Facebook Prestashop Integration User Manual

by CedCommerce Products Documentation

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1. Overview

Facebook Prestashop integration helps in synching and managing your Facebook products, stocks, prices as well as orders. This native API integration enables the Prestashop store owner to synchronize the price, inventory, order and other details.

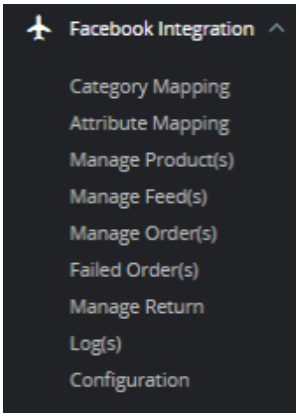
Features:

1. **Facebook order management:** Orders are pulled into your Prestashop store where they can be easily processed or cancelled via the centralized order management system.
2. **Product category mapping:** Admins can use the category mapping feature to map Prestashop store categories to the relevant Facebook category.
3. **Sync Price & Inventory:** Admin can manage syncing of products prices and inventory at products level for specific products.
4. **Manage Attribute Mapping:** Admins has a flexibility to map the facebook attributes with Prestashop store category attributes.

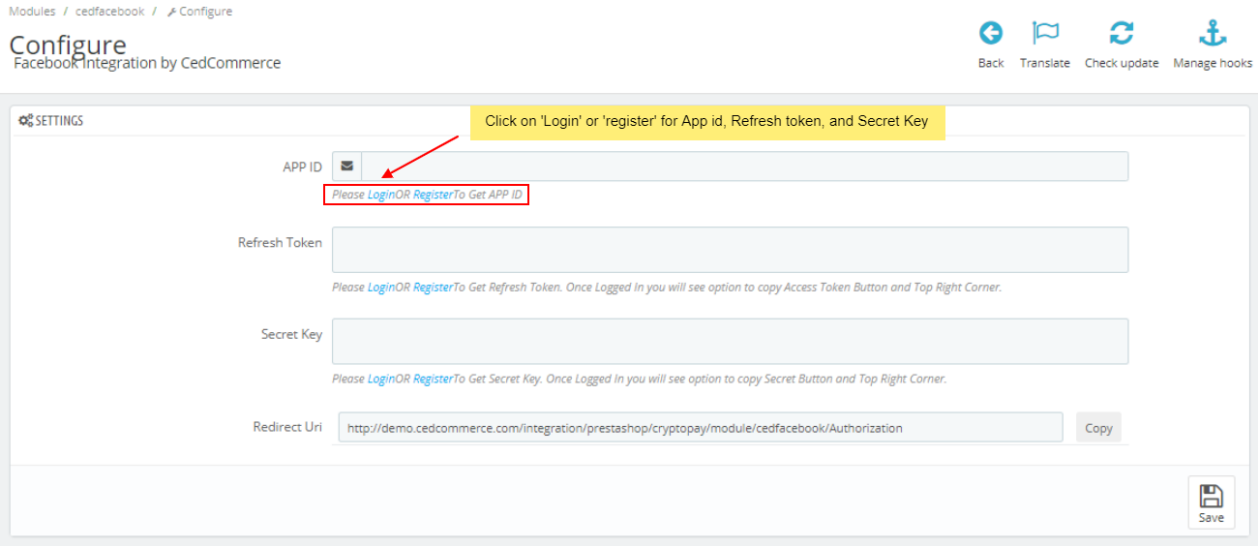
2. Configuration Settings

To set up the configuration settings in the Prestashop Admin panel

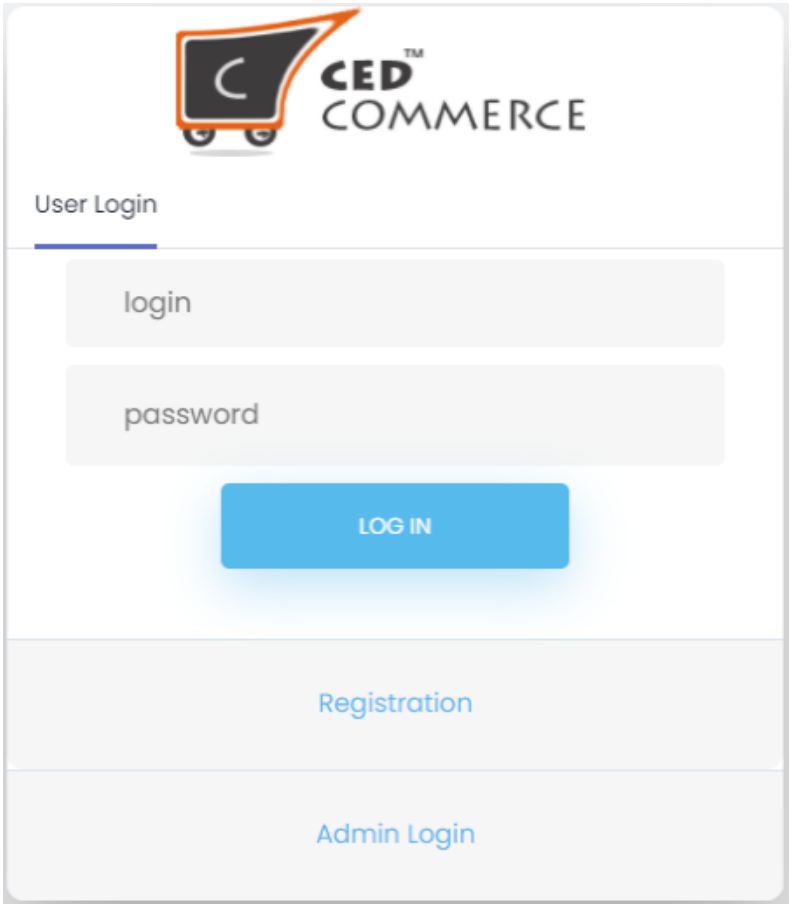
1. Go to Prestashop Admin Panel
2. On the left navigation bar, place the cursor on **Facebook Integration** and you will see it getting expanded as below:



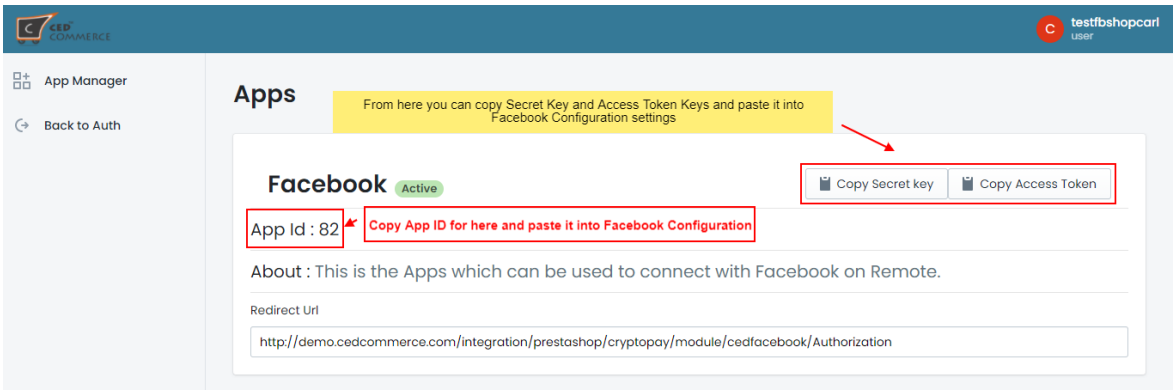
3. Click on **Configuration**
   The page appears as shown in the figure:



4. In this configuration settings, do the following steps.
5. For **APP Id, Refresh Token, Secret Key** information you need to follow below steps:
    a. If you have Facebook Account then click on '**Login'** to fetch details otherwise click on **'Register'** to set up your account.
    b. Once you click on **'Login'** button. (Link: **https://apps.cedcommerce.com/api-connect/app/auth/login(https://apps.cedcommerce.com/api-connect/app/auth/login)**)
    The page appears as shown in figure:

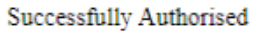


c. Enter Username and Password to login into your account.
d. Once logged in, the page appears as shown in the figure:

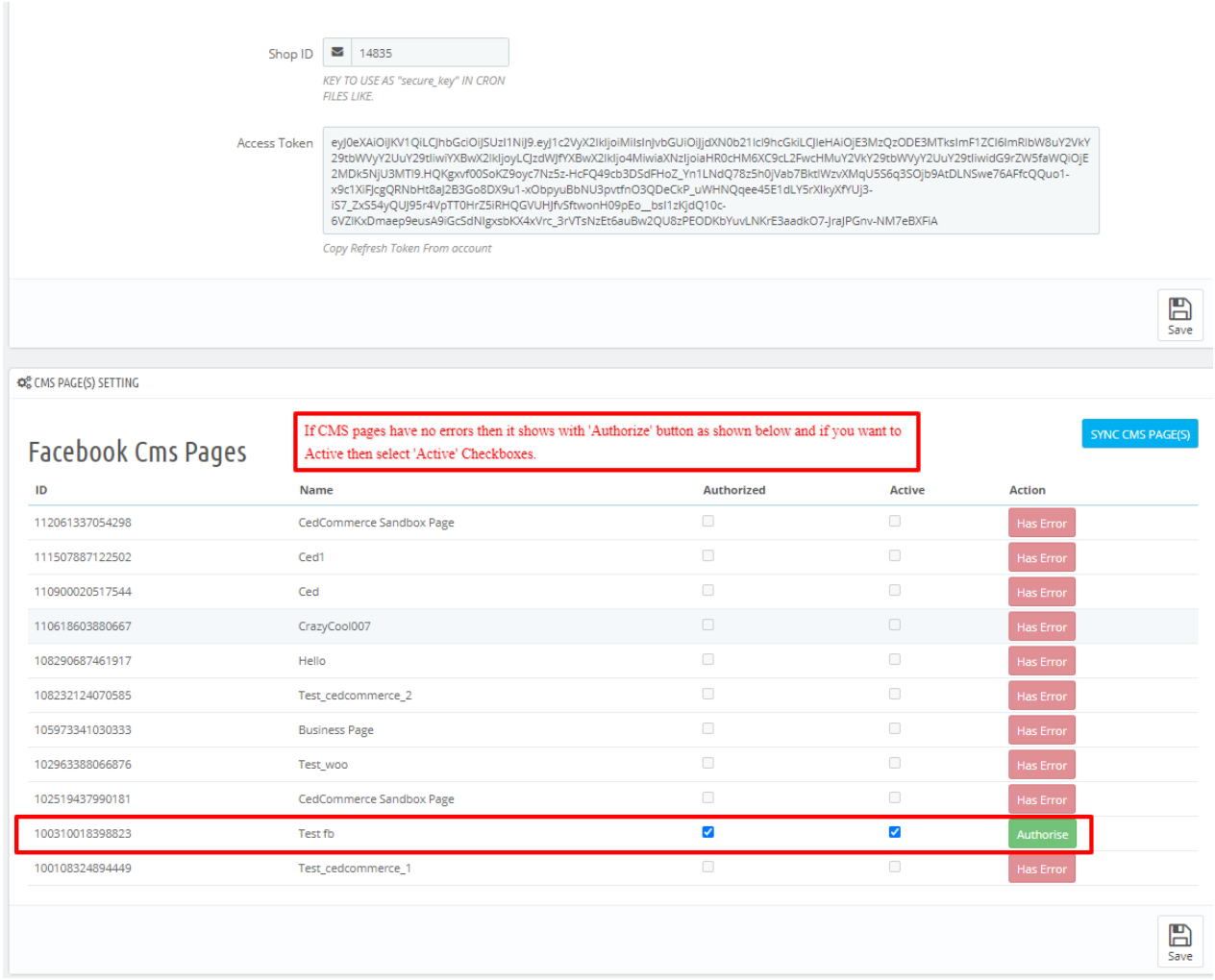


e. You can copy **APP ID, Secret key and Access Token(Refresh Token)** and paste it into Facebook configuration section.
f. Click on save button to save above information.
g. Once saved, you can see a new button **'Authorize with Facebook'**
The tab appears as shown below:

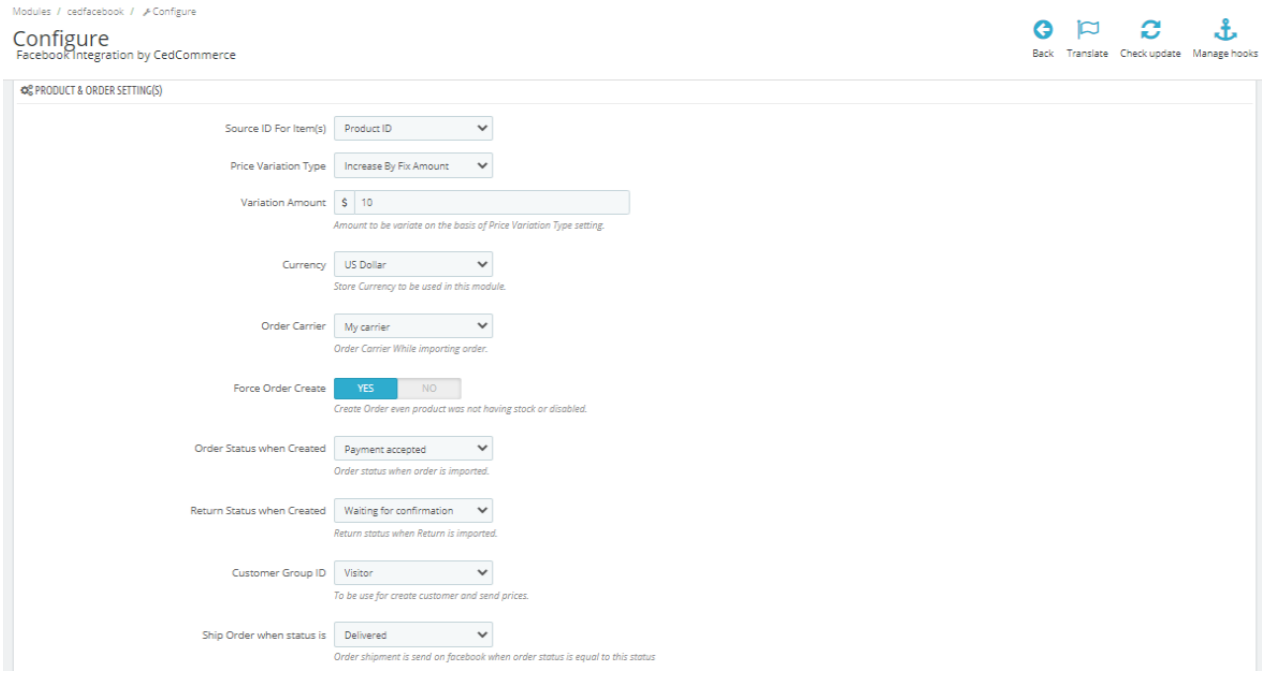
h. Click on this button and login into your Facebook account to authorize your account with Facebook.
i. You can see a success authorized message.



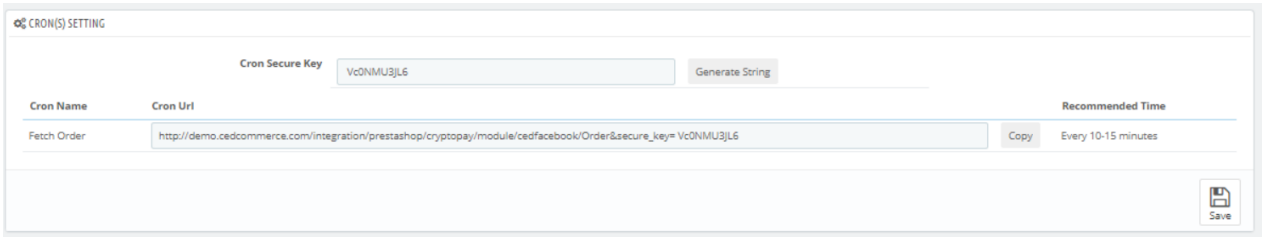
6. After got authorized, Go to Facebook Configuration page and refresh tab to get **Shop ID, Access Token and Facebook CMS pages.'**
The tab appears as shown below:



7. Now move on **Products & Order Settings,**
   The tab appears as shown in figure:



8. In the **Product & Order Settings,** do the following steps:
    a. In the **Source ID for items,** choose your source id from dropdowns for your items.
    b. In the **Price Variation Type,** you can vary your product prices by choose ‘Increase by Fix Amount’ and ‘Increase by fix Percentage’.
    c. In the **Currency,** choose your currency used for the module.
    d. In the **Order Carrier,** choose your carrier while importing order.
    e. In the **Force Order Create,** select ‘Yes’ to create order even product was not having stock or disabled.
    f. In the **Order Status when Created,** choose order status when order is imported into Prestashop store.
    g. In the **Return Status when Created,** choose return status when return is imported into Prestashop store.
    h. In the **Customer Group ID,** you can choose your customer group use to create customer and send prices.
    i. In the **Ship Order when status is,** choose status accordingly whatever the status you choose equals to order status, if it matches then your order is send to Facebook.
    j. In the **Debug Mode,** select **‘Yes’** to enable the debug mode to identify errors in module.
9. In the **Cron Settings,** the tab appears as shown in figure:

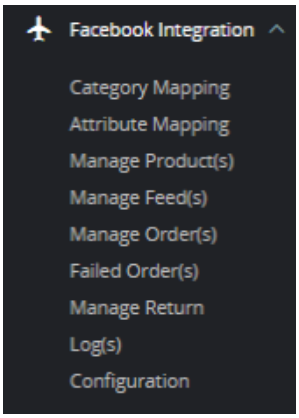


    a. In the **Cron Secure key,** click on **‘Generate String’** to generate cron secure keys.
10. Once done, click on **Save button** to save the above configuration settings.

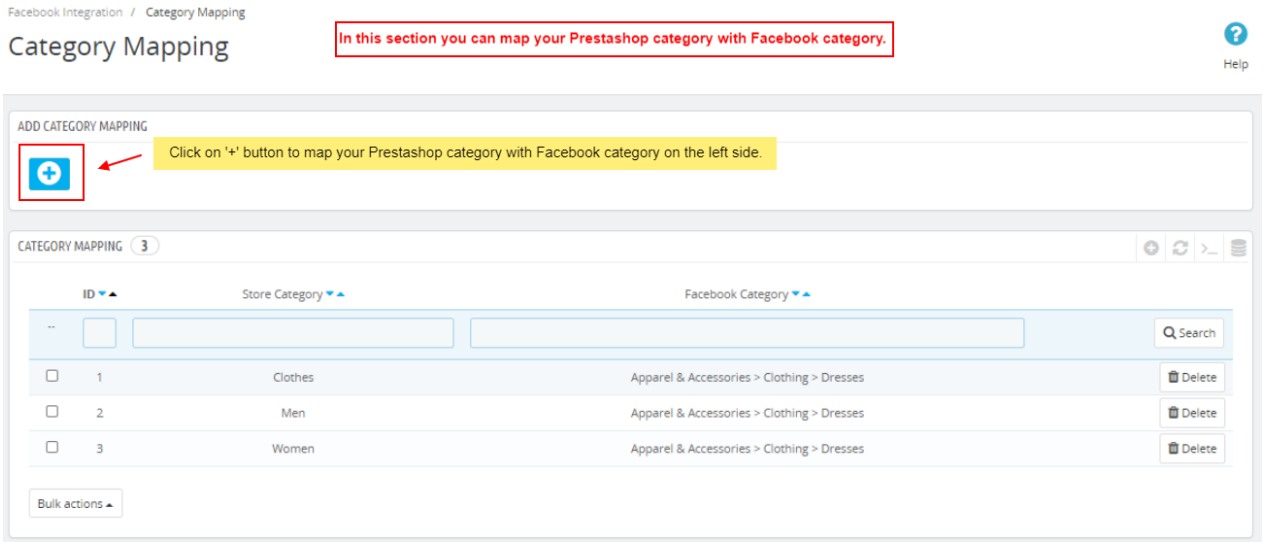
3. Facebook Category Mapping

To do Category Mapping:

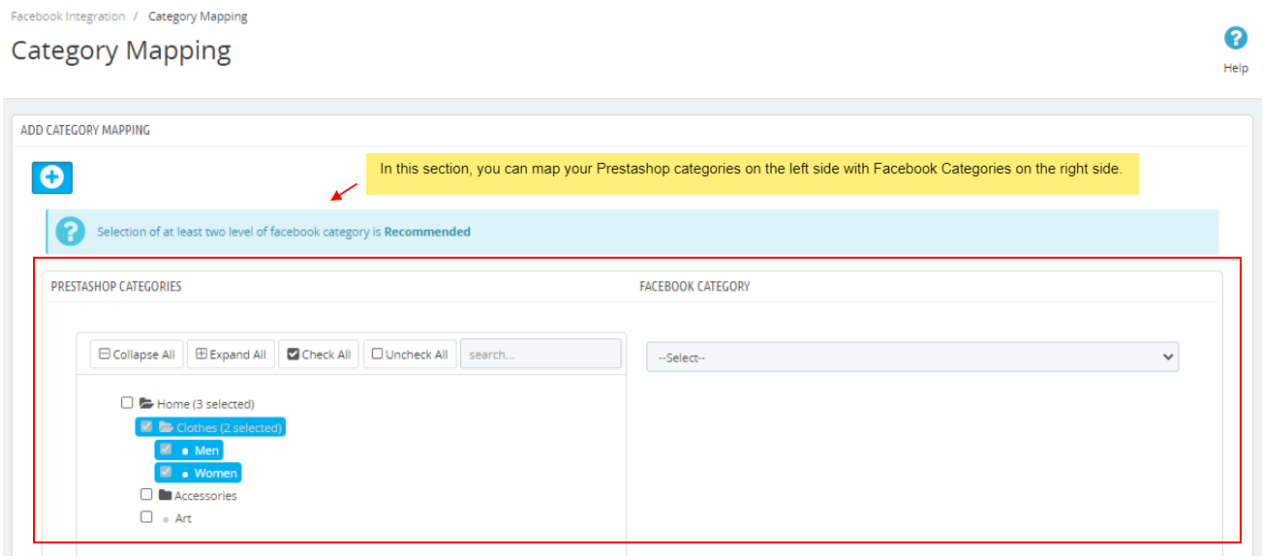
1. Go to Prestashop Admin Panel
2. On the left navigation bar, place the cursor on **Facebook Integration** and you will see it getting expanded as below:



3. Click on **Category Mapping.**
   The page as shown below:



   a. In this section, you can see your Prestashop store category map with Facebook category on the right side.
4. For category mapping, click on '+' button as shown in the above figure:

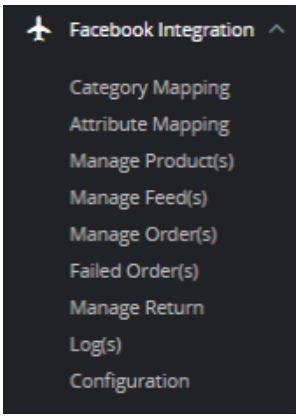


5. In this section
    - Here you need to map your prestashop categories with Facebook category.
      (Note: Module uses the default category of product to assign products in profile.**)**
    - Select the options **Collapse All, Expand All, Check All, Uncheck All** to perform these operations to select the directory.
    - Select the category of Facebook on the right side.
6. Once you have complete your category mapping, click on **'Save Button'** to save the above information.

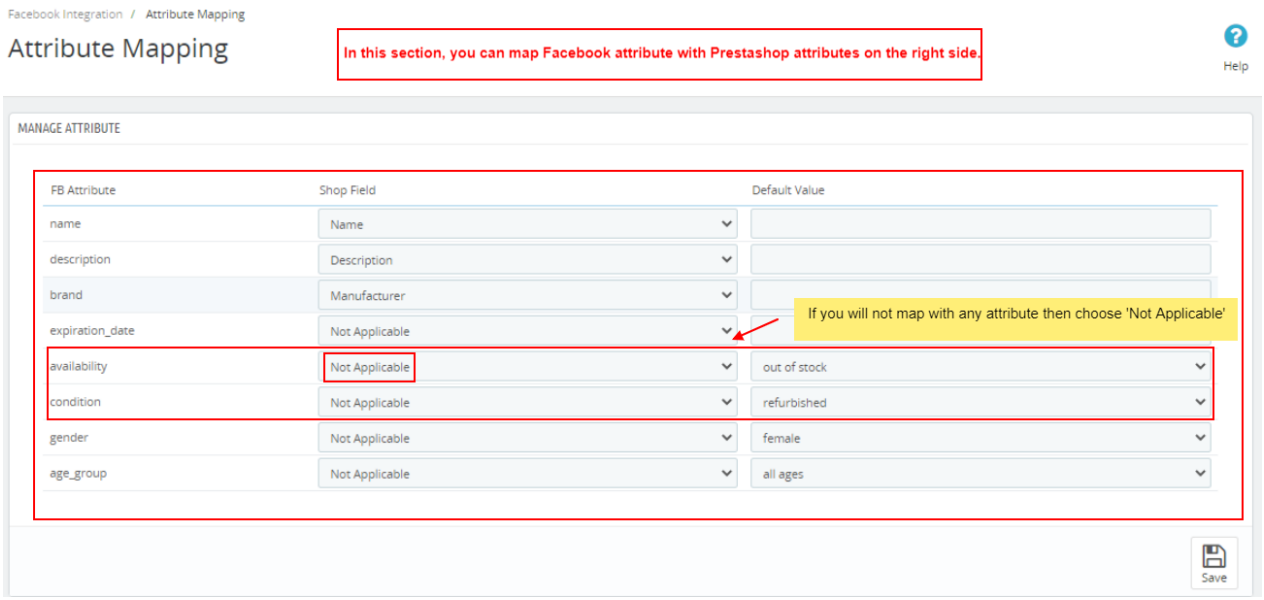
4. Facebook Attribute Mapping

To do Attribute Mapping:

1. Go to Prestashop Admin Panel
2. On the left navigation bar, place the cursor on **Facebook Integration** and you will see it getting expanded as below:



3. Click on **Attribute Mapping.**
   The page as shown below:

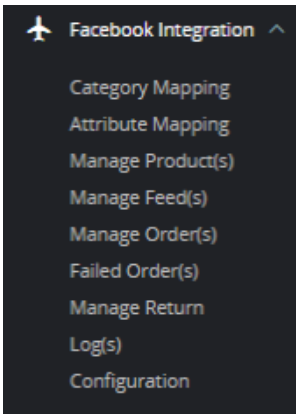


4. In this section you can map Facebook Title attribute with Prestashop Title attribute on the right side.
5. If you will not map with any Prestashop Attribute then choose **'Not Applicable'** attribute and fill default value.
6. Once done please click on **Save button** as shown in above figure to save the attribute information.

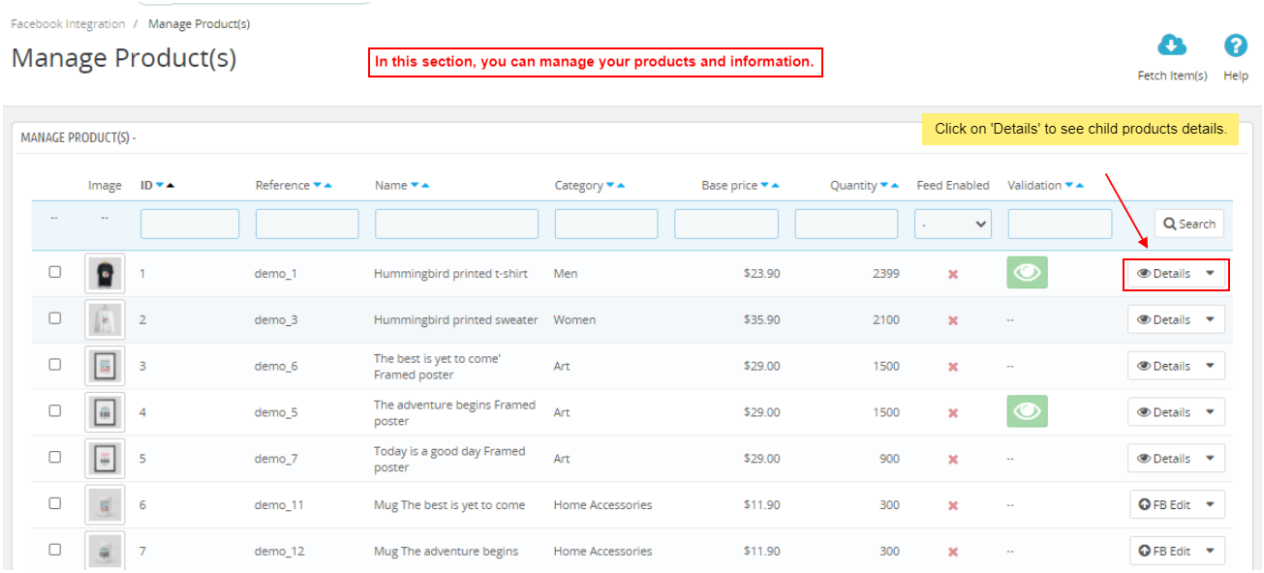
5. Manage Facebook Products

To manage Facebook Products:

1. Go to Prestashop Admin Panel
2. On the left navigation bar, place the cursor on **Facebook Integration** and you will see it getting expanded as below:



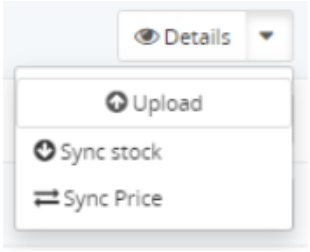
3. Click on **Manage Products**
   The page as shown below:



4. In this section you can see your Facebook products and if you can need to see child products then click on 'Details' button as shown in above figure.

To Sync Price and Stock

1. Click on **Details** button adjacent to products tab.
   The tab appears as shown below:

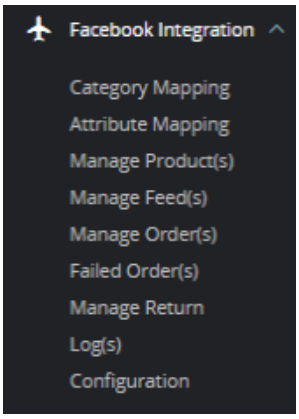


2. From here you can sync your price as well as stock of products.

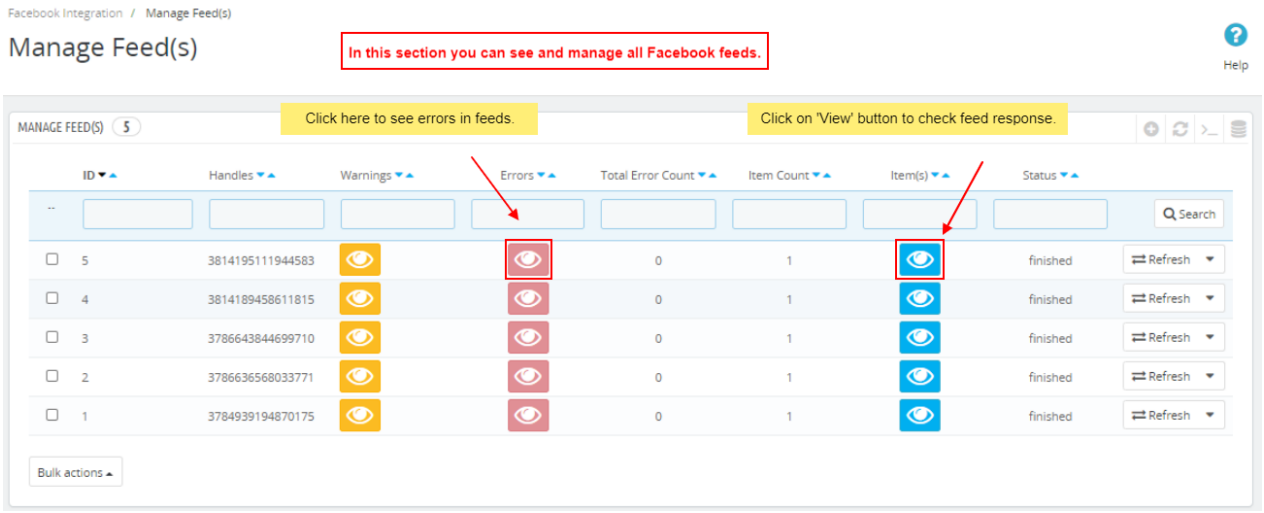
6. Manage Facebook Feeds

To manage Feeds

1. Go to Prestashop Admin Panel
2. On the left navigation bar, place the cursor on **Facebook Integration** and you will see it getting expanded as below:



3. Click on **Manage Feeds.**
   The page appears as shown in the figure:

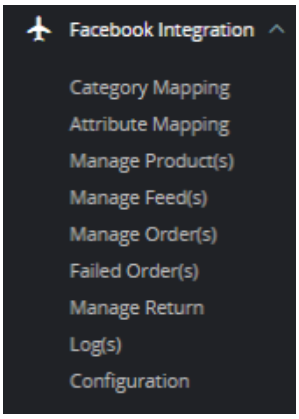


4. Here you can see all products feeds as well as you can check ‘response’ and ‘errors’ by clicking on **‘View’** buttons.

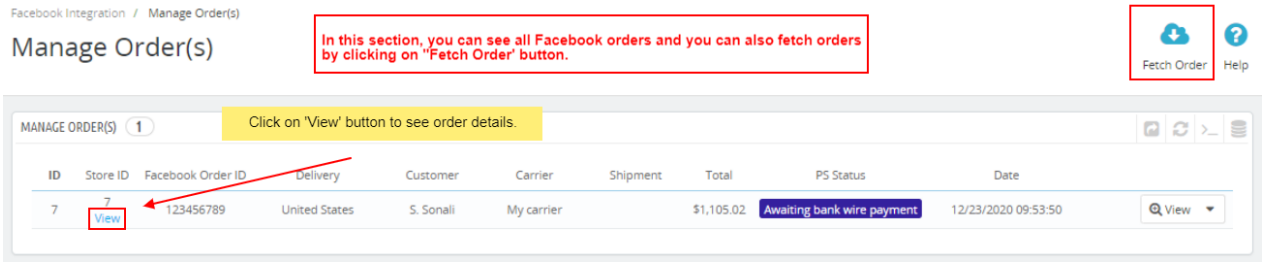
7. Manage Facebook Orders

To manage Facebook Orders

1. Go to Prestashop Admin Panel
2. On the left navigation bar, place the cursor on **Facebook Integration** and you will see it getting expanded as below:



3. Click on **Manage Orders.**
   The page appears as shown in the figure:

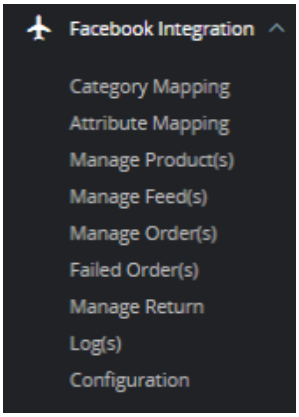


4. In this section you can see all Facebook imported orders as well as click on ‘View’ button to check the order information.

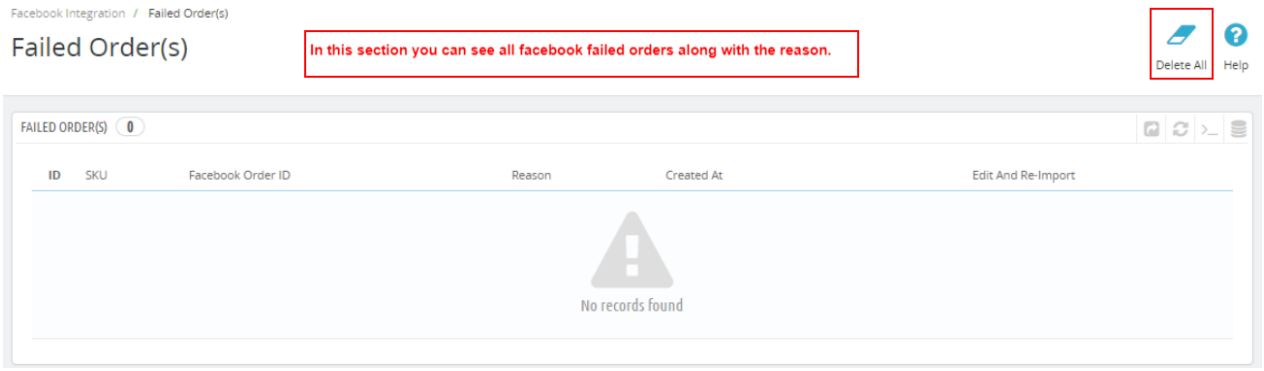
8. Manage Facebook Failed Orders

To manage Facebook Failed Orders

1. Go to Prestashop Admin Panel
2. On the left navigation bar, place the cursor on **Facebook Integration** and you will see it getting expanded as below:



3. Click on **Failed Orders.**
   The page appears as shown in the figure:

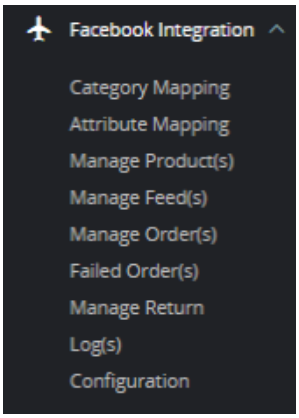


4. You can see all facebook Failed orders along with the reason.
5. You can also delete all failed orders by clicking on **'Delete All'** button.

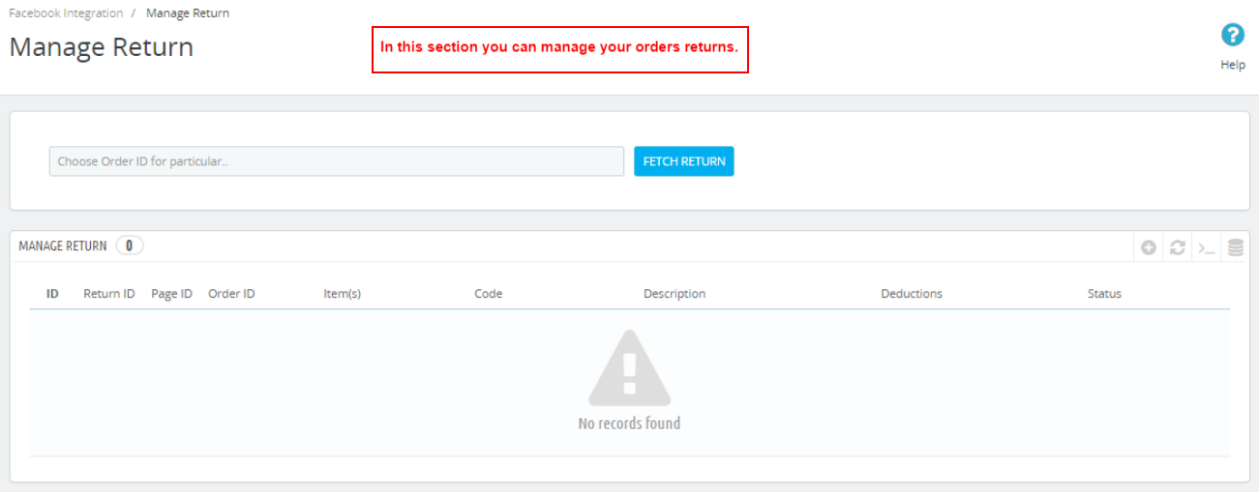
9. Manage Facebook Return

To manage Order Returns

1. Go to Prestashop Admin Panel
2. On the left navigation bar, place the cursor on **Facebook Integration** and you will see it getting expanded as below:



3. Click on **Manage Returns.**
   The page appears as shown in the figure:

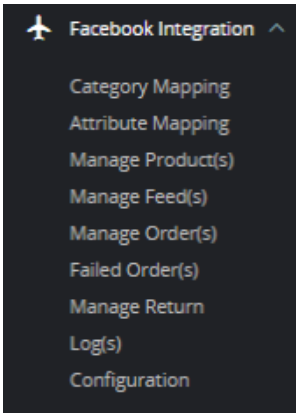


4. In above section, you can manage all order returns.

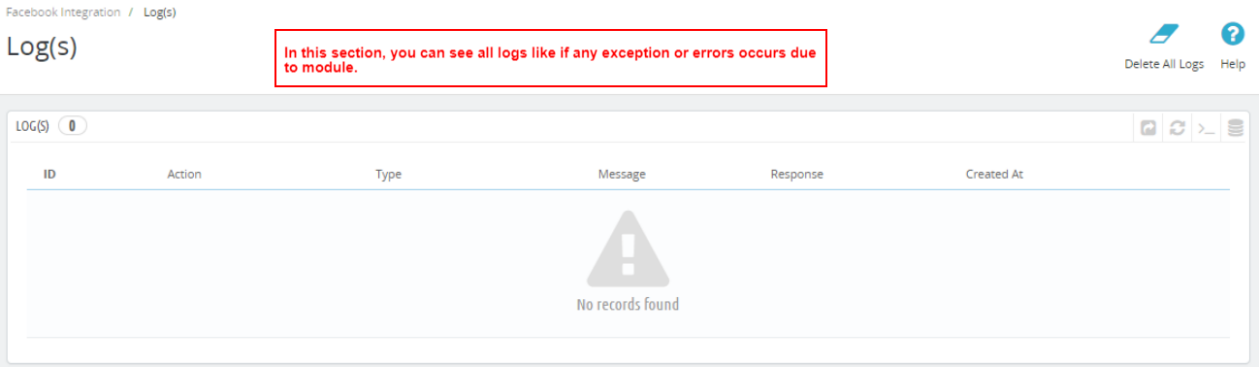
10. Manage Logs

To manage Logs

1. Go to Prestashop Admin Panel
2. On the left navigation bar, place the cursor on **Facebook Integration** and you will see it getting expanded as below:



3. Click on **Logs.**
   The page appears as shown in the figure:



4. You can see all logs in above section, if any exception or error occurs due to module.