



Feed Specifications

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Introduction

The following outlines the specification for data files (Feeds) submitted to Rakuten.com Marketplace. This document describes the format for each feed as well as required data for each field. These feeds can be uploaded through the RMS Portal in your account section on the site.

Inventory Listings Feed

The Inventory Listings Feed allows you to load Marketplace listings on Rakuten.com as well as manage the pricing, quantity and product offering.

1. Feed files should be provided as a *UTF-8 encoded Text Tab Delimited file format*.
2. An updated Inventory Feed should be **uploaded at least once a week** to reflect new product offerings or price changes. Product Listings automatically close after 30 days if you have not uploaded an updated Inventory Feed.
3. Make sure that:
 - Include the “**##Type=Inventory;Version=5.0**” in the first (or header) row
 - You must **correctly spell** each Field Name or the Inventory Feed will error
 - Each field in your file is tab delimited
 - Each listing is on a separate line within the file
 - Blank or null data for any field you have declared is given an extra tab to show that it is a null value
 - Do not delete or change the order of any data fields. If a data field is not required, then leave the field blank.
 -

Fields for Marketplace Inventory Load Feed

Field Name	Comments	Data Type	Value Constraints	Required
ListingId	<p>The listing-id is a number assigned by Rakuten.com to uploaded listings. The listing-id is created after you have successfully listed your items. Please leave blank if you are listing items for the first time. Normally, the only time you need to use the listing-id is if you want to change the 'reference-id' of the item.</p> <p>Example: 4782351</p> <p>NOTE: This number will be referenced in your merchant pages for listings.</p>	Integer		No

ProductId	<p>Product-id is a unique identifier that is used to find the product you wish to list on the Marketplace. The product-id types which can be used:</p> <ul style="list-style-type: none"> • ISBN must be 13 digits in length. • UPC must be 12 or 14 digits in length • Rakuten.com SKUs have variable lengths • Seller SKU have variable lengths <p>Examples: 30764650 or 0066620996</p> <p>Note: ISBN will be used for Books and UPC will be used for electronics, hardware and software. The Rakuten.com Shopping SKU is universal across categories.</p>	String	<p>ISBN must be 13 digits in length.</p> <p>UPC must be 12 or 14 digits in length</p> <p>Rakuten.com SKUs and Seller SKUs have variable lengths</p>	Yes
ProductIdType	<p>Choose the product id that you are using. Please select from one of the following:</p> <p>0 = Rakuten.com SKU 1 = ISBN 2 = UPC 3 = Seller SKU</p> <p>Example: 1</p>	Integer	Must be a value between 0 and 3.	Yes
ItemCondition	<p>Please enter the numerical index corresponding to the condition of the item:</p> <p>1 = Brand New 2 = Used-Like New 3 = Used-Very Good 4 = Used-Good 5 = Used-Acceptable 10 = Refurbished</p> <p>Example: 2</p>	Integer	<p>Must be a value between 1 and 5 or 10</p> <p>Computer and Electronics products can only use 1 or 10</p>	Yes
Price	<p>This is price that you want to sell the item at. Enter the unit price for this product. Price should be greater than 0.00.</p> <p>Do NOT enter the currency symbols (e.g. \$) or use commas in the price.</p> <p>Do not specify more than 2 decimal points.</p> <p>Example: 4.99</p>	Decimal	Must be a value greater than 0.	Yes

MAP	<p>Minimum Advertised Price. Specify this amount if your price is below MAP and you want to comply with the rules for displaying prices that are below MAP.</p> <p>Do not enter currency symbols or commas.</p> <p>Do not specify more than 2 decimal points.</p> <p>Example: 19.99</p>	Decimal	Must be a value greater than 0.	No
MAPType	<p>The display type of the Minimum Advertised Price being specified. A value > than 0 should be specified when a value is specified for the MAP column.</p> <p>Valid values:</p> <ul style="list-style-type: none"> • 0 = None • 1 = Click for Price • 2 = Cart for Price • 3 = Checkout for Price <p>DEFAULT = 0 (None)</p>	Integer	Must be a value between 0 and 3	No
Quantity	<p>Enter the on-hand stocked quantity for the product you have for sale.</p> <p>The entry must be a whole number, and should be greater than zero. Set the quantity equal to the number 0 if you want to close a listing.</p> <p>Example: 325</p>	Integer	Must be a value lower than 9999	Yes
OfferExpeditedShipping	<p>Merchants shipment must arrive in 4 business days if they offer this option.</p> <p>1 = Offering Expedited Shipping 0 = Not Offering Expedited shipping</p> <p>Example: 1</p>	Integer	Either 0 or 1	Yes
Description	<p>These notes will appear in your Marketplace listing. Up to 250 characters of free form text describing the condition of the item.</p> <p>Do not put any product details or marketing information here.</p> <p>Manufacturer reconditioned. New in box.</p>	String	250 characters max	No

ShippingRateStandard	<p>The flat rate shipping fee you want to charge for Standard shipping, which will override the Rakuten.com default shipping rates. If you don't specify a value, the shipping rates from the Rakuten.com default shipping table will be used.</p> <p>Rate must be ≥ 0.</p> <p>Use 0 for Free Shipping.</p> <p>Do not enter currency symbols or commas. Do not specify more than 2 decimal points.</p> <p>Example: 5.95</p> <p>NOTE: If you are using Shipping Engine Shipping Definitions already, leave this column blank to use the Shipping Definition you set in the Shipping Engine. Enter a value if you want to override the Shipping Engine Shipping Definition for this Listing.</p>	Decimal	No more than two decimal points.	No
ShippingRateExpedited	<p>The flat rate shipping fee you want to charge for Expedited shipping, which will override the Rakuten.com default expedited shipping rates. If you don't specify a value, the shipping rates from the Rakuten.com default shipping table will be used.</p> <p>Rate must be ≥ 0.</p> <p>Use 0 for Free Shipping.</p> <p>Do not enter currency symbols or commas. Do not specify more than 2 decimal points.</p> <p>Example: 16.95</p>	Decimal	No more than two decimal points.	No
ShippingLeadTime	<p>The lead time (in days) that it takes to ship an order once it is received.</p> <p>The default for all Marketplace orders is 1 to 2 business days.</p> <p>Use this field if your lead time to ship is greater than 2 business days.</p> <p>NOTE: This functionality only works with the Home & Outdoor, Sports, Toys and Baby categories. Will not work with any other product categories</p> <p>Valid values: 1 - 7</p>	Integer	1 character max	No

OfferTwoDayShipping	<p>Defines whether or not you would like to offer Two Day shipping. Two day shipments must arrive within 2 business days of you receiving the order. If you cannot meet this requirement you should not offer two day shipping.</p> <p>Valid values:</p> <ul style="list-style-type: none"> • 0 = Do not offer two day shipping. • 1 = Offer two day shipping. <p>DEFAULT = 0 (Do not offer Two Day shipping)</p>	Integer	<p>****Authorized Use Only***</p> <p>Either 0 or 1</p>	No
ShippingRateTwoDay	<p>The flat rate shipping fee you want to charge for Two Day shipping, which will override the Rakuten.com default Two Day shipping rates. If you don't specify a value, the shipping rates from the Rakuten.com default shipping table will be used.</p> <p>Rate must be >= 0.</p> <p>Use 0 for Free Shipping.</p> <p>Do not enter currency symbols or commas. Do not specify more than 2 decimal points.</p> <p>Example: 25.99</p> <p>NOTE: If you are using Shipping Engine Shipping Definitions already, leave this column blank to use the Shipping Definition you set in the Shipping Engine. Enter a value if you want to override the Shipping Engine Shipping Definition for this Listing</p>	Decimal	No more than two decimal points	No
OfferOneDayShipping	<p>Defines whether or not you would like to offer One Day shipping. One Day shipments must arrive within 1 business day of you receiving the order. If you cannot meet this requirement you should not offer One Day shipping.</p> <p>Valid values:</p> <ul style="list-style-type: none"> • 0 = Do not offer two day shipping. • 1 = Offer two day shipping. <p>DEFAULT = 0 (Do not offer one day shipping)</p>	Integer	Either 0 or 1	No

ShippingRateOneDay	<p>The flat rate shipping fee you want to charge for One Day shipping, which will override the Rakuten.com default One Day shipping rates. If you don't specify a value, the shipping rates from the Rakuten.com default shipping table will be used.</p> <p>Rate must be ≥ 0.</p> <p>Use 0 for Free Shipping.</p> <p>Do not enter currency symbols or commas. Do not specify more than 2 decimal points.</p> <p>Example: 35.99</p> <p>NOTE: If you are using Shipping Engine Shipping Definitions already, leave this column blank to use the Shipping Definition you set in the Shipping Engine. Enter a value if you want to override the Shipping Engine Shipping Definition for this Listing</p>	Decimal	No more than two decimal points	No
OfferSameDayShipping	<p>Determines if you would like to offer same day shipping. Same day shipments must arrive in the same business day the order was placed as long as the order was placed before the specified cutoff time. If you cannot meet this requirement do not offer same day shipping.</p> <ul style="list-style-type: none"> • 0 = Do not offer same day shipping. • 1 = Offer same day shipping. <p>DEFAULT = 0 (Do not offer same day shipping)</p> <p>NOTE: You must specify a Local Region and a Shipping Method Cutoff Time in your RMS Portal Shipping Engine settings in order for this method to take effect.</p>	Integer	Either 0 or 1	No

ShippingRateSameDay	<p>The amount you want to charge for same day shipping. If you don't specify a value and you have specified custom Shipping Engine Shipping Definitions for your account those rates/calculations will be used.</p> <p>Rate must be ≥ 0.</p> <p>Use 0 for Free Shipping.</p> <p>Do not enter currency symbols or commas. Do not specify more than 2 decimal points.</p> <p>Example: 39.99</p> <p>NOTE: You must specify a Local Region and a Shipping Method Cutoff Time in your RMS Portal Shipping Engine settings in order for this method to take effect.</p>	Decimal	No more than two decimal points	No
OfferLocalDeliveryShippingRates	<p>Determines whether or not you would like to offer Shipping Engine Local Delivery rates for this Listing.</p> <ul style="list-style-type: none"> • 0 = Do not offer local delivery. • 1 = Offer local delivery. <p>DEFAULT = 0 (Do not offer local delivery)</p> <p>NOTE: This property only applies if you have specified a Local Region in your RMS Portal Shipping Engine settings.</p>	Integer	Either 0 or 1	No
Referenceld	<p>A unique product id assigned to the product by you. The SKU field is a unique alphanumeric identifier for each product - e.g., your internal ID code/SKU. Maximum of 30 characters.</p> <p>Once you associate a Referenceld to a listing (and Rakuten.com SKU) you should not change this association. The only time you would have different Referenceld's for the same Rakuten.com Shopping SKU is when you are listing different ItemCondition listings for that Rakuten.com SKU.</p> <p>You can change the Referenceld association by including the ListingId of the item that has the Referenceld you would like to change. If the new Referenceld is not in use then the association will be changed to use the new Referenceld.</p> <p>Example: 01-02993AV0-QA-1</p>	String	30 characters max	Yes

Response File for the Inventory Feed 5.0

This section defines the format of the response file.

Column Header	Data Type	Description
Referenceld	String	The Referenceld specified in the input file.
WasSuccessful	Integer	Was the item processed successfully? Valid values: <ul style="list-style-type: none">• 0 = No, an error occurred• 1 = Yes, the item was successfully processed
ErrorCode	Integer	A unique identifier of the error that occurred. Not all errors will have error codes. In this case the default error code will be specified. Default ErrorCode = 1000 Error Codes: 0 = Unknown Error 1000 = General Error
ErrorMessage	String	Additional information about an error if one occurred.

- Referenceld is specified so merchants can use something other than file position to determine if the listing was successful or not. This is especially important with same ProductId multiple item condition listings.

Response File Error Codes

This section defines the error codes of the response file.

Error Code	Description
0	Unknown Error.
1000	General System Error.
2000	Invalid ISBN.
2001	Product not eligible for Marketplace.
2002	Not authorized by the manufacturer to sell this product on Marketplace.
2003	SKU not found for supplied ProductId.
2004	SKU exists but is not available for listing at this time.
2005	SKU lookup for supplied ProductId failed during the lookup process.
2006	Invalid ListingId.

2007	Invalid SKU and ListingId combination.
2008	Invalid ReferenceId and ListingId combination.
2009	ListingId not found.
2010	Invalid SKU and ReferenceId combination.
2011	A SKU can have only 1 Listing with a condition of New.
2012	Cannot list by SKU when multiple listings exist for that SKU.
2013	The Listing is already closed. The update will be ignored.
2014	Condition is required when specifying a ReferenceId change.
2015	Invalid ShippingLeadTime
2016	ShippingLeadTime cannot be specified for this Product
2017	Condition [SpecifiedConditionName] cannot be specified for this Product.

Ship Confirmation Feed

Ship confirmation feed confirms the shipment of orders in bulk. Shipments are confirmed once an order is received and the order goes into the shipping process.

1. Ship Confirmation Feed files should be provided as a *UTF-8 encoded Text Tab Delimited file*.
2. There is no set template for this feed so you will need to create your own template.

- Make sure that:
 - The file starts off with a header line that declares all the fields
 - Each field in your field file is tab delimited
 - Each product is on a separate line within the file
 - You cannot delete or change the order of the data fields.

Example Head Row and Data

receipt-id	receipt-item-id	quantity	tracking-type	tracking-number	ship-date
30648512	64785471	3	1	16098745615466	05/05/2008
30648518	68745654	1	1	16098745515648	05/05/2008

Fields for Ship Confirmation Feed

Field Name	Comments	Data Type	Value Constraints	Required
receipt-id	The Rakuten.com Order number. Available from the Rakuten.com Shopping 'Orders' file. Example: 25748512	Integer		Yes
receipt-item-id	Orders item number. Available from the Rakuten.com 'Orders' file. Identifies specific line item in order. Example: 54785471	Integer		Yes
quantity	Quantity that you are confirming shipped Example: 2	Integer		Yes
tracking-type	Please enter: 1 = UPS 2 = FedEx 3 = USPS 4 = DHL 5 = Other 6 = UPS-MI 7 = FedEx SmartPost	Integer	Must be between 1 and 36	Yes

	<p>8 = DHL Global Mail</p> <p>LTL Carriers</p> <p>9 = LTL_A. Duie Pyle</p> <p>10 = LTL_ABF</p> <p>11 = LTL_AIM Trans</p> <p>12 = LTL_AIT</p> <p>13 = LTL_CEVA Logistics</p> <p>14 = LTL_Conway</p> <p>15 = LTL_Ensenda</p> <p>16 = LTL_Estes</p> <p>17 = LTL_FedEx Freight</p> <p>18 = LTL_FedEx LTL Freight East</p> <p>19 = LTL_Fox Brother</p> <p>20 = LTL_Home Direct</p> <p>21 = LTL_Lakeville Motor</p> <p>22 = LTL_Manna</p> <p>23 = LTL_New England Motor Freight</p> <p>24 = LTL_Old Dominion</p> <p>25 = LTL_Pilot</p> <p>26 = LTL_Pitt Ohio</p> <p>27 = LTL_R&L Global</p> <p>28 = LTL_S&J Transportation</p> <p>29 = LTL_SAIA</p> <p>30 = LTL_UPS Freight</p> <p>31 = LTL_USF Holland</p> <p>32 = LTL_USF Reddaway</p> <p>33 = LTL_Vitran Express</p> <p>34 = LTL_Watkins Motor Line Freight Standard</p> <p>35 = LTL_Wilson Trucking</p> <p>36 = LTL_Yellow Freight</p> <p>37 = LTL_Team Worldwide</p> <p>38 = LTL_AM Home Delivery</p> <p>39 = LTL_Blue Package Delivery LLC</p> <p>40 = LTL_Hollywood Delivery Service</p> <p>41 = LTL_Dependable Highway Express</p> <p>42 = LTL_All States World Cargo</p> <p>43 = LTL_OnTrac</p> <p>44 = JP Post(EMS) Used for CBSJ (Shipping from JP)</p> <p>Example: 2</p>			
tracking-number	<p>Alpha-numeric.</p> <p>Example: 1Y27845721P4</p>	String	175 characters max	Yes
ship-date	<p>Date the shipment was sent.</p> <p>Example: 05/05/2006</p>	Date Time	mm/dd/yyyy format	Yes

Refund Feeds

Refund feeds allow you to refund orders as needed in bulk. Refunds can only be issued once a shipment is confirmed.

1. Refund feeds should be provided as a *UTF-8 encoded Text Tab Delimited file*.
 2. There is no set template for this feed so you will need to create your own template.
- Make sure that:
 - The file starts off with a header line that declares all the fields
 - Each field in your field file is tab delimited
 - Each refund is on a separate line within the file
 - You cannot delete or change the order of the data fields. Any unused non-required fields are to be left blank, but not deleted.

Example Head Row and Data

receipt-id	receipt-item-id	refund-type	item-refund-amount	shipping-refund-amount	refund-reason	customer-note
30648512	64785471	F	29.95	8.95	1	Wrong item
30648518	68745654	P	7.85	5.95	3	Lost

Fields for Refund Feed

Field Name	Comments	Data Type	Value Constraints	Required
receipt-id	The Rakuten.com Order number. Available in your RMS portal. Example: 25748512	Integer		Yes
receipt-item-id	Order item number. Available in your RMS portal. Identifies specific line item in order. Example: 54785471	Integer		Yes
refund-type	Please enter: "F" for Full refund or "P" for Partial refund Example: F	Character	Either "F" or "P"	Yes
item-refund amount	This amount will be refunded from the original product total (minus any prior refunds already applied). No Dollar Signs or Commas Example: 14.25	Decimal		Yes

shipping-refund amount	This amount will be refunded from the original shipping charges (minus any prior refunds already applied). No Dollar Signs or Commas Example: 3.95	Decimal		Yes
refund-reason	Please enter one of the following: 1 = Unable to ship 2 = Cancelled 3 = Lost Item 4 = Wrong item 6 = Shipment delay 7 = Item damaged 8 = Merchant goodwill 9 = Item Returned Example: 1	Integer	Must be between 1 and 8	Yes
customer-note	Optional free form field up to 200 characters. No html. Examples: Item was destroyed in the shipping process.	String	200 characters max	No

Cancellation Feeds

Cancellation feeds are used to cancel orders which have not been confirmed for shipment. These orders have not been charged and only authorized.

1. Cancellation feeds should be provided as a *UTF-8 encoded Text Tab Delimited file*.
 2. There is no set template for this feed so you will need to create your own template.
- Make sure that:
 - The file starts off with a header line that declares all the fields
 - Each field in your field file is tab delimited
 - Each refund is on a separate line within the file
 - You cannot delete or change the sequence of any data field in the feed. Any unused non-required fields are to be left blank, but not deleted.

Example Head Row and Data

receipt-id	receipt-item-id	quantity	customer-note
30648512	64785471	1	No more inventory
30648518	68745654	3	Wrong item

Fields for Cancellation Feed

Field Name	Comments	Data Type	Value Constraints	Required
receipt-id	The Rakuten.com Shopping Order number. Available from the Rakuten.com Shopping 'Orders' file. Example: 25748512	Integer		Yes
receipt-item-id	Order item number. Available from the Rakuten.com Shopping 'Orders' file. Identifies specific line item in order. Example: 54785471	Integer		Yes
quantity	Quantity that you are canceling. Example: 2	Integer		Yes
customer-note	Optional free form field up to 200 characters. No html. Examples: Item was destroyed in the shipping process.	String	200 characters max	No

Open Orders Feed

The Open Orders file is an output file that contains orders that have not yet been confirmed as shipped.

1. Feed files will be provided in a *UTF-8 encoded Text Tab Delimited file*.
2. Feed files can be scheduled for pick-up.
3. You cannot delete or change the sequence of the data fields in this feed. **Any unused non-required fields are to be left blank, but not deleted.**

Fields for Open Orders Feed

Field Name	Comments	Data Type	Value Constraints	Required
MerchantShopperNumber	Your merchant number assigned to your account by Rakuten.com. Example: 4782351002 NOTE: This number will be used to reference your RMS Portal.	Integer		Yes
Receipt_ID	This is the order number used to reference the all items in a single order. Examples: 26757141 Note: The same order number can be used for multiple items since 1 order number is assigned to all items at check out.	Integer		Yes
Receipt_Item_ID	A unique number assigned to each line in an order. Example: 53376153	Integer		Yes
ListingID	The listing ID is the number assigned to your Marketplace listing at the time the inventory was posted. Example: 747932	Integer		Yes
Date_Entered	The date and time that the order was made. Example: 02/28/2006 11:24:00 AM	DateTime		Yes
SKU	Rakuten.com SKU number. Example: 328745421	Integer		Yes

ReferenceId	The merchant's internal sku that was provided in the listing file. Example: 0142000280-11-LPTY	String	30 characters max	Yes
Quantity	The number of items orders for a given sku. Example: 1	Integer		Yes
Qty_Shipped	The number of items marked as shipped for a given sku. Examples: 1	Integer		Yes
Qty_Cancelled	The number or items marked as cancelled for a given sku. Example: 1	Integer		Yes
Title	The name of the sold sku. Example: The New 8-Week Cholesterol Cure	String	255 characters max	Yes
Price	The price of the sku provided in the listing file. No dollar sign. Examples: 11.14	Decimal		Yes
Product_Rev	The price of the sku times the number sold. No dollar sign. Example: 22.28	Decimal		Yes
Shipping_Cost	The price paid by the buyer for shipping. No dollar sign. Example: 3.49	Decimal		Yes
ProductOwed	The price of a sku minus the commission charged to the merchant. No dollar sign. Example: 9.46	Decimal		Yes
ShippingOwed	The amount owed to the merchant for shipping. Shipping buyer paid minus any holdback. No dollar sign. Example: 3.25	Decimal		Yes

Commission	The amount of commission charged to a merchant based on the price of an item. No dollar sign. Example: 2.42	Decimal		Yes
ShippingFee	The shipping holdback. No dollar sign. Examples: .85	Decimal		Yes
PerItemFee	The per item fee charged on each item sold through Marketplace. No dollar sign. Example: .99	Decimal		Yes
Tax_Cost	Tax collected from buyer for transaction. No dollar sign. Example: 2.49	Decimal		Yes
Bill_To_Company	Bill to Company Name Example: Rakuten.com	String	50 characters max	Yes
Bill_To_Phone	Bill to telephone Example: 2135551214	String	20 characters max	Yes
Bill_To_Fname	Bill to first name Example: John	String	80 characters max	Yes
Bill_To_Lname	Bill to last name Example: Smith	String	80 characters max	Yes
Email	The buyer's email address Example: Smith@noemail.com	String	255 characters max	Yes
Ship_To_Name	Ship to full name Example: John Smith	String	80 characters max	Yes
Ship_Company_Name	The company name in the ship address. This field might be blank. Example: Rakuten.com	String	50 characters max	Yes
Ship_To_Street1	The first line of the address. Example: 1120 North Main Street	String	50 characters max	Yes

Ship_To_Street2	The second line of the address. Example: Apt. #24B	String	50 characters max	Yes
Ship_To_City	The ship to city name. Example: Hartford	String	50 characters max	Yes
Ship_To_State	The ship to state. Example: CT	String	2 characters max	Yes
Ship_To_Zip	The ship to zip code. Examples: 02358	String	20 characters max	Yes
ShippingMethodId	The type of shipping chosen. 1 = Standard 2 = Expedited 3 = Two Day 4 = One Day 5 = Same Day Example: 1	Integer	Will be either 1 or 2	Yes