



| an OSF Product

Connector for Facebook Shops & Salesforce OMS

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Connector for Facebook Shops & Salesforce Order Management Seamless Integration Between Two Platforms



AppExchange
Certified



LIVE
Demo



CUSTOMIZATION
Services Available



SYNCRONIZE ALL ORDERS IN THE SAME PLATFORM

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Our Connector for Facebook Shops & Salesforce Order Management facilitates a seamless integration between a social commerce store created with Facebook Shops and Salesforce's order management system. Merchants can easily manage all orders and returns in the same platform, and have a better overview of orders and selling channels directly in Salesforce Order Management.

Gaining valuable insight into orders is another great benefit of connecting your Salesforce Order Management platform to Facebook Shops.

Connector for Facebook Shops & Salesforce Order Management has received its AppExchange Certification and is available for download on the marketplace.

WHAT'S IN IT FOR YOU?



EASILY MANAGE

all your orders and returns
on the same platform



SYNC ORDER STATUS

between Facebook and
Salesforce OMS



GAIN

valuable insight into
orders and customer data

CONNECTING FACEBOOK SHOPS & SALESFORCE ORDER MANAGEMENT **OSF**DIGITAL

SEAMLESS INTEGRATION

Unify and synchronize your social commerce store—by connecting the way you manage your orders.

EASY TO INSTALL

Connector for Facebook Shops & Salesforce Order Management is easy to install and configure in your Salesforce Order Management and Salesforce Commerce Cloud platforms.

ALL ORDERS IN ONE PLACE

You will be able to manage orders from Facebook and Instagram directly on the Salesforce Order Management platform together with orders from all your other selling channels.

[SCHEDULE A LIVE DEMO](#)

ORDERS SYNC & FULFILLMENT

New orders placed on Facebook Shops are created automatically in Salesforce Order Management, based on the schedule set up by you. The orders are fulfilled in Salesforce Order Management using the Facebook API.

ORDER CANCELLATION

You can cancel full orders or specific order items directly from Salesforce Order Management. Cancellations are automatically synced in Facebook Shops for you to have a unified view of data.

RETURN SYNC

New returns initiated on Facebook Shops are automatically updated in Salesforce Order Management, based on the schedule set up by you. Once the returns are synced, you can approve them and send a return label email for each order item.

ALL ORDERS IN ONE PLACE

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The screenshot displays the OSF Digital Order Management interface. The top navigation bar includes a search bar and tabs for 'Order Management' and 'Order Summaries'. The left sidebar contains a 'Totals' section and 'Actions & Recommendations' with buttons for 'Cancel Items', 'Cancel Order', and 'Return Items'. The main content area shows the 'Order Summary' for order 694178867889595, including account details, ordered date, status, billing address, and sales channel. Below this, there are sections for 'Summary', 'Shipping Addresses (1)', and 'Order Payment Summaries (1)', each with a table of details.

Totals

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

Order Summary
694178867889595

Account: [OSFdemo](#) | Ordered Date: 10/26/2020, 4:26 AM | Status: Created | Billing Address: [MARATHON, FL 33050 US](#) | Sales Channel: [Facebook](#)

Summary | Related | Details | Feed

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

Product Name	Name	Description	Status	Qu...	Unit Price	Line Adjustments
Top Gun (DVD) (1986)	Top Gun (DV...	Top Gun (DVD)...	Ordered	1	\$1.00	\$0.00
STANDARD (1 - 5 Busi...	Shipping	Shipping	Ordered	1	\$0.01	\$0.00

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

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

Order Payment Summaries (1)
1 Item • Updated a few seconds ago

Method	Full Name	Authorized	Captured	Refunded
1 OPS - 694178867889595		\$1.01	\$1.01	\$0.00

Our Connector for Facebook Shops & Salesforce Order Management will connect all orders in the same platform for you to easily manage orders and returns from all your selling channels in the same place.

ORDERS SYNC

Order

00001606

Edit

Clone

Change Owner

Account Name

Carolyn Goncoe

Contract Number

00000395

Order Start Date

10/26/2020

Status

Activated

Order Amount

\$1.01

✓

Activated

✓

 Mark Status as Complete

Related

Details

Order Owner

Kostiantyn Prokhorenkov

Order Number

00001606

Account Name

Carolyn Goncoe

Order Start Date

10/26/2020

Order Source

Facebook

Is External Order

☒

Acknowledged

☒

Updated Order Merchant Id

☒

Billing Address

Portland
Portland, OR 97214
US

Contract Number

00000395

Order Amount

\$1.01

Order Type

Status

Activated

Shipping Address

Activated Date

10/26/2020, 3:45 AM

Activity

New Event

New Task

Log a Call

More

Set up an event...

Add

Filters: All time • All activities • All types

Refresh

 •

Expand All

 •

View

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.

New orders will be ingested into Salesforce OMS from Facebook Commerce Manager based on the schedule you set up. The order status will automatically be set to Activated.

ORDER SUMMARY



All ▾

Search Order Summaries and more...

★ ▾

+

 Order Management

Order Summaries ▾

 000016... ▾ ×

 000013... ▾ ×

 000016... ▾ ×

 TEST-21... ▾ ×

 All Activ...

 Order Summaries

All Order Summaries ▾ ⭐

50+ items • Sorted by Ordered Date • Filtered by All order summaries • Updated a few seconds ago

Search this list...

⚙ ▾

📄 ▾

☐	Order Summary Number ▾	Sales Ch... ▾	Account ▾	Status ▾	Ordered Date ↓ ▾	Total ▾	Created Date ▾
1	☐ 694178867889595	Facebook	OSFdemo	Created	10/26/2020, 4:26 AM	\$1.01	10/26/2020, 4:30 AM
2	☐ 1775914809229298	Facebook	OSFdemo	Created	10/26/2020, 3:15 AM	\$2.01	10/26/2020, 3:15 AM
3	☐ 802843633843331	Facebook	OSFdemo	Created	10/26/2020, 12:15 AM	\$1.01	10/26/2020, 12:15 AM
4	☐ 2894583907487324	Facebook	Paul Olson	Created	10/22/2020, 5:11 PM	\$1.08	10/26/2020, 5:11 PM
5	☐ 773714699843424	Facebook	Carolyn Goncoe	Canceled	10/22/2020, 5:11 PM	\$0.00	10/26/2020, 5:11 PM
6	☐ 348588293171996	Facebook	John Smith	Canceled	9/14/2020, 5:08 AM	\$0.00	9/17/2020, 5:08 AM
7	☐ 355276565823258	Facebook	John Smith	Canceled	9/14/2020, 5:07 AM	\$0.00	9/17/2020, 5:07 AM
8	☐ 912600372893316	Facebook	John Smith	Canceled	9/14/2020, 5:07 AM	\$0.00	9/17/2020, 5:07 AM
9	☐ TEST-5153-95-1223	Google	Jim Halpert	Waiting to Fulfill	9/10/2020, 3:48 PM	\$169.60	9/10/2020, 3:48 PM
10	☐ TEST-9804-79-5783	Google	Jim Halpert	Waiting to Fulfill	9/10/2020, 12:10 PM	\$169.60	9/10/2020, 12:16 PM

You can easily see all Order Summaries from various channels under Order Summaries tab.

WANT MORE THAN JUST OUT OF THE BOX?

OSFDIGITAL

Our Certified Commerce Specialists can help you with:



Integration Services

Nobody knows better than us how to seamlessly integrate our products on your website



Live Demo

We want to show you our products in action and give you tips on how to use them best



Customization Services

Your business is unique and we know how to enhance our products to better suit your needs

SCHEDULE A LIVE DEMO

SEAMLESS INTEGRATION BETWEEN TWO PLATFORMS

for brands using Salesforce Order Management

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| an OSF Product

Connector for

**Facebook Shops
& Salesforce OMS**



| an OSF Product

Connector for

**Mercado Pago
& Salesforce OMS**



| an OSF Product

Connector for

**Google Shopping
& Salesforce OMS**

EXPLORE FULL CATALOG

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THANK YOU

