

Connector for Google Shopping and Salesforce Order Management

User Guide



Contents

Introduction3

Order Management Flows7

 1 Cancel Items Flow.....7

 2 Cancel Order Flow..... 12

 3 Return Items Flow 16

 4 Reject Items Flow 26

Introduction

The **Connector for Google Shopping & SOM** solution enables merchants to leverage their sales channels—powered by social media—while listing products on them, including scheduled updates and inventory sync. Shoppers are provided in-app checkout directly in the channel, and merchants can gain valuable insight into orders from multiple channels, with seamless integration with Salesforce Order Management.

The screenshot displays the Salesforce Order Management interface. On the left, there's a sidebar with 'Totals' and 'Actions & Recommendations'. The main area shows an 'Order Summary' for 'G-SHP-0318-68-7663'. Below this, there's a 'Summary' tab with a table of items and a 'Shipping Addresses' section.

Totals

Subtotal	\$0.25
Order Adjustments	\$0.00
Shipping	\$0.28
Tax	\$0.02
Total	\$0.55

Order Summary: G-SHP-0318-68-7663

Account: [svitlana m](#) | Ordered Date: 8/31/2020, 3:00 PM | Status: Fulfilled | Billing Address: LOCUST GROVE, VA 22508 US

Summary | Related | Details | Feed

Ship To: [svitlana m](#) 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Product Name	Name	Description	Status	Qu...	Unit Price	Line A
Ford v Ferrari (DVD) (...)	Ford v Ferrari ...	Ford v Ferrari (...)	Returned	0	\$1.00	\$0.00
Pelikan 955161 ballp...	Pelikan 9551...	Pelikan 95516...	Fulfilled	1	\$0.25	\$0.00
delivery_10% Shipping	Shipping	Shipping	Fulfilled	1	\$0.28	\$0.00

Shipping Addresses (1)

1 item • Updated a few seconds ago

Name	Address	City	State/Provi...	Zip	Description
1 svitlana m	123 GREEN ST	LOCUST GROVE	VA	22508-5444	

Once the solution is set up and configured in SFCC and OMS instances (please see the Installation and Configuration Guide), the selected catalogs with products appear on the merchant's Google Shop page.

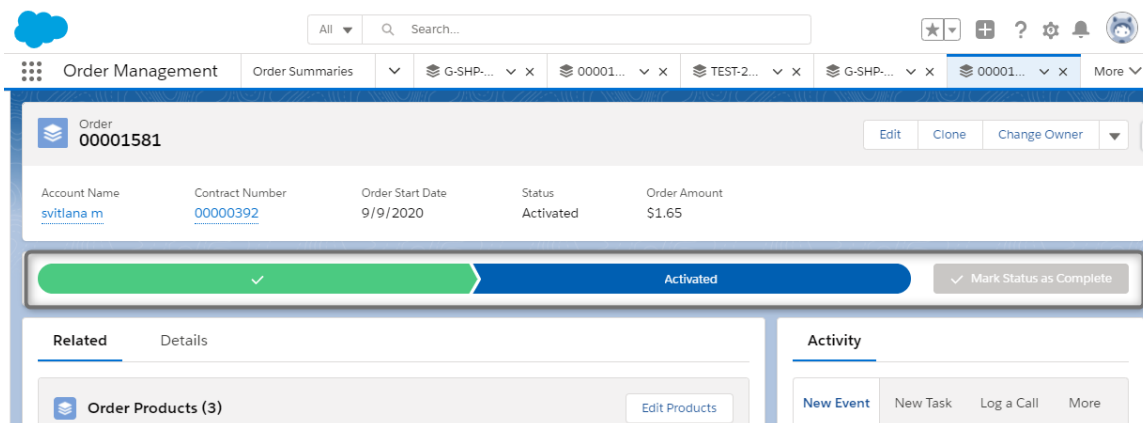
The shopper adds the product(s) to cart, proceeds to checkout, and places the order directly from the merchant's Google Shop page.

Note: Shoppers from the US and UK can purchase products from the merchant's store and do the checkout in app. Shoppers outside the US and UK purchase the product and do the checkout from an intermediary page.

When the order is placed, Google processes it for about 30 minutes. In Google Merchant Center, the order status is *In Progress*. The shopper may choose to cancel the order **only** during this state.

Once the order is processed by Google, the order status gets changed to *Pending Shipment*, and the merchant receives an email notification about the new order. The shopper receives a confirmation email about the order with the order details.

Based on the schedule set up by the merchant, new orders are ingested into Salesforce OMS from Google Merchant Center. The order status is automatically set to *Activated*.



Under the Details tab, the *Is External Order Acknowledged*, and *Updated Order Merchant ID* checkboxes are checked once the order is ingested and activated.

Order 00001581 Edit Clone Change Owner

Account Name [svitiana m](#) Contract Number 00000392 Order Start Date 9/9/2020 Status Activated Order Amount \$1.65

Activated Mark Status as Complete

Details More ▾

Order Owner [Svitiana Krynytska](#) Contract Number 00000392

Order Number 00001581 Order Amount \$1.65

Account Name [svitiana m](#) Order Type

Order Start Date 9/9/2020 Status Activated

Customer Authorized By Shipping Address

Company Authorized By Activated Date 9/9/2020, 12:53 AM

Billing Address LOCUST GROVE, VA 22508 US

Activated By [Svitiana Krynytska](#)

Is External Order ☒

Acknowledged ☒

Updated Order Merchant Id ☒

Order Source Google

Activity

New Event New Task Log a Call Email

Set up an event... Add

Filters: All time • All activities • All types Refresh • Expand All • View All

Upcoming & Overdue

No next steps.
To get things moving, add a task or set up a meeting.

No past activity. Past meetings and tasks marked as done show up here.

Once the status of the order is *Activated*, Order Summary is automatically created for the respective order, with the *Created* status. Order Summary also displays Sales Channel information (i.e. *Google*).

Order Management Order Summaries 00001325 TEST-2194 G-SHP-956... G-SHP-031... G-SHP-223... More ▾

Totals

Subtotal	\$1.50
Order Adjustments	\$0.00
Shipping	\$0.15
Tax	\$0.10
Total	\$1.75

Actions & Recommendations

Actions History

Add

Cancel Items

Order Summary G-SHP-9561-54-4303 + Follow New Contact New Opportunity New Case

Account [svitiana m](#) Ordered Date 9/9/2020, 12:00 AM Status Created Billing Address LOCUST GROVE, VA 22508 US Sales Channel Google

Summary Related Details Feed

Ship To: [svitiana m](#) 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Product Name	Name	Description	Status	Qu...	Unit Price	Line Adjustments
Pelikan 955161 ballp...	Pelikan 9551...	Pelikan 95516...	Ordered	2	\$0.25	\$0.00
Top Gun (DVD) (1986)	Top Gun (DV...	Top Gun (DVD)...	Ordered	1	\$1.00	\$0.00
delivery_10% Shipping	Shipping	Shipping	Ordered	1	\$0.15	\$0.00

Order Payment Summaries records reflect *Authorized* and *Captured* amounts for the order.

Order Payment Summaries (1)					
1 Item • Updated 12 minutes ago					
Method	Full Name	Authorized	Captured	Refunded	
1	OPS - G-SHP-9561-54-...	\$1.75	\$1.75	\$0.00	
View All					

All order summaries from various channels are consolidated under Order Summaries tab.

Order Summaries							
150+ Items • Sorted by Ordered Date • Filtered by All order summaries • Updated 2 hours ago							
☐	Order Summary Number	Sales Channel	Account	Status	Ordered Date	Total	Created Date
1	314063013157292	Facebook	John Smith	Fulfilled	9/9/2020, 1:25 AM	\$1.01	9/9/2020, 1:31 AM
2	2671749466471736	Facebook	John Smith	Fulfilled	9/9/2020, 1:25 AM	\$3.01	9/9/2020, 1:31 AM
3	367855074229104	Facebook	John Smith	Fulfilled	9/9/2020, 1:24 AM	\$4.01	9/9/2020, 1:31 AM
4	G-SHP-1610-37-2403	Google	svitlana m	Created	9/9/2020, 12:06 AM	\$1.16	9/9/2020, 12:53 AM
5	G-SHP-8374-80-2793	Google	svitlana m	Created	9/9/2020, 12:05 AM	\$0.59	9/9/2020, 12:53 AM
6	G-SHP-3204-17-4363	Google	svitlana m	Created	9/9/2020, 12:02 AM	\$3.48	9/9/2020, 12:53 AM
7	G-SHP-4023-89-9613	Google	svitlana m	Created	9/9/2020, 12:02 AM	\$2.32	9/9/2020, 12:53 AM
8	G-SHP-8708-98-2483	Google	svitlana m	Created	9/9/2020, 12:01 AM	\$0.89	9/9/2020, 12:53 AM
9	G-SHP-9561-54-4303	Google	svitlana m	Created	9/9/2020, 12:00 AM	\$1.75	9/9/2020, 12:53 AM

Order Management Flows

1 CANCEL ITEMS FLOW

To cancel the items of the order, the status of its Order Summary has to be *Created*. Only unshipped items can be cancelled.

The screenshot shows the Order Management interface. On the left, the 'Totals' section displays: Subtotal (\$1.50), Order Adjustments (\$0.00), Shipping (\$0.15), Tax (\$0.10), and Total (\$1.75). Below this is the 'Actions & Recommendations' section with an 'Add' button and a 'Cancel Items' dropdown menu. The main area shows the 'Order Summary' for G-SHP-9561-54-4303. The status is 'Created'. The 'Billing Address' is LOCUST GROVE, VA 22508 US. The 'Sales Channel' is Google. The 'Summary' tab is active, showing a table of items:

Product Name	Name	Description	Status	Qu...	Unit Price	Line Adjustments
Pelikan 955161 ballp...	Pelikan 9551...	Pelikan 95516...	Ordered	2	\$0.25	\$0.00
Top Gun (DVD) (1986)	Top Gun (DV...	Top Gun (DVD)...	Ordered	1	\$1.00	\$0.00
delivery_10% Shipping	Shipping	Shipping	Ordered	1	\$0.15	\$0.00

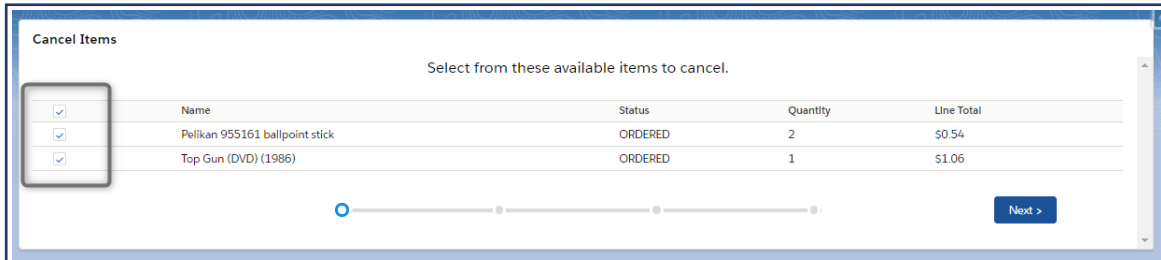
On the Order Summary page, navigate to the *Actions & Recommendations* section. Click the *Add* button. Click the *Cancel Items* flow.

Alternatively, click the *Cancel Items* box in the *Actions & Recommendations* section.

The screenshot shows the Order Management interface. On the left, the 'Totals' section displays: Subtotal (\$1.50), Order Adjustments (\$0.00), Shipping (\$0.15), Tax (\$0.10), and Total (\$1.75). Below this is the 'Actions & Recommendations' section with an 'Add' button and a 'Cancel Items' dropdown menu. The main area shows the 'Order Summary' for G-SHP-9561-54-4303. The status is 'Created'. The 'Billing Address' is LOCUST GROVE, VA 22508 US. The 'Sales Channel' is Google. The 'Summary' tab is active, showing a table of items:

Product Name	Name	Description	Status	Qu...	Unit Price	Line Adjustments
Pelikan 955161 ballp...	Pelikan 9551...	Pelikan 95516...	Ordered	2	\$0.25	\$0.00
Top Gun (DVD) (1986)	Top Gun (DV...	Top Gun (DVD)...	Ordered	1	\$1.00	\$0.00
delivery_10% Shipping	Shipping	Shipping	Ordered	1	\$0.15	\$0.00

On the Cancel Items screen, check the item(s) to cancel and click *Next*.



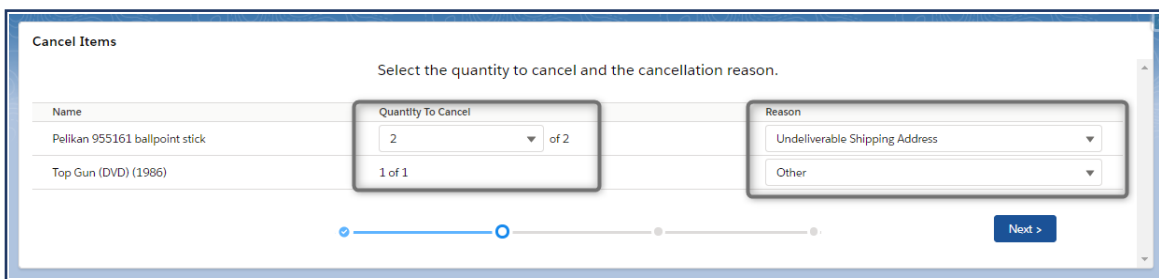
Cancel Items

Select from these available items to cancel.

	Name	Status	Quantity	Line Total
☒	Pelikan 955161 ballpoint stick	ORDERED	2	\$0.54
☒	Top Gun (DVD) (1986)	ORDERED	1	\$1.06

Next >

Select the *Quantity to cancel* (if applicable) and *Reason*. Click *Next*.



Cancel Items

Select the quantity to cancel and the cancellation reason.

Name	Quantity To Cancel	Reason
Pelikan 955161 ballpoint stick	2 of 2	Undeliverable Shipping Address
Top Gun (DVD) (1986)	1 of 1	Other

Next >

Review your selections and click *Submit* to complete the Cancel Items flow.

Cancel Items

Review your selections. If everything looks good, you're ready to submit!

Selections

Pelikan 955161 ballpoint stick

Quantity to cancel: 2

Reason: undeliverableShippingAddress

Remove shipping amount: No

Top Gun (DVD) (1986)

Quantity to cancel: 1

Reason: other

Remove shipping amount: No

Cancellation Total

-\$1.75

Amount to be applied to order

Totals

Subtotal	\$1.50
Order Adjustments	\$0.00
Shipping	\$0.15
Tax	\$0.10
Original Total	\$1.75
Cancellation Amount	-\$1.50
Order Adjustments	\$0.00
Shipping	-\$0.15
Tax	-\$0.10
Cancellation Total	-\$1.75
Refund	-\$1.75
Updated Order Total	\$0.00

Submit

Once the *Cancel Items* flow is completed, click *Finish* to close the current view.

Cancel Items



You're all set! The cancellation succeeded.

Finish

Once the merchant completes the Cancel Items flow, the Quantity is adjusted on the Summary tab of the Order Summary.

If the quantity of the product ordered within the order equals the quantity selected to be canceled once the merchant completes the Cancel Items flow, the Status of the Order Product Summaries is changed from *Ordered* to *Canceled*, and Quantity is adjusted to 0 on the Summary tab of the Order Summary. The status of the Order Summary is changed from *Created* to *Canceled*.

Order Summary
G-SHP-9561-54-4303

Account: [svitlana m](#) | Ordered Date: 9/9/2020, 12:00 AM | Status: **Canceled** | Billing Address: [LOCUST GROVE, VA 22508 US](#)

Summary | Related | Details | Feed

Ship To: [svitlana m](#) 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Product Name	Name	Description	Status	Qu...	Unit Price	Line Adjustments
Pelikan 955161 ballp...	Pelikan 9551...	Pelikan 95516...	Canceled	0	\$0.25	\$0.00
Top Gun (DVD) (1986)	Top Gun (DV...	Top Gun (DVD)...	Canceled	0	\$1.00	\$0.00
delivery_10% Shipping	Shipping	Shipping	Canceled	0	\$0.15	\$0.00

Note: If not all the items on the order were canceled, the Order Summary status remains *Created*, Line Items status remains *Ordered*, and Quantity is adjusted (decreased).

Order Summary
G-SHP-8708-98-2483

Account: [svitlana m](#) | Ordered Date: 9/9/2020, 12:01 AM | Status: **Created** | Billing Address: [LOCUST GROVE, VA 22508 US](#)

Summary | Related | Details | Feed

Ship To: [svitlana m](#) 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Product Name	Name	Description	Status	Qu...	Unit Price	Line Adjustments
delivery_10% Shipping	Shipping	Shipping	Ordered	1	\$0.08	\$
Pelikan 955161 ballp...	Pelikan 9551...	Pelikan 95516...	Ordered	2	\$0.25	\$

The Order Payment Summary record amounts are adjusted to reflect the cancellation flow that took place.

Order Payment Summaries (1)					
1 Item • Updated 8 minutes ago					
Method	Full Name	Authorized	Captured	Refunded	
1	OPS - G-SHP-9561-54-4303	\$1.75	\$1.75	\$1.75	
View All					

Order Payment Summary
OPS - G-SHP-9561-54-4303

Type
Unknown

Full Name

Balance
\$0.00

Related

Details

Order Payment Summary Information

Full Name

Last Payment Gateway Log

Last Payment Gateway Message

Order Summary

Payment Method

Type

PM_Card-000000312

Unknown

Order Payment Summary Amounts

Authorized

Authorization Reversed

Available to Capture

Available to Refund

Balance

Captured

Pending Authorization

Pending Capture

Pending Refund

Pending Authorization Reversal

Refunded

\$1.75

\$0.00

\$0.00

\$0.00

\$0.00

\$1.75

\$0.00

\$0.00

\$0.00

Once the item is cancelled, it appears with the Canceled status within the respective order in Google Merchant Center.

2 CANCEL ORDER FLOW

To cancel an order, it should contain only unshipped/not canceled items.

Totals

Subtotal	\$0.50
Order Adjustments	\$0.00
Shipping	\$0.05
Tax	\$0.04
Total	\$0.59

Order Summary
G-SHP-8374-80-2793

Account: [svitlana m](#) | Ordered Date: 9/9/2020, 12:05 AM | Status: Created | Billing Address: LOCUST GROVE, VA 22508 US

Summary | Related | Details | Feed

Ship To: [svitlana m](#) 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Product Name	Name	Description	Status	Qu...	Unit Price	Line A
Pelikan 955161 balp...	Pelikan 9551...	Pelikan 95516...	Ordered	2	\$0.25	\$0.00
delivery_10% Shipping	Shipping	Shipping	Ordered	1	\$0.05	\$0.00

Shipping Addresses (1)

1 Item - Updated a few seconds ago

Name	Address	City	State/Provi...	Zip	Description
1 svitlana m	123 GREEN ST	LOCUST GROVE	VA	22508-5444	

On the Order Summary page, navigate to the *Actions & Recommendations* section. Click the *Add* button, then click *Cancel Order* flow.

Alternatively, click the *Cancel Order* box in the *Actions & Recommendations* section.

Totals

Subtotal	\$0.50
Order Adjustments	\$0.00
Shipping	\$0.05
Tax	\$0.04
Total	\$0.59

Order Summary
G-SHP-8374-80-2793

Account: [svitlana m](#) | Ordered Date: 9/9/2020, 12:05 AM | Status: Created | Billing Address: LOCUST GROVE, VA 22508 US

Summary | Related | Details | Feed

Ship To: [svitlana m](#) 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Description	Status	Qu...	Unit Price	Line A
Pelikan 95516...	Ordered	2	\$0.25	\$0.00
Shipping	Ordered	1	\$0.05	\$0.00

Actions & Recommendations

Actions | History

Add (1)

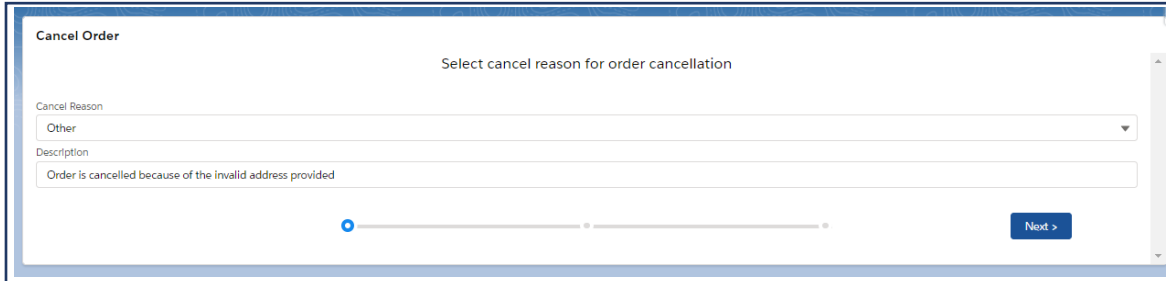
Cancel Items

Cancel Order (2)

Return Items

Reject Items

In the Cancel Order screen, Select *Cancel Reason* and input a description in the *Description* field. Click *Next*.



Cancel Order

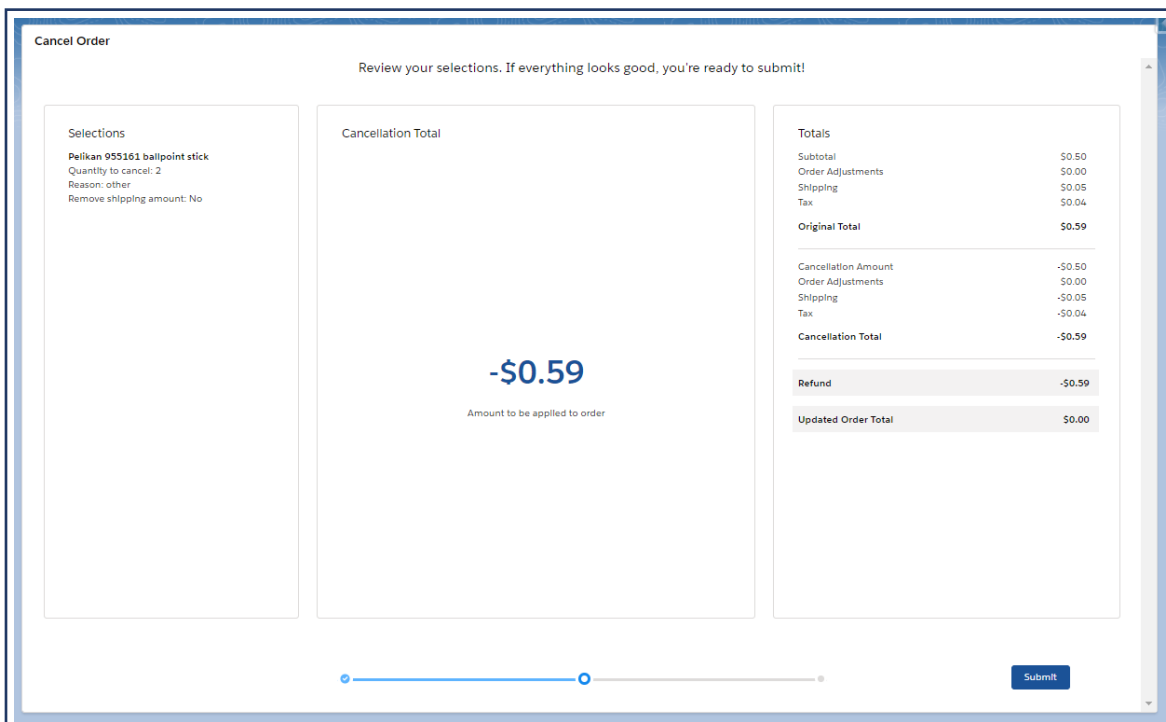
Select cancel reason for order cancellation

Cancel Reason
Other

Description
Order is cancelled because of the invalid address provided

Next >

Review the selections and click *Submit* to complete the Cancel Order flow.



Cancel Order

Review your selections. If everything looks good, you're ready to submit!

Selections

Pelikan 955161 ballpoint stick
Quantity to cancel: 2
Reason: other
Remove shipping amount: No

Cancellation Total

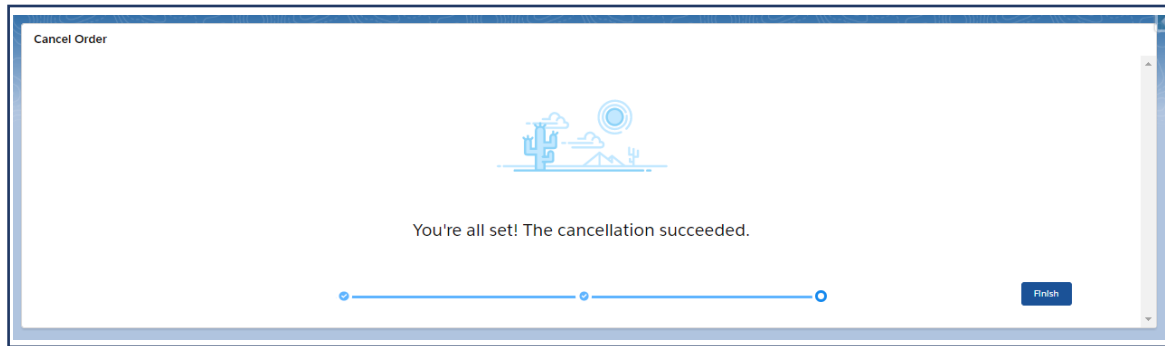
-\$0.59
Amount to be applied to order

Totals

Subtotal	\$0.50
Order Adjustments	\$0.00
Shipping	\$0.05
Tax	\$0.04
Original Total	\$0.59
Cancellation Amount	-\$0.50
Order Adjustments	\$0.00
Shipping	-\$0.05
Tax	-\$0.04
Cancellation Total	-\$0.59
Refund	-\$0.59
Updated Order Total	\$0.00

Submit

Click *Finish*.



Once the merchant completes the Cancel Order flow, the Status of the Order Product Summaries is changed from *Ordered* to *Canceled*, and the Quantity is adjusted on the Summary tab of the Order Summary.

Order Summary

G-SHP-8374-80-2793

+ Follow

New Contact

New Opportunity

New Case

Account

svitlana m

Ordered Date

9/9/2020, 12:05 AM

Status

Canceled

Billing Address

LOCUST GROVE, VA 22508 US

Summary

Related

Details

Feed

Ship To: svitlana m 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Product Name	Name	Description	Status	Qu...	Unit Price	Line A
Pelikan 955161 ballp...	Pelikan 9551...	Pelikan 95516...	Canceled	0	\$0.25	\$0.00
delivery_10% Shipping	Shipping	Shipping	Canceled	0	\$0.05	\$0.00

Order Payment Summaries record amounts are adjusted to reflect the cancellation flow that took place.

Order Payment Summaries (1)					
1 item · Updated 15 minutes ago					
	Method	Full Name	Authorized	Captured	Refunded
1	OPS - G-SHP-8374-80-...		\$0.59	\$0.59	\$0.59
View All					

Order Payment Summary
OPS - G-SHP-8374-80-2793

Type	Full Name	Balance
Unknown		\$0.00

Related

Details

Order Payment Summary Information

Full Name

Last Payment Gateway Log

Last Payment Gateway Message

Order Summary

Payment Method

Type

PM_Card-000000308

Unknown

Order Payment Summary Amounts

Authorized	Authorization Reversed
\$0.59	\$0.00
Available to Capture	Available to Refund
\$0.00	\$0.00
Balance	Captured
\$0.00	\$0.59
Pending Authorization	Pending Capture
\$0.00	\$0.00
Pending Refund	Pending Authorization Reversal
\$0.00	\$0.00
Refunded	
\$0.59	

In Google Merchant Center, the order status is changed to *Canceled*.

3 RETURN ITEMS FLOW

In order to proceed with the Return Item flow, the Order Summary for the respective Order has to be in the *Waiting to Fulfill* status.

Once the Order is ingested into OMS, automatically activated, acknowledged, and Order Summary created with *Created* status, click on the arrow and select *Edit*.

Order Summary
G-SHP-8708-98-2483

+ Follow New Contact New Opportunity New Case

Account: svitlana m Ordered Date: 9/9/2020, 12:01 AM Status: Created Billing Address: LOCUST GROVE, VA 22508-5444, US

Summary Related Details Feed

Ship To: svitlana m 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Product Name	Name	Description	Status	Qu...	Unit Price
delivery_10% Shipping	Shipping	Shipping	Ordered	1	\$0.08
Pelikan 955161 ballp...	Pelikan 9551...	Pelikan 95516...	Ordered	2	\$0.25

In the pop-up screen, select *Approved* from the Status drop-down, then click *Save*.

Edit G-SHP-8708-98-2483

Order Information

Original Order

00001580

Order Summary Number

G-SHP-8708-98-2483

Ordered Date

9/9/2020, 12:01 AM

*Status

Created

--None--

✓ Created

1 Approved

Waiting to Fulfill

Fulfilled

Account

svitlana m

Sales Channel

Google

Description

Is External Order ⓘ

☒

Billing Information

Billing Address

🔍

Search Address

Address

City

State/Province

2

Cancel

Save & New

Save

The status of the order is changed to *Approved* and *Fulfillment Orders* are created. Once Fulfillment Orders are created, the status of the order is changed to *Waiting to Fulfill*, and the product status is changed from *Ordered* to *Allocated*.

Totals

Subtotal	\$0.50
Order Adjustments	\$0.00
Shipping	\$0.08
Tax	\$0.04
Total	\$0.62

Order Summary
G-SHP-8708-98-2483

Account: [svitlana m](#) | Ordered Date: 9/9/2020, 12:01 AM | Status: **Waiting to Fulfill** | Billing Address: [LOCUST GROVE, VA 22508 US](#)

Summary | Related | Details | Feed

Ship To: [svitlana m](#) 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Product Name	Name	Description	Status	Qu...	Unit Price	Line Adjustments
delivery_10% Shipping	Shipping	Shipping	Allocated	1	\$0.08	\$0.00
Pelikan 955161 ballp...	Pelikan 9551...	Pelikan 95516...	Allocated	2	\$0.25	\$0.00

Shipping Addresses (1)
1 Item • Updated a few seconds ago

Name	Address	City	State/Provi...	Zip	Description
1 svitlana m	123 GREEN ST	LOCUST GROVE	VA	22508-5444	

[View All](#)

Fulfillment Orders
1 Item • Sorted by Account Name • Updated a few seconds ago

Fulfillment Order Number	Total Quantity	Total with Tax	Status	Type	Fulfilled Location
1 FO-0261	3	\$0.62	Allocated	Warehouse	Warehouse

[View All](#)

Navigate to Fulfillment Orders and click on the record link. On the Fulfillment Order page, click the *Ship Items* custom button.

Note: *Ship Items* only works for **external** orders (orders from social media channels).

Fulfillment Order
FO-0261

+ Follow Ship Items New Contact New Opportunity

Order Recipient: svitiana m
Status: Allocated
Fulfilled To Address: 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US
Fulfilled Location: Warehouse
Created Date: 9/9/2020, 10:54 AM

Related Details

▼ Fulfillment Order Information

Account: svitiana m
Invoice:
Type: Warehouse
Order Delivery Method: 10% Shipping
Order Summary: G-SHP-8708-98-2483
Status: Allocated

▼ Shipping Information

Fulfilled To Address: 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US
Order Recipient: svitiana m

Activity Chatter

New Event New Task Log a Call Email

Set up an event... Add

Filters: All time • All activities • All types

Refresh • Expand All • View All

▼ Upcoming & Overdue

No next steps.
To get things moving, add a task or set up a meeting.

No past activity. Past meetings and tasks marked as done show up here.

On the Ship Items pop-up, select the *Carrier*, and input the *Tracking Number* and *Tracking URL*. Click *Next*.

Ship Items

* Carrier
FedEx

Tracking Number
FED825465

Tracking URL
https://www.fedex.com/trackID=FED825465

Next

Select the Quantity for the available items to ship. Click *Next*.

Note: It's not possible to ship the same Fulfillment Order more than one time.

Ship Items

Select from these available items to ship.

☒	Fulfillment Number	Product	Quantity	Total with Tax
☒	00000002	Pelikan 955161 ballpoint stick	2 of 2	\$0.54



Next



Click *Finish* to complete the flow.

Ship Items

You're all set! The shipment succeeded.



Finish

The status of the Fulfillment Order is changed from *Allocated* to *Fulfilled*.

The status of Products is changed from *Allocated* to *Fulfilled*. The *Invoices* record is created.

Totals

Subtotal	\$0.50
Order Adjustments	\$0.00
Shipping	\$0.08
Tax	\$0.04
Total	\$0.62

Actions & Recommendations

Actions

History

Add

Cancel Items

Cancel Order

Return Items

Reject Items

Order Summary

G-SHP-8708-98-2483

+ Follow

New Contract

New Opportunity

New Case

Account

svitlana m

Ordered Date

9/9/2020, 12:01 AM

Status

Fulfilled

Billing Address

LOCUST GROVE, VA 22508 US

Summary

Related

Details

Feed

Ship To: svitlana m 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Product Name	Name	Description	Status	Qu...	Unit Price	Line Adjustments
delivery_10% Shipping	Shipping	Shipping	Fulfilled	1	\$0.08	\$0.00
Pelikan 955161 balp...	Pelikan 9551...	Pelikan 95516...	Fulfilled	2	\$0.25	\$0.00

Shipping Addresses (1)

1 Item • Updated a few seconds ago

Name	Address	City	State/Provi...	Zip	Description
1 svitlana m	123 GREEN ST	LOCUST GROVE	VA	22508-5444	

Invoices

1 Item • Sorted by Invoice Date • Updated a few seconds ago

Document Number	Invoice Date ↑	Total with Tax	Status
1 DOC-000000193	9/9/2020	\$0.62	Posted

On Google Merchant Center, the Order appears with the *Shipped* status.

After the order is shipped, the shopper has the possibility to initiate an order return from the Order Details page in Google shop by clicking the *Start a return* link under the respective product(s).

Once the shopper initiates the return, it is fetched into OMS and stored in the Order Return Items related list.

Order Summary
G-SHP-8708-98-2483

[+ Follow](#)
[New Contact](#)
[New Opportunity](#)
[New Case](#)

Account: [svtlana m](#)
Ordered Date: 9/9/2020, 12:01 AM
Status: Fulfilled
Billing Address: LOCUST GROVE, VA 22508 US
Sales Channel: [Google](#)

Summary | Related | Details | Feed

Ship To: [svtlana m](#) 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Product Name	Name	Description	Status	Qu...	Unit Price	Line Adjustments	Adjusted L
delivery_10% Shipping	Shipping	Shipping	Fulfilled	1	\$0.08	\$0.00	\$0.08
Pelikan 955161 ballp...	Pelikan 9551...	Pelikan 95516...	Fulfilled	2	\$0.25	\$0.00	\$0.50

Shipping Addresses (1)

1 Item • Updated a few seconds ago

Name	Address	City	State/Province	Zip	Description
1 svtlana m	123 GREEN ST	LOCUST GROVE	VA	22508-5444	

[View All](#)

Order Payment Summaries (1)

1 Item • Updated a few seconds ago

Method	Full Name	Authorized	Captured	Refunded
1 OPS - G-SHP-8708-98-2483		\$0.89	\$0.89	\$0.27

[View All](#)

Order Return Items (2)

2 Items • Updated a few seconds ago

Order Return It...	Order Product Summary	Reason	Quantity	Is Processed
1 a0180000007e3Ep	Pelikan 955161 ballpoint stlck	orderedWrongItem	1	☐
2 a0180000007e3Eq	Pelikan 955161 ballpoint stlck	orderedWrongItem	1	☐

Note: Each amount of the product that is returned by a shopper appears as a separate record in the Order Return Items section.

Alternatively, click *Return Items* box in the *Actions & Recommendations* section.

Totals

Subtotal	\$0.50
Order Adjustments	\$0.00
Shipping	\$0.08
Tax	\$0.04
Total	\$0.62

Actions & Recommendations

Actions History

Add

Cancel Items

Cancel Order

Return Items

Return Items

Order Summary G-SHP-8708-98-2483

+ Follow New Contact New Opportunity New Case

Account Ordered Date Status Billing Address
svitlana m 9/9/2020, 12:01 AM Fulfilled LOCUST GROVE, VA 22508 US

Summary Related Details Feed

Ship To: svitlana m 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Description	Status	Qu...	Unit Price	Line Adjustments
Shipping	Fulfilled	1	\$0.08	\$0.00
Pelikan 95516...	Fulfilled	2	\$0.25	\$0.00

City State/Provi... Zip Description

1 svitlana m 123 GREEN ST LOCUST GROVE VA 22508-5444

Return Items

Select from these available items to return.

☒	Name	Status	Quantity	Returned Quantity	Return Reason	Line Total
☒	Pelikan 955161 ballpoint stick	FULFILLED	2	2	orderedWrongItem	\$0.54

Return Items

Select the quantity to return and the return reason.

Name	Quantity To Return	Returned Quantity	Reason
Pelikan 955161 ballpoint stick	2 of 2	2	Delivered Too Late

☒ ☐ ☐ ☐ ☐

Next >

Review the selections and click *Submit*.

Return Items

Review your selections. If everything looks good, you're ready to submit!

Selections	Return Total	Totals
Pelikan 955161 ballpoint stick Quantity to return: 2 Reason: deliveredTooLate Remove shipping amount: No	Review your selections. If everything looks good, you're ready to submit!	Subtotal \$0.50 Order Adjustments \$0.00 Shipping \$0.08 Tax \$0.04 Original Total \$0.62
	-\$0.54 Amount to be applied to order	Return Amount -\$0.50 Order Adjustments \$0.00 Shipping \$0.00 Tax -\$0.04 Return Total -\$0.54
		Refund -\$0.54 Updated Order Total \$0.08



Submit

--	--	--



Submit

Click *Finish* to complete the flow.

Return Item



You're all set! The return succeeded.



Finish

Once the Return Items flow is completed by the merchant, the status of the product is changed from *Fulfilled* to *Returned*, the Quantity is adjusted, the Credit Memo record is created, and the Order Payment Summary record is updated.

Summary Related Details Feed

Ship To: svitlana m 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Product Name	Name	Description	Status	Qu...	Unit Price	Line Adjustments
delivery_10% Shipping	Shipping	Shipping	Fulfilled	1	\$0.08	\$0.00
Pelikan 955161 ballp...	Pelikan 9551...	Pelikan 95516...	Returned	0	\$0.25	\$0.00

Shipping Addresses (1)
1 Item • Updated 3 minutes ago

Name	Address	City	State/Provi...	Zip	Description
svitlana m	123 GREEN ST	LOCUST GROVE	VA	22508-5444	

Order Payment Summaries (1)
1 Item • Updated 3 minutes ago

Method	Full Name	Authorized	Captured	Refunded
OPS - G-SHP-8708-98-2483		\$0.89	\$0.89	\$0.81

Order Return Items (2)

The records selected for return are checked as *Processed* in the Order Return Items related list.



Order Return Items (2)





2 Items • Updated 2 minutes ago

	Order Return ... ▾	Order Product Summary ▾	Reason ▾	Quantity ▾	Is Processed ▾	
1	a01B0000007e3Ep	Pelikan 955161 ballpoint stick	orderedWrongItem	1	☒	
2	a01B0000007e3Eq	Pelikan 955161 ballpoint stick	orderedWrongItem	1	☒	

View All

Note: Shipping cost is excluded for refund for the scope of this integration.

4 REJECT ITEMS FLOW

Once the new Order is placed by a shopper on the merchant's Google shop and fulfilled by the merchant (refer to the [3 Return Items flow](#) section), the shopper can initiate the return from the Order Details page in Google shop by clicking *Start a return* link under the respective product(s).

A return initiated by a shopper is ingested into OMS and stored in the Order Return Items related list.

Note: Each amount of the product that is returned by shopper appears as a separate record in the Order Return Items section.

[Summary](#)
[Related](#)
[Details](#)
[Feed](#)

Ship To: svitlana m 123 GREEN ST, LOCUST GROVE, VA 22508-5444, US

Product Name	Name	Description	Status	Qu...	Unit Price	Line Adjustment
delivery_10% Shipping	Shipping	Shipping	Fulfilled	1	\$0.10	\$0.00
Top Gun (DVD) (1986)	Top Gun (DV...	Top Gun (DVD)...	Fulfilled	1	\$1.00	\$0.00

Shipping Addresses (1)

1 Item • Updated 22 minutes ago

Name	Address	City	State/Provi...	Zip	Description
1 svitlana m	123 GREEN ST	LOCUST GROVE	VA	22508-5444	

[View All](#)

Order Payment Summaries (1)

1 Item • Updated 22 minutes ago

Method	Full Name	Authorized	Captured	Refunded
1 OPS - G-SHP-1610-37-2403		\$1.16	\$1.16	\$0.00

[View All](#)

Order Return Items (1)

1 Item • Updated 21 minutes ago

Order Return I...	Order Product Su...	Reason	Quantity	Is Processed
1 a01B0000007e47s	Top Gun (DVD) (1986)	damagedOrDefectiveItem	1	☐

[View All](#)

The merchant has the possibility to reject/deny the return from the shopper if it is returned beyond the guidelines set by the merchant.

In order to complete the reject flow of the order in OMS, click the *Add* button in the *Actions & Recommendations*, then select *Reject Item* flow.

Alternatively, click *Reject Items* box in the *Actions & Recommendations* section.

Select the items that should be rejected, then click *Next*.

Reject Items

Select from these available items to reject.

☐	Name	Status	Quantity	Returned Quantity	Return Reason	Line Total
☒	Top Gun (DVD) (1986)	FULFILLED	1	1	damagedOrDefectiveItem	\$1.06

Next >

Select the *Quantity to Reject* (if more than 1 is returned) and the *Reason*. Click *Next*.

Reject Items

Select the quantity to reject and the reject reason.

Name	Quantity To Reject	Returned Quantity	Reason
Top Gun (DVD) (1986)	1 of 1	1	Damaged Or Used

Progress bar: 1 of 1 steps completed. [Next >](#)

Once the flow is completed, click *Finish*.

Reject Items

You're all set! The rejection succeeded.

Progress bar: 3 of 3 steps completed. [Finish](#)

After the flow is completed, the record in the Order Return Items section is checked as *Processed*. The amount refunded remains unchanged.

Order Payment Summaries (1)					
1 Item • Updated a few seconds ago					
Method	Full Name	Authorized	Captured	Refunded	
1	OPS - G-SHP-1610-37-2403	\$1.16	\$1.16	\$0.00	
View All					

Order Return Items (1)					
1 Item • Updated a few seconds ago					
Order Return I...	Order Product Su...	Reason	Quantity	Is Processed	
1	a01B0000007e47s	Top Gun (DVD) (1986)	damagedOrDefectiveItem	1	☒
View All					