

Connector for Facebook Shops and Salesforce Order Management

User Guide



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Introduction

Connector for Facebook Shops & Salesforce Order Management enables merchants to leverage their sales channels that are powered by social media, while listing products on them. Scheduled updates and inventory sync are included, providing shoppers in-app checkout directly in the channel. Seamless integration with Salesforce Order Management allows merchants to gain valuable insight into orders from multiple channels.

The screenshot displays the Salesforce Order Management interface. The top navigation bar includes 'Order Management', 'Order Summaries', and 'All Orders | Orders'. The main content area is divided into several sections:

- Totals:** A table showing Subtotal (\$1.00), Order Adjustments (\$0.00), Shipping (\$0.01), Tax (\$0.00), and Total (\$1.01).
- Actions & Recommendations:** A section with an 'Add' button and a list of actions including 'Cancel Order' and 'Cancel Items'.
- Related List Quick Links:** A section with links to 'Fulfillment Orders (1)', 'Order Product Summaries (2)', 'Shipping Addresses (1)', 'Order Payment Summaries (1)', 'Credit Memos (0)', and 'Invoices (1)'. A 'Show All (7)' link is also present.
- Order Summary:** A section showing the order number '222448645704102' and a '+ Follow' button. Below this, a table lists the order details:

Account	Ordered Date	Status	Billing Address	Sales Channel	Tax Locale Type
John Smith	8/4/2020, 8:49 AM	Waiting to Fulfill	MARATHON MARATHON, FL 33050 US	Facebook	
- Summary:** A section with tabs for 'Summary', 'Related', 'Details', and 'Feed'. It includes a 'Ship To' address: 'raluca 1998 overseas hwy, MARATHON, FL 33050, US'. Below this, a table lists the order items:

Product Name	Name	Description	Status	Quantity	Unit Pr...	Line A...	Adjust...	Tax
Top Gun (DVD) (1986)	Top Gun (DVD) (1986)	Top Gun (DVD) (1986)	Fulfilled	1	\$1.00	\$0.00	\$1.00	\$0.00
STANDARD (1 - 9 Business days)	Shipping	Shipping	Fulfilled	1	\$0.01	\$0.00	\$0.01	\$0.00
- Shipping Addresses (1):** A section showing a list of shipping addresses. The first address is 'raluca 1998 overseas hwy, MARATHON, FL 33050'. A 'View All' link is present.
- Order Payment Summaries (1):** A section showing a list of order payment summaries. The first summary is for the order 'CPS - 222448645704102' with a 'Full Name' of 'raluca', 'Authorized' amount of '\$1.01', 'Captured' amount of '\$1.01', and 'Refunded' amount of '\$0.00'.

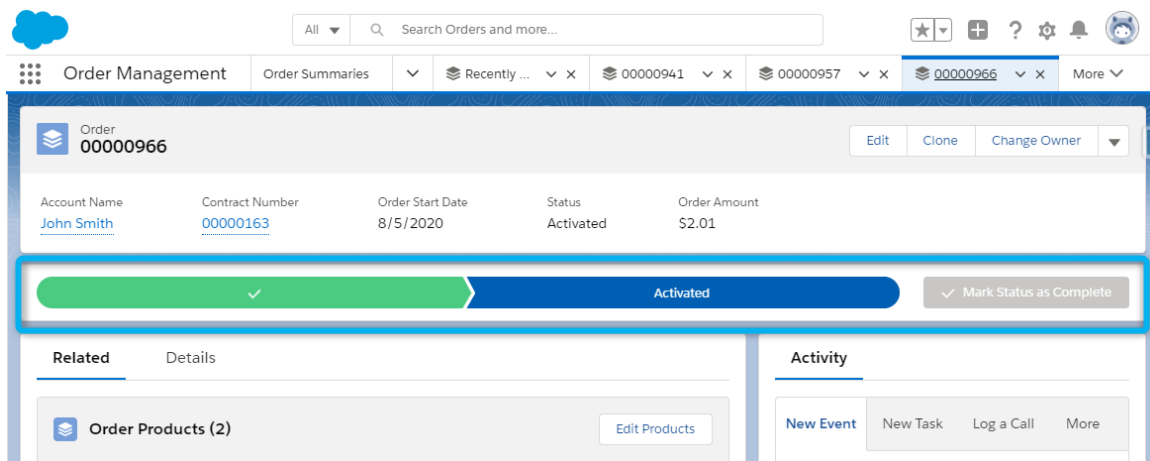
Once the solution is set up and configured in SFCC and OMS instances (see the Installation Guide), the selected catalogs with products appear on the merchant's Facebook Shop page.

The shopper adds products to a cart, does a checkout, and places the order directly from the merchant's Facebook Shop page.

When the order is placed, Facebook processes it for ~30 minutes (to confirm to shopper that the order was placed). The shopper may choose to cancel the order only during this state.

Once the order is processed by Facebook, the merchant receives an email notification about the new order.

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



In the Details tab, *Is External Order*, *Acknowledged*, and *Updated Order Merchant Id* checkboxes are selected once the order is placed and activated.

Order 00001199 [Edit] [Clone] [Change Owner]

Account Name: [John Smith](#) Contract Number: [00000163](#) Order Start Date: 8/11/2020 Status: **Activated** Order Amount: \$2.01

Activated [Mark Status as Complete]

Related Details

Order Owner: [Svitlana Krynytska](#) Contract Number: [00000163](#)

Order Number: 00001199 Order Amount: \$2.01

Account Name: [John Smith](#) Order Type: [Edit]

Order Start Date: 8/11/2020 Status: **Activated**

Customer Authorized By: [Edit] Shipping Address: [Edit]

Company Authorized By: [Edit] Activated Date: 8/11/2020, 1:09 AM

Billing Address: [MARATHON MARATHON, FL 33050 US](#)

Activated By: [Svitlana Krynytska](#)

Is External Order: ☒ [Edit]

Acknowledged: ☒ [Edit]

Updated Order Merchant Id: ☒ [Edit]

Order Source: Facebook

Activity

[New Event] [New Task] [Log a Call] [Email]

Set up an event... [Add]

Filters: All time • All activities • All types [Filter]

[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*, an Order Summary is automatically created with the *Created* status. The Order Summary also displays Sales Channel information (*Facebook*).

Order Summary 972359266564010 [Follow] [New Contact] [New Opportunity] [New Case]

Account: [OSFdemo](#) Ordered Date: 8/3/2020, 10:51 PM Status: **Created** Billing Address: [MARATHON MARATHON, FL 33050 US](#) Sales Channel: [Facebook](#)

Totals

Subtotal	\$0.00
Order Adjustments	\$0.00
Shipping	\$0.00
Tax	\$0.00
Total	\$0.00

Actions & Recommendations

Actions [Add]

Summary [Related] [Details] [Feed]

Ship To: OSFdemo Order 1998 Overseas hwy, Apt 34a, MARATHON, FL 33050, US

Product Name	Name	Description	Status	Q...	U...	Li...	A...	Tax
Top Gun (DVD) (19...	Top Gun (DVD) (1986)	Top Gun (DVD) (1986)	Canceled	0	\$1.00	\$0.00	\$0.00	\$0.00
STANDARD (1 - 5 B...	Shipping	Shipping	Canceled	0	\$0.01	\$0.00	\$0.00	\$0.00

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

Order Payment Summaries (1)

1 Item • Updated a few seconds ago

Method	Full Name	Authorized	Captured	Refunded	
1	OPS - 1770437849761827	\$2.01	\$2.01	\$0.00	

[View All](#)

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

Order Management							
Order Summaries							
Order Summaries							
All Order Summaries							
50+ Items • Sorted by Created Date • Filtered by all order summaries • Updated a few seconds ago							
	Order Summary Num...	Sales Chan...	Account	Status	Ordered Date	Total	Created Date
1	☐ TEST-2558-74-5532	Google	Pam Beasley	Created	8/10/2020, 9:32 AM	\$0.00	8/10/2020, 9:33 AM
2	☐ TEST-9205-90-2283	Google	Jim Halpert	Waiting to Fulfill	8/10/2020, 8:38 AM	\$21.20	8/10/2020, 9:24 AM
3	☐ 731796950993107	Facebook	John Smith	Waiting to Fulfill	8/10/2020, 7:26 AM	\$2.01	8/10/2020, 8:50 AM
4	☐ 237492534007281	Facebook	John Smith	Waiting to Fulfill	8/10/2020, 7:25 AM	\$3.01	8/10/2020, 8:50 AM
5	☐ 690938991488973	Facebook	John Smith	Waiting to Fulfill	8/10/2020, 7:24 AM	\$2.01	8/10/2020, 8:50 AM
6	☐ TEST-3812-06-2623	Google	Jim Halpert	Created	8/10/2020, 6:04 AM	\$169.60	8/10/2020, 6:04 AM
7	☐ TEST-5504-91-5473	Google	Jim Halpert	Created	7/28/2020, 2:26 AM	\$169.60	8/10/2020, 5:46 AM
8	☐ TEST-9048-94-8603	Google	Jim Halpert	Created	7/28/2020, 2:31 AM	\$169.60	8/10/2020, 5:46 AM
9	☐ TEST-2719-80-4543	Google	Jim Halpert	Created	7/28/2020, 2:33 AM	\$169.60	8/10/2020, 5:46 AM
10	☐ TEST-0014-01-9793	Google	Jim Halpert	Created	7/28/2020, 2:40 AM	\$169.60	8/10/2020, 5:46 AM

Order Management Flows

1. CANCEL ITEMS FLOW

To cancel items from the order, the Order Summary status must be *Created*. Only unshipped items can be cancelled.

Order Management | Order Summaries | 000009... | All Orde... | 000009... | 615102... | FO-0084 | 316494... | More

Totals

Subtotal	\$2.00
Order Adjustments	\$0.00
Shipping	\$0.01
Tax	\$0.00
Total	\$2.01

Order Summary 3164942153605097

Account: John Smith | Ordered Date: 8/17/2020, 5:44 AM | Status: **Created** | Billing Address: MARATHON, FL 33050 US | Sales Channel: Facebook

Actions & Recommendations

Actions | History

Add

Summary | Related | Details | Feed

Ship To: raluca 1998 overseas hwy, MARATHON, FL 33050, US

Product Name	Name	Description	Status	Quantity	Unit	Line	Adj	Tax
Indense Mineral Com...	Indense Mine...	Indense Miner...	Ordered	2	\$1.00	\$0.00	\$2.00	\$0.00
STANDARD (1 - 5 Busl...	Shipping	Shipping	Ordered	1	\$0.01	\$0.00	\$0.01	\$0.00

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

Order Management | Order Summaries | 00000... | All Orde... | 00000... | 61510... | 31649... | More

Totals

Subtotal	\$2.00
Order Adjustments	\$0.00
Shipping	\$0.01
Tax	\$0.00
Total	\$2.01

Order Summary 3164942153605097

Account: John Smith | Ordered Date: 8/17/2020, 5:44 AM | Status: Created | Billing Address: MARATHON, FL 33050 US

Actions & Recommendations

Actions | History

Add

Cancel Items

Cancel Order

Return Item

Summary | Related | Details | Feed

Ship To: raluca 1998 overseas hwy, MARATHON, FL 33050, US

Description	Status	Quantity	Unit	Line
Indense Miner...	Ordered	2	\$1.00	\$0.00
Shipping	Ordered	1	\$0.01	\$0.00

1 item - Updated 2 minutes ago

Name	Address	City	State/Provi...	Zip	Description
1	raluca	1998 overseas ...	MARATHON	FL	33050

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
☒	Indense Mineral Compact powder	ORDERED	2	\$2.00

Progress bar: 1 of 4 steps completed. **Next >**

Select the *Quantity to Cancel* (if the product is ordered in multiple quantity) and *Reason*. Click **Next**.

Cancel Items

Select the quantity to cancel and the cancellation reason.

Name	Quantity To Cancel	Reason
Indense Mineral Compact powder	1 of 2	Other

Progress bar: 2 of 4 steps completed. **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

Indense Mineral Compact powder
Quantity to cancel: 1
Reason: CANCEL_REASON_OTHER
Remove shipping amount: No

Cancellation Total

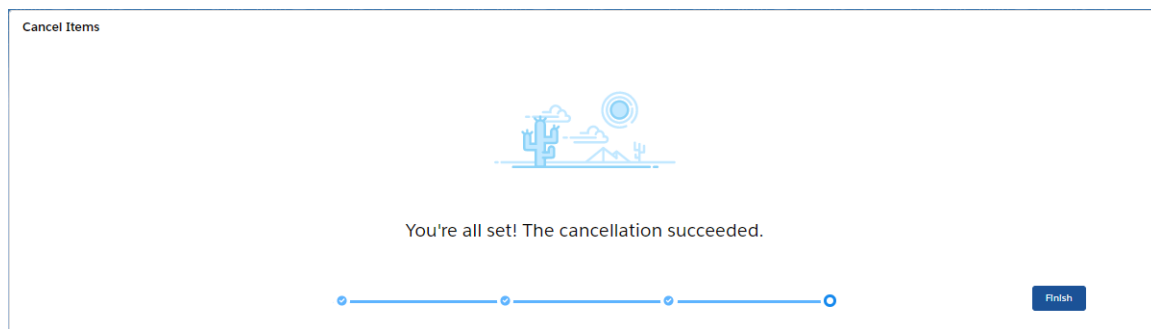
-\$1.00
Amount to be applied to order

Totals

Subtotal	\$2.00
Order Adjustments	\$0.00
Shipping	\$0.01
Tax	\$0.00
Original Total	\$2.01
Cancellation Amount	-\$1.00
Order Adjustments	\$0.00
Shipping	\$0.00
Tax	\$0.00
Cancellation Total	-\$1.00
Refund	-\$1.00
Updated Order Total	\$1.01

Progress bar: 3 of 4 steps completed. **Submit**

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



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

Summary Related Details Feed								
Ship To: raluca 1998 overseas hwy, MARATHON, FL 33050, US								
Product Name	Name	Description	Status	Quantity	Unit...	Line...	Adju...	
Indense Mineral Com...	Indense Mine...	Indense Miner...	Ordered	1	\$1.00	\$0.00	\$1.00	
STANDARD (1 - 5 Busi...	Shipping	Shipping	Ordered	1	\$0.01	\$0.00	\$0.01	

Note: If the quantity of the product ordered within the order is 1, once the merchant completes the Cancel Items flow, on the Summary tab of the Order Summary, the Status of the Order Product Summaries is changed from *Ordered* to *Canceled*, and the *Quantity* is adjusted to 0. The status of the Order Summary is changed from *Created* to *Canceled*.

Summary Related Details Feed										
Ship To: raluca 1998 overseas hwy, MARATHON, FL 33050, US										
Product Name	Name	Description	Status	Quantity	Unit...	Line...	Adju...	Tax		
STANDARD (1 - 5 Busi...	Shipping	Shipping	Canceled	0	\$0.01	\$0.00	\$0.00	\$0.00		
Top Gun (DVD) (1986)	Top Gun (DV...	Top Gun (DVD)...	Canceled	0	\$1.00	\$0.00	\$0.00	\$0.00		

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

Order Payment Summaries (1)					
1 Item • Updated 25 minutes ago					
Method	Full Name	Authorized	Captured	Refunded	
1	OPS - 3164942153605097	\$2.01	\$2.01	\$1.00	
View All					

Order Payment Summary	
OPS - 3164942153605097	
Type	Unknown
Full Name	
Balance	\$1.01
Related	
Details	
Order Payment Summary Information	
Full Name	Last Payment Gateway Log PGL-0000000089
Last Payment Gateway Message	Order Summary 3164942153605097
Payment Method PM_Card-000000105	Type Unknown
Order Payment Summary Amounts	
Authorized \$2.01	Authorization Reversed \$0.00
Available to Capture \$0.00	Available to Refund \$1.01
Balance \$1.01	Captured \$2.01
Pending Authorization \$0.00	Pending Capture \$0.00
Pending Refund \$0.00	Pending Authorization Reversal \$0.00
Refunded \$1.00	

Once the item is canceled, it appears with the Canceled status within the respective order in Facebook Commerce Manager.

2. CANCEL ORDER FLOW

To cancel an order, it should contain unshipped items.

Totals

Subtotal	\$1.00
Order Adjustments	\$0.00
Shipping	\$0.01
Tax	\$0.00
Total	\$1.01

Order Summary
3164942153605097

Account: [John Smith](#) | Ordered Date: 8/17/2020, 5:44 AM | Status: **Created** | Billing Address: [MARATHON, FL 33050 US](#) | Sales Channel: [Facebook](#)

Summary | Related | Details | Feed

Ship To: [raluca](#) 1998 overseas hwy, MARATHON, FL 33050, US

Product Name	Name	Description	Status	Quantity	Unit...	Line...	Adju...
Indense Mineral Com...	Indense Mine...	Indense Miner...	Ordered	1	\$1.00	\$0.00	\$1.00
STANDARD (1 - 5 Busi...	Shipping	Shipping	Ordered	1	\$0.01	\$0.00	\$0.01

Shipping Addresses (1)
1 Item - Updated an hour ago

Name	Address	City	State/Provin...	Zip	Description
1 raluca	1998 overseas hwy	MARATHON	FL	33050	

[View All](#)

Actions & Recommendations

Actions | History

[Add](#)

[Cancel Order](#)

Related List Quick Links

- [Fulfillment Orders \(0\)](#)
- [Order Product Summaries \(2\)](#)
- [Shipping Addresses \(1\)](#)
- [Order Payment Summaries \(1\)](#)
- [Credit Memos \(0\)](#)
- [Invoices \(0\)](#)
- [Order Adjustment Group Summaries \(0\)](#)
- [Order Return Items \(0\)](#)

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

Totals

Subtotal	\$1.00
Order Adjustments	\$0.00
Shipping	\$0.01
Tax	\$0.00
Total	\$1.01

Order Summary
3164942153605097

Account: [John Smith](#) | Ordered Date: 8/17/2020, 5:44 AM | Status: **Created** | Billing Address: [MARATHON, FL 33050 US](#) | Sales Channel: [Facebook](#)

Summary | Related | Details | Feed

Ship To: [raluca](#) 1998 overseas hwy, MARATHON, FL 33050, US

Description	Status	Quantity	Unit...	Line...	Adju...
Indense Miner...	Ordered	1	\$1.00	\$0.00	\$1.00
Shipping	Ordered	1	\$0.01	\$0.00	\$0.01

Shipping Addresses (1)
1 Item - Updated an hour ago

Name	Address	City	State/Provin...	Zip	Description
1 raluca	1998 overseas hwy	MARATHON	FL	33050	

[View All](#)

Actions & Recommendations

Actions | History

[Add](#) **1**

[Cancel Order](#)

Related List Quick Links

- [Fulfillment Orders \(0\)](#)
- [Order Product Summaries \(2\)](#)
- [Shipping Addresses \(1\)](#)
- [Order Payment Summaries \(1\)](#)
- [Credit Memos \(0\)](#)
- [Invoices \(0\)](#)
- [Order Adjustment Group Summaries \(0\)](#)
- [Order Return Items \(0\)](#)

Flows

- [Cancel Items](#)
- [Cancel Order](#) **2**
- [Return Item](#)

On the Cancel Order screen, select the *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 your selections and click **Submit** to complete Cancel Order flow.

Cancel Order

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

Selections

Indense Mineral Compact powder
Quantity to cancel: 1
Reason: CANCEL_REASON_OTHER
Remove shipping amount: No

Cancellation Total

-\$1.01
Amount to be applied to order

Totals

Subtotal	\$1.00
Order Adjustments	\$0.00
Shipping	\$0.01
Tax	\$0.00
Original Total	\$1.01
Cancellation Amount	-\$1.00
Order Adjustments	\$0.00
Shipping	-\$0.01
Tax	\$0.00
Cancellation Total	-\$1.01
Refund	-\$1.01
Updated Order Total	\$0.00

Submit

Click **Finish**.

Cancel Order

You're all set! The cancellation succeeded.

Finish


Order Summary
3164942153605097

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

Account
[John Smith](#)

Ordered Date
8/17/2020, 5:44 AM

Status
Created

Billing Address
MARATHON
MARATHON, FL 33050
US

Sales Channel
[Facebook](#)

Tax Locale Type

Summary
Related
Details
Feed

Ship To: [raluca](#) 1998 overseas hwy, MARATHON, FL 33050, US

Product Name	Name	Description	Status	Quantity	Unit...	Line...	Adju...	Tax
Indense Mineral Com...	Indense Mlne...	Indense Mlner...	Canceled	0	\$1.00	\$0.00	\$0.00	\$0.00
STANDARD (1 - 5 Busl...	Shlpplng	Shlpplng	Canceled	0	\$0.01	\$0.00	\$0.00	\$0.00


Shipping Addresses (1)

1 Item • Updated 2 minutes ago

Name	Address	City	State/Province	Zip	Description
1 raluca	1998 overseas hwy	MARATHON	FL	33050	

View All


Order Payment Summaries (1)

1 Item • Updated 2 minutes ago

Method	Full Name	Authorized	Captured	Refunded
1 OPS - 3164942153605097		\$2.01	\$2.01	\$2.01

View All


Order Return Items (0)

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

Order Payment Summaries (1)					
1 Item • Updated 4 minutes ago					
Method	Full Name	Authorized	Captured	Refunded	
1	OPS - 3164942153605097	\$2.01	\$2.01	\$2.01	
View All					

Order Payment Summary
OPS - 3164942153605097

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-000000105

Unknown

Order Payment Summary Amounts

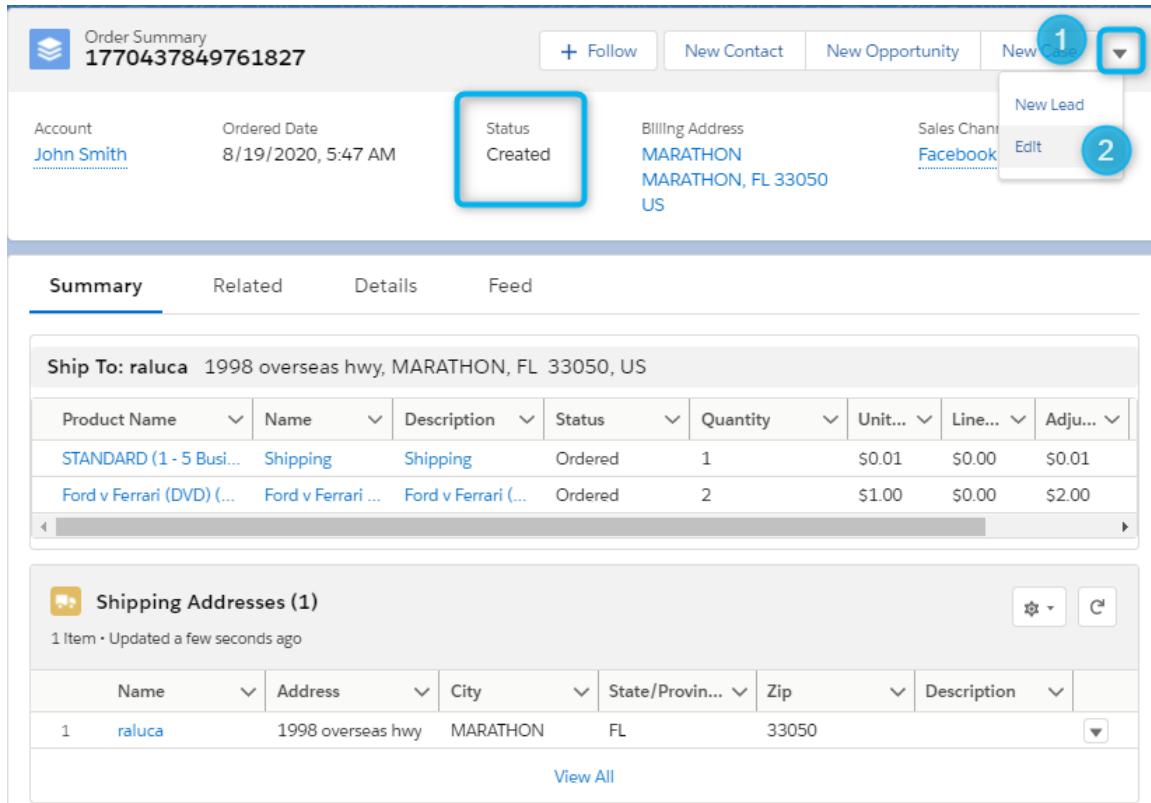
Authorized	Authorization Reversed
\$2.01	\$0.00
Available to Capture	Available to Refund
\$0.00	\$0.00
Balance	Captured
\$0.00	\$2.01
Pending Authorization	Pending Capture
\$0.00	\$0.00
Pending Refund	Pending Authorization Reversal
\$0.00	\$0.00
Refunded	
\$2.01	

In Facebook Commerce Manager, the order status is changed to *Canceled*.

3. RETURN ITEM FLOW

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

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



Order Summary
1770437849761827

+ Follow New Contact New Opportunity New Lead 1

Account: [John Smith](#) Ordered Date: 8/19/2020, 5:47 AM Status: Created Billing Address: MARATHON, FL 33050 US Sales Channel: Facebook Edit 2

Summary Related Details Feed

Ship To: **raluca** 1998 overseas hwy, MARATHON, FL 33050, US

Product Name	Name	Description	Status	Quantity	Unit...	Line...	Adju...
STANDARD (1 - 5 Busi...	Shipping	Shipping	Ordered	1	\$0.01	\$0.00	\$0.01
Ford v Ferrari (DVD) (...	Ford v Ferrari ...	Ford v Ferrari (...	Ordered	2	\$1.00	\$0.00	\$2.00

Shipping Addresses (1)

1 Item • Updated a few seconds ago

Name	Address	City	State/Provin...	Zip	Description
1 raluca	1998 overseas hwy	MARATHON	FL	33050	

[View All](#)

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

Edit 1770437849761827

Order Information

Original Order
00001266

Order Summary Number
1770437849761827

Ordered Date
8/19/2020, 5:47 AM

* Status

Created

--None--

✓ Created

Approved

Waiting to Fulfill

Fulfilled

Account
John Smith

Sales Channel
Facebook

Description

Is External Order 
☒

External Return Id

Return Acknowledged
☐

Payment Acknowledged
☐

Billing Information

Billing Address

Address

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 product status is changed from *Ordered* to *Allocated*.

Totals

Subtotal	\$2.00
Order Adjustments	\$0.00
Shipping	\$0.01
Tax	\$0.00
Total	\$2.01

Order Summary
1770437849761827

Account: [John Smith](#) | Ordered Date: 8/19/2020, 5:47 AM | Status: **Waiting to Fulfill** | Billing Address: [MARATHON, FL 33050 US](#)

Summary | Related | Details | Feed

Ship To: [raluca](#) 1998 overseas hwy, MARATHON, FL 33050, US

Product Name	Name	Description	Status	Quantity	Unit...	Line...	Adj...
STANDARD (1 - 5 Business days)	Shipping	Shipping	Allocated	1	\$0.01	\$0.00	\$0.01
Ford v Ferrari (DVD) (...)	Ford v Ferrari (...)	Ford v Ferrari (...)	Allocated	2	\$1.00	\$0.00	\$2.00

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

Name	Address	City	State/Provin...	Zip	Description
1	raluca	1998 overseas hwy	MARATHON	FL 33050	

[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-0104	3	\$2.01	Allocated	Warehouse

[View All](#)

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

Note: The Ship Items button works only for external orders (i.e., orders from social media channels).

Fulfillment Order
FO-0104

Order Recipient: [raluca](#) | Status: **Allocated** | Fulfilled To Address: [1998 overseas hwy, MARATHON, FL 33050 US](#) | Fulfilled Location: [Warehouse](#) | Created Date: 8/19/2020, 7:12 AM

Details

Fulfillment Order Information

Account: John Smith	Order Delivery Method: STANDARD (1 - 5 Business days)
Invoice: 1770437849761827	Order Summary: 1770437849761827
Type: Warehouse	Status: Allocated

Shipping Information

Fulfilled To Address: 1998 overseas hwy, MARATHON, FL 33050 US	Order Recipient: raluca
--	---

Activity | Chatter

New Event | New Task | Log a Call | Email

Set up an event... [Add](#)

Filters: All time · All activities · All types

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.

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

Ship Items

* Carrier

DHL

Tracking Number

DHL654123789

Tracking URL

<https://www.dhl.com/trackID=DHL654123789>

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 once.

Ship Items

Select from these available items to ship.

☒	Fulfillment Number	Product	Quantity	Total with Tax
☒	00000001	Top Gun (DVD) (1986)	2 of 2	\$2.00

☒

Next

>

Click **Finish** to complete the flow.

Ship Items

You're all set! The shipment succeeded.

Finish

The status of the products is changed from *Allocated* to *Fulfilled*, and the *Invoices* record is created.

The screenshot displays the OSF Digital interface for order management. On the left, a 'Totals' sidebar shows a subtotal of \$1.00, with shipping and tax at \$0.01 each, resulting in a total of \$1.01. Below this, the 'Actions & Recommendations' section includes a 'Cancel Items' button. The main content area features an 'Order Summary' for order 298930537833528, with tabs for Summary, Related, Details, and Feed. The 'Summary' tab shows the shipping address as 1998 Overseas hwy, Apt 34a, MARATHON, FL 33050, US. A table lists two items: 'Indense Mineral Com...' and 'STANDARD (1 - 5 Busi...', both with a status of 'Fulfilled'. Below the table, a 'Shipping Addresses (1)' section shows the same address. At the bottom, an 'Invoices' section displays a table with one invoice: Document Number DOC-000000045, Invoice Date 8/11/2020, Total with Tax \$1.01, and Status Posted.

Document Number	Invoice Date	Total with Tax	Status
1 DOC-000000045	8/11/2020	\$1.01	Posted

Changes are reflected in Order Payment Summaries.

On Facebook Commerce Manager, the order appears with the *Shipped* status.

Order Payment Summaries (1)					
1 item • Updated 9 minutes ago					
Method	Full Name	Authorized	Captured	Refunded	
1	OPS - 298930537833...	\$1.01	\$1.01	\$0.00	
View All					

Note: The shopper has the possibility to initiate an order return from their Facebook account (after the order has shipped) by clicking the Return Order link in the Order Help section of the Facebook Order Detail page.

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

Totals

Subtotal	\$1.00
Order Adjustments	\$0.00
Shipping	\$0.01
Tax	\$0.00
Total	\$1.01

Actions & Recommendations

Actions History

[Add](#)

Return Item

[Cancel Order](#)

Related List Quick Links

- Fulfillment Orders (1)
- Order Product Summaries (2)
- Shipping Addresses (1)
- Order Payment Summaries (1)
- Credit Memos (0)
- Invoices (1)

[Show All \(8\)](#)

Order Summary

1770437849761827

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

Account	Ordered Date	Status	Billing Address	Sales Channel
John Smith	8/19/2020, 5:47 AM	Waiting to Fulfill	MARATHON MARATHON, FL 33050 US	Facebook

Summary

Ship To: [raluca](#) 1998 overseas hwy, MARATHON, FL 33050, US

Product Name	Name	Description	Status	Qu...	Unit...	Line...	Adju...	Tax
STANDARD 11-S Bug...	Shipping	Shipping	Fulfilled	1	\$0.01	\$0.00	\$0.01	\$0.00
Ford v Ferrari (DVD) ...	Ford v Ferrari ...	Ford v Ferrari ...	Fulfilled	1	\$1.00	\$0.00	\$1.00	\$0.00

Shipping Addresses (1)

1 item • Updated 27 minutes ago

Name	Address	City	State/Province	Zip	Description
1	raluca	1998 overseas hwy	MARATHON	FL	33050

[View All](#)

Order Payment Summaries (1)

1 item • Updated 27 minutes ago

Method	Full Name	Authorized	Captured	Refunded
1	OPS - 1770437849761827	\$2.01	\$2.01	\$1.00

[View All](#)

Order Return Items (4)

4 items • Updated 27 minutes ago

Order Return It...	Order Product Summary	Reason	Quantity	Is Processed
1	a018000000716Zw	Ford v Ferrari (DVD) (2019)	Inaccurate_description	1

The merchant can complete the Return Items flow from OMS for the orders/items that were shipped.

In order to complete the return of the order in OMS, click **Add** in *Actions & Recommendations*. Select the **Return Item** flow.

Totals

Subtotal	\$1.00
Order Adjustments	\$0.00
Shipping	\$0.01
Tax	\$0.00
Total	\$1.01

Order Summary 298930537833528

Account: OSFdemo, Ordered Date: 8/10/2020, 10:36 AM, Status: Waiting to Fulfill, Billing Address: MARATHON, MARATHON, FL 33050, US

Actions & Recommendations

Actions: Add (1), Cancel Items

Return Item (2)

Ship To: OSFdemo Order 1998 Overseas hwy, Apt 34a, MARATHON, FL 33050, US

Description	Status	Quantity	Unit...	Line...
Indense Miner...	Fulfilled	1	\$1.00	\$0.00
Shipping	Fulfilled	1	\$0.01	\$0.00

In the Return Item screen, check the product to return, and click **Next**.

Return Item

Select from these available items to return.

	Name	Status	Quantity	Quantity return Request	Line Total
☒	Indense Mineral Compact powder	FULFILLED	1		\$1.00

Next > (2)

Select the *Reason* for return and click **Next**.

Return Item

Select the quantity to return and the return reason.

Name	Quantity to return	Quantity return request	Reason	Shipping
Indense Mineral Compact powder	1 of 1		Wrong Item (1)	☐ Remove shipping amount

Next > (2)

Return Item

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

Selections

Indense Mineral Compact powder
Quantity to return: 1
Reason: WRONG_ITEM
Remove shipping amount: No

Return Total

-\$1.00

Amount to be applied to order

Totals

Subtotal	\$1.00
Order Adjustments	\$0.00
Shipping	\$0.01
Tax	\$0.00
Original Total	\$1.01

Return Amount	-\$1.00
Order Adjustments	\$0.00
Shipping	\$0.00
Tax	\$0.00
Return Total	-\$1.00

Refund	-\$1.00
---------------	----------------

Updated Order Total	\$0.01
----------------------------	---------------

✓

✓

○

Submit

✓

✓

○

Submit

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

Actions & Recommendations

Actions History

Add

Cancel Items

Return Item

Related List Quick Links

- Fulfillment Orders (1)
- Order Product Summaries (2)
- Shipping Addresses (1)
- Order Payment Summaries (1)
- Credit Memos (1)**
- Invoices (1)
- Order Adjustment Group Summaries (0)

Show Less

Summary Related Details Feed

Ship To: OSFdemo Order 1998 Overseas hwy, Apt 34a, MARATHON, FL 33050, US

Product Name	Name	Description	Status	Quantity	Unit	Line
Indense Mineral Com...	Indense Mine...	Indense Miner...	Returned	0	\$1.00	\$0.00
STANDARD (1 - 5 Busi...	Shipping	Shipping	Fulfilled	1	\$0.01	\$0.00

Shipping Addresses (1)

1 item - Updated 3 minutes ago

Name	Address	City	State/Provi...	Zip	Description
1 OSFdemo Order	1998 Overseas ...	MARATHON	FL	33050	

View All

Order Payment Summaries (1)

1 item - Updated 3 minutes ago

Method	Full Name	Authorized	Captured	Refunded
1 OPS - 298930537833...		\$1.01	\$1.01	\$1.00

View All

The record is checked as *Processed* in the Order Return Items related list.

Order Return Items (1)

1 item - Updated 42 minutes ago

Order Return It...	Order Product Sum...	Reason	Quantity	Is Processed
1 a01B0000007I8EA	Top Gun (DVD) (1986)	Inaccurate_description	1	☒

View All

In Facebook Commerce Manager, the status of the Order is *Refunded*.

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

The merchant has the possibility to send an email to the buyer with the return label for the specific order, directly from OMS.

Navigate to the Order Return Item record, click **Send Return Label Email**.

Order Return Item
a01B0000007I8EA

Send Return Label Email New Contact New Opportunity

Related Details

Order Return Item Id
a01B0000007I8EA

Order Product Summary
[Top Gun \(DVD\) \(1986\)](#)

Return Item Id
1717845175042719

Is Processed
☒

External Item Id
TOPGUNDVD

Reason
inaccurate_description

Return Id
1718598758300694

Order Summary
[1717845181709385](#)

Quantity
1

Acknowledged
☐

Return Label

Owner
Svitlana Krynytska

Created By
Svitlana Krynytska, 8/26/2020, 7:33 PM

Last Modified By
Svitlana Krynytska, 8/28/2020, 2:31 PM

Input the *Return Label* and *Additional return instructions* (optionally), then click **Next**.

Send Return Label Email

These instructions will be emailed to the customer. We will also provide the customer with a return label to put inside the box when returning.

* Return Label
re432yfnTM

Additional return instructions (optional): ⓘ

Next

Review the email to be sent to the Buyer and click **Next**.

Send Return Label Email

The following email will be sent to the `qchukxtq6y@commerce.facebook.com` customer:

Email Subject: View Your Return Label

Email Body:

Hi John Smith,

Your return label is re432yfnTM. To return your item, attach the label to your return package.

Product details:

- Order Id: 801B00000003zhSIAQ
- Product Name: Top Gun (DVD) (1986)
- Quantity Returned: 1

Shipping address:

Thanks,
The Facebook Team

[Previous](#)[Next](#)

The email is sent to the buyer. Click **Finish** to finalize the flow.

Send Return Label Email

You're all set! The email was sent to the customer.

[Previous](#)[Finish](#)

The email sent to the buyer can also be viewed from the *Feed* tab of the Order Summary page.

Totals

Subtotal	\$2.00
Order Adjustments	\$0.00
Shipping	\$0.01
Tax	\$0.00
Total	\$2.01

Order Summary
1717845181709385

+ Follow New Contact New Opportunity New Case

Account: [John Smith](#) Ordered Date: 8/26/2020, 1:43 AM Status: Waiting to Fulfill Billing Address: MARATHON, FL 33050 US

Summary Related Details **Feed**

Post Poll Question

Share an update... [Share](#)

Sort by: Most Recent Activity

Svitlana Krynytska
2m ago

The following Send Return Label Email was sent to the customer:

Hi John Smith,

Your return label is re432yfnTM. To return your item, attach the label to your return package.

Product details:
[Expand Post](#)

Actions & Recommendations

Actions History

[Add](#)

Return Item

Cancel Order
(In Progress)

- Select Reason
- Review and Submit
- Confirm and Finish

Related List Quick Links

- [Fulfillment Orders \(1\)](#)
- [Order Product Summaries \(2\)](#)

After the Order Return Items are ingested into OMS from Facebook, an email containing the newly created order return items is sent to the OMS users that have the *Order Management Agent* permission set assigned.

This functionality can be achieved if the email custom metadata type entry contains the following values:

- Action: *OrderReturnItemsNotifications*
- Enabled: *true*
- Permission Sets: *Order Management Agent*

If the merchant does not want to send this notification, the *Enabled* field should be set to *False*.

The email template can be found in: **Setup > Email > Classic Email Templates > Order Return Item Notifications**.



SETUP

Classic Email Templates

Visualforce Email Template

Order Return Item Notifications

[Back to List](#)
[Flow Definitions](#)

Help for this Page

Preview your email template below.

Email Template Detail

Edit Properties

Delete

Clone

Folder	Unfiled Public Classic Email Templates		
Email Template Name	Order Return Item Notifications	Available For Use	☒
Template Unique Name	OrderReturnItemNotifications	Last Used Date	8/28/2020, 8:13 AM
Encoding	General US & Western Europe (ISO 8859-1, ISO-LATIN-1)	Times Used	23
Author	Ana.Levinta [Change]		
Description			
	Salesforce.com API Version	50.0	
Created By	Ana.Levinta 8/27/2020, 7:50 AM	Modified By	Ana.Levinta 8/28/2020, 7:16 AM
	Edit Properties Delete Clone		

Email Template

Edit Template

Send Test and Verify Merge Fields

Subject

Please review the new order return items

HTML Preview

Hi Ana,

The following order return items were created. Please review them.

Order Return Items

Order Return Item Id	Order Product Summary	Order Summary Id	Reason	Quantity
a01B000000718E9IAI	Ford v Ferrari (DVD) (2019)	10sB00000008bZoKAI	not_needed_anymore	1
a01B000000712b3IAA	Ford v Ferrari (DVD) (2019)	10sB00000008bZoKAI	not_needed_anymore	1
a01B000000716ZxIAI	Ford v Ferrari (DVD) (2019)	10sB00000008bZoKAI	not_needed_anymore	1
a01B000000712OhIAI	Ford v Ferrari (DVD) (2019)	10sB00000008bZoKAI	not_needed_anymore	1

Thanks,

The OMS Team