User Guide

Magento extension for ricardo.ch

Version 1.0.12

ricardo.ch

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1 Introduction

1.1 Overview

The Magento extension for ricardo.ch helps you easily to publish and sell your products on the ricardo.ch marketplace offering you an additional stream of revenue. This extension provides the same functionality as the ricardoAssistant, but directly in your Magento shop. Orders passed on ricardo.ch are sent back to your shop, keeping all your orders in a unique place and making your daily business easier.

With this extension, you can define a list of products to publish, set all payment and shipping rules supported by the ricardo.ch platform, choose the price variation and the type of sales (auction and/or direct sales), select the ricardo category where to publish, define product conditions or options to promote your products.

The extension is quite flexible, allowing you to define the settings at products listing level or product listing item level. It offers you also the capability to publish your product data to the two supported ricardo.ch languages: german and french.

This documentation explains you all aspects of the extension and how to use it.

1.2 About ricardo.ch Group

With around 700,000 current offers (auctions and fixed price), 2.5 million brand-name articles on ricardoshops.ch, around 100,000 vehicles plus 35,000 parts and accessories on autoricardo.ch and over 2.3 million members, ricardo.ch is the largest online marketplace in Switzerland. Every three minutes somebody buys an article on ricardo.ch using a mobile device. ricardo.ch AG employs over 140 people in Switzerland and is headquartered in Zug.

1.3 About Diglin

Diglin is a Swiss eCommerce Agency, realizing your eCommerce projects with success. It will accompany along the whole life of your eCommerce projects at any levels. Diglin concentrates its activities mainly with the solutions Magento (eCommerce), OroCRM (CRM) and Akeneo (PIM) and work with its partners highly qualified to provide you the best solutions regarding your needs. The company

has the Certification: Magento Solution Specialist and Magento Developer. And co-organise the Meet Magento Conference yearly in October in Zurich region.

1.4 Extension Features

- Synchronize and sell your products on the ricardo.ch marketplace (Magento -> ricardo.ch)
- Create products listing to elaborate different sales options and rules
- Configuration of the sales options and rules at products listing or products level
- Add products to a products listing from selected categories or manual selection
- Support of Magento product types: simple, grouped and configurable
- Product data synchronization in French and/or German
- Category Mapping between Magento and ricardo.ch categories
- Support only for Swiss Franc currency
- Pre-Check the product data and products listing configuration before to send to ricardo.ch
- Cleanup of synchronization jobs after a period of time automatically after 30 days or at a customized period
- Preview before to list your products
- Create automatically the orders passed on ricardo.ch in your Magento shop
- Merge orders of different articles from the same customer when he bought products in a period of 30min (Cross Selling)

1.5 Links

- ricardo.ch Interface (Interface sign up, etc): http://www.ricardo.ch/interface/
- MagentoConnect: http://www.magentocommerce.com/magento-connect/extension-to-sell-easily-on-ricardo-ch.html
- Github (for developers or power users): https://github.com/diglin/ricento
- Online Documentation & FAQ: http://diglin.zendesk.com
- Ticket submit (fees may apply): https://diglin.zendesk.com/hc/en-us/requests/new
- ricardo.ch Beta Website (for test): http://www.ch.betaqxl.com/

- Beta ricardo.ch Assistant (to check listed, closed, sold or unsold products): https://ra.betaqxl.com/

2 Requirements

2.1 Technical requirements

- ricardo.ch account
- ricardo.ch Partnership-Key (BETA & PROD): please visit the ricardo.ch Interface website
- Magento CE >= 1.6.x to 1.9.x (for EE – please contact us)
- Minimum memory: 256MB – Highly recommended: 512MB
- PHP >= 5.3.2
- PHP Curl Library
- Cron enabled and configured for Magento
- Magento Base Currency set to CHF / Swiss Franc (currency conversion is not supported)

2.2 Products requirements

The following product types are supported: simple, configurable and grouped.
Custom options or attributes are not supported.
For custom product types, please contact us to analyse the feasibility and do an offer.

3 Support

3.1 Online Documentation & FAQ

You can find answers to your questions by visiting our online documentation & FAQ. Feel free to check it first: https://diglin.zendesk.com/

3.2 ricardo.ch

ricardo.ch will provide support for the questions related to the Partnership-Key or the VPN connection (needed for the test phase), contact interface@ricardo.ch.
For any issues related with the platform ricardo.ch (sales, fees, payment, etc), please visit the Premium Service Website

3.3 Diglin

Diglin supports the Magento extension for ricardo.ch or deliver you the following services: installation, configuration, training, bug fixes, improvements and enhancements.
All mentioned services have fees, except bug fixes if there is no relation with a third party extension, custom development or extension modification.
For support or questions related to the services: support@diglin.com
For any related Magento or eCommerce projects: contact@diglin.com

3.4 Custom development

Any custom development or third parties modifying the behaviour of the default functions of Magento or this extension are not officially supported. Any support will be charged if a problem occurs with such custom development or third parties extensions.
If you wish a custom development for this extension to fit your needs, we can provide you such a service. In this case, please contact us for more details.

4 Installation

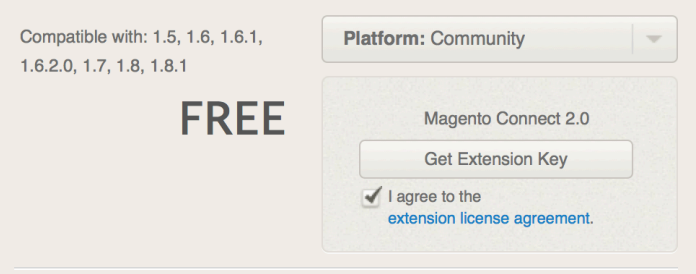
You can find the latest version on MagentoConnect and the latest development version on Github. Github has the advantage that bugs fixes are faster available than on MagentoConnect.

4.1 Via MagentoConnect

MagentoConnect is probably the easiest way for merchants to install the extension however we advise you to install the extension (and any Magento extensions) with the help of a Magento specialist on a development environment first to check that you don't have any issue with your shop and conflicts with other third parties extensions or custom development but also to prepare a backup if needed and assist you if a problem occur.
Your shop is an important business for you, don't play with it.

If you still want to proceed on your own, here is the procedure:

- Create a backup of your installation: in Magento Backend menu **System > Tools > Backup**
- Check the requirements (Chapter Requirements)
- Visit the MagentoConnect page
- Copy the extension key (e.g. http://connect20.magentocommerce.com/community/...), you may have to login to get it.



- Login into your Magento Backend
- Follow the menu **System > MagentoConnect > MagentoConnect Manager**
- Enter your admin credentials
- Paste the extension key into the field "Paste extension key to install:"
- Click on the button "**Install**"
- The console at the bottom should show you the result. If a problem occurs, check that you have correct permissions to download files into the

var/ folder of your Magento installation

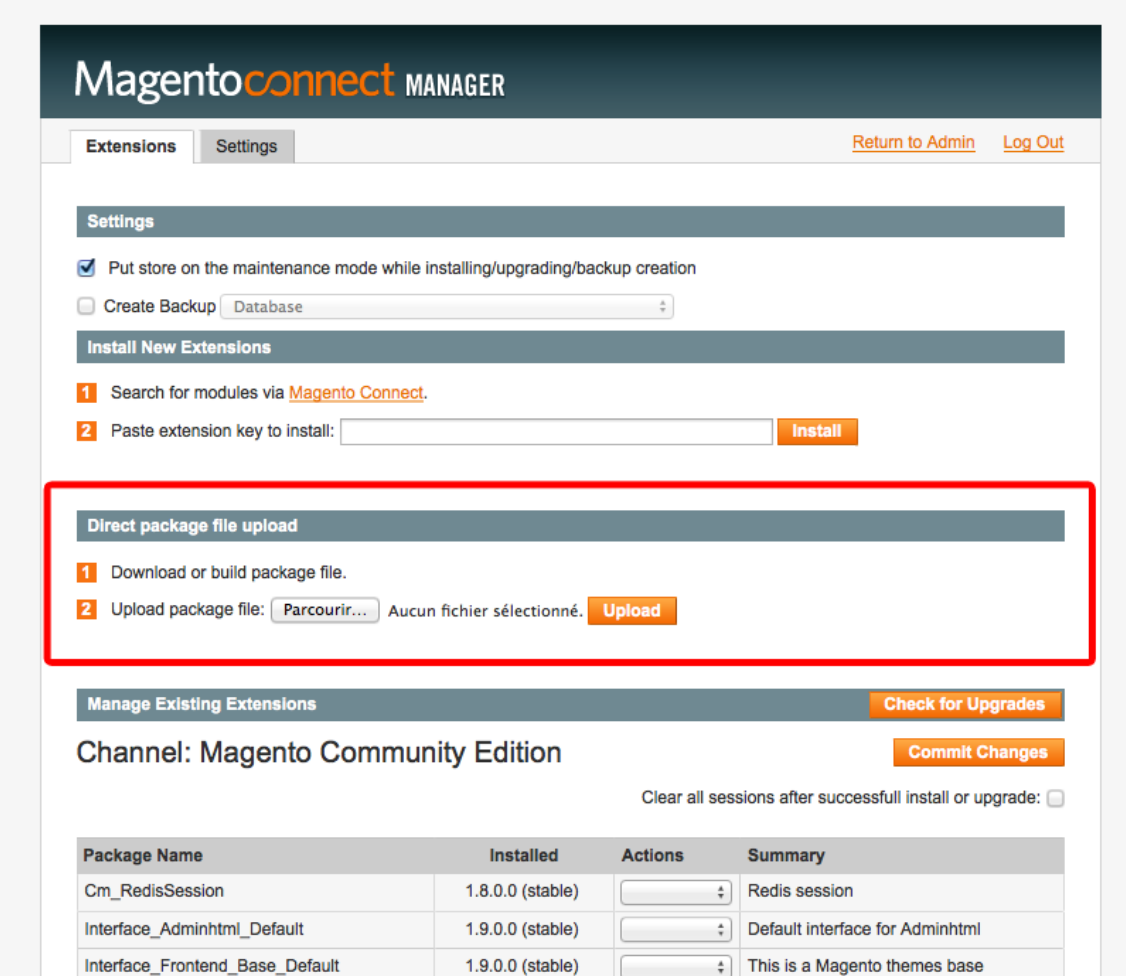
4.2 Manual installation from a package file

There are two ways to install manually the extension if you were provided a package archive file. You will have to check first if this package has a file called "package.xml" inside of it. The installation process will be slightly different.

The uncompressed archive has the "package.xml" file:

- Log into your Magento Backend
- Follow the menu **System > MagentoConnect > MagentoConnect Manager**
- Enter your admin credentials
- Go to the section "**Direct Package File Upload**"
- Click on the button "**Browse**"
- Choose the compressed file

- Click on "**Upload**"
- Then finish by clicking on "**Install**"
- The console at the bottom should show you the result. If a problem occurs, check that you have correct permissions to download files into the **var/** folder of your Magento installation



The file "package.xml" is missing in the archive:

You will have to install manually all folders following the folder structure of the uncompressed archive and your Magento installation.

4.3 Extension downloaded from Github for developers or advanced users

You can download the latest version (stable or development version) on http://github.com/diglin/ricento. Instructions are provided in the **README** file in the Github repository. As it is for developers or advanced users, we won't provide

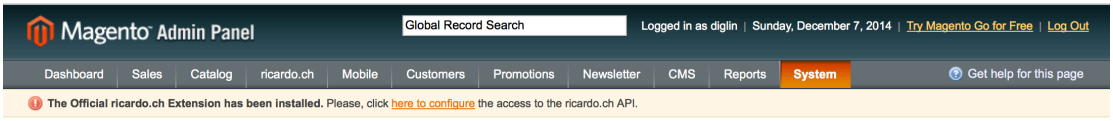
more details here. The big advantage to do the installation via this channel is that you get the very latest version of this extension with bug fixes or enhancements.

5 Extension configuration

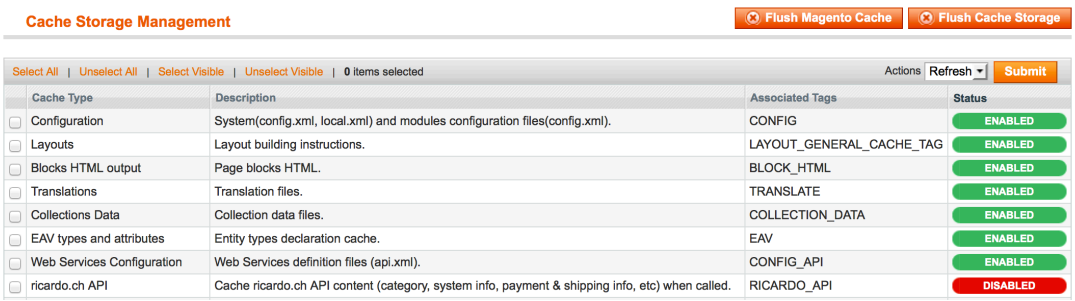
5.1 First steps after installation

Once you have installed the extension, you will have to:

- Configure your cron job for Magento: [How to setup a cron job? (Magento Website)]
- Clear your cache: **Magento Backend, menu System > Cache Management**, select all and use the "**refresh**" action to clear the cache
- Check that the menu "**ricardo.ch**" is displayed
- Logout then login again to your Magento Backend (it will give you the permissions to get access to the ricardo.ch configuration and prevent error 404 in the backend)
- A banner will be displayed to invite you to configure the ricardo.ch extension. Click on the link in it or select the menu **ricardo.ch > Configuration**



- Go to the menu **System > Cache Management** and enable the ricardo.ch API Cache to speed up some requests



- Then you are ready to configure the rest of the extension

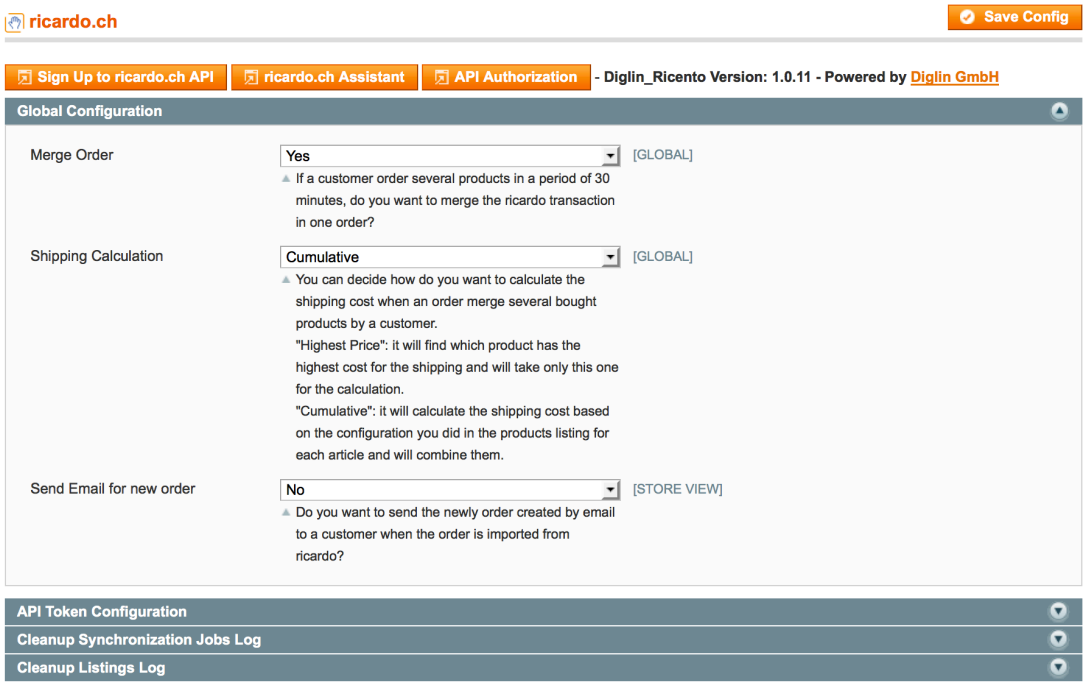
5.2 Access to the configuration page

You can access to the configuration page of this extension via:

- **Menu ricardo.ch > Configuration**
- Or **Menu System > Configuration > Diglin > ricardo.ch**

5.3 Tab General

This tab configures how you want the extension reacts regarding the order process and shipping calculation



1. **Merge Order**: when a customer orders on the ricardo.ch, the extension will wait a period of 30 minutes to check if there is no other order. If that's the case, the orders will be merged and only one order will be created.
2. **Shipping Calculation**: you define how do you want to invoice the shipping cost when an order merge several bought products for a customer.
   "Highest Price": it will find which product has the highest cost for the shipping and will take only this one for the calculation.
   "Cumulative": it will calculate the shipping cost based on the configuration you did in the products listing for each article and will combine them.
3. **Send Email for new order**: if a new order is created, do you want that you customers receive an email confirmation? Be aware that ricardo.ch send also an email to your customers. It could be annoying for your customers to receive too much emails however he will get the invoice automatically.

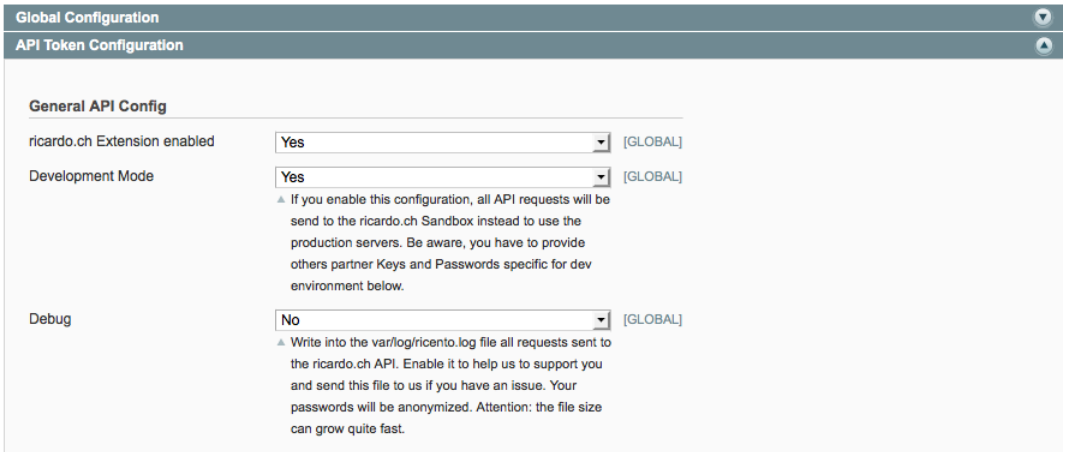
5.4 Tab API Token

Probably the most important configuration part when you start. The API Token gives to the extension the authorization to get access to the ricardo.ch API, you

need to configure it properly to make the extension works thanks to the Partnership-Keys provided by the ricardo.ch team:

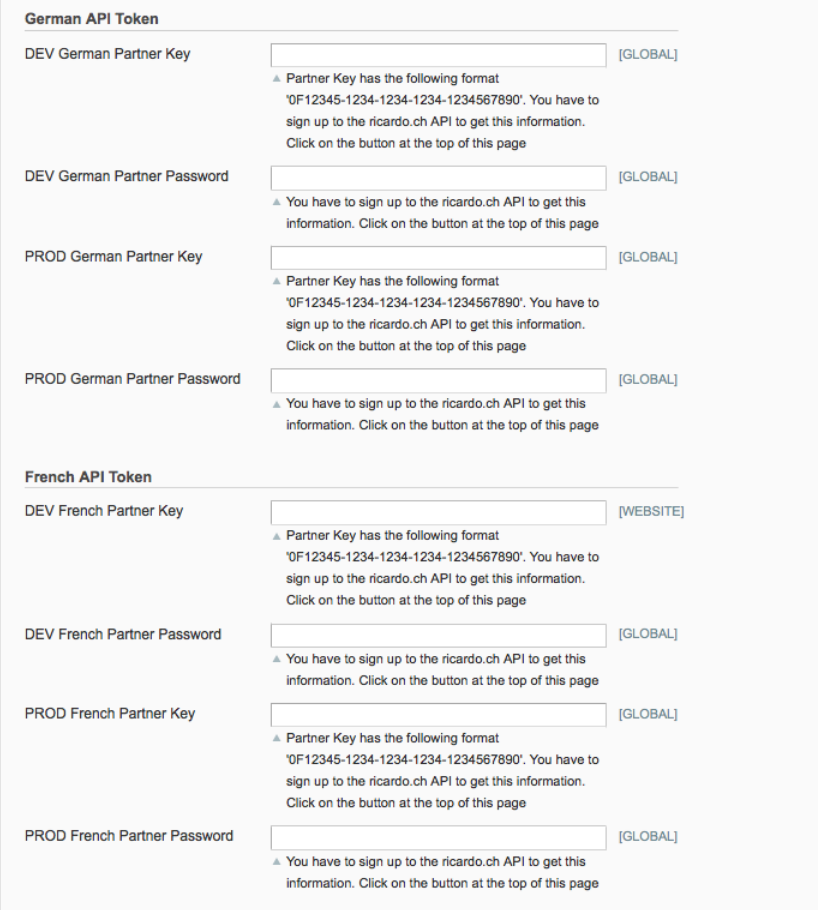
- **BETA Partnership Key for German & French**: provided at first, you will have to use them to test the extension and your products on the BETA environment. You are highly recommended to do test before to go on production environment: check that your products are correctly listed, price, information, payment and shipping methods are correct. Do also sales test.
- **PROD Partnership Key for German & French**: once the tests are successful, you can ask the ricardo.ch team to receive the PROD Partnership Key

Both Partnership-Keys - French & German - allow you to get the information in the related language from the API. Even there is no consequence, if you sell in both languages, we advise you to enter both languages Partnership-Key. If you sell only in German or in French, just fill the following configuration fields with one of the Partnership-Key language.



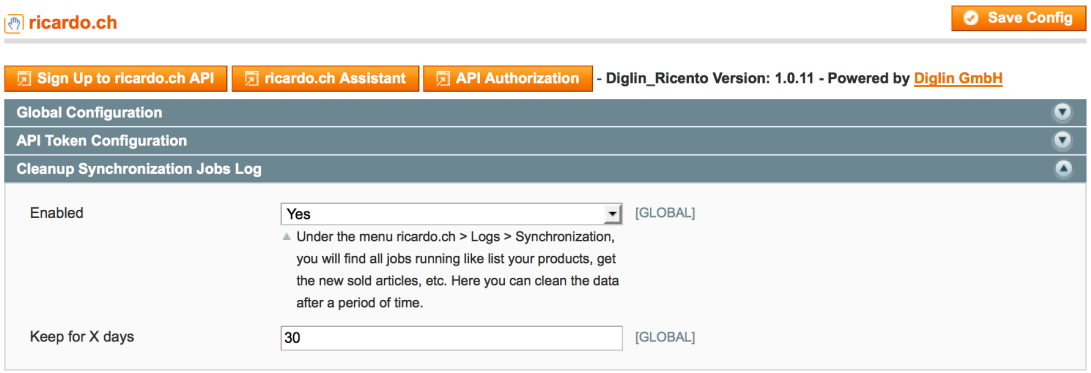
1. **ricardo.ch Extension enabled**: if you set it to "**No**" some background processes won't be executed like cron tasks (listing, synchronization order, etc), availability of the ricardo.ch payment and shipping methods will be disabled
2. **Development Mode**: set it to **YES** to use the BETA Partnership-Key. If set to **NO** and you set the wrong Partnership-Key, you will receive the following security error message "**CHECKPASSWORDWRONGPASSWORD**"
3. **Debug**: in test phase or in case of trouble, we advise you to enable it. Be aware that the file size will grow up quite fast. Deactivate it once your tests are done. Once enabled a file ricento.log will be saved into the

Magento installation folder **var/log/ricento.log**. You can analyze this file or send us if a problem occurred.



1. **German API Token**: fill in the DEV fields with the German BETA Partnership Key or PROD with the German PROD Partnership Key provided by the ricardo.ch team.
2. **French API Token**: same as the German API Token but with the French Keys provided by the ricardo.ch team

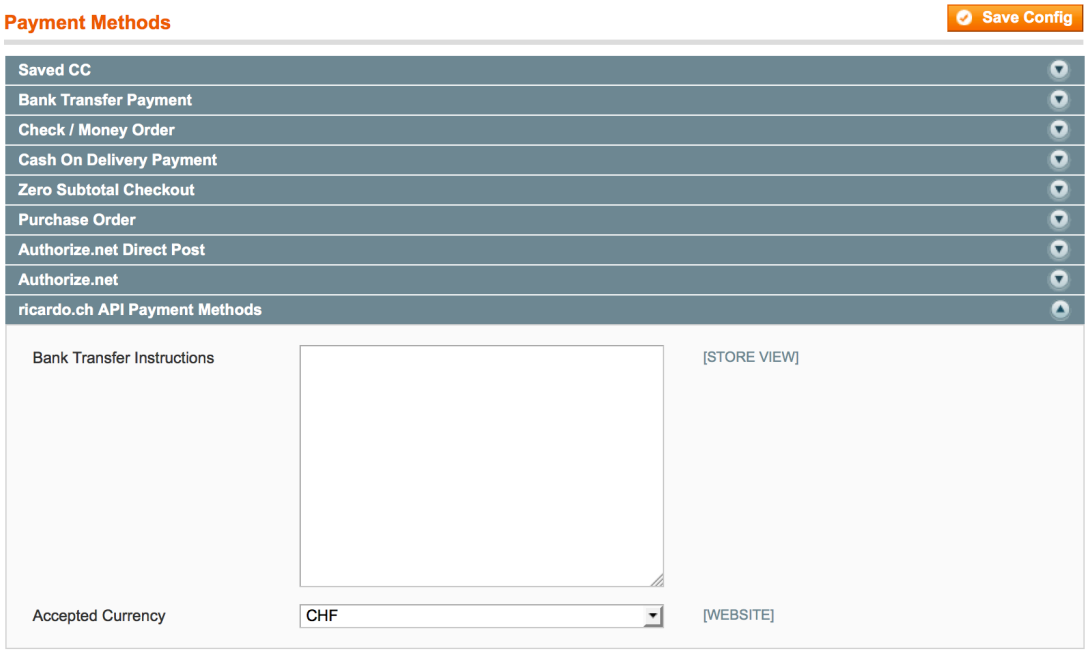
5.5 Cleanup Synchronization Jobs Log



Several processes are running in background for the synchronization of products, orders, etc. Information related to these processes is logged to inform you of the statement. This configuration will do a clean up automatically by default after 30 days. You can change the settings to keep them longer or disable completely the clean up.

5.6 ricardo.ch API Payment methods

You can add **Bank Transfer Information** in case you use the ricardo.ch **Bank Transfer payment** method. This information will be displayed when you print orders' PDF, in Magento Orders backend or in sales emails. This configuration is available at menu **System > Configuration > Sales > Payment Methods > Tab "ricardo.ch API Payment methods"**

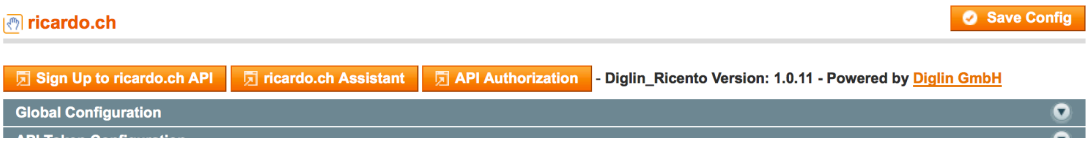


5.7 API Authorization

Before to proceed further with the extension, you will have to ask an authorization to use the API Token, for that you will need to get your ricardo.ch account credentials then get access to the authorization page.
In case the **Developer Mode** is enabled and you set the BETA Partnership Keys, you will need to connect to the ricardo.ch VPN network. See the Chapter "Test Phase"

To ask the authorization, you have two ways:

- A banner at the top of your Magento backend will appear to show you a link to authorize you the access to the API when necessary.
- You can also do the authorization manually after you have configured the API Token and saved, you will find the button "**API Authorization**" in the ricardo.ch configuration page



IMPORTANT: the authorization is valid 2 weeks (soon 6 months); you will have to renew it manually the day before the expiration. The dashboard shows you the expiration date of the token and a banner message will be displayed the day before the expiration.
NOTE: you will have to ask the authorization for BETA but also for PROD environment

5.8 Test Phase

After you signed up by ricardo.ch, you will receive from the ricardo.ch team, a BETA Partnership key and VPN credentials to do tests of your products on a Beta environment before to use the production website of ricardo.ch. You will need the Beta API Token Partnership-Key information and a VPN connection to do those tests.
The VPN connection gives you access to:

- The authorization page needed to allow to use the API Token

- Get access to the websites for test sales: http://www.ch.betaqxl.com/ and http://ra.betaqxl.com/ (the ricardoAssistant). You can use on those two websites, the same credentials you use for your ricardo.ch account.

NOTE: as the BETA ricardo.ch environment is also a development environment for the ricardo.ch team, some issues may happen and are not mandatory related to the Magento Extension.

To test the Magento Extension, you must:

1. Connect to the VPN network on ricardo.ch. You receive the login credentials directly from ricardo.ch and an application to do the connection. For any questions related to the VPN, please contact ricardo.ch
2. Enter the Beta Partnership-Key in the configuration Partner key and token fields for Development in the ricardo.ch extension configuration page as explained in previous chapter. You **MUST** set the development mode to "**YES**".
3. Start the testing. If you are logged in with the VPN Client, you have also access to the test-environment of ricardo.ch. There you can simulate sales transactions. (http://www.ch.betaqxl.com/) Your ricardo.ch credentials are also valid on the test-environment. If you need another test-account (as example for buying test-articles), you can open an account by yourself, directly on the test-environment and contact ricardo.ch to activate it.
4. If you are ready for the productive environment send an email to interface@ricardo.ch. ricardo.ch will allocate you the PROD Partnership-Key and you will have to insert the new information into the configuration of the Magento extension into the PROD Partnership fields.

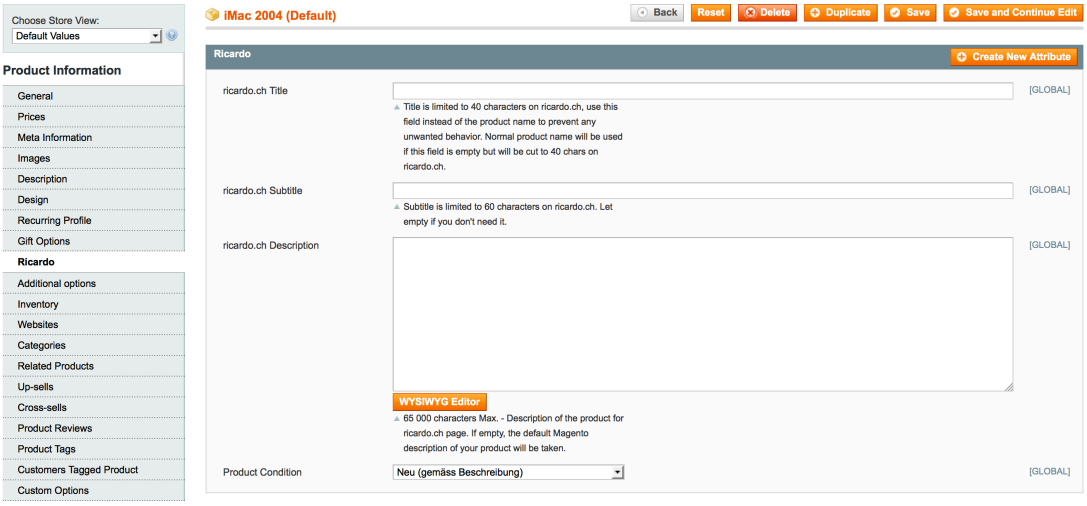
6 Product Types

Globally, no custom product option is sent to ricardo.ch as it is not possible to display any interface to make a choice of those options. A warning message is displayed when products have custom options and during the pre-check warning messages will be triggered. This warning won't block you to list the products on ricardo.ch

However some attributes depending on the product types are sent or used during the process, you will find the list in the next chapters.

You can set for each product, specific ricardo.ch information like title, subtitle, description and condition. It's useful as those information have some constrains on ricardo.ch side:

- ricardo.ch Title cannot be longer than 40 characters
- ricardo.ch Subtitle cannot be longer than 60 characters
- ricardo.ch Description is limited to 65 000 characters



NOTE: attributes with a (*) are required.

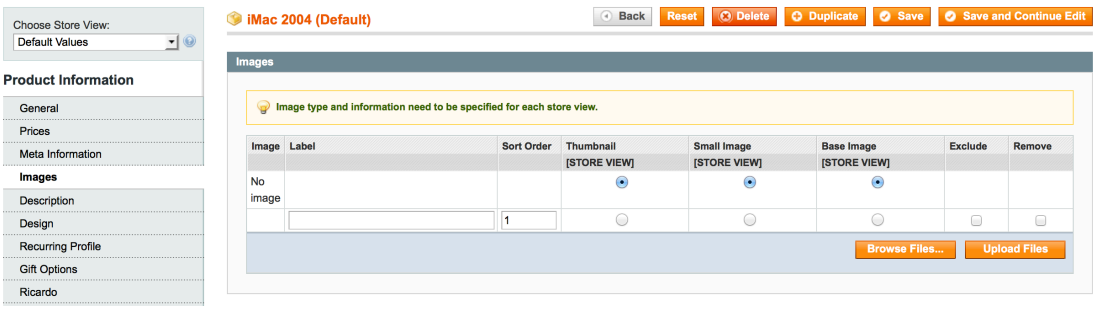
IMPORTANT: order generated via this extension and having products with custom options will ignore those custom options.

6.1 Simple Product

This type of products is pushed into ricardo.ch as a single product.

6.1.1 Attributes synchronized

- Product pictures (base, small, thumbnail) and not excluded in the media gallery



- ricardo.ch Title or Product Name as fallback (*)
- ricardo.ch Subtitle
- ricardo.ch Condition (*)
- ricardo.ch Description or Product Description or Product Short Description as fallback (*)
- Price or Special Price with ricardo price variation if configured in "Products Listing" (*)
- ricardo.ch Category (*) – category mapping can be done in the "**Category Management**" or at "**Products Listing**" level
- Quantity:
  if the inventory is managed, the quantity is based on the default quantity set for the product, if empty it will be set to 1.
  If the inventory is not managed 1) the system takes the quantity of the configuration of your products listing or 2) if the products listing configuration for the quantity is not set, do not allow any sync

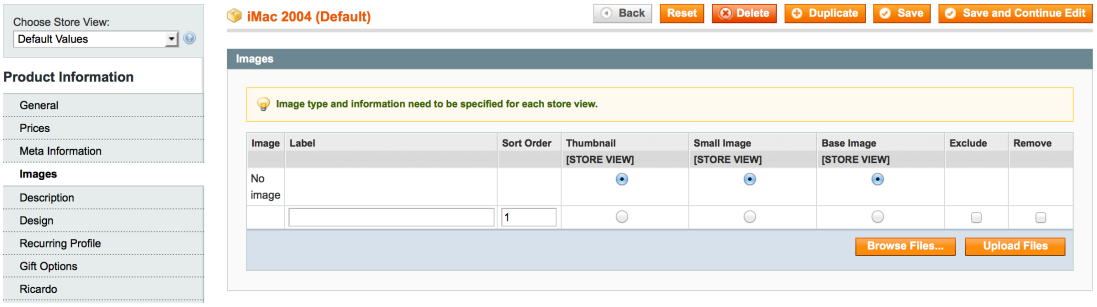
6.2 Grouped

This type of product is pushed into ricardo.ch as a single product.
If the shop owner wants to split the products, he should use their simple product version or create a separate grouped product.

For example, you sell as a grouped product, 1 x sofa 200Fr. + 2 x chairs 400Fr./pcs. + 1 x table 500Fr., on ricardo.ch you will have one product with those three objects together with their default qty (1+2+1 but sold as 1 piece) for a price of 1500Fr. (200+400*2+500).
If this default quantity is not defined when you edit your product in Magento backend, the default quantity of "1" for each will be used.

6.2.1 Attributes synchronized

- Product pictures (base, small, thumbnail) and not excluded in the media gallery



- ricardo.ch Title or Product Name as fallback (*)
- ricardo.ch Subtitle
- ricardo.ch Condition (*)
- ricardo.ch Description or Product Description or Product Short Description as fallback (*)
- Price: based on the associated products and their quantity (if defined - default is 1) and their products listing price variation.
  NOTE: Magento for this type of product does not support special price, so if the price source is set to "**Special Price**" into the products listing, the normal price will be taken.
- ricardo.ch Category (*) – category mapping can be done in the "**Category Management**" or at "**Products Listing**" level
- Quantity:
  if the inventory is managed: the quantity is based on the default quantity set for each associated product, if empty it will be set to 1.
  If the inventory is not managed 1) the system will take the quantity of the configuration of your products listing or 2) if the products listing configuration quantity is not set, do not allow any sync

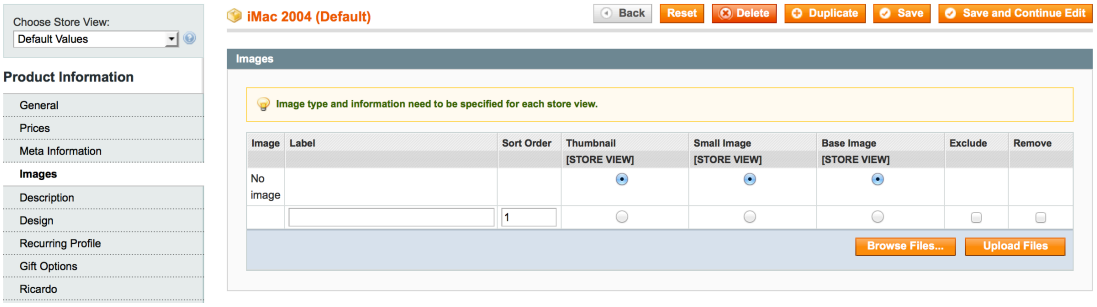
6.3 Configurable

With this type of product, each associated product is pushed into ricardo.ch as a single product with the price and price changes defined in the parent (the configurable product) and the ricardo.ch price change defined in your products listing.

For example, you sell T-Shirts at 15Fr.- each, in three sizes M, L, XL and in two colors blue and red. The T-shirt with the size XL cost 10% more.
On ricardo.ch, your configurable products will be separated in 6 single products if they are in stock and an available quantity greater than 1: M + red, M + blue, L + red, L + blue, etc
The price of each T-Shirt on ricardo.ch will be 15Fr.- except for the XL one which will be 16.5Fr.-
If you apply a price change in the products listing configuration, the price of 15Fr. or 16Fr. will change according to your change.

6.3.1 Attributes synchronized Parent

- Product pictures (base, small, thumbnail) and not excluded in the media gallery



- ricardo.ch Title or Product Name as fallback (*)
- ricardo.ch Subtitle: the subtitle value has no effect here, it will be automatically generated based on the configurable product options: e.g. T-Shirt XL + Red, T-Shirt L + White, etc.
- ricardo.ch Condition (*)
- ricardo.ch Description or Product Description or Product Short Description as fallback (*)
- ricardo.ch Category (*) – category mapping can be done in the "**Category Management**" or at "**Products Listing**" level
- Price: based price + 1) option price variation (see "Super product attributes configuration" while editing the configurable product in Magento) + 2) ricardo.ch price variation in products listing settings

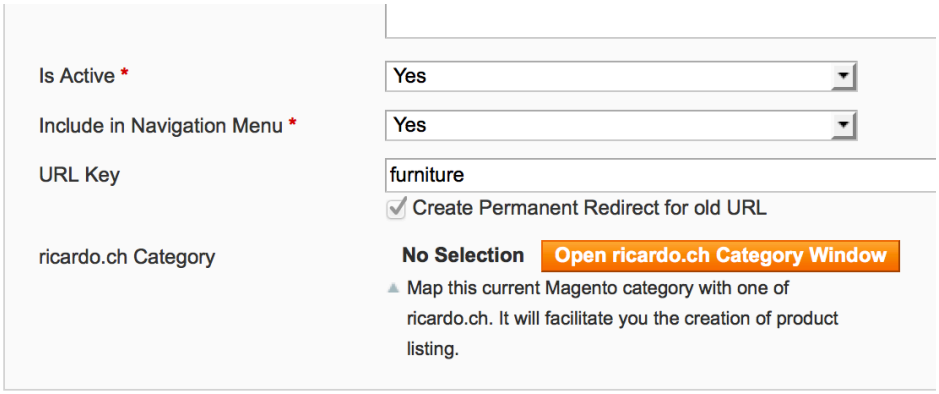
6.3.2 Attribute synchronized – Associated products

- Quantity: based on the setting of each simple/associated product

7 Category Mapping with ricardo.ch

When you list your products on ricardo.ch you will have to define a ricardo.ch category for each product. As it can be a long process, we give you several ways to simplify it:

- Thanks to the Magento Category Management: you can define that your category X is linked to the ricardo.ch category Y. Like that all products belonging to the Magento category X will be set automatically in the corresponding category Y on ricardo.ch when you list your products
  For that, follow the menu **Catalog > Category Management**, select the category that you want to map and search the button "**Open ricardo.ch Category Window**"



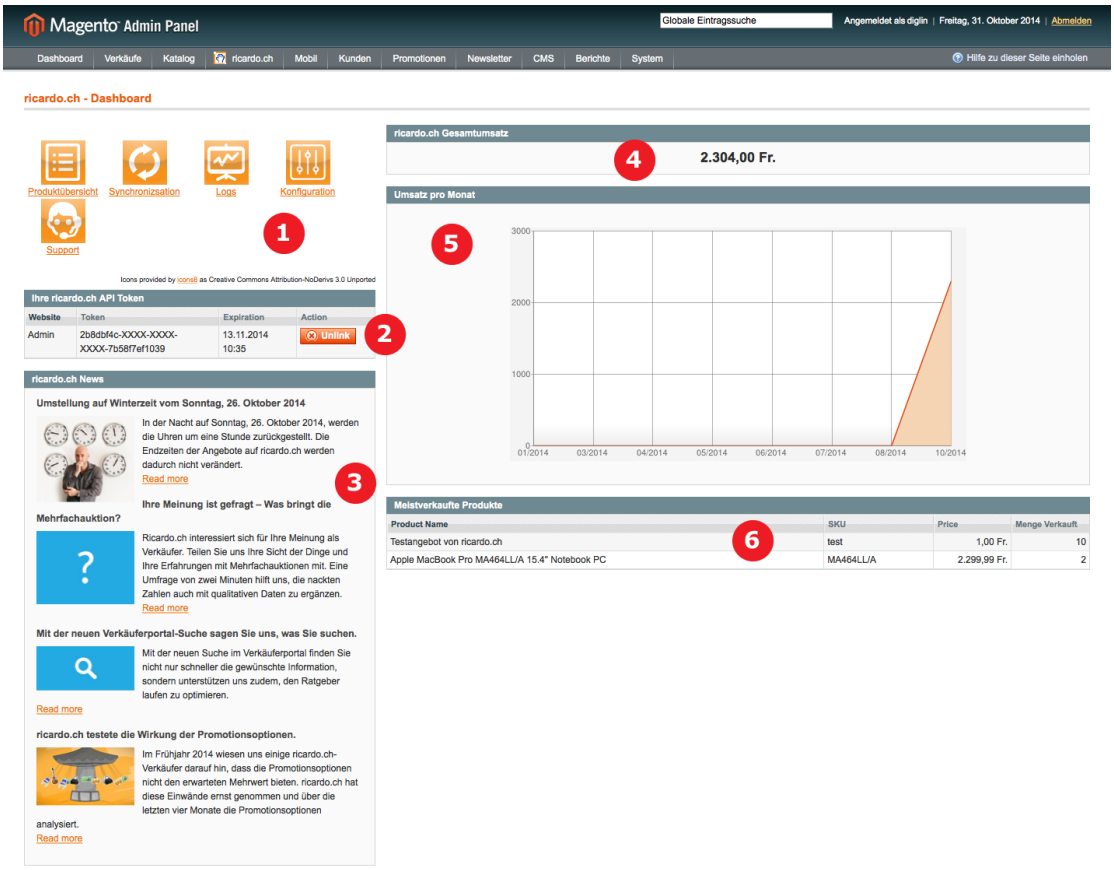
- The ricardo.ch category selection can also be configured at products listing and product configuration level (in products listing). It will use the ricardo.ch category for the whole listing or for specific products if you defined it at product configuration level. See Chapter "Create a products Listing" for more information.

8 Dashboard

The dashboard is available under the menu **ricardo.ch > Dashboard** and will show you information related to the sales you've done and some shortcuts:

1. Direct access to different functions
2. API Token information: expiration, unlink (to reset it for example in case of trouble)
3. ricardo.ch news feed
4. Turnover you did on ricardo.ch platform since you started to use the extension

5. Monthly turnover done on ricardo.ch
6. Best sellers product on ricardo.ch



9 Products Listing

9.1 Overview

The concept of the products listing is to help you to organize your products in a list that you want to publish on ricardo.ch. Like that, you can for each products listing:

- Organize a group of products to be published
- Define specified settings: payment & shipping methods, sales rules, category, quantity, price variation, product conditions, languages, sales type, custom template, promotion, warranty, duration, etc
- List / Stop the list

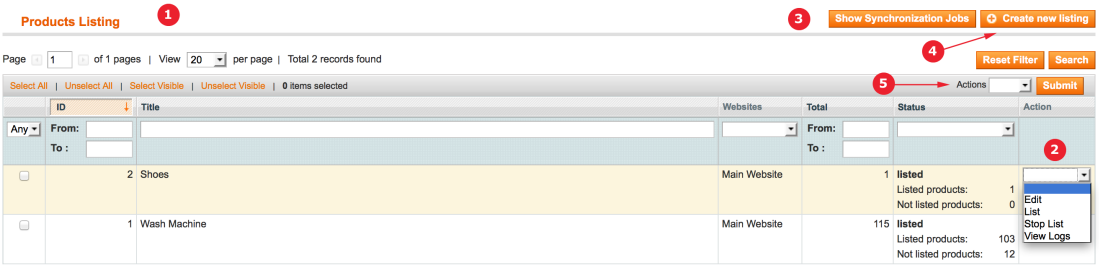
The basic steps are the followings:

1. Create a products listing

2. Define all options you need as default values for all products in the list
3. Add products you wish to publish
4. Launch a check before to list
5. List the products on ricardo.ch

The products Listings are available in the menu **ricardo.ch > Products Listing**.

You will see a products Listing grid with the current listing and their status.

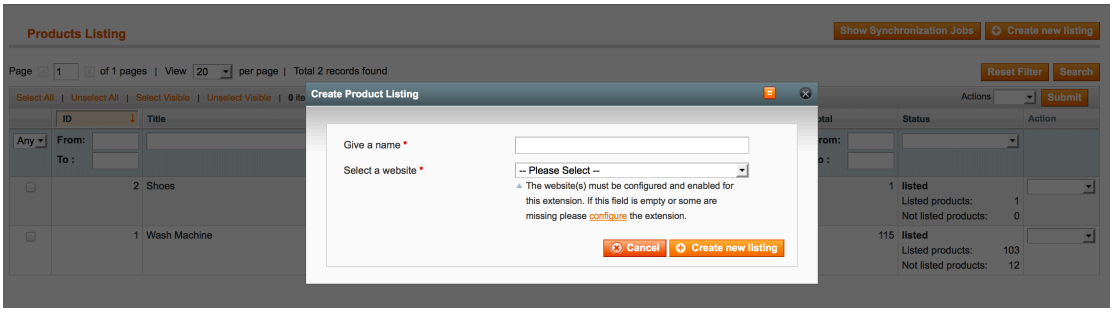


1. The grid will show you an overview of all products listing created and their status
2. For each products listing, you can do several actions: edit, list, stop or view the logs
3. The button "**Show synchronization Jobs**" give you access to the different jobs running in the background like orders or products listing synchronization processes.
4. Create new listing button: to start to create a new listing. You will have to enter a products listing name and select a Magento Website.
5. Mass action drop down menu: allows you to delete non listed products listing

9.2 Create a products Listing

In the products listing overview page, click on the button "**Create new listing**", a popup will appear. Fill in the form and submit. You will be forwarded to the products listing edit page.

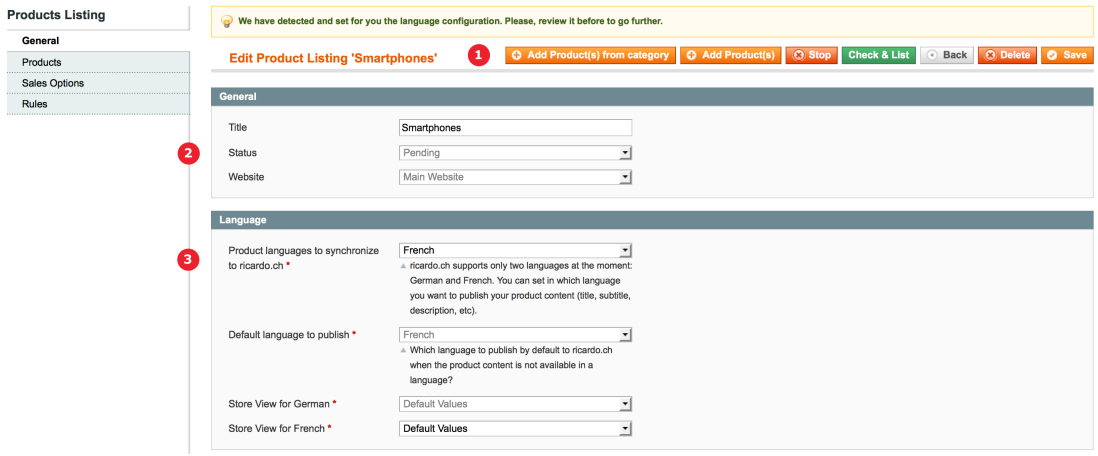
The products which can be added to this list, belongs only to the website selected.



IMPORTANT: you can do the configuration of the sales options and rules at products listing level and at product level in the products listing itself

9.2.1 Tab General

The languages supported on your shop will be automatically detected and your products listing automatically configured. Of course you can check and change it on your own.



1. **Toolbar**: quite self explaining, just be aware that once the products listing is listed, some buttons will be in grey and not allowed to be used: "Add Product(s) from category", "Add Product(s)" and "Save"
2. **General > Title**: You can change the products listing title
3. **General > Language**: you can set in which language you want to publish the products. It can be French, German or both.
   If you select "Both", you will have to set which language to take as default

value if some products attributes are missing during the synchronization. The language will be taken depending on your store view, you have to select the correct store view for French and/or German language.

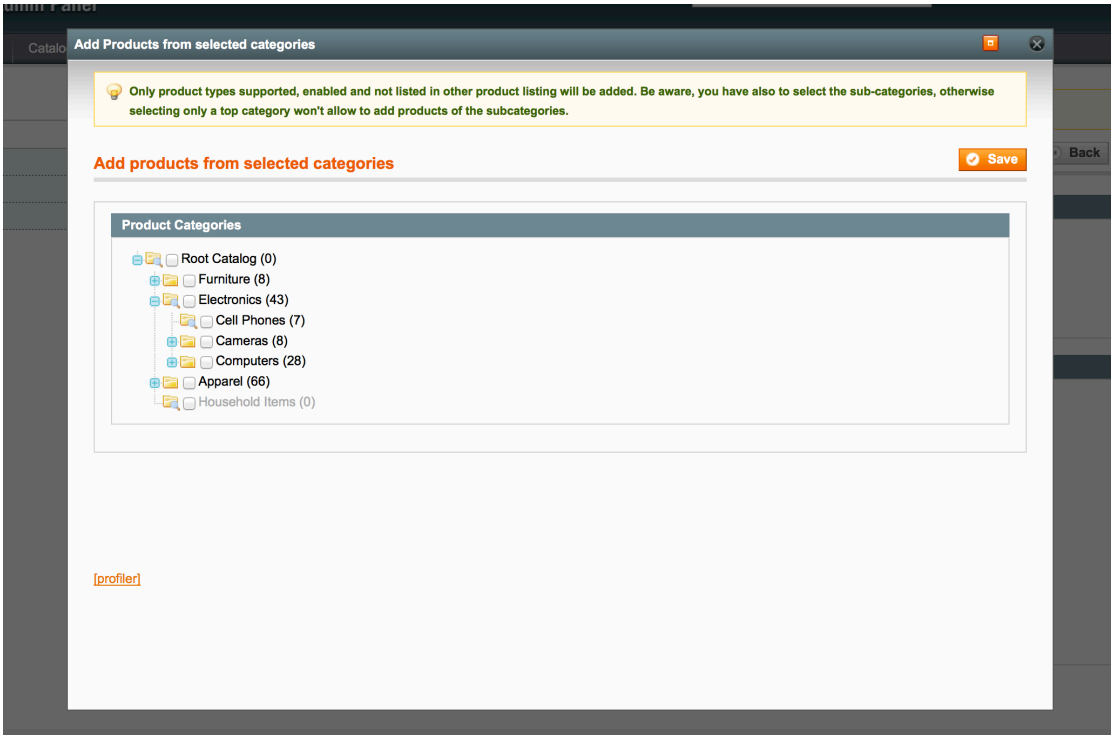
9.2.2 Tab Products

9.2.2.1 Add Product(s) from category

Click on the button "**Add Product(s) from category**", a popup window will appear. Select all categories (even the children categories) where belongs the products that you want to add, then click on the button "**Save**".

All products belonging to the selected categories will be added to your products listing.

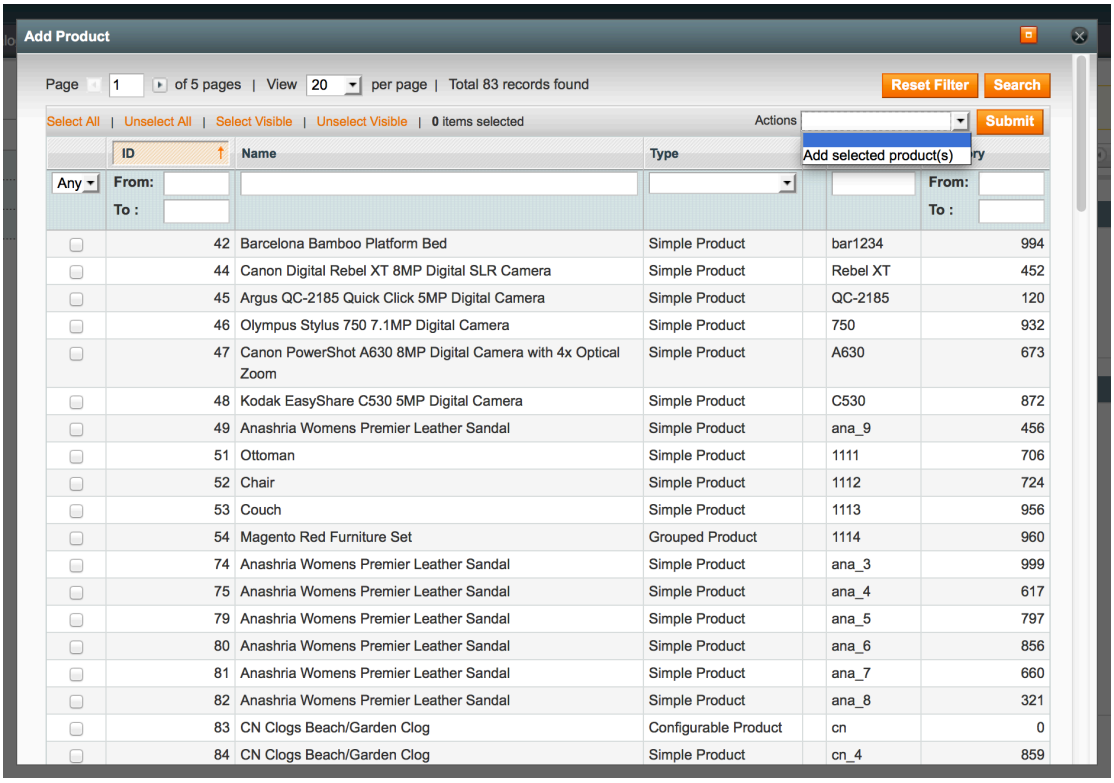
NOTE: Only product types supported, enabled and not listed in other products listing will be added. Be aware, you have also to select the sub-categories, otherwise selecting only a top category won't allow to add products of its subcategories.



9.2.2.2 Add Product(s)

You can also add products by selecting them manually. Click on the button "**Add Product(s)**" while editing the products listing. Use the checkboxes in the first column, choose in the drop down menu at the top of the grid the action "**Add selected product(s)**" then click on the button "**Submit**" to add them.

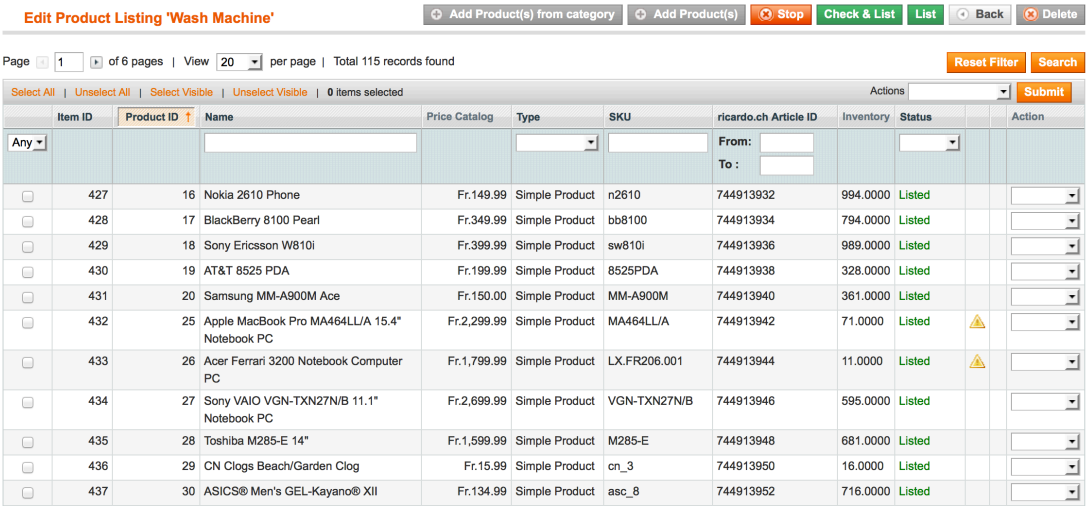
Use the filter at the top of the grid to find easily products that you want to add. Additionally, you can select one or more checkbox and use the filter at the same time, the previous selected checkboxes won't be lost while you are filtering the grid with different criteria.



9.2.2.3 Tab Product(s)

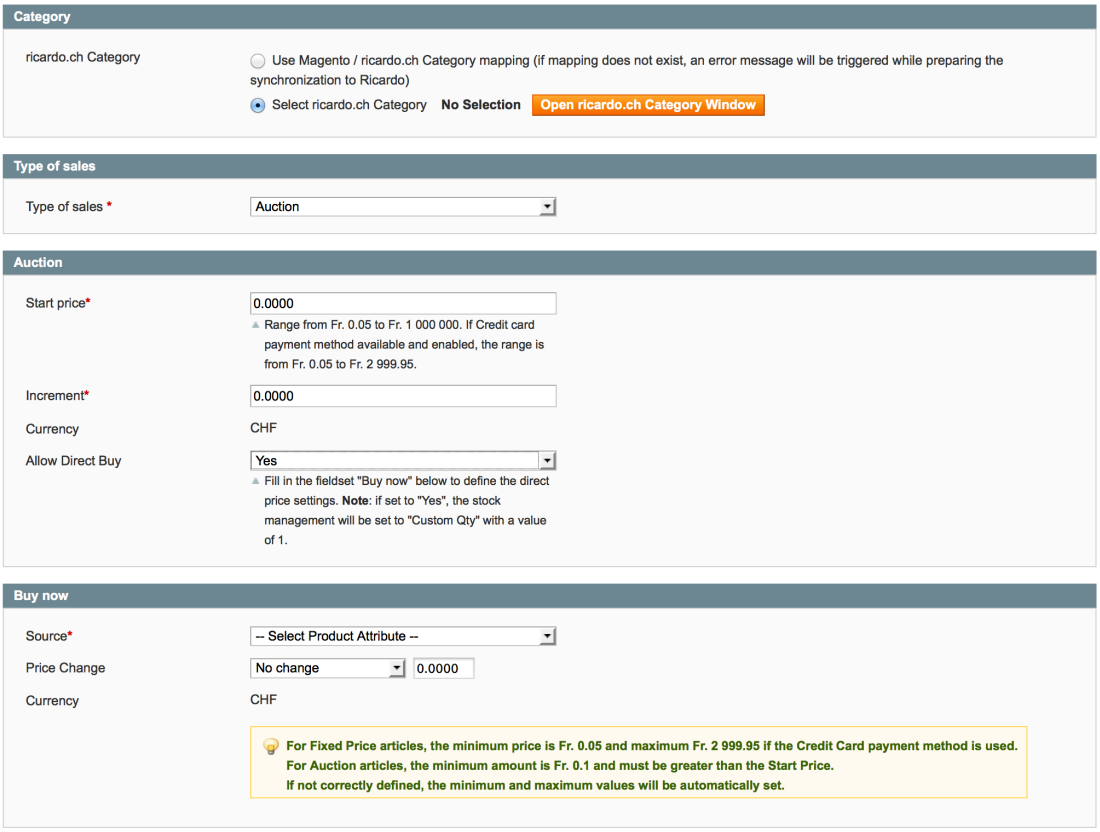
This tab gives you an overview of products added to your listing but you can also:

- Delete the product(s) from the list if there are not listed
- Have a preview based on the current settings.
  NOTE: Save your products listing settings if you did changes before to preview a product.
- Configure at product level one or more product(s). You will have access to the same configuration options (Sales Options and/or Rules) as the one for the products listing. It will let you to refine your settings at product level if needed instead to use the products listing.
  The product configuration will be used for the synchronization instead the products listing one if defined.
- The symbol means that the product is configured for sales options and/or rules at product level



9.2.3 Tab Sales Options

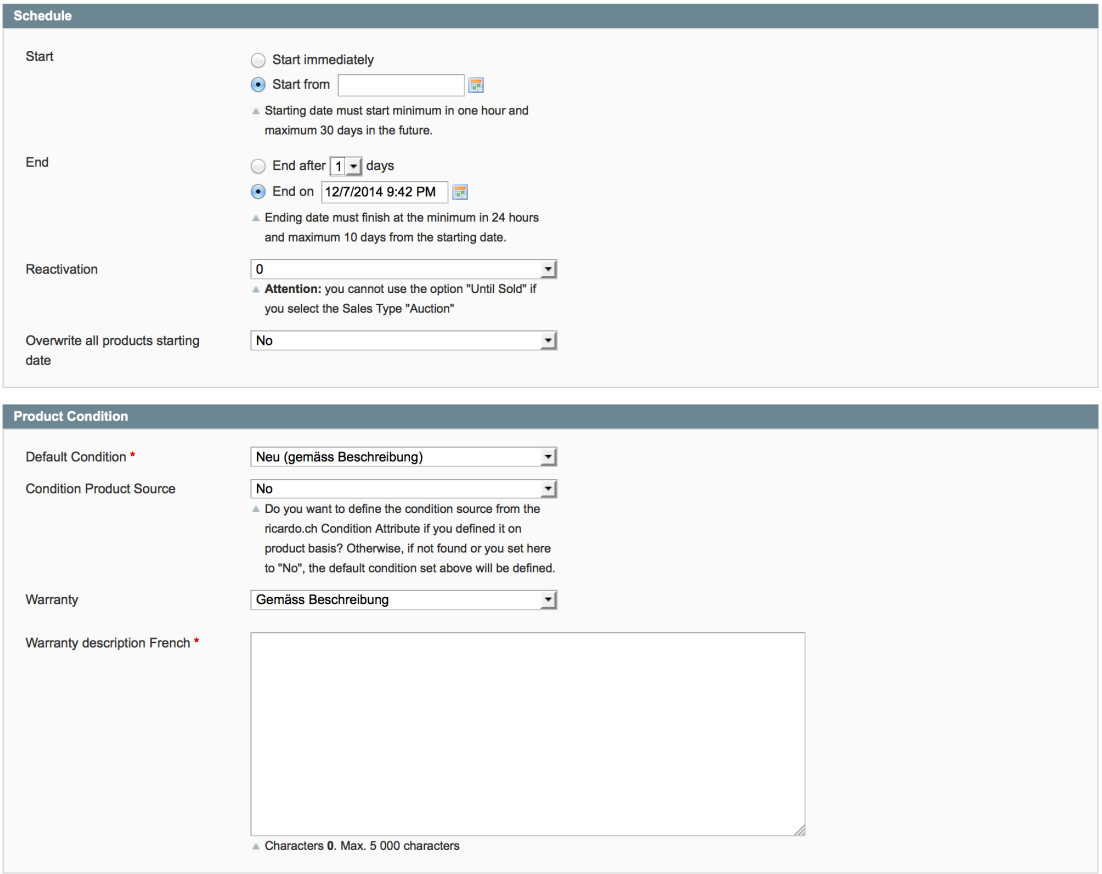
You will have the possibility to define the following settings



- **Category**: you can use the mapping you defined at Magento Category level or define the mapping directly thanks to the option "**Select ricardo.ch Category**".

  NOTE: be aware that if the mapping between Magento Category and ricardo.ch doesn't exist for a product an error will appear while listing the products.

- **Type of sales**: auction, auction & buy now or buy now.
  Auction: your products will be sold to the buyer who did the highest bid. You will have to provide a starting price and an increment (there is a rule to respect, an advice will be displayed in case of error with details). For this kind of sales, you can also offer the opportunity to a buyer to buy your products directly, just enable the option "**Allow Direct Buy**" and set the configuration of the tab "**Buy now**".
  Buy now: your products will be sold soon as a buyer click on the button "**Buy now**" on ricardo.ch. You can define the variation of price that you want to apply based on your Magento Product Price. It can be +X%, -X%, +X CHF, -X CHF. All products belonging to the products listing will apply this price variation. E.g. you have a Magento Product, which cost 100 CHF, you set a variation of +10%, the price published on ricardo.ch will be 110 CHF.



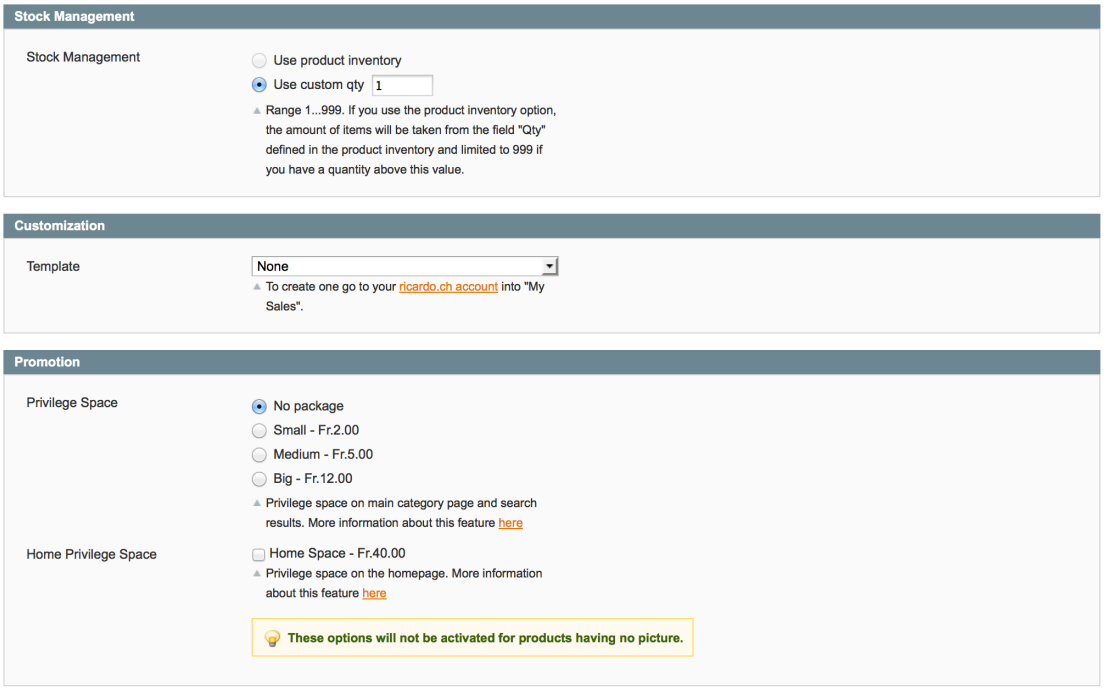
- **Schedule the listing and times of reactivation**:
  Define the starting date & time (> 1 hour from now, < 30 days from now), The number of days to keep published (max. 10 days)

Reactivation: 0 to 9 or Until Sold. "**Until Sold**" option is available only for "**Buy now**" sales type

If you set "**Overwrite all products starting date**", all products that you configured in the products listing, the starting date from the products listing will be used instead the one of the product configuration.

- **Product condition**: if you didn't define the product condition in the Magento Product Edit page or the option "**Condition Product Source**" is set to **No**, the one you define here will be used.

  You can also provide information related to the warranty if relevant.



- **Stock management**: you can define here the quantity of products you want to sell on ricardo.ch. Two options are provided:

  Use product inventory: it will use the quantity of products you have in stock (external stock management like ERP or other third party extensions may not be supported). If you didn't have enabled the stock Management, a quantity of 1 will be set.

  Use custom quantity: self explained

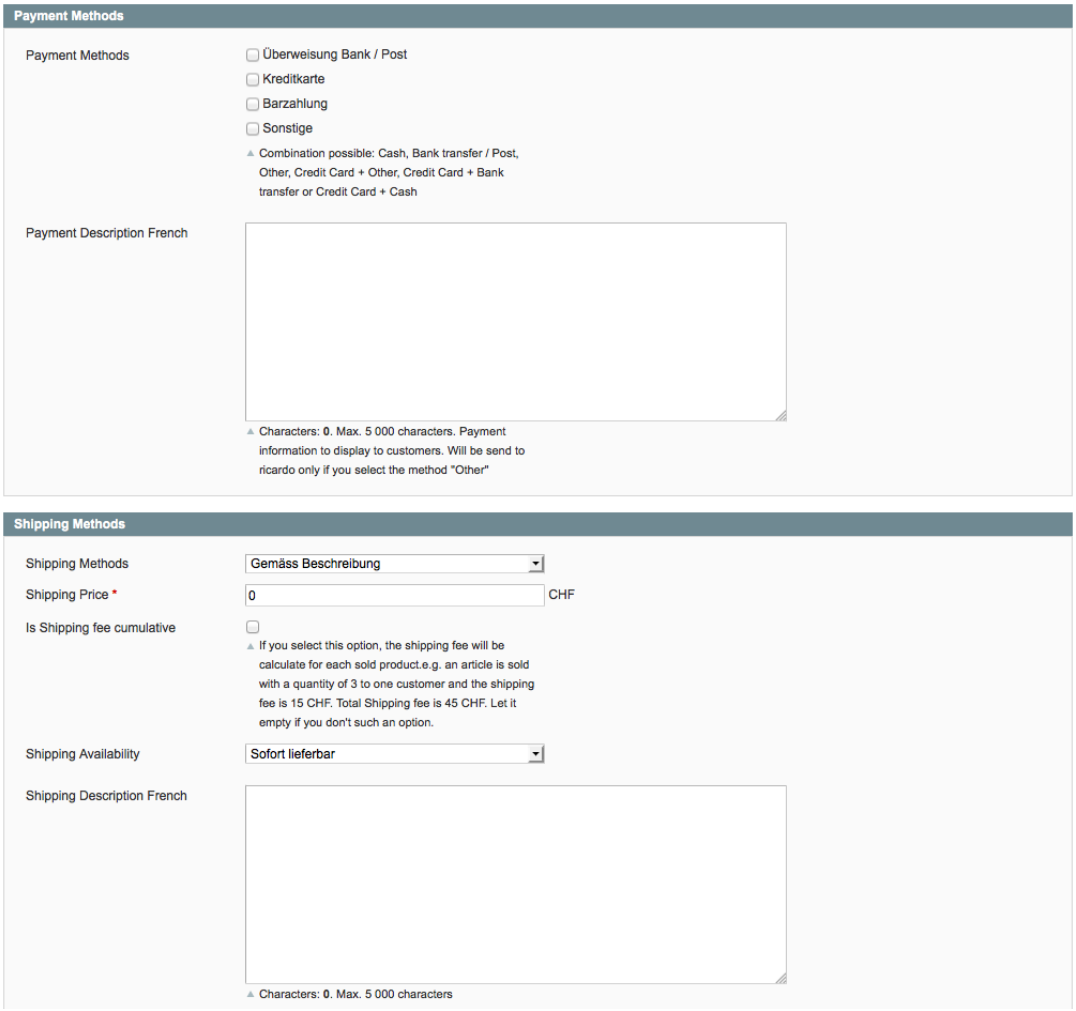
  IMPORTANT: the quantity that you sell on ricardo.ch is not blocked on Magento. It means that you can have a difference between the availability of your stock and the one you sell on ricardo.ch. If you sell a product on Magento, its quantity won't be reduced on ricardo.ch side, however the

opposite will be true. If an order is executed on ricardo.ch, an order will be generated in Magento and the quantity will be decreased.

- **Template**: you can define into your ricardo.ch account a template to be reused while publishing articles. For example, if you want to show a banner or logo of your company or shop on all articles description at the top and/or in the footer. For that, login into your ricardo.ch account, menu Sales > Draft and create a template or draft. Come back to this page, refresh it (you may need to clear the ricardo.ch API Cache too) then you should see your template. Select the template you want and your products will have for their description content before and/or after the description as you defined yourself.
- **Promotion**: you can benefit of the ricardo.ch's promotion features to improve your sales. There are links to explain those features while selecting them.

9.2.4 Tab Rules

This part is related to the payment and shipping methods and cost that you want to apply to your products.



- **Payment methods**: the following combination is allowed: Cash, Bank transfer / Post, Other, Credit Card + Other, Credit Card + Bank transfer or Credit Card + Cash. The credit card option is not available to every ricardo account. Apply here http://www.ricardo.ch/verkauferportal/de-ch/premiumservice.aspx
  The payment description is required in all languages in case you select the payment option "**Other**"
- **Shipping Methods**: most of the options are self-explaining. Just one option needs additional information, the "**Is Shipping fee cumulative**" option. This last means if you select this option, the shipping fee will be calculate for each sold product. For example, an article is sold with a quantity of 3 to one customer and the shipping fee is 15 CHF. Total Shipping fee is 45 CHF. Let it empty if you don't such an option, in this case, the shipping fee will be 15 CHF for all 3 products together. Please check also the global configuration for the calculation of the shipping fee

when different products are bought and merged in one order. **Menu ricardo.ch > Configuration > General > Shipping fee cumulative**

9.3 List / Stop a products listing

When you created and finished to configure your products listing, you are ready to list your products on ricardo.ch.

The different steps to list are the followings:

1. Create your products listing and save the changes
2. Click on the button "Check and List"
3. You will be redirected to the synchronization job grid
4. The check process will run automatically
5. If no problem is found, wait the next cron job to be run and the list of products having no error will be automatically sent to ricardo.ch (be patient it depends on your cron configuration, normally each 5 minutes)
6. Congrats! You are done.

9.3.1 Check Job

The check process will check if your products have some minimum requirements to be listed: minimum price, minimum quantity, if custom options exist, check the string length (title, subtitle, description, etc), respect the starting price and increments rules and different ricardo.ch rules.

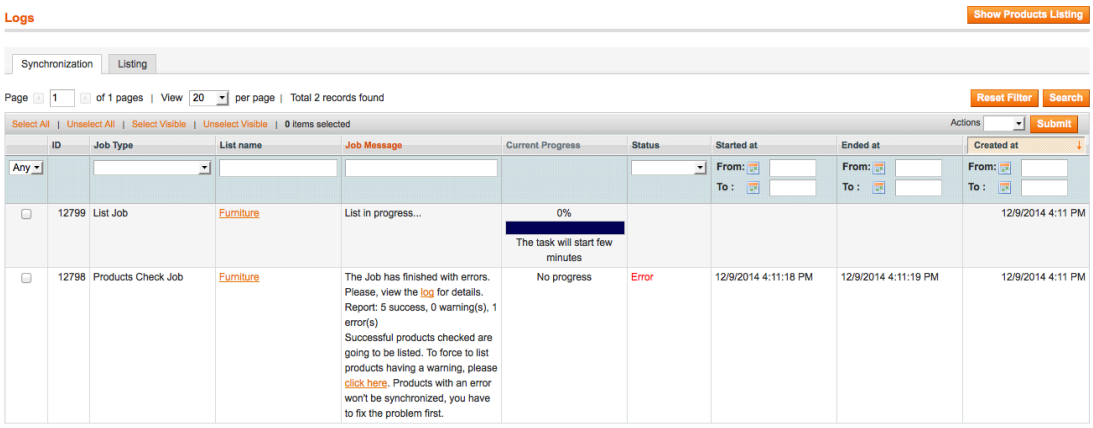
After the check process is done, you will find a small summary of the results.

- If X success products message appear: only the products which have been successful, will be automatically listed on ricardo.ch. Their status in the products listing will be "**ready**"
- If X warning products message appear: you will have to review the listing log (Tab **Listing** in the synchronization grid page or menu **ricardo.ch > Logs > Listing**) to check if the warning message for the products are acceptable for you or not. Then you will have to trigger manually the list process for those products by clicking on "**click here**" in the warning message to force the listing.

  Their status in the products listing will be stated as "**warning**"
- If X error products message appear: the products having these errors won't be listed at all, you have to review them first and fix the problem. To fix

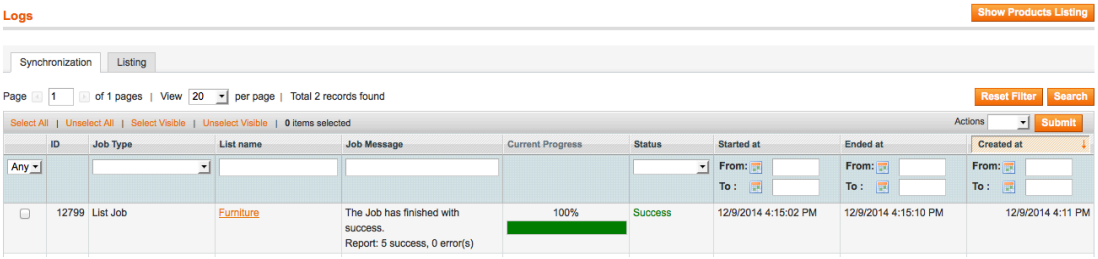
the problem you can do it by editing the product configuration in the products listing or edit the product itself depending on the error you have. You can then relaunch the "**Check and list**" process in the edit products listing page to list the product.

Their status in the products listing will be stated as "**error**"



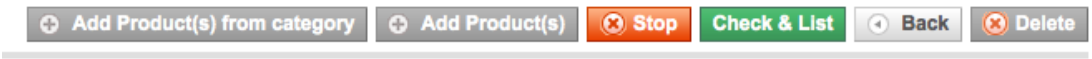
9.3.2 List Job

The list process is automatically launched after a successful check of your products or when clicking on the button "**List**" while editing a products listing.

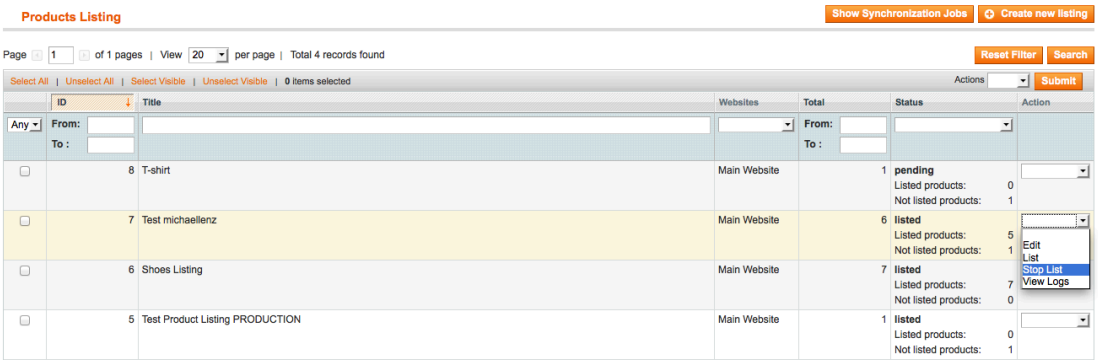


9.3.3 Stop Job

If you wish to stop a list to be published, you can do it by clicking on the button "**Stop**" while editing the products listing:

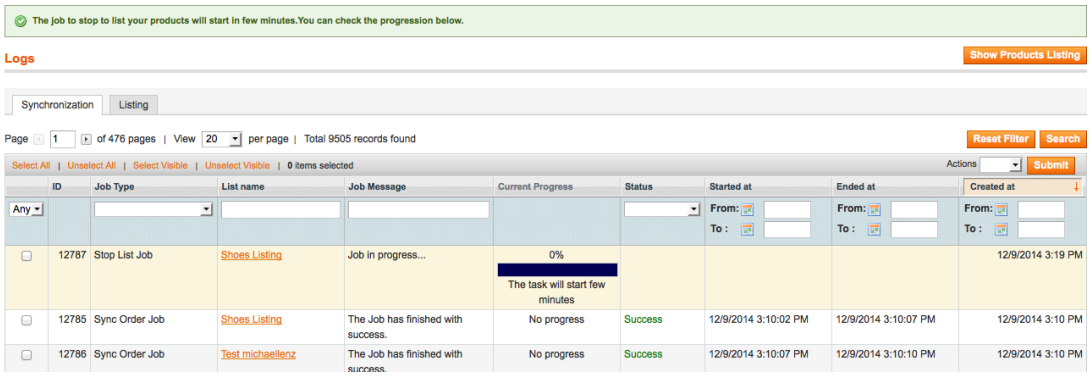


or in the products listing overview (menu **ricardo.ch > Products Listing**), select the action "**Stop**" in the row of the products listing that you want to stop



IMPORTANT: you can't stop a list if one or more products have one or more bid on an auction. However all other listed products will be stopped.

Once you clicked on the button "**Stop**", you will be forwarded to the Synchronization page and a new job will start in few minutes to stop the list. You can see the live progression in the column "**Progress**". A message will be displayed with the number of successful or errors items, which are stopped.



NOTE: If a problem occurred, click on the link "**log**" in the job message or check the tab "**listing**" and search the job ID where the error appeared (in our example below it's 12787)

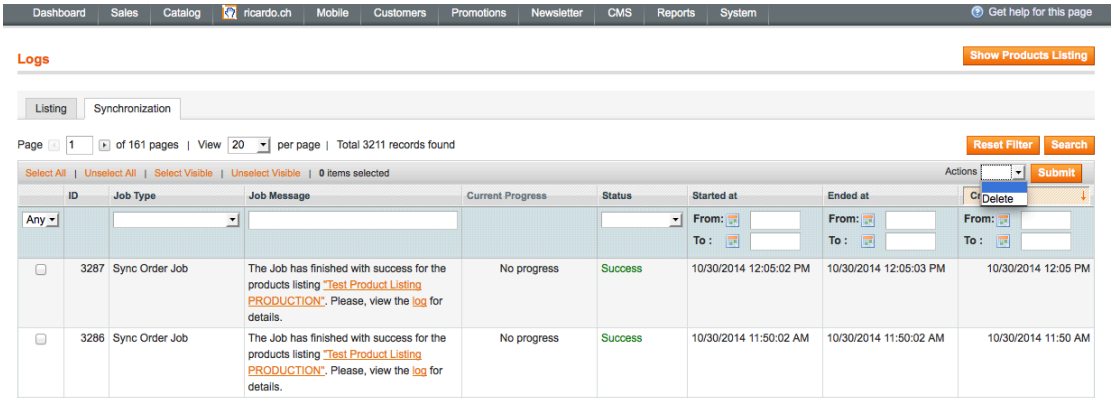
9.4 Edit a products Listing

You can only edit a products listing if it's not already listed. At the moment, it's not possible to edit a products listing once it's listed.
However if one or more products that you wish to list cause errors, you can just edit the products which has the error by editing the products listing and click on the row of the products that you wish to update, then change and save the configuration which may provide the error. Or if it's not cause of the product

configuration but cause of its attributes, edit the product in menu **Catalog > Product Management**. And relaunch the list process from the products listing.

10 Synchronization logs

The page Synchronization located under the menu **ricardo.ch > Logs > Synchronization** shows you the list of all jobs done in foreground or background with the ricardo.ch API.



It displays the list of the following jobs:

- **Products Check Job**: check that the products respects some rules before to be listed
- **List Job**: list the related products listing to ricardo.ch
- **Sync List Job**: do some internal process (get ricardo.ch article numbers of the Magento products, etc)
- **Sync Order Job**: get newly created orders from ricardo.ch to Magento, update unsold article and stop the products and products listing if relevant
- **Stop Job**: stop the related products listing

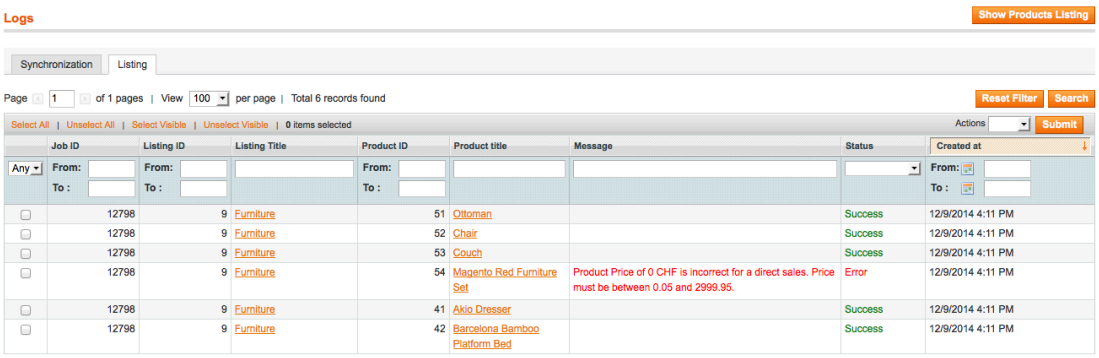
That's the central location to check if everything happened good or an error occurred. You will see instantly a summary and the status of the running job. If an error occurred, you will get access to a link which forward you to the tab "**Listing**" in the "**Log**" page. You will find more information of the encountered problem.

NOTE: you can delete one or more job to clean-up the grid, it will also delete automatically the related entries in the listing logs.

11 Listing logs

Most of the finished jobs will generate a message for each item found in a products listing if a success or an error occurred. Check this page to get more information related to the problem of the job and the products.

You can edit by clicking on the link of the products listing to jump into the products listing edit page or click on the product title to jump into the configuration of the product of the products listing. It may be useful if an error occurred and you need to change only the product configuration.



12 ricardoAssistant Tool

Accessible from the menu **ricardo.ch > ricardoAssistant**, this ricardo.ch tool is basically the same tool as this extension. The difference is that it is an external tool, which lets you the possibility to check or edit the products you published on ricardo.ch in a different way if something is broken or you want to check something.
To use it enter your ricardo.ch credentials in the login form then submit.

13 Support page

This page accessible via the menu **ricardo.ch > Support** gives you access to the different channels of contact in case of problem or questions. We may also ask you to provide us some information thanks to this page about your installation. In close future, we will also give you the possibility to send us a report of your installation directly from there to support you more easily.

In case of problem please do the following to help us to assist you:

- Enable the log in the configuration, menu **System > Configuration > Developer > Log Settings**
- Enable the ricardo extension log, menu **ricardo.ch > Configuration > API Token Settings > Debug** to **YES**. This option will generate a log file located to **path/to/magento/var/log/ricento.log**

  NOTE: Be aware that the file will grow up fast, when you are done disable it and/or delete the log file
- Relaunch the process which provided you the error(s) and send us the following log files: **ricento.log**, **exception.log**, **system.log**