edit the assigned template, and update the width in "Step 3 Package Setting". Or, click the product name in the product grid and update the width in the "Package Details" tab.

Error: Inventory is required.

Solution: Update your product inventory on Shopify.

Error: Price is required.

Solution: Update the product price on Shopify.

Error: Attribute Mapping is required.

Solution: Click on the product name in the product grid, then open the attribute mapping and add at least one attribute. Finally, update the details.

Error: Variation_Mapping is required.

Solution: Click on the product name in the product grid, then open the variation mapping tab and update the details.

Error: Product_image is required.

Solution: Update the product's main image on Shopify. Ensure it meets the following criteria:

- Main Image: 1785 x 1340 px

- Size ? 3MB, format JPG/JPEG/PNG

Error: Block image/Square image is required.

Solution: Upload the image in the "Thumbnail Images" section on a single product edit.

Error: Proof of stock cannot be empty.

Solution: Contact SHEIN customer service as your store is not authorized for US sellers.

Error: The reference product link cannot be empty.

Solution: Contact SHEIN customer service as your store is not authorized for US sellers.

Error: Color Index Image is required.

Solution: Upload the required image under "Style Swatches" in the product's editing section.

Error: Detailed Image is required

Solution: Upload the required image under "Detailed Images" in the product's editing section.

Error: Template is required.

Solution: Go to the template section and either create a new template or assign the product to an existing template.

Error: Two detailed drawings are mandatory.

Solution: Ensure you upload at least two images in the DETAILED IMAGES section when editing a single product.

Error: Under the same SPU, SKC still has pending approval records, which cannot be released.

Solution: You cannot update the product on Shein when SKC is in a pending state. Kindly publish this product after approval/rejection. If you still wish to update the product on Shein, go to the Shein seller portal and withdraw your approval request, then try to upload that product.

Error: The image does not meet the requirements.

Solution: One of the images, such as the main image, detail image, thumbnail image, or color image, does not meet the requirements of Shein product images.

Error: Property names that are not the main sales property cannot be filtered within the specification.

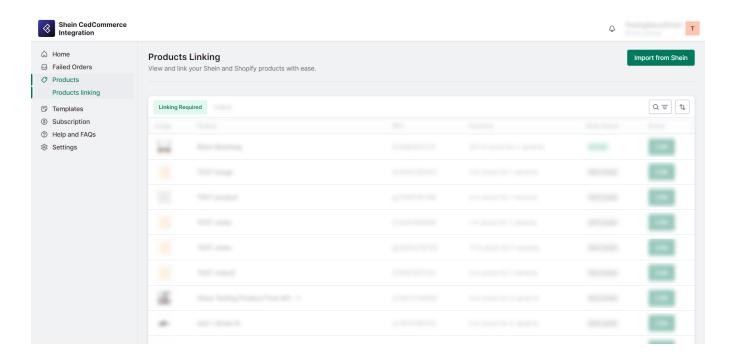
Solution: The selected attribute of this product is not the main sale attribute. Kindly select a master attribute as the sale/required attribute. The priority of the master sale attribute is typically color, size, layer, etc.

6.1. Product Linking Section

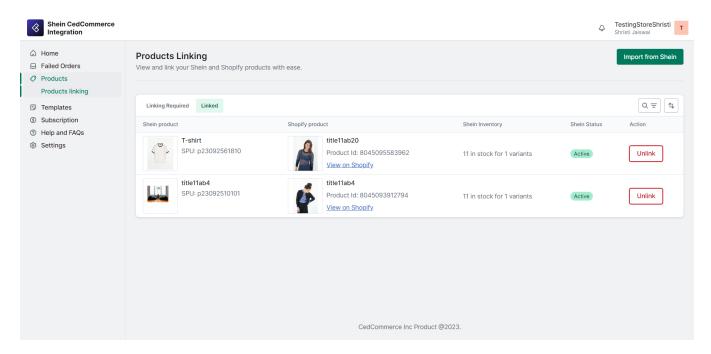
Product Linking is an essential feature for merchants who are already selling on Shein and wish to integrate their Shein store with their Shopify store. This integration enables you to synchronize and manage your product listings across both platforms efficiently. By linking your existing Shein products with their corresponding Shopify counterparts, you can eliminate the hassle of duplicate listings and ensure accurate product information.

This section is divided into two lists to help you manage your product linking efficiently:

Linking Required: Displays products that need to be linked between Shein and Shopify.



• Linked: Lists Shein products that have been successfully linked with Shopify products.



Import from Shein

For each product in these lists, you can view important details such as Image, Shopify Product SPUs, Inventory, and Shein Status and take actions related to product linking.

Product Linking Process

Matching SKUs

To successfully link a Shein product with a Shopify product, it's essential to match the SKUs (Stock Keeping Units) of both. So, ensure that the SKU of the Shopify product corresponds to the SKU of the Shein product you wish to link.

Variations Matching

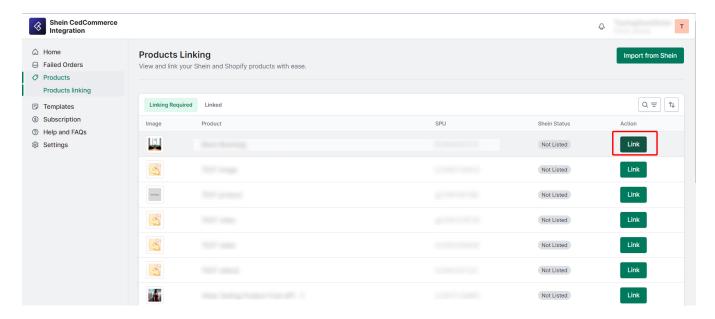
Products with the same number of variations can be mapped together. Make sure that the variations in your Shopify product align with those on Shein for accurate linking.

NOTE: For Shein products that have been successfully linked with their corresponding Shopify products, the app will manage the price and inventory.

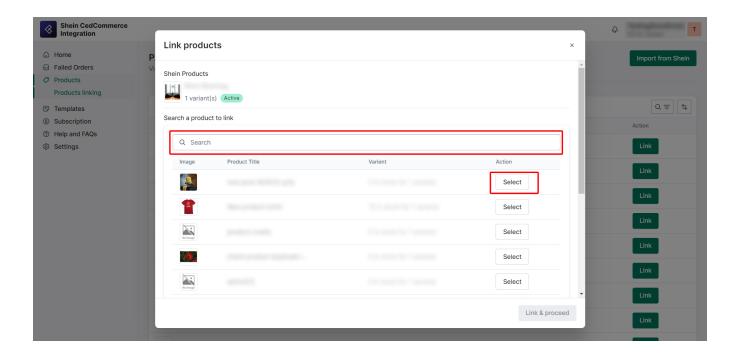
Actions for Unlinked Products

For products that require linking, take the following steps:

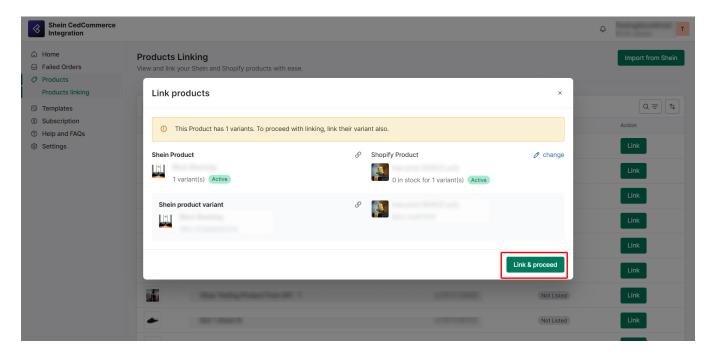
• Search for the product that needs to be linked and click on 'Link' in the Actions section.



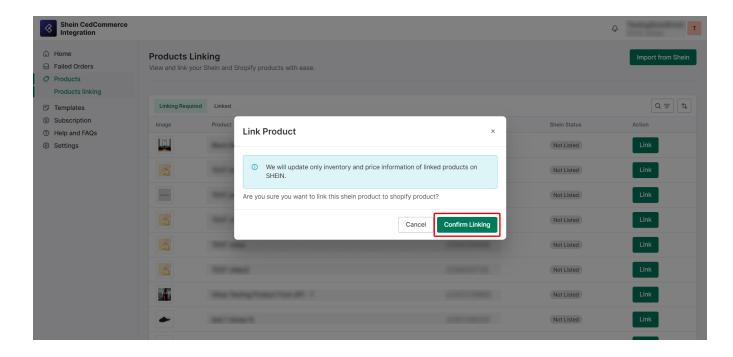
• Search for the corresponding Shopify product, ensuring it has the same number of variants.



• Select the product and click on 'Link & Proceed'.



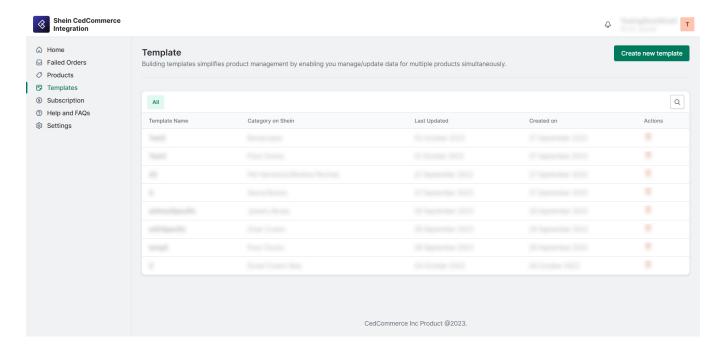
• Finally, click on 'Confirm Linking'.



7. Templates Section

The Templates section helps you create templates for categorizing your products effectively. These templates streamline your product listings, ensuring they meet Shein's guidelines and provide an improved shopping experience for your customers. This guide explains how to use the Templates section to create templates for your products.

The template list includes Template Name, Category on Shein, Last Updated Date, Created On Date, and Actions option.



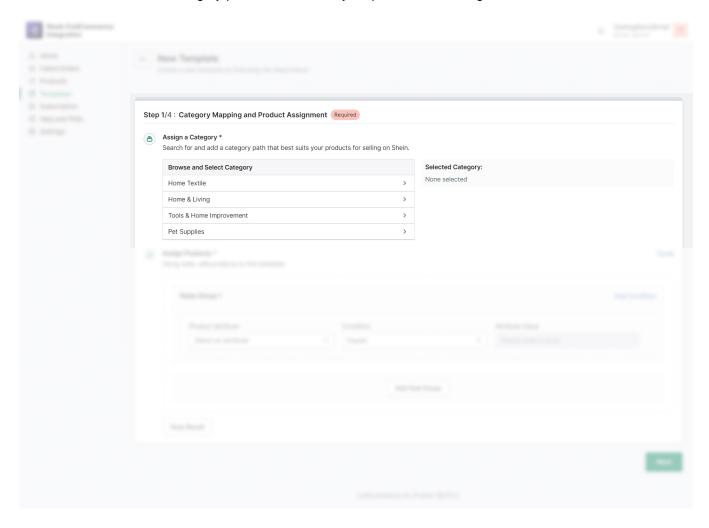
How to create a template?

Creating a template involves a four-step process:

1/4: Category Mapping and Product Assignment

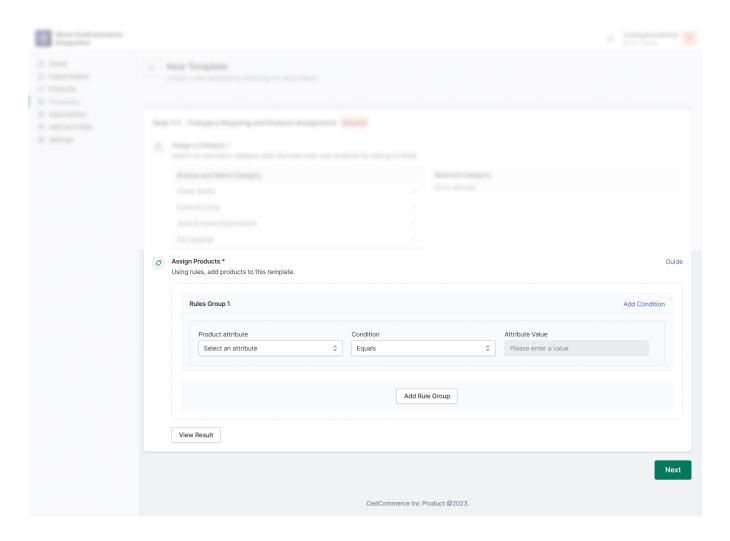
Assign a Category

- Search for and select a category path that best suits your products for selling on Shein.



Assign Products

- Utilize rule groups to add products to the template.
- You can add multiple conditions to a rule group or add multiple rule groups for flexibility.



What are 'Conditions'?

Conditions are the requirements your product attributes must satisfy to be added to a template. You can set one or more conditions for each rule group. All conditions within a rule group must be satisfied for a product to be added.

For example, if you're creating a template for 'Men's Shoes,' you might set conditions like 'Product title: Men MC Trainer Training Shoes'. 'Product type: Training shoes,' and 'Vendor: Nike.' The product must meet all of these conditions to be added to the template.

What are 'Rule Groups'?

Rule groups allow you to define different sets of conditions. You can create multiple rule groups for a template. If any of the rule groups are satisfied, the product will be added to the template.

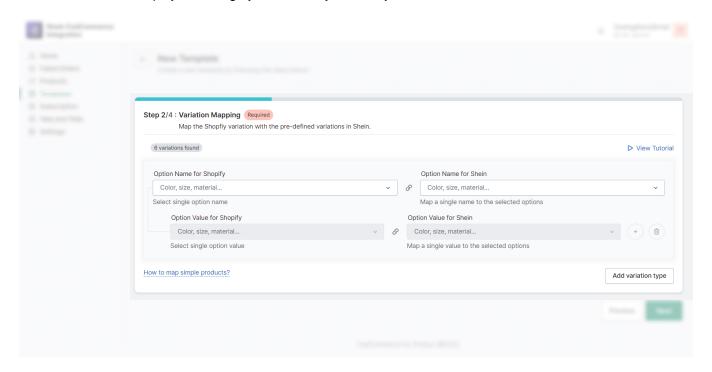
Imagine you're selling clothing, and you have one rule group for 'Shoes' and another for Boots.' If a product meets the conditions in either of these rule groups, it will be added to your template.

2/4: Style and Variation Mapping

For Variant Products

Proper variant mapping is crucial for accurate product listings on Shein. It ensures that your products are

displayed correctly, with consistent variant options. This not only improves the shopping experience for your customers but also helps you manage your inventory efficiently.



'Option Name for Shopify'

Specify the variant names for your products on Shopify. For example, you can use 'Color,' 'Shade,' or 'Pattern'.

'Option Name for Shein'

Here, enter the equivalent variant name used on Shein, which can typically be 'Color' or 'Pattern.' Please note that Shein accepts only one option name.

'Option Value for Shopify'

"Provide the specific values for each variant option you mentioned in the 'Option Name for Shopify.' For instance, 'Red,' 'Maroon,' 'Deep Red,' etc.

'Option Value for Shein'

In this box, enter the corresponding single value for the variant, as required by Shein. For example, 'Red' for 'Color.' This ensures seamless compatibility with Shein's guidelines.

For Simple Products

For Simple Products without variants, map the style. Here's how:

Step 1: Option Name for Shopify

– In the 'Option Name for Shopify' box, enter 'Color' (or another applicable style attribute) to define the style option for your simple products.

Step 2: Option Name for Shein

- In the 'Option Name for Shein' box, also specify 'Color' to align with Shein's requirements.

Step 3: Option Value for Shopify

- In the 'Option Value for Shopify' box, indicate the specific style, such as 'Red,' that corresponds to your product.

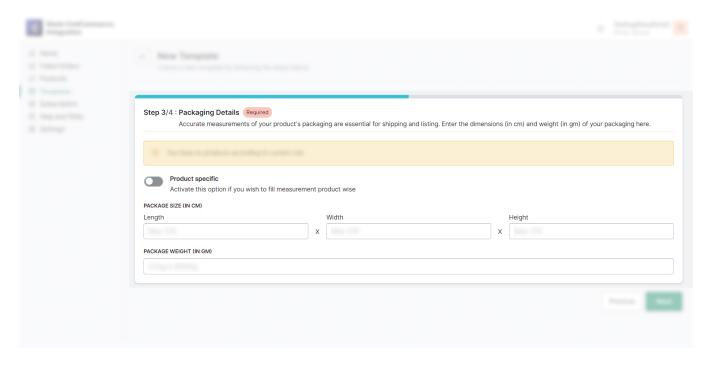
Step 4: Option Value for Shein

- In the 'Option Value for Shein' box, enter the same style value, ensuring consistency with Shein's system, e.g., 'Red.'

Mapping style for simple products ensures a seamless presentation of your items on both Shopify and Shein, simplifying the shopping experience for your customers.

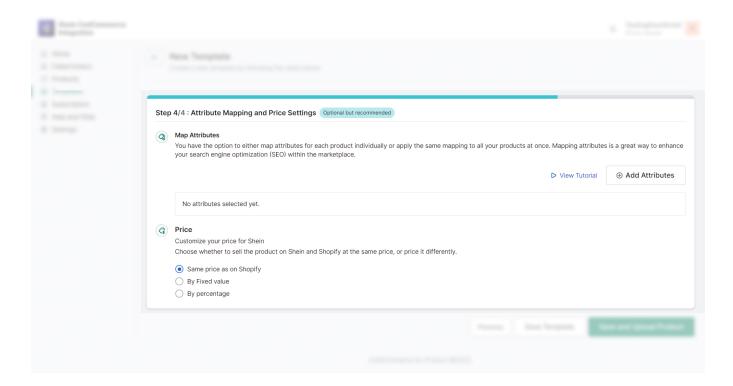
3/4: Packaging Details

– Enter accurate measurements for your product's packaging, including length, width, height (in cm), and weight (in gm). These details are crucial for shipping and listing.



4/4: Attribute Mapping and Price Settings

- Customize product attributes individually or apply the same mapping to all products.
- Tailor your Shein product prices based on your preferences. Choose whether to sell the product on Shein and Shopify at the same price or price them differently.



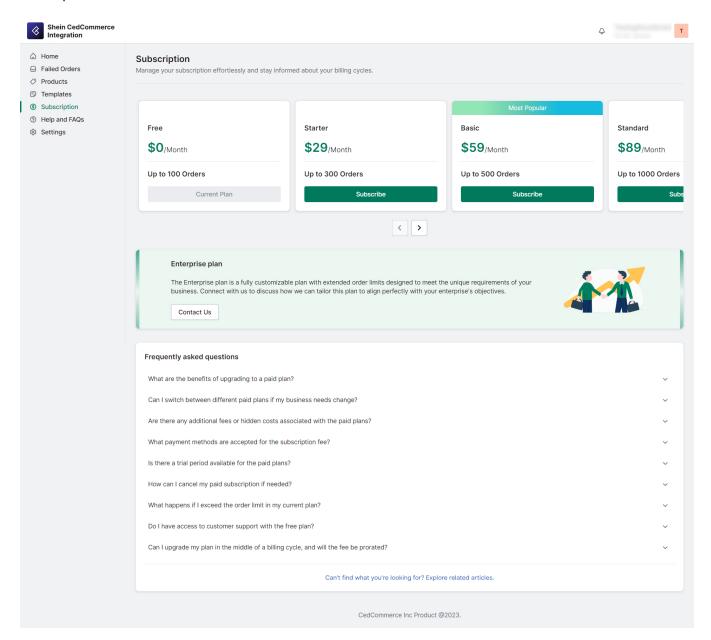
Saving Your Template

- After completing the template creation process, click on either 'Save Template' or 'Save and Upload Product.'
- Provide a name for your template, making it easy to identify and manage.



8. Subscription Section

The Subscription section provides you with an overview of available subscription plans and your current subscription status.



If you require a customized solution to meet specific business requirements, you can explore the "Enterprise Plan." This plan offers flexibility and personalized services to align with your enterprise-level needs. To get more details about the Enterprise Plan and discuss customization options, you can contact our support team.

To provide clarity and assistance, you can also find **Frequently Asked Questions (FAQs)** related to subscriptions.

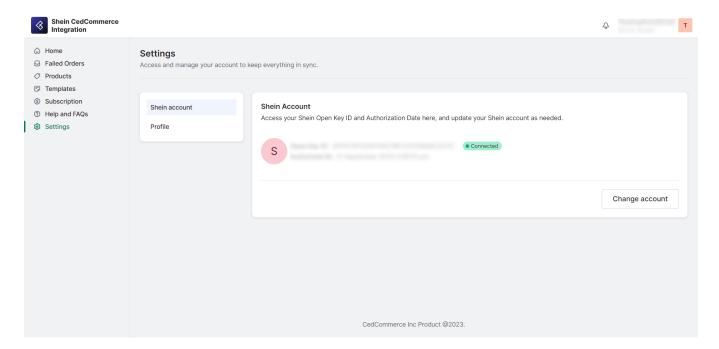
9. Settings Section

The Settings section within the Shein CedCommerce Integration offers you a convenient way to manage your

Shein account and update your profile information.

Shein Account

In the 'Shein Account' section, you can access essential information such as the Shein Open Key ID and Authorization Date. Should the need arise, you can easily update your Shein account information directly from this section.



Profile

The 'Profile' section allows you to view and manage your personal information associated with your Shein CedCommerce Integration account. Here you can find your Full Name, Email Address, and Password. While you can view your email address and full name in this section, you also have the option to change your password.

