

User Guide

— v3.2.2 —



OSF Unify
COMMERCE
Act Smart / Think Customer

DATA Integration Order on Behalf Account

Table of Contents

- 1 Overview
- 2 CsSuite Support Flow - Account
- 3 Order Flow
- 4 Technical/Security Considerations

Overview

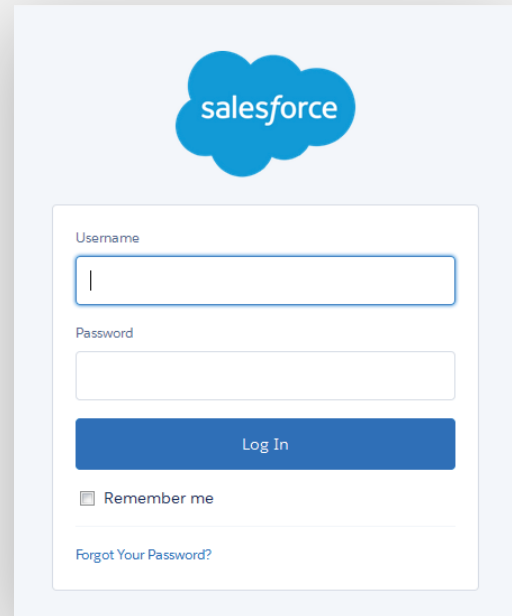
The purpose of this document is to provide guidance and workflows for the Salesforce Commerce Cloud to Salesforce Order on Behalf integration. This integration is targeting the sales representatives and customer service personnel to create and manage orders on behalf of customers directly from Salesforce.

The Salesforce Commerce Cloud customer service – order on behalf integration into Salesforce will provide the following functionality:

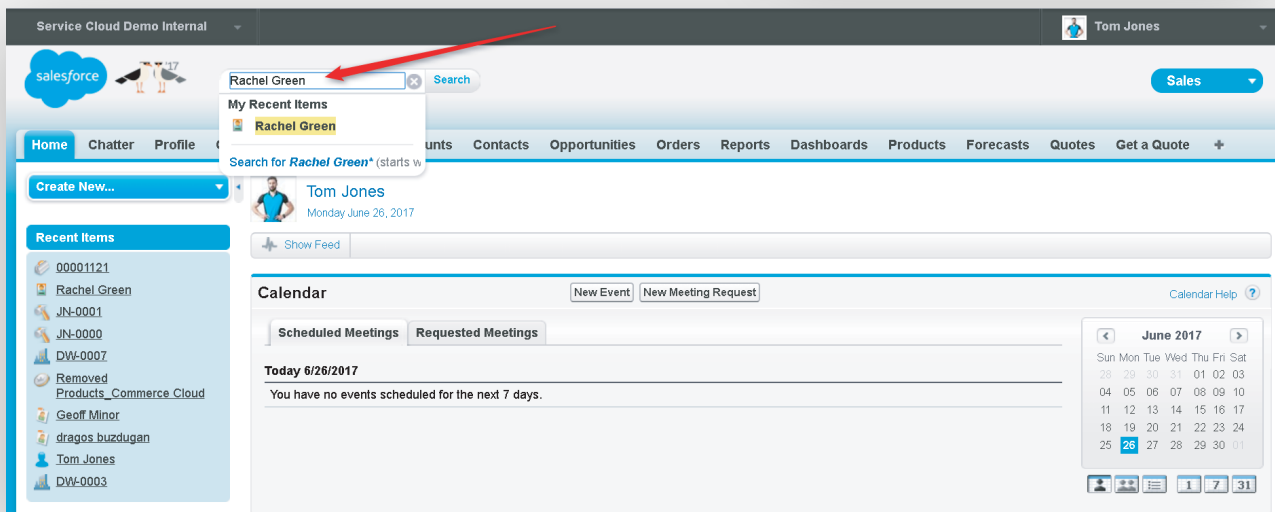
- Search for a customer
- Create a new order on behalf of a customer
- Search for orders

CsSuite Support Flow - Account

1. The support Agent logs into the Salesforce environment using his credentials
2. Once logged in, the support agent can search for the customer's account in Salesforce using the global search field:

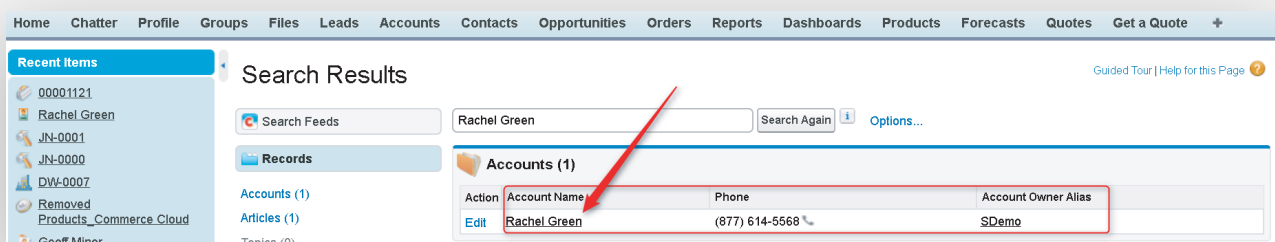


The image shows the Salesforce login interface. At the top is the Salesforce logo. Below it is a login form with fields for 'Username' and 'Password'. A 'Log In' button is positioned below the password field. There is a 'Remember me' checkbox and a 'Forgot Your Password?' link at the bottom of the form.



The image shows a screenshot of the Salesforce dashboard. A red arrow points to the global search bar at the top, which contains the text 'Rachel Green'. Below the search bar, a dropdown menu shows 'My Recent Items' with 'Rachel Green' listed. The dashboard includes a sidebar with 'Recent Items' and a main content area with a 'Calendar' section. The user's name 'Tom Jones' is visible in the top right corner.

3. After pressing the **Search** button all the related results are displayed and the agent can select the customer account:



The image shows a screenshot of the Salesforce search results page. A red arrow points to the 'Accounts (1)' section, which displays a table with the following data:

Action	Account Name	Phone	Account Owner Alias
Edit	Rachel Green	(877) 614-5568	SDemo

4. When the agent clicks to the customer's name in the list the person account will be opened; The support agent clicks the **Manage Commerce Cloud Orders** button:

Person Account Detail

Orders [19] | Opportunities [6] | Entitlements [1] | Cases [2] | Open Activities [0] | Activity History [0] | Notes & Attachments [0]

Manage External Account | **Manage Commerce Cloud Orders**

Key Indicators Overview

Ordered Value	No. of Orders	Average Order	In-Store Orders	Online Orders	No. of Cases
USD 4,886.22	19	USD 257.17	USD 0	USD 4,886.22	2

Customer Since	Avg. Review Score	No. of Reviews	Visited Products	Average Logins/Month	Loyalty Points
May 12, 2017	0	0	37	11	970

Account Owner: Tom Jones [Change] | Phone: (877) 614-5568

Account Name: Rachel Green | VIP Customer: ☐

Email: rachel.green@osf-global.com | Customer Type:

Note: the button may need to be manually added to the Person Account layout after the Salesforce package is installed;

5. When the agent clicks the **Manage Commerce Cloud Orders** button an iFrame will be displayed with the following information:

a. CsSuite Login form

Salesforce Commerce Cloud credentials will be requested the first time when the “order on behalf” functionality will be used **and** each time when the login expires (expiration time is set to 8h)

salesforce commerce cloud
Customer Service Suite

osfglobal07-alliance-prtnr-eu02-dw.demandware.net

Enter your Login and Password below.

LOGIN:
PASSWORD:

Ligon

Commerce Cloud CSSuite © Salesforce.com, inc., 2000 2016

Note: The agent will be successfully logged in to the CsSuite page only if the username used in the above screen matches exactly the username already configured in Salesforce on his User record.

b. CsSuite page

When the Order on Behalf functionality was previously used and the session is not yet expired (please see the next step);

- When the support agent accesses the CsSuite page directly from the person account's details page (by pressing the **Manage Commerce Cloud Orders** button) the customer's number will be automatically filled and the customer account will be already selected; once the CsSuite page loads the details of the customer will be already displayed – including the orders information;

The screenshot displays the Salesforce Commerce Cloud CsSuite interface. On the left, the 'Customer Attributes' section shows the 'Customer No.' field populated with '00009501'. Below this, the customer's name 'Rachel Green' and ID '00009501' are displayed. The right side of the interface features a table of orders with the following columns: Original Order No, Order Number, Status, Creation Date, Customer, Modify, and Cancel. The table lists 20 orders, all with a status of 'EXPORTREADY' and a customer of 'Rachel Green'.

Original Order No	Order Number	Status	Creation Date	Customer	Modify	Cancel
00003902	00003902	EXPORTREADY	May 29, 2017 7:29:36 AM GMT	Rachel Green	Modify	X
00002702	00002702	EXPORTREADY	May 22, 2017 8:01:35 AM GMT	Rachel Green	Modify	X
00002701	00002701	EXPORTREADY	May 22, 2017 7:51:34 AM GMT	Rachel Green	Modify	X
00002602	00002602	EXPORTREADY	May 22, 2017 7:24:28 AM GMT	Rachel Green	Modify	X
00002501	00002501	EXPORTREADY	May 22, 2017 7:00:53 AM GMT	Rachel Green	Modify	X
00002402	00002402	EXPORTREADY	May 17, 2017 12:53:19 PM GMT	Rachel Green	Modify	X
00002301	00002301	EXPORTREADY	May 17, 2017 8:01:40 AM GMT	Rachel Green	Modify	X
00002204	00002204	EXPORTREADY	May 16, 2017 7:22:56 AM GMT	Rachel Green	Modify	X
00002203	00002203	EXPORTREADY	May 16, 2017 7:22:03 AM GMT	Rachel Green	Modify	X
00002202	00002202	EXPORTREADY	May 16, 2017 7:21:09 AM GMT	Rachel Green	Modify	X
00002201	00002201	EXPORTREADY	May 16, 2017 7:20:24 AM GMT	Rachel Green	Modify	X
00002101	00002101	EXPORTREADY	May 16, 2017 7:05:35 AM GMT	Rachel Green	Modify	X
00002001	00002001	EXPORTREADY	May 15, 2017 1:24:15 PM GMT	Rachel Green	Modify	X
00001701	00001701	EXPORTREADY	May 12, 2017 8:37:17 PM GMT	Rachel Green	Modify	X
00001602	00001602	EXPORTREADY	May 12, 2017 12:53:56 PM GMT	Rachel Green	Modify	X
00001403	00001403	EXPORTREADY	May 12, 2017 9:45:48 AM GMT	Rachel Green	Modify	X
00001402	00001402	EXPORTREADY	May 12, 2017 9:44:49 AM GMT	Rachel Green	Modify	X

Note: The customer pre-population takes place only if the Salesforce person account was properly synced with the Salesforce Commerce Cloud account (the Commerce Cloud Customer Number field contains the correct customer number from the Salesforce Commerce Cloud);

If the sync is not properly done, a generic page will be displayed in the iFrame:

If the customer is unregistered, the customer number from Salesforce will not be found in CsSuite; the support agent will have the possibility to place an order for an unregistered customer by clicking on “Order for Unregistered User”;

salesforce commerce cloud | Suite

Welcome, SportfulServiceRep [Logout](#)

ORDERS CUSTOMERS PRODUCTS

Customer Attributes

Customer No:

First Name:

Last Name:

Email:

Maximum Results: 50 ▼

- Order for Unregistered User
- Access Storefront as Unregistered User

If the sync is not properly done, a generic page will be displayed in the iFrame:

Salesforce Commerce Cloud Suite

Welcome, SportfulServiceRep [Logout](#)

ORDERS | PRODUCTS

[HOME](#) | [Back to Search Results](#)

Order Information

Order contains: 0 line items to 1 shipping location(s).

Total Price: USD 0.00

Date received: New order to be created.

Customer No: anonymous

Billing Address

[Edit](#)

Payment Information

[New Payment](#)

ORDER
 NOTES
 HISTORY

[Add Shipment](#)
[Save Order](#)
[Cancel](#)

Customer: **Order:** Status: **New**

Product	Price & Discounts	Qty	Item Total
Shipment: New; USD 0.00 (Default) Show/Edit			
	Shipping Total:		\$0.00
	Tax Total:		\$0.00
	Shipment Total:		\$0.00

Promotions, Discounts and Coupons

Apply Coupon: [✓](#) Price Adjustment Reason: Price: \$ [✓](#)

Merchandise Total:	\$0.00
Shipping Total:	\$0.00 +/-
Tax Total:	\$0.00
Order Total:	\$0.00

7. When the sync was properly done and the customer exists, in the CsSuite loaded page the support agent can select the **Order on Behalf** button and place a new order for the customer (the agent remains in the iFrame and places the order for the specified customer directly from the CsSuite inside Salesforce):

The screenshot shows the CsSuite interface with a customer profile on the left and a list of orders on the right. The customer profile for Rachel Green (ID: 00009501) is visible. The order list has columns: Original Order No, Order Number, Status, Creation Date, Customer, Modify, and Cancel. A blue callout bubble points to the 'Order on Behalf' button in the order list.

Original Order No	Order Number	Status	Creation Date	Customer	Modify	Cancel
00003902	00003902	EXPORTREADY	May 29, 2017 7:29:36 AM GMT	Rachel Green	Modify	X
00002702	00002702	EXPORTREADY	May 22, 2017 8:01:35 AM GMT	Rachel Green	Modify	X
00002701	00002701	EXPORTREADY	May 22, 2017 7:51:34 AM GMT	Rachel Green	Modify	X
00002602	00002602	EXPORTREADY	May 22, 2017 7:24:28 AM GMT	Rachel Green	Modify	X
00002501	00002501	EXPORTREADY	May 22, 2017 7:00:53 AM GMT	Rachel Green	Modify	X
00002402	00002402	EXPORTREADY	May 17, 2017 12:53:19 PM GMT	Rachel Green	Modify	X
00002301	00002301	EXPORTREADY	May 17, 2017 8:01:40 AM GMT	Rachel Green	Modify	X
00002204	00002204	EXPORTREADY	May 16, 2017 7:22:56 AM GMT	Rachel Green	Modify	X
00002203	00002203	EXPORTREADY	May 16, 2017 7:22:09 AM GMT	Rachel Green	Modify	X
00002202	00002202	EXPORTREADY	May 16, 2017 7:21:09 AM GMT	Rachel Green	Modify	X
00002201	00002201	EXPORTREADY	May 16, 2017 7:20:24 AM GMT	Rachel Green	Modify	X
00002101	00002101	EXPORTREADY	May 16, 2017 7:05:35 AM GMT	Rachel Green	Modify	X
00002001	00002001	EXPORTREADY	May 15, 2017 1:24:15 PM GMT	Rachel Green	Modify	X
00001901	00001901	EXPORTREADY	May 12, 2017 8:37:17 PM GMT	Rachel Green	Modify	X
00001801	00001801	EXPORTREADY	May 12, 2017 12:53:56 PM GMT	Rachel Green	Modify	X
00001701	00001701	EXPORTREADY	May 12, 2017 9:45:48 AM GMT	Rachel Green	Modify	X
00001601	00001601	EXPORTREADY	May 12, 2017 9:44:49 AM GMT	Rachel Green	Modify	X
00001401	00001401	EXPORTREADY	May 12, 2017 9:43:13 AM GMT	Rachel Green	Modify	X

8. When the **Order on Behalf** button is pressed, an order creation section is opened in the CsSuite and the agent should follow the next steps to add a new order for the customer:

- a. Select the Products tab

The screenshot shows the CsSuite interface with the 'PRODUCTS' tab selected in the top navigation bar. The main area displays order information for Rachel Green, including shipping, pricing, and payment details.

Order Information

Order contains: 0 line items to 1 shipping location(s).

Total Price: USD 0.00

Date received: New order to be created.

Customer: Rachel Green

Customer No: 00009501

Email: rachel.green@osf-global.com

Billing Address

Rachel Green
591 Redwood Ave
Sacramento, CA 95815
us
(877) 614-5568

Payment Information

Customer: Order:

Shipment: Rachel Green; USD 0.00 (Default)

Status: New

Product	Price & Discounts	Qty	Item Total
Shipping Total:			\$0.00
Tax Total:			\$0.00
Shipment Total:			\$0.00

Promotions, Discounts and Coupons

Apply Coupon: Price Adjustment | Reason: Price: \$

Merchandise Total: \$0.00

Shipping Total: \$0.00

Tax Total: \$0.00

Order Total: \$0.00

- b. Search for the products requested by the customer (add the product name in the Free Text Search field), select the desired product and add it to the Order by selecting the quantity and clicking the **Apply** button:

The screenshot shows the 'Add Tennis Racquet-Elite' modal in the Salesforce Commerce Cloud interface. The modal displays the product image, name, and description. Below the product details, there is a 'Quantity' field set to 2 and an 'Apply' button. The background shows the 'Product Search' results with 'Tennis Racquet-Elite' selected.

Note: the agent will have the possibility to remove and / or to adjust the product quantity:

The screenshot shows the 'Order' summary in the Salesforce Commerce Cloud interface. The order contains two items: 'Tennis Racquet-Elite' and 'Sports Jazz Shoes'. The 'Quantity' field for 'Tennis Racquet-Elite' is set to 2, and for 'Sports Jazz Shoes' it is set to 1. Red arrows indicate the ability to adjust the quantity.

Product	Price & Discounts	Qty.	Item Total
Tennis Racquet-Elite Sportful_112345805 In Stock	\$32.00	2 +/-	\$64.00
Sports Jazz Shoes Sportful_60828247 In Stock	\$135.33	1 +/-	\$135.33
Shipping Total:			\$7.99
Tax Total:			\$10.37
Shipment Total:			\$217.69

- c. After adding all the products to the order the agent will go back to the Orders tab and will fill the Payment Information by selecting the **New Payment** option:

salesforce commerce cloud | Suite

Welcome, SportfulServiceRep [Logout](#)

ORDERS PRODUCTS

HOME | [Back to Search Results](#)

Order Information

Order contains: 2 line items to 1 shipping location(s).

Total Price: USD 217.69

Date received: New order to be created.

Customer: Rachel Green

Customer No: 00009501

Email: rachel.green@osf-global.com

Billing Address

Rachel Green
591 Redwood Ave
Sacramento, CA 95815
us
(877) 614-5568

Payment Information

New Payment

Customer: Order: Status: **Modified**

Shipment: Rachel Green; 2 Items; USD 199.33 (Default) [Show/Edit](#)

Product	Price & Discounts	Qty.	Item Total
Tennis Racquet-Elite Sportful_112345805 In Stock	\$32.00	2 +/-	\$64.00
Sports Jazz Shoes Sportful_60828247 In Stock	\$135.33	1 +/-	\$135.33
Shipping Total:			\$7.99
Tax Total:			\$10.37
Shipment Total:			\$217.69

When new payment information needs to be added for the customer the **New Payment** option will be selected; the Add Payment modal will be opened - the agent should fill the Credit Card information; after adding all the payment info the agent will press the **Apply** button;

Note: if the added information is not valid, when the **Apply** button is clicked, appropriate error messages will be displayed:

salesforce commerce cloud | Suite

Welcome, SportfulServiceRep [Logout](#)

ORDERS PRODUCTS

HOME | [Back to Search Results](#)

Order Information

Order contains: 2 line items to 1 shipping location(s).

Total Price: USD 217.69

Date received: New order to be created.

Customer: Rachel Green

Customer No: 00009501

Email: rachel.green@osf-global.com

Billing Address

Rachel Green
591 Redwood Ave
Sacramento, CA 95815
us
(877) 614-5568

Payment Information

New Payment

Customer: Order: Status: **Modified**

Shipment: Rachel Green; 2 Items; USD 199.33 (Default) [Show/Edit](#)

Product	Price & Discounts	Qty.	Item Total
Tennis Racquet-Elite Sportful_112345805 In Stock	\$32.00	2 +/-	\$64.00
Sports Jazz Shoes Sportful_60828247 In Stock	\$135.33	1 +/-	\$135.33
Shipping Total:			\$7.99
Tax Total:			\$10.37
Shipment Total:			\$217.69

Add Payment

Credit Card

Type: *

Number: *

Expiration Date: *

Name on Card: *

Security Code: *

Apply **Cancel**

ORDERS | PRODUCTS

HOME | [Back to Search Results](#)

Order Information

Order contains: 2 line items to 1 shipping location(s).

Total Price: USD 217.69

Date received: New order to be created.

Customer: Rachel Green

Customer No: 00009501

Email: rachel.green@osf-global.com

Billing Address

Rachel Green
591 Redwood Ave
Sacramento, CA 95815
us
(877) 614-5568

Payment Information

New Payment

Add Payment

Credit Card

Type: * Visa

Number: * *****1111

Invalid expiration date: * January Year

Name on Card: * Please enter your Name as it appears on the card

Security Code: * Please enter your Security Code

Apply Cancel

Add Shipment Save Order Cancel

Status: Modified

Price & Discounts	Qty.	Item Total
\$32.00	2 +/-	\$64.00
\$135.33	1 +/-	\$135.33

9. Once the Payment Information step is completed the agent can check and update the Billing / Shipping information:

ORDERS | PRODUCTS

HOME | [Back to Search Results](#)

Order Information

Order contains: 2 line items to 1 shipping location(s).

Total Price: USD 217.69

Date received: New order to be created.

Customer: Rachel Green

Customer No: 00009501

Email: rachel.green@osf-global.com

Billing Address

Rachel Green
591 Redwood Ave
Sacramento, CA 95815
us
(877) 614-5568

Payment Information

Credit Card #1

Amount paid: \$217.69

Card Type: Visa

Card Number: *****1111

Card Holder: Rachel Green

Expiration Month: 1

Expiration Year: 2019

Edit Billing Address

Please update the details below.

First Name: * Rachel

Last Name: * Green

Address Line 1: * 591 Redwood Ave

Address Line 2: *

City: * Sacramento

Zip Code: * 95815

Country: * United States

State: * Select one...

Phone: (877) 614-5568

Email: * rachel.green@osf-global

Save Cancel

Add Shipment Save Order Cancel

Status: Modified

Price & Discounts	Qty.	Item Total
\$32.00	2 +/-	\$64.00
\$135.33	1 +/-	\$135.33

Shipping Total: \$7.99

Tax Total: \$10.37

Shipment Total: \$217.69

Shipment: Rachel Green; 2 Items; USD 199.33 (Default) **Show/Edit** 1

Shipping Status: NOTSHIPPED
Gift: false
Gift Message: (no gift message entered)

Ship to:
 Rachel Green
 591 Redwood Ave
 Sacramento, CA 95815
 US
 (877) 614-5568

Shipment: Rachel Green; 2 Items; USD 199.33 **Edit** 2

☐ Include Gift Message
 Gift Message:

Shipping Address

First Name: * Rachel
 Last Name: * Green
 Address Line 1: * 591 Redwood Ave
 Address Line 2:
 City: * Sacramento
 Country: * United States
 State: * California
 Zip Code: * 95815

Shipping Method

Method: Ground - \$7.99
 Description:
 Order received within 7-10 business days

Save **Cancel** 3

Price & Discounts	Qty.	Item Total
\$32.00	2 +/-	\$64.00
\$135.33	1 +/-	\$135.33

- 10.** On the order page the agent can apply coupon codes and adjust the Order Total by adding a discount or upcharge through the Price Adjustment fields:

ORDER NOTES HISTORY **Add Shipment** **Save Order** **Cancel**

Customer: **Order:** Status: **New**

Shipment: Rachel Green; 2 Items; USD 199.33 (Default) **Show/Edit**

Product	Price & Discounts	Qty.	Item Total
 Tennis Racquet-Elite Sportful_112345805 In Stock	\$32.00	2 +/-	\$64.00
 Sports Jazz Shoes Sportful_60828247 In Stock	\$135.33	1 +/-	\$135.33
Shipping Total:		\$7.99	
Tax Total:		\$10.37	
Shipment Total:		\$217.69	

Shipment: New; USD 0.00 **Show/Edit**

Product	Price & Discounts	Qty.	Item Total
Shipping Total:		\$0.00	
Tax Total:		\$0.00	
Shipment Total:		\$0.00	

Promotions, Discounts and Coupons

Apply Coupon: ☐ **Price Adjustment** Reason: Price: \$ ☐

Merchandise Total: \$199.33
 Shipping Total: \$7.99 +/-
 Tax Total: \$10.37
 Order Total: \$217.69

11. After adding all the Order information, the support agent will click the Save Order button to submit the order:

The screenshot shows the Salesforce Commerce Cloud Suite interface. On the left, there's a sidebar with 'ORDERS' and 'PRODUCTS' tabs. The 'ORDERS' tab is active, showing 'HOME | Back to Search Results'. Below this, there's a section for 'Order Information' with details like 'Order contains: 2 line items to 2 shipping location(s)', 'Total Price: USD 217.69', 'Date received: New order to be created.', 'Customer: Rachel Green', 'Customer No: 00009501', and 'Email: rachel.green@osf-global.com'. There's also a 'Billing Address' section with 'Rachel Green', '591 Redwood Ave', 'Sacramento, CA 95815', 'us', and '(877) 614-5568'. A 'Payment Information' section shows 'Credit Card #1' with a red 'X' and a 'New Payment' button. On the right, there's a main area with 'Customer: Order:' and 'Status: New'. Below this, there's a 'Shipment: Rachel Green; 2 Items; USD 199.33 (Default)' section with a 'Show/Edit' link. A table lists the items: 'Tennis Racquet-Elite' (Sportful_112345805, In Stock, Price \$32.00, Qty 2, Item Total \$64.00) and 'Sports Jazz Shoes' (Sportful_60828247, In Stock, Price \$135.33, Qty 1, Item Total \$135.33). At the bottom right, there's a summary: 'Shipping Total: \$7.99', 'Tax Total: \$10.37', and 'Shipment Total: \$217.69'. A red box highlights the 'Save Order' button, and a red arrow points to it.

12. After a successful save of the order a pop up modal will be displayed containing the order number:

The screenshot shows the same Salesforce Commerce Cloud Suite interface as before, but with a 'Status: Modified' label. A pop-up modal titled 'Order Saved' is displayed in the center, containing the text 'New order saved successfully with order number 00007002.' and a 'Close' button. A red arrow points to the 'Close' button. The background interface remains the same, showing the order details and item list.

Order Flow

Once the order is placed using the CsSuite from Salesforce, it will be visible in the Salesforce Commerce Cloud in Business Manager. The orders placed by support agents can be identified based on the value of the Created By field since this field is populated based on who places the order in CsSuite.

In the image below can be observed that all the orders placed by support agents have the Created By value filled in with the support agent loginName from the Salesforce Commerce Cloud platform; the orders placed by the customers themselves will have the Created By value set to “Customer”.

Order Search Simple Advanced By Number									
Order Number:		Find							
Number	Order Date	Site	Created By	Registration Status	Customer	Email	Total	Status	
00007002	8/26/17 7:51:04 am Etc/UTC	Sportful	SportfulServiceRep	Registered	Rachel Green	rachel.green@osf-global.com	\$217.69	New	
00006903	8/25/17 6:05:53 pm Etc/UTC	Sportful	automated test runner	Registered	AutomationTestsFN AutomationTestsLN	demo.automation.tests@osf-global.com	\$224.69	New	
00006901	8/25/17 5:51:59 pm Etc/UTC	Sportful	Customer	Registered	AutomationTestsFN AutomationTestsLN	demo.automation.tests@osf-global.com	\$115.48	New	
00006803	8/24/17 6:05:51 pm Etc/UTC	Sportful	automated test runner	Registered	AutomationTestsFN AutomationTestsLN	demo.automation.tests@osf-global.com	\$224.69	New	

Using the “OSF UnifyCOMMERCE for Commerce Cloud” connector, the orders will be exported to Salesforce based on a scheduled time interval.

Technical/Security considerations

Each Salesforce user that needs to have access to CsSuite, must have a Commerce Cloud Business Manager user with the following permissions:

- Login_Agent **and**
- Login_On_Behalf

Administration > Organization > Roles > UserAgent - Functional Permissions

General Users Business Manager Modules **Functional Permissions**

UserAgent - Functional Permissions

The list shows all functional permissions available in the system. Use the drop down list to select either the organization or a site as context for functional permissions. Select the check boxes and use the Update button to grant permissions. Unselect the check boxes and use the Update button to remove permissions.

Select Context: **SiteGenesis**

Permission	Description	☐
Login_On_Behalf	Allows administrators to login on behalf of a customer into storefront.	☐
Replication_Run_For_Site	Allows to manage and start data replication processes for site-specific replication groups (i.e. search indexes).	☐
Login_Agent	Allows to login as agent user to storefront. Restrict the access to only those Business Manager users that have permission 'Login_Agent'.	☒
Manage_Site_Catalog	Allows to manage the catalog and its assets in the selected site.	☐
Manage_Site_Library	Allows to manage a library and its assets in the selected site.	☐
Manage_Site_PriceBooks	Allows to manage the price books assigned to the selected site.	☐
Manage_Site_Inventory	Allows to manage the site inventory list and its inventory records in the selected site.	☐
Adjust_Item_Price	Allows the addition/deletion of a price adjustment at the item level.	☐
Adjust_Shipping_Price	Allows the addition/deletion of a price adjustment at the shipping level.	☐
Adjust_Order_Price	Allows the addition/deletion of a price adjustment at the order level.	☐
Delete_Order_Node	Allows the deletion of a note at the order or basket level.	☐
Create_Order_On_Behalf_Of	Allows to create an order as an agent via the shop API.	☐
Search_Orders	Allows to search for orders as an agent via the shop API.	☐
Handle_External_Orders	Allows to handle external orders as an agent via the shop API.	☐

[<< Back to List](#)



Thanks for your interest in
OSF UnifyCOMMERCE | DATA Integration
Order on Behalf Account User Guide.
If you have any questions, contact us at
unify@osf-commerce.com