

Facebook Marketplace Connector - User Guide

by CedCommerce Products Documentation

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1. Facebook Marketplace Connector - Overview

You can now extend your Shopify store to Facebook Marketplace and list your products on Facebook Shop, making the buyers purchase from Facebook without having to leave the Facebook platform.

Leverage the Checkout on Facebook on your Facebook Shop that is available just to the US merchants.

The app empowers you to set-up your Facebook shop, connect it through the Commerce Manager, and display your existing product catalog onto the Marketplace all with real-time synchronization, seamless order management, and end-to-end customer support.

The prominent features of the App include:

Simplified Listing: Bulk uploads your listings from Shopify to Facebook Marketplace with a single click in no time.

Catalog and Inventory Management: Experience synchronization of price, stock, and other updates at regular intervals and categorization of products appropriately to Facebook's specs.

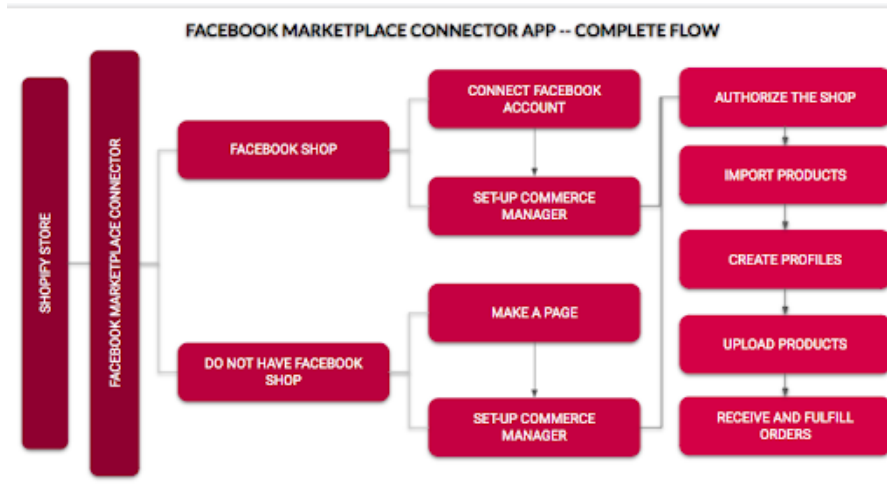
Order Management: Manage orders from one single dashboard. Orders received on Facebook Marketplace will be adequately synced with the Shopify store.

In this Section.

- How does the App work?(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=how-doess-the-app-work>)
- Facebook Marketplace Requirements(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=facebook-marketplace-requirements>)
- Permission and Page Roles Requirements(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=permission-and-page-roles-requirements>)
- Installation of Facebook Marketplace Connector(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=installation-of-facebook-marketplace-connector>)

1.1. How Does the App Work?

Below is the flow-chart showing the complete working of the Facebook Marketplace Connector App.



1.2. Facebook Marketplace Requirements

eCommerce retailers like you can list their product offerings on Marketplace. The Checkout on Facebook lets people complete purchases from your business without leaving Facebook.

You can offer a checkout to your customers when you connect a catalog of your products in Commerce Manager.

To set-up the commerce manager and enable listing your products on Facebook Marketplace, you need to fulfill the following requirements:

- A federal tax identification number that matches your legal name
- A state tax registration number for every state where you do business
- Your bank account info to get your payouts (currently the US only)
- Your physical business address and email address
- The category that best describes your business, your business type, and name
- A business representative name, SSN and DOB
- Your delivery options, return policy and customer service email address (shipping within 3 days)

*Note: Along with the above requirements, you should comply with the Commerce Product Merchant Agreement(https://www.facebook.com/legal/commerce_product_merchant_agreement) and the Commerce Policies(<https://www.facebook.com/policies/commerce>) that explains the terms and policies for putting forth your shop on Facebook Marketplace.

1.3. Permission and Page Roles Requirements

To sell on Facebook Marketplace, you need to adhere to the following Facebook Page requirements:

- You should have “admin”(<https://www.facebook.com/help/1206330326045914>) access to your Facebook Page.
- Your Facebook Page should be “published”(<https://www.facebook.com/help/184605634921611>)

Being the “Admin” of the page, you have the “**manage_pages permission**” that allows your app to retrieve

Page Access Tokens for the Pages and Apps that the app user administers.

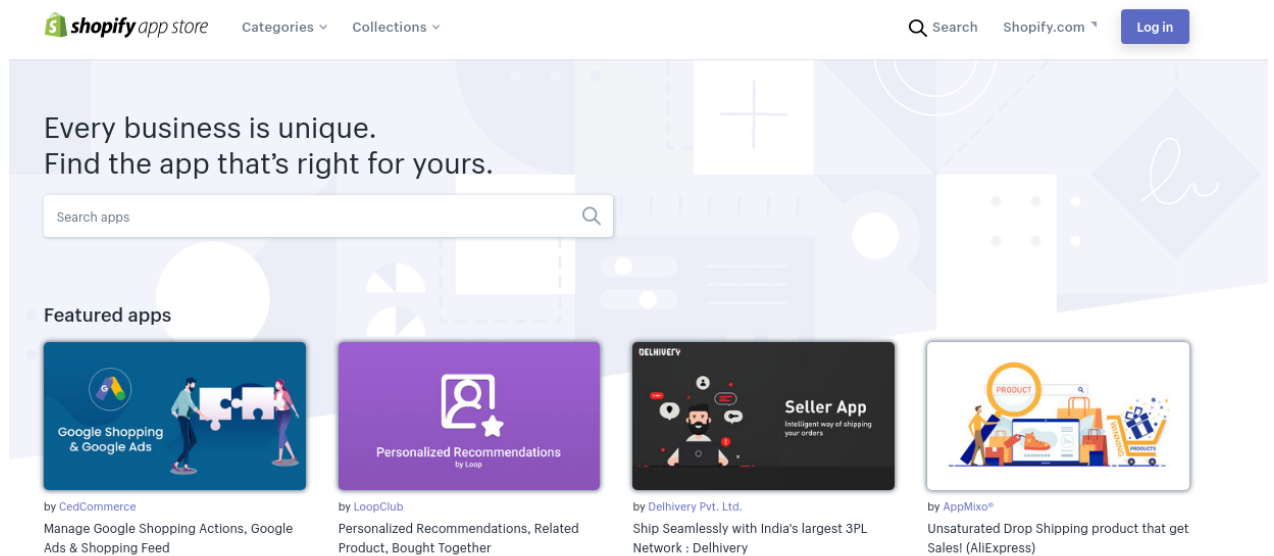
*Note: Only with the Admin role in the Page, you will be able to manage page roles and settings. There are 6 types of page roles, Being the “Editor” or “Moderator” of a page, you can only create content, moderate, analyze, and advertise on the Page.

1.4. Installation of Facebook Marketplace Connector

The Facebook Marketplace Connector for Shopify can be downloaded from the Shopify App Store.

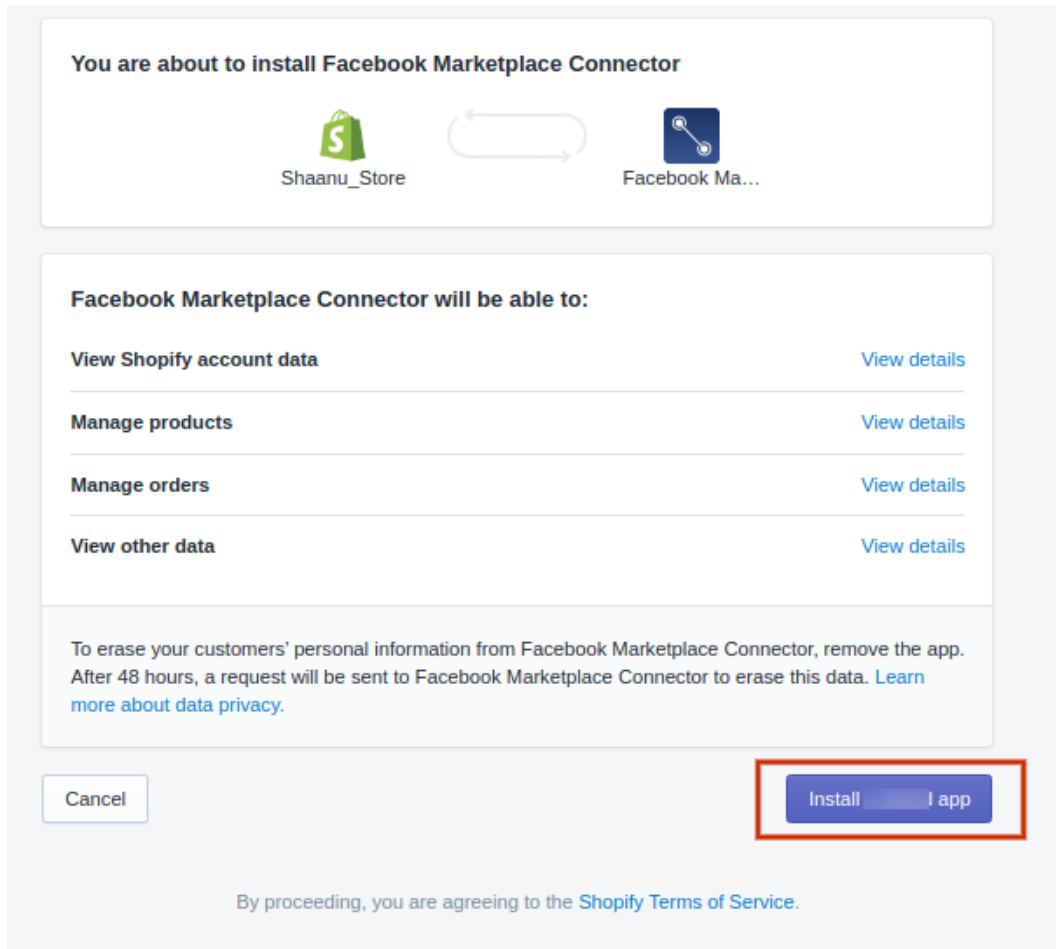
Here is the step by step procedure to install the App.

1. Go to the <https://apps.shopify.com/> (<https://apps.shopify.com/>)



(<https://apps.shopify.com/>)

2. Search for the App “**Facebook Marketplace Connector**” in the search bar and click on the icon.
3. Alternatively, you can click on this link to directly download the App: <https://apps.shopify.com/facebook-marketplace-connector>(<https://apps.shopify.com/facebook-marketplace-connector>)
A window will appear, prompting you to install the App.



4. Click on “**Install the App**” to install the App.

Note: The Facebook Marketplace Connector comes free for all the Shopify merchants.

2. Configuration of the App and Onboarding to Facebook Marketplace

After installing the App from the Shopify store, you need to configure the Facebook Marketplace Connector to your existing Shopify store.

To configure the App, there are **three major steps** to complete. As soon as you complete one step you will be moved on to the next step.

The steps of onboarding to Facebook Marketplace through Facebook Marketplace Connector are:

Step 1: Connecting the App with Facebook Account

Step 2: Creating the Commerce Manager Account

Step 3: Configure Default Mapping of App and Product Import.

*Note: Make sure that you have given permission to CedCommerce from your Facebook Account to manage pages, business, and Catalog. To do so, click here:

https://www.facebook.com/settings?tab=business_tools(https://www.facebook.com/settings?tab=business_tools)

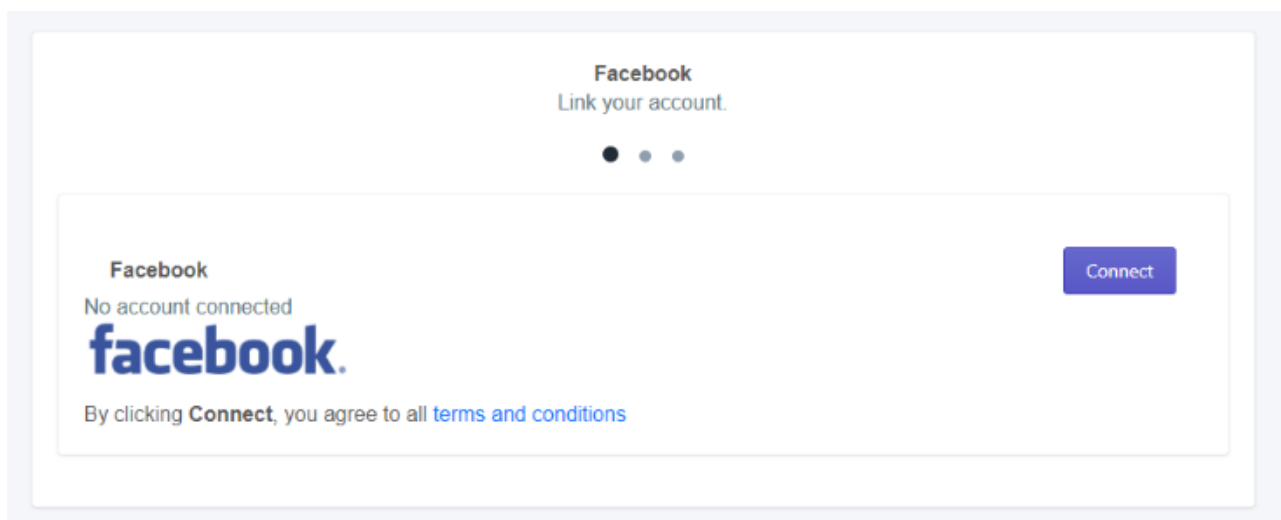
In this section

- Connect the App with the Facebook Account(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=connect-the-app-with-the-facebook-account>)
- Connect or create a new Facebook page(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=connect-or-create-a-new-facebook-page>)
- Configure Commerce Manager Account(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=configure-commerce-manager-account>)
- Configure Default Mapping and Product Import(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=configure-default-mapping-and-product-import>)

2.1. Connect the App with the Facebook Account

If you have an existing Facebook account, it will show up as you open the App.

Click the “**Connect**” button. The page will connect to your existing Facebook Account and redirect back to the App.



2.2. Connect or Create a New Facebook Page

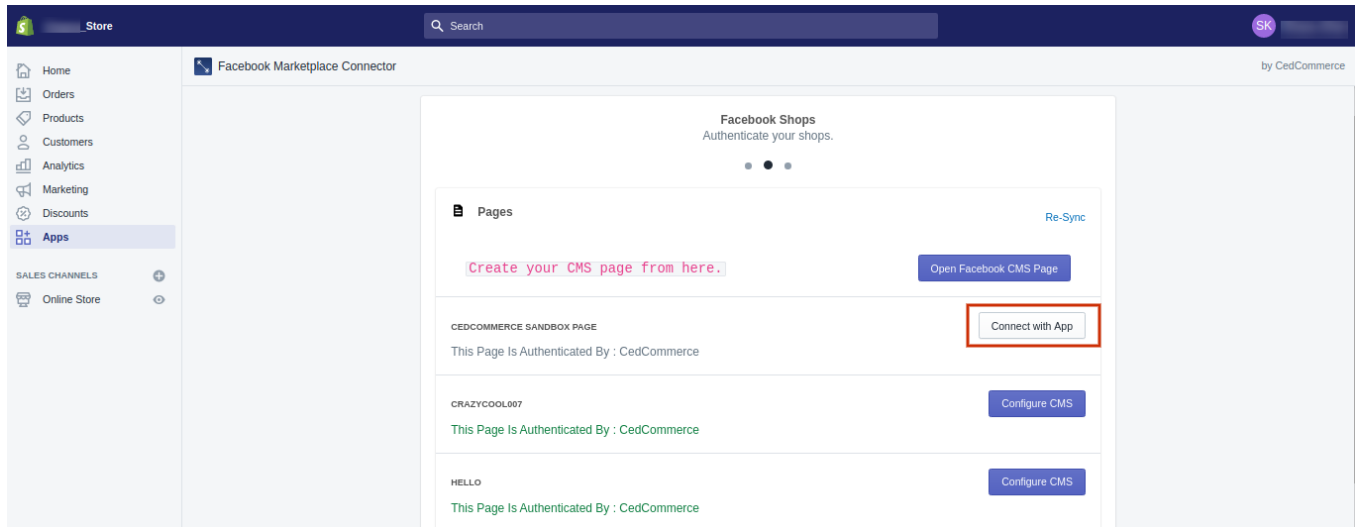
The next step of the App configuration is the Creation and Configuration of the Commerce Manager Account. To sell on Facebook Marketplace with the onsite checkout feature, you need to have the Commerce Manager account.

Commerce Manager is a set of tools that help you sell products and manage your business across Facebook and Instagram. Through the Commerce Manager, you can use the Checkout option, which lets the buyers purchase the products without having to leave Facebook.

Condition I: If you already have a Facebook Page.

After you connect your Facebook Account with the App, the next screen will show up all the Facebook Pages, associated with your account.

You need to “**select**” the required page to which you want to sell and then configure the Commerce Manager account on the same.



Note 1: If you have a Facebook Ads Page, you can set-up the Commerce Manager account for that Page, but you will not be able to use your Shop for Ads. In this case, you will have to create a “new-catalog” and configure the CMS account.

Note 2: If you have a Facebook Page Shop, with an off-site checkout feature, you can convert the same page for configuration of the Commerce Manager account.

Condition II: If you do not have a Facebook Page.

If you are new to the Facebook business and you do not have an existing page on Facebook, you will have to create a new page and then Configure the Commerce Manager account.

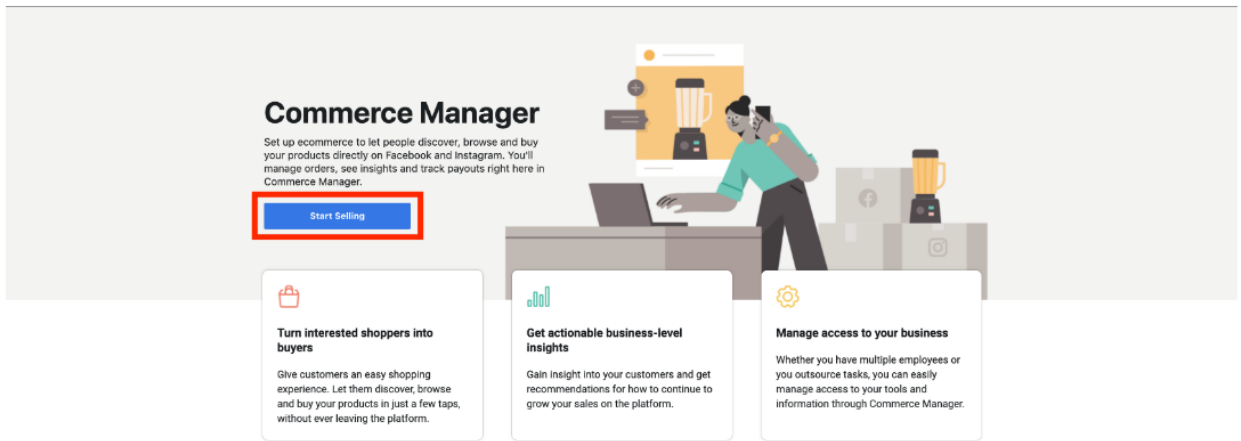
You can create a new page for your Facebook account in two ways:

- From the Facebook panel at https://www.facebook.com/pages/create/?ref_type=hc(https://www.facebook.com/pages/create/?ref_type=hc)
- From the Commerce Manager

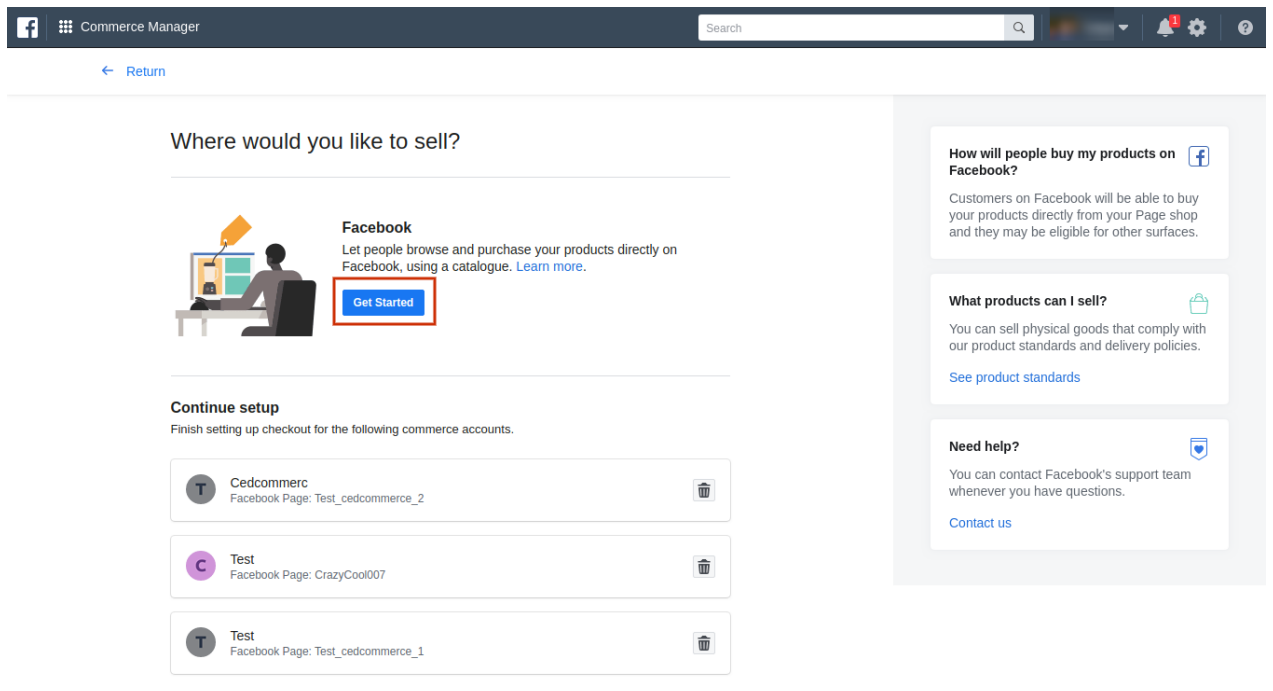
Note: To create a new Facebook page for your business, you need the Page type and desired product category to convert the same into a Shop. Check detailed page requirements here

2.3. Configure Commerce Manager Account

1. On the Commerce Manager Page, Click on the “**Start Selling**” button.



2. The following window will ask you, where to sell. From the window, select Facebook.
3. In the Facebook section, click **“Get Started”**



4. The next window will show a 3-step onboarding process namely **Link Business Account, Set your Preferences, Set Up Payouts**, which you will complete one by one to set-up the Commerce Manager Account.

[← Return](#)

Sell on Facebook

1 Link Business Accounts

You'll answer a few questions about your business and link your Page, so that customers can buy from you.

[Set Up](#)

2 Set Your Preferences

Select the shipping options you offer, set your return policy and enter an email address where customers can reach you.

[Set Preferences](#)

3 Set Up Payouts

Your payouts will be sent to the bank account you link in this step. You'll need to have your bank routing number and account number on hand. [Learn more](#).

[Set Up Payouts](#)

5. Click the **“Set Up”** button in the Link Business Account section.

Enter Basic Information: Step 1 of 4

Do you have a bank account in the US?

Currently, Commerce Manager can only be used by merchants who have a bank account in the United States. Customers can only purchase in the US and pay in US dollars (USD).

Yes, I have a bank account in the US.

No, I don't have a bank account in the US.

[Go Back](#)[Next](#)

- This step will ask if you have a bank account in the US. Select **“Yes”**, and click **“Next”**
- In the next step, Link your existing Facebook Page and Click **“Next”**

Enter Basic Information: Step 2 of 4

Link a Page

First, you'll need to link your business account to your business' Facebook Page. Customers will be able to discover, browse and buy your products directly from your Page shop.

P

Prod_Shop_Page

Page ID: 102881741064597

T

Test_Shop_Page

Page ID: 101686917850101

You can also create a new Page.

Go Back
Next

- After that, Link your Page to Business on Facebook, to do so, mention the “Account Name” and select the Page you want to associate with it. When you are done, click “**Next**”

Enter Basic Information: Step 3 of 4

Link a Business

Name Your Commerce Account

This should match the public name of your business since it will be visible to customers. It can't contain special characters.

Account name

You can always change this later.

Link a Business

Link your commerce account to a Business Manager account. Any accounts you've already created on Business Manager will appear here.

T

My Test Business

Business

T

Test_Shop

Business

Don't see the business you're looking for? [Create a new business account.](#)


Go Back
Next

- The last step enables you to link a Catalog for your shop. You can either select an existing catalog or “Create a New Catalog”. After that, Click “**Next**”

Enter Basic Information: Step 4 of 4

Link a Catalog

You'll be able to add, manage and distribute your inventory across platforms, using one catalog. Any existing catalogs you've created will appear here.

 **Test_Catalog_Products**
Catalog #: 329169931298166

Create a New Catalog
Once you finish setup, you'll be able to create and link a new catalog.

Once you link a catalog, you won't be able to link another.

[Go Back](#)[Save](#)

6. The next section is to **Set your Preferences**, which helps you create shipping and return options. Click **“Set Preferences”** to get started.

[← Return](#)

Sell on Facebook

1 Link Business Accounts

You'll answer a few questions about your business and link your Page, so that customers can buy from you.

2 Set Your Preferences

Select the shipping options you offer, set your return policy and enter an email address where customers can reach you.

[Set Preferences](#)

3 Set Up Payouts

Your payouts will be sent to the bank account you link in this step. You'll need to have your bank routing number and account number on hand. [Learn more.](#)

[Set Up Payouts](#)

- Set up your Shipping Option, Choose among the Standard, Expedited or Rush Shipping and click **“Next”**

Set Shop Preferences: Step 1 of 2

Shipping

Set Your Shipping Options
These are the shipping options you'll offer for all of your products. You're responsible for shipping items within 3 business days from when an order is placed.

Standard Shipping

Expedited Shipping

Rush Shipping

You can always change these options later.

- The next option, let you enter **Return & Customer Service policy**, you shall enter the **number of days** you will be accepting returns and a valid **email address** for customer service conversation.

Set Shop Preferences: Step 2 of 2

Return Policy & Customer Service

Return Policy

Items must be returned to you within the time period you choose below, calculated from the day your item is delivered to the customer. [Learn more.](#)

Number of Days

You can always change this later.

Customer Service Contact

Enter an email that you check regularly so your customers can reach you and get the help they need. For details, see Facebook's customer service policy.

Email Address

You can always change this later.

- Click **“Save”** once you are done with the process.

7. The last section deals with Setting up the Payouts, where you need to enter the tax and bank related information. Click **“Set Up Payouts”** to go further.

[← Return](#)

Sell on Facebook

1 Link Business Accounts

You'll answer a few questions about your business and link your Page, so that customers can buy from you.

2 Set Your Preferences

Select the shipping options you offer, set your return policy and enter an email address where customers can reach you.

[Edit](#)

3 Set Up Payouts

Your payouts will be sent to the bank account you link in this step. You'll need to have your bank routing number and account number on hand. [Learn more.](#)

[Set Up Payouts](#)

- In the next window, enter the **complete address** of your business and the email address (which you cannot modify again) and click **“Next”**

Set Up Payouts: Step 1 of 5

[Exit](#)

Set Up Payouts

Business Address

This must be the business address associated with the bank account you'll use for payouts. Any applicable tax documents will be sent to this address, so this can't be an address for a PO box.

Street address

Apt/Suite/Unit number - Optional

City

State

Zip code

Email Address

This email address will receive all payment and order notifications.

Email address

[Go Back](#)[Next](#)

- Next, select the **product category** that you sell from the drop-down menu and click **“Next”**

Set Up Payments: Step 2 of 5

What do you sell?
Select the Merchant Category Code (MCC) that best describes your business. This code is used to classify businesses by the type of services or goods they sell.

Business Category
Select

Go Back Next

What will my Merchant Category Code be used for?
When customers buy your products, they may earn credit card points for their purchases. Credit card companies use the code you provide to determine the number of points your customers earn.
Your Merchant Category Code won't affect your product ranking on Facebook.

- Enter your **State Tax Registration Number** and Click **“Next”**

Set Up Payments: Step 3 of 5

Where do you do business?
If you have a physical presence in certain states, this is considered sales tax nexus. Add your state tax registration number for every state where you have a physical business presence. [Learn more.](#)

State
California

State Tax Registration Number

Do you sell your 2021 or 2020 W9s do we need that?

Add Another State

Go Back Skip For Now Next

What qualifies as a physical business presence?
For state tax registration, a physical business presence can be a home office, a corporate office, a factory, and so on.

Don't have your registration number on hand?
If you don't have your state tax registration number available, you can always add this information later in your Commerce Manager settings.

- After that, fill in the **Tax and Business Representation** form. To represent your business on financial matters, you need to enter the Business type, Business representative name, address, and date of birth. After you are done, click **“Next”**

Set Shop Preferences: Step 2 of 2

Return Policy & Customer Service

Return Policy
Items must be returned to you within the time period you choose below, calculated from the day your item is delivered to the customer. [Learn more.](#)

Number of Days
30
You can always change this later.

Customer Service Contact
Enter an email that you check regularly so your customers can reach you and get the help they need. For details, see [Facebook's customer service policy.](#)

Email Address
customer_support@myshop.com
You can always change this later.

Go Back Save

- Lastly, link your bank account information to collect the payment, for that you need to enter the details: **Name of the Account holder, Bank routing number, and Bank account number.**

Set Up Payouts: Step 5 of 5

Link Your Bank

Your payouts will be sent to your preferred bank account on a rolling basis. [Learn More](#)

Account Name

Account Number

Routing Number

000123456789 4321

Bank routing number

9-digit routing number

Bank account number

4- to 17-digit account number

Name on bank account

Full name on account

You'll be charged a selling fee of 5% per transaction. If a transaction is \$8.00 or less, you'll be charged a flat fee of \$0.40.

By clicking Finish, you agree to our [Merchant Terms](#). Payment processors' terms apply, as described in the Merchant Terms. We'll store your business information and share it with payment processors to support commerce features on Facebook.

Go Back
Finish Setup

- As soon as you are done with all the details, Click **“Finish the Setup”**.

8. After the complete setup, you now have your Commerce Manager account on Facebook.

[← Return](#)

Sell on Facebook

You've Completed Setup!

Please review your business information in the right-hand column. If everything looks right, you can go to Commerce Manager to set up your product catalog, learn how to use our selling tools and assign permissions.

[Go to Commerce Manager](#)

- 1 Link Business Accounts** ✔

You'll answer a few questions about your business and link your Page, so that customers can buy from you.

- 2 Set Your Preferences** ✔

Select the shipping options you offer, set your return policy and enter an email address where customers can reach you.

[Edit](#)

- 3 Set Up Payouts** ✔

Your payouts will be sent to the bank account you link in this step. You'll need to have your bank routing number and account number on hand. [Learn more.](#)

[Edit](#)

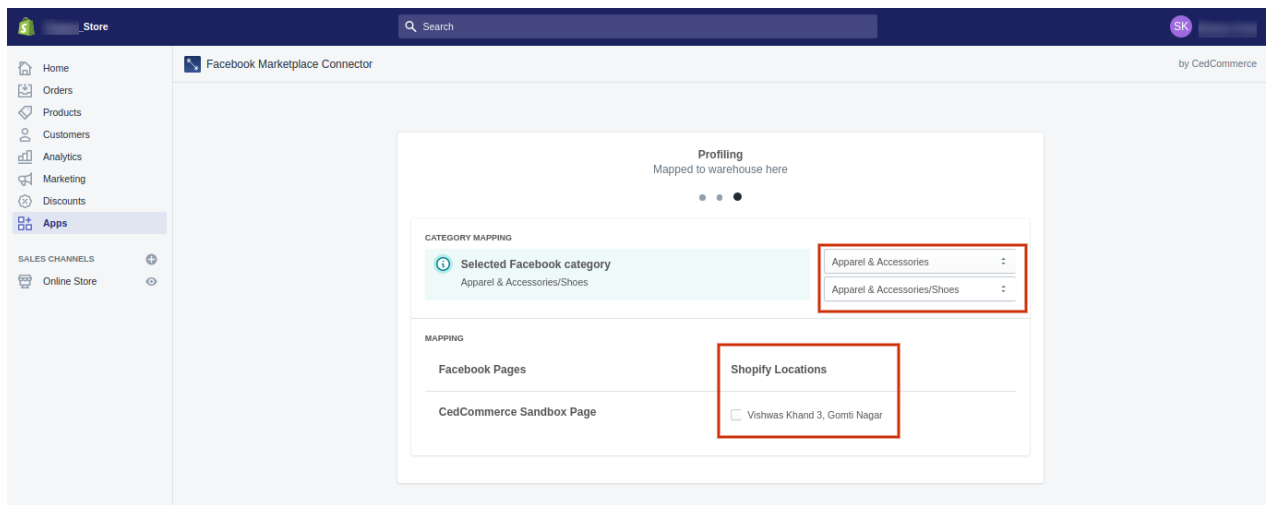
2.4. Configure Default Mapping and Product Import

The app lets you configure the default settings for Facebook Marketplace so that the app automatically maps with your available Shopify store products and the warehouse location.

Category Mapping

This process helps you select the product category and map the location of the store with the Facebook Business Page.

1. In the next window, select the **“Product Category”** from the drop-down menu.

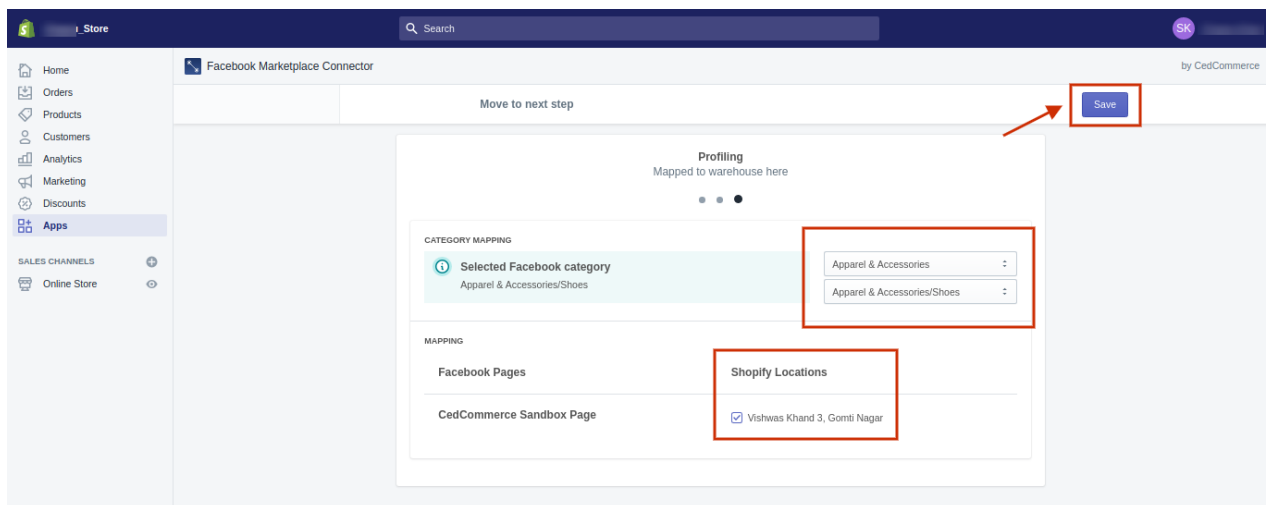


2. A Sub-category can also be assigned under the major category tab. Select the applicable **sub-category** from the drop-down menu.

Location Mapping

For the page you selected, you can **map it with your Shopify location**

1. To do so, **tick-mark** the location you want to map to manage your inventory from it.



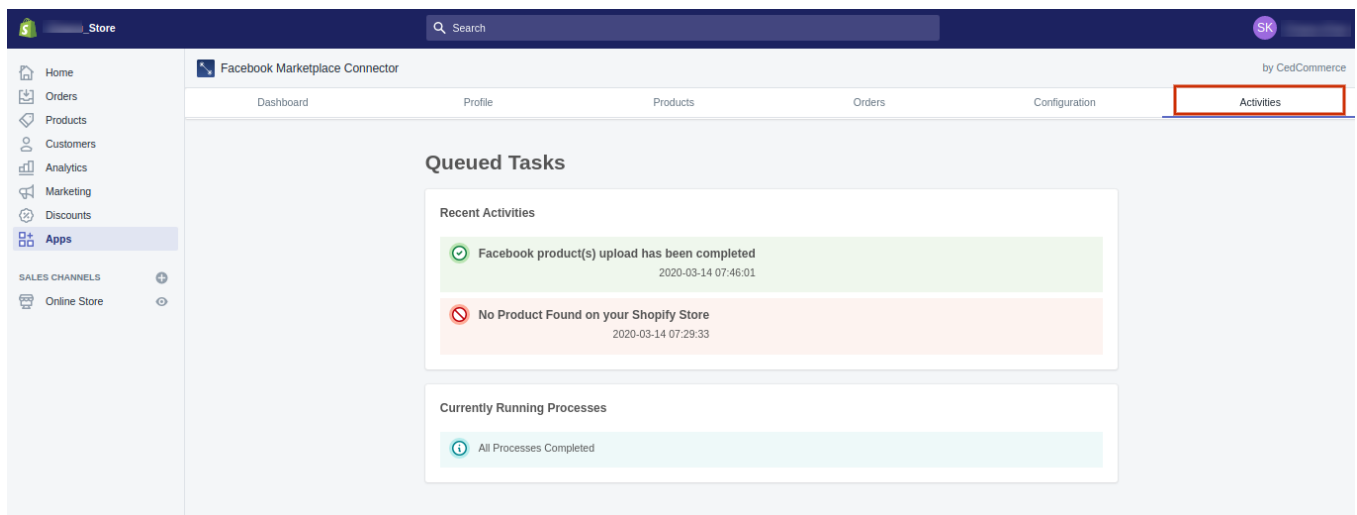
2. Click on the “**Save**” button to save the default mapping information.

Note: Make sure that you have mapped the correct warehouse location for the Facebook Marketplace, otherwise the uploaded inventories will defer and so orders will not be placed. If you miss-matched the location or changed the warehouse location, you will have to map the location again with the new one before proceeding.

Product Import to the App

As soon as the default mapping of the App is configured:

- The app will automatically start importing all the products from the Shopify store.
- The current status of the products will be available on the Dashboard and under the “**Activities**” section.



3. Dashboard of the App

The dashboard of the App is an information management tool that tracks, analyzes, and displays information in order to help you monitor the different status of your selling process.

The primary dashboard of the Facebook Marketplace Connector is divided into six different sections.

- **Dashboard:** Keep records of all the products and orders, also shows recent activities.
- **Profile:** Keep a record of the configured account details and details of profiles created.
- **Products:** Keep a real-time record of all the products, its status, and notifications.
- **Order:** Keep a real-time record of the orders received, sync it between Shopify and Facebook Marketplace.
- **Configuration:** Keep the tabs for an account, location, or profile configuration.
- **Activities:** Keep a real-time record of recent activities and to-do actions.

In this section:

- Dashboard Tab of the App(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=dashboard-tab-of-the-app>)

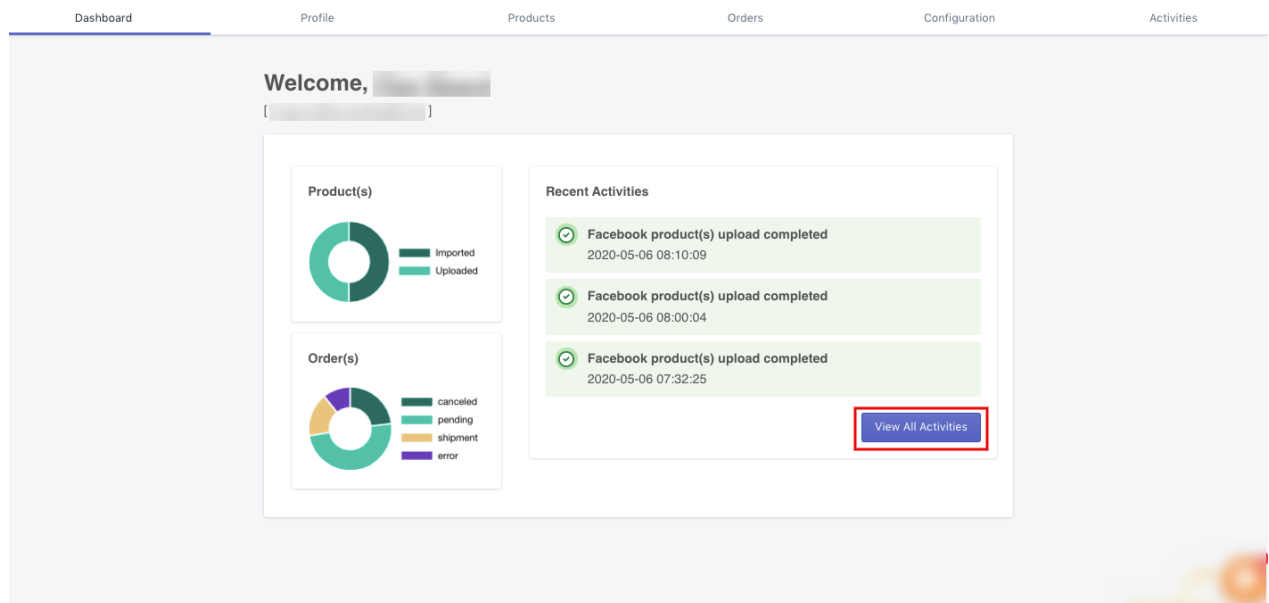
- Profile Tab(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=profile-tab>)
- Products Tab(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=product-tab-2>)
- Orders Tab(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=order-tab-2>)
- Configuration Tab(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=configuration-tab>)
- Activities Tab(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=activities-tab>)

3.1. Dashboard Tab of the App

A dashboard tracks orders and keeps the record of products imported and uploaded along with all the recent activities.

The dashboard displays-

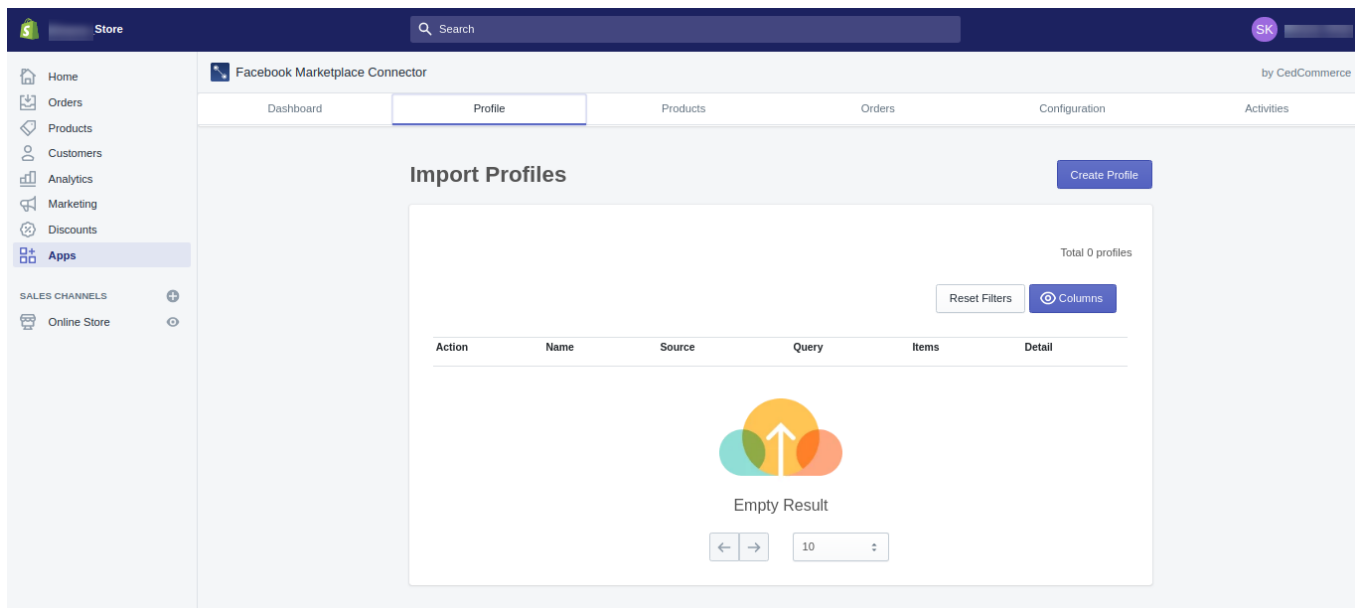
- The recent activities performed by the application.
- The status of the products that have been imported or uploaded on Facebook Marketplace.



You can view the complete activities that took place in the while on your App by clicking on “**View All Activities**”

3.2. Profile Tab

Profiling helps in the categorization of products. In case you wish to set a particular template or conditions for several products, you can set a profile for the same. While uploading the products from the App to the Marketplace, these profiles help you upload as you want.



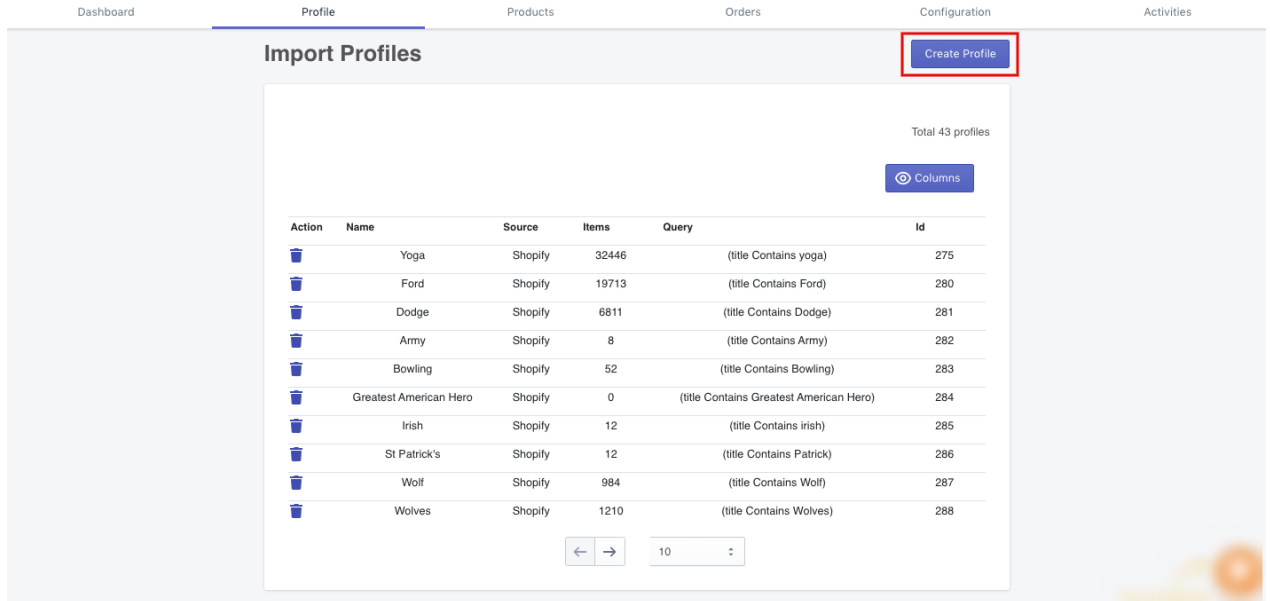
Profiling saves your time by assigning the values and uploading the products in sets rather than doing it individually.

In this section

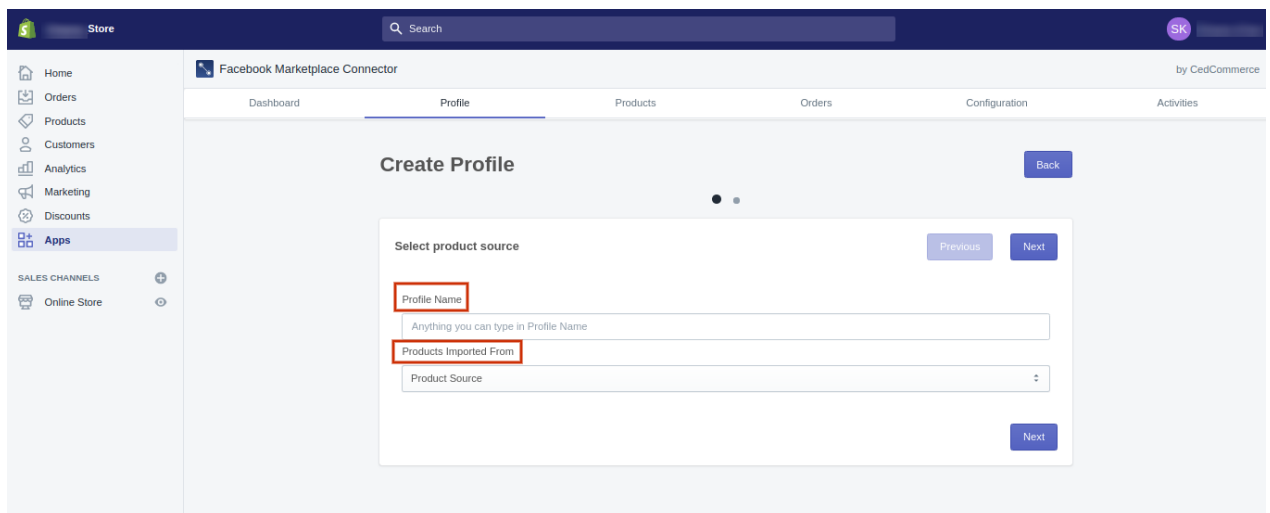
How to Create a Profile?(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=how-to-create-a-profile>)

3.2.1. How to Create a Profile?

1. To create a profile on the App, follow these steps:
Click on the **“Create Profile”**

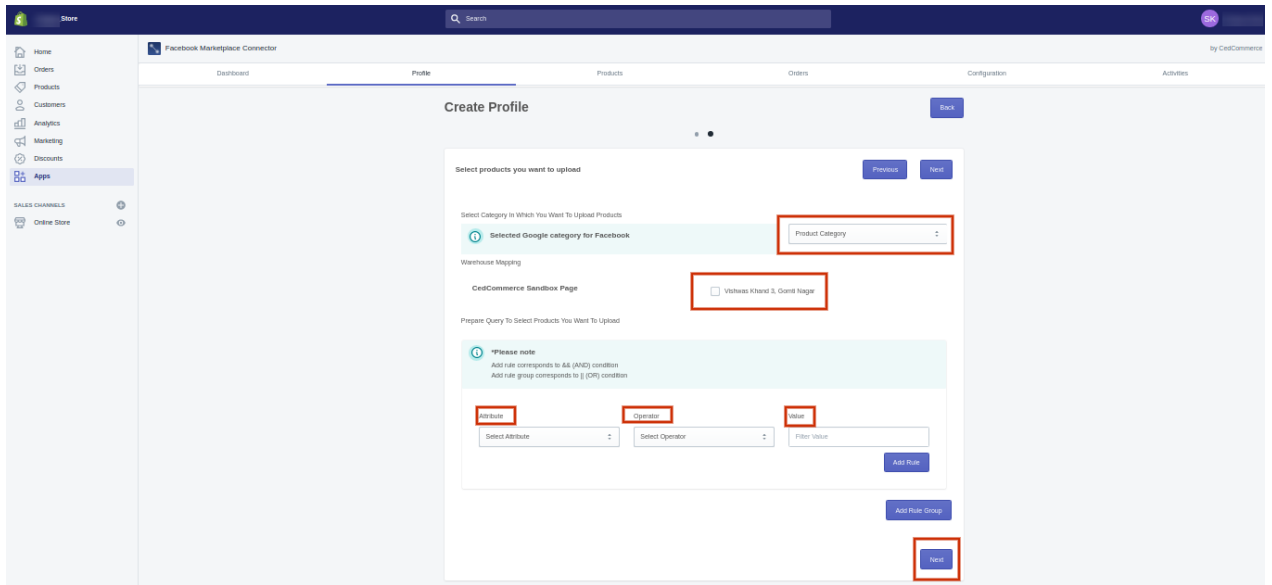


2. Enter the “Profile Name” and “Product Source”.

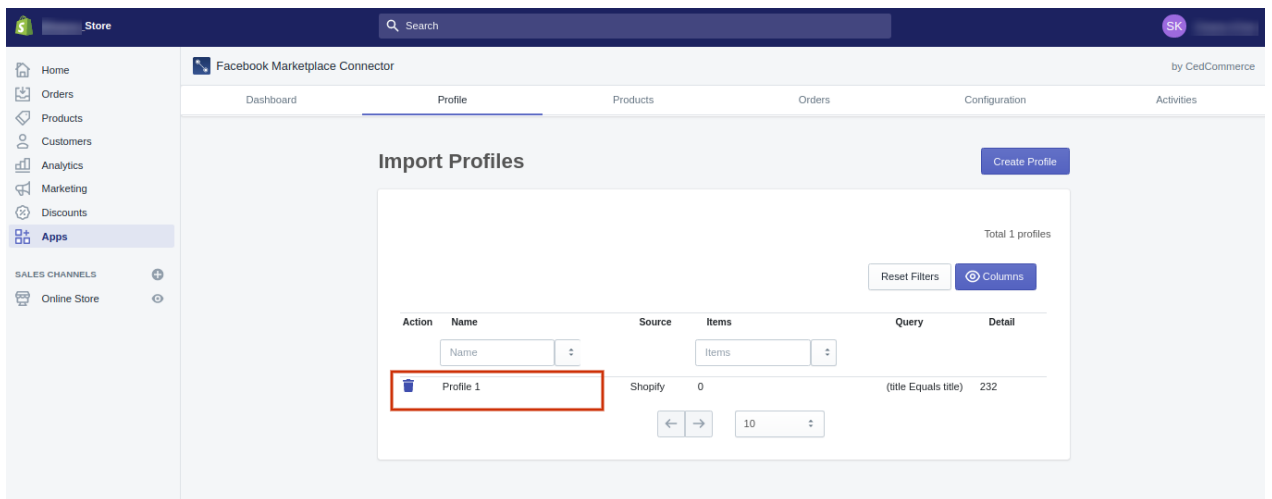


3. Select the “Product Category” and your “Location”.

4. Enter the required information for your profile like “Attributes”, “Operator”, “Value” for your profile.



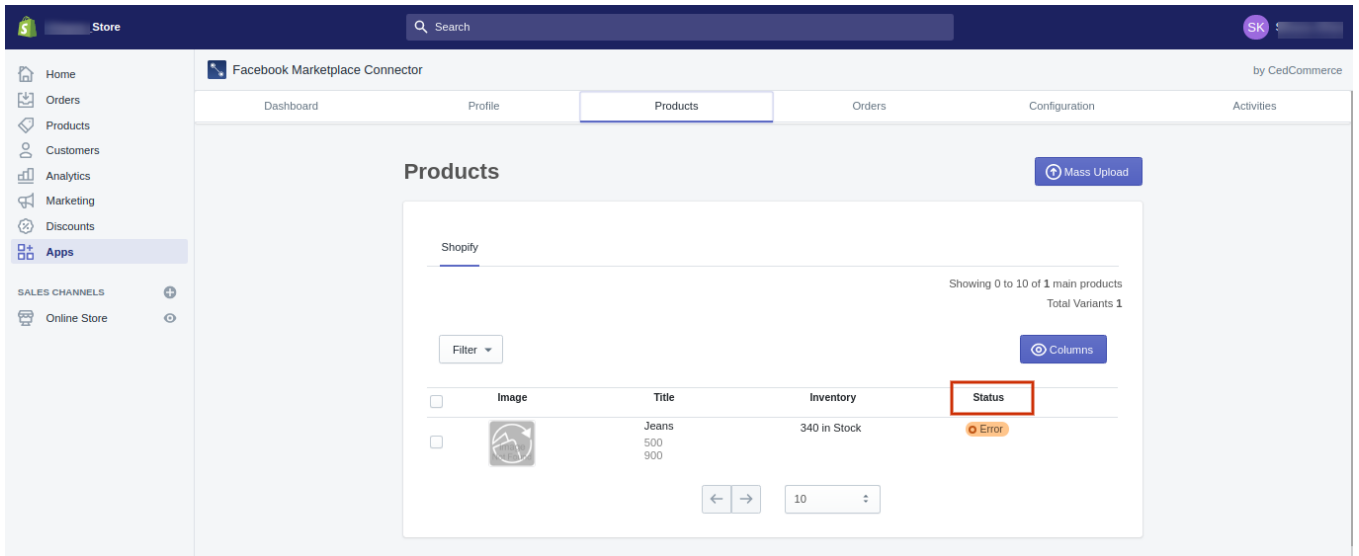
5. Click “Next” to save the profile. All the information regarding a profile will be displayed on a Profile tab.



3.3. Product Tab

This section will provide all the information to you regarding your products. It keeps records of all products, it's status and reflects notification.

After all the products are imported on the app, you can upload them to Facebook Marketplace. The app allows you to upload your products in three forms namely, **bulk uploading, profiles based product uploading, and selective uploading.**



In this section

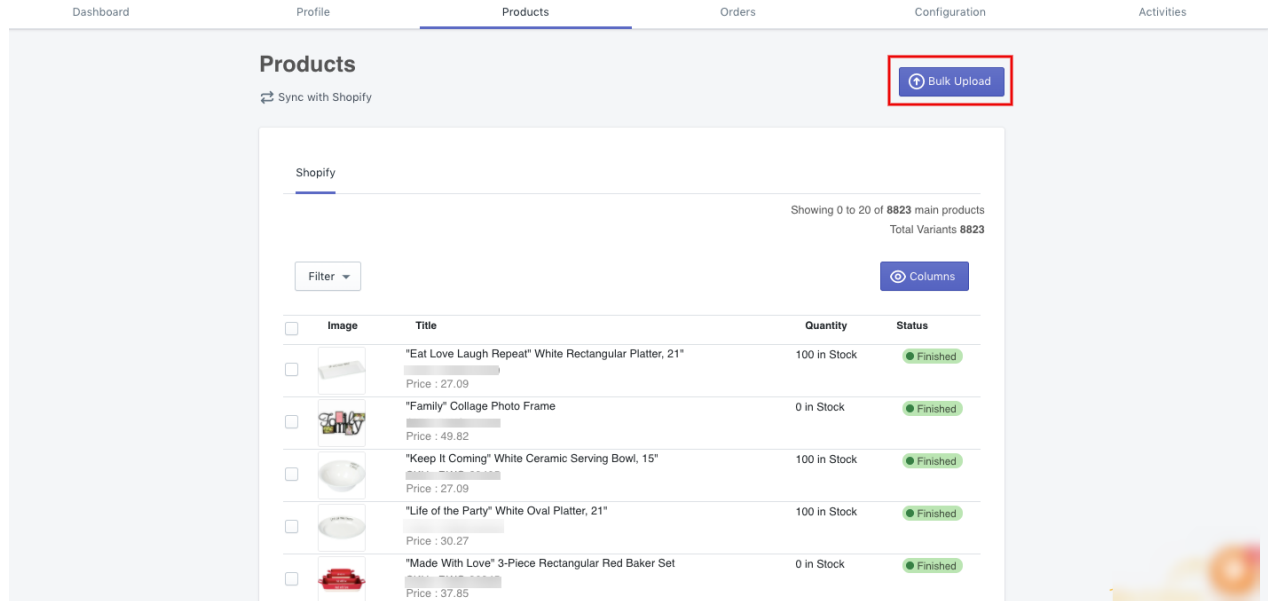
- How to upload products in bulk?(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=how-to-upload-products-in-bulk>)
- How to upload products based on profile?(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=how-to-upload-products-based-on-profile>)
- How to upload selective products?(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=how-to-upload-selective-products>)

3.3.1. How to Upload Products in Bulk?

Through the app, you can upload all the products on Facebook Marketplace at once.

In order to upload the products on Facebook Marketplace:

1. Click on **“Bulk upload”** to upload products all at once.



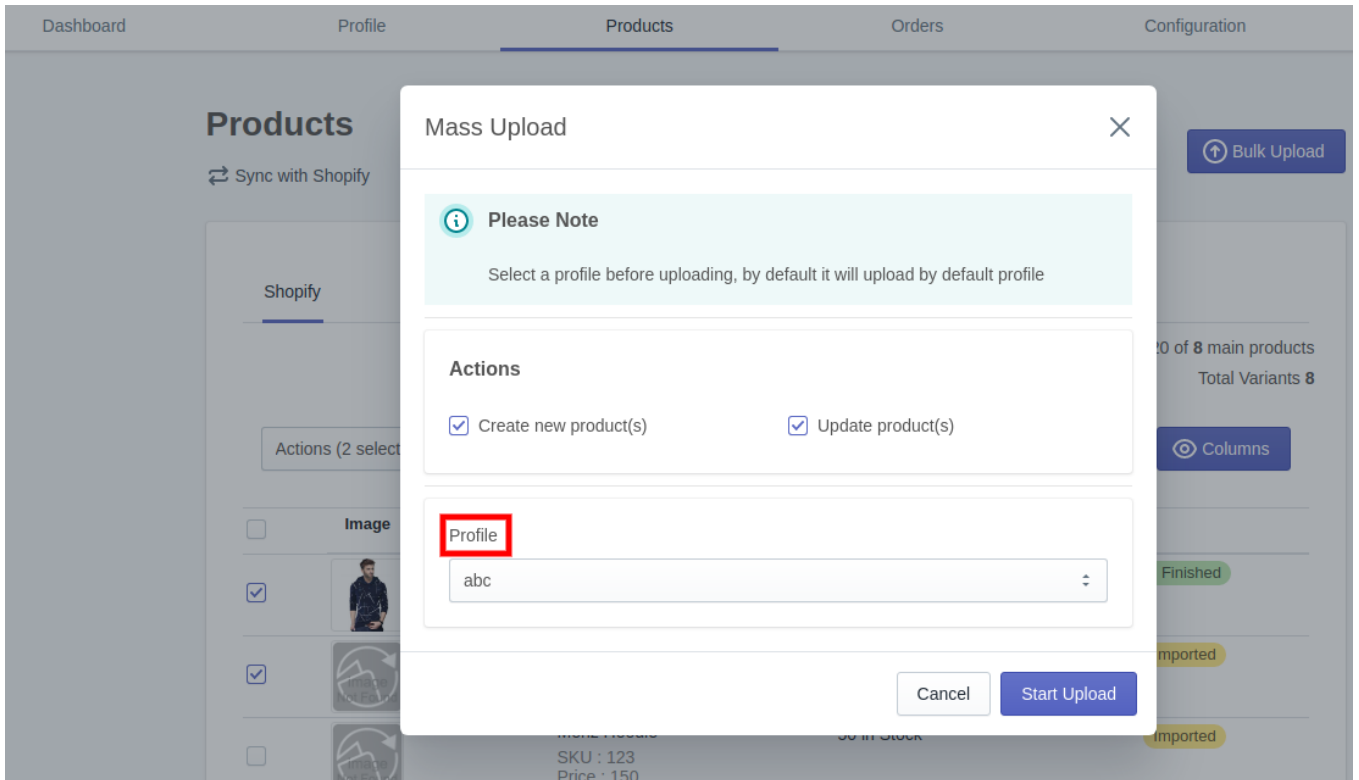
This is the “By default” setting of the App.

3.3.2. How to Upload Products Based on Profile?

You have an option to upload a specific set of products as well. You can categorize a set of products under profile and upload it in the form of sets.

To upload the products:

- Select the “**profile**” while uploading.
- Click “**Bulk Upload**”

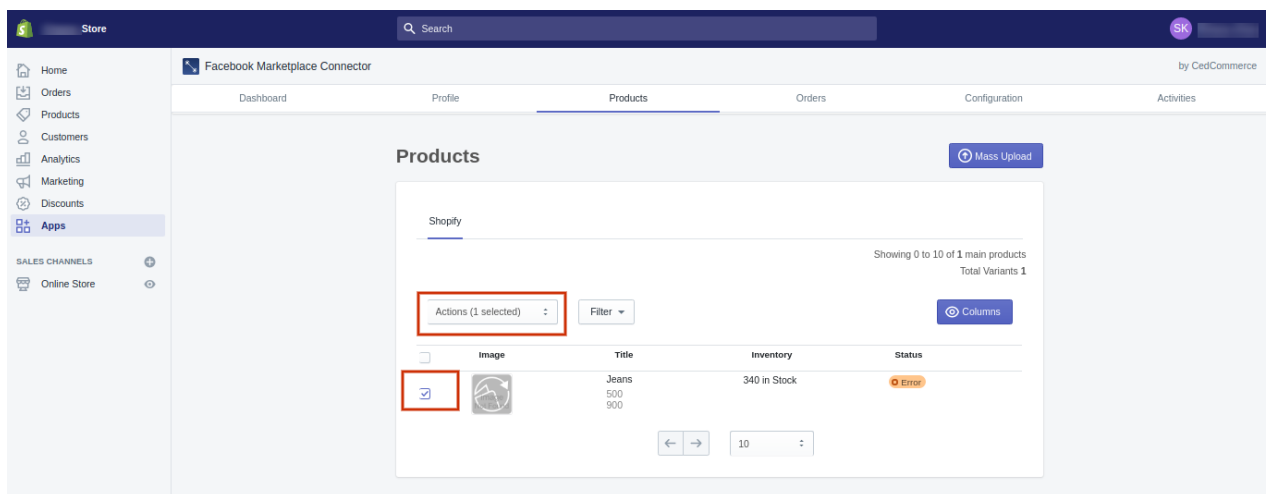


3.3.3. How to Upload Selective Products?

Other than the mass uploading and profile-based product uploading, the app also facilitates you to upload selective products.

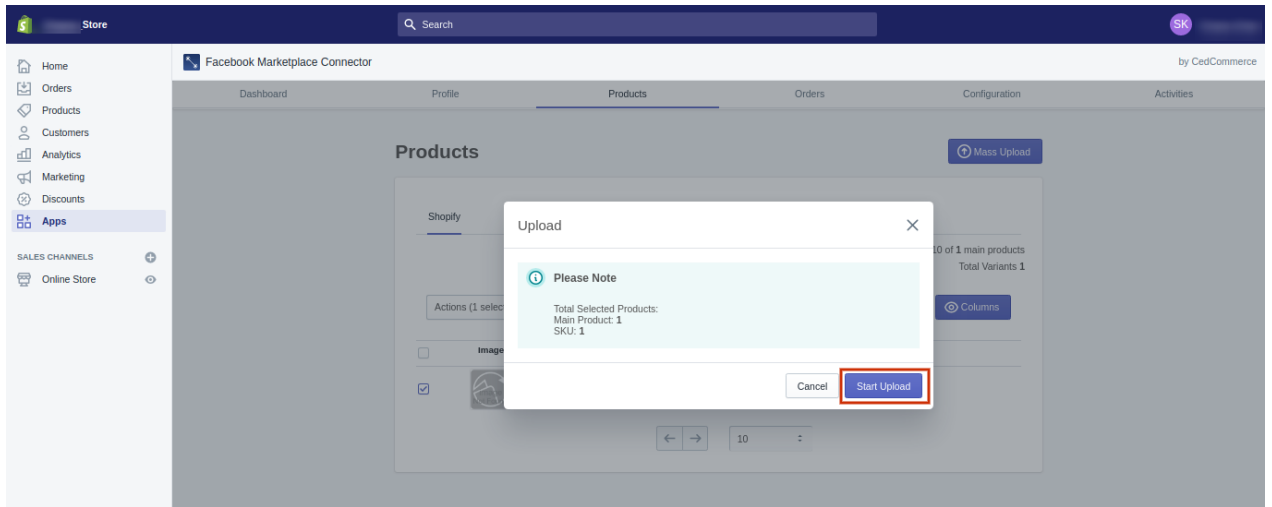
In order to upload selected products, follow these steps:

1. You need to **“Select the products”** and click the **“Action Required”** button.
2. Click **“Upload”**, to upload the products manually.



3. A window will show the selected product information namely, the number of products, main product, and

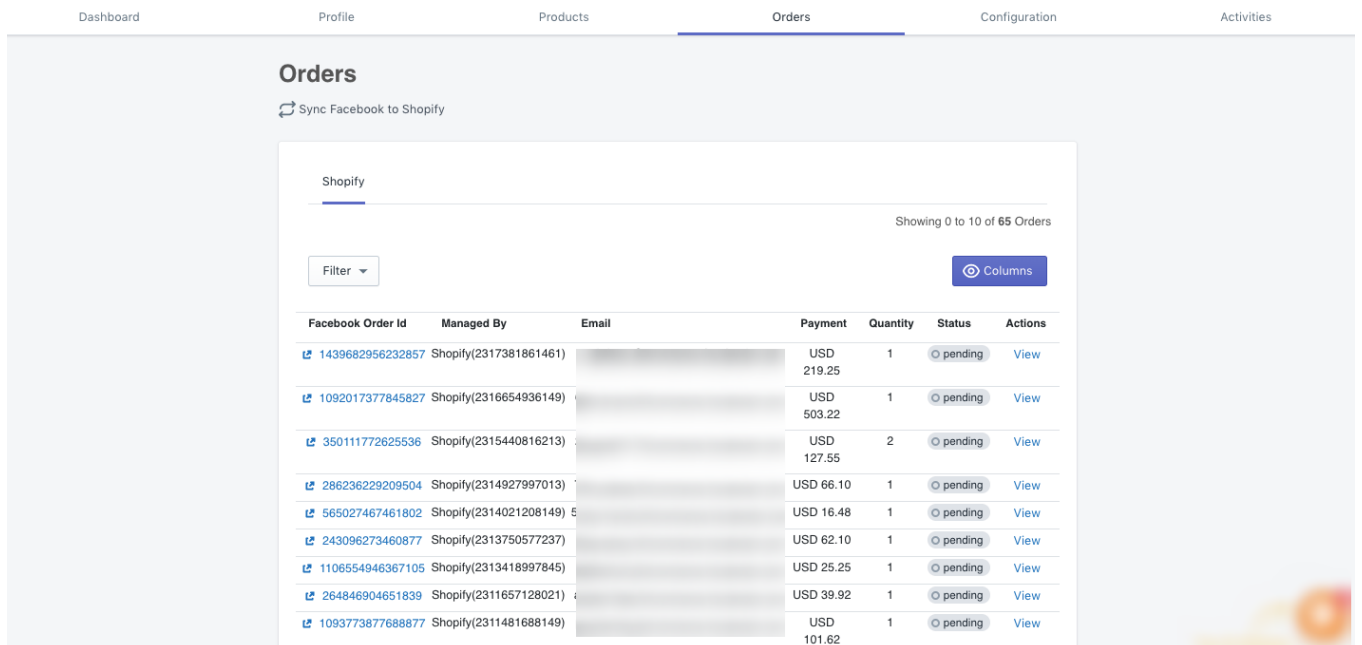
SKU. Click **“Start Upload”** to start uploading the products.



3.4. Order Tab

In order to provide flexibility to its users, the app provides auto-synchronization; where you can easily receive all the orders placed on Facebook Marketplace, to your app, and then on the Shopify store.

This tab enables you to manage your orders, acknowledgments, cancellations, and shipment. The status for each of them is reflected on Facebook Marketplace in real-time.



The app facilitates you with this important information that you can view from a single dedicated panel.

- **Facebook Order ID:** This column explains the details about an order in the form of a Facebook Order ID through which the order has been placed.

- **Managed By:** This column shows who is managing that particular order. You can either manage the order through the App or by Shopify.
- **Emails:** The column of email-address shows the email addresses of the buyers to reach out to them when needed.
- **Payments:** This is the amount that a buyer pays for an order displayed beside the email address.
- **Quantity of products:** The quantity being ordered is also displayed in the app.
- **Status of order:** The status of the order is displayed that signifies whether the order is in a pending state, shipped, or canceled.
- **Action:** You can manage and view the orders by clicking on the “View” option from the Action tab.

Shopify

Showing 20 to 30 of 35 Orders

Filter ▾ Columns

Facebook Order Id	Managed By	Email	Payment	Quantity	Status	Actions
2455280951448621	App		USD 11.57	1	● error	View
628287227761256	Shopify(2228710899797)		USD 21.49	5	● canceled	View
521404295453968	Shopify(2226735284309)		USD 12.81	1	○ pending	View
223451762226920	Shopify(2225922375765)		USD 16.30	1	● shipment	View
624412505074432	Shopify(2233033621589)		USD 15.12	1	○ pending	View
583659555832776	Shopify(2228718633045)		USD 16.43	1	○ pending	View
812558422583115	Shopify(2224979902549)		USD 14.65	1	○ pending	View
2908820385872361	Shopify(2225145086037)		USD 4.30	1	● shipment	View
211186226822029	App		USD 49.12	1	● error	View
219781482444079	Shopify(2223939420245)		USD 16.25	3	● canceled	View

Let's

When you click on “**View**” you can get complete information about an order. As soon as you click on “View”, you will be informed about the details of an order, its status, price, and seller’s information.

Different order statuses reveal the true condition of the orders placed, as:

- **Pending:** The order is pending, it is yet to be fulfilled.
- **Skipped:** Order skipped from the panel, need to be acknowledged.
- **Error:** There is an error in the order creation.
- **Canceled:** The order has been canceled.
- **Shipment:** The order is in shipment.

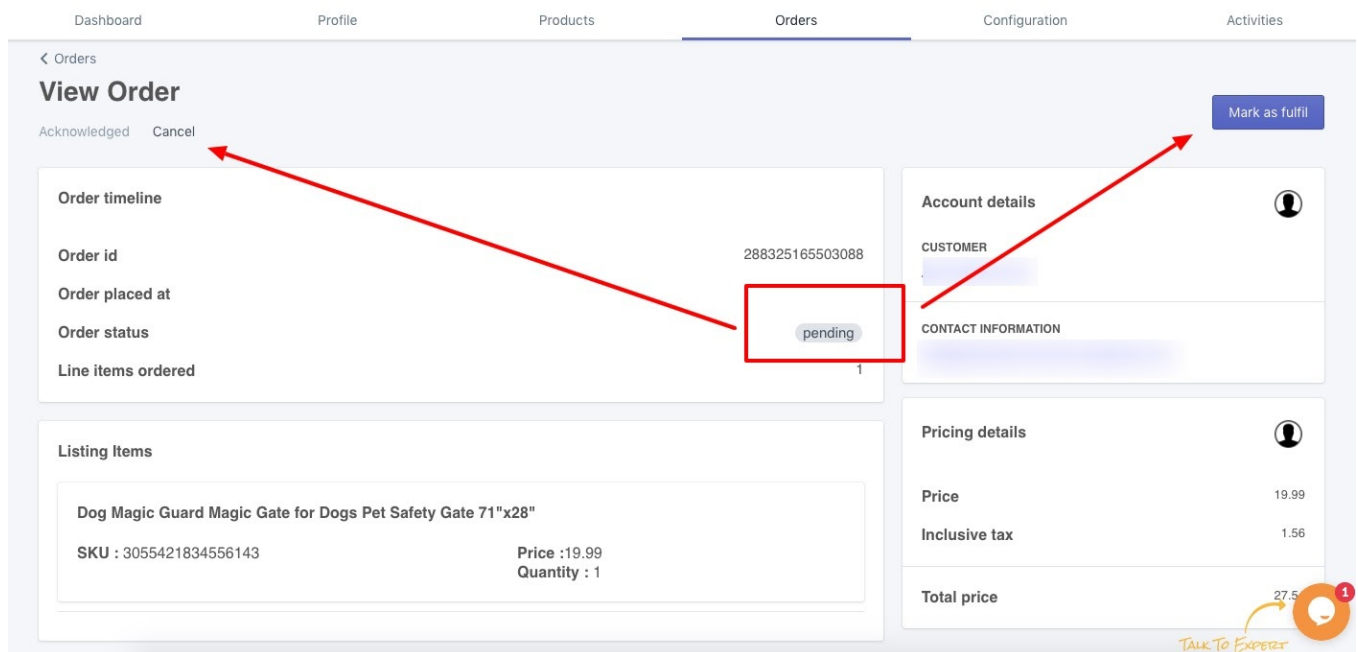
In this section

- How to manage orders in a pending state?(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=how-to-manage-pending-orders>)
- How to manage skipped orders?(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=how-to-manage-skipped-orders>)

- Order Mapping(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=order-mapping>)
- How to cancel the orders?(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=how-to-cancel-the-order>)
- How to fulfill the orders?(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=how-to-fulfill-the-orders>)

3.4.1. How to Manage Pending Orders?

The order is said to be in pending status when the order is placed on Facebook Marketplace and the product is available on the App, in all cases, the app automatically acknowledges the order from Facebook and creates it on Shopify.



The screenshot displays the 'View Order' interface. At the top, there are navigation tabs: Dashboard, Profile, Products, Orders (selected), Configuration, and Activities. Below the tabs, the order status is 'pending', which is highlighted with a red box. A red arrow points from this box to the 'Mark as fulfill' button in the top right corner. Another red arrow points from the 'pending' status to the 'Cancel' button in the top left corner. The order details include:

- Order id: 288325165503088
- Order status: pending
- Line items ordered: 1
- Listing Items: Dog Magic Guard Magic Gate for Dogs Pet Safety Gate 71"x28" (SKU: 3055421834556143, Price: 19.99, Quantity: 1)
- Account details: CUSTOMER (blurred), CONTACT INFORMATION (blurred)
- Pricing details: Price (19.99), Inclusive tax (1.56), Total price (27.5)

When you click on the “**View**” option of the order, the next screen will feature order details to manage the order from the app.

3.4.2. How to Manage Skipped Orders?

The order is in the skipped status when:

The order is placed on Facebook Marketplace, but the product is not available on Shopify and has been directly created on the Marketplace.

Facebook Order Id	Managed By	Email	Payment	Quantity	Status	Actions
[blurred]	App	[blurred]	USD 658.50	6	shipped	View
[blurred]	App	[blurred]	USD 658.50	6	skipped	View
[blurred]	App	[blurred]	USD 329.25	3	skipped	View
[blurred]	App	[blurred]	USD 458.50	6	skipped	View
[blurred]	App	[blurred]	USD 658.50	6	skipped	View
[blurred]	App	[blurred]	USD 109.75	1	skipped	View
[blurred]	App	[blurred]	USD 109.75	1	skipped	View
[blurred]	App	[blurred]	USD 219.50	2	skipped	View
[blurred]	App	[blurred]	USD 219.50	2	skipped	View

3.4.3. Order Mapping

This feature enables you to map the existing product on the App to map it with the product for which the order has been created.

To do this,

- Click on the **“View”** option.
- On the next window, locate the **“Map it”** button to map that product.
- After you map the product, you can then **“Acknowledge”** the same from the App to manage it from Shopify.

View Order

Mark as fulfil

Acknowledge Cancel

Error
Source product details not found in our app

Order timeline

Order id: 1361951930645252

Order placed at

Order status: skipped

Line items ordered: 3

Account details

CUSTOMER

CONTACT INFORMATION

Listing Items

NOT FOUND
SKU : 3764809186925052
Price :100
Quantity : 2
MAP IT

NOT FOUND
SKU : 2820841178034935
Price :100
Quantity : 2
MAP IT

Pricing details

Price: 600.00

Inclusive tax: 58.50

Total price: 658.50

3.4.4. How to Cancel the Order?

As long as the order is in the pending state, the dashboard of the app facilitates you to cancel the order, in case you want to cancel it.

To cancel the order, click on the **“Cancel”** button located at the top left corner. The order will be canceled and it will not be created.

Dashboard Profile Products **Orders** Configuration Activities

< Orders

View Order

Acknowledged **Cancel** Mark as fulfill

Order timeline

Order id 288325165503088

Order placed at

Order status **pending**

Line items ordered 1

Listing Items

Dog Magic Guard Magic Gate for Dogs Pet Safety Gate 71"x28"	
SKU : 3055421834556143	Price :19.99 Quantity : 1

Account details

CUSTOMER

CONTACT INFORMATION

Pricing details

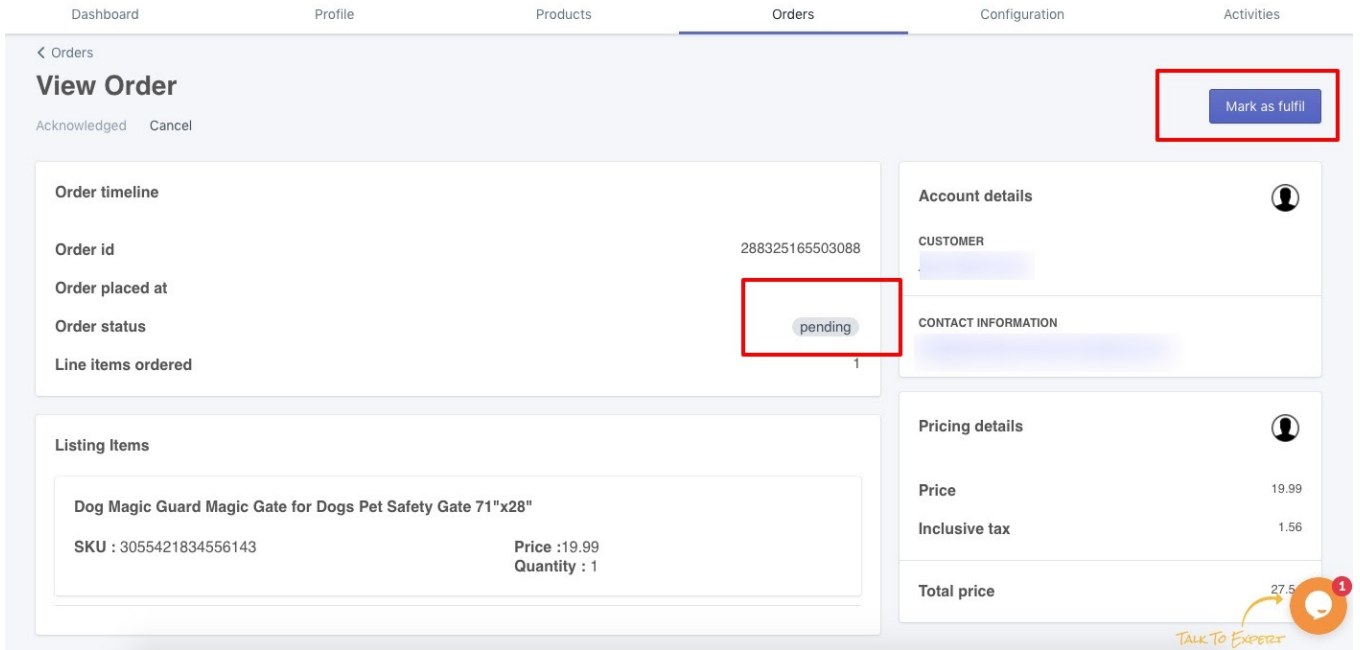
Price	19.99
Inclusive tax	1.56
Total price	27.5

Talk To Expert

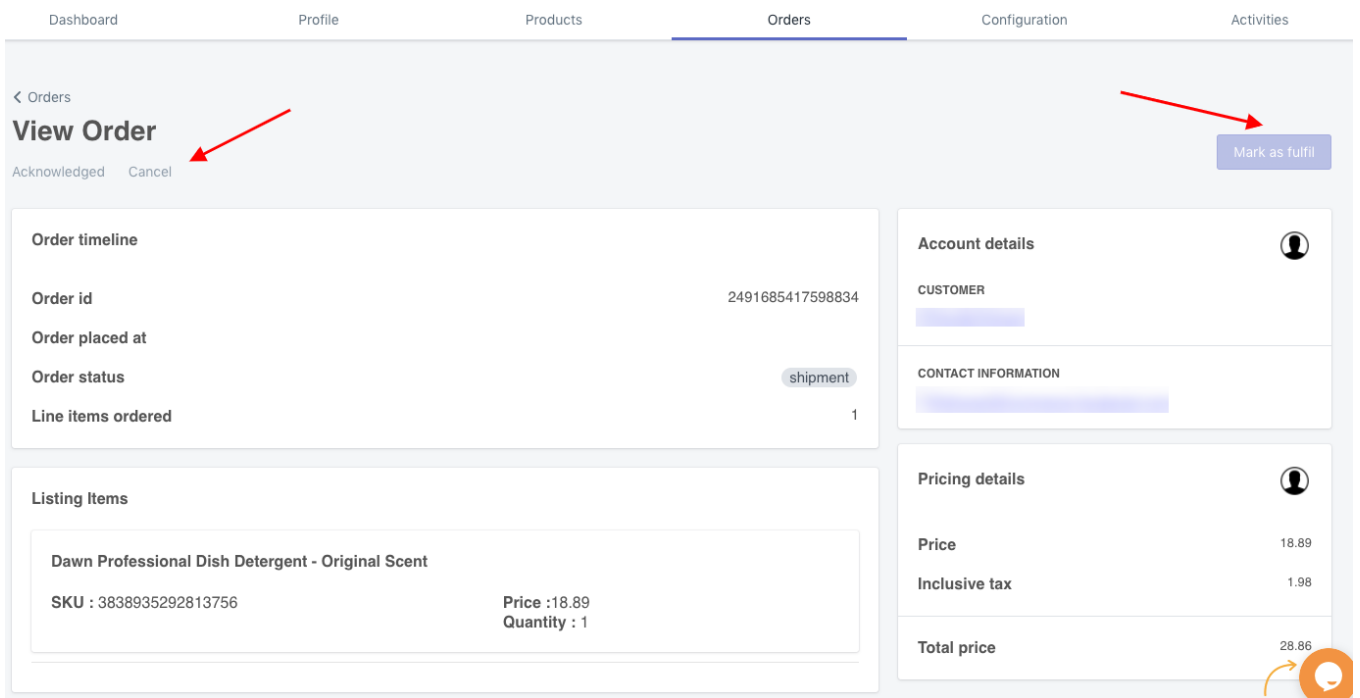
3.4.5. How to Fulfill the Orders?

In the same window, the app also allows you to process the pending order and mark it for fulfillment. As soon as you start the shipment of the order, you can mark the order as fulfilled.

Click on the **“Mark as Fulfil”** to move the order to the shipment state with the tracking id.



As soon as you mark the order as fulfilled, the status of the order will change from pending to shipment.



Note: After you mark order to fulfill you cannot make any alterations, both the “Cancel” and “Mask as fulfill” button will be inactive.

3.5. Configuration Tab

The Configuration tab displays three tabs that display your account setting and all the information related to your profile like User Details, Default Profile, and Facebook account.

In the Configuration setting, you can see details of default mapping, manage various settings on the Facebook business page, and manage your Shopify and Facebook account.

In this section

- Managing your General Setting.(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=manage-your-general-setting>)
- Managing your Facebook Shop Setting.(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=manage-your-facebook-shop-setting>)
- Managing your Account Setting(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=manage-your-account-setting>)

3.5.1. Manage your General Setting

This tab shows the “**User Details**” that include the Username and the email address that you used while connecting to the app.

Also, the later section reflects your “**Default Profile**” that includes your location mapping and category mapping.

The default profiles furnish various information related to your “**Warehouse Mapping**” on Facebook.

- **Email address:** The email address you are logged in from.
- **Warehouse address:** The chosen address for your shop.

- **Status:** The current status of your account.
- **Catalog:** The attached catalog.
- **Shop:** The connected Facebook Shop
- **Commerce:** The Commerce Manager account.

The screenshot shows the 'Configuration' page in the Facebook Marketplace Connector. The 'Default Profile' section is highlighted with a red box. It contains the following information:

- Warehouse Mapping:**
 - Status: APPROVED
 - Location: 3740 N Josey Lane
 - Links: Catalog (Open), Shop (Open), Commerce (Open)
- Category Mapping:**
 - Selected Google category for Facebook: Food, Beverages & Tobacco/Food Items/Snack Foods/Chips
 - Product Category: (Dropdown menu)

A 'SAVE' button is located at the bottom right of the 'Default Profile' section.

The “**Category Mapping**” section reflects the selected product category, you can choose/change it from the drop-down menu and click on the “**Save**” option.

3.5.2. Manage your Facebook Shop Setting

The Facebook tab allows you to manage various activities on your Facebook Business Page.

You can “**Enable or Disable**” various activities from this tab.

Dashboard Profile Products Orders **Configuration** Activities

Configuration

General **Facebook** Account

Facebook Config

Configure your Facebook setting.

Product Auto Update

Enable

Any change in product will be automatically update on facebook , if Enable

Product Auto Create

Enable

New product will be automatically created on facebook , if Enable

Cancel Order

Cancel when product does not found on Shopify Do not auto cancel when order cancelled Shopify

Product Auto Delete

Enable

Auto Product delete from facebook when deleted from shopify.

[Save](#)

In this section

- Managing product Auto-updates on Marketplace.(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=manage-products-options>)
- Managing product Auto-creation on the Marketplace(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=manage-products-options>)
- Managing order cancellation on Marketplace(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=manage-products-options>)
- Managing products auto-delete on Marketplace(<https://docs.cedcommerce.com/cedcommerce/facebook-marketplace-connector-user-manual/?section=manage-products-options>)

3.5.2.1. Manage Products-Options

Product Auto Update

If this feature is enabled, any changes that you make in the products feed on Shopify, then it will be automatically reflected for that particular product on Facebook Marketplace.

Product Auto-Create

(If enabled) If any new product is added to the Shopify store, then that product would be automatically added on Facebook Marketplace.

Cancel Order

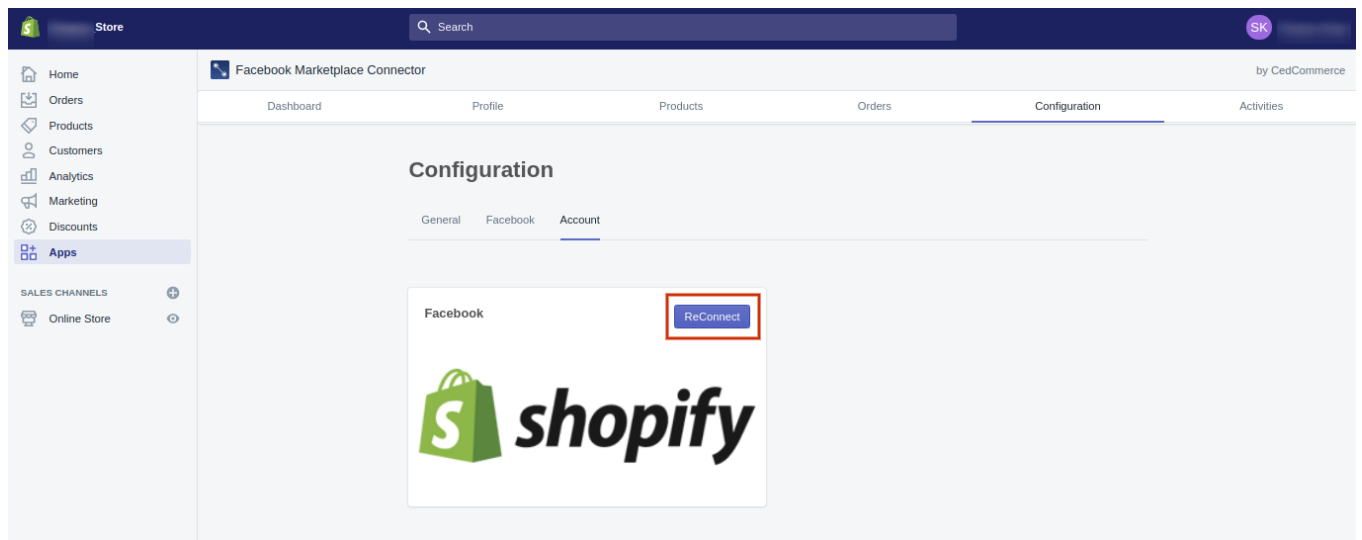
Your order will be automatically canceled on Facebook if the product is unavailable on your Shopify store. This situation usually occurs when the auto-delete setting is disabled.

Product Auto-Delete

With this setting, the product would be automatically deleted from Facebook once it is deleted from Shopify.

3.5.3. Manage your Account Setting

This tab shows the current Shopify store that is connected to your Facebook Shop.



In the event of any unprecedented error, you have an option to “**Reconnect**” your Shopify account with the Facebook Shop.

3.6. Activities Tab

This tab keeps the record of all your recent activities that took place on the App. The activity tab displays the details about product import and upload along with currently running processes.

The screenshot shows the 'Activities' tab in the dashboard. The 'Queued Tasks' section is active and contains two sub-sections. The 'Recent Activities' section lists three completed tasks, each with a green checkmark icon and a timestamp. The 'Currently Running Processes' section shows a single entry with an information icon and the text 'All Processes Completed'. Two buttons, 'Clear All Activities' and 'View All Activities', are located at the bottom right of the 'Recent Activities' section.

The panel is divided into two sections:

Queued Tasks: All the tasks that have been queued on the app.

Currently Running Process: All the tasks running in progress.

4. Frequently Asked Questions with Answers

This is a compilation of all the relevant questions, issues, and most sought information regarding the Facebook Marketplace. You can get help from these if you are stuck in mid-ways.

i. **I am not from the US, can I still sell on Facebook Marketplace with Checkout?**

Ans: CedCommerce API Integration is only available for US sellers. But if you have a US entity, US address, US bank account, US warehouse, then you can onboard through the Commerce Manager.

ii. **How long does it take to get Facebook Marketplace approval?**

Ans: It may take a week for your listings to get live on Marketplace. Your catalog will be reviewed against quality guidelines during this time.

iii. **Why is my form approval rejected by Facebook?**

Ans: Facebook may reject your approval from selling on Marketplace due to certain conditions, some of them are:

You do not have the admin access for your page.

You have a problem while configuring the payment details.

You have the Facebook Ads Page with a Catalog.

Your shop is in the "Local Business" category, change the same to **"Shopping and Retail"**

I have my Facebook Page, but it is not showing up in the App?

Ans: You need to have the "Admin" access for the page. The App requires permission to

view, and manage your page. Make sure you have given permission for access to CedCommerce.

Check out this link: https://www.facebook.com/settings?tab=business_tools(https://www.facebook.com/settings?tab=business_tools) and click on the “CedCommerce icon.

What is the difference between an Offsite Page and an Onsite Page?

Ans: Offsite Page: All those Facebook pages/shops that surface the offsite checkout option, which means “**Send seller a Message**” option that lets the buyers send the seller a message or redirect to the website to make a purchase.

Onsite Page: All those Facebook pages/shops that feature a “**Checkout on Facebook**” option that facilitates the buyers to make the purchase within the App itself.

Will my products start reflecting on the Facebook Marketplace after Shop approval?

Ans: Soon after you get the approval, your products will pass through the manual quality check conducted by Facebook and as it qualifies, it will start reflecting on the Marketplace.

How many shops can I have with one company and one bank account?

Ans: You can have only one Shop per bank account and per entity. Facebook doesn’t allow you to create more than one shop.

I am unable to connect my page to the App. What is the reason?

Ans: There may be more than one reason if you are unable to connect your page to the App. Some of them are:

Ads Page: If you use your Facebook Page for advertising, then you can authenticate that page for the Marketplace, only by connecting another new catalog. You will have to discontinue the current ads you were running through that account, else you need to create a new page.

Offsite Page: If your page/shop features an Off-site checkout option, then also you will be unable to connect the page. However, you can convert the same page into Onsite Page by creating a new catalog. Reach out to us to know how to do it.

I have mapped another warehouse location with the App, but now I have changed my location. What to do?

Ans: You will have to do the remapping of your warehouse location. Contact us for the same.

What happens if the order is placed for an item that is not on my Shopify store?

Ans: You have the option to either “Cancel” that order or you can “Map” the order with any available item in your store. Check out the “Order Panel” for more information.

Is it mandatory to create profiles before uploading the products to Facebook Marketplace?

Ans: No, it is not necessary to make a profile while uploading your products. You can “bulk upload” your products directly on Facebook or you can do it by creating profiles or alternatively selecting the products one-by-one.

What are the ways to discover the products with the checkout option on the Marketplace?

Ans: There are two ways to discover products enables with checkout on the Marketplace :

Through Search: Only the seller can search through the shop name.

Through Browse: Products will be available in the usual manner on the Marketplace.

m. **What are the catalog field requirements on the Marketplace? Why do my products have this issue?**

Ans: The Marketplace only allows the Catalog fields that are required on the Marketplace, these requirements can be found here: <https://developers.facebook.com/docs/commerce-platform/catalog/fields#model>(<https://developers.facebook.com/docs/commerce-platform/catalog/fields#model>)

n. **Why is my order reflecting pending state? What should I do?**

Ans: The orders will be reflecting to be at the “pending” stage when the order is

acknowledged and has not been shipped till now. In another condition, it can happen if the order is placed for an item that is not available on your Shopify store and is directly created on the Marketplace. (You have the option to “map” the product with the existing product on the App.)