



ST. Vincent Pallotti College of Engineering and Technology

DEPARTMENT OF INFORMATION TECHNOLOGY

Academic Year 2021-22

“Order Management System Using Salesforce”

Name of Industry: Cymetrix Software

Industry Mentor: Miss. Lesha Damania

Name of Guide: Prof. Vishal Tiwari

Alumni Mentor: Miss. Shivani Kohle

Project Members

Vishakha Gade

Devashish Ingle

Moin Bag

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Introduction to Order Management System

- An order management system is a platform that tracks sales, orders, inventory, and fulfillment. It enables the people, processes, and partnerships necessary for products to find their way to the customers who bought them.
- Traditional order management systems focused on being on helping merchants manage their inventory and fulfill orders.
- The order lifecycle now extends well beyond the buy button. There's a huge shift to bring the post-purchase experience out of the back office and into the front office with customer- first experiences.

Literature Survey

Sr. No	Title of paper	Author Name	Year	Findings
1	Salesforce Order Management: Three Things to Know	Michael Bowen	2020	Automation Process, Flow Building for Order Management
2	How Does Salesforce Order Management Keep Things Simple?	James Whitehead	2021	SOM Ecosystem
3	https://help.salesforce.com/		2022	Commerce Cloud and its working

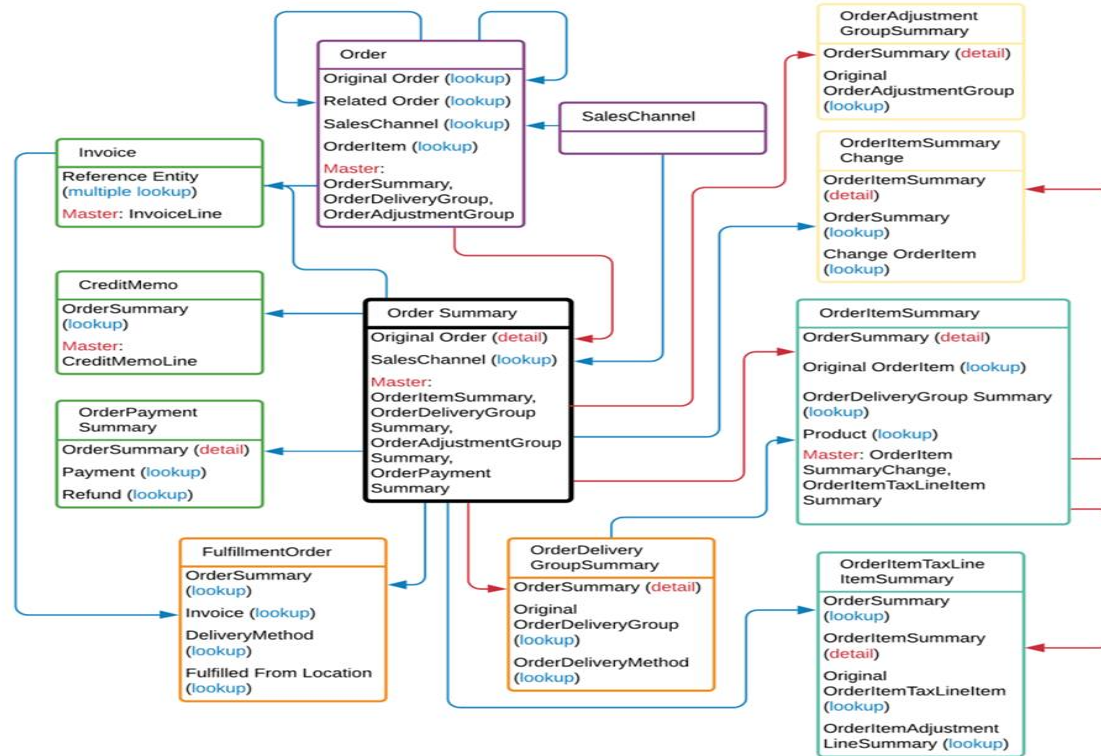
Problem Statement

To build and develop a order Management System for sales company using Salesforce and Commerce Cloud platform

Objective

The main objective of the System is to provide new digital experience to the customers while buying products from the company using commerce cloud.

Project Flow



Hardware And Software Requirements Specifications

- As this is a cloud based application so there is no need of sophisticated hardware only there is a need of Browser application and Internet connection.
- Cloud provider provides the development infrastructure to create application.
- Only requirement is Computer or Any smart device with good internet Connectivity.

Software:

- Salesforce
- Sales Cloud
- Commerce Cloud

Application Feature Overview

- User must be able to search the product by name and category
- The user must be able to add the product to the cart and if the user logout and comes back another day user must be able to see the existing product
- End-User must be able to place, return and cancel an order
- User must be able to add/edit/delete the address book
- Admin functionality should be there.

Dashboard **Current Month's Sales Revenue**

As of 2022. 5. 12. 오후 3:52 Viewing as User Integration

Open

[Refresh](#)[Subscribe](#)

Current Month's Sales R... ✖

⚡12B

Dashboard **Return:Current month's return summary**

As of 2022. 5. 12. 오후 4:53 Viewing as User Integration

Open

[Refresh](#)[Subscribe](#)

Number of Receptions

60

Number of Approvals

0

Number of Approvals

48

Number of complete

1

May 2022							month	week	day
W	Sun	Mon	Tue	Wed	Thu	Fri	Sat		
19	1	2	3	4	5	6	7		
20	8	9	10	11	12	13	14		
21	15	16	17	18	19	20	21		
22	22	23	24	25	26	27	28		
23	29	30	31	1	2	3	4		
24	5	6	7	8	9	10	11		

Sandbox: B2BKRQA



All

Search...



Web Order Admin

Home

Wholesalers Management

Standard Order

StandardOrder (AM)

Return Order

Return Orders (AM)

Return Order TR

Return Order Logistics

* 00001253

More



Order
00001253

Edit

Activate

Delete



Account Name
[Ashwani Soni](#)

Contract Number

Order Start Date
2022. 5. 6.

Status
Order Accepted

Order Amount
₩452,020



Order Accepted

Order Approved

Order Received

Order Process...

Delivery

Completed

Rejected

Merged Order

✓ Mark Status as Complete

Details

Order Information

Order Number	00001253
Ordered Date	2022. 5. 6. AM 9:00
Order Start Date	2022. 5. 6.
Order Type	Standard Order
Status	Order Accepted
Quantity	25.00
Branch Name	
Indirect Sale Date	
Payment Term	
Delivery Date/Time	

Wholesaler	Ashwani Soni
Account Name	Ashwani Soni
PO Number	
PO Date	
Order Amount	₩452,020
Lot Number	
Lot Registered?	<input type="checkbox"/>
Rejection Reason	

Order Products (3+)


ZOLOFT TAB 100MG X 30BT KOR PZR	
Product Code:	000000000400561897
Quantity:	2.00
Unit Price:	₩19,527
ZOLOFT TAB 100MG X 30BT KOR PZR	
Product Code:	000000000400561897
Quantity:	1.00
Unit Price:	₩19,527
ZOLOFT TAB 100MG X 30BT KOR PZR	
Product Code:	000000000400561897
Quantity:	6.00
Unit Price:	₩19,527

[View All](#)

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miniproject_recruitmentapp@cymetraxsoft.com

Password

Log In

☐ Remember me

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[Use Custom Domain](#)

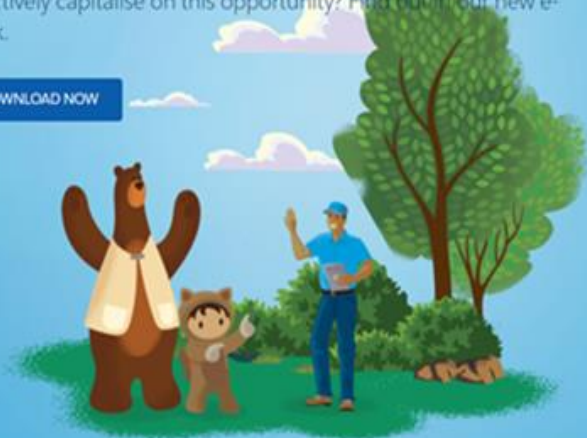
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29°C Light rain 13:13 27-08-2021

Spreadsheet shared with y...Meet - Call Disussion...final testing for translation...All Products | Products | Sales...return-status...New Tab

mylanb2bcommerce2022--b2bkrdev.lightning.force.com/lightning/o/Product2/list?filterName=00B5j00000EeaeuEAB

GmailUsers | Salesforce

Sandbox: B2BKRDev

Web Order Admin

HomeWholesalers ManagementStandard OrderStandardOrder (AM)Return OrderReturn Orders (AM)Return Order TRReturn Order LogisticsProductsMore

Products

All Products

DownloadAssign to Wholesaler

14 items • Sorted by Product Group • Filtered by All products • Updated a few seconds ago

VIAGRA

	Product Group	Product Group Name	Product Code	Product Display Name	Large Box Quantity	Package Quantity	Active (Product)	Seperate Order
1			00000000040056...	VIAGRA TAB 25MG 4 EA PZR	1			
2			00000000040057...	비아그라정 50MG 4BLP	1			
3			00000000040057...	비아그라정 100MG 4BLP	1			
4			00000000040057...	VIAGRA L 100MG FILM 8EA	1			
5	68110	VIAGRA	00000000040056...	비아그라정 100MG 4BLP	120	4		
6	68110	VIAGRA	00000000040056...	비아그라정 50MG 4BLP	120	4		
7	68110	VIAGRA	00000000040056...	비아그라정 100MG 4BLP	120	4		
8	68110	VIAGRA	00000000040057...	비아그라정 25MG 8BLP	1	8		
9	68110	VIAGRA	00000000040056...	비아그라정 50MG 4BLP	120	4		
10	68110	VIAGRA	00000000040057...	비아그라정 100MG 8BLP	450	8		
11	68110	VIAGRA	00000000040057...	비아그라정 50MG 40BLP	1	40		
12	68110	VIAGRA	00000000040057...	비아그라정 50MG 8BLP	1	8		
13	68121	VIAGRA L	00000000040056...	비아그라 열 50MG 4EA	450	4		
14	68121	VIAGRA L	00000000040056...	비아그라 열 100MG 4EA	450	4		

Type here to search

41°C Haze14:2009-05-2022

Conclusion

- A Complete digital Experience and Fully Automated Experience for the user While Placing an Order
- The end result should a digital experience built on top of the Salesforce and commerce cloud Platform where users can perform tasks of storing and keeping record of data

Future Scope

- In the Future the following Order Management System can be added with the predictive data analysis to help the wholesalers with identifying the Product requirements and future customer requirements.
- Along with that, the system can be added with Add to cart Functionality so that customers will be able to add their searched products for future use.
- Salesforce Payment integration can be done on the current order management system as part of Future Scope.

References

1. salesforceOrdermangaement
<https://www.salesforce.com/in/products/commerce-cloud/ecommerce/order-management/>
1. TrailheadorderManagement
<https://trailhead.salesforce.com/en/content/learn/modules/om-salesforce-order-management>
1. Trailhead B2B commerce cloud
https://trailhead.salesforce.com/content/learn/modules/cc_cccapability/cc_ccbasics_b2b

12/1/2021

Freed Cam Status

Order Management System

Upgrade

DI Devashish I.

Filter

Saved searches

Group by

Bulk edit

Add List

Add Task

Task List

7

Process Flow

Completed Oct 22, 2021

Medium

Everyone

Due Oct 25, 2021

Object Creation

Completed Nov 11, 2021

Vishakha G.

Due Nov 15, 2021

Commerce Cloud Setup

Completed Dec 3, 2021

High

Everyone

Due Dec 6, 2021

FrontEnd Screens

Completed Dec 26, 2021

Medium

Everyone

Due Dec 27, 2021

Reports and Dashboards

Completed Jan 6

Moin B.

Due Jan 10

User Visibility

Completed Jan 9

Devashish I.

Due Jan 10

Testing

Completed Feb 14







Everyone

Due Feb 14





Add Task

Add List

● Choose Project ▾



★ Upgrade



DI

Devashish I. ▾

Groups & Projects


Global Users

Global Teams

Global Modules

Add Group

New Project



Group 16- Cymetrix Soft... ▾

● Order Management System





Group 16- Cymetrix Software ▾

Project

Project Group Apps

Project Group Users

● Order Management System ▸



Add Or Invite Users






Invite Global Team

Available Project Applications

Project Users






✓ Tasks

ON



Discussions

ON








🚩 Milestones

OFF

🕒 Time






OFF

📁 Files




📅 Calendar


ON



Project Teams


Create New Team


Team Player ▾
Pro User

Organizer ▾
Admin


Moin Baig ▾

Vishakha Gade ▾

Observer ▾
Read-Only

Guest ▾
Guest

Shivani Kolhe ▾

Contributor ▾
User

Permissions explained

GitHub Account

Sr. No.	Name of the students	Account	Link
1	Vishakha Gade	Vidhakhag03	https://github.com/Vidhakhag03
2	Devashish Ingle	Devashish19	https://github.com/Devashish19
3	Moin Baig	moin2274	https://github.com/moin2274

Thank You!