

Magento 2 TikTok Integration

Installation and User Guide for Magento 2 Tiktok Integration Extension

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Installation

- **Installation via app/code:** Upload the content of the module to your root folder. This will not overwrite the existing Magento folder or files, only the new contents will be added. After the successful upload of the package, run below commands on Magento 2 root directory.

```
php bin/magento setup:upgrade  
php bin/magento setup:di:compile  
php bin/magento setup:static-content:deploy
```

- **Installation via Composer:** Please follow the guide provided in the below link to complete the installation via composer.

Configuration Settings for Tiktok Integration

Go to **Admin > Stores > Configuration > Scommerce Configuration > Tiktok Integration**

General Settings

- **Enabled** - Select "Yes" or "No" to enable or disable the module.
- **License Key** - Please add the license for the extension which is provided in the order confirmation email. Please note license keys are site URL specific. If you require license keys for dev/staging sites then please email us at support@sccommerce-mage.com.

General

Enabled <small>[store view]</small>	<input type="text" value="Yes"/>
	<small>This setting will be used to enable or disable module</small>
License Key <small>[store view]</small>	<input type="text" value="tiC.xdDN1b95s"/>
	<small>This setting will be used to verify your license key for the given domain</small>
	<small>N.B. License keys are domain specific so for your testing or staging sites please email us at support@sccommerce-mage.com</small>

Integration

- **Environment** - Please select either 'Developer' or 'Production' as the environment from the configuration settings.
- **App key** - Please add the App key.
- **App Secret** - Please add the App Secret.
- **Shop ID** - Please add the Shop ID.
- **Warehouse ID** - Please add the Warehouse ID.
- **Purge Log** - Select either 'Yes' or 'No'. Choosing 'Yes' will enable the purging of log data from the database.
- **Retention Days** - Please specify the number of days for which you would like to retain log data in the database.
- **Cron Job** - This allows you to define a schedule for how often the logs should be purged.

Integration

Environment <small>[global]</small>	Development
App Key <small>[global]</small> TikTok Partner Center > App & Service > App Key
App Secret <small>[global]</small> TikTok Partner Center > App & Service > App Secret
Shop ID <small>[global]</small>	7494171863373743832 TikTok Partner Center > Development Kits > Development Shops > Shop ID
Warehouse ID <small>[global]</small>	7554022058678650646 TikTok Partner Center > Development Kits > Development Shops > Warehouses > Warehouse Code
Purge Log <small>[global]</small>	Yes This setting will enable purging of the log data in the DB
Retention Days <small>[global]</small>	2 This setting will have number of days worth of logs you want to keep it in the DB
Cron Job <small>[global]</small>	* / 5 * * * * This setting will be used to allow you to define schedule how often you want the logs to be purged. +---- Day of the Week (range: 1-7, 1 standing for Monday) +----- Month of the Year (range: 1-12) +----- Day of the Month (range: 1-31) +----- Hour (range: 0-23) +----- Minute (range: 0-59) Example: 0 0 * * * Daily at midnight

Product

- **Width** - Please select the attribute that will be used to define the width.
- **Length** - Please select the attribute that will be used to define the length.
- **Height** - Please select the attribute that will be used to define the height.
- **Unit System** - Please select the unit system to be used for dimensions and weight. 'Imperial' refers to POUND and INCH, while 'Metric' refers to KILOGRAM (or GRAM) and CENTIMETER.
- **Weight in Gram** - Select either 'Yes' or 'No'. If you choose 'Yes', the weight should be entered in grams. If you choose 'No', the weight should be entered in kilograms.
- **Source Code** - Please enter the source code to synchronize stock with TikTok Shop, if Multi-Source Inventory (MSI) is enabled for your store.

Product

Width [global] TikTok Width (tiktok_width) Attribute used for width

Length [global] TikTok Length (tiktok_length) Attribute used for length

Height [global] TikTok Height (tiktok_height) Attribute used for height

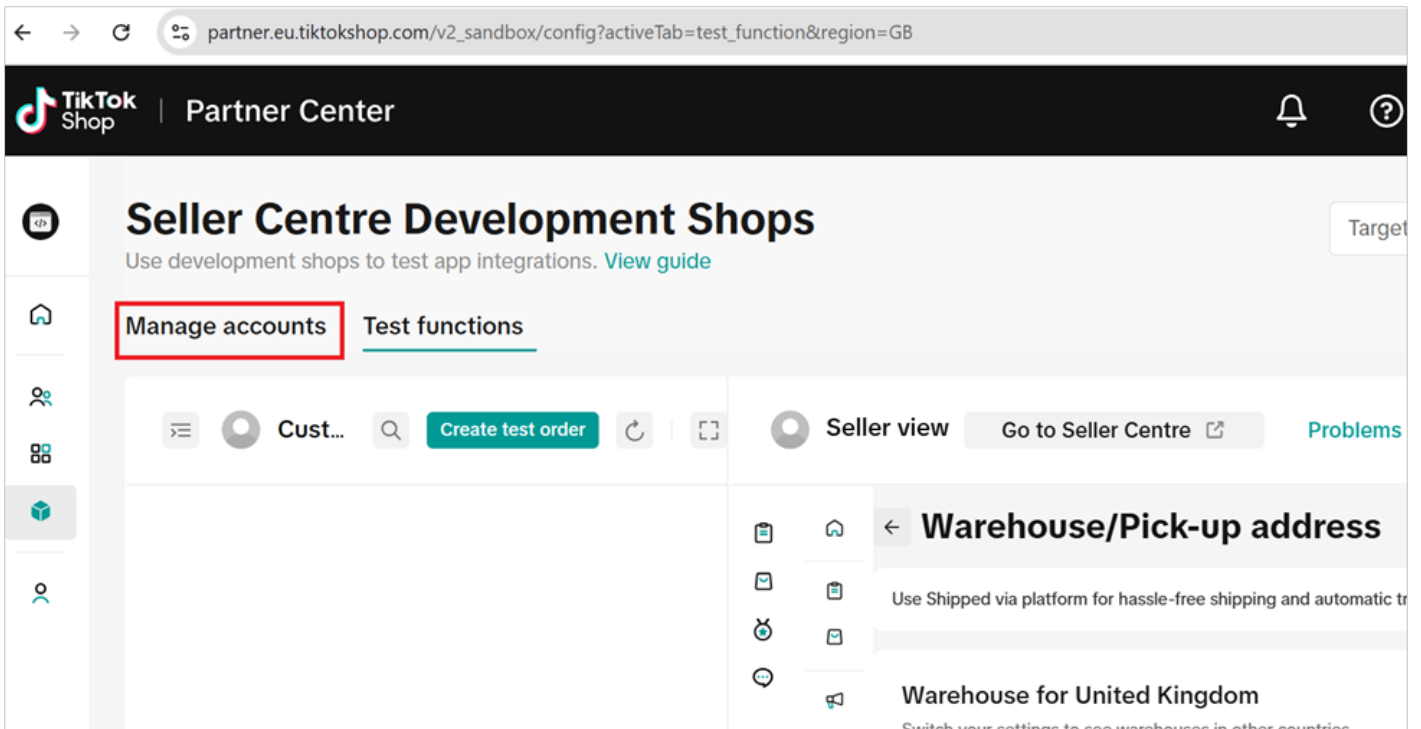
Unit System [global] Metric Unit system used for dimensions and weight. Imperial means: POUND and INCH. Metric means: KILOGRAM (GRAM) and CENTIMETER

Weight is in GRAM [global] No If "Yes", then weight is in GRAM. If "No" then KILOGRAM

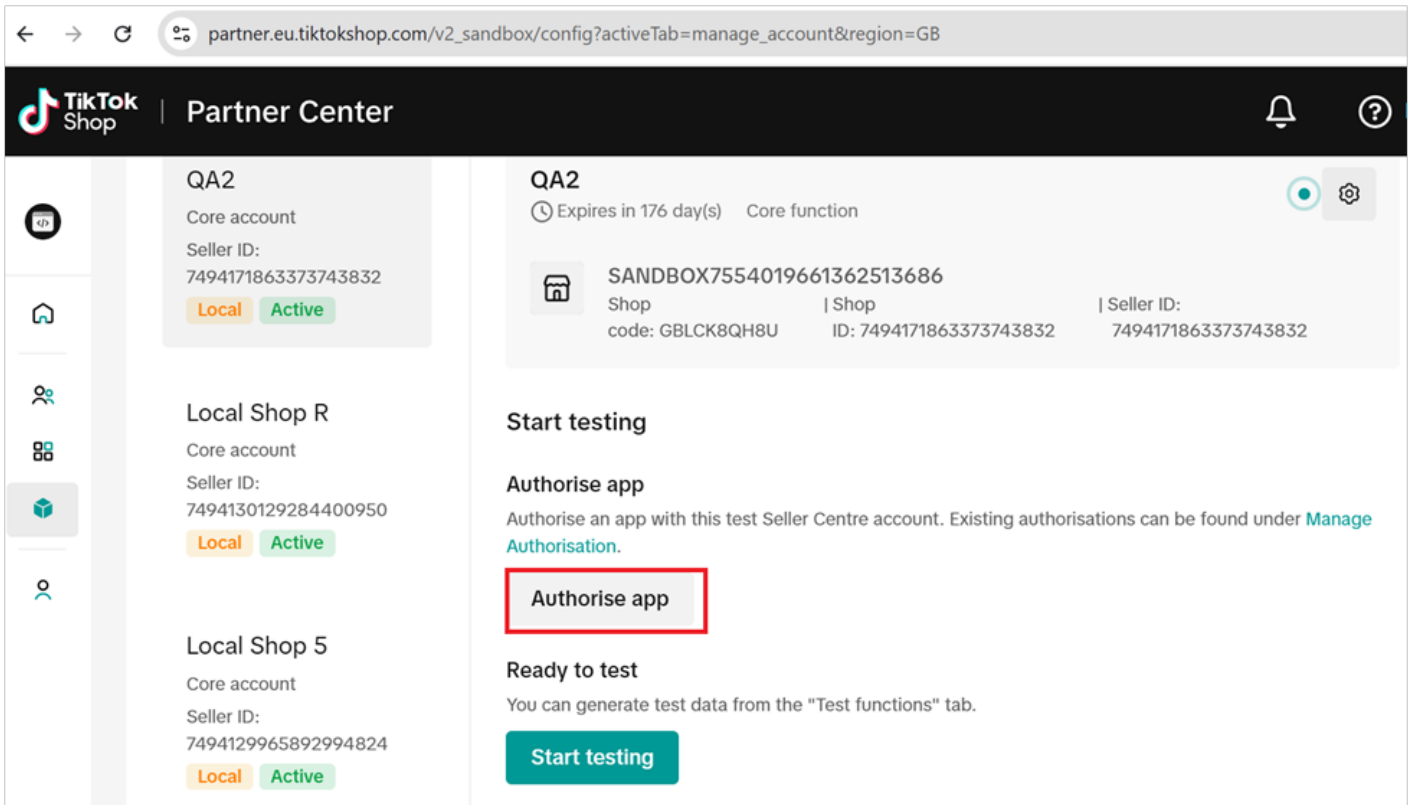
Source Code [global] default Please specify source code to sync stock with TikTok Shop if MSI enabled for your store

How to Create Products in Tiktok

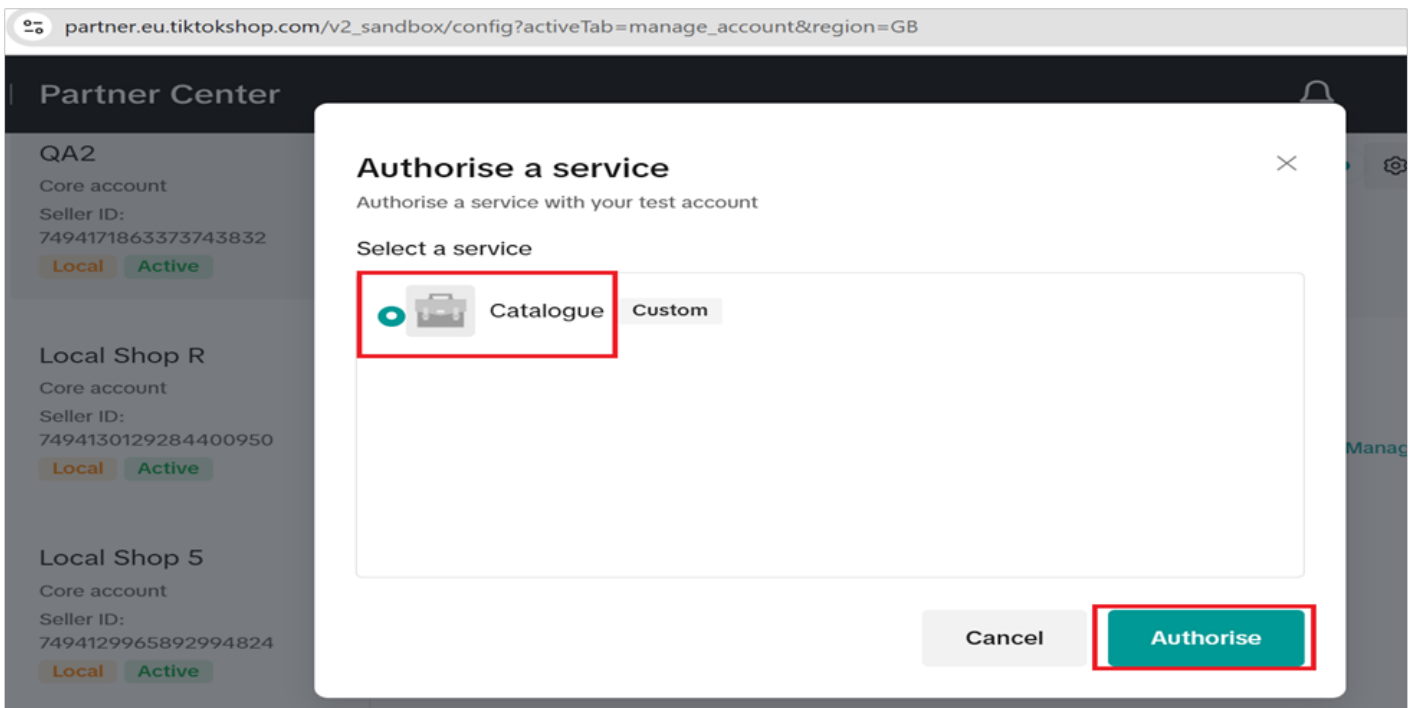
To create products in TikTok, go to **App and Services > Development Kits > Development Shops > Manage Accounts**



Click on Authorise app



Check the Catalogue > click on Authorise



Click ok Confirm to install



Catalogue
Scommerce

Your contact telephone number (Optional)

UK +44 07445688205

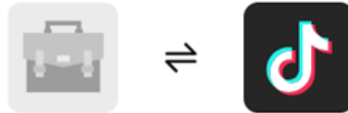
Your provision of the information to the partner is additionally subject to the privacy policy of the partner.

Confirm to install

Check the terms and conditions block > Click on Authorise

Authorise

✔ Select account t... ✔ Renew 03 Authorise



The Partner will be able to manage your global product, including sku, stock, etc.

I acknowledge that by clicking "Authorise," the data, as described above, will immediately and automatically be shared with SCOMMERCE MAGE LTD. I understand that I can stop sharing the data described above at any time by going to **TikTok Shop Seller Centre > Apps & services > App store > My apps and incidents.**

Reject

Authorise

Navigate to **Admin > Catalog > Product > Strive Shoulder Pack**. Select any product, click Edit, then go to the TikTok section and set the attribute 'Is TikTok product?' to 'Yes'

Joust Duffle Bag

← Back

Product Salable Quantity ?

Design

Schedule Design Update

Gift Options

Diamond Search

Diamond Details

TikTok

TikTok Width [global] 10.000000

TikTok Height [global] 5.000000

TikTok Length [global] 10.000000

Is TikTok Product? [global] Yes

Then, run the following command to import the product(s) on Tiktok:

```
php bin/magento socommerce:tiktok:createproducts
```

Once the product setup is complete, go to **TikTok > Manage Accounts**, click Start Testing, and then select Manage Products as shown in the image below.

The screenshot shows the TikTok Seller Center interface. The top navigation bar includes the TikTok Shop logo and 'Partner Center'. The main header is 'Seller Center Development Shops' with a subtitle 'Use development shops to test app integrations. View guide'. Below this, there are tabs for 'Manage accounts' and 'Test functions'. The 'Test functions' tab is active, showing a 'Customer view' section with a 'Create test order' button. A table of orders is displayed with columns for Order, Status, and Action. The table contains three rows of order data. On the right side, there is a 'Seller view...' section with a 'Go to Seller' button and a dropdown menu for 'Products' with options like 'Manage products', 'Product ratings', 'Product optimizer', 'Manage stock', and 'Media center'. The 'Manage products' option is highlighted with a red box.

Order	Status	Action
576815050274609944 2025-11-17 23:26:00 Shipped by platform	Completed	View return/refund
576815052819897112 2025-11-17 23:22:51 Shipped by platform	Canceled	
576815036242041624 2025-11-17 23:11:36 Shipped by platform	Awaiting collection	Request refund Change order status

You can see the Joust Duffle Bag product is now created in Tiktok.you can run the product command to show orders in Magento

The screenshot shows the TikTok Seller Center interface for the 'Joust Duffle Bag' product. The top navigation bar includes the TikTok Shop logo and 'Partner Center'. The main header is 'Seller Center' with a search bar containing 'brand' and a 'Customer messages' button. Below this, there is a product card for 'Joust Duffle Bag' with a small image of the bag. The product details include a status of 'Live', a quantity of '49', a price of '£34.00', and '3 pending actions'. The product ID is 'ID:1729702759062018055' and the last update was on 'Thursday 15:47'.

How to Update product in Tiktok

Updated the quantity of the Joust Duffle Bag to 100 in the Admin panel.

demo3.scommerce-mage.co.uk/siteadmin/catalog/product/edit/id/1/

Joust Duffle Bag

← Back

Stock Unit (Associated Product?)
[global]
Stock unit is how many stock qty to do deducted when associated product gets sold

Quantity
[global]
[Advanced Inventory](#)

Stock Status
[global]

Weight lbs
[global]

Categories
[global]

Visibility
[store view]

Then run the Tiktok Update product command on the server.

```
php bin/magento sccommerce:tiktok:updateproducts
```

```
[a780846a@cloudhost-3836119 demo3.scommerce-mage.co.uk]$ php bin/magento sccommerce:tiktok:updateproducts
Product updates push started
1 Products were updated.
[a780846a@cloudhost-3836119 demo3.scommerce-mage.co.uk]$
```

Once the command is executed, the product quantity in TikTok is updated to 100.



Manage Products



Overview

Improve listing quality

Manage stock



Recommendations for you

Grow your sales

Get useful tips to increase orders.

[Go >](#)

See what's trending

Upload in-demand products to get more expos...

[Add product >](#)

All **Live 2** Reviewing 0 Needs attention 0 Deactivated Draft Deleted

Product name, ID or SKU



Category



Sold out 0

Filter



Product

Performance

Status

Stock



Joust Duffle Bag

ID:1729702759062018055

--

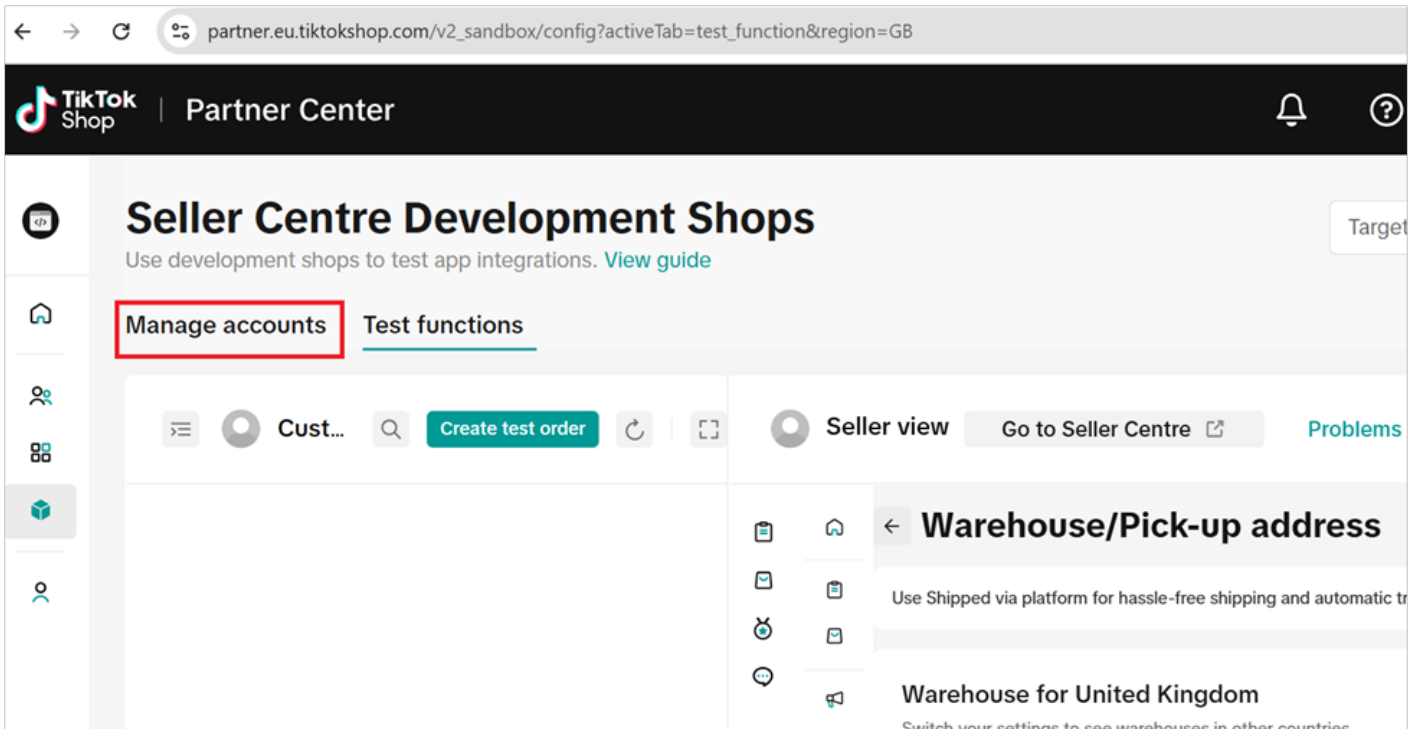
● Live

55 minutes ago

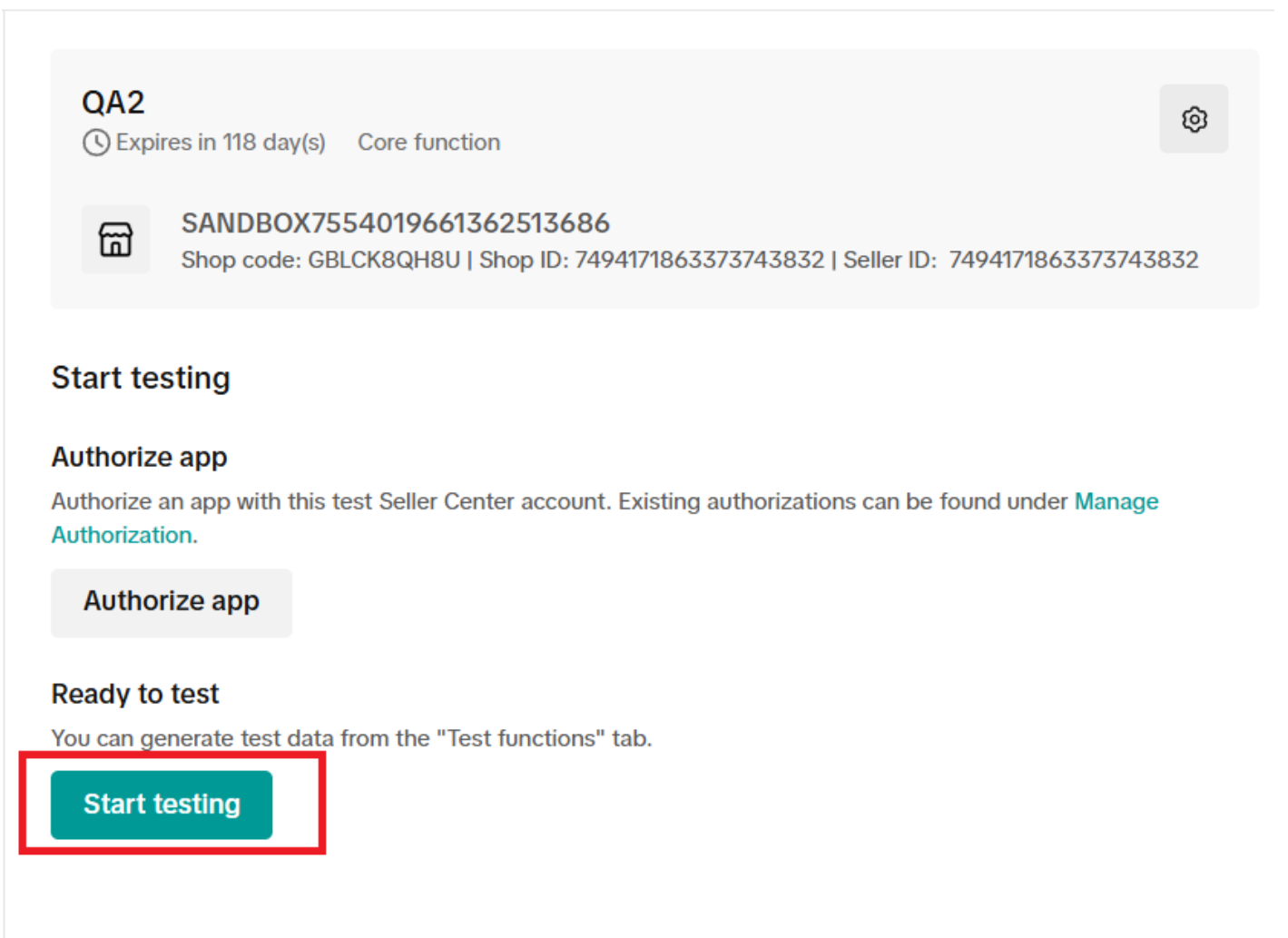
100

Create Orders in Tiktok and Import into Magento

To place an order from TikTok, go to **App and Services > Development Kits > Development Shops > Manage Accounts**



Click on Start Testing



Then Click on Test Order

partner.eu.tiktokshop.com/v2_sandbox/config?activeTab=test_function®ion=GB

TikTok Shop | Partner Center

Seller Center Development Shops

Use development shops to test app integrations. [View guide](#)

Manage accounts Test functions

Customer view 🔍 🔄 🗨️ 🖨️

Create test order

Order	Status	Action
576815050274609944 📄 2025-11-17 23:26:00 Shipped by platform	Completed	View return/refund
576815052819897112 📄 2025-11-17 23:22:51 Shipped by platform	Canceled	
576815036242041624	Awaiting collection	Request refund

Select the product and shipping option, then click Submit. A new order will be created on TikTok.

Tiktok API Logs

You can check the **Scocommerce TikTok Logs** by navigating to **Admin > System > Scocommerce TikTok API Logs > Logs Table**

Scocommerce Tiktok Logs

39 records found

Filters Default View Columns

20 per page 1 of 2

ID	Request URL	Type	Status	Action
39	/product/202309/products/1729702759062018055/inventory/update	Product	Success	View
38	/product/202309/products/1729702759062018055/partial_edit	Product	Success	View
37	/api/v2/token/get	Authorisation	Success	View
36	/api/v2/token/get	Authorisation	Success	View
35	/order/202309/orders/search	Order	Success	View
34	/order/202309/orders/search	Order	Success	View
33	/order/202309/orders/search	Order	Success	View
32	/order/202309/orders/search	Order	Success	View
31	/order/202309/orders/search	Order	Success	View
30	/order/202309/orders/search	Order	Success	View
29	/order/202309/orders/search	Order	Success	View

API Log Details

It's time to [change your password](#).

API Log Details

Type	Order
Status	Success
Request URL	<pre>https://open-api.tiktokglobalshop.com/order/202309/orders/search?shop_cipher=GCP_VzaVOQAAAA64TrsEd5WcY349HZXSNM&page_size=100&app_key=6g7r4lin6jm99&timestamp=1764335618&sign=68867de7b2eab4e49bd11cb97fec36e7d24cfc18b52850a9affce940feebcab</pre>
Parameters	<pre>{"update_time_ge":1764335599}</pre>
Response	<pre>{"code":0,"data":{"next_page_token":"","total_count":0},"message":"Success","request_id":"20251128211338E759C09376D0CD1222B0"}</pre>

Create Shipment in TikTok and Process Refund/Return

Steps to Create a Shipment and Process Refunds

1. Go to the TikTok Admin portal and create a shipment.
2. On the right side, open the Create Label dropdown and select Continue without combining. The shipment will be created.

3. If you request a refund after the shipment has been created, you must approve the refund from the Admin section and then submit the refund.
4. Finally, run the order update command. The order status will then be updated in Magento 2.

```
php bin/magento scommerce:tiktok:updateorders
```

576809629773044504

Awaiting shipment

[Cancel order](#)



2025-11-07 16:38:34

[Change order status](#)

Shipped by platform

576809629773044504
Today 13:38:34

cing

Shipped via platform
TT Virtual# Evri

Standard shipping

£37.99



Combine orders



Ship orders with the same address together to save costs. A discounted shipping fee was charged for auto-combined orders. If you ship them separately, you may need to cover the additional shipping costs.

opensandbox_uk_bu
Luton, England | Standard shipping

576809629773044504	1 item 	Total: £34.00 Shipping fee: £3.99	Remove
576807460457847576	1 item 	Total: £32.00 Shipping fee: £3.99	Remove
576807460456274712	1 item 	Total: £34.00 Shipping fee: £3.99	Remove
576807457633508120	2 items 	Total: £68.00 Shipping fee: £3.99	Remove
576805522534013720	1 item 	Total: £34.00 Shipping fee: £3.99	Remove
576805443476940752	1 item 	Total: £34.00 Shipping fee: £3.99	Remove

[Continue without combining](#)

[Combine orders and continue >](#)

576809619082746648
Today 13:04:22

Shipped via platform
Standard shipping
£37.99
TT Virtual# Evri

576809629773044504
Today 13:38:34

opensandbox_uk...
1 item

Awaiting packing
[Return/refund requested >](#)

Shipped via platform
Standard shipping
TT Virtual# Evri, TTVIRTUAL...

seller-uk.tiktok.com/order?selected_sort=6&tab=all

olidays TalkMind_NewProject Creditsafe MSB details Support Email GTM and GA [SCOM-1182] Comp... CKB MSB

Seller Centre

Search: "seller shipping" Ctrl+K

Customer messages

Assistant

Learn about order fulfilment Learn More

Search order ID/product ID/product name

Shipping labels

Upload

Action needed

Ship within 24 hours or less	Auto-cancelling within 24 hours or less	Shipping overdue	Cancellation requested	Logistics issue	Return/refund requested
0	0	0	0	0	1

2-day shipping success rate -- >

All To ship 1 Shipped 1 Completed Pending Cancelled

Filter

Found 2 orders

Sort by

Export

Order	Customer	Items	Order status	Shipping method	Delivery opti
<input type="checkbox"/> 576821493173295896 Thursday 16:08:31	opensandbox_uk...	1 item 	Delivered Return/refund requested >	Shipped via platform TT Virtual# Evri, TTVIRTUAL...	Standard sl
<input type="checkbox"/> 576821490507750168 Thursday 16:03:41	opensandbox_uk...	1 item 	Awaiting packing	Shipped via platform TT Virtual# Evri, TTVIRTUAL...	Standard sl

Manage Returns/Refunds

4035279397700344600

Return settings

Chargebacks

Respond within 24 hours
0

Auto-approved (last 7d)
0

Can be appealed
0

Disputes awaiting response
0

All Awaiting your action 1 Awaiting TikTok Shop/customer action 0 Appealed/disputed Resolved



Order ID: 576821493173295896

opensandbox_uk_bu 28/11/2025 13:09:07

Refund only

Reason: Package didn't arrive on time

1 item



Paid: £37.99

Refund: £37.99

Awaiting issue refund

Respond

Respond



Joust Duffle Bag

x 1

£37.99

Default

* Select a response

Issue refund

Reject

Cancel

Respond

Search: "fbt"

Respond

Joust Duffle Bag x 1 £37.99

Select a response

- Issue refund
- Reject

Approve refund request?

Once you approve the refund request, £37.99 will be returned to customer at your cost and they won't need to return the product. Note that confirmed refunds are final and can't be appealed.

Cancel

Manage Returns/Refunds

4035279397700344600

Respond within 24 hours	Auto-approved (last 7d)	Can be appealed	Disputes awaiting response
0	0	0	0

All **Awaiting your action 1** Awaiting TikTok Shop/customer action 0 Appealed/disputed Resolved

Order ID: 576821493173295896 opensandbox_uk_bu 28/11/2025 13:09:07

Refund only 1 item Paid: £37.99 **Refund complete**

Reason: Package didn't arrive on time Refund: £37.99

Orders

546 records found

ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Allocated sources	Brintree Transaction Source	Dispute State	Where did you hear about us?	Tags	Tiktok Order ID
000000556	Main Website Store Default Store View	Nov 27, 2025 4:10:49 PM	TIKTOK TEST	TIKTOK TEST	£37.99	£37.99	Closed	View	Default Source					576821493173295896

If you have a question related to this extension please check out our **FAQ Section** first. If you can't find the answer you are looking for then please contact **support@scommerce-mage.com**.

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