

Facebook & Instagram Shopping

by CedCommerce Products Documentation

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1. Overview

About CedCommerce:

CedCommerce is a client-first eCommerce Solution Provider, catered to 30,000+ happy customers with more than 850 Products across 25+ countries.

Our contribution to the eCommerce industry over the years has positioned us among the world-class leaders, and a distinguished Business Partner with Meta, Google, Amazon, Walmart, HubSpot, Shopify, BigCommerce, and 50 other Global Brands.

Our constant efforts in facilitating best-of-class affordable eCommerce solutions and 24X7 customer live support services have been recognized 5 Times in a Row Under Deloitte Technology Fast 50.

We are a group of 800+ professionals who work round the clock with a motive to make eCommerce easier. And, through our rigorous teamwork, we are successfully able to attain 5 Star Ratings on Trustpilot, Capterra, and Shopify.

CedCommerce – Facebook & Instagram Shopping App:

CedCommerce's enterprise-class Facebook & Instagram Shopping App is designed to help Salesforce Merchants effortlessly sell across Meta Commerce Surfaces Facebook *Marketplace*, *Facebook Shops*, and *Instagram Shopping*.

With our app, you would be easily able to:

- Set up Facebook and Instagram Shops
- Connect through the Meta Commerce Manager and Leverage Facebook Business Extension (FBE) beneficial.
- Map your Salesforce Listings on Meta Product Catalogue
- Upload Products in Bulk as well as Profile-wise
- Synchronize Real-Time Product Status
- Ensure end-to-end customer support from a single point of contact

Our user guide will help you step-by-step from scratch for hassle-free onboarding on CedCommerce App, covering crucial portions of Salesforce, Facebook & Instagram.

2. Registration & Sign In on app

You can find the answers to the most important queries like:

- [How to Register on the app?](#)
- [How to Sign in on the app?](#)
- [How to Reset Forgotten Password on the app?](#)

2.1. Register on app

Register on CedCommerce

- You need to first “**Register**” yourself on CedCommerce. For this, please [click here](#) to visit the Sign Up Page. You will have the Registration Page as displayed below:



CED
COMMERCE

Create your account

[Sign in](#)

Username*

First name*

Last name*

Email address*

Phone number*

Password*

Confirm Password*

Country name*



Company website URL*

Register

- Enter your **“Username”, “First name”, “Last name”, “Email address”, “Phone number”, “Password”, “Confirm Password”, “Company name”, and “Company website URL”**. Thereafter, click on the **“Register”** button. While registering you need to take care of the following points:
 - While entering the Username there should be **no spacing** in between them. For example, if your name is Ronald Patrick ? Enter your Username as “RonaldPatrick” instead of “Ronald Patrick”.
 - The password should be of a **minimum of 6 characters**. You are free to create the password as per your choice i.e. purely numeric or alphabetical or alphanumeric. For example, you can have passwords like Ronald@123456, Ronald1234, PatrickRonald, 879832, etc.

After successfully completing the registration process, you will be redirected to the Sign-in page.



CED
COMMERCE

Create your account

[Sign in](#)

Username*

First name*

Last name*

Email address*

Phone number*

Password*

Confirm Password*

Country name*



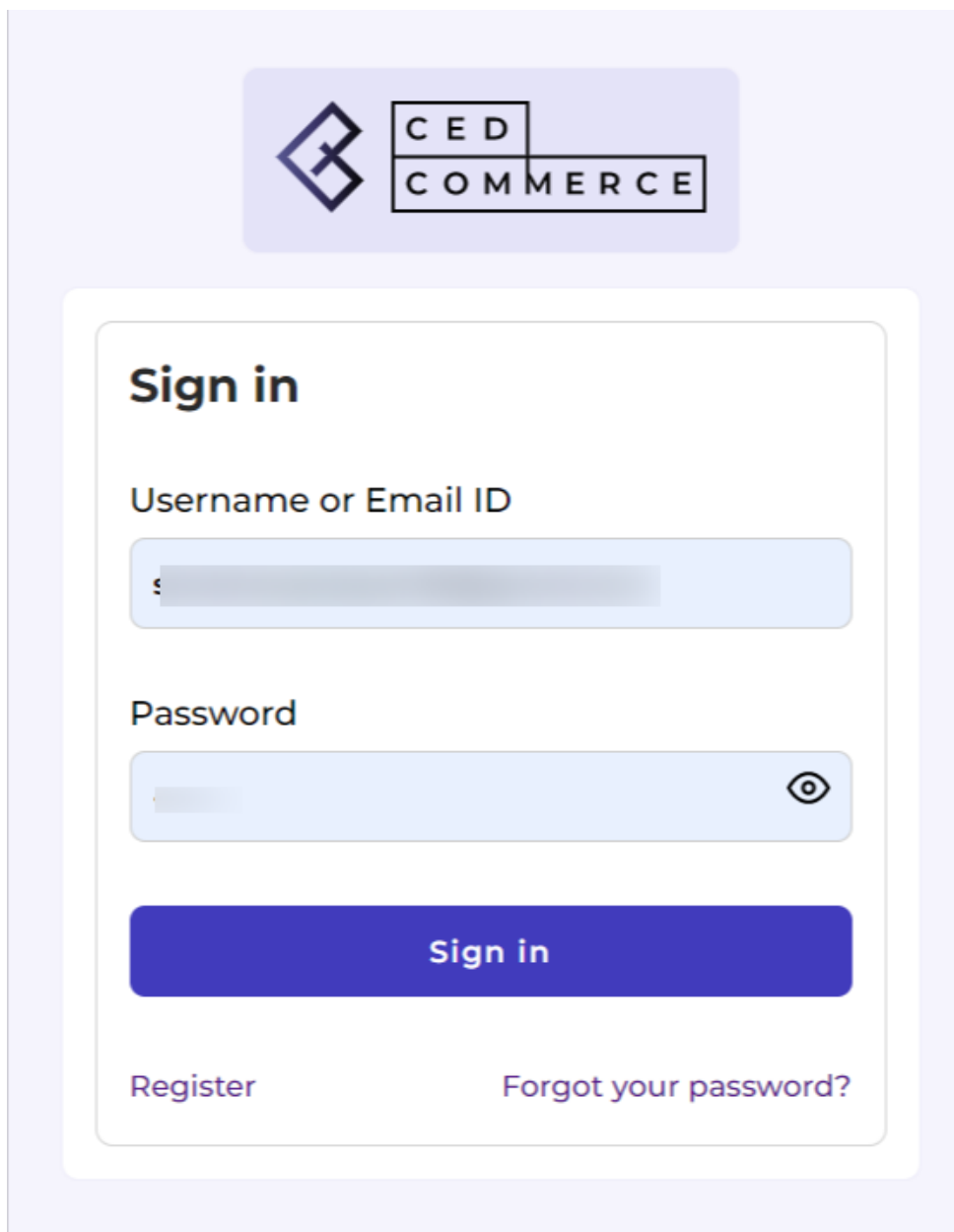
Company website URL*

Register

2.2. Sign in on App

Sign in on CedCommerce

- Moving ahead, you will be automatically redirected to the [Sign-in Page](#).

The image shows a mobile app sign-in screen for CedCommerce. At the top, there is a logo consisting of a stylized 'C' icon and the text 'CED COMMERCE'. Below the logo, the heading 'Sign in' is displayed. Underneath, there are two input fields: 'Username or Email ID' and 'Password'. The 'Username or Email ID' field contains a placeholder 's'. The 'Password' field has a toggle icon (an eye) on the right. Below the input fields is a large blue button labeled 'Sign in'. At the bottom, there are two links: 'Register' and 'Forgot your password?'.

Sign in


Username or Email ID

Password

Sign in

[Register](#) [Forgot your password?](#)

- Enter the “**Username**” or “**Email ID**” and “**Password**” you created while registering in the previous step. Thereafter, click on “**Sign in**”.



Sign in

Username or Email ID

Password

Sign in

[Register](#) [Forgot your password?](#)


- Once you log in, you will be redirected to the “Integration Set-Up Section” where you need to **complete the following three mandatory steps**:
 - [Authenticate your Salesforce Commerce Account Details on CedCommerce API](#)
 - [Connect your Facebook & Instagram Accounts on CedCommerce API](#)
 - [Configure Category and Attribute Mapping on CedCommerce API](#)

Let's understand this in the upcoming sections.

2.3. Reset Forgotten Password on app?

Reset Forgotten Password on CedCommerce

1. Click on the “**Forgot Password**” as displayed below.



Sign in

Username or Email ID

Password

[Forgot your password?](#)

[Register](#)

[Sign in](#)

1. Further, “**Enter your registered email address**” (which you used during the [registration process on CedCommerce App](#)) and click on the “**Submit**” button.

Reset password

Enter your registered email address.

Note: If you have any trouble resetting your password contact us at apps@cedcommerce.com

Back

Submit

1. You will be prompted to message, “**Please check your mailbox, we have sent you a password reset link.**” Next, check your inbox and reset the password.

Reset password

Enter your registered email address.

Note: If you have any trouble resetting your password contact us at apps@cedcommerce.com

Back

Submit

Please check your mailbox, we have sent you a password reset link.



3. Onboarding Process

The onboarding process guides you through the important section and steps that need to be undertaken in order to connect your Salesforce account to the Meta Commerce platforms efficiently.

It consists of three necessary steps to authenticate your accounts, connect with Meta platforms, and map your product category to successfully leverage the app functions and sell seamlessly upon both platforms.

The Onboarding process is divided into the following three steps:

- [Authenticate your Salesforce Commerce Account Details on the app](#)
- [Connect Facebook Account with the app](#)
- [Configure Category and Attribute Mapping on the app](#)

3.1. Authenticate your Salesforce Commerce Account Details on app

After you are done with registration on CedCommerce API, you will get the “Verify your Credentials” Page as shown below.

Here you need to authenticate your following Salesforce Commerce Account details with CedCommerce.

- [Account Manager Client ID](#)
- [Account Manager Secret Key](#)
- [Sub Domain URL](#)
- [Short Code](#)
- [Organization ID](#)
- [Site ID](#)
- [Business Manager User ID](#)
- [Business Manager User Password](#)

STEP 1 / 3

Verify your credentials

Please authenticate your Salesforce Commerce account details by filling up the form below.

[Guide](#)

Account Manager Client ID	<input type="text"/> <p>For eg : b02dd00f-b55f-47cb-8c66-0847fdb768ff</p> <p>Salesforce Commerce Cloud (Demandware) → Account Manager → API Client</p>
Account Manager Secret Key	<input type="text"/> <p>For eg : cedcommerce@123</p> <p>The 12 characters password (e.g. 123456789abc) that you have created while adding API Client.</p>
Sub Domain URL	<input type="text"/> <p>For eg : https://pdyh-003.sandbox.ab04.ab.commercecloud.salesforce.com</p> <p>Salesforce Commerce Cloud (Demandware) → Account Manager → API Client → Roles → Salesforce Commerce API</p>
Short Code	<input type="text"/> <p>For eg : kv9qzn78</p> <p>Salesforce Business Manager → Administration → Site Development → Salesforce Commerce API Settings</p>
Organization ID	<input type="text"/> <p>For eg : f_scom_zycl_087</p> <p>Salesforce Business Manager → Administration → Site Development → Salesforce Commerce API Settings</p>
Site ID	<input type="text"/> <p>For eg : ReffAch</p> <p>Salesforce Business Manager → Top Left Corner → Select Site ID from the dropdown</p>
Business Manager User ID	<input type="text" value="shiva"/> <p>Salesforce Business Manager → Administration → Organization → Users</p>
Business Manager User Password	<input type="password" value="....."/> <p>The password (eg:Name123) that you as a user have created for Business manager.</p>

[NEXT](#)

Don't worry; we will guide you on "how & from where" you'll find all these data.

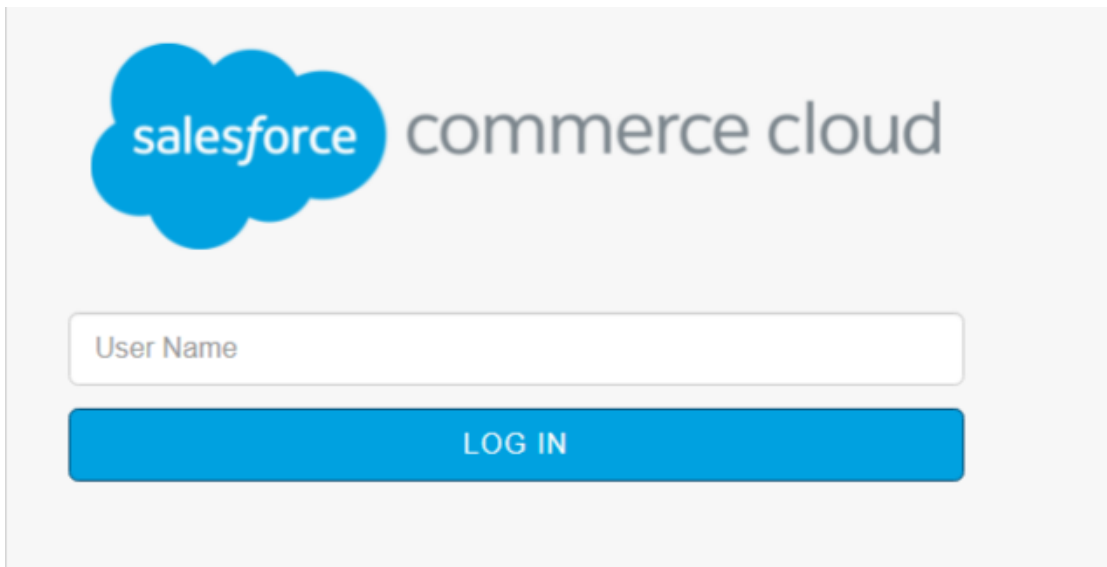
For this, you need to have access to:

[Salesforce Commerce Cloud Account](#): This will give you the details of Account Manager Client ID, Account Manager Secret Key, and Sub Domain URL.

Salesforce Business Manager: This will give you the details of Short Code, Organization ID, and Site ID.

3.1.1. How to get Account Manager Client ID from Salesforce Commerce?

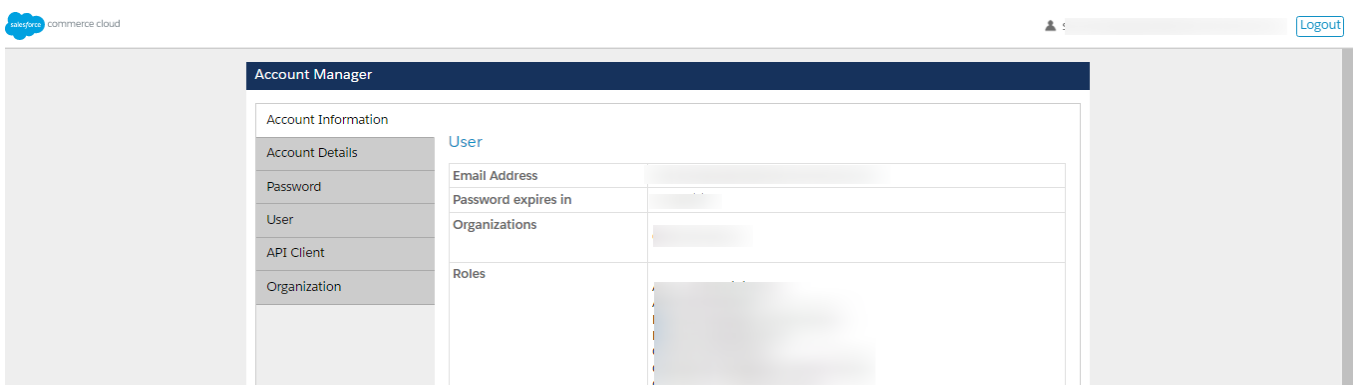
- [Click here](#) to log in to the Salesforce Commerce Cloud.



The image shows the Salesforce Commerce Cloud login page. At the top left is the Salesforce logo (a blue cloud with the word 'salesforce' in white) followed by the text 'commerce cloud' in a grey sans-serif font. Below this is a white rectangular input field with the placeholder text 'User Name'. Underneath the input field is a large, solid blue rectangular button with the text 'LOG IN' in white, uppercase letters.

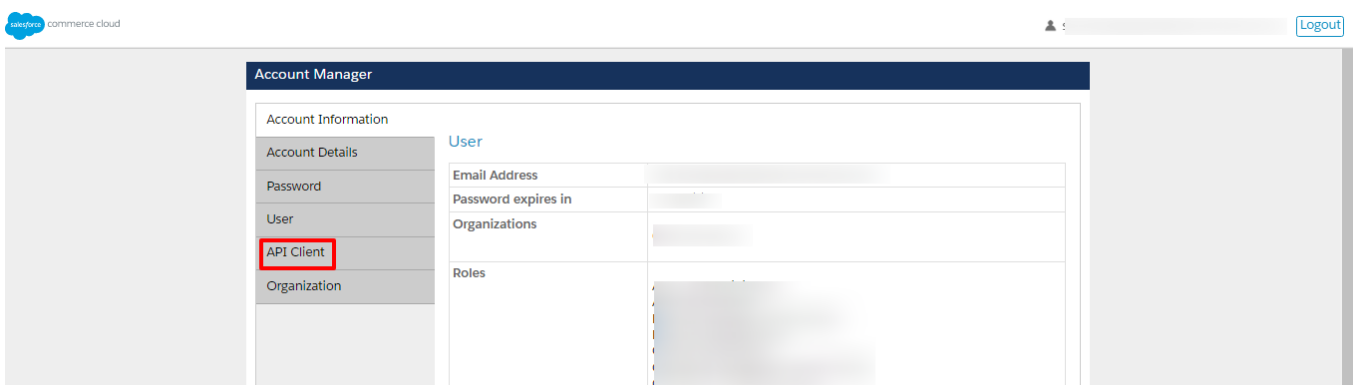
- Enter the email address you have registered on Salesforce Commerce Cloud and click on **“Login”**.

Further, you will be asked to enter your password and after successful login, you will be redirected to the Salesforce Commerce Cloud **Account Manager also known as Demandware**, as displayed below:



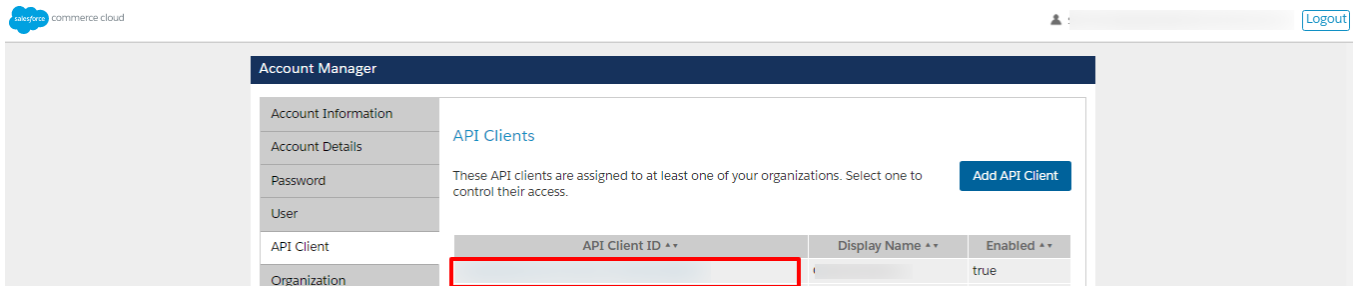
The image shows the Salesforce Commerce Cloud Account Manager dashboard. At the top left is the Salesforce logo and 'commerce cloud' text. At the top right is a user profile icon and a 'Logout' button. The main header is 'Account Manager' in a dark blue bar. Below this is a sidebar on the left with a menu: 'Account Information', 'Account Details', 'Password', 'User', 'API Client', and 'Organization'. The 'User' menu item is highlighted in blue. The main content area shows the 'User' details, including 'Email Address', 'Password expires in', 'Organizations', and 'Roles'. The 'Roles' section is currently empty.

- Now click on **“API Client”** available on the Left Hand Side.



This image is identical to the previous one, showing the Salesforce Commerce Cloud Account Manager dashboard. However, in this version, the 'API Client' menu item in the left sidebar is highlighted with a red rectangular box, indicating it should be selected.

- Here, you will find the **API Client ID** which is your **Account Manager Client ID** that you need to fill in the **“Verify your credentials”** page – first field.



Note: In case, you are unable to find anything over here means it is blank. You need to “Add API Client” which has been guided under [How to configure API Client.](#)

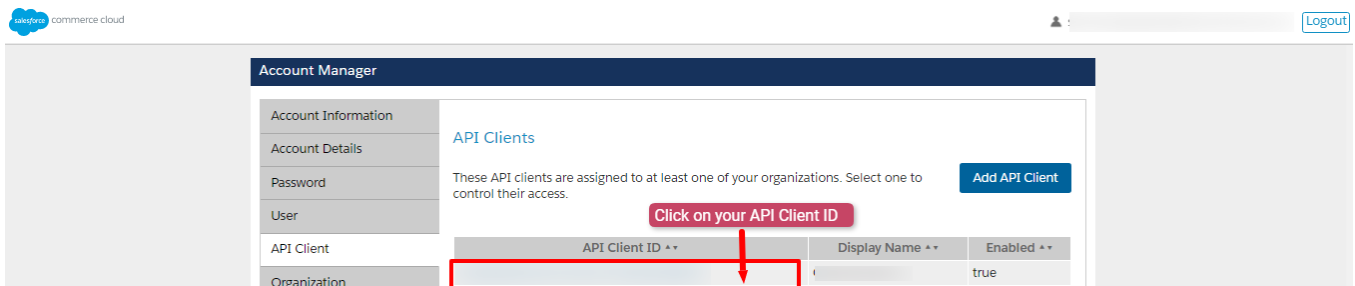
3.1.2. Get Account Manager Secret Key from Salesforce Commerce

The Account Manager Secret Key that you need to fill at the second field on the “Verify your credentials” page is the 12 characters password.

You need to provide the alphanumeric code containing the numbers & letters that you created while adding API Client — e.g. 123456789abc

3.1.3. Get Sub Domain URL from Salesforce Commerce

- Click on your **API Client ID**.



- You will be directed to the complete details of that particular API Client ID as displayed below:

Account Manager

Account Information

Account Details

Password

User

API Client

Organization

API Client:

History

Date (GMT)	Details	Executing user
[Blurred content]		

↓ Show more ↓

General Settings

Display Name*

Change Password ↓

Access Control

- Scroll down on this same page and you will get **“Roles”** as displayed below. From here you can have the detail of the **Sub Domain URL**. The same you need to fill at the **third field on the “Verify your credentials”** Page.

Change Password ↓

Access Control

☒ Enabled

Organizations*

Add

Roles

Add

Commerce Cloud Developer Experience

Sandbox API User

Salesforce Commerce API

Salesforce Commerce API

Sub Domain URL

- Copy the URL from the red section and **add https://** before the URL you have copied. **This is your final Sub Domain URL**. For example, `https://zycl-001.sandbox.us01.dx.commercecloud.salesforce.com/`

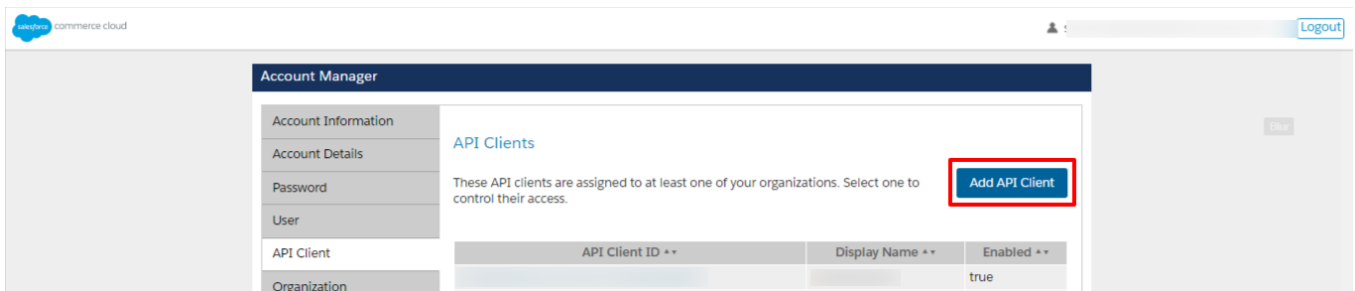
With this, you have successfully retrieved the first three fields of the **“Verify your credentials”** Page.

3.1.4. Configure API Client

This step is for those who haven't created any API Client ID. Here we will go through the complete process on **How to Add API Client**.

Let's proceed!

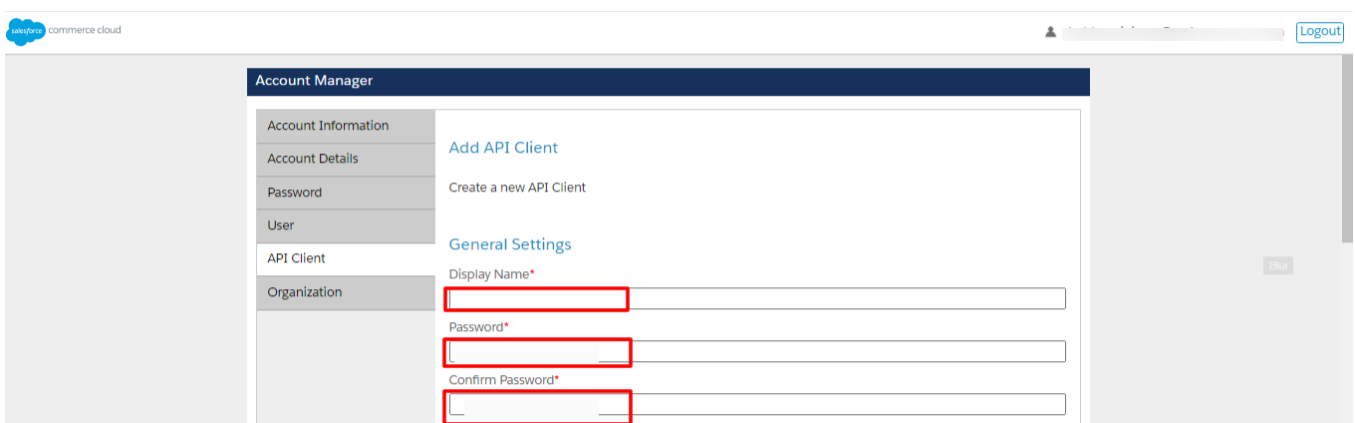
- Click on **“Add API Client”** as displayed below:



- First, you need to fill over here is **General Settings**.
 - Add **“Display Name”** as your Organization Name.
 - Create at least 12 characters **“Password”** (should contain numbers & letters — e.g. 123456789abc).
 - “Confirm Password”** created.

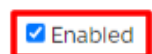
We recommend you save both these important details separately on a notepad.

Note: This password is your Account Manager Secret Key that you need to fill at the second field in Verify your credentials Page on CedCommerce API.

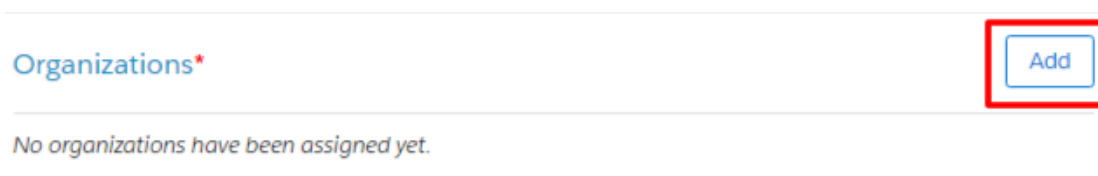


- Scroll down and checkmark **“Enabled”** in **“Access Control”**.

Access Control



- In the next step, Click on **“Add”** in **“Organizations”**.



- Further, under “**Assign Organizations**”, tick mark on the checkbox of your Organization Name and click on “**Add**”.

Assign Organizations

Enter Name...

1. [checkbox] [organization name] 2.

3. [Add]

If you don't get your Organization Name over here, don't panic.

Move back to the “**Account Manager**” —> Go to “**Organization**” available on the Left Hand Side and click on your “**Organization Name**” as displayed below.

Account Manager

Account Information

Account Details

Password

User

API Client


Organization


Organizations

Edit your organizations.

Organization Name ▾

Next, verify that Salesforce has assigned a domain to your organization —> Furnish the basic details and click on “**Save**”.

 commerce cloud

 [Logout](#)

Account Manager

Account Information

Account Details

Password

User

API Client

Organization

Organization: CedCommerce

History

Date (GMT)	Details	Executing user

General Settings

Organization Name*

Contact users

Create a comma separated list of up to five users to receive security alert emails.

Infrastructure-related Information

Assigned Salesforce Account IDs

Assigned Realms

Password Policy

Minimum Password Length

Length of Password History

Days Until Password Expires

Identity Federation with Salesforce Identity

☒ Identity Federation with Salesforce Identity disabled

☐ Identity Federation with Salesforce Identity allowed

☐ Identity Federation with Salesforce Identity enforced

Salesforce My Domain Subdomain Name*

MFA Verification Method Settings

Users can choose between the following verification methods.

☒ Salesforce Authenticator

☐ TOTP Authenticator Apps

☒ WebAuthn-compliant Security Keys

MFA User Settings

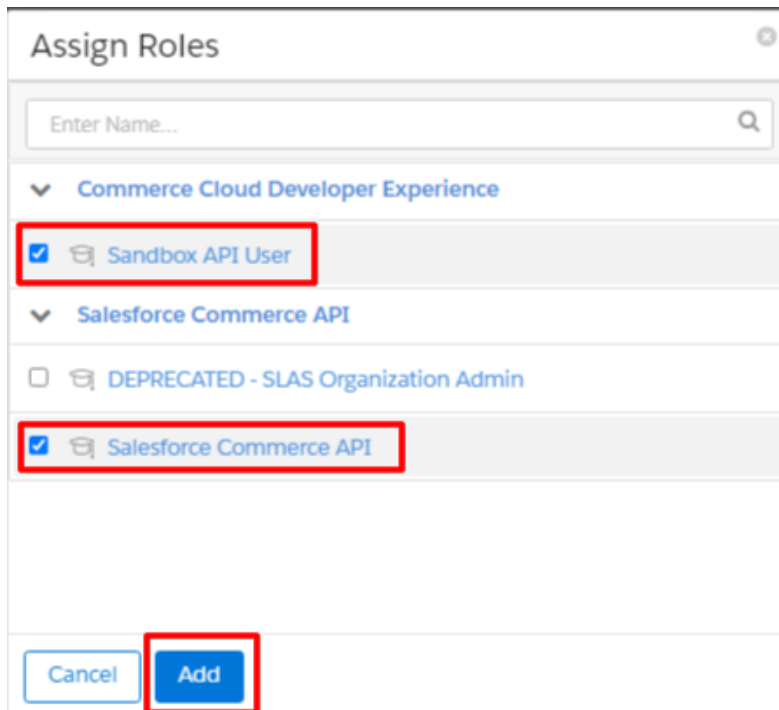
☒ MFA enabled for all users in the organization

Save

Cancel

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[Privacy Policy](#)

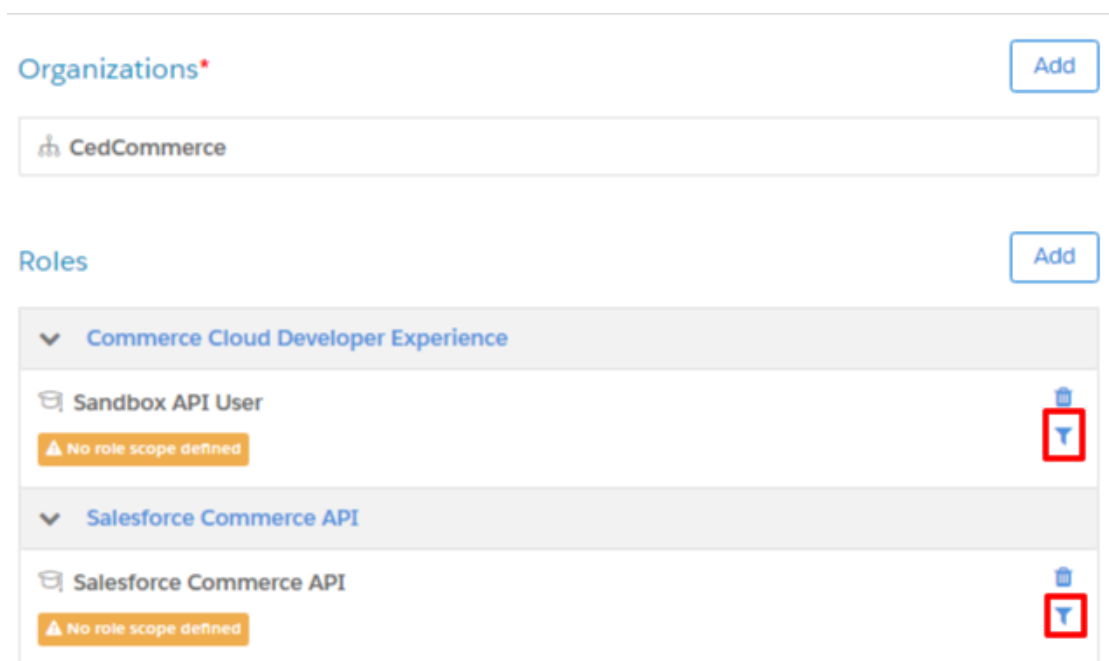
- Further, click on **“Add”** under **“Roles”**.



The "Assign Roles" dialog box features a search bar at the top labeled "Enter Name...". Below it, roles are grouped under expandable headers. The "Commerce Cloud Developer Experience" group contains "Sandbox API User" (checked) and "Salesforce Commerce API" (checked). The "Salesforce Commerce API" group contains "DEPRECATED - SLAS Organization Admin" (unchecked). At the bottom, there are "Cancel" and "Add" buttons.

Now **"Assign Roles"** by check-marking **"Sandbox API User"** and **"Salesforce Commerce API"** and at last click on **"Add."**

- Once you are done with **assigning organization (4)** and **roles (5)**, click on the **Filter icons of Sandbox API User and Salesforce Commerce API roles** as displayed below:



The "Organizations" section shows "CedCommerce" with an "Add" button. The "Roles" section lists "Sandbox API User" and "Salesforce Commerce API", each with a "No role scope defined" warning and a filter icon (a funnel with a downward arrow) highlighted by a red box.

In both roles, select the **Tenant URL** of your commerce store and click on **"Add"** as displayed below:

Sandbox API User - Filters

Please select your organization

Enter Name...

ccdx.zycl.demandware.net

☐ *

☒ s zycl-001

Tenant URL

☐ s z

Cancel Add

Salesforce Commerce API - Filters

Please select your organization

Enter Name...

ccdx.zycl.demandware.net

☐ *

☒ s zycl-001

Tenant URL

☐ s

Cancel Add

Organizations*

Add

Roles

Add

▼
Commerce Cloud Developer Experience

Sandbox API User

zycl-001

Salesforce Commerce API

zycl-001

- In the final step —> scroll down, **add** the following under “**OpenID Connect**” and click on “**Save**” as displayed below:

Default Scopes:

roles
tenantFilter
profile

Allowed Scopes:

roles
tenantFilter
profile
sfcc.shopper-baskets-orders.rw
sfcc.catalogs
sfcc.catalogs.rw
sfcc.shopper-categories
sfcc.shopper-product-search
sfcc.products
sfcc.shopper-products
Sfcc.products.rw

Redirected URLs: http://localhost:8080

Token Endpoint Auth Method: private_key_jwt

Access Token Format: JWT

OpenID Connect

The following settings are necessary if using the Authorization Code Flow or OpenID Connect.

Default Scopes:

roles
tenantFilter
profile

Allowed Scopes:

roles
tenantFilter
profile
sfcc_shopper-baskets-orders_rw

Redirect URIs:

http://localhost:8080

Token Endpoint Auth Method:

private_key_jwt

Access Token Format:

JWT

Save

Cancel

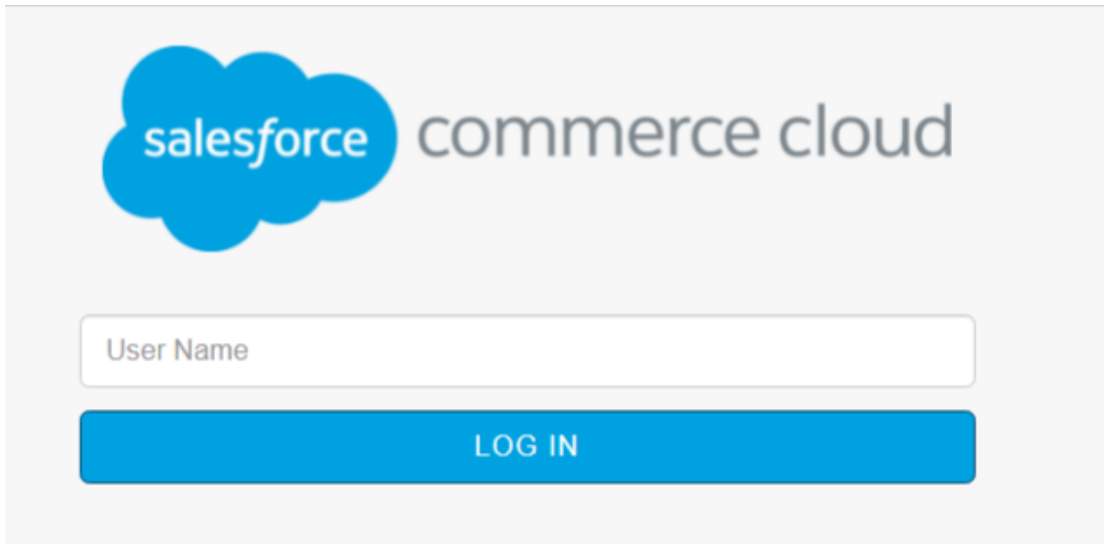
3.1.5. Get Short Code, Organization ID, and Site ID from Salesforce Business Manager

- Go to the **Business Manager** of your store —> you will get the **Login Page** as displayed below.

The URL for the same would be —> (Your Sub Domain URL)/on/demandware.store/Sites-Site.

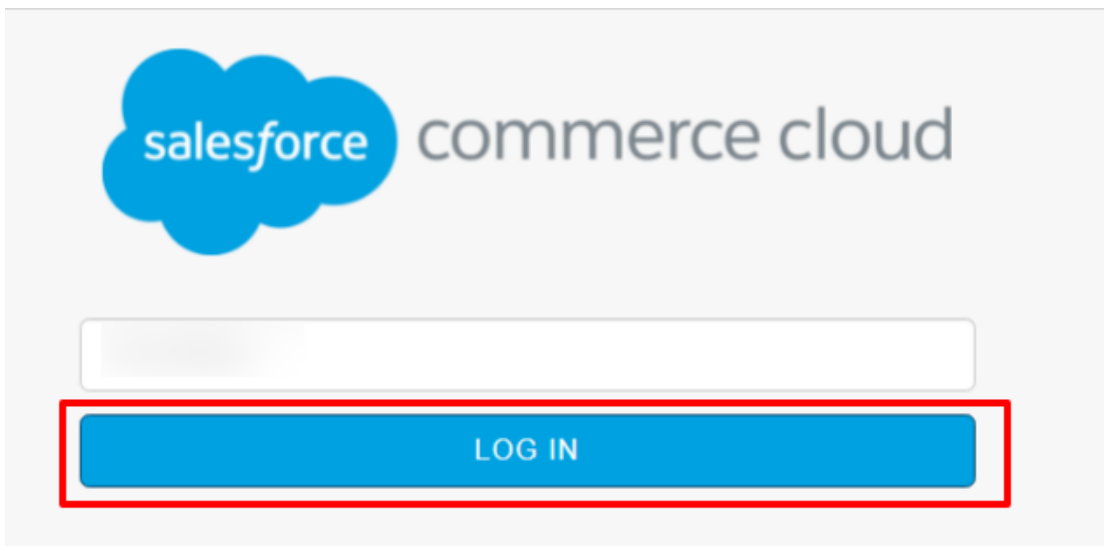
For example,

<https://zycl-001.sandbox.us01.dx.commercecloud.salesforce.com/on/demandware.store/Sites-Site>



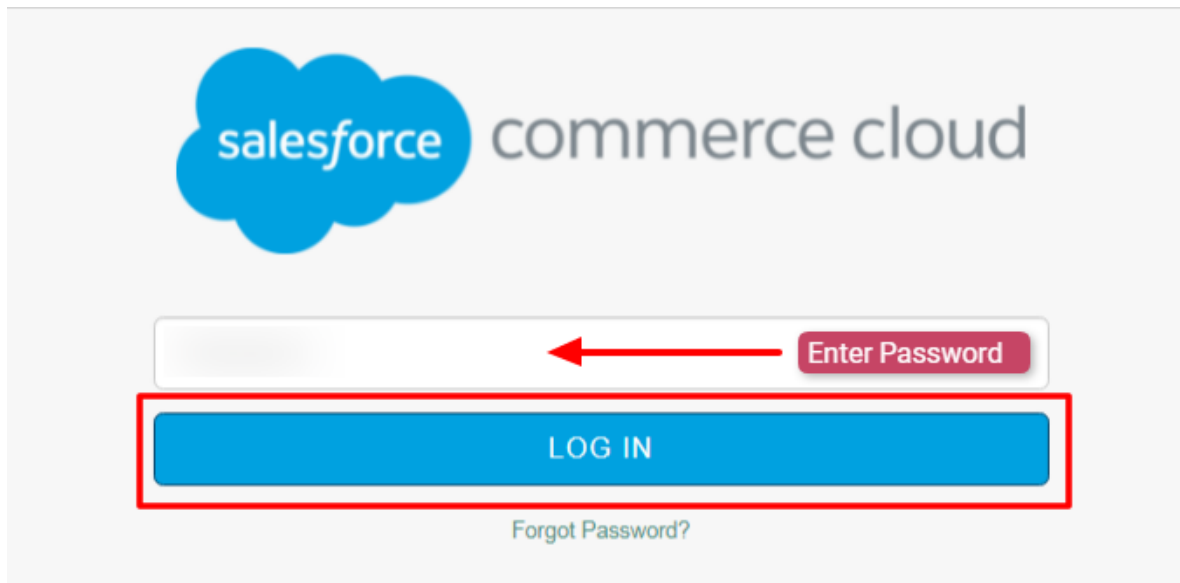
The image shows the Salesforce Commerce Cloud login interface. At the top left is the Salesforce logo (a blue cloud with the word 'salesforce' in white) followed by the text 'commerce cloud' in a grey sans-serif font. Below the logo is a white rectangular input field with the placeholder text 'User Name'. Underneath the input field is a solid blue rectangular button with the text 'LOG IN' in white, uppercase letters.

- Enter the “**Email Address**” you have registered on Salesforce Commerce Cloud and click on “**Login**”.

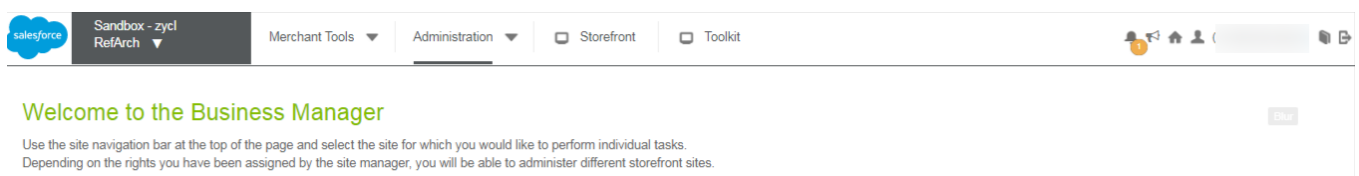


This image shows the same Salesforce Commerce Cloud login interface as the previous one, but with an additional password field. Below the 'User Name' input field is a second white rectangular input field, which is currently empty. The blue 'LOG IN' button is now highlighted with a red rectangular border.

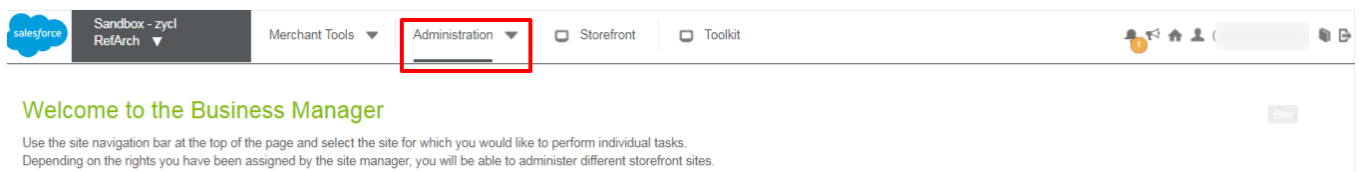
- Enter the “**Password**” and click on “**Login**”.



- You will be redirected to the Business Manager Dashboard.



- Now, click on the “**Administration**” as displayed below:



- You will be redirected to the Administration Dashboard, next click on “**Site Development**” as shown below:

Administration

Use the modules below to manage global aspects of the application.

- Replication**
Replication settings.
- Sites**
Manage sites.
- Global Preferences**
Set global preferences of the sales organization.
- Organization**
Manage the organization.
- Site Development**
Site development extensions.
- Operations**
Operations functions.

- Under the dashboard of Site Development, you will see 12 options. You only have to click on **“Salesforce Commerce API Settings”** as displayed below.

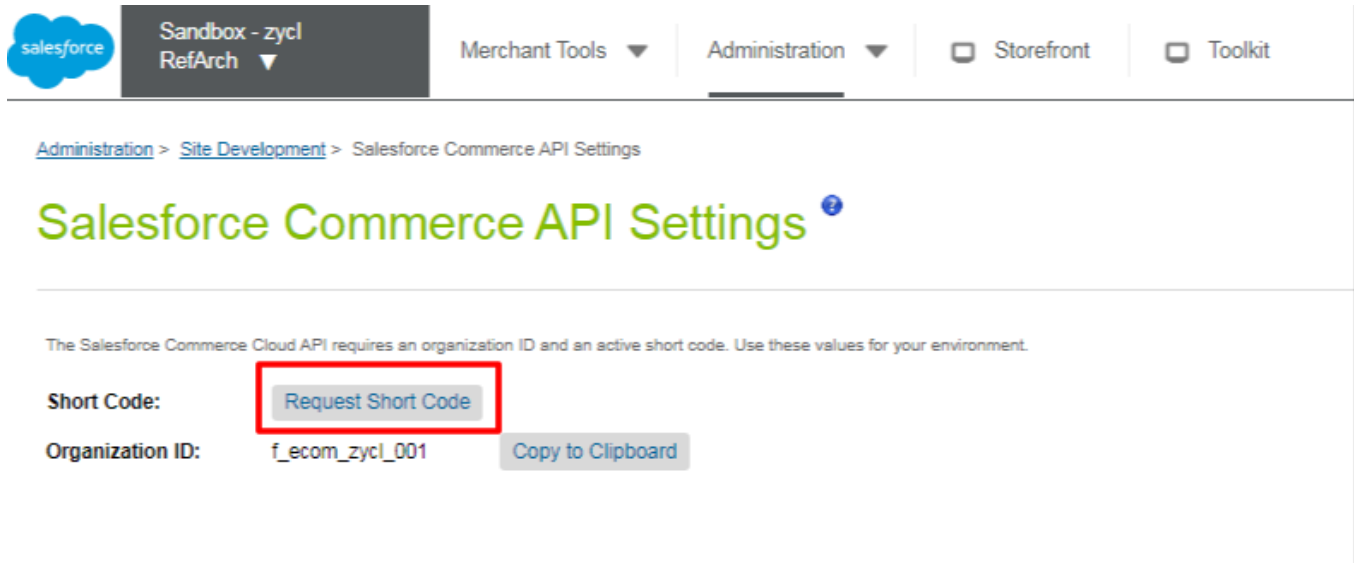
Site Development

Use the modules below to access the site development tools and extensions for Commerce Cloud UX Studio and WebDAV. This includes also the definition and management of business object types.

- Development Setup**
Set up and configure Commerce Cloud UX Studio, view log files, and access files via WebDAV.
- System Object Types**
Customize type definitions of system objects.
- Custom Error Pages**
Modify the displayed error pages in case the server is down or there is any other emergency.
- Deprecated API Usage**
Display deprecated API usage.
- Site Import & Export**
Import and export of entire site and instance configurations.
- Salesforce Commerce API Settings**
Manage Salesforce Commerce API settings.
- Code Deployment**
View, activate, and delete code versions.
- Custom Object Types**
Manage the type definitions for your custom objects.
- Custom Maintenance Pages**
Modify the displayed pages in case the server is down for maintenance.
- Import & Export**
Import and export object type definitions and custom object types.
- Open Commerce API Settings**
Manage Open Commerce API settings.
- Customer Service Center Settings**
Configure settings for the Customer Service Center, e.g. customizable areas.

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- From here you will get **“Short Code”, “Organization ID”, and “Site ID”** i.e. the fourth, fifth, and sixth fields required at Verify your credentials Page on CedCommerce API.
 - For **Short Code**, click on **“Request Short Code”** as displayed below.



The screenshot shows the Salesforce Commerce API Settings page. The top navigation bar includes the Salesforce logo, a dropdown menu for 'Sandbox - zycl RefArch', and links for 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. The breadcrumb trail is 'Administration > Site Development > Salesforce Commerce API Settings'. The main heading is 'Salesforce Commerce API Settings'. Below this, a message states: 'The Salesforce Commerce Cloud API requires an organization ID and an active short code. Use these values for your environment.' The 'Short Code' field is empty, and a red box highlights the 'Request Short Code' button. The 'Organization ID' field contains the value 'f_ecom_zycl_001', and a 'Copy to Clipboard' button is next to it.

Sandbox - zycl
RefArch

Merchant Tools Administration Storefront Toolkit

Administration > Site Development > Salesforce Commerce API Settings

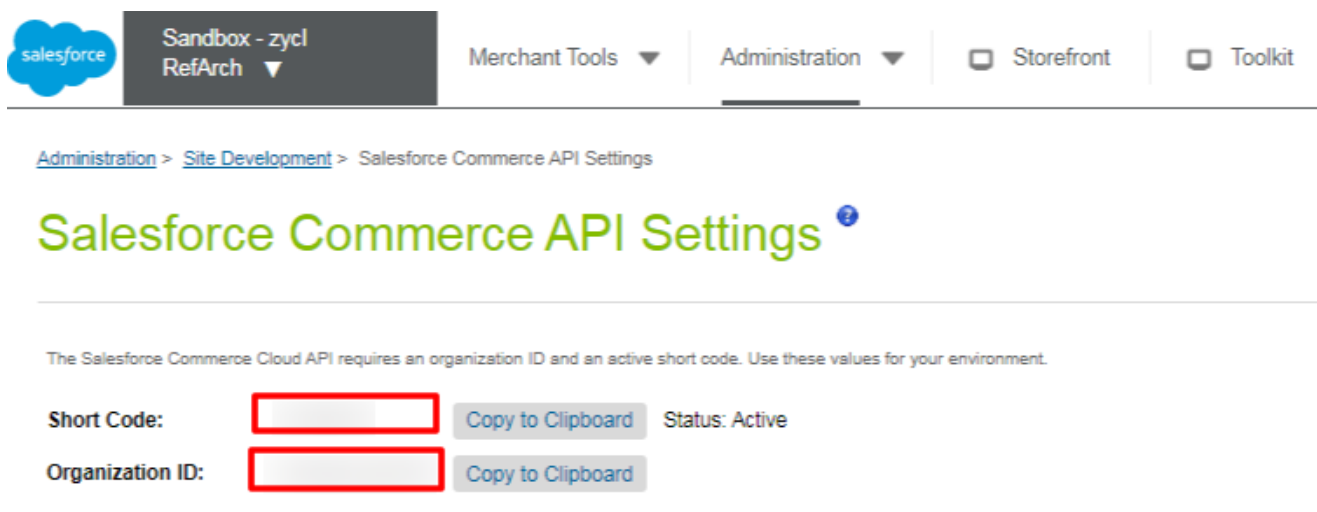
Salesforce Commerce API Settings

The Salesforce Commerce Cloud API requires an organization ID and an active short code. Use these values for your environment.

Short Code: [Request Short Code](#)

Organization ID: f_ecom_zycl_001 [Copy to Clipboard](#)

Further, copy **Short Code and Organization ID** as shown below:



This screenshot shows the same Salesforce Commerce API Settings page, but with values entered in the 'Short Code' and 'Organization ID' fields. Both fields are highlighted with red boxes. The 'Short Code' field contains a value, and the 'Organization ID' field contains a value. Both fields have 'Copy to Clipboard' buttons next to them. The 'Status' is shown as 'Active'.

Sandbox - zycl
RefArch

Merchant Tools Administration Storefront Toolkit

Administration > Site Development > Salesforce Commerce API Settings

Salesforce Commerce API Settings

The Salesforce Commerce Cloud API requires an organization ID and an active short code. Use these values for your environment.

Short Code: [Copy to Clipboard](#) Status: Active

Organization ID: [Copy to Clipboard](#)

For “**Site ID**”, go to the top left corner and select a site as displayed below:

Administration > Site Development > Salesforce Commerce API Settings

Salesforce Commerce API Settings

The Salesforce Commerce Cloud API requires an organization ID and an active short code. Use these values for your environment.

Short Code: [Copy to Clipboard](#) Status: Active

Organization ID: [Copy to Clipboard](#)

On selection, it will **display all the site names which are Site IDs (i.e. Site Name=Site ID)** configured with your Salesforce Business Manager as displayed in the screenshot below.

Administration > Site Development > Salesforce Commerce API Settings

Salesforce Commerce API Settings

Now **select the site ID you want to connect with CedCommerce API** and **copy exactly the same** as written over there.

For your better understanding, we have shown below a sample for you.

The Site ID of the merchant is “RefArch”. The merchant has to copy and paste as it is in the sixth field of the Verify your credentials Page in CedCommerce API.

Use the site navigation bar at the top of the page and select the site for which you would like to perform individual tasks. Depending on the rights you have been assigned by the site manager, you will be able to administer different storefront sites.

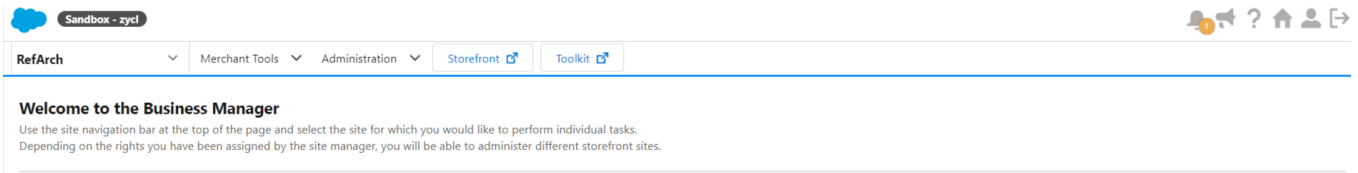
With this, you have successfully retrieved the subsequent three fields of the “**Verify your credentials**” Page.

Further, visit back to the CedCommerce App and complete the Onboarding Step 1 as guided below.

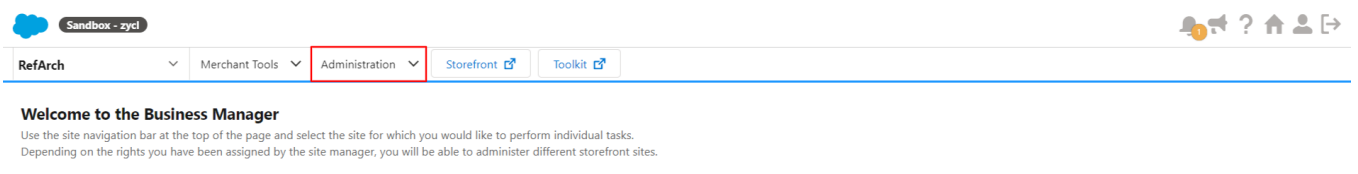
If you need any help regarding login, please refer to [How to Sign in on CedCommerce App](#).

3.1.6. How to get your Business Manager User ID?


- Login in to your Salesforce Commerce Cloud account enter your credentials – you will be redirected to the Business Manager page as shown below:-



- Click on the “**Administration**” tab as shown below:



- Now click on the “**Organization**” block in the left, and a list of options opens – select the “**Users**” option to proceed further. Refer to the image below for better understanding-


 **Sandbox - zycl**

RefArch ▼ Merchant Tools ▼ Administration ▼ [Storefront](#) [Toolkit](#)

Administration feature lookup...

Replication	Sites	Site Development	Global Preferences
Data Replication	Manage Sites	Development Setup	Locales
Code Replication	Customer Lists	Code Deployment	Instance Time Zone
	Content Libraries	System Object Types	Change History
	Batch Processes	Custom Object Types	OAuth2 Providers
Organization	Embedded CDN Settings	Custom Error Pages	Security
Organization Profile		Custom Maintenance Pages	JavaScript and Objects in Attributes
Users		Deprecated API Usage	Store Locator Data
Roles & Permissions		Import & Export	Feature Switches
Permission Audit		Site Import & Export	Order Search
WebDAV Client Permissions		Open Commerce API Settings	Sequence Numbers
		Salesforce Commerce API Settings	Products
		Customer Service Center Settings	Retention Settings
			Import & Export
			Global Timeouts
			Custom Preferences
			Einstein Search Dictionaries Opt-In
			Pricing
			Analytics
			Cross Cloud
			Cross Cloud Trust

- The complete **"Users List"** will be displayed, and you can find your **Business Manager User ID** in the list. Refer to the image for better understanding –

 **Sandbox - zycl**

RefArch ▼ Merchant Tools ▼ Administration ▼ [Storefront](#) [Toolkit](#)

User List

On this page you can search for users of the organization. Use "Simple Search" to enter a user login or user name in the search field or use wildcards (e.g., "Fo*"). You can also do a left wildcard search (e.g., "*Fo") or mix both (e.g., "*Fo*"). "Advanced Search" provides you more search fields and sorting criteria.

Use the checkboxes and then click **Delete** to delete the respective users.

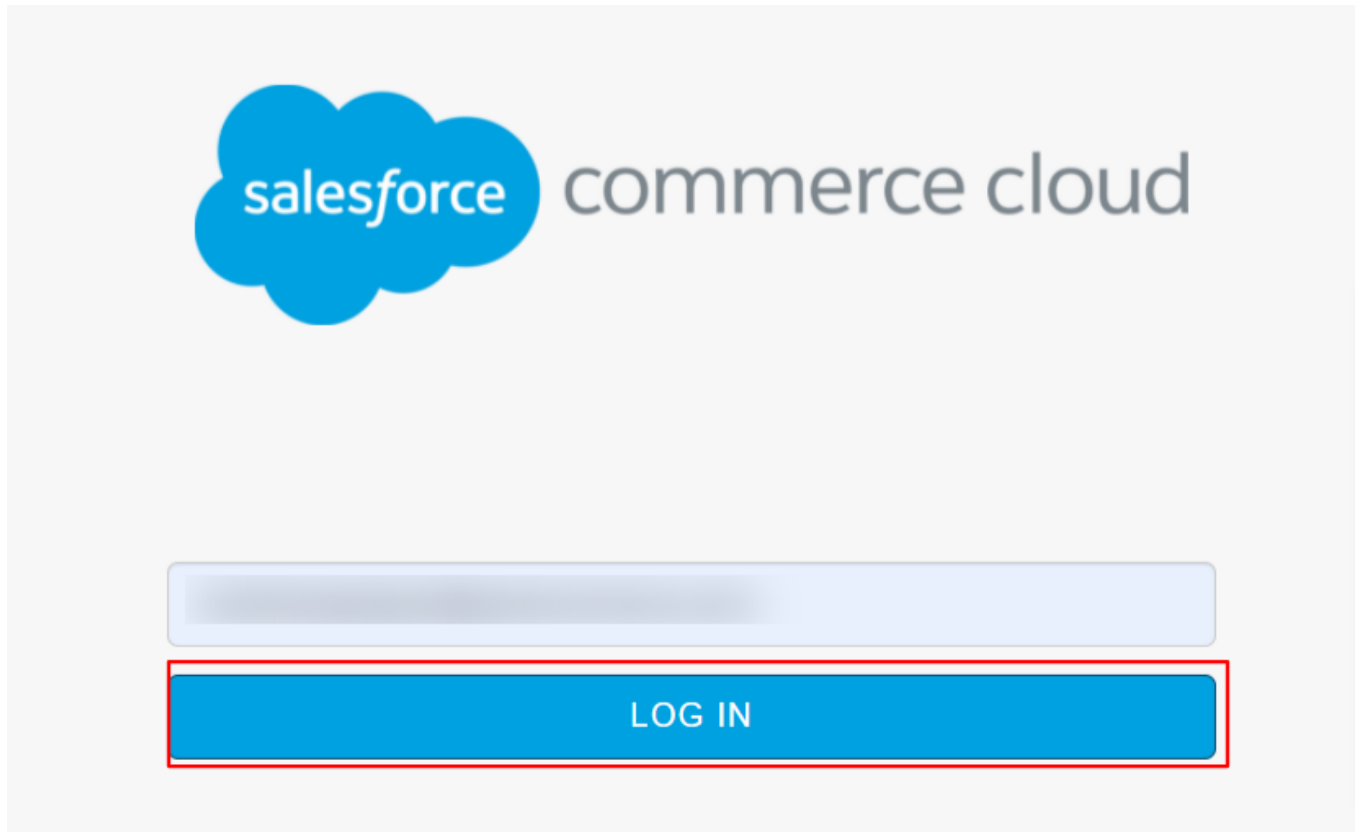
Simple Search		Advanced Search			
Name or Login:		Find			
Select All	Last Name	First Name	Login	Status	Last Login
<input type="checkbox"/>				Active	
<input type="checkbox"/>				Active	
<input type="checkbox"/>			shubhi@...com	Active	
<input type="checkbox"/>				Active	
<input type="checkbox"/>				Active	

[Delete](#)

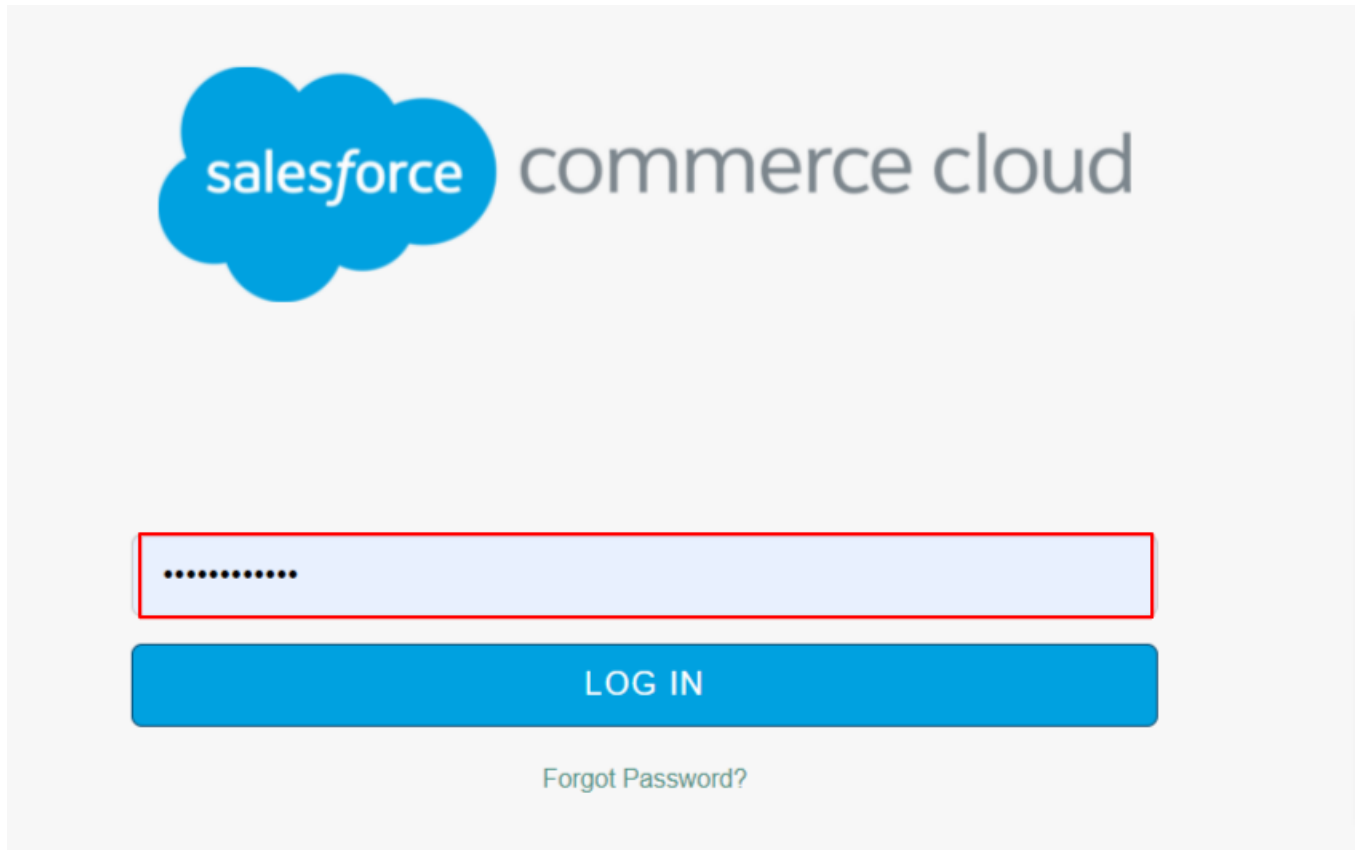
How to get your Business Manager User Password?

Business Manager User password is that password you've used while creating your Business Manager User ID for **Salesforce Commerce Cloud**.

To get that, you simply need to enter your **Business Manager User ID** as shown below –

The image shows the Salesforce Commerce Cloud login page. At the top, there is a blue cloud logo with the word "salesforce" in white, followed by the text "commerce cloud" in a grey sans-serif font. Below the logo, there is a light blue rectangular input field for the Business Manager User ID. Directly beneath the input field is a solid blue rectangular button with the text "LOG IN" in white, uppercase letters. The "LOG IN" button is highlighted with a red rectangular border.

And then, your password will be auto-displayed (if you have saved the credentials while creating your ID). Refer to the image for better understanding-



The image shows the Salesforce Commerce Cloud login interface. At the top, the Salesforce logo (a blue cloud with the word 'salesforce' in white) is followed by the text 'commerce cloud' in a grey sans-serif font. Below the logo, there is a light blue rectangular input field for a password, which is currently filled with ten black dots. A thin red border highlights this input field. Directly beneath the password field is a solid blue rectangular button with the text 'LOG IN' in white, uppercase letters. Below the button, the text 'Forgot Password?' is displayed in a smaller, grey font.

This is the password that you have to enter in the app.

3.1.7. Verify your credentials on app

Enter details in all eight fields, and click on “**Next**” as displayed below:

STEP 1 / 3

Verify your credentials

Please authenticate your Salesforce Commerce account details by filling up the form below.

[Guide](#)

Account Manager Client ID	<input type="text"/> <p>For eg : b02dd00f-b55f-47cb-8c66-0847fdb768ff</p> <p>Salesforce Commerce Cloud (Demandware) → Account Manager → API Client</p>
Account Manager Secret Key	<input type="text"/> <p>For eg : cedcommerce@123</p> <p>The 12 characters password (e.g. 123456789abc) that you have created while adding API Client.</p>
Sub Domain URL	<input type="text"/> <p>For eg : https://pdyh-003.sandbox.ab04.ab.commercecloud.salesforce.com</p> <p>Salesforce Commerce Cloud (Demandware) → Account Manager → API Client → Roles → Salesforce Commerce API</p>
Short Code	<input type="text"/> <p>For eg : kv9qzn78</p> <p>Salesforce Business Manager → Administration → Site Development → Salesforce Commerce API Settings</p>
Organization ID	<input type="text"/> <p>For eg : f_scom_zycl_087</p> <p>Salesforce Business Manager → Administration → Site Development → Salesforce Commerce API Settings</p>
Site ID	<input type="text"/> <p>For eg : ReffAch</p> <p>Salesforce Business Manager → Top Left Corner → Select Site ID from the dropdown</p>
Business Manager User ID	<input type="text"/> <p>shiva</p> <p>Salesforce Business Manager → Administration → Organization → Users</p>
Business Manager User Password	<input type="password"/> <p>.....</p> <p>The password (eg:Namel23)that you as a user have created for Business manager.</p>

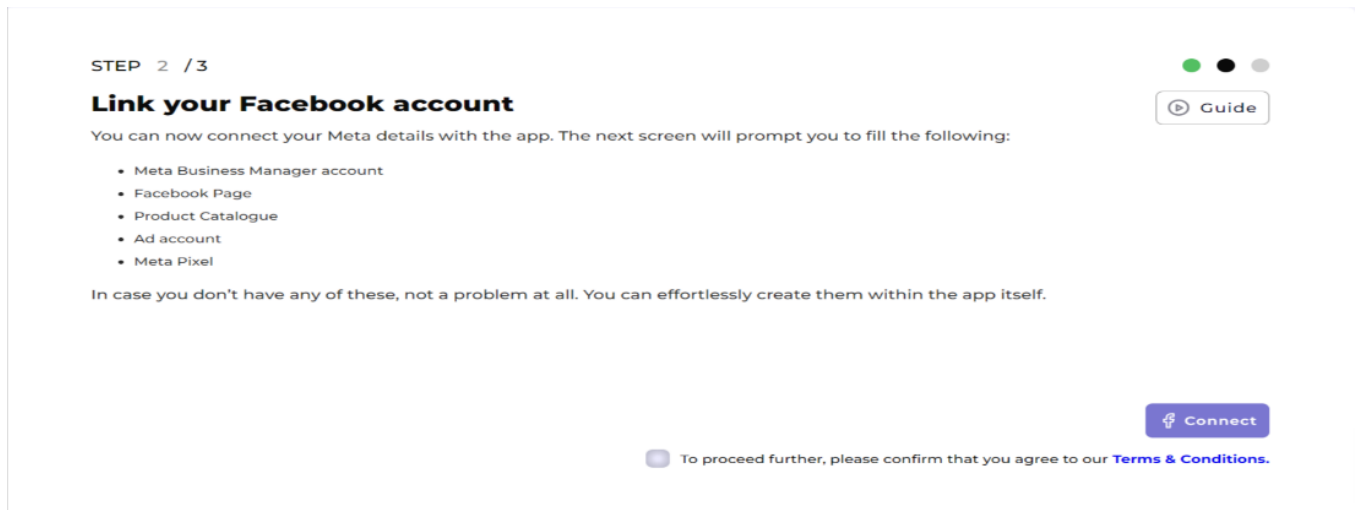
[NEXT](#)

Now, you will be asked to connect your Facebook account with CedCommerce API. The complete process is described in the upcoming Section.

3.2. Connect Facebook Account with app

Step 1:

Connect your existing Facebook Account with CedCommerce API by clicking on “**f Connect**” as displayed in the below screenshot.



3.2.1. Onboarding to Facebook Business Extension

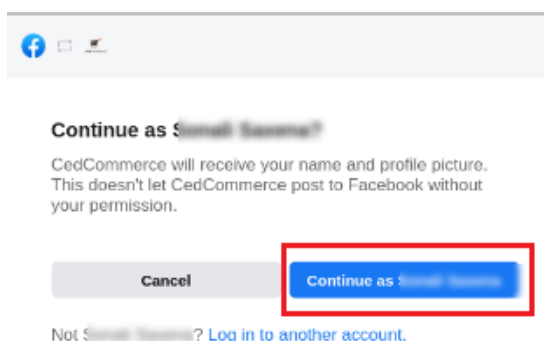
Merchants can now easily set up their Meta pixels, Ad accounts, and also run their business through Facebook and Instagram Shops. By integrating with Facebook Business Extension, you can unlock a broad suite of Facebook business tools for your customers in the eCommerce and services verticals.

Benefits of Facebook Business Extensions

Facebook Business Extension (FBE) makes it easier for businesses to list products and offer other variety of services like run ads, look after the Facebook & Instagram insights, surface products to a targeted audience, and much more; right from a single place. Once you connect with the Facebook Business Extension, you can easily manage your Meta assets like; Facebook page, Ad account, Meta pixel, and Instagram profile without any hassle.

Step 1:

Here, you need to allow permission to CedCommerce API to access your Profile Name and Profile Picture, click on the “**Continue as (your name)**” button as displayed below.

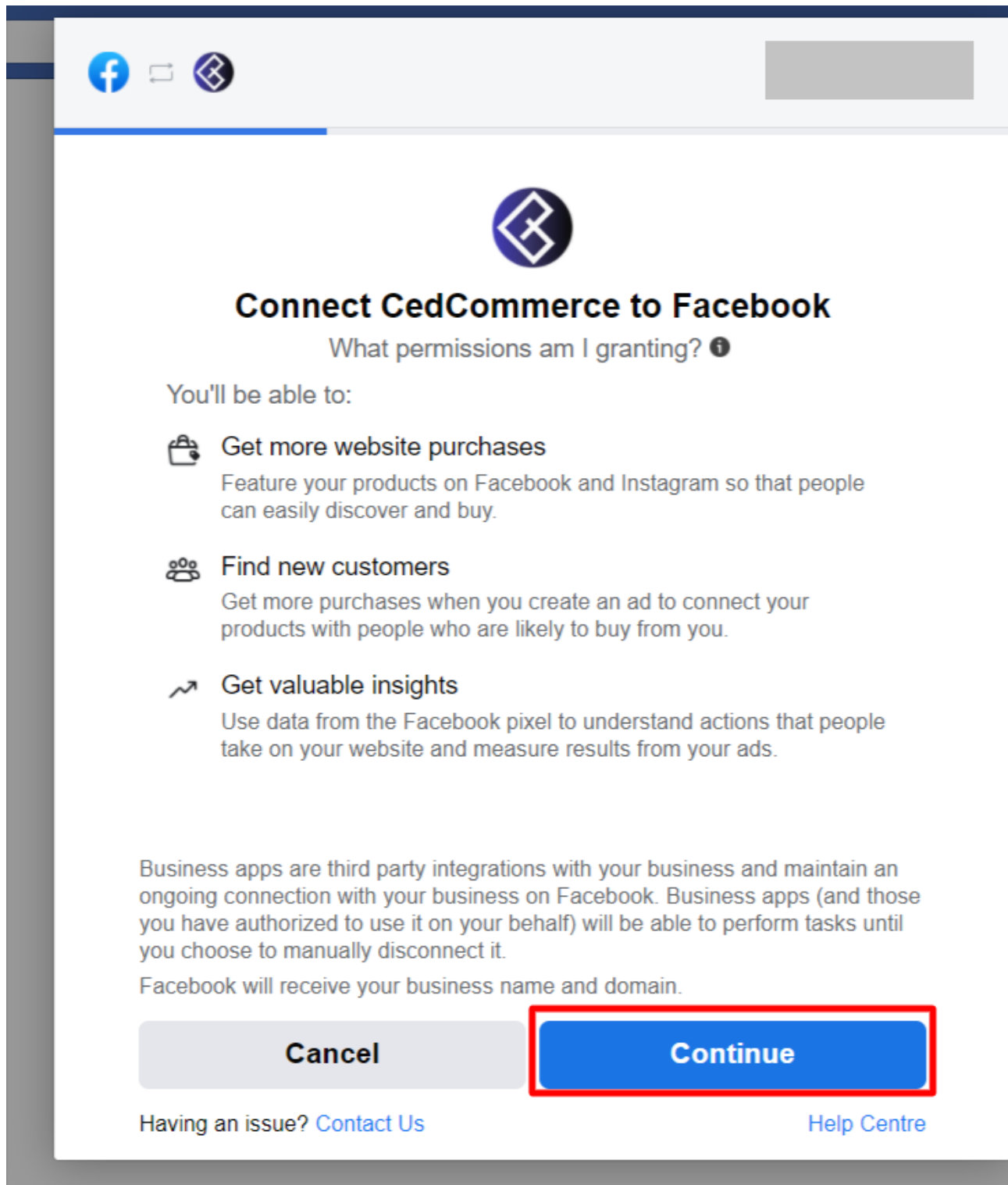


Step 2:

In this step, you will get to know what are the benefits of connecting with CedCommerce API for Facebook Shops:

- Get more website purchases
- Find new customers
- Get valuable insights




Further, **click on “Continue”** as displayed below to step into the next step.



The screenshot shows a Facebook permissions dialog for connecting CedCommerce. At the top, there are icons for Facebook, a share icon, and the CedCommerce logo. The main heading is "Connect CedCommerce to Facebook" with a subtext "What permissions am I granting?". Below this, it lists three permissions: "Get more website purchases", "Find new customers", and "Get valuable insights", each with a brief description. At the bottom, there are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with a red rectangle. Below the buttons, there is a link "Having an issue? Contact Us" and a link "Help Centre".

Connect CedCommerce to Facebook
What permissions am I granting? ⓘ

You'll be able to:

-  **Get more website purchases**
Feature your products on Facebook and Instagram so that people can easily discover and buy.
-  **Find new customers**
Get more purchases when you create an ad to connect your products with people who are likely to buy from you.
-  **Get valuable insights**
Use data from the Facebook pixel to understand actions that people take on your website and measure results from your ads.

Business apps are third party integrations with your business and maintain an ongoing connection with your business on Facebook. Business apps (and those you have authorized to use it on your behalf) will be able to perform tasks until you choose to manually disconnect it.

Facebook will receive your business name and domain.

Cancel **Continue**

Having an issue? [Contact Us](#) [Help Centre](#)

Step 3:

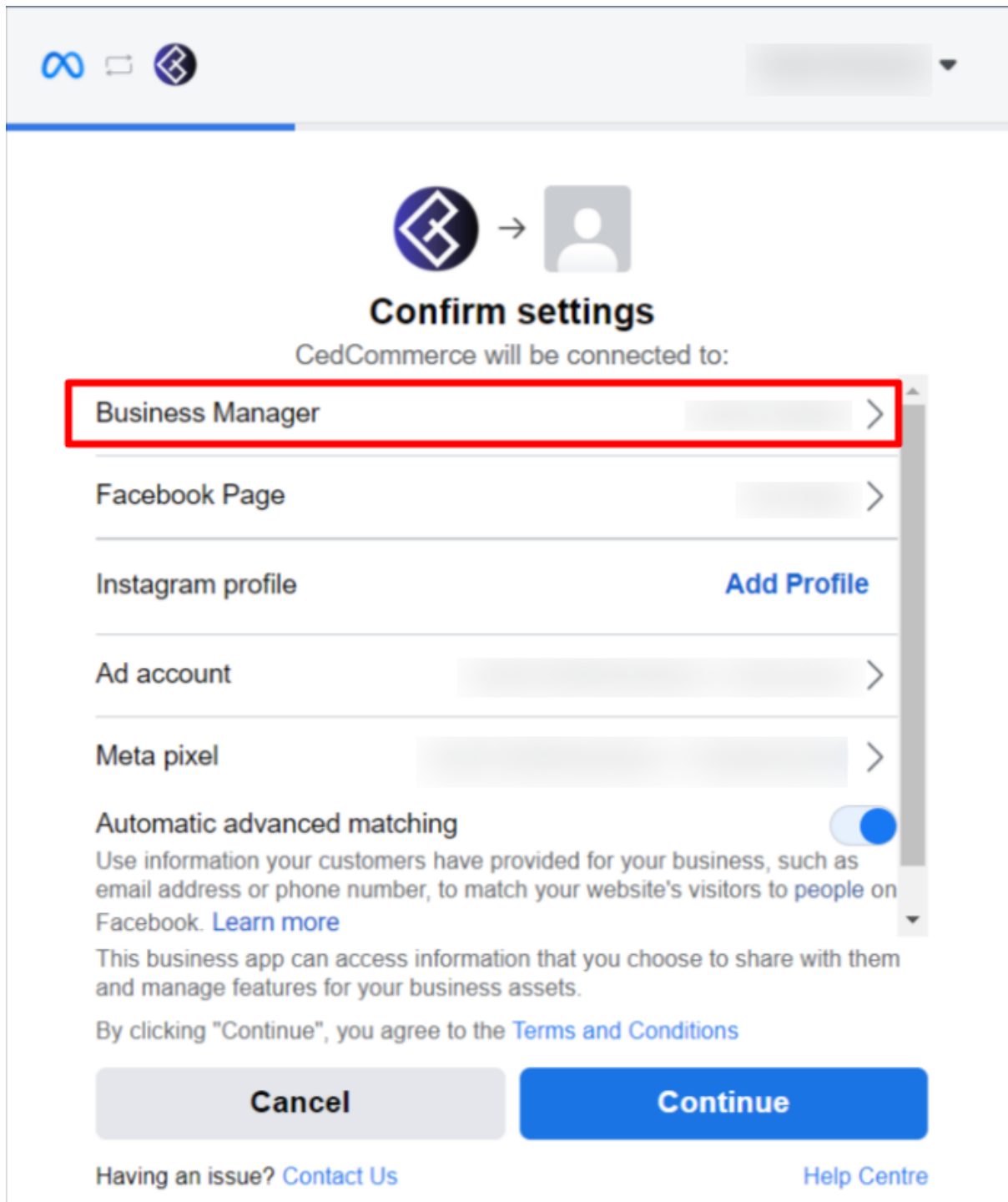
Now here you need to **perform 5 tasks** – provide information as listed below and thereafter you need to **confirm the settings** by clicking on the “**Continue**” button.

- [Connect Meta Business Manager Account](#)
- [Connect Facebook Page](#)
- [Connect to Instagram Shopping](#)
- [Connect Meta Ad Account](#)
- [Connect Meta Pixel](#)

But before it, let's understand how to perform each task.

3.2.1.1. Connect Meta Business Manager Account

Click on “**Business Manager**” as displayed below:



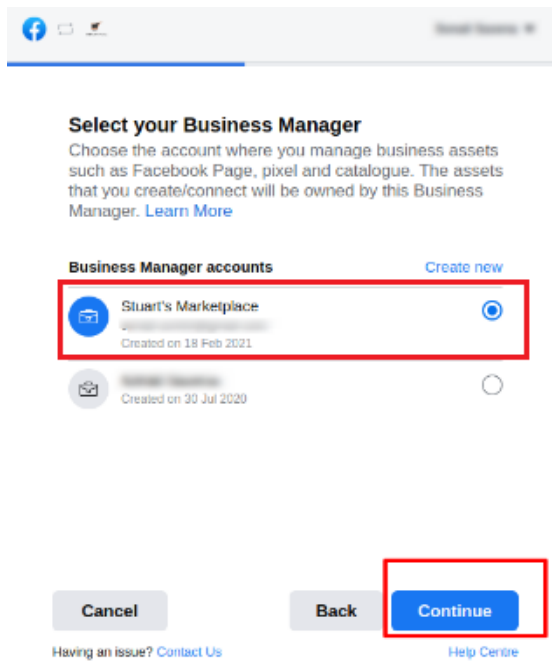
The screenshot shows a web browser window with a blue header bar containing icons for Facebook, a refresh button, and CedCommerce. The main content area is titled 'Confirm settings' with a sub-header 'CedCommerce will be connected to:'. Below this is a list of settings to be confirmed:

- Business Manager**: This option is highlighted with a red rectangular box. It has a dropdown menu icon to its right.
- Facebook Page**: Has a dropdown menu icon to its right.
- Instagram profile**: Has a blue link 'Add Profile' to its right.
- Ad account**: Has a dropdown menu icon to its right.
- Meta pixel**: Has a dropdown menu icon to its right.

Below the list, there is a section for 'Automatic advanced matching' with a toggle switch that is currently turned on. The text below the toggle reads: 'Use information your customers have provided for your business, such as email address or phone number, to match your website's visitors to people on Facebook. [Learn more](#)'. Below this, it states: 'This business app can access information that you choose to share with them and manage features for your business assets.' and 'By clicking "Continue", you agree to the [Terms and Conditions](#)'.

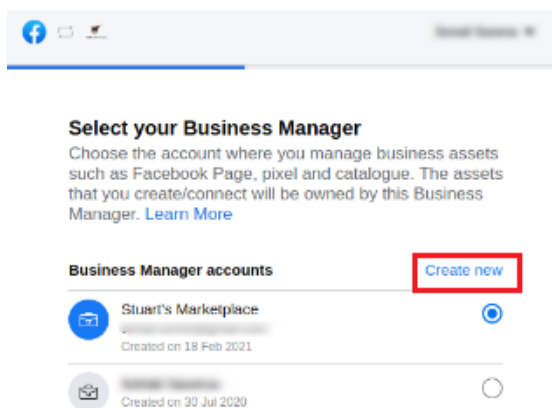
At the bottom, there are two buttons: a grey 'Cancel' button and a blue 'Continue' button. Below the buttons, there are two links: 'Having an issue? [Contact Us](#)' and '[Help Centre](#)'.

You will be redirected to **select your Business Manager Account** as shown below. Choose the account you wish to connect with CedCommerce API and thereafter, **click on "Continue"**.



3.2.1.1.1. How to Create a New Meta Business Manager Account

If you **don't find any options** under “**Business Manager Accounts**”, it means you don't have a Business Manager Account. In this case, “**Create New**” within the app itself as shown below:



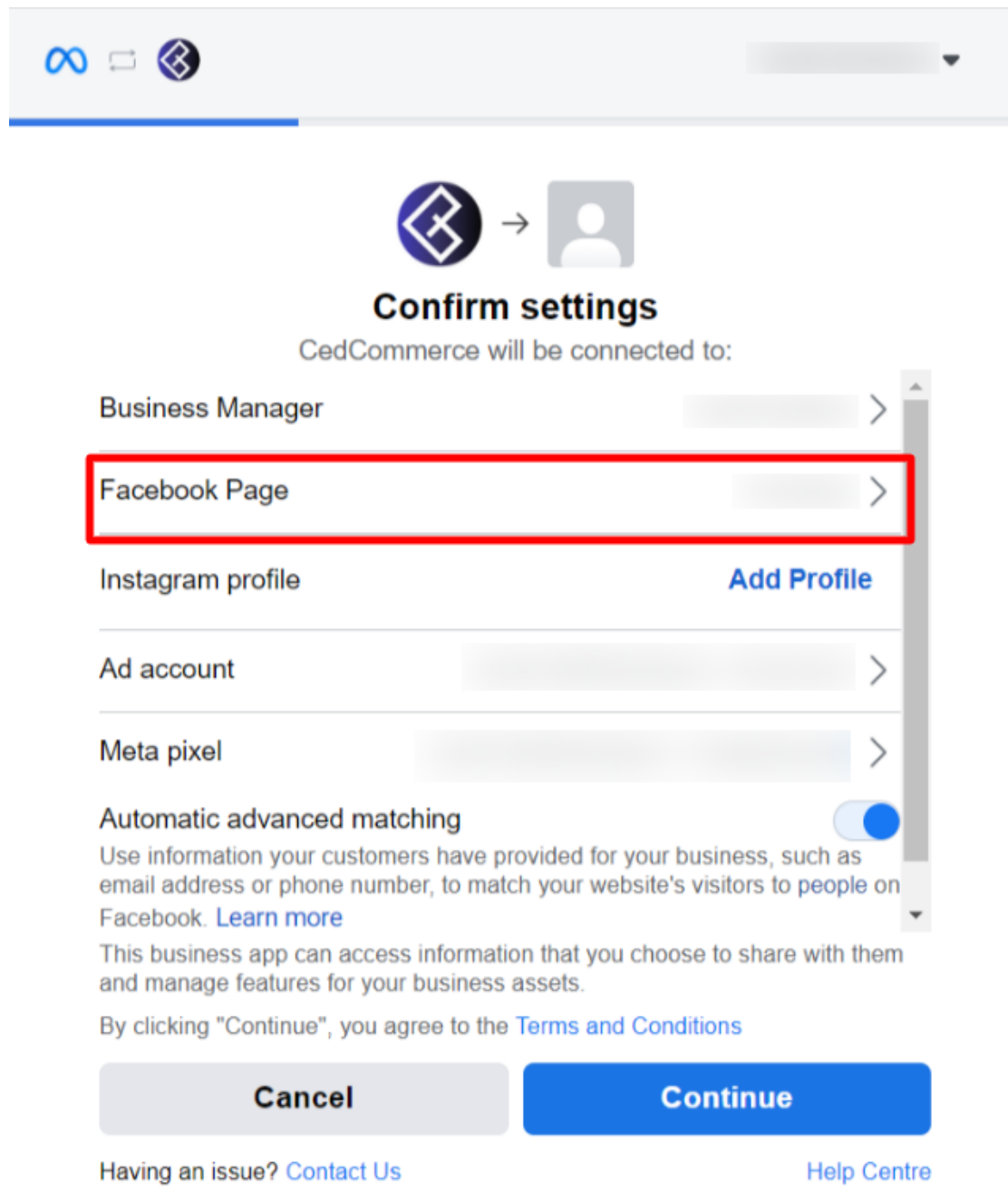
A new window or tab will get in front of you in which you need to **fill in the following details**. After that click on “**Next**”.

- Your Business Name
- Your Name
- Your Business/Work Email Address

Now, **fill up the required business details** and then click on the “**Submit**” button.

3.2.1.2. Connect Facebook Page

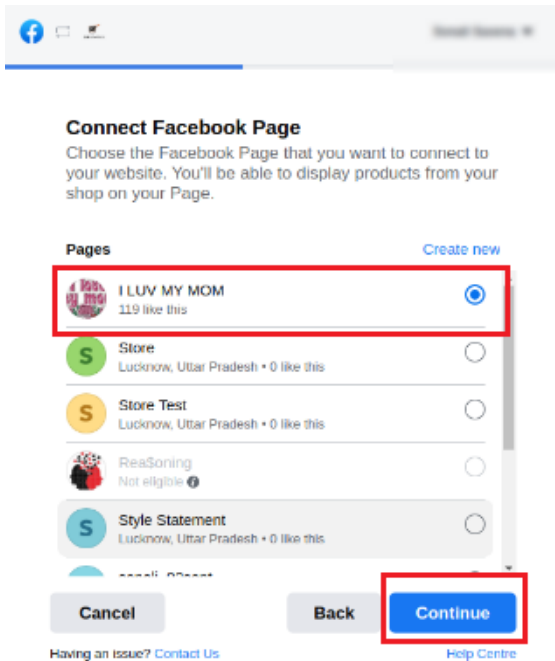
Click on “Facebook Page” as displayed below:



The screenshot shows a 'Confirm settings' dialog box. At the top, there are icons for CedCommerce and Facebook, followed by an arrow pointing to a person icon. Below this, the text 'Confirm settings' is displayed, followed by 'CedCommerce will be connected to:'. A list of options is shown, each with a right-pointing arrow: 'Business Manager', 'Facebook Page' (highlighted with a red box), 'Instagram profile' (with an 'Add Profile' link), 'Ad account', and 'Meta pixel'. Below the list, there is a section for 'Automatic advanced matching' with a toggle switch turned on. The text explains that this feature uses customer information to match website visitors to people on Facebook, with a 'Learn more' link. Below this, it states that the business app can access information shared with it and manage features for business assets. At the bottom, it says 'By clicking "Continue", you agree to the Terms and Conditions'. There are two buttons: 'Cancel' and 'Continue'. At the very bottom, there are links for 'Having an issue? Contact Us' and 'Help Centre'.

You will get the **list of all the Facebook Pages associated with the Business Manager Account** you have selected in **the previous step**.

Choose the Facebook Page you wish to connect with CedCommerce API and thereafter, **click on “Continue”** as displayed below:



3.2.1.2.1. How to create a new Facebook Page

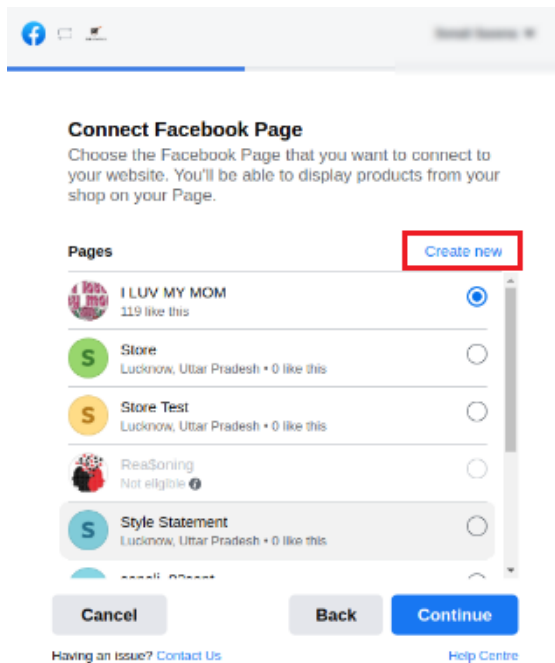
In case you are new to the Meta business and you do not have an existing page on Facebook, you can create a new Facebook page and then connect it with the website.

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
- 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](#)

The process is simple and you can carry it out within the app itself by simply clicking on “Create New” as shown below:

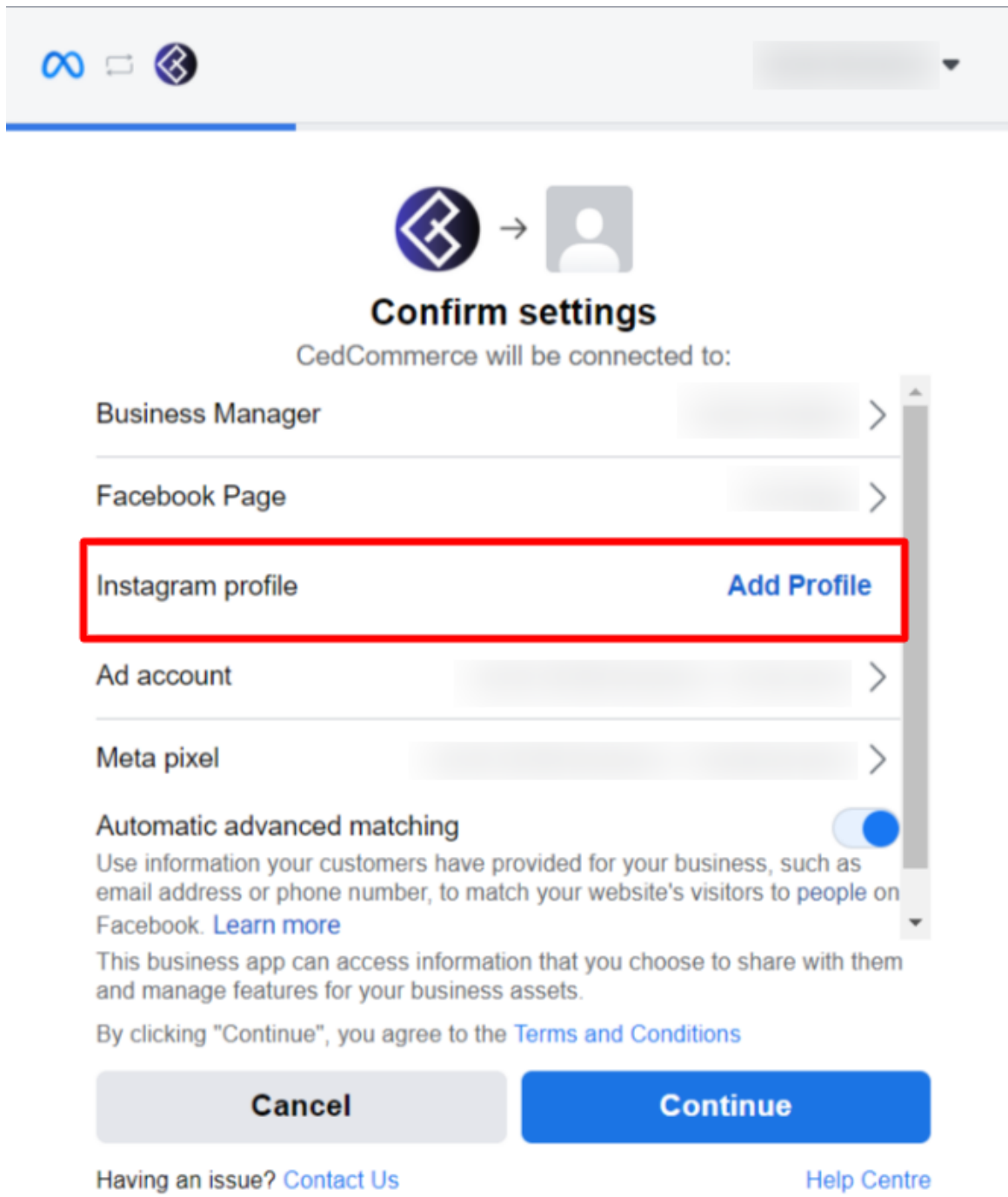





3.2.1.3. Connect to Instagram Shopping



If you want to sell on Instagram Shopping; you need to connect your Instagram Business account with a Facebook business page and CedCommerce.

It is a one-click process where you will have to **connect your Instagram Business or Creator Account** with your Commerce Store's **Facebook Page** and **CedCommerce API**.

Click on the “**Instagram profile**” option as shown below.

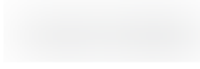
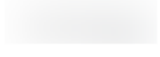

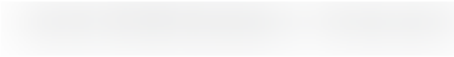
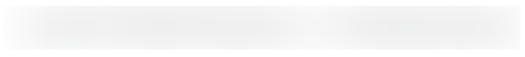



  

 → 

Confirm settings

CedCommerce will be connected to:

- Business Manager  >
- Facebook Page  >
- Instagram profile  > [Add Profile](#)**
- Ad account  >
- Meta pixel  >

Automatic advanced matching 

Use information your customers have provided for your business, such as email address or phone number, to match your website's visitors to people on Facebook. [Learn more](#)

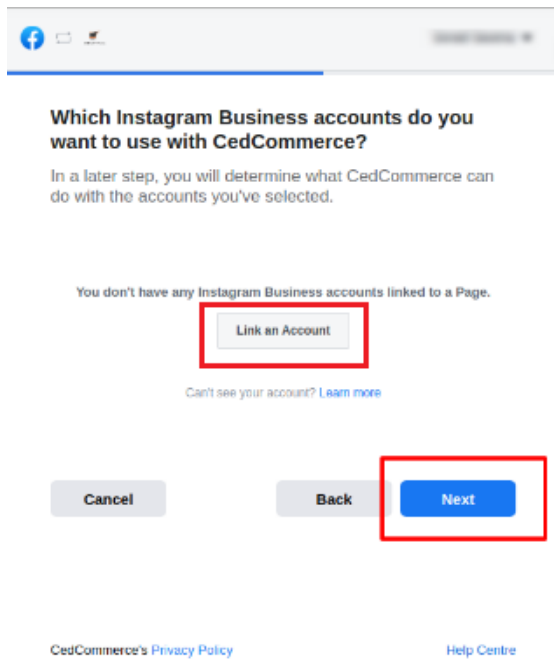
This business app can access information that you choose to share with them and manage features for your business assets.

By clicking "Continue", you agree to the [Terms and Conditions](#)

Cancel **Continue**

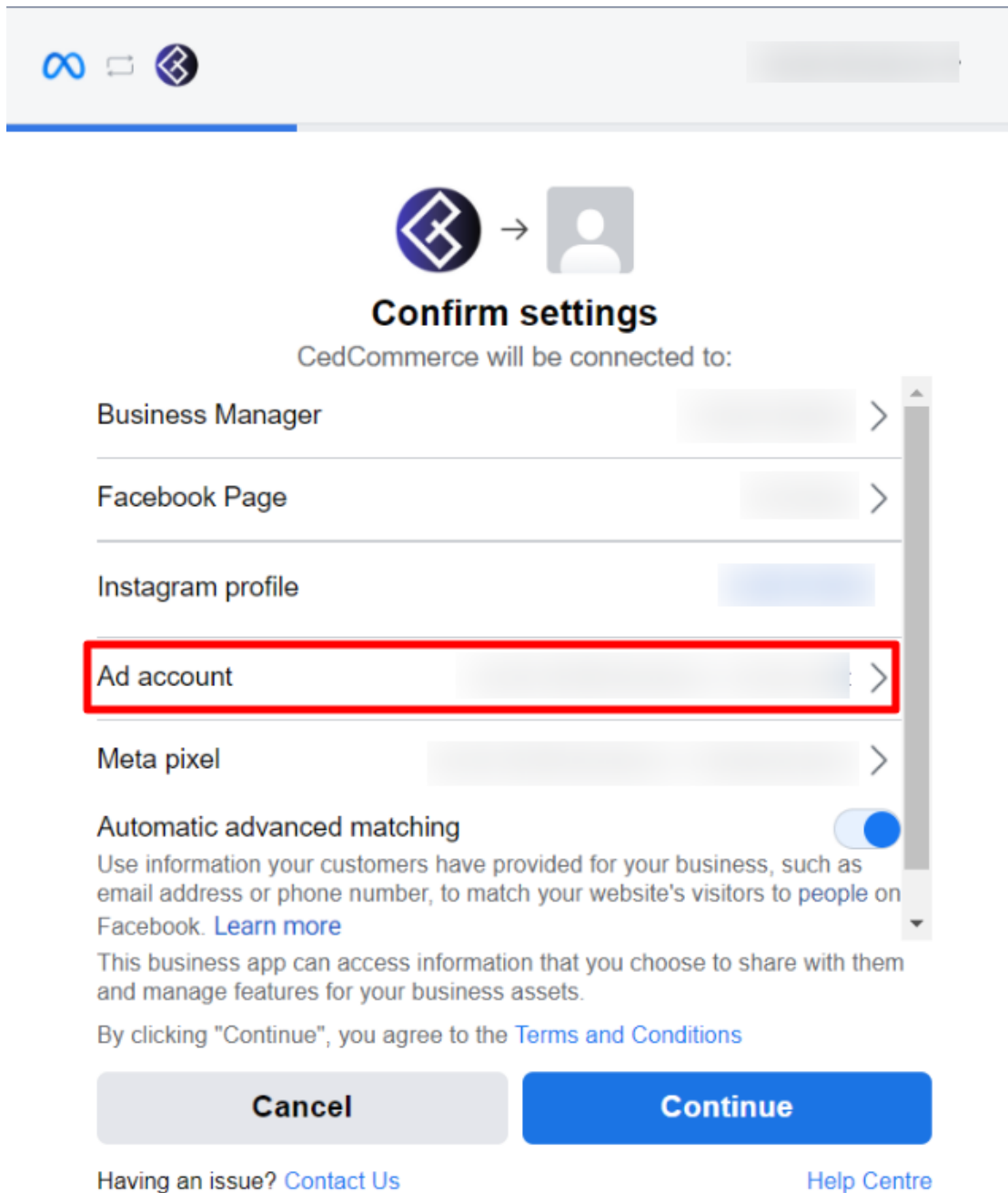
Having an issue? [Contact Us](#) [Help Centre](#)

After this follow the process as displayed below, click on **“Link an Account”** and thereafter on the **“Next”** button.



3.2.1.4. Connect Meta Ad Account

Click on “**Ad account**” as displayed below:



Confirm settings

CedCommerce will be connected to:

- Business Manager
- Facebook Page
- Instagram profile
- Ad account**
- Meta pixel
- Automatic advanced matching ☒

Use information your customers have provided for your business, such as email address or phone number, to match your website's visitors to people on Facebook. [Learn more](#)

This business app can access information that you choose to share with them and manage features for your business assets.

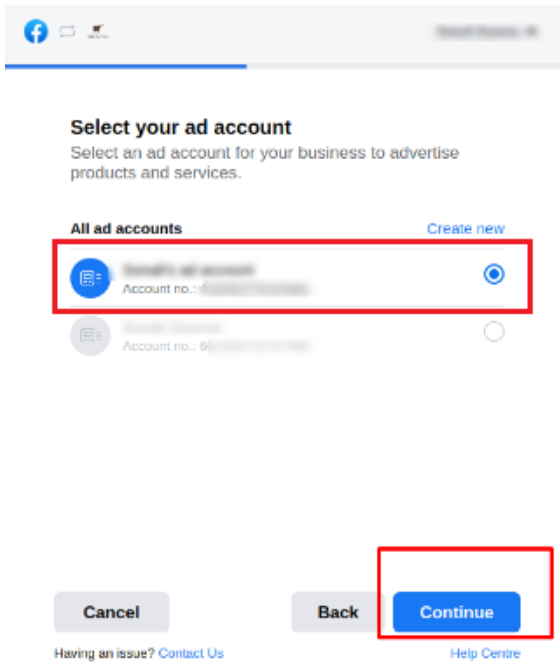
By clicking "Continue", you agree to the [Terms and Conditions](#)

[Cancel](#) [Continue](#)

Having an issue? [Contact Us](#) [Help Centre](#)

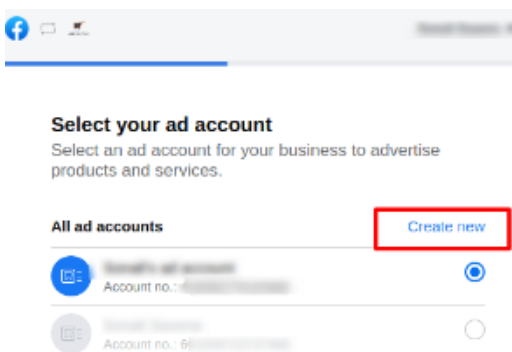
Here, you will see the **list of all the MetaAd Accounts associated with the Business Manager Account** you have selected.

Choose the Ad Account you wish to connect with CedCommerce API and thereafter, **click on "Continue"** as displayed below:






3.2.1.4.1. How to create a new Ads Account



If you **don't find any options** under "All Ad Accounts", create an Ad Account (connecting with your Business Manager account) within the app itself by clicking on "**Create New**" as shown below:



3.2.1.5. Connect Meta Pixel

Click on "**Meta Pixel**" as displayed below:





Confirm settings

CedCommerce will be connected to:

Business Manager

>

Facebook Page

>

Instagram profile

Ad account

>

Meta pixel

>

Automatic advanced matching

☒

Use information your customers have provided for your business, such as email address or phone number, to match your website's visitors to people on Facebook. [Learn more](#)

This business app can access information that you choose to share with them and manage features for your business assets.

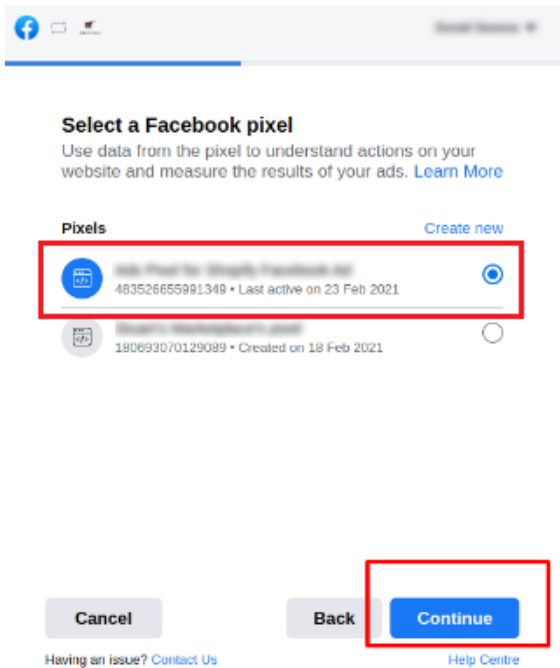
By clicking "Continue", you agree to the [Terms and Conditions](#)

Cancel

Continue

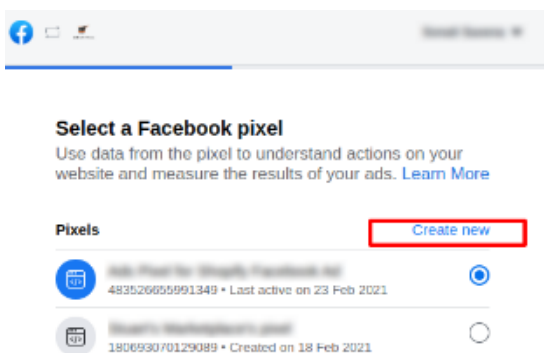
Having an issue? [Contact Us](#) [Help Centre](#)

Select the Meta Pixel Code from the list you wish to connect with the Meta Ad Account you have selected and click on **“Continue”** as displayed below:



3.2.1.5.1. How to create a new pixel

If you **don't find any options** under "Pixels" or in case you **want to create a separate** one for the Ad Account dedicated only for Facebook and Instagram Shops, click on **"Create New"** as displayed below:



With this, you have successfully connected Meta Business Manager, Facebook Page, Meta Product Catalogue, Meta Ad Account, Meta Pixel Code with CedCommerce API.

Next, you need to **confirm the settings** (details provided) as we mentioned in the **initial stage**. For your convenience, we have re-attached the tab snapshot below to avoid any confusion – simply click on **"Continue"**.

Confirm settings
CedCommerce will be connected to:

- Business Manager [View Business Manager](#)
- Facebook Page [View Facebook Page](#)
- Catalogue [View Catalogue](#)
- Ad account [View Ad Account](#)
- Facebook pixel [View Facebook Pixel](#)

Automatic advanced matching ☒
Use information that your customers have provided to your business, such as email address or phone number, to match your website's visitors to people on Facebook. [Learn More](#)

By clicking "Continue", you agree to the [Terms and Conditions](#)

[Cancel](#) [Continue](#)

Having an issue? [Contact Us](#) [Help Centre](#)

3.2.1.6. Allow Permission to CedCommerce

This section deals with what permissions you allow CedCommerce with. Select Yes to all permissions to run ads, Shops and gain insights into all your business activities.

You need to **allow permissions to CedCommerce API** by clicking **toggle (select)** to **"Yes"** against each permission. Thereafter, **click on "Next"** as displayed below:

What is CedCommerce allowed to do?

CedCommerce might not work properly if you turn off these options.

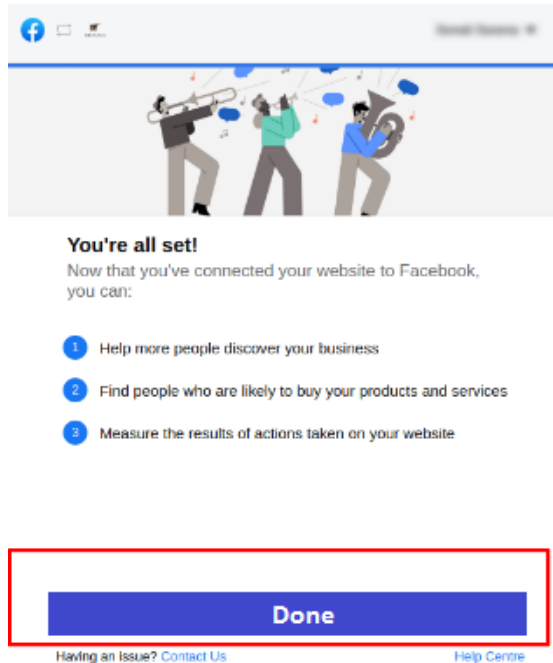
- Manage your business [View Business](#) [View Business Manager](#) ☒ YES
- Access profile and posts from the Instagram account connected to your Page
Access Instagram profile info and posts ☒ YES
- Show a list of the Pages you manage [View](#) [View Your Profile](#) [View Your Page](#) [View Your Page](#) ☒ YES
- Manage your product catalogs
Manage your product catalogues **Required**
- Manage business extension
Trigger additional business management extension interface **Required**

[Cancel](#) [Back](#) [Next](#)

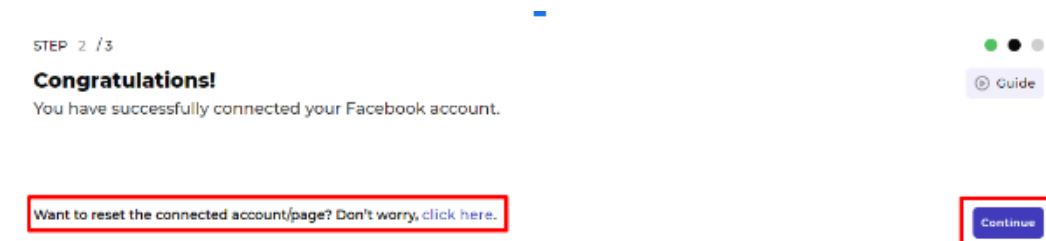
[CedCommerce's Privacy Policy](#) [Help Centre](#)

Note: You need to **grant all the permissions** (as listed) to CedCommerce API so that the application works properly.

This is the last step where you will have a **confirmation screen** from CedCommerce API “**You’re all set!**” To finalize it, click on “**Done**”.



In case, by mistake you connected a wrong account/page or want to re-edit, you can make the changes from the link as displayed below.



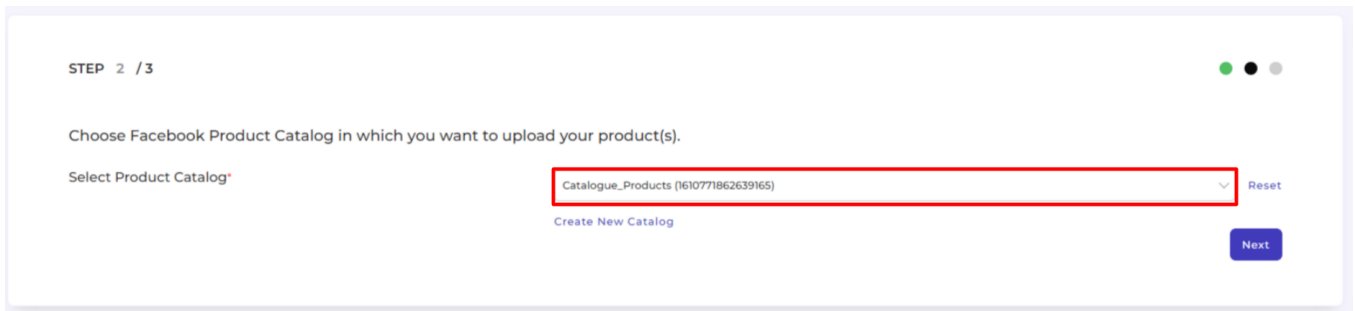
With this, you have successfully connected your assets across Facebook & Instagram. Click on “**Continue**” for Category and Attribute Mapping.

3.3. Connect Meta Product Catalog

At this step, you have successfully onboarded the **Facebook Business Extension (FBE)** and connected the required Meta assets with your app. The next step is to connect your **Meta catalog** with the app.

As displayed below choose the Meta Catalog with the appropriate catalog ID. This selected catalog will be connected with your app. The product listings from Salesforce will be uploaded to this **selected Catalog** on the Meta platform.

Note: You can find the catalog Id from the setting of your Meta catalog or Meta commerce manager.



STEP 2 / 3

Choose Facebook Product Catalog in which you want to upload your product(s).

Select Product Catalog*

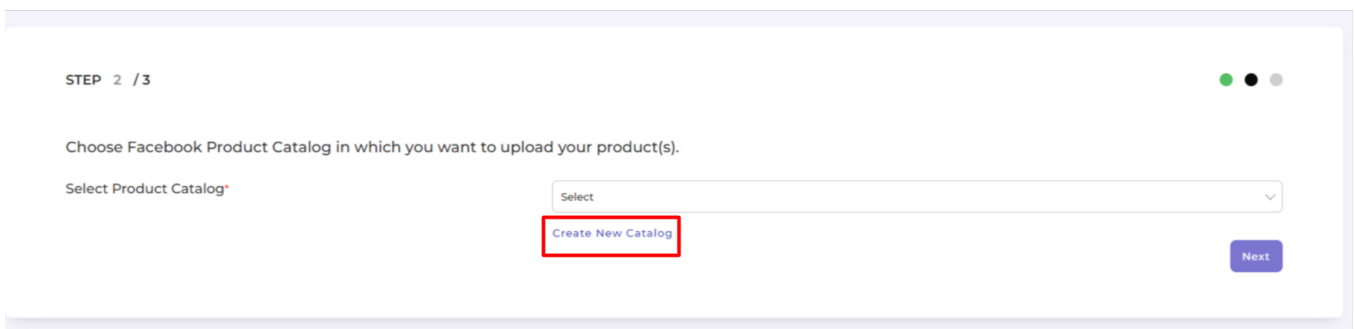
Catalogue_Products (1610771862639165)

Create New Catalog

Reset

Next

If you don't have an existing Meta Catalog, you can also create a new one by clicking on the “**create new catalog**” button as shown below.



STEP 2 / 3

Choose Facebook Product Catalog in which you want to upload your product(s).

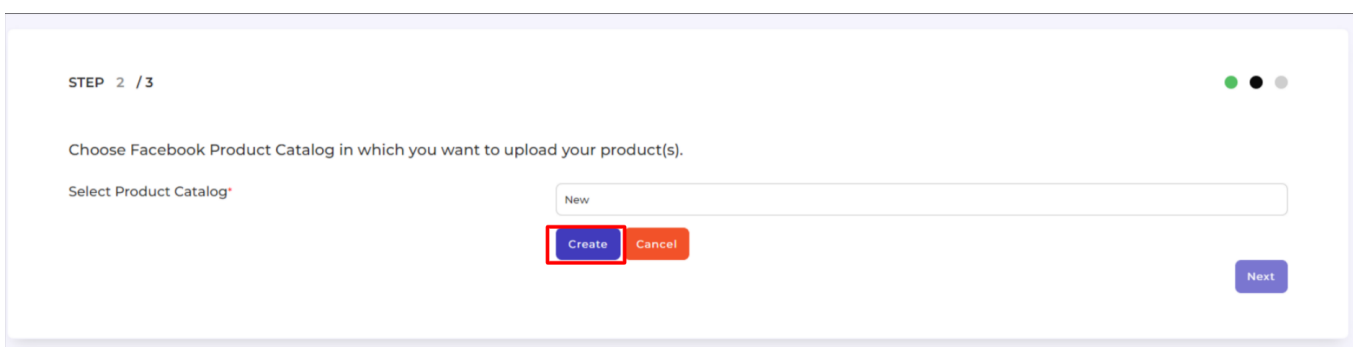
Select Product Catalog*

Select

Create New Catalog

Next

After this enter the name of the new Meta Catalog that you want to create and click on the “**Create**” button as shown below.



STEP 2 / 3

Choose Facebook Product Catalog in which you want to upload your product(s).

Select Product Catalog*

New

Create Cancel

Next

Now you have successfully created and connected a Meta Catalog with your app.

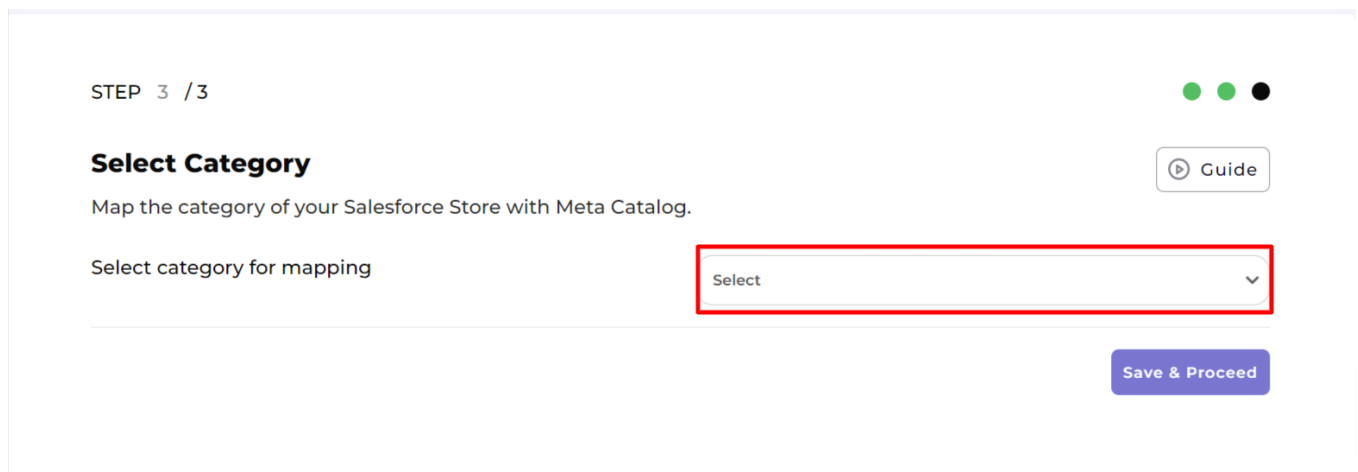
3.4. Configure Category and Attribute Mapping on app

- It would be best to map **your product category listed on Salesforce Commerce Cloud with the CedCommerce app** so that the same available category can be uploaded to Facebook Catalogue.
- Select your product's **Category under Select Category for Mapping** as displayed below.
- After that, in **Select Attribute(s)**, map at least one attribute corresponding to each product and then **click on Save & Proceed**.
- Attribute Mapping is an ultimate process in which you provide additional details (variants) of your product like age, gender, size, pattern, etc.

It enhances the visibility of your product catalog among the shoppers (they can shop using filters plus recommendations) across Facebook and Instagram.

Step 1

Under Select Category, click on “**Select**” and **choose your category from the drop-down**.



STEP 3 / 3

Select Category

Map the category of your Salesforce Store with Meta Catalog.

Select category for mapping

Select

Save & Proceed

Please refer to the sample shown below:

STEP 3 / 3

**Select Category**[Guide](#)

Map the category of your Salesforce Store with Meta Catalog.

Select category for mapping

Apparel & Accessories/Clothing



Apparel & Accessories > Clothing ✕

Edit/Add Attributes Mapped

Common attributes between Salesforce and Meta have been automapped. Also, you can add more attributes to enhance your product catalog over Meta Commerce Surfaces.

Recommended



Optional



Save & Proceed

Step 2

Further, click on the “**Save & Proceed**” button below.

STEP 3 / 3



Select Category

[Guide](#)

Map the category of your Salesforce Store with Meta Catalog.

Select category for mapping

Apparel & Accessories/Clothing

Apparel & Accessories > Clothing

Edit/Add Attributes Mapped

Common attributes between Salesforce and Meta have been automapped. Also, you can add more attributes to enhance your product catalog over Meta Commerce Surfaces.

Recommended



☒ Age Group ⓘ

Select

☒ Brand ⓘ

Brand

☒ Color ⓘ

Color

☒ Gender ⓘ

Select

☒ Material ⓘ

Select

☒ Size ⓘ

Size

☒ Pattern ⓘ

Select

☒ Style ⓘ

Select

Optional



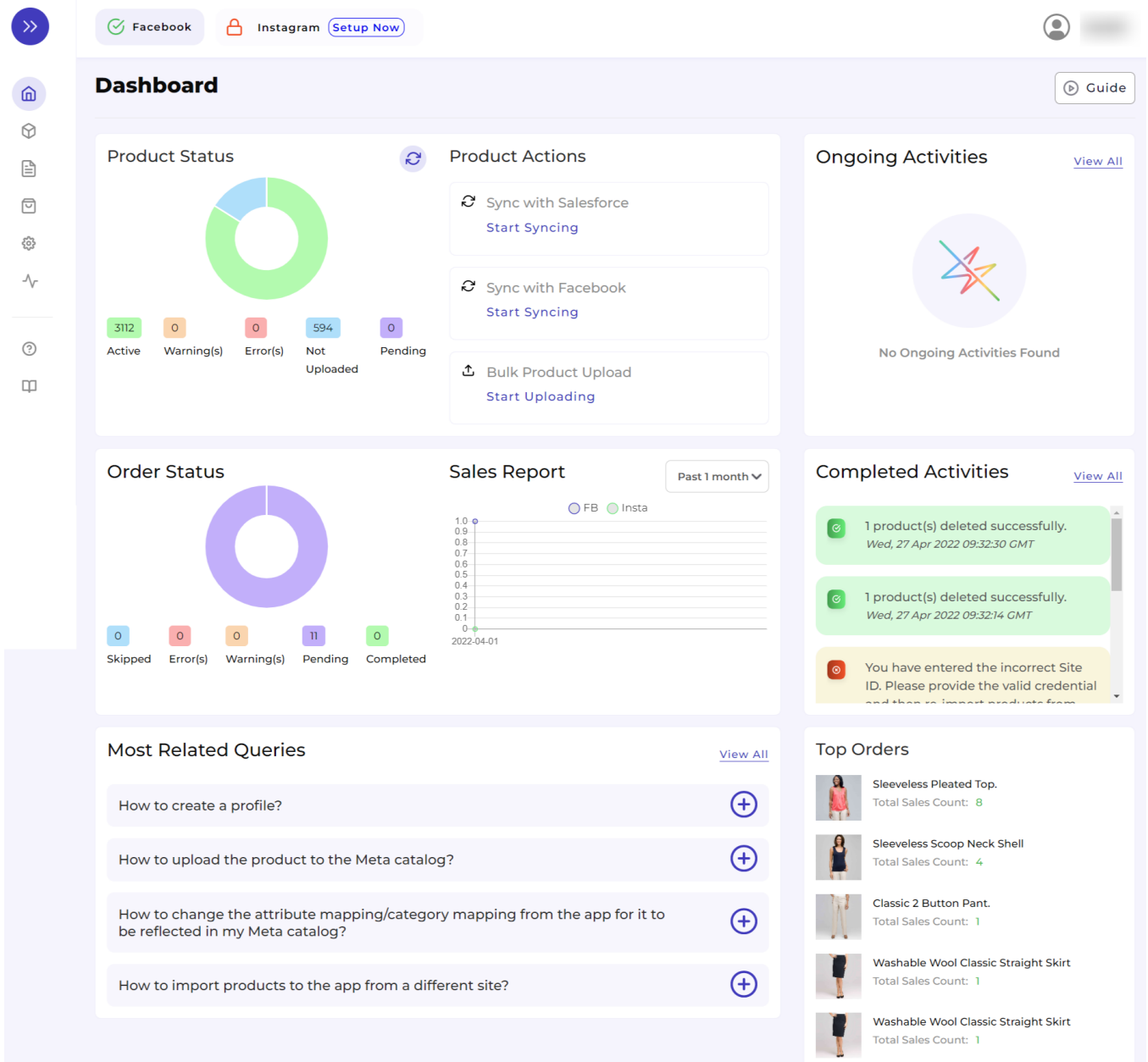
Save & Proceed

Once you are done with it, CedCommerce App will automatically initiate **product importing** (and synchronization) from Salesforce in the backend.

With this, we are **successfully done with the complete onboarding process**.

4. Dashboard

As shown below, the app's dashboard showcases the holistic view of all the merchant operations, synchronized with Facebook & Instagram Shops.

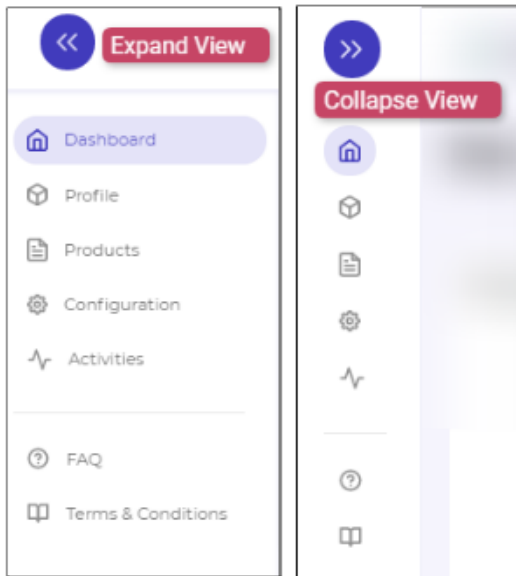


Let's understand each block from top to bottom:

Header View:



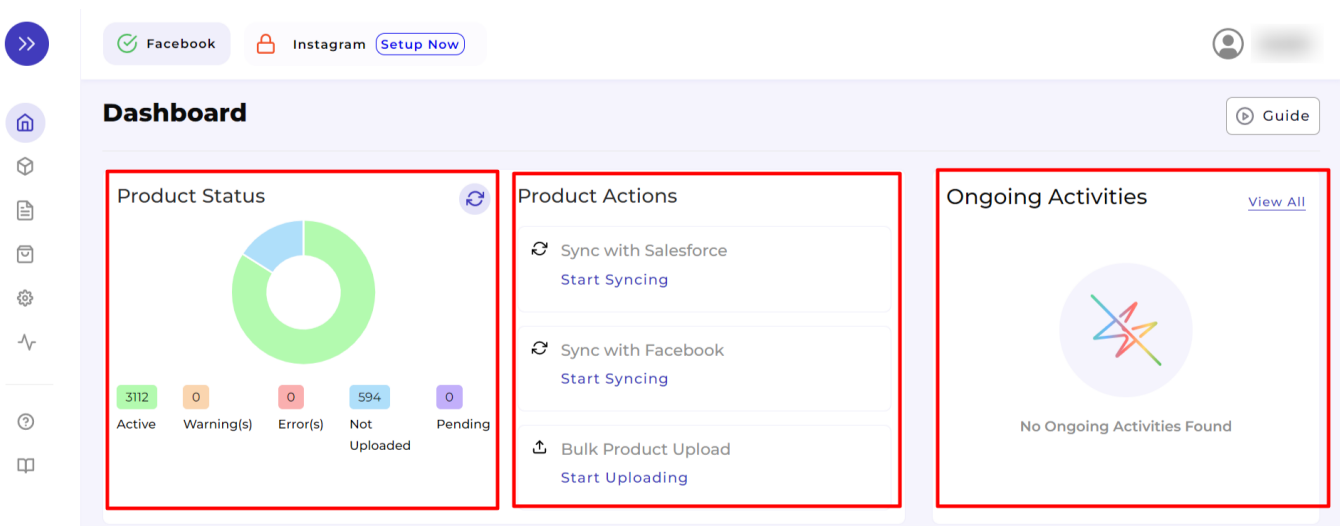
- With this icon, you can expand/collapse the left bar view as per your requirement and convenience.



(Left Bar View)

- You can hassle-free set up your Facebook and (or) Instagram Shops from here.
- It displays your Profile Name.
- This is the CedCommerce Support Chatbox available at your service 24X7.

Dashboard Middle View:



- **Product Status:** It shows the real-time status of your products imported from the Salesforce Commerce Store or uploaded from the CedCommerce App to the Meta Catalogue.
- **Sync Products**
 - **Sync with Salesforce:** You can sync products from Salesforce Commerce Store to the CedCommerce app in one click.
 - **Sync with Facebook:** This syncs the real-time status of the products (i.e., Error, Not Uploaded, Warning, and Finished) between the CedCommerce app and Meta catalogue.

- **Bulk Product Upload:** You can bulk upload the products from here.

Bulk Upload

✕

Please select a profile to which you want to upload to your Meta catalogue.

Default

- Your "Default" profile is the one where, the product(s) will be uploaded according to the category mapped during the onboarding process. You can check and edit the same under the [Configuration](#) section (General → Default Profile).
- To upload the product(s) profile-wise, you can select the desired profile from dropdown and can also [Create a new profile](#) from here itself.

Cancel
Start Upload

If you want to upload the products profile-wise, that is also feasible from here itself. You need to select the profile created for the product set you wish to upload and click on **"Start Upload"** (refer below to the screenshot).

- **Guide** – It allows you to access the complete video help guide, with which you can learn the complete working of the app.
- **Ongoing Activities:** It shows the real-time progress of your recent operations, as displayed in the below screenshot.

>>

Facebook

Instagram
Setup Now

Dashboard

Guide

Product Status

3112

Active

0

Warning(s)

0

Error(s)

594

Not Uploaded

0

Pending

Product Actions

Sync with Salesforce
Start Syncing

Sync with Facebook
Start Syncing

Bulk Product Upload
Start Uploading

Ongoing Activities

View All

No Ongoing Activities Found

What is "View All" – If you have performed multiple operations at a time or want to view the operations performed so far, you can view it from here.

You will be redirected to the **"Activities,"** as displayed below:

Facebook Instagram [Setup Now](#)

Activities

Completed Activities

- 1 product(s) deleted successfully.
Wed, 27 Apr 2022 09:32:30 GMT
- 1 product(s) deleted successfully.
Wed, 27 Apr 2022 09:32:14 GMT
- You have entered the incorrect Site ID. Please provide the valid credential and then re-import products from the Salesforce Store.
Wed, 27 Apr 2022 09:20:06 GMT
- 3594 products matched after successful sync with Facebook Catalog.
Wed, 27 Apr 2022 09:18:19 GMT
- 20 product(s) successfully acknowledged by the Facebook Catalog.
Wed, 27 Apr 2022 09:15:31 GMT

- **Order status:** Keep a real-time record of the orders received, sync it between Salesforce and Facebook, and Instagram Shop.
- **Sales report:** Get a complete overview of your sales progress on your Facebook and Instagram shops from this section here. You can filter the report's time phase accordingly from the dropdown arrow.
- **Completed activities:** Get an overview of all the activities you've completed from this section.

Dashboard

Order Status

0 Skipped 0 Error(s) 0 Warning(s) 11 Pending 0 Completed

Sales Report

Past 1 month

1.0 0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2 0.1 0

2022-04-01

Completed Activities

[View All](#)

- 1 product(s) deleted successfully.
Wed, 27 Apr 2022 09:32:30 GMT
- 1 product(s) deleted successfully.
Wed, 27 Apr 2022 09:32:14 GMT
- You have entered the incorrect Site ID. Please provide the valid credential

Dashboard BottomView:

Dashboard [Guide](#)

Most Related Queries [View All](#)

- How to create a profile? [+](#)
- How to upload the product to the Meta catalog? [+](#)
- How to change the attribute mapping/category mapping from the app for it to be reflected in my Meta catalog? [+](#)
- How to import products to the app from a different site? [+](#)

Top Orders

- Sleeveless Pleated Top. Total Sales Count: 8
- Sleeveless Scoop Neck Shell. Total Sales Count: 4
- Classic 2 Button Pant. Total Sales Count: 1
- Washable Wool Classic Straight Skirt. Total Sales Count: 1
- Washable Wool Classic Straight Skirt. Total Sales Count: 1

- **Most Related Queries:** It is a quick help section for sellers where the most popular and common FAQs have been answered with explanations and guides. You can “**View All**” to have the list of all answered FAQs.
- **Top orders:** It is a quick overview of your most ordered products.

5. Profile Tab

Profiling is all about creating a category of a similar product set or is created on the basis of the particular template or conditions for several products in which you wish to upload them.

By such refined categorizations, profiling not only saves time in performing multiple operations on a particular product set but also **makes the process easier while uploading the products.**

- Click on the “**Profile**” Tab as displayed below.

[Facebook](#) [Instagram](#) [Setup Now](#) [Guide](#)

Dashboard

Product Status

1136 Active 0 Warning(s) 0 Error(s) 2570 Not Uploaded 0 Pending

Product Actions

- Sync with Salesforce [Start Syncing](#)
- Sync with Facebook [Start Syncing](#)
- Bulk Product Upload [Start Uploading](#)

Ongoing Activities [View All](#)

No Ongoing Activities Found

- You will be redirected to the **Profile page** wherein you will find the complete list of profiles created. And

also, you can even create a new profile from there.

Profile Name	Rule(s)	Item(s)	Category	Actions
abc	(title %LIKE% 6)	1	Animals & Pet Supplies/Live Animals	
test1	(title %LIKE% a) (brand == Samsung)	2616	Vehicles & Parts/Vehicle Parts & Accessories/ Motor Vehicle Electronics/Motor Vehicle Spe akerphones	
dgfgfd	(title %LIKE% gfgfdg)	0	Animals & Pet Supplies/Live Animals	
test	(title %LIKE% a) (category == womens-dre sses-floral-dresses)	0	Apparel & Accessories/Clothing	
harsh	(title %LIKE% so)	0	Animals & Pet Supplies/Live Animals	

5.1. How to Create a Profile?

Step 1:

Click on “**Create Profile**” as shown below:

Step 2:

You will be redirected to the creation page where you will need first to Enter “**Profile Name**” (remember every profile name has to be a unique name) and **perform Category Mapping** as shown below.

Create Profile Back Next

STEP 1/2

Complete necessary details for creating the new profile.

Profile Name
Profile name should be unique and it must not exceed 80 characters.

Select category
Select the category which best defines your product(s).

Product(s) Selection Criteria
Create a query by selecting a rule group to fetch product(s) for the current profile.

Rule Group Help Guide
Select Any Condition to fetch the product(s) fulfilling any of the conditions created.

☐ Override Product(s)
By enabling, you agree to override the existing product(s).

Rule Group
Product must match: ☒ Any Condition ☐ All Condition

Title Contains Enter title

Step 3:

Select category from the drop-down as shown below with sample:

Create Profile Back Next

STEP 1/2

Complete necessary details for creating the new profile.

Profile Name
Profile name should be unique and it must not exceed 80 characters.

Select category
Select the category which best defines your product(s).

Product(s) Selection Criteria
Create a query by selecting a rule group to fetch product(s) for the current profile.

Rule Group Help Guide
Select Any Condition to fetch the product(s) fulfilling any of the conditions created.

☐ Override Product(s)
By enabling, you agree to override the existing product(s).

Rule Group
Product must match: ☒ Any Condition ☐ All Condition

Title Contains Enter title

Step 4:

For your convenience, we are **attaching a sample** of the same:

Create Profile

Profile Name
Enter profile name
Profile name should be unique and it must not exceed 80 characters.

Select category
Select the category which best defines your product(s).
Animals & Pet Supplies/Pet Supplies

Product(s) Selection Criteria
Create a query by selecting a rule group to fetch product(s) for the current profile.

Rule Group Help Guide
Select **Any Condition** to fetch the product(s) fulfilling *any of the conditions* created.
Select **All Conditions** to fetch the product(s) fulfilling *all the conditions* created.
Click on **Add More** to add multiple conditions in the Rule Group.
Click on **Run Query** to fetch the total no. of products.

Rule Group
Product must match: ☒ Any Condition ☐ All Condition
Title Contains Enter title
Run Query **Add More**

Step 5:

Further, you need to select **“Rule”** containing conditions to select a particular product type in the Profile you are selecting.

The Rule is based on **ANY** and **ALL** conditions that define whether you want all the selected conditions or any of them to be true.

How does “Override” work?

Suppose, earlier; you have created a profile XYZ of a particular **product** set. Some of the products of profile XYZ are **mutual (common/same)** in the Profile you are creating currently, let's say ABC.

Now, if you enable the override option, the mutual products will get removed from the XYZ profile and be linked to your **“new current”** profile ABC.

Consequently, whenever you upload the Profile ABC to the Meta Catalogue, those mutual products will automatically get updated with the details furnished under Profile ABC (not XYZ). Therefore, be cautious while executing the changes.

Once you are done with aligning the ruling group, click on **“Run Query”** to fetch the product details.

Create Profile

☒ Facebook ☐ Instagram [Setup Now](#)

Profile Name
Enter profile name
Profile name should be unique and it must not exceed 80 characters.

Select category
Select the category which best defines your product(s).
Animals & Pet Supplies/Pet Supplies

Product(s) Selection Criteria
Create a query by selecting a rule group to fetch product(s) for the current profile.

☐ **Override Product(s)**
By enabling, you agree to override the existing product(s).

Rule Group
Product must match: ☒ Any Condition ☐ All Condition
Title Contains Enter title
[Run Query](#) [Add More](#)

Rule Group Help Guide
Select **Any Condition** to fetch the product(s) fulfilling *any of the conditions* created.
Select **All Conditions** to fetch the product(s) fulfilling *all the conditions* created.
Click on **Add More** to add multiple conditions in the Rule Group.
Click on **Run Query** to fetch the total no. of products.

Step 6:

For your convenience, we have explained it through a sample below:

In the “**Rule Group**,” choose from Category, Product ID, Title, and Brand.

Create Profile

☒ Facebook ☐ Instagram [Setup Now](#)

Profile Name
Enter profile name
Profile name should be unique and it must not exceed 80 characters.

Select category
Select the category which best defines your product(s).
Animals & Pet Supplies/Pet Supplies

Product(s) Selection Criteria
Create a query by selecting a rule group to fetch product(s) for the current profile.

☐ **Override Product(s)**
By enabling, you agree to override the existing product(s).

Rule Group
Product must match: ☒ Any Condition ☐ All Condition
Title Contains Enter title
[Run Query](#) [Add More](#)

Rule Group Help Guide
Select **Any Condition** to fetch the product(s) fulfilling *any of the conditions* created.
Select **All Conditions** to fetch the product(s) fulfilling *all the conditions* created.
Click on **Add More** to add multiple conditions in the Rule Group.
Click on **Run Query** to fetch the total no. of products.

Further in the Rule Group itself, choose the Value from the following options:

- Equals
- Not Equal
- Contain
- Does Not Contain

Create Profile

Profile Name should be unique and it must not exceed 50 characters.

Select category
Select the category which best defines your product(s).
Animals & Pet Supplies/Pet Supplies

Product(s) Selection Criteria
Create a query by selecting a rule group to fetch product(s) for the current profile.

Rule Group Help Guide
Select **Any Condition** to fetch the product(s) fulfilling *any of the conditions* created.
Select **All Conditions** to fetch the product(s) fulfilling *all the conditions* created.
Click on **Add More** to add multiple conditions in the Rule Group.
Click on **Run Query** to fetch the total no. of products.

Rule Group
Product must match: ☒ Any Condition ☐ All Condition

Title Contains Enter title

Run Query **Add More**

Contains
Equals
Not Equals
Contains
Does Not Contain

Concerning it, enter the **Filter Value** and click on **“Run Query.”** Products details will be fetched as shown below. After it, you need to click on **“Next.”**

Create Profile

Profile Name should be unique and it must not exceed 50 characters.

Select category
Select the category which best defines your product(s).
Animals & Pet Supplies/Pet Supplies

Product(s) Selection Criteria
Create a query by selecting a rule group to fetch product(s) for the current profile.

Rule Group Help Guide
Select **Any Condition** to fetch the product(s) fulfilling *any of the conditions* created.
Select **All Conditions** to fetch the product(s) fulfilling *all the conditions* created.
Click on **Add More** to add multiple conditions in the Rule Group.
Click on **Run Query** to fetch the total no. of products.

Rule Group
Product must match: ☒ Any Condition ☐ All Condition

Title Contains food

Run Query **Add More**

Current Condition(s) : (title %LIKE% food)

In case you want to **add more rule groups**, click on logics **“Any”** or **“ALL”** and then **“Run Query”** Let the app fetch the product details, and after that, click on **“Next.”**

A glimpse of the same has been displayed below for better understanding:

Facebook Instagram [Setup Now](#)

Create Profile

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

Profile Name
Enter profile name
Profile name should be unique and it must not exceed 80 characters.

Select category
Select the category which best defines your product(s).
Animals & Pet Supplies/Pet Supplies
[Animals & Pet Supplies/Pet Supplies](#) x

Product(s) Selection Criteria
Create a query by selecting a rule group to fetch product(s) for the current profile.

Rule Group Help Guide
Select **Any Condition** to fetch the product(s) fulfilling *any of the conditions* created.
Select **All Conditions** to fetch the product(s) fulfilling *all the conditions* created.
Click on **Add More** to add multiple conditions in the Rule Group.
Click on **Run Query** to fetch the total no. of products.

☐ **Override Product(s)**
By enabling, you agree to override the existing product(s).

Rule Group
Product must match : ☒ Any Condition ☐ All Condition

Title Contains food

[Run Query](#) [Add More](#)

Current Condition(s) : (title %LIKE% food)

Repeat selecting “Rule group” again, as done previously. Refer to the image below for a better understanding:

Facebook Instagram [Setup Now](#)

Create Profile

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

Select category
Select the category which best defines your product(s).
Animals & Pet Supplies/Pet Supplies
[Animals & Pet Supplies/Pet Supplies](#) x

Product(s) Selection Criteria
Create a query by selecting a rule group to fetch product(s) for the current profile.

Rule Group Help Guide
Select **Any Condition** to fetch the product(s) fulfilling *any of the conditions* created.
Select **All Conditions** to fetch the product(s) fulfilling *all the conditions* created.
Click on **Add More** to add multiple conditions in the Rule Group.
Click on **Run Query** to fetch the total no. of products.

☐ **Override Product(s)**
By enabling, you agree to override the existing product(s).

Rule Group
Product must match : ☒ Any Condition ☐ All Condition

Title Contains food

Title Contains Enter title [Delete](#)

[Run Query](#) [Add More](#)

Current Condition(s) : (title %LIKE% food)

Once you complete the **basic profile creation part**, you will be redirected to the next step, “**Attribute Mapping,**” as guided in **Step 7**.

The screenshot shows the 'Create Profile' interface. At the top, there are tabs for 'Facebook' (checked) and 'Instagram' (with a 'Setup Now' button). On the right, there are 'Back' and 'Next' buttons; the 'Next' button is highlighted with a red box and an arrow. The main content area is divided into two sections. The left section, titled 'Select category', has a dropdown menu showing 'Animals & Pet Supplies/Pet Supplies' and a green tag with the same text. The right section, titled 'Product(s) Selection Criteria', includes a 'Rule Group' section with 'Any Condition' selected. It shows two conditions: 'Title' contains 'food' and 'Title' contains 'Enter title'. There are 'Run Query' and 'Add More' buttons. A 'Delete' button is next to the second condition. Below the conditions, it says 'Current Condition(s) : (title %LIKE% food)'. A 'Rule Group Help Guide' is visible on the left side of the 'Product(s) Selection Criteria' section.

Step 7

It is mandatory to **map at least one attribute per Profile** in the attribute mapping. The same can be edited any time after profile creation.

The screenshot shows the 'Edit/Add Attributes Mapped' interface. At the top, there are tabs for 'Facebook' (checked) and 'Instagram' (with a 'Setup Now' button). On the right, there are 'Back' and 'Finish' buttons. The main content area is titled 'STEP 2 / 2' and 'Edit/Add Attributes Mapped'. It states: 'Common attributes between Salesforce and Facebook have been automapped. Also, you can add more attributes to enhance your product catalog over Facebook Commerce Surfaces.' Below this, there are three attribute cards: 'Brand' (with 'Brand' below it), 'Color' (with 'Color' below it), and 'Size' (with 'Size' below it). At the bottom, there are two sections: 'Recommended' and 'Optional', each with a '+' icon to its right.

You will get **“Recommended”** and **“Optional”** options to map attributes. You are free to choose only Recommended or both of them.

In Recommended, the attribute mapping is done based on Age Group, Brand, Color, Gender, Material, Size, and Pattern Style to the category that you have selected in the previous step.

To map attributes, you just need to click + icon as shown in the snapshot.

The screenshot shows the 'Create Profile' interface. At the top, there are tabs for 'Facebook' (checked) and 'Instagram' (with a 'Setup Now' link). Below the tabs, the title 'Create Profile' is displayed. The form is divided into three main sections: 'Brand', 'Color', and 'Size'. Under the 'Recommended' section, there is a list of attributes with corresponding dropdown menus. The 'Age Group' attribute is highlighted with a red rectangle. The 'Finish' button is visible in the top right corner.

Attribute	Value
Age Group	Select
Brand	Brand
Color	Color
Gender	Select
Material	Select
Size	Size
Pattern	Select
Style	Select

Now, click on the **“Finish”** button to complete the process of creating a Profile.

This screenshot shows the same 'Create Profile' interface as the previous one, but with the 'Finish' button highlighted by a red rectangle. The 'Age Group' attribute is no longer highlighted. The 'Finish' button is located in the top right corner, next to the 'Back' button.

After completing Attribute Mapping, you will be prompted with the message **“Profile Created Successfully,”** and further, you will be redirected to the **“Profiling”** Page having the details of the Profile (s) created (please refer below the screenshot).

Profiles Create Profile Guide

Enter Profile Name Showing: 5 < 1 of 2 >

Profile Name	Rule(s)	Item(s)	Category	Actions
xyz	(title %LIKE% dress)	67	Apparel & Accessories/Clothing	⋮
abc	(title %LIKE% 6)	1	Animals & Pet Supplies/Live Animals	⋮
test1	(title %LIKE% a) (brand == Samsung)	2616	Vehicles & Parts/Vehicle Parts & Accessories/Motor Vehicle Electronics/Motor Vehicle Speakerphones	⋮
dgfgfd	(title %LIKE% gfgfdg)	0	Animals & Pet Supplies/Live Animals	⋮
test	(title %LIKE% a) (category == womens-dresses-floral-dresses)	0	Apparel & Accessories/Clothing	⋮

To “View,” “Edit,” or “Delete” the Profile, click on three dots corresponding to that particular Profile.

You will be instructed further to make the updates or deletions accordingly.

Profiles Create Profile Guide

Enter Profile Name Showing: 5 < 1 of 2 >

Profile Name	Rule(s)	Item(s)	Category	Actions
xyz	(title %LIKE% dress)	67	Apparel & Accessories/Clothing	⋮
abc	(title %LIKE% 6)	1	Animals & Pet Supplies/Live Animals	⋮
test1	(title %LIKE% a) (brand == Samsung)	2616	Vehicles & Parts/Vehicle Parts & Accessories/Motor Vehicle Electronics/Motor Vehicle Speakerphones	⋮
dgfgfd	(title %LIKE% gfgfdg)	0	Animals & Pet Supplies/Live Animals	⋮
test	(title %LIKE% a) (category == womens-dresses-floral-dresses)	0	Apparel & Accessories/Clothing	⋮

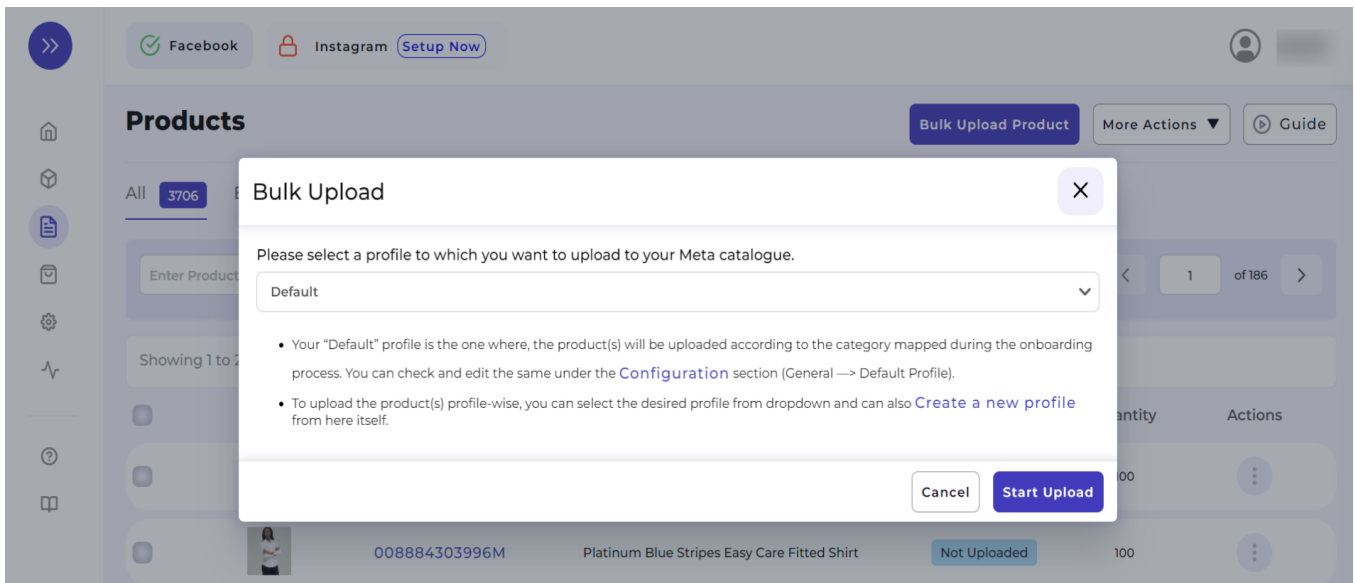
View
Edit
Delete

With this, we are done with the creation of a profile successfully!

5.2. How to Upload Product Profile-wise?

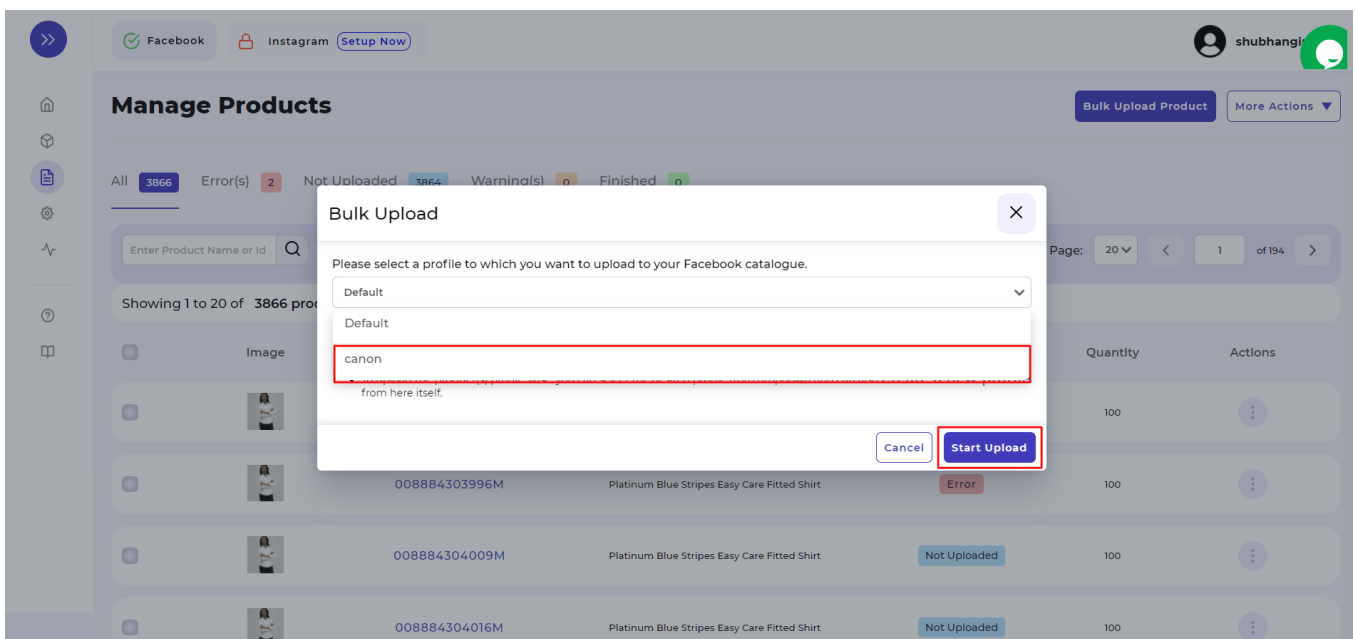
Step 1

Go to the “**Products**” Tab and click on the “**Bulk Upload Product**” button. A pop-up box will appear in front of you, click on the **drop-down menu** as shown below:



Step 2

Select the profile you want to upload (as displayed below) and thereafter click on the “**Start Upload**” button.



With this, all the products (or product-set) under the profile selected will start uploading that you can view either in the **Ongoing Activities** section from Dashboard or directly from the **Activities Tab**.

6. Products Tab

This tab gives a comprehensive real-time status of the operations performed on the products. Let's understand this product management block-wise as displayed below:

The screenshot shows the 'Products' section of the dashboard. At the top, there are tabs for 'Facebook' and 'Instagram' with a 'Setup Now' button. Below this, a summary bar shows product counts: All (3706), Error(s) (0), Not Uploaded (2570), Warning(s) (0), and Finished (1136). To the right, there are buttons for 'Bulk Upload Product' and 'More Actions', with a dropdown menu showing 'Sync with Facebook' and 'Sync with Salesforce'. Below the summary bar, there is a search bar and a 'More Filters' button. The main table displays a list of products with columns for Image, Product ID, Product Name, Status, Quantity, and Actions. The first four rows show 'Platinum Blue Stripes Easy Care Fitted Shirt' with status 'Not Uploaded' and quantity '100'. The third row has an 'Edited' status label.

Product Status

It shows the following statuses:

- **All:** Total no. of products Uploaded
- **Error(s):** Total no. of products with errors that need to be corrected.
- **Not Uploaded:** Total no. of products imported from the Salesforce Commerce Store to the app but not uploaded in the product catalog.
- **Warning(s):** Total no. of products with the warning that needs to be corrected.
- **Finished:** Total no. of products uploaded and are available in the product catalog.

Bulk Upload Product and More Actions

As shown in Section 5 – Dashboard, you have two options to bulk upload the products, **either with the default selection or profile-wise.**

In one click **you can sync product importing** with Salesforce or Facebook and Instagram Shops.

- **Sync with Salesforce:** This operation will import your products from Salesforce to the CedCommerce app.
- **Sync with Facebook:** This operation will sync the status by matching the Product IDs available on the CedCommerce App with that of the Meta Catalogue. For all the products of which the match will be found to be true, the status will be changed to **Finished** in the CedCommerce App.

More Filters

Product Type, Quantity, Source ID, and Profile are the extra filters apart from the provided **Additional Fields** (- price and type) for a more refined product search.

Select the option “**More Filters**” —> Choose the detail from a dropdown or enter the details and then click on “**Apply**”.

7. Orders Tab

With **Orders Tab**, you can smoothly manage orders received from Meta Commerce Surfaces to your Salesforce Store. Meta Commerce Surfaces include Facebook Marketplace, Facebook Shops, and Instagram Shopping.

The end-to-end process of order syncing is real-time automated within the app itself.

Let's understand what operations you can perform under order management:

- [How to sync orders from Meta Commerce Platforms to Salesforce Store?](#)
- [What are the different order statuses?](#)
- [How to search for orders?](#)
- [What are the order fields?](#)
- [What are the additional fields?](#)
- [How to fetch orders?](#)
- [What is displayed under Order Details?](#)
- [How to map skipped orders?](#)
- [How to manage pending orders?](#)

7.1. How to sync orders from Meta Commerce Platforms to Salesforce Store?

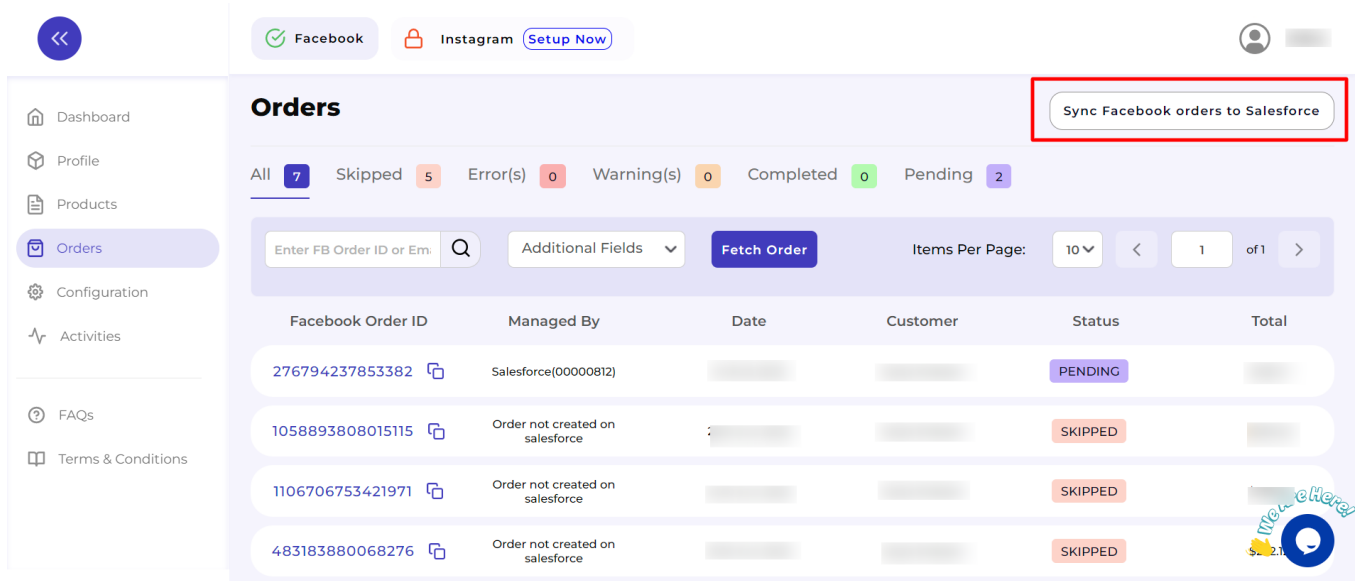
- Click on the “**Orders**” Tab as displayed below:

The screenshot displays the Salesforce interface for managing orders. On the left sidebar, the 'Orders' tab is highlighted with a red box and an arrow. The main content area shows the 'Orders' tab selected, with a red box around the 'Orders' header. Below the header, there are filters for 'All' (7), 'Skipped' (5), 'Error(s)' (0), 'Warning(s)' (0), 'Completed' (0), and 'Pending' (2). A search bar is present with the text 'Enter FB Order ID or Em.' and a 'Fetch Order' button. The table below shows the following data:

Facebook Order ID	Managed By	Date	Customer	Status	Total
276794237853382	Salesforce(00000812)			PENDING	
1058893808015115	Order not created on salesforce			SKIPPED	
1106706753421971	Order not created on salesforce			SKIPPED	
483183880068276	Order not created on salesforce			SKIPPED	

In the top right corner, there is a button labeled 'Sync Facebook orders to Salesforce'.

- Just under your profile on the right-hand side, you will see a button “**Sync Meta orders to Salesforce**”. For your convenience, we have highlighted it in the screenshot attached below:



Facebook Instagram [Setup Now](#)

Orders

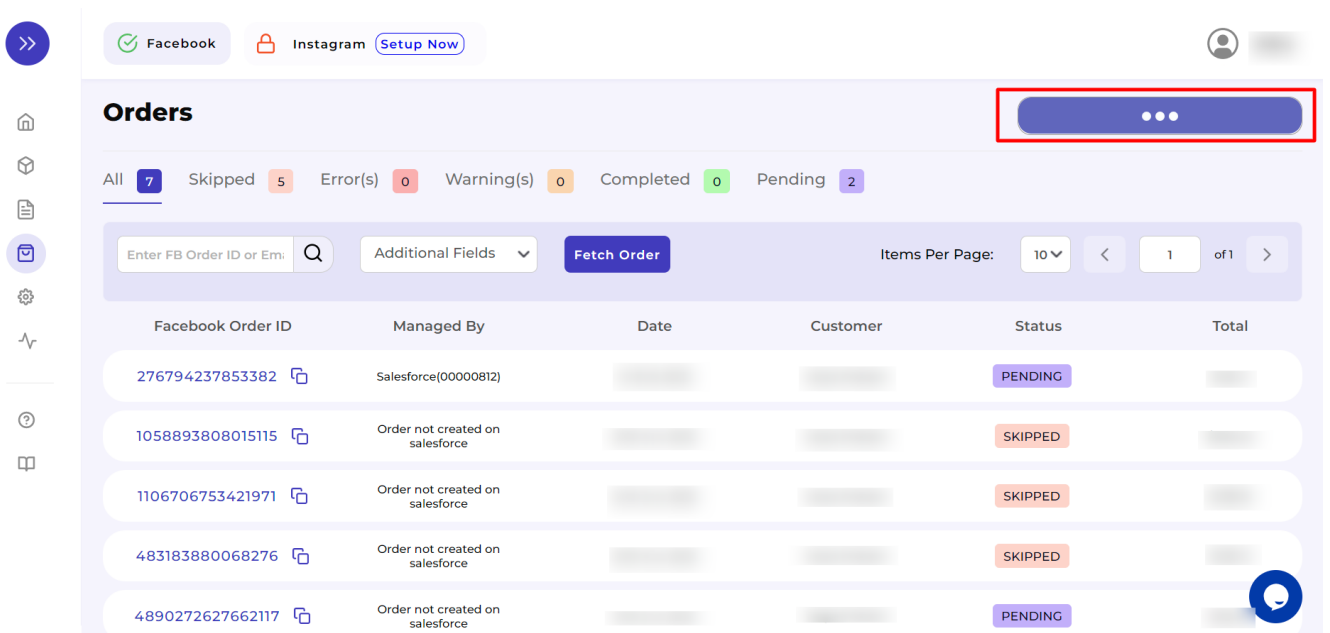
Sync Facebook orders to Salesforce

All **7** Skipped **5** Error(s) **0** Warning(s) **0** Completed **0** Pending **2**

Enter FB Order ID or Em: Additional Fields Items Per Page: 10

Facebook Order ID	Managed By	Date	Customer	Status	Total
276794237853382	Salesforce(00000812)			PENDING	
1058893808015115	Order not created on salesforce			SKIPPED	
1106706753421971	Order not created on salesforce			SKIPPED	
483183880068276	Order not created on salesforce			SKIPPED	

- Click on the button “Sync Meta orders to Salesforce” and wait till it completes the syncing process.



Facebook Instagram [Setup Now](#)

Orders

Sync Meta orders to Salesforce

All **7** Skipped **5** Error(s) **0** Warning(s) **0** Completed **0** Pending **2**

Enter FB Order ID or Em: Additional Fields Items Per Page: 10

Facebook Order ID	Managed By	Date	Customer	Status	Total
276794237853382	Salesforce(00000812)			PENDING	
1058893808015115	Order not created on salesforce			SKIPPED	
1106706753421971	Order not created on salesforce			SKIPPED	
483183880068276	Order not created on salesforce			SKIPPED	
4890272627662117	Order not created on salesforce			PENDING	

- Once the orders are synced, you will get a confirmation message as “Order Sync Completed”.

Facebook Instagram [Setup Now](#)

Orders [Sync Facebook orders to Salesforce](#)

All **7** Skipped **5** Error(s) **0** Warning(s) **0** Completed **0** Pending **2**

Enter FB Order ID or Em: Additional Fields Items Per Page: 10 < 1 of 1 >

Facebook Order ID	Managed By	Date	Customer	Status	Total
276794237853382	Salesforce(00000901)			PENDING	
1058893808015115	Order not created on salesforce			SKIPPED	
1106706753421971	Order not created on salesforce			SKIPPED	
483183880068276	Order not created on salesforce			SKIPPED	
4890272627662117	Order not created on			PENDING	

Order Sync Completed. X

7.2. What are the different order statuses?

The different order statuses reflect the current condition of the order and what needs to be executed next.

Facebook Instagram [Setup Now](#)

Orders [Sync Facebook orders to Salesforce](#)

All **15** Pending **4** Skipped **11** Error(s) **0** Warning(s) **0** Completed **0**

Enter FB Order ID or Em: Additional Fields Items Per Page: 10 < 1 of 2 >

Facebook Order ID	Managed By	Date	Customer	Status	Total
642298190412617	Salesforce(00001904)	23rd Feb, 2022	Sonali Saxena	PENDING	\$22.74
271429438423252	Salesforce(00001905)	15th Feb, 2022	Pawan Singh	PENDING	\$545.48
476526084087714	Salesforce(00001906)	15th Feb, 2022	Sonali Saxena	PENDING	\$54.14
458799922449194	Order not created on salesforce	15th Feb, 2022	Sonali Saxena	SKIPPED	\$273.17

Below we have listed all the statuses alongside their definition:

- **All:** Total no. of orders received.
- **Pending:** Total no. of orders pending to be fulfilled.
- **Skipped:** Total no. of orders skipped due to Product ID mismatch that needs to be mapped.
- **Error(s):** Total no. of orders with error(s) that need to be corrected.
- **Warning(s):** Total no. of orders with the warning that needs to be corrected.
- **Completed:** Total no. of orders fulfilled.

7.3. How to search for orders?

For this you need to enter the **Meta Order ID** or **Customer Email address** in the search box as displayed below:

The screenshot displays the 'Orders' management interface. At the top, there are tabs for 'Facebook' (active) and 'Instagram' (with a 'Setup Now' button). A 'Sync Meta orders to Salesforce' button is located in the top right. The main section features a search bar with the placeholder 'Enter Mt Order ID or Emi:', a 'Fetch Order' button, and a table of orders. The table has columns for Meta Order ID, Managed By, Date, Customer, Status, and Total. All orders shown are in 'PENDING' status and have a note 'Order not created on salesforce'.

Meta Order ID	Managed By	Date	Customer	Status	Total
527160268851881	Order not created on salesforce	1st Apr, 2022	Satya Prakash	PENDING	\$156.04
1180631926084217	Order not created on salesforce	30th Mar, 2022	Satya Prakash	PENDING	\$56.37
767352130918231	Order not created on salesforce	28th Mar, 2022	Sonali Saxena	PENDING	\$38.97
944886059559105	Order not created on salesforce	28th Mar, 2022	Sonali Saxena	PENDING	\$38.97
1442991069463729	Order not created on salesforce	28th Mar, 2022	Sonali Saxena	PENDING	\$38.97
3121462328096354	Order not created on salesforce	25th Mar, 2022	Sonali Saxena	PENDING	\$38.97
1928535897329690	Order not created on salesforce	23rd Mar, 2022	Sonali Saxena	PENDING	\$109.58
279433597548728	Order not created on salesforce	23rd Mar, 2022	Sonali Saxena	PENDING	\$55.23
3063277273933002	Order not created on salesforce	23rd Mar, 2022	Satya Prakash	PENDING	\$139.47
965885860793329	Order not created on salesforce	23rd Mar, 2022	Satya Prakash	PENDING	\$183.67

For your better understanding, we have illustrated the same through *an example*:

Facebook Instagram [Setup Now](#)

Orders [Sync Meta orders to Salesforce](#)

Enter Meta Order ID or Customer email address

Enter Mt Order ID or Emi Additional Fields Items Per Page: 10 < 1 of 2 >

Meta Order ID	Managed By	Date	Customer	Status	Total
527160268851881	Order not created on salesforce	1st Apr, 2022	Satya Prakash	PENDING	\$156.04
1180631926084217	Order not created on salesforce	30th Mar, 2022	Satya Prakash	PENDING	\$56.37
767352130918231	Order not created on salesforce	28th Mar, 2022	Sonali Saxena	PENDING	\$38.97
944886059559105	Order not created on salesforce	28th Mar, 2022	Sonali Saxena	PENDING	\$38.97
1442991069463729	Order not created on salesforce	28th Mar, 2022	Sonali Saxena	PENDING	\$38.97
3121462328096354	Order not created on salesforce	25th Mar, 2022	Sonali Saxena	PENDING	\$38.97
1928535897329690	Order not created on salesforce	23rd Mar, 2022	Sonali Saxena	PENDING	\$109.58
279433597548728	Order not created on salesforce	23rd Mar, 2022	Sonali Saxena	PENDING	\$55.23
3063277273933002	Order not created on salesforce	23rd Mar, 2022	Satya Prakash	PENDING	\$139.47

Once the app will complete its search operation, would reflect the result as displayed in the below screenshot.

Facebook Instagram [Setup Now](#)

Orders [Sync Meta orders to Salesforce](#)

All **11** Pending **11** Skipped **0** Error(s) **0** Warning(s) **0** Completed **0**

Enter Mt Order ID or Emi Additional Fields Items Per Page: 10 < 1 of 2 >

Meta Order ID	Managed By	Date	Customer	Status	Total
527160268851881	Order not created on salesforce	1st Apr, 2022	Satya Prakash	PENDING	\$156.04

7.4. What are the order fields?

The order fields are the *report heads* that give you a summary of the orders received from Meta Commerce Surfaces so far.

Orders Sync Meta orders to Salesforce

All **11** Pending **11** Skipped **0** Error(s) **0** Warning(s) **0** Completed **0**

Enter Mt Order ID or Em: Additional Fields Items Per Page: 10

Meta Order ID	Managed By	Date	Customer	Status	Total
527160268851881	Order not created on salesforce	1st Apr, 2022	Satya Prakash	PENDING	\$156.04
1180631926084217	Order not created on salesforce	30th Mar, 2022	Satya Prakash	PENDING	\$56.37
767352130918231	Order not created on salesforce	28th Mar, 2022	Sonali Saxena	PENDING	\$38.97

- **Meta Order ID:** It is the unique order ID for the orders placed through Meta Commerce Platforms.
- **Managed By:** It indicates where the particular order is managed. If the order is created on Salesforce Store, it displays as “Salesforce(ID)”, else it reflects as “Order not created on Salesforce”, and thereafter you have to accordingly perform the operation as per the *Order status*.
- **Date:** It shows the date of order created.
- **Customer:** It shows the customer’s name who has placed the order.
- **Status:** It shows the real-time status of the order received.
- **Total:** It shows the total amount of the order placed.

7.5. What are the additional fields?

For a more refined order search, we have provided **Email and Items** as the **Additional Fields** in the app.

Orders Sync Meta orders to Salesforce

All **11** Pending **11** Skipped **0** Error(s) **0** Warning(s) **0** Completed **0**

Enter Mt Order ID or Em: Additional Fields Items Per Page: 10

Meta Order ID	Managed By	Date	Customer	Email	Status	Items	Total
527160268851881	Order not created on salesforce	1st Apr, 2022	Satya Prakash	p.satyaprakash.viet.2009@gmail.com	PENDING	2	\$156.04
1180631926084217	Order not created on salesforce	30th Mar, 2022	Satya Prakash	p.satyaprakash.viet.2009@gmail.com	PENDING	1	\$56.37

These **Additional Fields** are available adjacent to the search box as shown below:

Facebook Instagram [Setup Now](#)

Orders [Sync Meta orders to Salesforce](#)

All 11 Pending 11 Skipped 0 Error(s) 0 Warning(s) 0 Completed 0

Enter Mt Order ID or Emi: **Additional Fields** [Fetch Order](#) Items Per Page: 10 < 1 of 2 >

Meta Order ID	Managed By	Date	Customer	Email	Status	Items	Total
527160268851881	Order not created on salesforce	1st Apr, 2022	Satya Prakash	p.satyaprakash.viet.2009@g mail.com	PENDING	2	\$156.04
1180631926084217	Order not created on salesforce	30th Mar, 2022	Satya Prakash	p.satyaprakash.viet.2009@g mail.com	PENDING	1	\$56.37

Click on the *dropdown* to add these fields to the report displayed. You can add both of them or any one of these fields as per your preference.

Facebook Instagram [Setup Now](#)

Orders [Sync Meta orders to Salesforce](#)

All 11 Pending 11 Skipped 0 Error(s) 0 Warning(s) 0 Completed 0

Enter Mt Order ID or Emi: **Additional Fields** [Fetch Order](#) Items Per Page: 10 < 1 of 2 >

☒ Items
☒ Email

Meta Order ID	Managed By	Date	Customer	Email	Status	Items	Total
527160268851881	Order not created on salesforce	1st Apr, 2022	Satya Prakash	p.satyaprakash.viet.2009@g mail.com	PENDING	2	\$156.04
1180631926084217	Order not created on salesforce	30th Mar, 2022	Satya Prakash	p.satyaprakash.viet.2009@g mail.com	PENDING	1	\$56.37

We have illustrated the same through a *sample* as displayed in the consecutive screenshots.

- If you simply add “**Items**” to the report.

Facebook Instagram [Setup Now](#)

Orders [Sync Meta orders to Salesforce](#)

Enter Mt Order ID or Emi: **Additional Fields** [Fetch Order](#) Items Per Page: 10 < 1 of 2 >

☒ Items
☐ Email

Meta Order ID	Managed By	Date	Customer	Status	Items	Total
527160268851881	Order not created on salesforce	1st Apr, 2022	Satya Prakash	PENDING	2	\$156.04
1180631926084217	Order not created on salesforce	30th Mar, 2022	Satya Prakash	PENDING	1	\$56.37
767352130918231	Order not created on salesforce	28th Mar, 2022	Sonali Saxena	PENDING	1	\$38.97

- If you only add “Email” to the report.

Orders Sync Meta orders to Salesforce

Enter Mt Order ID or Emi: Items Per Page: 10 < 1 of 2 >

Additional Fields

- ☐ Items
- ☒ Email

Meta Order ID	Mail	Date	Customer	Email	Status	Total
527160268851881	Order not created on salesforce	1st Apr, 2022	Satya Prakash	p.satyaprakash.viet.2009@gmail.com	PENDING	\$156.04
1180631926084217	Order not created on salesforce	30th Mar, 2022	Satya Prakash	p.satyaprakash.viet.2009@gmail.com	PENDING	\$56.37
767352130918231	Order not created on salesforce	28th Mar, 2022	Sonali Saxena	shubhanginigam@cedcommerce.com	PENDING	\$38.97

- All the Additional Fields for a day-end quick summary.

Orders Sync Meta orders to Salesforce

Enter Mt Order ID or Emi: Items Per Page: 10 < 1 of 2 >

Additional Fields

- ☒ Items
- ☒ Email

Meta Order ID	Manager	Date	Customer	Email	Status	Items	Total
527160268851881	Order not created on salesforce	1st Apr, 2022	Satya Prakash	p.satyaprakash.viet.2009@gmail.com	PENDING	2	\$156.04
1180631926084217	Order not created on salesforce	30th Mar, 2022	Satya Prakash	p.satyaprakash.viet.2009@gmail.com	PENDING	1	\$56.37

7.6. How to fetch orders?

You have to fetch an order when that particular order does not get synced in the app from Meta Commerce Platforms.

It usually occurs due to server/network issues that sometimes delay syncing between the app and Meta Commerce Platforms.

To cope with the same, we have provided this feature where you just need to copy your Meta Order ID to fetch the order and create that order on your Salesforce Store.

Below we have explained the same step by step.

- Click on the “**Fetch Order**” button as shown below:

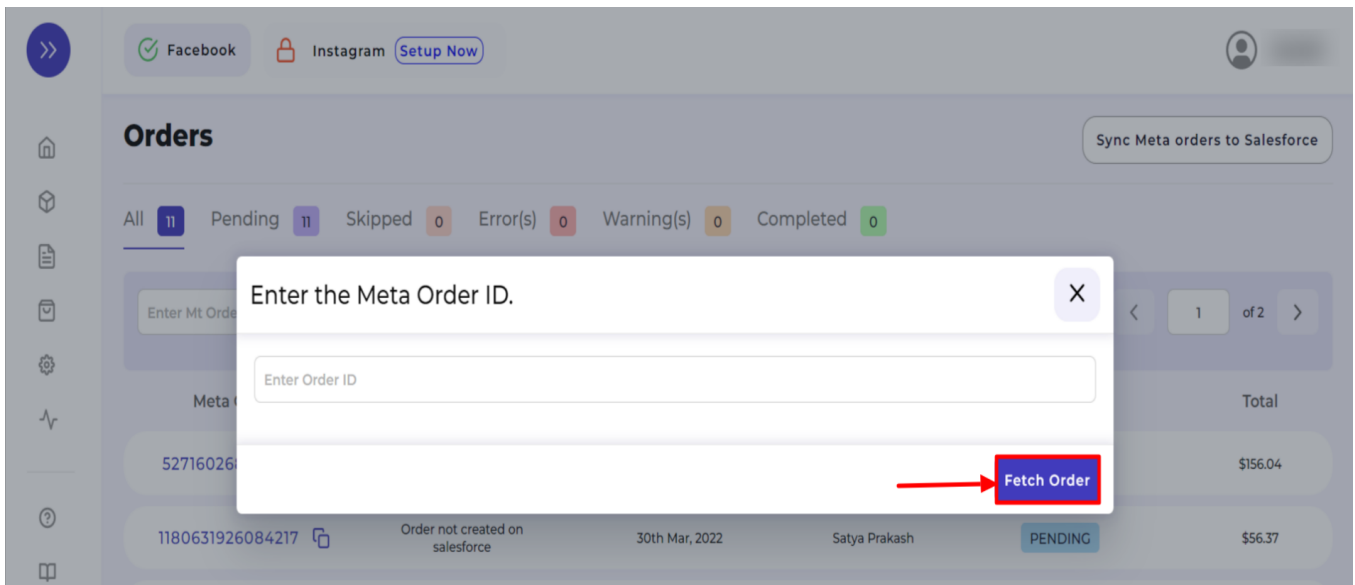
The screenshot shows the 'Orders' section of the Facebook & Instagram Shopping interface. At the top, there are tabs for 'Facebook' and 'Instagram', with a 'Setup Now' button next to 'Instagram'. A 'Sync Meta orders to Salesforce' button is in the top right. Below the tabs, there's a status bar with filters: 'All' (11), 'Pending' (11), 'Skipped' (0), 'Error(s)' (0), 'Warning(s)' (0), and 'Completed' (0). A search bar with the placeholder 'Enter Mt Order ID or Em:' and a magnifying glass icon is on the left. To its right is a dropdown menu labeled 'Additional Fields' and a blue button labeled 'Fetch Order' which is highlighted with a red box. Further right is a pagination control showing 'Items Per Page: 10' and '1 of 2'. Below this is a table with columns: 'Meta Order ID', 'Managed By', 'Date', 'Customer', 'Status', and 'Total'. The table contains three rows of data, all with a 'PENDING' status.

Meta Order ID	Managed By	Date	Customer	Status	Total
527160268851881	Order not created on salesforce	1st Apr, 2022	Satya Prakash	PENDING	\$156.04
1180631926084217	Order not created on salesforce	30th Mar, 2022	Satya Prakash	PENDING	\$56.37
767352130918231	Order not created on salesforce	28th Mar, 2022	Sonali Saxena	PENDING	\$38.97

- Enter the **Meta Order ID** over here.

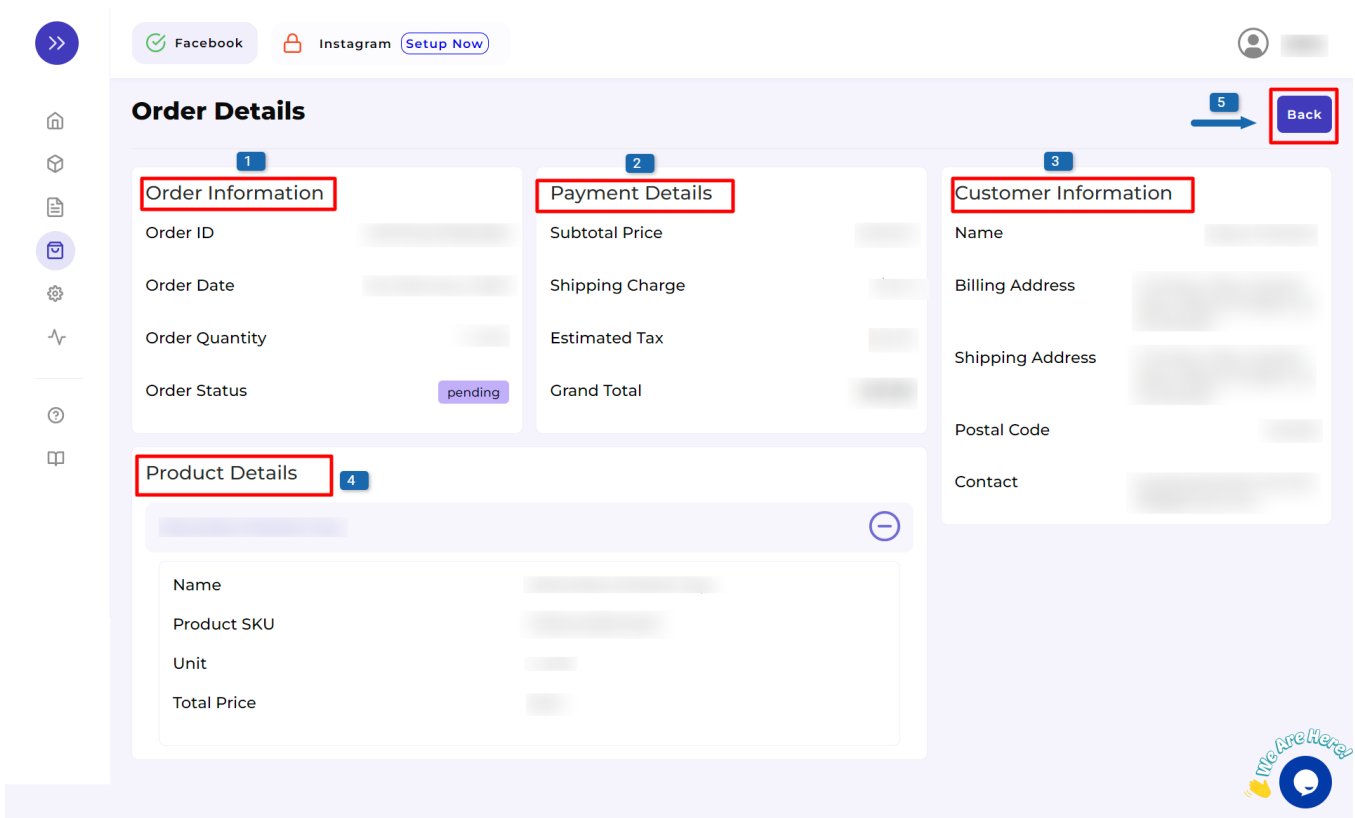
The screenshot shows the same 'Orders' section as before, but with a modal dialog box open in the center. The dialog has a title bar with a close button (X) and the text 'Enter the Meta Order ID.' Below the title is a text input field with the placeholder 'Enter Order ID'. A red arrow points to this input field. At the bottom right of the dialog is a blue button labeled 'Fetch Order'.

- Submit the Order ID by clicking on the button “**Fetch Order**”.



7.7. What is displayed under Order Details?

The *Order Details* tab furnishes the following:



- **Order Information** – The unique Order ID, the date of the order created, the total quantity, and the current status of the order.
- **Payment Details** – The price of the order placed, the shipping charges applicable, the estimated tax as per the product ordered, and hence, the total price value paid by the customer.
- **Customer Information** – Customer Name, the billing address, the shipping address along with the postal code, and email address as contact information.
- **Product Details** – The name of the product ordered, inventory detail as SKU, total units ordered, and the total price.

7.8. How to map skipped orders?

The *skipped orders* are those that need to be managed and fulfilled from the merchant end. Such type of condition arises when the order placed for the product(s) is:

- unavailable on the Salesforce Store,
- deleted from Salesforce Store but is available on the Meta Catalogue, or
- directly created on the Meta Catalogue & is not synced to Salesforce Store.

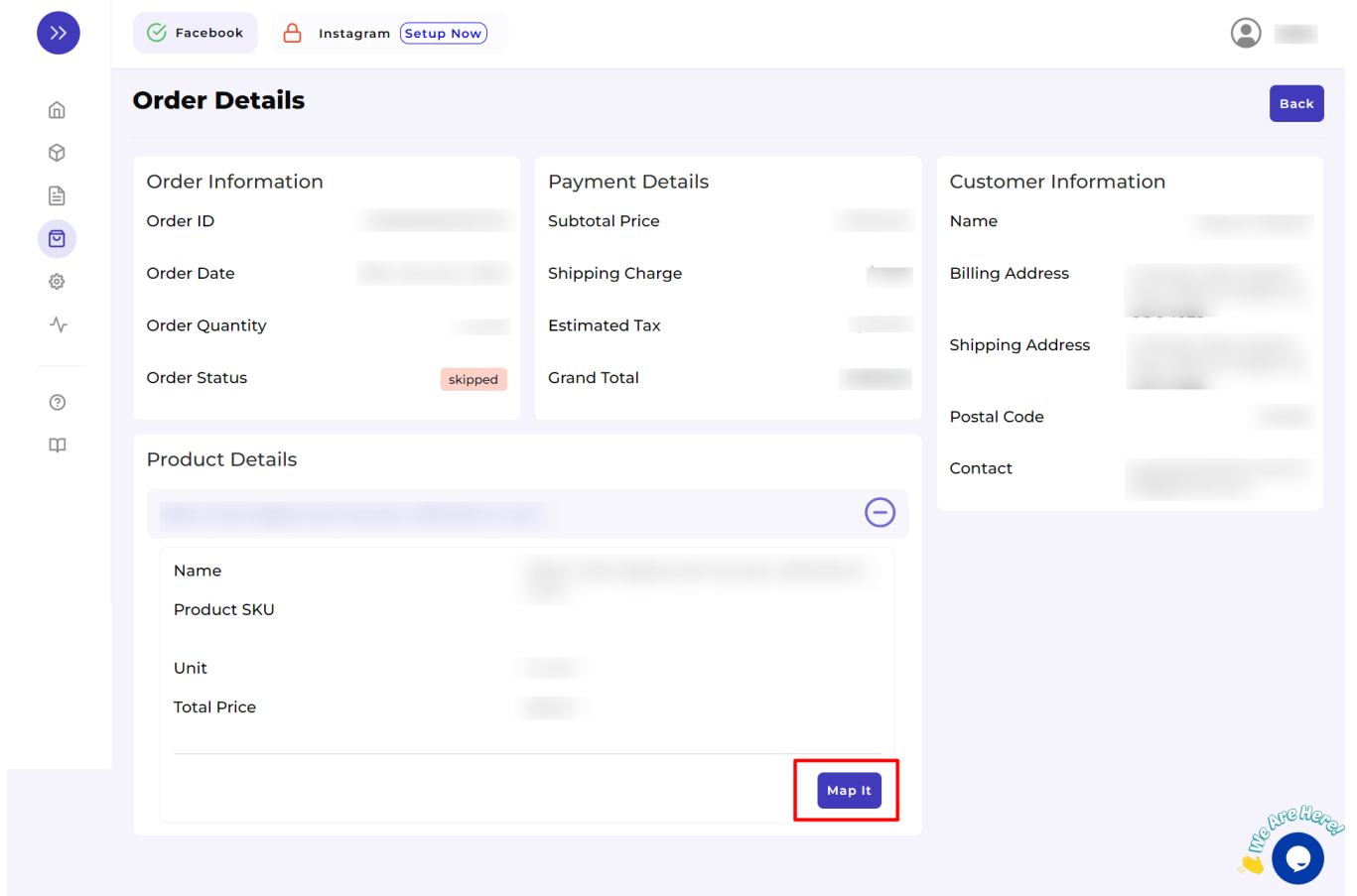
For these skipped orders, you need to *map it with the similar kind of new product available in your Salesforce Store*.

Let's show you how to practically do it.

- Please refer to the screenshot below displaying an **order which is not created on Salesforce Store** and thus, flagged as **Skipped**.

Meta Order ID	Managed By	Date	Customer	Status	Total
527160268851881	Order not created on salesforce	1st Apr, 2022		Skipped	
1180631926084217	Order not created on salesforce			PENDING	
767352130918231	Order not created on salesforce			PENDING	
944886059559105	Order not created on salesforce			PENDING	

- Now, you need to **click on that particular Order ID** and after that, you will be **redirected to its Order Details Page**.
- Scroll down below to **Product Details** and Click on the button **“Map it”**.



Order Details Back

Order Information

Order ID

Order Date

Order Quantity

Order Status skipped

Payment Details

Subtotal Price

Shipping Charge

Estimated Tax

Grand Total

Customer Information

Name

Billing Address

Shipping Address

Postal Code

Contact

Product Details

Name

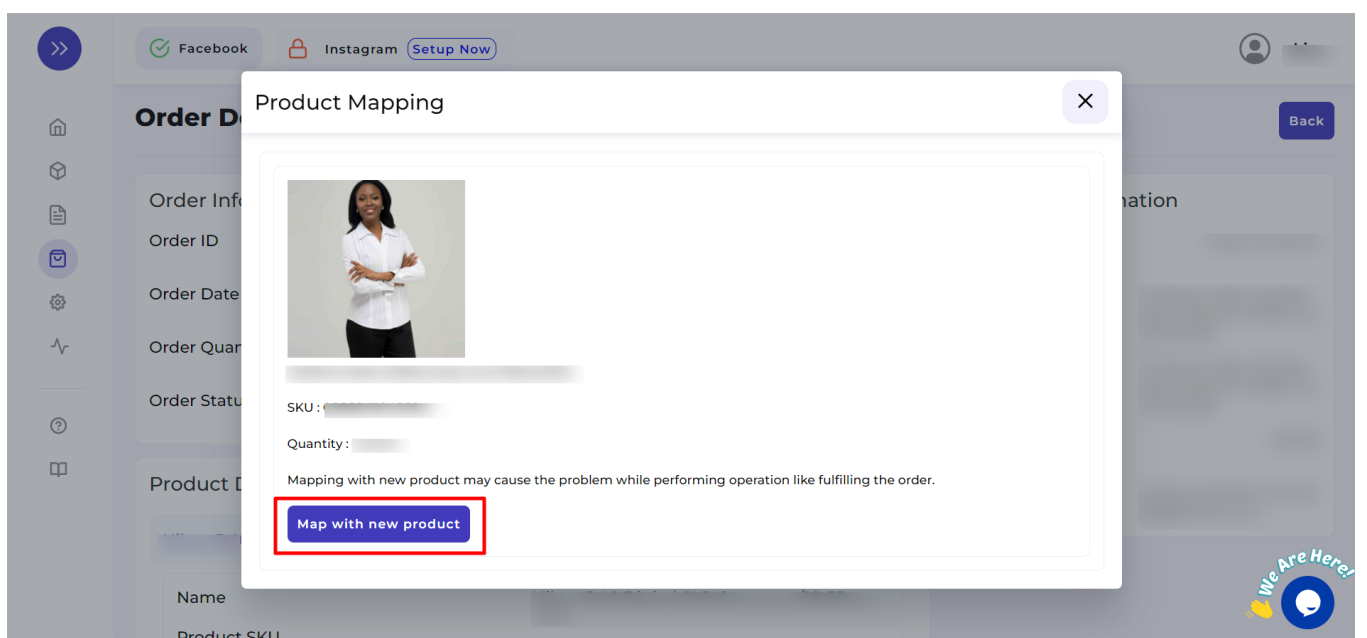
Product SKU

Unit


Total Price

Map It

- A window of **Product Mapping** will appear in front of you. Here, you need to click on the button “**Map with new product**”.



Product Mapping ×



SKU :

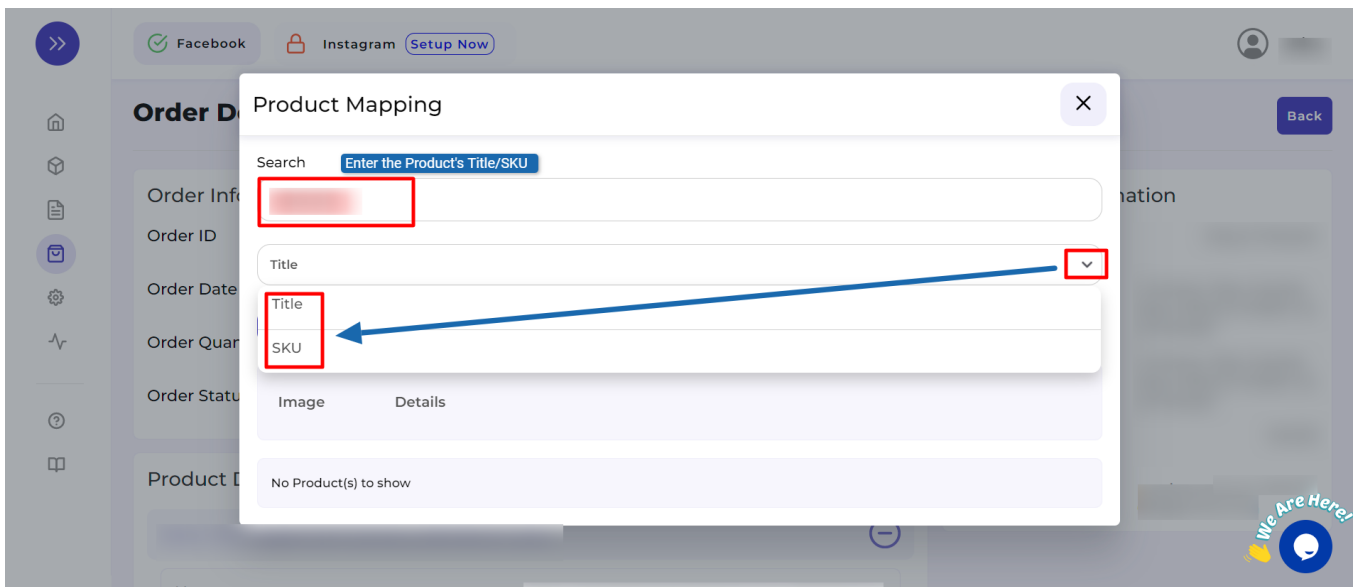
Quantity :

Mapping with new product may cause the problem while performing operation like fulfilling the order.

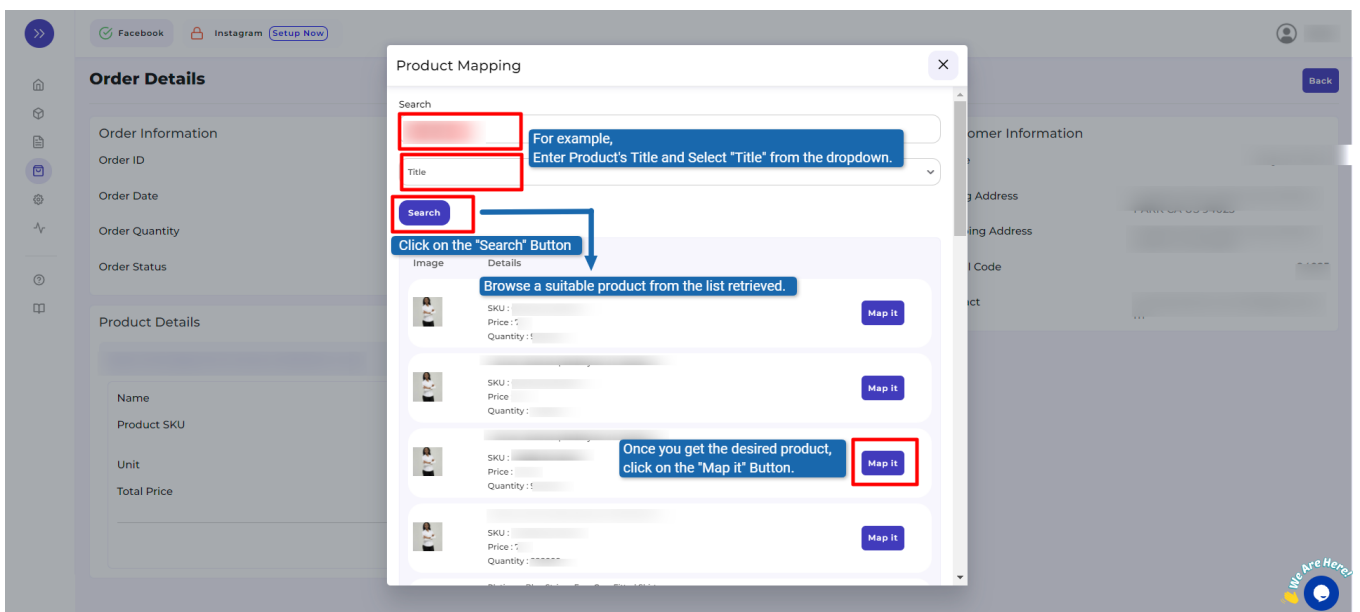
Map with new product

- Next, you have to **search** for a similar kind of product through its **Title or SKU**. If you are searching for a product with the help of its Title, select “Title” from the dropdown menu. Similarly, if you are searching

through SKU, select “SKU” in the dropdown.

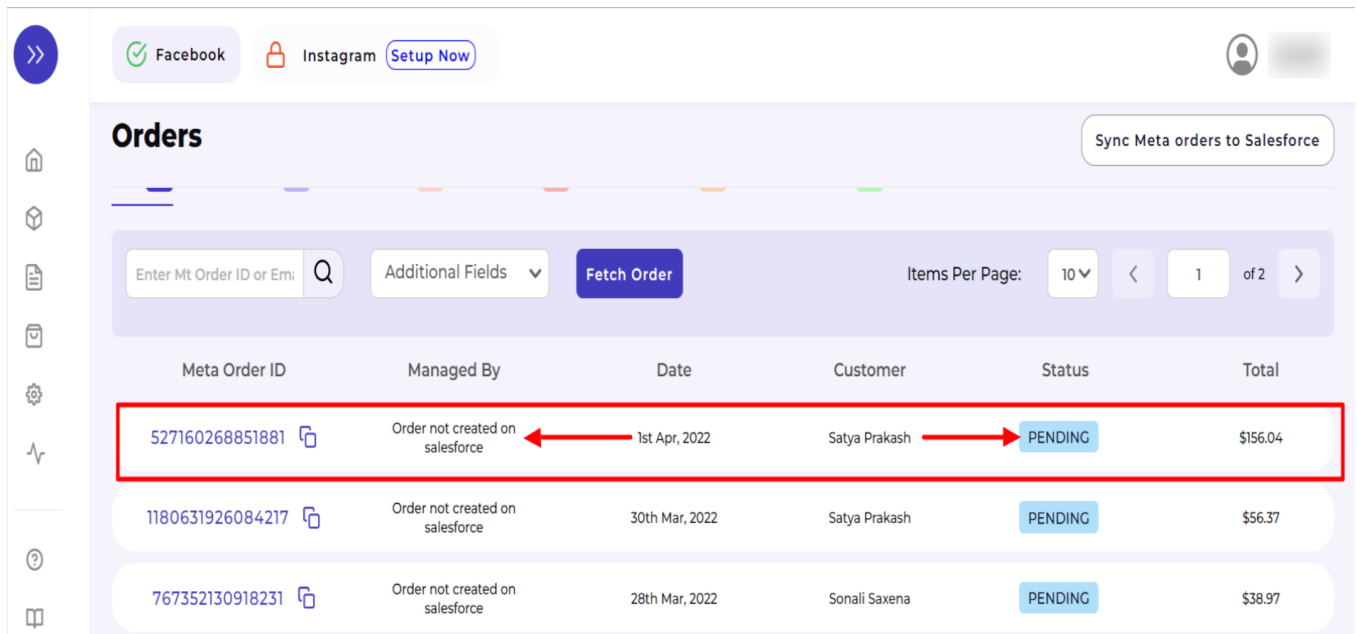


- For your convenience, we have explained it through a sample as shown below:



7.9. How to manage pending orders?

The *pending orders* are those that need to be fulfilled from your end i.e. from the merchant side. Also, the product ordered is available both on Salesforce Store as well as the app.



Meta Order ID	Managed By	Date	Customer	Status	Total
527160268851881	Order not created on salesforce	1st Apr, 2022	Satya Prakash	PENDING	\$156.04
1180631926084217	Order not created on salesforce	30th Mar, 2022	Satya Prakash	PENDING	\$56.37
767352130918231	Order not created on salesforce	28th Mar, 2022	Sonali Saxena	PENDING	\$38.97

For such types of orders, the app automatically acknowledges the order from Meta Commerce Platforms and creates it on Salesforce Store.

8. Configurations Tab

Configuration Tab furnishes the below mentioned merchant details:

- Username and Email ID that you used to register with CedCommerce API
- Facebook and Instagram Shop Set-Up
- Category and Attribute Mapped
- Facebook Settings
- Salesforce Settings
- Reset Meta Business Manager Account Connected and Facebook Page

For a seamless and clear user experience, the tab is divided into four divisions:

- [General Setting](#)
- [Facebook Settings](#)
- [Salesforce Settings](#)
- [Account Connection](#)

8.1. General Settings

Here you can manage –

- Your user details – username and email ID
- Connected Facebook and Instagram Shops
- Can View your Shops and Product Catalogue

- Current category and corresponding attributes mapped.
- Changes – any updations

Make sure to click on the “**Save**” button in case of any changes made.

The screenshot shows the 'Configuration' page with the 'General' tab active. The left sidebar contains navigation links: Dashboard, Profile, Products, Orders, Configuration (highlighted), Activities, FAQs, and Terms & Conditions. The main content area includes 'User Details' with fields for Username and Email address. Below this are sections for 'Manage Facebook Shop' and 'Default Profile', which includes a 'Select Category' dropdown menu currently set to 'Animals & Pet Supplies/Pet Supplies/Bird Supplies'.

8.2. Facebook Settings

In Meta Setting Configurations, you can manage **Price Update** and **Threshold Inventory** as explained in the below steps:

The screenshot displays the 'Facebook Settings' configuration page. The 'Facebook Settings' tab is highlighted in the top navigation bar. The main section, 'Facebook Setting Configurations', provides instructions on updating prices and inventory. It includes a 'Product Custom Pricing' dropdown menu set to 'None' and a 'Threshold Inventory' input field with the value '0'. A 'Save' button is located at the bottom right of the configuration area.

Step 1

Select “**Price Update**” from the dropdown options – Fixed Increment, Fixed Decrement, Percent Increment,

Percentage Decrement, and Multiply.

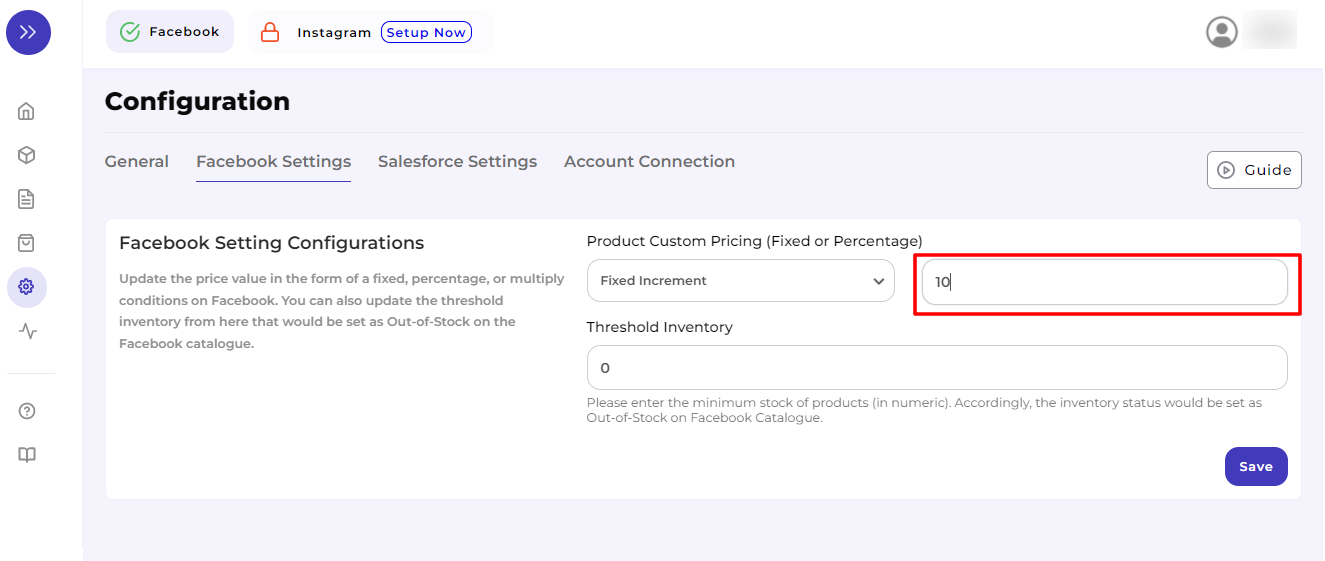
The screenshot shows the 'Configuration' page with the 'Facebook Settings' tab selected. The 'Product Custom Pricing (Fixed or Percentage)' dropdown menu is open, displaying options: None, None, Fixed Increment, Fixed Decrement, Percentage Increment, and Percentage Decrement. The 'Facebook Setting Configurations' section on the left provides instructions on updating price values and inventory thresholds.

For a better understanding of it, we have attached a sample below:

This screenshot shows the 'Configuration' page with the 'Facebook Settings' tab selected. The 'Product Custom Pricing (Fixed or Percentage)' dropdown menu is set to 'Fixed Increment' with a value of '0'. The 'Threshold Inventory' field is also set to '0'. The 'Save' button is visible at the bottom right. The 'Facebook Setting Configurations' section on the left remains the same as in the previous screenshot.

Step 2

Enter the **value** of the price to be updated.



The screenshot shows the 'Configuration' page with the 'Facebook Settings' tab selected. Under 'Facebook Setting Configurations', there is a section for 'Product Custom Pricing (Fixed or Percentage)' with a dropdown set to 'Fixed Increment' and a text input field containing '10'. Below this is the 'Threshold Inventory' section with a text input field containing '0'. A red box highlights the 'Fixed Increment' dropdown and its value field.

Configuration

General **Facebook Settings** Salesforce Settings Account Connection [Guide](#)

Facebook Setting Configurations

Update the price value in the form of a fixed, percentage, or multiply conditions on Facebook. You can also update the threshold inventory from here that would be set as Out-of-Stock on the Facebook catalogue.

Product Custom Pricing (Fixed or Percentage)

Fixed Increment

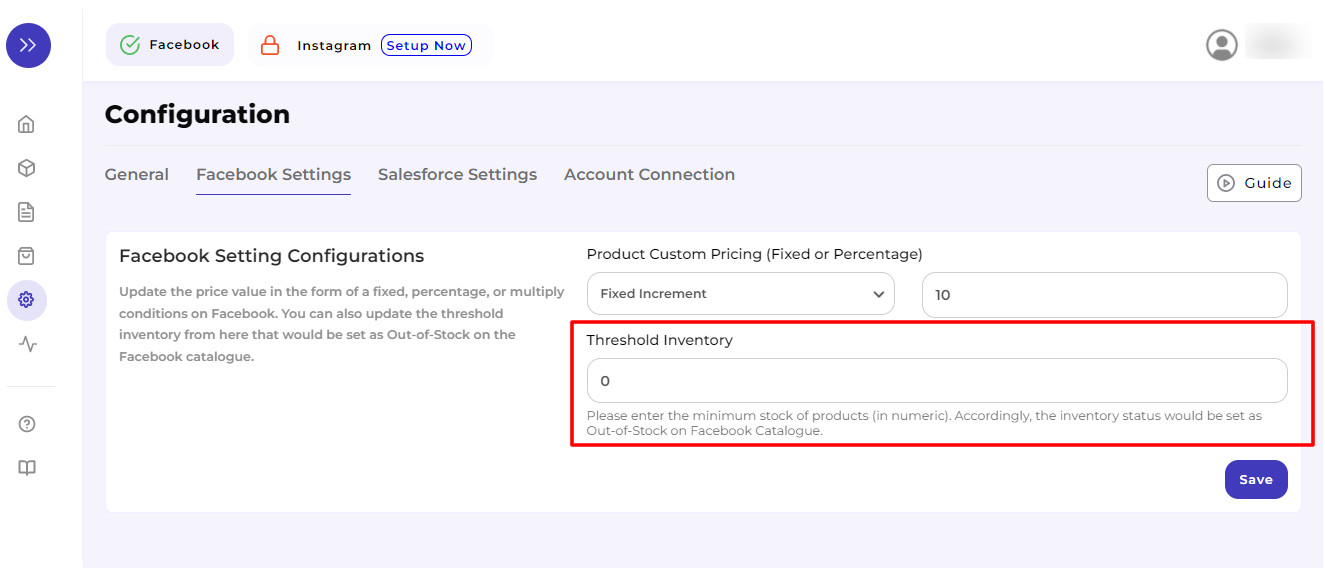
Threshold Inventory

Please enter the minimum stock of products (in numeric). Accordingly, the inventory status would be set as Out-of-Stock on Facebook Catalogue.

[Save](#)

Step 3

Enter the **minimum Threshold Inventory**. By assigning the threshold value, you trigger product inventory on Facebook & Instagram Shops as **out-of-stock**.



The screenshot shows the 'Configuration' page with the 'Facebook Settings' tab selected. Under 'Facebook Setting Configurations', there is a section for 'Product Custom Pricing (Fixed or Percentage)' with a dropdown set to 'Fixed Increment' and a text input field containing '10'. Below this is the 'Threshold Inventory' section with a text input field containing '0'. A red box highlights the 'Threshold Inventory' text input field.

Configuration

General **Facebook Settings** Salesforce Settings Account Connection [Guide](#)

Facebook Setting Configurations

Update the price value in the form of a fixed, percentage, or multiply conditions on Facebook. You can also update the threshold inventory from here that would be set as Out-of-Stock on the Facebook catalogue.

Product Custom Pricing (Fixed or Percentage)

Fixed Increment

Threshold Inventory

Please enter the minimum stock of products (in numeric). Accordingly, the inventory status would be set as Out-of-Stock on Facebook Catalogue.

[Save](#)

Step 4

Check the details entered and click on **“Save.”**

The screenshot shows the 'Configuration' page with the 'Facebook Settings' tab selected. The page has a sidebar on the left with icons for home, settings, and other functions. At the top, there are buttons for 'Facebook' (checked), 'Instagram', and 'Setup Now'. Below the tabs, the 'Facebook Setting Configurations' section contains a text box explaining that prices can be updated as fixed, percentage, or multiplied conditions, and that inventory thresholds can be set. To the right, there are input fields for 'Product Custom Pricing (Fixed or Percentage)' set to 'Fixed Increment' with a value of '10', and 'Threshold Inventory' set to '0'. A 'Save' button is highlighted with a red box at the bottom right.

After saving the Meta Settings, you need to re-upload the products so that the changes made here reflect on your connected Meta Catalogue.

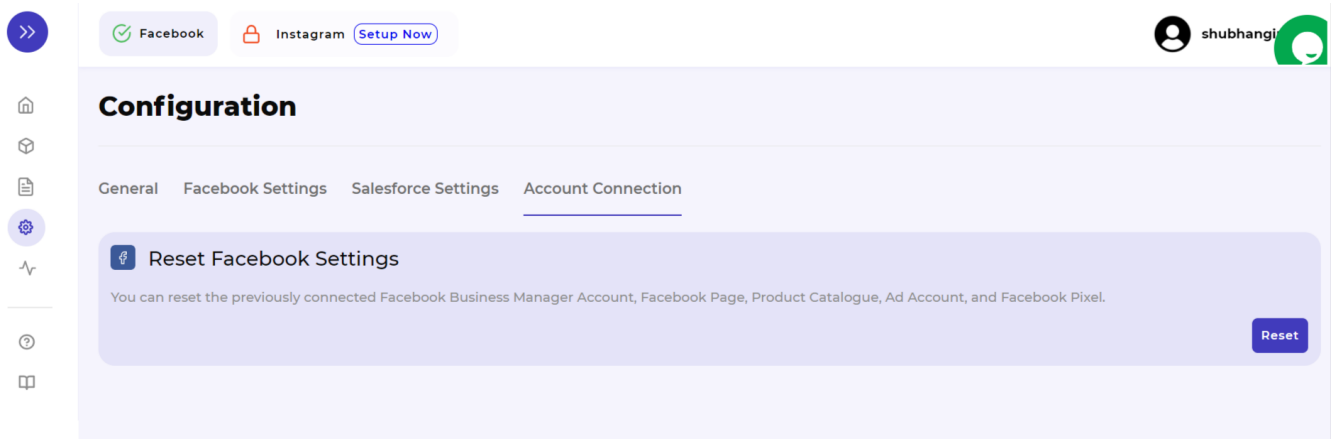
8.3. Salesforce Settings

Under this setting, you will get your Salesforce Commerce Account information that you registered during Onboarding Step 1 – Details Authorization.

The screenshot shows the 'Configuration' page with the 'Account Connection' tab selected. The page has the same sidebar and top navigation as the previous screenshot. Below the tabs, there is a section titled 'Reset Meta Settings' with a brief description: 'You can reset the previously connected Meta Business Manager Account, Facebook Page, Product Catalogue, Ad Account, and Meta Pixel.' A 'Reset' button is located at the bottom right of this section.

8.4. Account Connection

In account connection, you can **reset the Meta Settings** -Meta Business Manager Account, Facebook Page, Product Catalogue, Ad Account, and Meta Pixel connected during Onboarding Step 2 – Connect Facebook Account.



9. Activities Tab

The Activities tab updates about **the real-time progress of your ongoing and recent operations performed**, like product synchronization, importing or uploading of products, profile creation, changes made in product attributes, details, and status, etc.

We have attached a sample below to provide you with a clear understanding of it.

