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Connector for Facebook Shops & Salesforce Order Management

Installation Guide

| an OSF Product
Connector for
Facebook Shops
& Salesforce OMS

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Contents

1. Pre-requirements

Before installing Connector for Facebook and Salesforce Order Management, the following must be configured:

1. Order Management must be installed and configured. See the Salesforce Order Management implementation guide.
2. Chatter enabled (**Setup** > **Chatter Settings** > **Enable**)
3. Person Accounts enabled

After you verify that Person Accounts are enabled, do the following:

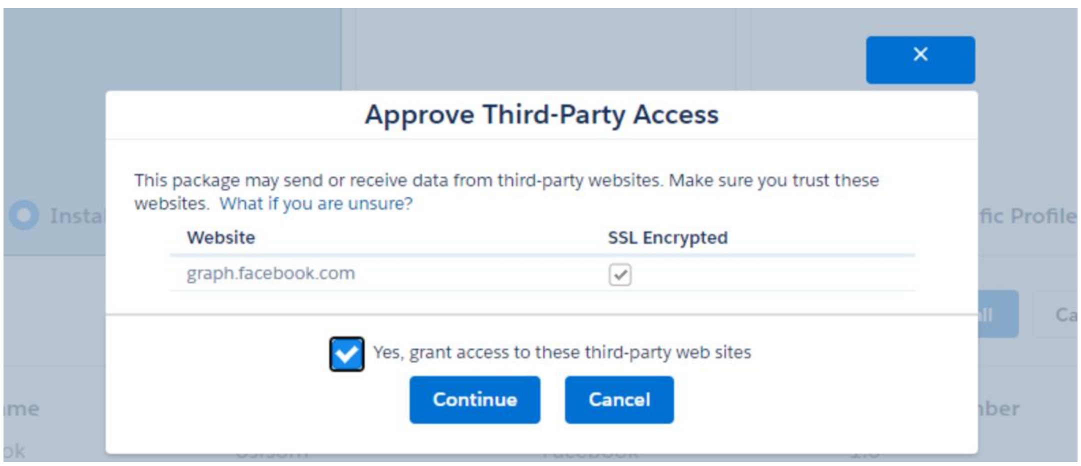
1. From **Setup** in the **Quick Find** box, enter *Profiles*, and then select **Profiles**.
2. In the list of profiles, select **System Administrator**.
3. In the **Find Settings...** box, enter *Account* and select it from the list.
4. Click **Edit**.
5. In the **Selected Record Types** section, move **--Master--** to the **Available Record Types** box, then move **Business Account** and **Person Account** to the **Selected Record Types** box.
6. Set both the **Default Record Type** and the **Business Account Default Record Type** to **Business Account**.
7. Set the **Person Account Default Record Type** to **Person Account**.
8. Click **Save**.

2. Installing the App

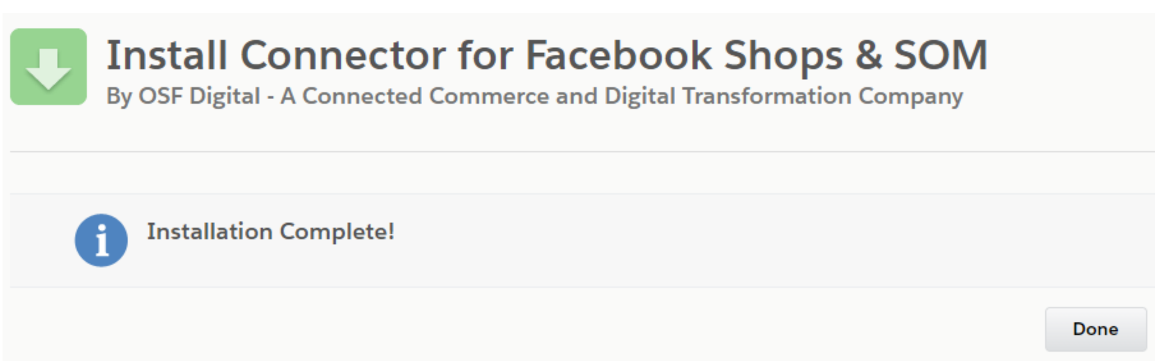
To install Connector for Facebook and Salesforce Order Management, you must be logged in as an administrator in Salesforce.com. The application can be installed in Professional, Enterprise, Force.com, Developer, and Unlimited editions.

1. Access Connector for Facebook and Salesforce Order Management on AppExchange.
2. Click **Get It Now** on the AppExchange page.
3. Choose where you wish to install the product: Production or Sandbox.
4. To begin the installation, select **I have read and agree to the terms and conditions.** and click **Confirm and Install**.
5. Enter your credentials.
6. Choose a security level, then click **Install** to continue the installation.

7. In the Approve Third-Party Access pop-up, select **Yes, grant access to these third-party web sites**.



8. Click **Continue**.
9. After the installation process has finished, click **Done**.



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3. Connect Facebook Shops with Salesforce Order Management System

3.1. FACEBOOK SHOPS REGISTRATION TAB PERMISSIONS

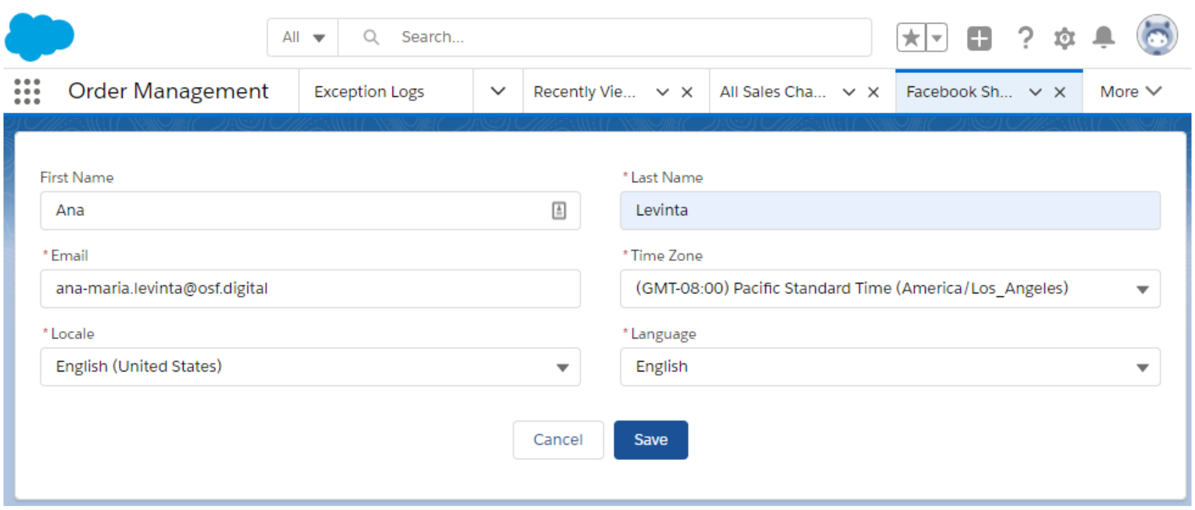
To configure the authentication between your Facebook Business account and Salesforce OMS, an OSF Community user account must be created:

1. Navigate to **Setup** > **Permission Sets**.
2. Click **Facebook Shops Registration**.
3. Click **Manage Assignments** > **Add Assignments**.
4. Select the user to create an OSF Community account.
5. Click **Assign** > **Done**.

3.2. CREATE OSF COMMUNITY USER

To log into OMS with the user which has the Facebook Shops Registration permission set:

1. Navigate to **App Launcher** > **Facebook Shops Registration**.
2. Complete these details on the page: First Name, Last Name, Email, Time Zone, Locale, and Language.
3. Click **Save**.



4. Follow the steps received in the email confirmation.
5. Log in with the credentials received in the OSF portal.
6. Log in with your Facebook account.
7. Add the name of the business, select time zone, and currency,
8. Click **FBE** to launch the FBE wizard, and follow the steps.

9. A token is generated by FBE that is used in OMS to retrieve orders and perform.

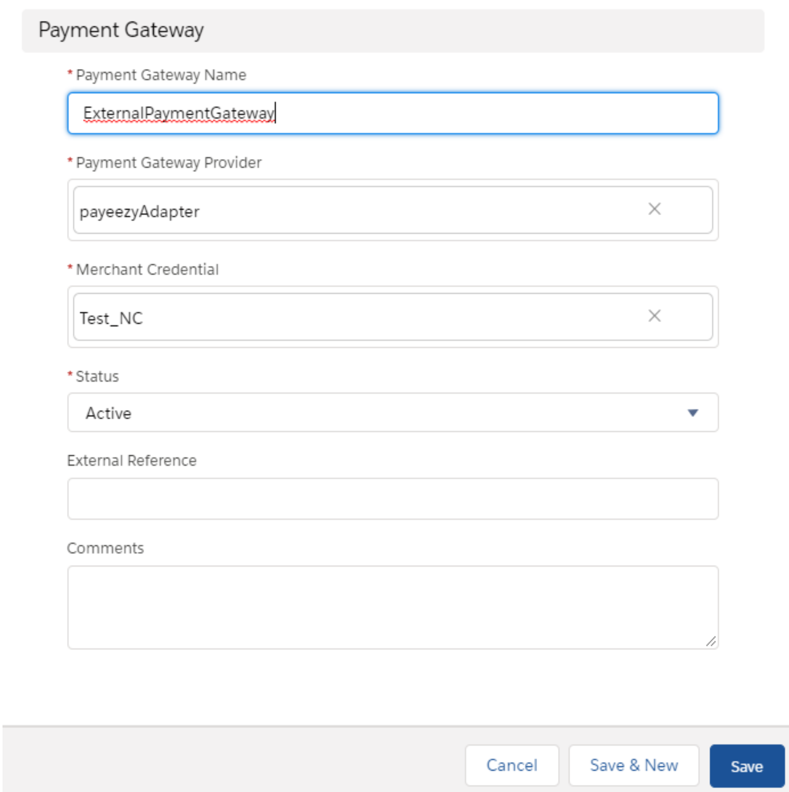
Important: After the first HTTP request made to Facebook APIs, an entry is created in Facebook Authorization custom settings, which contains the Facebook authentication tokens for each store. If a new token is generated in FBE, follow these steps to generate a new token in OMS:

1. Navigate to **Setup**> **Custom Code** > **Custom Settings**.
2. Click **Manage for Facebook Authorization**.
3. Edit any record and select **Refresh Token**.
4. Click **Save**.

4. Configuration of the App

4.1. PAYMENT GATEWAY SETTINGS

1. In App Launcher, search for *Payment Gateways*.
2. Open the existing **Payment Gateway** > **Edit**.
3. Set the **Payment Gateway Name** as *ExternalPaymentGateway*.



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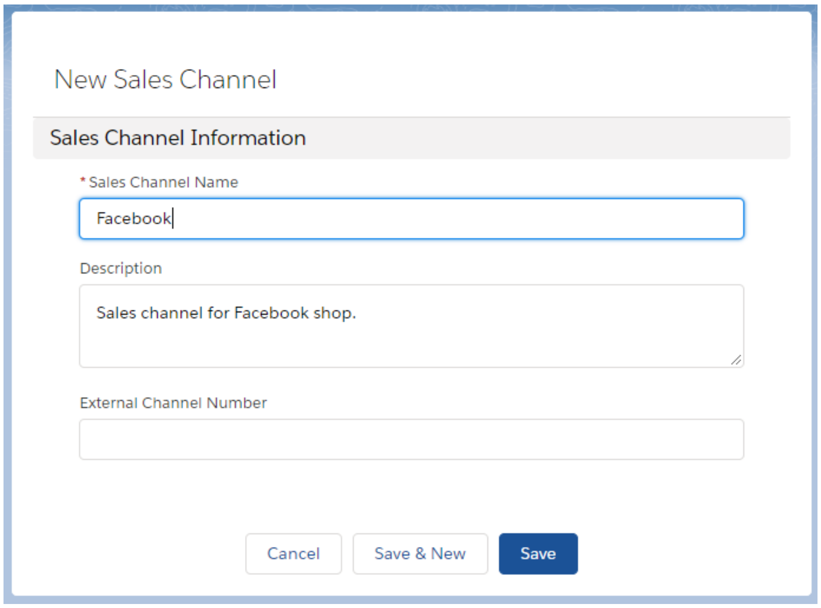
4.2. CREATE SALES CHANNELS

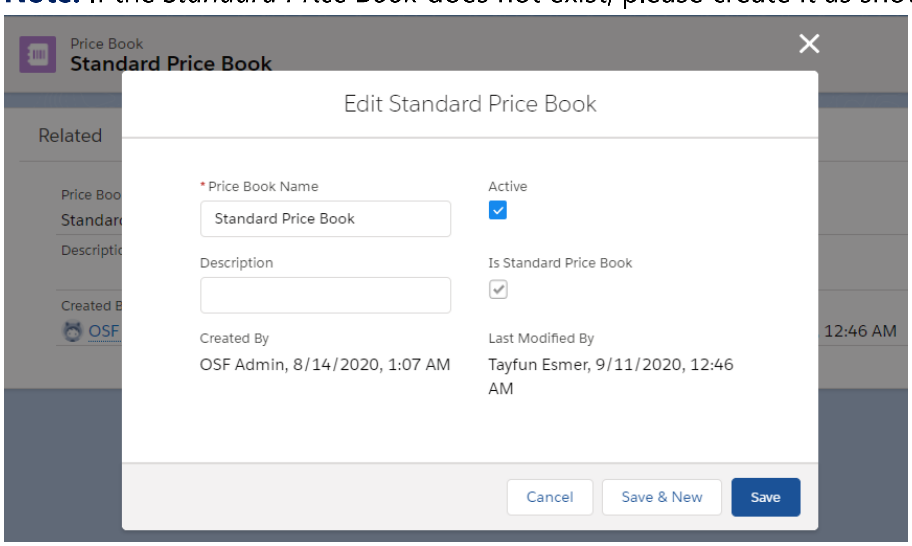
1. In App Launcher, search for *Sales Channels*.
2. Create a **New** Sales Channel.
3. Set the **Sales Channel Name** as *Facebook*.



4.3. PRICE BOOK

1. In App Launcher, search for *Price Books*.
2. In the **Price Books** list, select **Standard Price Book** > **Edit**.
3. Make sure the **Active** checkbox is selected.

Note: If the *Standard Price Book* does not exist, please create it as shown in the image.



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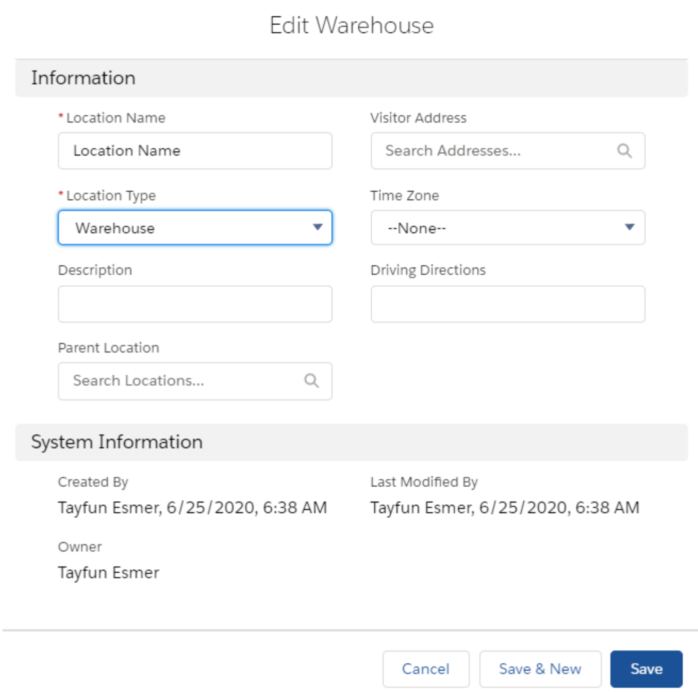
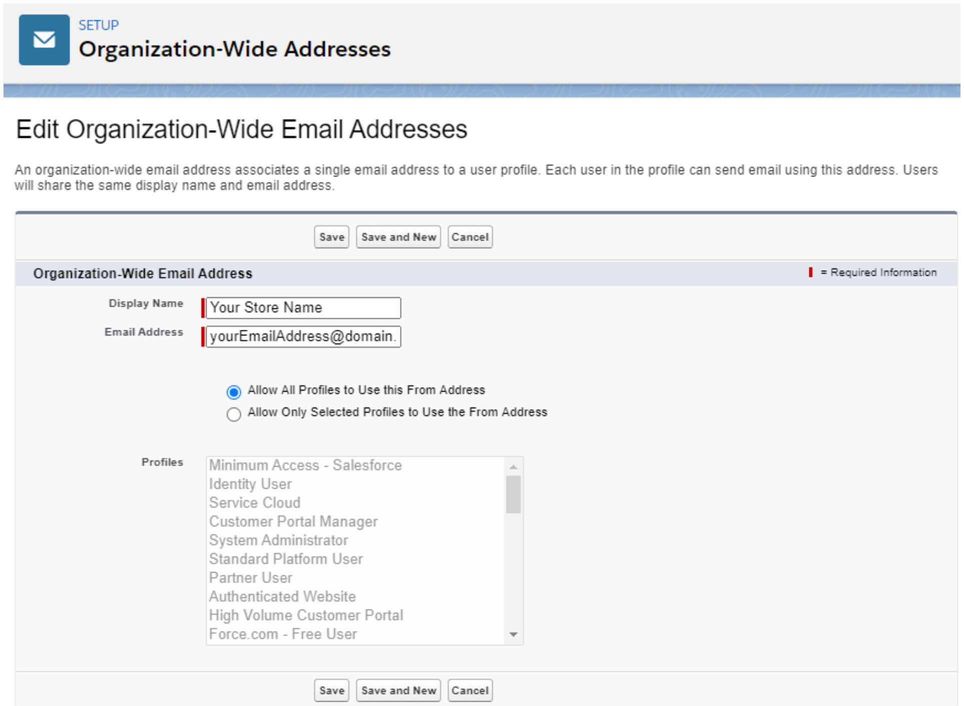
4.4. LOCATION

1. In **App Launcher**, search for *Locations*.
2. In the **All Locations** list, check if at least one location has the **Location Type** set to *Warehouse*.
3. If not, create a new location with **Location Type** set to *Warehouse*.



4.5. ORGANIZATION-WIDE EMAIL ADDRESSES SETTING

1. Navigate to **Setup** > **Email** > **Organization-Wide Addresses**.
2. Click **Add**.



3. Specify the **Display Name** and the **Email Address** in the corresponding fields.
4. Specify whether to use this address for all or selected Profiles. Select the profiles, as necessary.
5. Click **Save**.

Note: This email address is the sender address for emails sent to customers.

4.6. CUSTOM METADATA SETTINGS

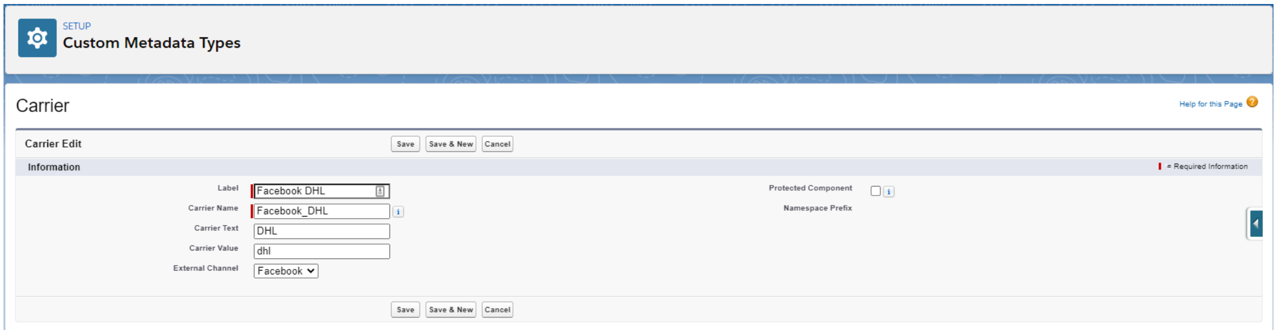
4.6.1. Carrier

United States carriers used by Facebook are included with the package installation. For France, carries need to be added manually, if required.

To add a new Carrier:

1. Navigate to **Setup**> **Custom Code**> **Custom Metadata Types**.
2. Click **Manage Records** for **Carrier**.
3. All existing values are displayed; add or edit, as needed.

- **Carrier Text** is the name displayed in the user interface.
- **Carrier Value** is the value accepted by Facebook.
- **External Channel** must be set as *Facebook*.

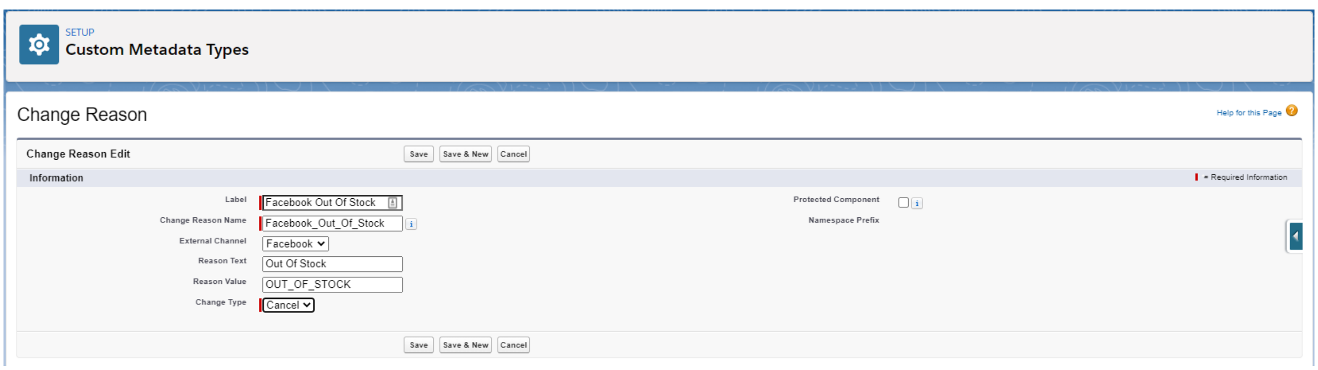


4.6.2. Change Reason

Reasons for cancel, reject, and return products used by Facebook are included with the package installation. To add new reasons:

1. Navigate to **Setup** > **Custom Code** > **Custom Metadata Types**.
2. Click **Manage Records** for **Change Reasons**.
3. All the existing values are displayed; add or edit, as needed.

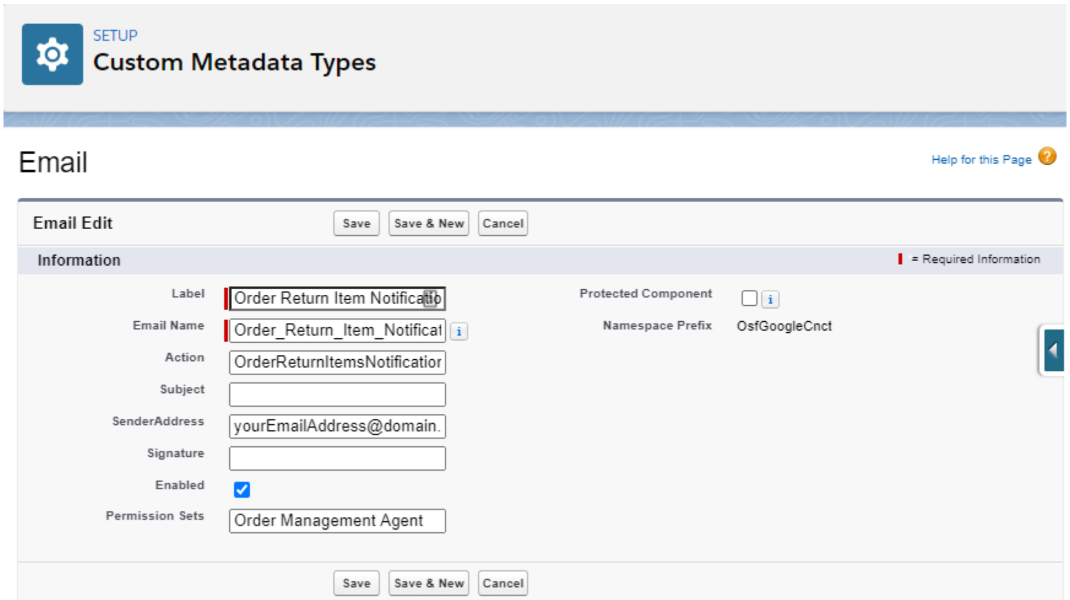
- **Reason Text** is the name displayed in the user interface.
- **Reason Value** is the value accepted by Facebook.
- **Change Type** must be set depending on the place where the reason is used (Cancel, Reject, or Return).
- **External Channel** must be set as *Facebook*.



4.6.3. Email

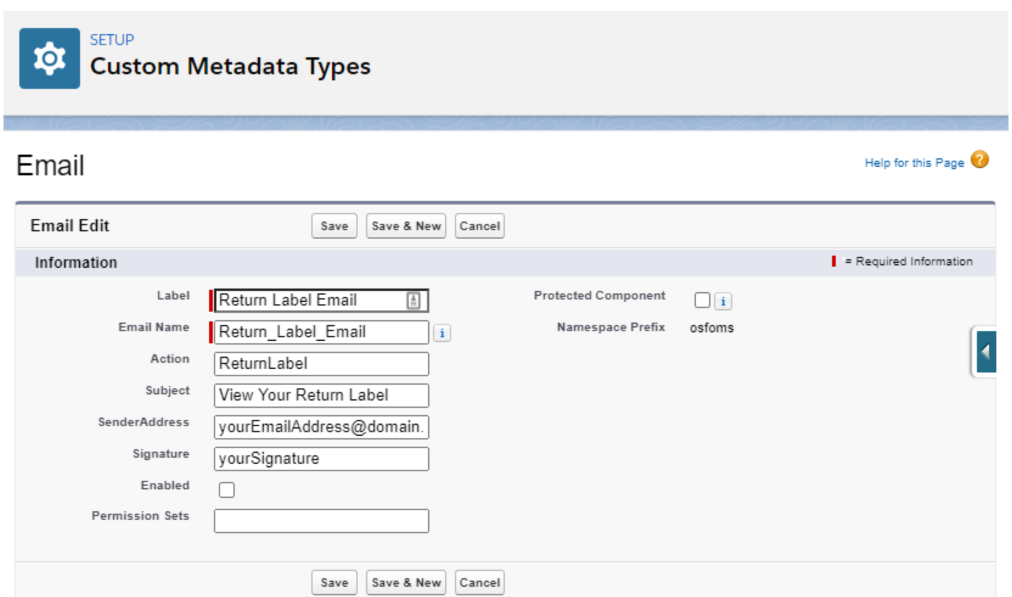
To send emails to customers with a defined sender email address:

1. Navigate to Setup > Custom Code > Custom Metadata Types.
2. Click Manage Records for Email.
3. Select Order Return Item Notification > Edit.
4. In the SenderAddress field, set the same email address used for the Organization-Wide Addresses setting.
5. Click Save.



1. Select **Return Label Email** > **Edit**.

- In **SenderAddress** field set the same email address used for the [Organization-Wide Addresses]() setting.
- Set your signature in the **Signature** field.
  - Set the **Action** field as follows:For Order Return Item Notification: *OrderReturnItemsNotifications*
  - For Return Label Email: *ReturnLabel*



2. Click **Save**.

4.7. CUSTOM SETTINGS

Once the merchant authenticates into the OSF Community and access rights are provided for Facebook shops, request authorization data is stored in **Setup**> **Custom Code** > **Custom Settings** > **Facebook Authorization** after the first callout is successfully made from OMS to FBE (fetch orders).

If a new store is added or a new access token is needed, update the records from custom settings:

1. Navigate to **Setup**> **Custom Code**> **Custom Settings**.
2. Click **Manage Records** for **Facebook Authorization**.
3. Edit any of the records, as needed.
4. Check **Refresh Token**.
5. Click **Save**.

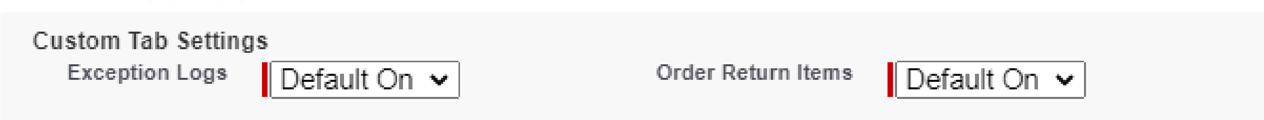
Once the settings are saved, and a callout is made from OMS to FBE, the existing settings are overwritten with the ones returned from FBE.

5. Setup Rights (Enterprise Edition)

5.1. SETUP PROFILE'S RIGHTS

Navigate to **Setup**> **Manage Users** > **Profiles** and edit the profile(s) that need access to the application.

1. In the **Custom Tab Settings** section, set **Exception Logs** and **Order Return Items** to **Default On**.



2. In the **Administrative Permissions** section, enable the **View Setup and Configuration** option.

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3. In the **Custom Object Permissions** section, make sure you have Read, Create, Edit, Delete, View All, and Modify All as available options for **Exception Logs** and **Order Return Items**.

Custom Object Permissions

	Basic Access				Data Administration	
	Read	Create	Edit	Delete	View All	Modify All
Exception Logs	✓	✓	✓	✓	✓	✓

	Basic Access				Data Administration	
	Read	Create	Edit	Delete	View All	Modify All
Order Return Items	✓	✓	✓	✓	✓	✓

5.2. SETUP FIELDS VISIBILITY

1. On the same profile that you previously set up, go to the Field-Level Security section.
2. Next to each object, click **View** to see if fields have **Read Access** and **Edit Access**.
3. For the following objects, make sure that the settings from the images are similar:

Order (Acknowledged, Facebook Page Id, Is External Order, Order Source, and Updated Order Merchant Id fields)

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Order Field-Level Security for profile

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Save Cancel

Field Name	Field Type	Read Access	Edit Access
Account Name	Lookup	✓	✓
Account Number	Text	✓	☐
Acknowledged	Checkbox	☑	☑
Activated By	Lookup	☑	☐
Activated Date	Date/Time	☑	☐
Billing Address	Address	☑	☑
Billing Email Address	Email	☑	☑
Billing Phone Number	Phone	☑	☑
Bill To Contact	Lookup	☑	☑
Company Authorized By	Lookup	☑	☑
Company Authorized Date	Date	☑	☑
Contract End Date	Date	☑	☐
Contract Name	Text	☑	☐
Contract Number	Lookup	✓	✓
Created By	Lookup	✓	☐
Customer Authorized By	Lookup	☑	☑
Customer Authorized Date	Date	☑	☑
Description	Long Text Area	☑	☑
Facebook Page Id	Text	☑	☑
Is External Order	Checkbox	☑	☑
Last Modified By	Lookup	✓	☐
Opportunity	Lookup	☐	☐
Order Amount	Currency	☑	☐
Ordered Date	Date/Time	☑	☑
Order End Date	Date	✓	✓
Order Name	Text	☑	☑
Order Number	Auto Number	✓	☐
Order Owner	Lookup	✓	✓
Order Reference Number	Text	☑	☑
Order Source	Picklist	☑	☑
Order Start Date	Date	✓	✓
Order Type	Picklist	☑	☑
Original Order	Lookup	✓	☐

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Order Type	Picklist	☑	☑
Original Order	Lookup	✓	☐
PO Date	Date	☑	☑
PO Number	Text	☑	☑
Price Book	Lookup	✓	☐
Reduction Order	Checkbox	✓	☐
Related Order	Lookup	✓	☐
Sales Channel	Lookup	☑	☑
Sales Store	Lookup	☐	☐
Shipping Address	Address	☑	☑
Ship To Contact	Lookup	☑	☑
Status	Picklist	✓	✓
Tax Locale Type	Picklist	☐	☐
Total Adjusted Delivery Amount	Currency	☑	☐
Total Adjusted Delivery Amount with Tax	Currency	☐	☐
Total Adjusted Delivery Tax	Currency	☑	☐
Total Adjusted Product Amount	Currency	☑	☐
Total Adjusted Product Amount with Tax	Currency	☐	☐
Total Adjusted Product Tax	Currency	☑	☐
Total Delivery Distributed Adjustments	Currency	☑	☐
Total Delivery Distributed Adjustments with Tax	Currency	☐	☐
Total Delivery Distributed Adjustment Tax	Currency	☑	☐
Total Product Distributed Adjustments	Currency	☑	☐
Total Product Distributed Adjustments with Tax	Currency	☐	☐
Total Product Distributed Adjustment Tax	Currency	☑	☐
Total Tax	Currency	☑	☐
Total with Tax	Currency	☑	☐
Updated Order Merchant Id	Checkbox	☑	☑

Save Cancel

Order Product (Currency, External Id, and External Number fields)

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Order Product Field-Level Security for profile

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Save Cancel

Field Name	Field Type	Read Access	Edit Access
Adjusted Product Subtotal	Currency	☑	☐
Adjusted Product Subtotal Tax	Currency	☑	☐
Adjusted Product Subtotal with Tax	Currency	☐	☐
Available Quantity	Number	✓	☐
Created By	Lookup	✓	☐
Currency	Text	☑	☑
Distributed Order Adjustments	Currency	☑	☐
Distributed Order Adjustments Tax	Currency	☑	☐
Distributed Order Adjustments with Tax	Currency	☐	☐
End Date	Date	☑	☑
External Id	Text	☑	☑
External Number	Text	☑	☑
Gross Unit Price	Currency	☑	☑
Last Modified By	Lookup	✓	☐
Line Description	Text	☑	☑
Line Number	Number	☑	☑
List Price	Currency	☑	☐
Order	Lookup	✓	✓
Order Delivery Group	Lookup	☑	☑
Order Product Number	Auto Number	✓	☐
Original Order Product	Lookup	✓	☐
Product	Lookup	✓	✓
Product Adjustments	Currency	☑	☐
Product Adjustments Tax	Currency	☑	☐
Product Adjustments with Tax	Currency	☐	☐
Product Code	Text	☑	☐
Product Subtotal	Currency	✓	✓
Product Subtotal (Rounded)	Currency	☐	☐
Product Subtotal (Rounded) with Tax	Currency	☐	☐
Product Subtotal Tax	Currency	☑	☐

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Product Subtotal Tax	Currency	☐	☐
Quantity	Number	✓	✓
Related Order Product	Lookup	✓	☐
Start Date	Date	☑	☑
Total Adjustments	Currency	☑	☐
Total Adjustments Tax	Currency	☐	☐
Total Adjustments with Tax	Currency	☐	☐
Total Amount with Tax	Currency	☐	☐
Total Price	Currency	✓	☐
Total Tax	Currency	☑	☐
Type	Picklist	✓	✓
Type Code	Picklist	✓	✓
Unit Price	Currency	✓	✓

Save Cancel

Order Summary (Is External Order field)

Order Summary Field-Level Security for profile

System Administrator

Help for this Page

Save Cancel

Field Name	Field Type	Read Access	Edit Access
Account	Lookup	✓	✓
Billing Address	Address	✓	✓
Billing Contact	Lookup	✓	✓
Billing Email Address	Email	✓	✓
Billing Phone Number	Phone	✓	✓
Change Order	Lookup	✓	✓
Description	Long Text Area	✓	✓
Is External Order	Checkbox	☑	☐
Order Adjustments	Currency	✓	☐
Order Adjustments Tax	Currency	✓	☐
Order Adjustments with Tax	Currency	✓	☐
Ordered Date	Date/Time	✓	✓
Order Life Cycle Type	Picklist	✓	✓
Order Product Adjustments	Currency	✓	☐
Order Product Adjustments Tax	Currency	✓	☐
Order Product Adjustments with Tax	Currency	✓	☐
Order Shipping Adjustments	Currency	✓	☐
Order Shipping Adjustments Tax	Currency	✓	☐
Order Shipping Adjustments with Tax	Currency	✓	☐
Order Summary Number	Text	✓	✓
Original Order	Lookup	✓	✓
Owner Name	Lookup	✓	✓
Pretax Subtotal	Currency	✓	☐
Sales Channel	Lookup	✓	✓
Shipping	Currency	✓	☐
Shipping Tax	Currency	✓	☐
Shipping with Tax	Currency	✓	☐
Status	Picklist	✓	✓
Subtotal	Currency	✓	☐
Subtotal Tax	Currency	✓	☐
Subtotal with Tax	Currency	✓	☐
Tax	Currency	✓	☐
Tax Locale Type	Picklist	✓	✓
Total	Currency	✓	☐

Save Cancel

Shipment (Carrier Name, External Shipment Id, Final Tax Is Processed, Fulfillment Order, Status, Tracking Number, and Tracking URL fields)

Shipment Field-Level Security for profile

System Administrator

Help for this Page

Save Cancel

Field Name	Field Type	Read Access	Edit Access
Actual Delivery Date	Date/Time	☑	☑
Carrier Name	Text	☑	☑
Created By	Lookup	✓	☐
Created Date	Date/Time	✓	☐
Delivered To	Lookup	☑	☑
Delivery Task	Lookup	✓	✓
Description	Long Text Area	☑	☑
Destination Location	Lookup	✓	✓
Expected Delivery Date	Date/Time	☑	☑
External Shipment Id	Text	☑	☑
Final Tax Is Processed	Checkbox	☑	☑
Fulfillment Order	Lookup	☑	☑
Last Modified By	Lookup	✓	☐
Last Modified Date	Date/Time	✓	☐
Owner Name	Lookup	✓	✓
Ship From Address	Address	☑	☑
Shipment Number	Auto Number	✓	☐
Shipping Provider	Picklist	☑	☑
Ship To Address	Address	☑	☑
Ship To Name	Text	✓	✓
Source Location	Lookup	✓	✓
Status	Picklist	☑	☑
Tracking Number	Text	☑	☑
Tracking URL	URL	☑	☑

Save Cancel

Exception Log (Class Name, Custom Message, Exception Cause, Exception Message, Exception Type, Line Number, Method Name, Module Name, and Stack Trace fields)

Exception Log Field-Level Security for profile

System Administrator

Help for this Page

Save Cancel

Field Name	Field Type	Read Access	Edit Access
Class Name	Text	☑	☑
Created By	Lookup	✓	☐
Custom Message	Text Area	☑	☑
Exception Cause	Rich Text Area	☑	☑
Exception Log Name	Auto Number	✓	☐
Exception Message	Long Text Area	☑	☑
Exception Type	Text	☑	☑
Last Modified By	Lookup	✓	☐
Line Number	Number	☑	☑
Method Name	Text	☑	☑
Module Name	Text	☑	☑
Owner	Lookup	✓	✓
Stack Trace	Rich Text Area	☑	☑

Save Cancel

Order Return Item (Acknowledged, External Item Id, Is Processed, Order Product Summary, Order Summary, Quantity, Reason, ReturnId, Return Item Id, and Return Label fields)

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Order Return Item Field-Level Security for profile
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Save Cancel

Field Name	Field Type	Read Access	Edit Access
Acknowledged	Checkbox	☑	☑
Created By	Lookup	✓	☐
External Item Id	Text	☑	☑
Is Processed	Checkbox	☑	☑
Last Modified By	Lookup	✓	☐
Order Product Summary	Lookup	☑	☑
Order Return Item Id	Text	✓	✓
Order Summary	Lookup	☑	☑
Owner	Lookup	✓	✓
Quantity	Number	☑	☑
Reason	Text	☑	☑
ReturnId	Text	☑	☑
Return Item Id	Text	☑	☑
Return Label	Text	☑	☑

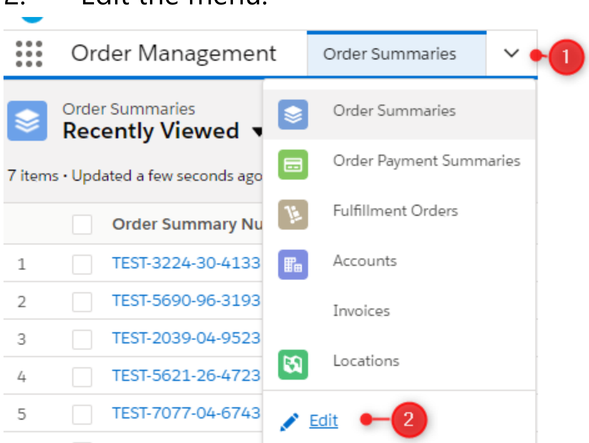
Save Cancel

6. Order Management App Configuration

6.1. NAVIGATION ITEMS

Once the tabs are on, they can be added in the application menu:

1. Navigate to **App Launcher**> **Order Management**.
2. Edit the menu.



3. Click **Add More Items**.

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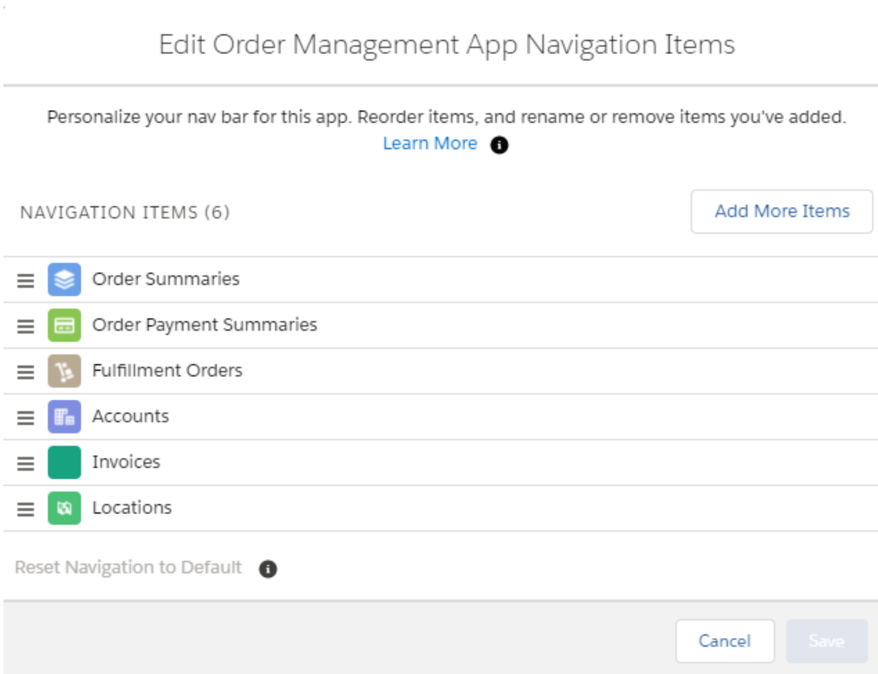
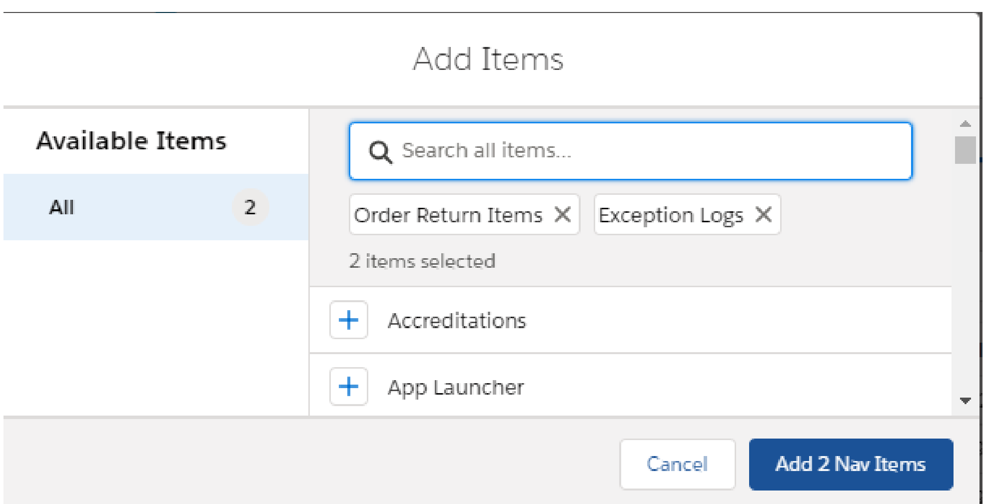


4. Search for *Order Return Items* and *Exception Logs* tabs.



5. Click **Add Nav Items**.
6. Click **Save**.

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6.2. PAGE LAYOUTS

For Salesforce standard objects, the following custom fields are added:

Object Name	Field Name
Order	Acknowledged
	Facebook Page Id
	Is External Order
	Order Source
	Updated Order Merchant Id
Order Product	Currency
	External Id
	External Number
Order Summary	Is External Order
Shipment	Carrier Name
	External Shipment Id
	Fulfillment Order
	Status
	Tracking Number
	Tracking URL
	Final Tax Is Processed

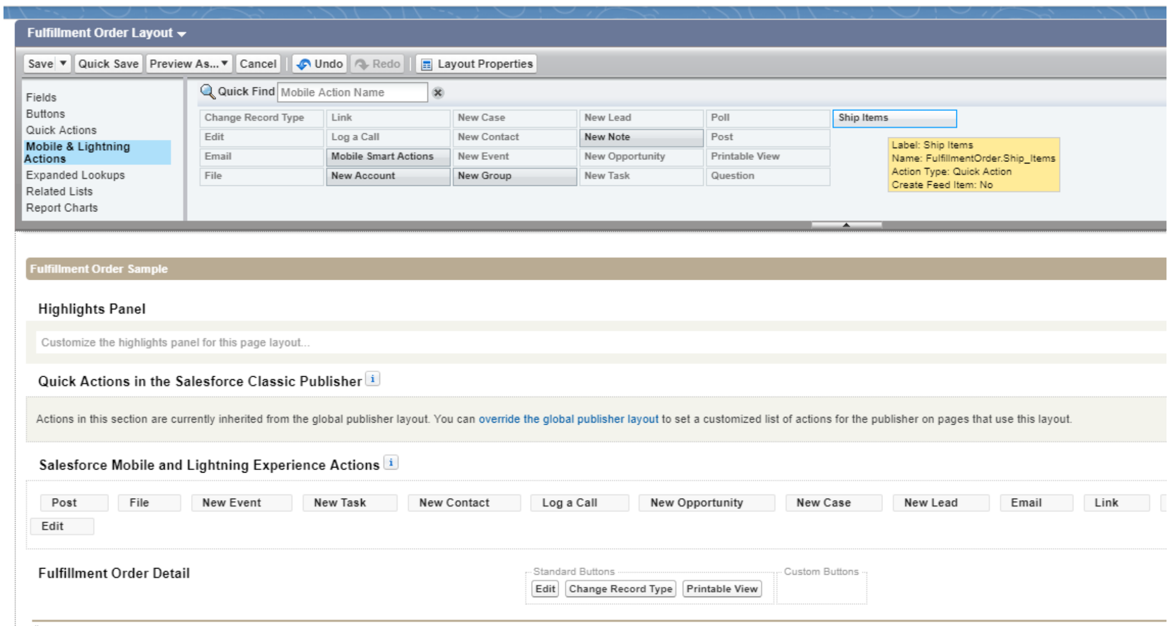
To see these fields on the page layouts:

1. Navigate to **Setup** > **Object Manager**.
2. Search for the object that you want to add the custom field to in the page layout.
3. Go to **Page Layouts** > **Edit**.
4. Drag & drop the custom field to the layout.
5. Click **Save**.

6.3. CUSTOM BUTTONS ON STANDARD OBJECTS PAGE LAYOUTS

To add the **Ship Items** button to the **Fulfillment Order** page:

1. Navigate to **Setup** > **Object Manager** > **Fulfillment Order**.
2. Go to **Page Layouts** > **Edit** for the layout you are using.
3. Select **Mobile & Lightning Actions**.
4. Drag & drop the **Ship Items** button.
5. Click **Save**.



To add the **Send Return Label Email** button to the **Order Return Item** page:

1. Navigate to Setup > Object Manager > Order Return Item.
2. Go to **Page Layouts** > **Edit** for the layout you are using.
3. Select Mobile & Lightning Actions.
4. Drag & drop the **Send Return Label Email** button.
5. Click **Save**.

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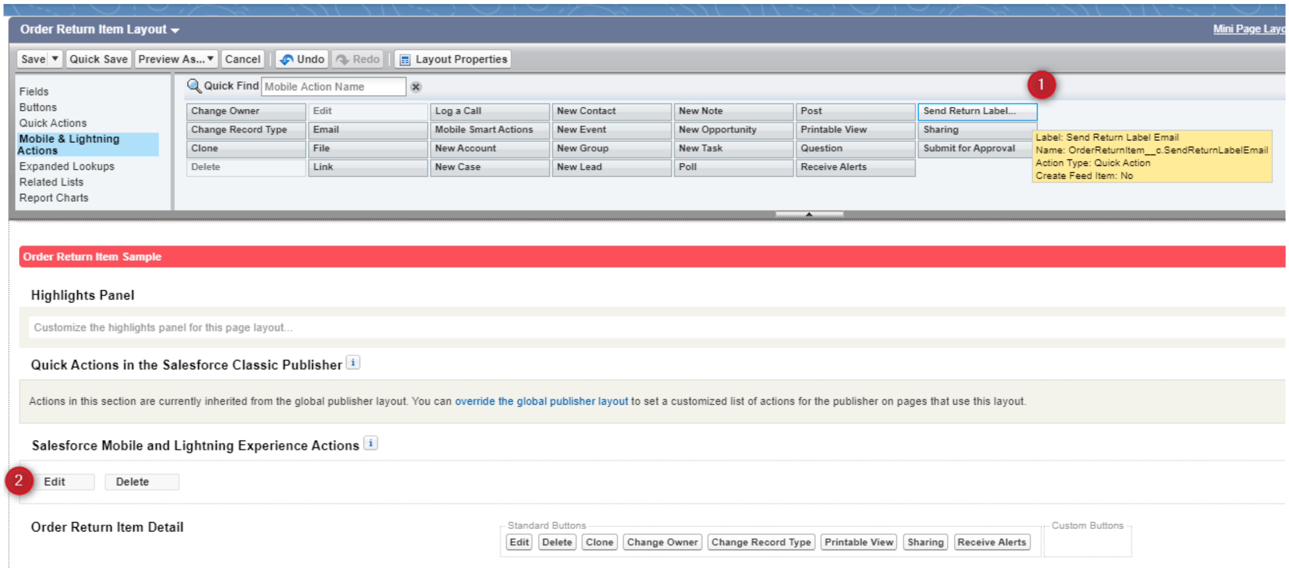

6.4. MAKE YOUR SERVICE FLOWS AVAILABLE ON THE ORDER SUMMARY RECORD PAGE

You can give users easy access to your flows by adding them to the **Actions & Recommendations** component on the order summary FlexiPage.

1. Navigate to **Setup** > **User Interface** > **Actions & Recommendations**.
2. Click **New Deployment**, and then click **Next**.
3. Name the deployment, then select **Flows and quick actions**, deselect **Recommendations**, and click **Next**.
4. In the **Available Objects** list, find **Order Summary**, move it to the **Selected Objects** list, and click **Next**.
5. Select the Default tab.
6. In the **All Actions** list, find your cloned flows, and drag them to the **Top Pinned** section.

Note: We suggest adding the following flows:

- Cancel Items
- Cancel Order
- Return Items

1. Select your flows using the checkboxes next to their names and click **Unmark Removable**.
2. Click **Next**, then click **Save**.
3. In Lightning App Builder, edit the Order Summary record page.

Note: To edit the default record page, your org must have an order summary record.

4. Open an order summary record page.
5. From the **Setup** menu, select **Edit Page**.
6. Select the **Actions & Recommendations** component in the preview layout.
7. In the **Actions & Recommendations Deployment** field, select the deployment you created, and click **Save**.
8. In the dialog that appears, click **Activate**, then click **Save**.
9. Click **Activation**.
10. Save the page layout as the org default.

Note: For more information on configuring an Actions & Recommendations component, see the [Lightning Flow for Service Developer Guide]().

6.5. DISPLAY THE RELATED LIST ORDER RETURN ITEMS ON THE ORDER SUMMARY RECORD PAGE

1. Navigate to **Setup** > **Object Manager** > **Order Summary**.
2. Go to **Page Layouts** > **Edit**.
3. Select the **Related List** menu.
4. Drag & drop the **Order Return Items** list.

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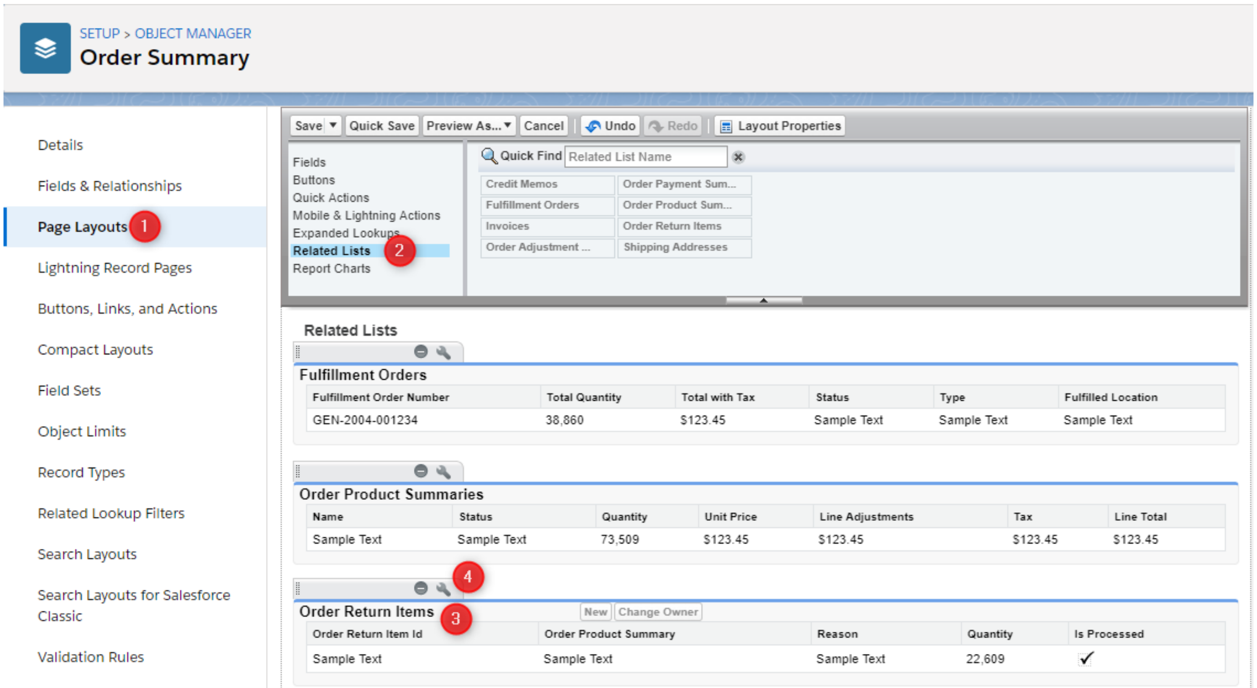

5. Configure which fields to display. We advise that you to add the following fields:
   - Order Product Summary
   - Reason
   - Quantity
   - Is Processed
6. Click **Save**.
7. In Lightning App Builder, edit the **Order Summary** record page.

Note: To edit the default record page, your org must have an order summary record.

8. Open an order summary record page.
9. From the **Setup** menu, select **Edit Page**.
10. Select the **Related List - Single** component in the preview layout.
11. Drag & drop it under the others related lists.
12. Configure it with following values:
    - Parent Record: *Use This Order Summary*
    - Related List: *Order Return Items*
    - Related List Type: *Enhanced List*
13. Click **Save** and **Activate**.

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6.6. OMS'S INTERNAL REASONS

1. Navigate to **Setup** > **Object Manager** > **Order Product Summary Change**.
2. Go to **Fields & Relationships** > **Reason**.
3. In the **Reason** picklist, add the following values:

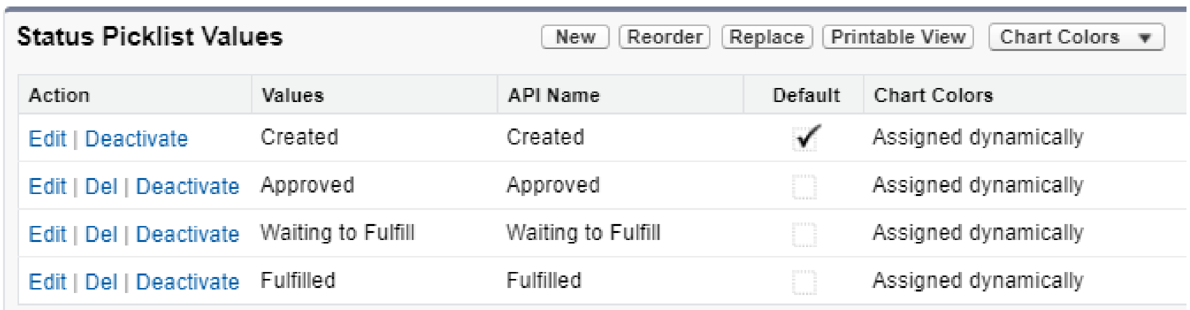
Nr.	Reason
1	Unknown
2	Out Of Stock
3	Missing Component
4	Other Reason
5	BUYERS_REMORSE
6	DAMAGED_GOODS
7	NOT_AS_DESCRIBED
8	QUALITY_ISSUE
9	REFUND_COMPROMISED
10	REFUND_SFI_FAKE
11	REFUND_SFI_REAL
12	REFUND_REASON_OTHER
13	REFUND_FOR_RETURN
14	WRONG_ITEM
15	CUSTOMER_REQUESTED
16	OUT_OF_STOCK
17	INVALID_ADDRESS
18	SUSPICIOUS_ORDER
19	CANCEL_REASON_OTHER

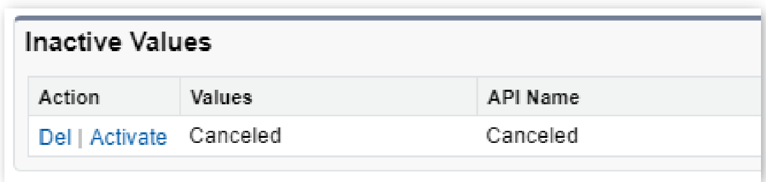
6.7. OMS ORDER SUMMARY STATUS

1. Navigate to **Setup** > **Object Manager** > **Order Summary**.
2. Go to **Fields & Relationships** > **Status**.
3. In the picklist, check if the following values exist:

Nr	Status	Active

1	Created	Yes
2	Approved	Yes
3	Waiting to Fulfill	Yes
4	Fulfilled	Yes
5	Canceled	No





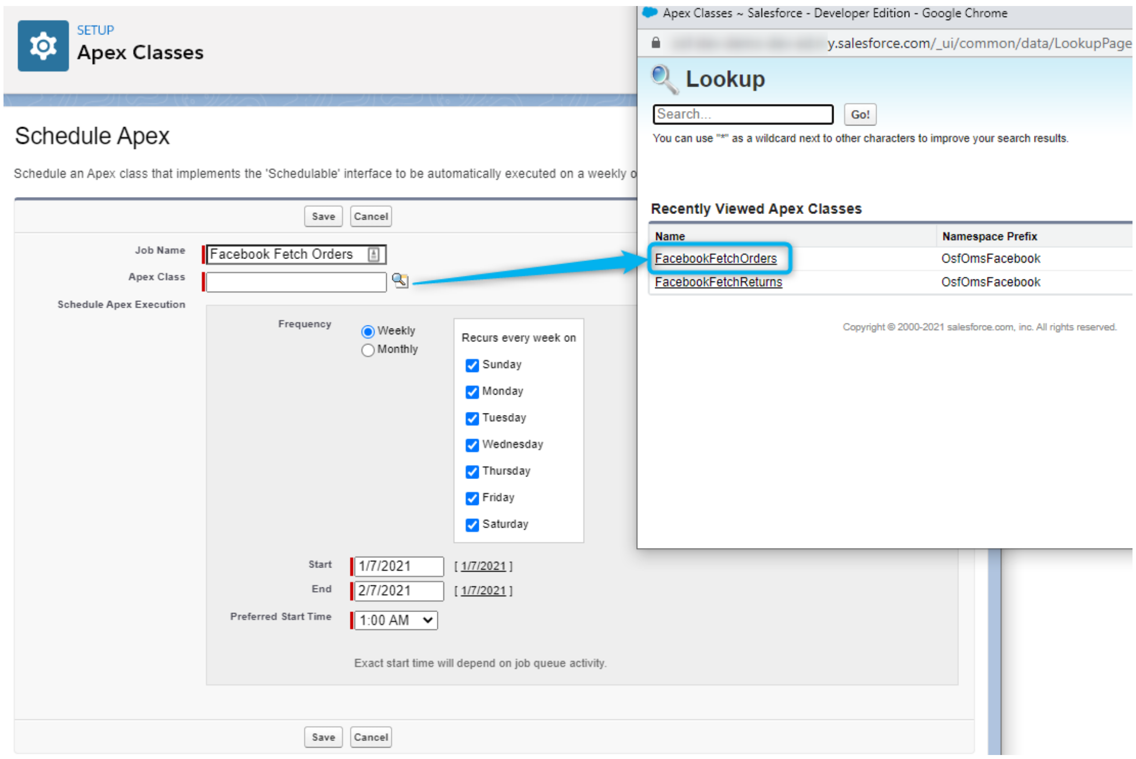
6.8. SCHEDULE FACEBOOK ORDERS INGESTION INTO OMS

Decide how often Facebook orders are ingested into OMS. You can schedule the job to run daily (from Salesforce Setup) or to run once at 15 minutes (using custom code).

To schedule the Facebook fetch orders job, considering that daily is the most frequent availability with this option.

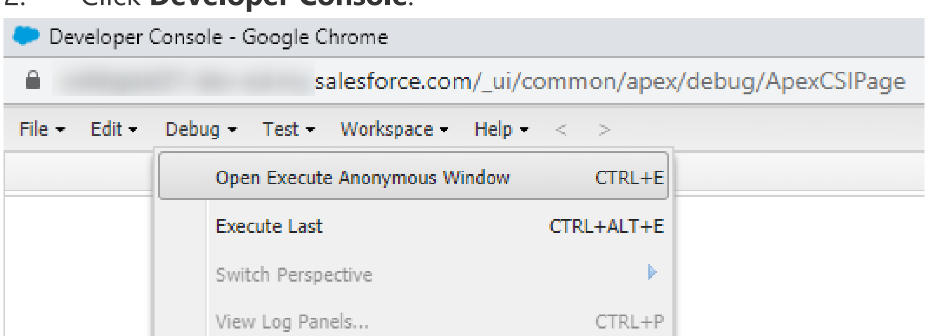
1. Navigate to **Setup** > **Custom Code** > **Apex Classes**.
2. Click **Schedule Apex**.
3. Specify the name of a class that you want to schedule, in this case: *FacebookFetchOrders*
4. Specify how often the Apex class runs.
    a. Weekly: specify one or more days of the week the job is to run (such as Monday and Wednesday).

   b. Monthly: specify either the day or date the job is to run(such as the second Saturday of every month).
5. Specify the start and end dates for the Apex scheduled class. If you specify a single day, the job only runs once.
6. Specify a preferred start time. The exact time the job starts depends on service availability.
7. Click **Save**.



Note: We advise you to schedule the job for ingesting the Facebook orders into OMS to run every 15 minutes:

1. Click the quick access menu ().
2. Click **Developer Console**.



3. Expand the **Test** menu.

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4. Select **Open Execute Anonymous Window**.
5. Copy & paste the following code:

```
//To schedule job every 15 minutes

Integer everyNthMinute = 15;

String nameOfSchedulableClass = 'OsfOmsFacebook.FacebookFetchOrders';

Integer counter = 1;

for (Integer minute = 0; minute < 60; minute++) {

    if (Math.mod(minute,everyNthMinute) == 0) {

        String scheduleName = nameOfSchedulableClass + String.valueOf(counter);

        String cronPattern = '0 ' + String.valueOf(minute) + ' * * * ?';

        System.schedule(scheduleName, cronPattern, (Schedulable)Type.forName(nameOfSc
hedulableClass).newInstance());

        counter++;

    }

}
```

6. Click **Execute**.
7. Confirm the scheduled jobs in **Setup** > **Environments** > **Jobs** > **Scheduled Jobs**.

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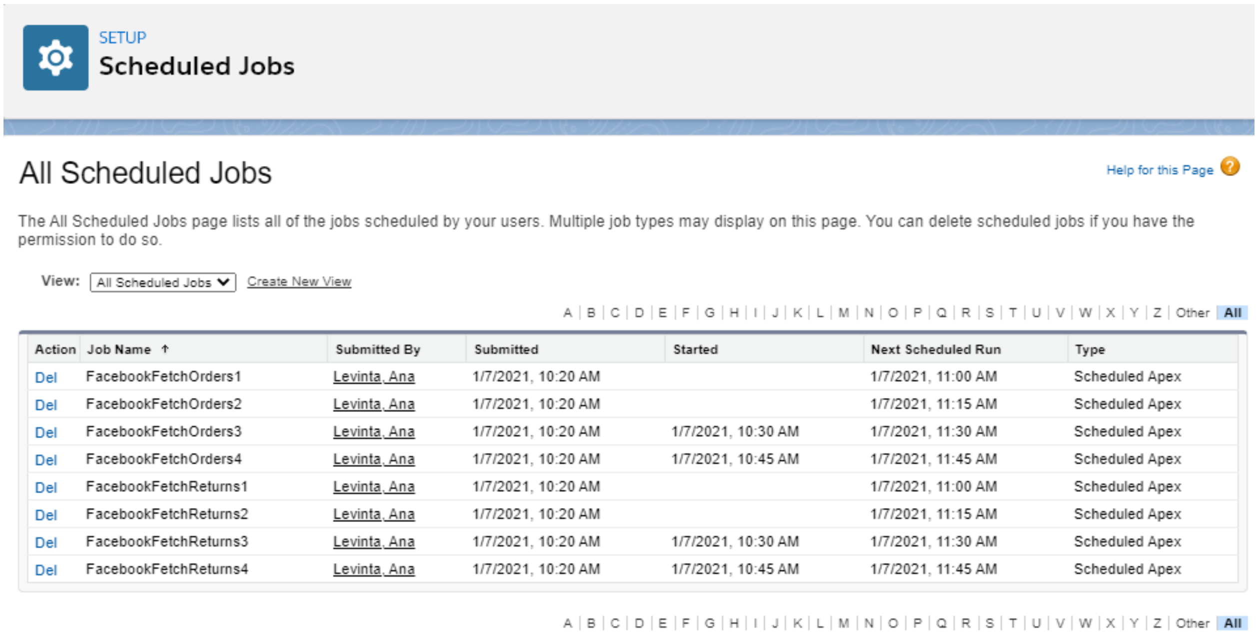

SETUP
Scheduled Jobs

All Scheduled Jobs

Help for this Page

The All Scheduled Jobs page lists all of the jobs scheduled by your users. Multiple job types may display on this page. You can delete scheduled jobs if you have the permission to do so.

View: All Scheduled Jobs Create New View

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

Action	Job Name ↑	Submitted By	Submitted	Started	Next Scheduled Run	Type
Del	FacebookFetchOrders1	Levinta, Ana	1/7/2021, 10:20 AM		1/7/2021, 11:00 AM	Scheduled Apex
Del	FacebookFetchOrders2	Levinta, Ana	1/7/2021, 10:20 AM		1/7/2021, 11:15 AM	Scheduled Apex
Del	FacebookFetchOrders3	Levinta, Ana	1/7/2021, 10:20 AM	1/7/2021, 10:30 AM	1/7/2021, 11:30 AM	Scheduled Apex
Del	FacebookFetchOrders4	Levinta, Ana	1/7/2021, 10:20 AM	1/7/2021, 10:45 AM	1/7/2021, 11:45 AM	Scheduled Apex
Del	FacebookFetchReturns1	Levinta, Ana	1/7/2021, 10:20 AM		1/7/2021, 11:00 AM	Scheduled Apex
Del	FacebookFetchReturns2	Levinta, Ana	1/7/2021, 10:20 AM		1/7/2021, 11:15 AM	Scheduled Apex
Del	FacebookFetchReturns3	Levinta, Ana	1/7/2021, 10:20 AM	1/7/2021, 10:30 AM	1/7/2021, 11:30 AM	Scheduled Apex
Del	FacebookFetchReturns4	Levinta, Ana	1/7/2021, 10:20 AM	1/7/2021, 10:45 AM	1/7/2021, 11:45 AM	Scheduled Apex

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

6.9. SCHEDULE FACEBOOK ORDER RETURNS INGESTION INTO OMS

Decide how often Facebook order returns are ingested into OMS. You can schedule the job to run daily (from Salesforce Setup) or to run once at 15 minutes (using custom code).

Perform the following steps to schedule the Facebook fetch order returns job, considering that daily is the most frequent availability with this option:

1. Navigate to **Setup** > **Custom Code** > **Apex Classes**.
2. Click **Schedule Apex**.
3. Specify the name of a class that you want to schedule, in this case: *FacebookFetchReturns*.
4. Specify how often the Apex class runs.
    a. Weekly: specify one or more days of the week the job is to run (such as Monday and Wednesday).
    b. Monthly: specify either the day or date the job is to run (such as the second Saturday of every month).

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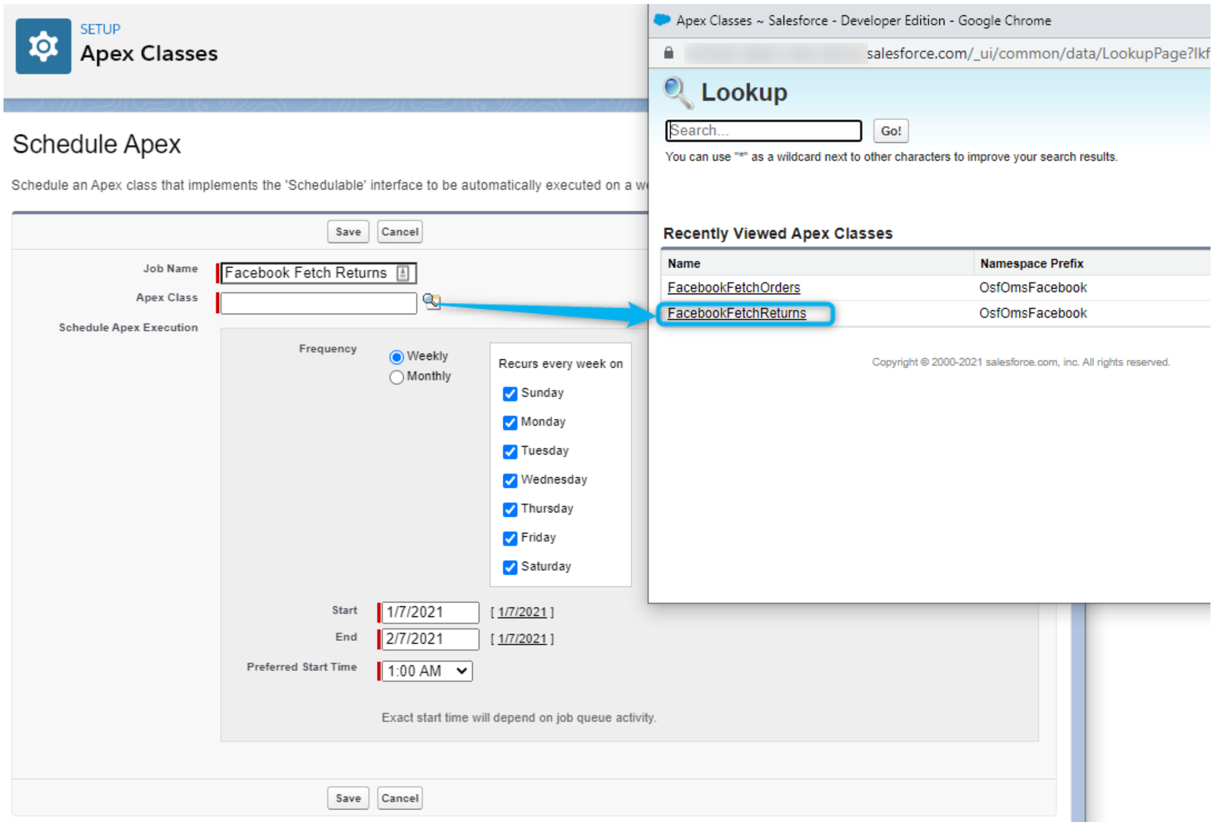
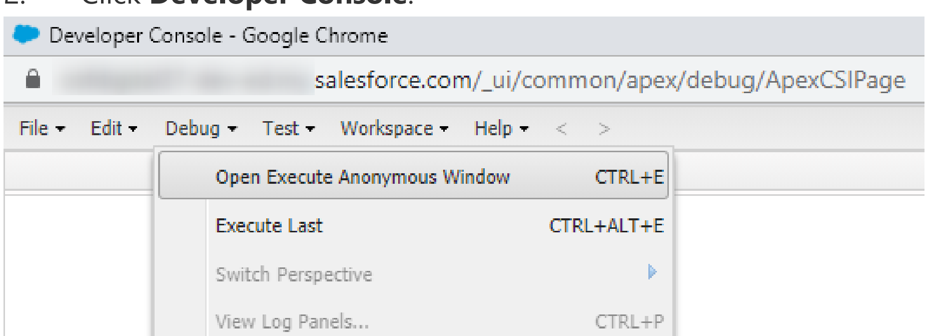
5. Specify the start and end dates for the Apex scheduled class. If you specify a single day, the job only runs once.
6. Specify a preferred start time. The exact time the job starts depends on service availability.
7. Click **Save**.



Note: We advise you to schedule the job for ingesting Facebook order returns into OMS to run every 15 minutes:

1. Click the quick access menu ( ).
2. Click **Developer Console**.



3. Expand the **Test** menu.

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4. Select **Open Execute Anonymous Window**.
5. Copy & paste the following code:

```
//To schedule job every 15 minutes

Integer everyNthMinute = 15;

String nameOfSchedulableClass = 'OsfOmsFacebook.FacebookFetchReturns';

Integer counter = 1;

for (Integer minute = 0; minute < 60; minute++) {

    if (Math.mod(minute,everyNthMinute) == 0) {

        String scheduleName = nameOfSchedulableClass + String.valueOf(counter);

        String cronPattern = '0 ' + String.valueOf(minute) + ' * * * ?';

        System.schedule(scheduleName, cronPattern, (Schedulable)Type.forName(nameOfSc
hedulableClass).newInstance());

        counter++;

    }

}
```

6. Click **Execute**.
7. Confirm the scheduled jobs in **Setup** > **Environments** > **Jobs** > **Scheduled Jobs**.

6.10. SCHEDULE FACEBOOK SYNC DATA INTO OMS

The Facebook Commerce Platform updates payment and tax details as the orders are fulfilled. It is expected that the estimated taxes at order creation can be different from the actually-captured taxes after fulfillment. We offer the option to sync the captured tax into OMS, by scheduling a job to do so.

Decide how often Facebook sync data is made into OMS. You can schedule the job to run daily (from Salesforce Setup) or to run once at 1 hour (using custom code).

1. Navigate to **Setup** > **Custom Code** > **Apex Classes**.
2. Click **Schedule Apex**.
3. Specify the name of a class that you want to schedule; in this case: *FacebookSyncData*.
4. Specify how often the Apex class runs.
    i. Weekly: specify one or more days of the week the job is to run (such as Monday and Wednesday).
    ii. Monthly:specify either the day or date the job is to run (such as the second Saturday of every month).
5. Specify the start and end dates for the Apex scheduled class. If you specify a single day, the job only runs once.
6. Specify a preferred start time. The exact time the job starts depends on service availability.
7. Click **Save**.

Note: We advise you to schedule the job for syncing the final tax captured amounts from Facebook order into OMS to run once at one hour:

1. Click the quick access menu (⚙).
2. Click **Developer Console**.
3. Expand the **Test** menu.
4. Select **Open Execute Anonymous Window**.
5. Copy & paste the following code:

```
//To schedule job hourly

String nameOfSchedulableClass = 'OsfOmsFacebook.FacebookSyncData';

String cronPattern = '0 0 * * * ?';

System.schedule(nameOfSchedulableClass, cronPattern, (Schedulable)Type.forName(nameOf
SchedulableClass).newInstance());
```

6. Click **Execute**.
7. Confirm the scheduled jobs in **Setup** > **Environments** > **Jobs** > **Scheduled Jobs**.

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7. Contact

If you have any questions, please contact us at contact@osf.digital