
Salesforce Order Management Developer Guide

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CONTENTS

Chapter 1: Salesforce Order Management Developer Guide	1
Chapter 2: Order Management Standard Objects	2
FulfillmentOrder	3
FulfillmentOrderItemAdjustment	14
FulfillmentOrderItemTax	16
FulfillmentOrderLineItem	19
Location	25
LocationGroup	34
LocationGroupAssignment	36
OrderAdjustmentGroupSummary	38
OrderDeliveryGroupSummary	42
OrderItemAdjustmentLineSummary	49
OrderItemSummary	53
OrderItemSummaryChange	66
OrderItemTaxLineItemSummary	68
OrderPaymentSummary	71
OrderSummary	76
OrderSummaryRoutingSchedule	91
ProcessException	93
ReturnOrder	98
ReturnOrderItemAdjustment	112
ReturnOrderItemTax	114
ReturnOrderLineItem	117
SalesChannel	128
Shipment	130
ShipmentItem	139
Order Summary Entity Relationship Diagram	142
Salesforce B2C Commerce Storefront Order Data Map	143
Importing Order Data	172
Fulfillment Orders	178
Chapter 3: Salesforce Order Management in Apex	182
Salesforce Order Management Apex Classes	183
FulfillmentOrder Class	183
OmnichannelInventoryService Class	188
OrderPaymentSummary Class	195
OrderSummary Class	196
OrderSummaryCreation Class	206

Contents

ReturnOrder Class	207
Routing Class	209
Salesforce Order Management Apex Inputs	214
ConnectApi.AdjustItemInputRepresentation	216
ConnectApi.AdjustOrderItemSummaryInputRepresentation	217
ConnectApi.ChangeInputRepresentation	218
ConnectApi.ChangeItemInputRepresentation	219
ConnectApi.CreateCreditMemoInputRepresentation	219
ConnectApi.CreateOrderPaymentSummaryInputRepresentation	219
ConnectApi.EnsureFundsAsyncInputRepresentation	220
ConnectApi.EnsureRefundsAsyncInputRepresentation	220
ConnectApi.FindRoutesWithFewestSplitsInputRepresentation	221
ConnectApi.FulfillmentGroupInputRepresentation	221
ConnectApi.FulfillmentOrderInputRepresentation	222
ConnectApi.FulfillmentOrderInvoiceInputRepresentation	222
ConnectApi.FulfillmentOrderLineItemInputRepresentation	223
ConnectApi.FulfillmentOrderLineItemsToCancelInputRepresentation	223
ConnectApi.LocationInputRepresentation	223
ConnectApi.LocationAvailabilityInputRepresentation	223
ConnectApi.MultipleFulfillmentOrderInputRepresentation	224
ConnectApi.MultipleFulfillmentOrderInvoicesInputRepresentation	224
ConnectApi.OCICreateReservationInputRepresentation	224
ConnectApi.OCICreateReservationSingleInputRepresentation	225
ConnectApi.OCIFulfillReservationInputRepresentation	225
ConnectApi.OCIFulfillReservationSingleInputRepresentation	226
ConnectApi.OCIGetInventoryAvailabilityInputRepresentation	226
ConnectApi.OCIReleaseReservationInputRepresentation	227
ConnectApi.OCIReleaseReservationSingleInputRepresentation	227
ConnectApi.OCITransferReservationInputRepresentation	228
ConnectApi.OCITransferReservationSingleInputRepresentation	228
ConnectApi.OrderItemSummaryInputRepresentation	229
ConnectApi.OrderSummaryInputRepresentation	229
ConnectApi.QuantityWithSkusInputRepresentation	230
ConnectApi.RankAverageDistanceInputRepresentation	230
ConnectApi.ReturnItemsInputRepresentation	231
ConnectApi.ReturnOrderInputRepresentation	231
ConnectApi.ReturnOrderItemInputRepresentation	232
ConnectApi.ReturnOrderLineItemInputRepresentation	233
ConnectApi.ReturnOrderItemDeliveryChargeInputRepresentation	233
ConnectApi.TargetLocationInputRepresentation	234
Salesforce Order Management Apex Outputs	234
ConnectApi.AdjustOrderSummaryOutputRepresentation	237
ConnectApi.AvailableLocationOutputRepresentation	238
ConnectApi.AverageDistanceResultOutputRepresentation	238

Contents

ConnectApi.BaseOutputRepresentation	238
ConnectApi.ChangeItemOutputRepresentation	239
ConnectApi.ConfirmHeldFOCapacityOutputRepresentation	241
ConnectApi.CreateCreditMemoOutputRepresentation	241
ConnectApi.CreateOrderPaymentSummaryOutputRepresentation	241
ConnectApi.DistanceCalculationOutputRepresentation	241
ConnectApi.EnsureFundsAsyncOutputRepresentation	242
ConnectApi.EnsureRefundsAsyncOutputRepresentation	242
ConnectApi.ErrorResponse	242
ConnectApi.FindRoutesWithFewestSplitsOutputRepresentation	242
ConnectApi.FindRoutesWithFewestSplitsUsingOCIOutputRepresentation	243
ConnectApi.FindRoutesWithFewestSplitsWithInventoryOutputRepresentation	243
ConnectApi.FulfillmentGroupOutputRepresentation	243
ConnectApi.FulfillmentOrderCancelLineItemsOutputRepresentation	244
ConnectApi.FulfillmentOrderInvoiceOutputRepresentation	244
ConnectApi.FulfillmentOrderOutputRepresentation	244
ConnectApi.GetFOCapacityValuesOutputRepresentation	244
ConnectApi.HoldFOCapacityOutputRepresentation	244
ConnectApi.LocationOutputRepresentation	245
ConnectApi.MultipleFulfillmentOrderInvoicesOutputRepresentation	245
ConnectApi.MultipleFulfillmentOrderOutputRepresentation	245
ConnectApi.OCIBaseOutputRepresentation	245
ConnectApi.OCICreateReservationErrorOutputRepresentation	246
ConnectApi.OCICreateReservationOutputRepresentation	246
ConnectApi.OCICreateReservationSingleOutputRepresentation	246
ConnectApi.OCIFulfillReservationErrorOutputRepresentation	247
ConnectApi.OCIFulfillReservationOutputRepresentation	247
ConnectApi.OCIFulfillReservationSingleOutputRepresentation	247
ConnectApi.OCIFutureInventoryOutputRepresentation	248
ConnectApi.OCIGetInventoryAvailabilityOutputRepresentation	248
ConnectApi.OCIInventoryRecordOutputRepresentation	248
ConnectApi.OCILocationAvailabilityOutputRepresentation	249
ConnectApi.OCILocationGroupAvailabilityOutputRepresentation	249
ConnectApi.OCIPublishLocationStructureOutputRepresentation	249
ConnectApi.OCIPublishLocationStructureStatusOutputRepresentation	249
ConnectApi.OCIReleaseReservationErrorOutputRepresentation	250
ConnectApi.OCIReleaseReservationOutputRepresentation	250
ConnectApi.OCIReleaseReservationSingleOutputRepresentation	250
ConnectApi.OCITransferReservationErrorOutputRepresentation	251
ConnectApi.OCITransferReservationOutputRepresentation	251
ConnectApi.OCITransferReservationSingleOutputRepresentation	251
ConnectApi.OCIUploadInventoryAvailabilityOutputRepresentation	252
ConnectApi.OCIUploadInventoryAvailabilityStatusOutputRepresentation	252
ConnectApi.OrderItemSummaryOutputRepresentation	253

ConnectApi.OrderSummaryOutputRepresentation	253
ConnectApi.PreviewCancelOutputRepresentation	253
ConnectApi.PreviewReturnOutputRepresentation	254
ConnectApi.ProductDetailsOutputRepresentation	254
ConnectApi.RankAverageDistanceOutputRepresentation	255
ConnectApi.ReleaseHeldFOCapacityOutputRepresentation	255
ConnectApi.ReturnItemsOutputRepresentation	255
ConnectApi.ReturnOrderItemSplitLineOutputRepresentation	256
ConnectApi.ReturnOrderOutputRepresentation	256
ConnectApi.SubmitCancelOutputRepresentation	256
ConnectApi.SubmitReturnOutputRepresentation	256
Chapter 4: Salesforce Order Management in the Chatter Connect API	258
Salesforce Omnichannel Inventory Resources	259
Availability Records, Get Availability	260
Availability Records, Upload	261
Location Graph, Upload	263
Reservations, Create	264
Reservations, Fulfill	265
Reservations, Release	266
Reservations, Transfer	266
Salesforce Order Management Resources	267
Fulfillment Orders	271
Fulfillment Orders, Cancel Item	273
Fulfillment Orders, Create Invoice	274
Fulfillment Orders, Create Multiple	274
Order Payment Summaries	275
Order Summaries	276
Order Summaries, Create Credit Memo	277
Order Summaries, Ensure Funds Async	278
Order Summaries, Ensure Refunds Async	280
Order Summaries, Preview Adjust	281
Order Summaries, Preview Cancel	282
Order Summaries, Preview Return	283
Order Summaries, Submit Adjust	284
Order Summaries, Submit Cancel	286
Order Summaries, Submit Return	287
Return Orders	288
Return Orders, Return Items	290
Routing, Find Routes with Fewest Splits	291
Routing, Rank By Average Distance	292
Salesforce Order Management Requests	293
Adjust Item Input	295
Adjust Order Item Summary Input	296

Contents

Change Input	298
Change Item Input	298
Create Credit Memo Input	299
Create Order Payment Summary Input	300
Ensure Funds Async Input	301
Ensure Refunds Async Input	301
Find Routes With Fewest Splits Input	302
Fulfillment Group Input	302
Fulfillment Order Input	303
Fulfillment Order Invoice Input	304
Fulfillment Order Line Item Input	304
Fulfillment Order Line Items To Cancel Input	305
Location Availability Input	306
Location Input	306
Multiple Fulfillment Order Input	307
OCI Create Reservation Input	307
OCI Create Reservation Single Input	308
OCI Fulfill Reservation Input	308
OCI Fulfill Reservation Single Input	308
OCI Get Inventory Availability Input	309
OCI Release Reservation Input	310
OCI Release Reservation Single Input	310
OCI Transfer Reservation Input	311
OCI Transfer Reservation Single Input	311
Order Item Summary Input	312
Order Summary Input	313
Quantity With SKU Input	314
Rank Average Distance Input	314
Return Items Input	315
Return Order Input	316
Return Order Item Delivery Charge Input	317
Return Order Item Input	317
Return Order Line Item Input	318
Target Location Input	319
Salesforce Order Management Responses	320
Adjust Order Summary Output	322
Available Location Output	324
Average Distance Result Output	324
Change Item Output	324
Create Credit Memo Output	326
Create Order Payment Summary Output	326
Distance Calculation Output	326
Ensure Funds Async Output	326
Ensure Refunds Async Output	327

Contents

Error Response Output	327
Error with Output	327
Find Routes With Fewest Splits Output	328
Fulfillment Group Output	328
Fulfillment Order Cancel Line Items Output	329
Fulfillment Order Invoice Output	329
Fulfillment Order Output	329
Location Output	330
Multiple Fulfillment Order Output	330
OCI Create Reservation Error Output	330
OCI Create Reservation Output	331
OCI Create Reservation Single Output	331
OCI Fulfill Reservation Error Output	331
OCI Fulfill Reservation Output	332
OCI Fulfill Reservation Single Output	332
OCI Future Inventory Output	332
OCI Get Inventory Availability Output	333
OCI Inventory Record Output	333
OCI Location Availability Output	333
OCI Location Group Availability Output	334
OCI Publish Location Structure Output	334
OCI Publish Location Structure Status Output	334
OCI Release Reservation Error Output	335
OCI Release Reservation Output	335
OCI Release Reservation Single Output	335
OCI Transfer Reservation Error Output	336
OCI Transfer Reservation Output	336
OCI Transfer Reservation Single Output	336
OCI Upload Inventory Availability Output	337
OCI Upload Inventory Availability Status Output	337
Order Item Summary Output	338
Order Summary Output	338
Preview Cancel Output	338
Preview Return Output	339
Rank Average Distance Output	339
Return Items Output	340
Return Order Item Split Line Output	340
Return Order Output	340
Submit Cancel Output	341
Submit Return Output	341
Chapter 5: Order Management Invocable Actions	342
Salesforce Order Management Actions	344
Flow Core Action for Order Management: Adjust Order Item Summaries Preview	344

Contents

Flow Core Action for Order Management: Adjust Order Item Summaries Submit	347
Flow Core Action for Order Management: Cancel Fulfillment Order Item	351
Flow Core Action for Order Management: Cancel Order Item Summaries Preview	352
Flow Core Action for Order Management: Cancel Order Item Summaries Submit	354
Flow Core Action for Order Management: Create Credit Memo	356
Flow Core Action for Order Management: Create Fulfillment Order	357
Flow Core Action for Order Management: Create an Invoice from Fulfillment Order	358
Flow Core Action for Order Management: Create Order Payment Summary	359
Flow Core Action for Order Management: Create Order Summary	360
Flow Core Action for Order Management: Create Return Order	361
Flow Core Action for Order Management: Ensure Funds Async	362
Flow Core Action for Order Management: Ensure Refunds Async	363
Flow Core Action for Order Management: Return Order Item Summaries Preview	365
Flow Core Action for Order Management: Return Order Item Summaries Submit	367
Flow Core Action for Order Management: Return Return Order Items	369
Chapter 6: Salesforce Order Management Platform Events	371
FOStatusChangedEvent	372
OrderSummaryCreatedEvent	374
OrderSumStatusChangedEvent	376
Chapter 7: Salesforce Order Management Lightning Components	379
Chapter 8: API End-of-Life	380

CHAPTER 1 Salesforce Order Management Developer Guide

Customize Salesforce Order Management and integrate it with your storefront, inventory, and fulfillment systems.

CHAPTER 2 Order Management Standard Objects

In this chapter ...

- FulfillmentOrder
- FulfillmentOrderItemAdjustment
- FulfillmentOrderItemTax
- FulfillmentOrderLineItem
- Location
- LocationGroup
- LocationGroupAssignment
- OrderAdjustmentGroupSummary
- OrderDeliveryGroupSummary
- OrderItemAdjustmentLineSummary
- OrderItemSummary
- OrderItemSummaryChange
- OrderItemTaxLineSummary
- OrderPaymentSummary
- OrderSummary
- OrderSummaryRoutingSchedule
- ProcessException
- ReturnOrder
- ReturnOrderItemAdjustment
- ReturnOrderItemTax
- ReturnOrderLineItem
- SalesChannel
- Shipment
- ShipmentItem
- Order Summary Entity Relationship Diagram
- Salesforce B2C Commerce Storefront Order Data Map
- Importing Order Data
- Fulfillment Orders

Salesforce Order Management and Omnichannel Inventory include these standard objects.

FulfillmentOrder

Represents a group of products and delivery charges on a single order that share the same fulfillment location, delivery method, and recipient. The FulfillmentOrderLineItems belonging to a FulfillmentOrder are associated with OrderItemSummary objects belonging to a single OrderSummary. This object is available in API version 48.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Salesforce Order Management orgs.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the Account or Person Account associated with the FulfillmentOrder. It represents the shopper in the storefront.</p>
BillToContactId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the Contact associated with the FulfillmentOrder. It represents the shopper in the storefront when not using person accounts. This field is available in API version 49.0 and later.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description ISO code for the currency of the OrderSummary associated with the FulfillmentOrder. The default value is USD. Possible values are:</p>

Field	Details
	<ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
DeliveryMethodId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description ID of the DeliveryMethod used for this FulfillmentOrder.</p>
FulfilledFromLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the Location handling this FulfillmentOrder.</p>
FulfilledToAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description Address of the recipient.</p>
FulfilledToCity	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Recipient address city.</p>
FulfilledToCountry	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Recipient address country.</p>

Field	Details
FulfilledToEmailAddress	<p>Type email</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Email address of the recipient.</p>
FulfilledTo GeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Accuracy of the geocode for the recipient address. Possible values are:</p> <ul style="list-style-type: none"> • Address • Block • City • County • ExtendedZip • NearAddress • Neighborhood • State • Street • Unknown • Zip
FulfilledToLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with FulfilledToLongitude to specify the precise geolocation of the recipient address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.</p>
FulfilledToLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field	Details
	Description Used with FulfilledToLatitude to specify the precise geolocation of the recipient address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.
FulfilledToName	Type string Properties Create, Filter, Group, Sort, Update Description Name on the recipient address.
FulfilledToPhone	Type phone Properties Create, Filter, Group, Nillable, Sort, Update Description Phone number of the recipient.
FulfilledToPostalCode	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Recipient address postal code.
FulfilledToState	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Recipient address state.
FulfilledToStreet	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description Recipient address street.
FulfillmentOrderNumber	Type string

Field	Details
	<p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description ID of the FulfillmentOrder.</p>
GrandTotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including adjustments and tax, of the products and delivery charges on the FulfillmentOrder. This amount includes all FulfillmentOrderLineItems associated with the FulfillmentOrder. This amount is equal to TotalAmount + TotalTaxAmount.</p>
InvoiceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the Invoice associated with the FulfillmentOrder.</p>
IsReship	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the FulfillmentOrder is for a reshipment. The default value is false. This field is available in API version 53.0 and later.</p>
IsSuspended	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the FulfillmentOrder is suspended. The default value is false.</p>
ItemCount	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description Sum of the quantities of the FulfillmentOrderLineItems included in the FulfillmentOrder.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description Timestamp for when the current user last viewed a record related to this record.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description Timestamp for when the current user last viewed this record. A null value can mean that this record has only been referenced (LastReferencedDate) and not viewed.
OrderId	Type reference Properties Create, Filter, Group, Nillable, Sort Description ID of the original Order that generated the FulfillmentOrder.
OrderSummaryId	Type reference Properties Create, Filter, Group, Nillable, Sort Description ID of the OrderSummary associated with the FulfillmentOrder.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description ID of the User who currently owns this FulfillmentOrder. Default value is the User logged in to the API to perform the create.
Status	Type picklist

Field	Details
	<p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Status of the FulfillmentOrder. Each status corresponds to one status category, shown here in parentheses. You can customize the status picklist to represent your business processes, but the status category picklist is fixed because processing is based on those values. If you customize the status picklist, include at least one status value for each status category.</p> <p>Default values are:</p> <ul style="list-style-type: none"> • <code>Allocated</code> (Activated) • <code>Assigned</code> (Fulfilling) • <code>Cancelled</code> (Cancelled) • <code>Draft</code> (Draft) • <code>Fulfilled</code> (Closed) • <code>Pickpack</code> (Fulfilling)
StatusCategory	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Status category of the FulfillmentOrder. Processing of the FulfillmentOrder depends on this value. Each status category corresponds to one or more statuses.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>ACTIVATED</code>—Activated • <code>CANCELLED</code>—Cancelled • <code>CLOSED</code>—Closed • <code>DRAFT</code>—Draft • <code>FULFILLING</code>—Fulfilling
TaxLocaleType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The system used to handle tax on the original Order associated with the FulfillmentOrder. Gross usually applies to taxes like value-added tax (VAT), and Net usually applies to taxes like sales tax.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Gross</code> (displays most prices and taxes as combined values) • <code>Net</code> (displays most prices and taxes as separate values)

Field	Details
	This field is available in API version 49.0 and later.
TotalAdjustmentAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the products on the FulfillmentOrder. This value only includes adjustments to FulfillmentOrderLineItems of type code Product.</p>
TotalAdjustmentAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the products on the FulfillmentOrder, inclusive of tax. This value only includes adjustments to FulfillmentOrderLineItems of type code Product. This amount is equal to TotalAdjustmentAmount + TotalAdjustmentTaxAmount. This field is available in API version 49.0 and later.</p>
TotalAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAdjustmentAmount.</p>
TotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Adjusted total, not including tax, of the FulfillmentOrderLineItems, including products and delivery charges, on the FulfillmentOrder.</p>
TotalDeliveryAdjustAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description Total amount of the price adjustments applied to the delivery charges on the FulfillmentOrder. This value only includes adjustments to FulfillmentOrderLineItems of type code Charge.
TotalDeliveryAdjustAmtWithTax	Type currency Properties Filter, Nillable, Sort Description Total amount of the price adjustments applied to the delivery charges on the FulfillmentOrder, inclusive of tax. This value only includes adjustments to FulfillmentOrderLineItems of type code Charge. This amount is equal to TotalDeliveryAdjustAmount + TotalDeliveryAdjustTaxAmount. This field is available in API version 49.0 and later.
TotalDeliveryAdjustTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalDeliveryAdjustAmount.
TotalDeliveryAmount	Type currency Properties Filter, Nillable, Sort Description Total of the delivery charges on the FulfillmentOrder. This value only includes FulfillmentOrderLineItems of type code Charge.
TotalDeliveryAmtWithTax	Type currency Properties Filter, Nillable, Sort Description Total amount of the delivery charges on the FulfillmentOrder, inclusive of tax. This value only includes FulfillmentOrderLineItems of type code Charge. This amount is equal to TotalDeliveryAmount + TotalDeliveryTaxAmount. This field is available in API version 49.0 and later.
TotalDeliveryTaxAmount	Type currency

Field	Details
	Properties Filter, Nillable, Sort Description Tax on the TotalDeliveryAmount.
TotalProductAmount	Type currency Properties Filter, Nillable, Sort Description Total price of the products on the FulfillmentOrder. This value only includes FulfillmentOrderLineItems of type code Product.
TotalProductAmtWithTax	Type currency Properties Filter, Nillable, Sort Description Total price of the products on the FulfillmentOrder, inclusive of tax. This value only includes FulfillmentOrderLineItems of type code Product. This amount is equal to TotalProductAmount + TotalProductTaxAmount. This field is available in API version 49.0 and later.
TotalProductTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalProductAmount.
TotalTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalAmount.
Type	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update

Field	Details
	<p>Description</p> <p>Type of the FulfillmentOrder. Each type corresponds to one type category, shown here in parentheses. You can customize the type picklist to represent your business processes, but the type category picklist is fixed because processing is based on those values. If you customize the type picklist, include at least one type value for each type category.</p> <p>Default values are:</p> <ul style="list-style-type: none"> • Download (Digital) • Email (Digital) • In Store Pickup (Physical) • Retail Store (Physical) • Supplier (Drop Ship) • Warehouse (Physical)
TypeCategory	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>Type category of the FulfillmentOrder. Processing of the FulfillmentOrder depends on this value. Each type category corresponds to one or more types.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DIGITAL—Digital • DROPSHIP—Drop Ship • PHYSICAL—Physical

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

FulfillmentOrderFeed

Feed tracking is available for the object.

FulfillmentOrderOwnerSharingRule

Sharing rules are available for the object.

FulfillmentOrderShare

Sharing is available for the object.

SEE ALSO:

[FulfillmentOrderLineItem](#)

[OrderSummary](#)

FulfillmentOrderItemAdjustment

Represents a price adjustment on a FulfillmentOrderLineItem. Corresponds to an OrderItemAdjustmentLineSummary associated with the corresponding OrderItemSummary. This object is available in API version 48.0 and later.

This object is used for calculations and doesn't have a default record page.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Salesforce Order Management orgs.

Fields

Field	Details
Amount	Type currency Properties Create, Filter, Sort Description Amount, not including tax, of the adjustment.
CampaignName	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Campaign associated with the adjustment.
CouponName	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Coupon associated with the adjustment.
CurrencyIsoCode	Type picklist

Field	Details
	<p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description ISO code for the currency of the FulfillmentOrderLineItem to which the adjustment applies. The default value is USD. Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Text description of the adjustment.</p>
FulfillmentOrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the FulfillmentOrder associated with the FulfillmentOrderLineItem to which the adjustment applies.</p>
FulfillmentOrderItemAdjustmentNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description ID of the FulfillmentOrderLineItemAdjustment.</p>
FulfillmentOrderLineItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the FulfillmentOrderLineItem to which this adjustment applies.</p>

Field	Details
OrderItemAdjustLineSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the OrderItemAdjustmentLineSummary associated with the adjustment.</p>
PromotionName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Promotion associated with the adjustment.</p>
TotalAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the adjustment, inclusive of tax. This amount is equal to Amount + TotalTaxAmount. This field is available in API version 49.0 and later.</p>
TotalTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the Amount.</p>

SEE ALSO:

[FulfillmentOrder](#)[FulfillmentOrderItemTax](#)[FulfillmentOrderLineItem](#)[OrderItemAdjustmentLineSummary](#)

FulfillmentOrderItemTax

Represents the tax on a FulfillmentOrderLineItem or FulfillmentOrderItemAdjustment. Corresponds to an OrderItemTaxLineItemSummary. This object is available in API version 48.0 and later.

This object is used for calculations and doesn't have a default record page.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Salesforce Order Management orgs.

Fields

Field	Details
Amount	<p>Type currency</p> <p>Properties Create, Filter, Sort</p> <p>Description Amount of tax represented by the FulfillmentOrderItemTax.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description ISO code for the currency of the FulfillmentOrderLineItem to which the tax applies. The default value is USD. Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the FulfillmentOrderItemTax.</p>

Field	Details
FulfillmentOrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the associated FulfillmentOrder.</p>
FulfillmentOrderItemAdjustId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description If this object represents tax on an adjustment, this value is the ID of the FulfillmentOrderItemAdjustment to which the tax applies. If this value is null, the adjustment applies to a FulfillmentOrderLineItem.</p>
FulfillmentOrderItemTaxNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description ID of the FulfillmentOrderItemTax.</p>
FulfillmentOrderLineItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description If this object represents tax on a FulfillmentOrderLineItem, this value is the ID of that FulfillmentOrderLineItem. If this object represents tax on an adjustment, this value is the ID of the FulfillmentOrderLineItem to which the adjustment applies.</p>
OrderItemTaxLineItemSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the OrderItemTaxLineItemSummary associated with the OrderItemSummary that corresponds to the FulfillmentOrderLineItem to which the tax applies.</p>
Rate	<p>Type percent</p>

Field	Details
	Properties Create, Filter, Nillable, Sort, Update Description Tax rate used to calculate the Amount.
TaxEffectiveDate	Type date Properties Create, Filter, Group, Sort, Update Description Date on which the Amount was calculated. Important due to tax rate changes over time.
Type	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Indicates whether the Amount is actual or estimated. Possible values are: <ul style="list-style-type: none"> • Actual • Estimated

SEE ALSO:

[FulfillmentOrder](#)[FulfillmentOrderItemAdjustment](#)[FulfillmentOrderLineItem](#)[OrderItemTaxLineItemSummary](#)

FulfillmentOrderLineItem

Represents a product or delivery charge belonging to a FulfillmentOrder. Corresponds to an OrderItemSummary. This object is available in API version 48.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Salesforce Order Management orgs.

Fields

Field	Details
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description ISO code for the currency of the FulfillmentOrder associated with the FulfillmentOrderLineItem. The default value is USD.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the FulfillmentOrderLineItem.</p>
EndDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description End date of the FulfillmentOrderLineItem.</p>
FulfillmentOrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the FulfillmentOrder associated with the FulfillmentOrderLineItem.</p>

Field	Details
FulfillmentOrderLineItemNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description ID of the FulfillmentOrderLineItem.</p>
GrossUnitPrice	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description Unit price, including tax, of the FulfillmentOrderLineItem. This value is equal to TotalPrice + TotalTaxAmount. This field is available in API version 49.0 and later.</p>
IsReship	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the FulfillmentOrderLineItem belongs to a reshipment. The default value is false. This field is available in API version 53.0 and later.</p>
OrderItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the original OrderItem for the OrderItemSummary associated with the FulfillmentOrderLineItem.</p>
OrderItemSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the OrderItemSummary associated with the FulfillmentOrderLineItem.</p>

Field	Details
OriginalQuantity	<p>Type double</p> <p>Properties Create, Filter, Sort</p> <p>Description Original quantity of the FulfillmentOrderLineItem.</p>
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the product represented by the FulfillmentOrderLineItem.</p>
Quantity	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Current quantity of the FulfillmentOrderLineItem. Equal to the original quantity minus any canceled quantity.</p>
QuantityUnitOfMeasure	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description Unit of measure of the quantity, for example: unit, gallon, ton, or case.</p>
ReshipReason	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description If the FulfillmentOrderLineItem belongs to a reshipment, the reason for the reshipment. Default values are:</p> <ul style="list-style-type: none"> • Damaged • Lost • Unknown • Wrong Item <p>This field is available in API version 53.0 and later.</p>

Field	Details
ServiceDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description Service or start date of the FulfillmentOrderLineItem.</p>
TotalAdjustmentAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of any price adjustments applied to the FulfillmentOrderLineItem.</p>
TotalAdjustmentAmountWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the FulfillmentOrderLineItem, inclusive of tax. This amount is equal to TotalAdjustmentAmount + TotalAdjustmentTaxAmount. This field is available in API version 49.0 and later.</p>
TotalAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAdjustmentAmount.</p>
TotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including adjustments and tax, of the FulfillmentOrderLineItem.</p>
TotalLineAmount	<p>Type currency</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort</p>

Field	Details
	Description Total, not including adjustments or tax, of the FulfillmentOrderLineItem.
TotalLineAmountWithTax	Type currency Properties Filter, Nillable, Sort Description Total price of the FulfillmentOrderLineItem, inclusive of tax. This amount is equal to TotalLineAmount + TotalLineTaxAmount. This field is available in API version 49.0 and later.
TotalLineTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalLineAmount.
TotalPrice	Type currency Properties Filter, Nillable, Sort Description Total, including adjustments but not tax, of the FulfillmentOrderLineItem. Equal to UnitPrice times Quantity.
TotalTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalPrice.
Type	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description Type of the FulfillmentOrderLineItem. Matches the type of the associated OrderItemSummary. Delivery Charge indicates that the FulfillmentOrderLineItem represents a delivery charge.

Field	Details
	<p>Order Product indicates that it represents any other type of product, service, or charge. Each type corresponds to one type code, shown here in parentheses.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Delivery Charge</code> • <code>Order Product</code>
TypeCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description Type code of the FulfillmentOrderLineItem. Matches the type code of the associated OrderItemSummary. Processing depends on this value. Charge indicates that the FulfillmentOrderLineItem represents a delivery charge. Product indicates that it represents any other type of product, service, or charge. Each category corresponds to one or more types.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Charge</code> • <code>Product</code>
UnitPrice	<p>Type currency</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort</p> <p>Description Unit price of the FulfillmentOrderLineItem.</p>

SEE ALSO:

[FulfillmentOrder](#)[FulfillmentOrderItemAdjustment](#)[FulfillmentOrderItemTax](#)[OrderItemSummary](#)

Location

Represents a warehouse, service vehicle, work site, or other element of the region where your team performs field service work. In API version 49.0 and later, you can associate activities with specific locations. Activities, such as the tasks and events related to a location, appear in the activities timeline when you view the location detail page. Also in API version 49.0 and later, Work.com users can view Employees as a related list on Location records. In API version 51.0 and later, this object is available for Omnichannel Inventory and represents physical locations where inventory is available for fulfilling orders.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules


At least one of these features must be enabled:

- Commerce Store
- Contact Tracing for Employees
- Employee Experience
- Field Service
- Fulfillment Orders
- Health Cloud
- Industries Insurance
- Industries Visit
- Locations
- Omnichannel Inventory
- Public Sector
- Retail Execution
- Work.com

Fields

Field Name	Details
AssignedFoCount	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The number of fulfillment orders assigned to the location. Confirming held fulfillment order capacity increments this value. To reset the location's capacity, set this value to 0.</p> <p>This field is available when Order Management is installed and configured. By default, it's hidden by field-level security.</p> <p>This field is available in API version 55.0 and later.</p>
CloseDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	Description Date the location closed or went out of service.
ConstructionEndDate	Type date Properties Create, Filter, Group, Nillable, Sort, Update Description Date construction ended at the location.
ConstructionStartDate	Type date Properties Create, Filter, Group, Nillable, Sort, Update Description Date construction began at the location.
Description	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description A brief description of the location.
DrivingDirections	Type string Properties Create, Filter, Nillable, Sort, Update Description Directions to the location.
ExternalReference	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Identifier of a location.
FoCapacity	Type int Properties Create, Filter, Group, Nillable, Sort, Update

Field Name	Details
	<p>Description</p> <p>The maximum number of fulfillment orders that can be assigned to the location per time period. If this value is null, then this location's capacity isn't limited.</p> <p>This field is available when Order Management is installed and configured. By default, it's hidden by field-level security.</p> <p>This field is available in API version 55.0 and later.</p>
IsInventoryLocation	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Indicates whether the location stores parts.</p> <p> Note: This field must be selected if you want to associate the location with product items.</p>
IsMobile	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Indicates whether the location moves. For example, a truck or tool box.</p>
LastReferencedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The date when the location was last modified. Its label in the user interface is <code>Last Modified Date</code>.</p>
LastViewedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The date the location was last viewed.</p>
Latitude	<p>Type</p> <p>double</p>

Field Name	Details
	Properties Create, Filter, Nillable, Sort, Update Description The latitude of the location.
Location	Type location Properties Nillable Description The geographic location.
LocationLevel	Type int Properties Filter, Group, Nillable, Sort Description The location's position in a location hierarchy. If the location has no parent or child locations, its level is 1. Locations that belong to a hierarchy have a level of 1 for the root location, 2 for the child locations of the root location, 3 for their children, and so forth.
LocationType	Type picklist Properties Create, Filter, Group, Sort, Update Description Picklist of location types. It has no default values, so you must populate it before creating any location records.
LogoId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description A ContentAsset representing a logo for the location. This field is available in API version 50.0 and later. This is a relationship field. Relationship Name Logo

Field Name	Details
	Relationship Type Lookup
	Refers To ContentAsset
Longitude	Type double
	Properties Create, Filter, Nillable, Sort, Update
	Description The longitude of the location.
Name	Type string
	Properties Create, Filter, Group, idLookup, Sort, Update
	Description The name of the location. For example, Service Van #4.
OpenDate	Type date
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description Date the location opened or came into service.
OwnerId	Type reference
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description The location's owner or driver. This is a polymorphic relationship field.
	Relationship Name Owner
	Relationship Type Lookup
	Refers To Group, User

Field Name	Details
ParentLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The location's parent location. For example, if vans are stored at a warehouse when not in service, the warehouse is the parent location. This is a relationship field.</p> <p>Relationship Name ParentLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
PossessionDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date the location was purchased.</p>
Priority	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The priority of the location when routing orders. No default values are included. Add values to the picklist and reference them in your custom routing logic. This field is available when Order Management is installed and configured. By default, it's hidden by field-level security. This field is available in API version 55.0 and later.</p>
RemodelEndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Date when remodel construction ended at the location.</p>

Field Name	Details
RemodelStartDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Date when remodel construction started at the location.</p>
RootLocationId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description (Read Only) The top-level location in the location's hierarchy. This is a relationship field.</p> <p>Relationship Name RootLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
ShouldSyncWithOci	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the location should sync its data with Omnichannel Inventory. The default value is <code>false</code>. This field is available in API version 51.0 and later.</p>
ShouldTrackFoCapacity	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the location should track its fulfillment order capacity. The default value is <code>false</code>. This field is available when Order Management is installed and configured. By default, it's hidden by field-level security. This field is available in API version 55.0 and later.</p>

Field Name	Details
TimeZone	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Picklist of available time zones.</p>
VisitorAddressId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Lookup to an account's or client's address. This is a relationship field.</p> <p>Relationship Name VisitorAddress</p> <p>Relationship Type Lookup</p> <p>Refers To Address</p>

Usage

Before creating any location records, add at least one value to the Location Type picklist. LocationType is a required field.

To track your inventory in Salesforce, create product items, which represent the stock of a particular product a particular location. For example, create a product item that represents the 500 bolts you have in stock at your Warehouse A location. Each product item must be associated with a location.

To get a more granular picture of your field service operation, associate locations with service territories. For example, if a warehouse is located in a particular service territory, add it as a service territory location.



Important: "Location" in Salesforce can also refer to the geolocation compound field found on many standard objects. When referencing the Location object in your Apex code, always use `Schema.Location` instead of `Location` to prevent confusion with the standard Location compound field. If referencing both the Location object and the Location field in the same snippet, you can differentiate between the two by using `System.Location` for the field and `Schema.Location` for the object.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

LocationChangeEvent (API version 48.0)

Change events are available for the object.

LocationFeed

Feed tracking is available for the object.

LocationHistory

History is available for tracked fields of the object.

LocationOwnerSharingRule

Sharing rules are available for the object.

LocationShare

Sharing is available for the object.

LocationGroup

Represents a group of Omnichannel Inventory locations, providing an aggregate view of inventory availability across those locations. Omnichannel Inventory can create an inventory reservation for an order at the location group level, then assign the reservation to one or more locations in the group as needed. This object is available in API version 51.0 and later.

You can define location groups according to the logic of your business needs. For example, a location group can represent the warehouses in a geographic region, or it can include the fulfillment centers associated with a particular online storefront.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Omnichannel Inventory orgs.

Fields

Field	Details
Description	Type textarea Properties Create, Nillable, Update Description Description of the location group.
ExternalReference	Type string Properties Create, Filter, Group, Nillable, Sort, Update

Field	Details
	<p>Description</p> <p>Used when OCI is integrated with B2C Commerce to associate the location group with an inventory list in B2C Commerce. This value must match the inventory list ID in B2C Commerce.</p>
IsEnabled	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Indicates whether the location group is in use. If set to <i>false</i>, then inventory functions ignore this location group and its data isn't synchronized with OCI. The default value is <i>true</i>.</p>
LastReferencedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The timestamp for when the current user last viewed this record. A null value can mean that this record has only been referenced (LastReferencedDate) and not viewed.</p>
LocationGroupName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>The name of the location group.</p>
OwnerId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The ID of the user who currently owns this location group. Default value is the API user that created the record.</p>

Field	Details
ShouldSyncWithOci	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Specifies whether to synchronize inventory data for this location group with Omnichannel Inventory. The default value is <i>true</i>.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

LocationGroupFeed

Feed tracking is available for the object.

LocationGroupHistory

History is available for tracked fields of the object.

LocationGroupOwnerSharingRule

Sharing rules are available for the object.

LocationGroupShare

Sharing is available for the object.

LocationGroupAssignment

Represents the assignment of a location to a location group. This object is available in API version 51.0 and later.

You can assign a location to multiple location groups, which associates it with one location group assignment for each location group that it's assigned to. Each location group assignment represents the relationship between one location and one location group, so a location or location group can be associated with multiple location group assignments.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Omnichannel Inventory orgs.

Fields

Field	Details
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this record. A null value can mean that this record has only been referenced (LastReferencedDate) and not viewed.</p>
LocationExternalReference	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The external reference of the associated location.</p>
LocationGroupAssignment	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the location group assignment.</p>
LocationGroupExternalReference	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The external reference of the associated location group.</p>
LocationGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p>

Field	Details
	Description (Master-Detail) The associated location group.
LocationGroupName	Type string Properties Filter, Group, Nillable, Sort Description The location group name of the associated location group.
LocationId	Type reference Properties Create, Filter, Group, Sort Description (Master-Detail) The associated location.
LocationName	Type string Properties Filter, Group, Nillable, Sort Description The name of the associated location.

OrderAdjustmentGroupSummary

Represents the current properties and state of a group of related price adjustments. Associated with a set of `OrderItemAdjustmentLineSummaries` that apply to `OrderItemSummaries` belonging to one `OrderSummary`. Corresponds to one or more order adjustment group objects, consisting of an original object and any change objects applicable to it. This object is available in API version 48.0 and later.

An `OrderAdjustmentGroupSummary` can represent an adjustment to an entire order as a group of adjustments to each of its products. For example, representing "10% off the order" as a set of 10% off adjustments to each product on the order. It can also represent an adjustment that applies to a subset of the products on an order. For example, representing "buy one, get one 50% off" as a 25% off adjustment to each of two products.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce on Lightning Experience license is enabled.

Fields

Field	Details
AdjustmentBasisReferenceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description References the specific coupon applied. This is a polymorphic relationship field.</p> <p>Relationship Name AdjustmentBasisReference</p> <p>Relationship Type Lookup</p> <p>Refers To Coupon This field is available in API version 54.0 and later.</p>
AdjustmentCauseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description References the specific promotions applied. This is a polymorphic relationship field.</p> <p>Relationship Name AdjustmentCause</p> <p>Relationship Type Lookup</p> <p>Refers To Promotion This field is available in API version 52.0 and later.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p>

Field	Details
	<p>Description</p> <p>ISO code for the currency of the OrderSummary associated with the adjustments in the group. The default value is USD.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Nillable, Update</p> <p>Description</p> <p>Description of the OrderAdjustmentGroupSummary.</p> <p>This field can be edited.</p>
GrandTotalAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total, including tax, of the associated OrderItemAdjustmentLineSummaries.</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>Name of the OrderAdjustmentGroupSummary.</p>
OrderSummaryId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>ID of the OrderSummary associated with the OrderAdjustmentGroupSummary.</p>
OriginalOrderAdjGroupId	<p>Type</p> <p>reference</p>

Field	Details
	Properties Filter, Group, Nillable, Sort Description ID of the original OrderAdjustmentGroup associated with this summary object. Nillable=true only if the associated order summary is unmanaged. For managed order summaries, nillable=false.
TotalAmount	Type currency Properties Filter, Nillable, Sort Description Total, not including tax, of the associated OrderItemAdjustmentlineSummaries.
TotalTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalAmount.
Type	Type picklist Properties Filter, Group, Restricted picklist, Sort Description Type of the OrderAdjustmentGroupSummary. Header represents an order-level adjustment with an OrderItemAdjustmentLineSummary for each OrderItemSummary on the OrderSummary. SplitLine represents any other related set of OrderItemAdjustmentLineSummaries. Possible values are: <ul style="list-style-type: none"> • Header • SplitLine If the OrderLifecycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.

SEE ALSO:

[OrderItemAdjustmentLineSummary](#)

OrderDeliveryGroupSummary

Represents the current properties and state of a group of OrderItemSummaries, belonging to one OrderSummary, to be fulfilled using the same delivery method and delivered to the same address. A single shipment can include them all, but that isn't guaranteed.

Corresponds to one or more order delivery group objects, consisting of an original object and any change objects applicable to it. This object is available in API version 48.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce on Lightning Experience license is enabled.

Fields

Field	Details
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description ISO code for the currency of the OrderSummary associated with the OrderDeliveryGroupSummary. The default value is USD. Possible values are:</p> <ul style="list-style-type: none">• DKK—Danish Krone• EUR—Euro• GBP—British Pound• USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
DeliverToAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description Address of the recipient. Users with the Edit Delivery Information user permission can modify this field.</p>

Field	Details
	<p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the <code>Edit Unmanaged Order Summaries</code> or <code>B2B Commerce Integrator</code> user permission can modify this field.</p>
<code>DeliverToCity</code>	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Recipient address city.</p>
<code>DeliverToCountry</code>	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Recipient address country.</p>
<code>DeliverToGeocodeAccuracy</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Accuracy of the geocode for the recipient address. Possible values are:</p> <ul style="list-style-type: none"> • Address • Block • City • County • ExtendedZip • NearAddress • Neighborhood • State • Street • Unknown • Zip
<code>DeliverToLatitude</code>	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field	Details
	Description Used with FulfilledToLongitude to specify the precise geolocation of the recipient address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.
DeliverToLongitude	Type double Properties Create, Filter, Nillable, Sort, Update Description Used with FulfilledToLatitude to specify the precise geolocation of the recipient address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.
DeliverToName	Type string Properties Create, Filter, Group, Sort, Update Description Name on the recipient address. Users with the Edit Delivery Information user permission can modify this field. If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.
DeliverToPostalCode	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Recipient address postal code.
DeliverToState	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Recipient address state.
DeliverToStreet	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description Recipient address street.
DeliveryInstructions	Type textarea Properties Create, Nillable, Update Description Special instructions for the delivery. Users with the Edit Delivery Information user permission can modify this field. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.
Description	Type textarea Properties Create, Nillable, Update Description Description of the OrderDeliveryGroupSummary. This field can be edited.
DesiredDeliveryDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description Desired date for delivery. This field is informational, available for customizations. Users with the Edit Delivery Information user permission can modify this field. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.
EmailAddress	Type email Properties Create, Filter, Group, Nillable, Sort, Update Description Email address of the recipient. Users with the Edit Delivery Information user permission can modify this field.

Field	Details
	<p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
<code>GiftMessage</code>	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Gift message to include. Users with the Edit Delivery Information user permission can modify this field.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
<code>GrandTotalAmount</code>	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including adjustments and tax, of the delivery charges associated with the <code>OrderDeliveryGroupSummary</code>. This value only includes <code>OrderItemSummaries</code> of type code Charge.</p>
<code>IsGift</code>	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the <code>OrderDeliveryGroupSummary</code> represents a gift. Users with the Edit Delivery Information user permission can modify this field.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
<code>OrderDeliveryGroupSummaryNumber</code>	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description ID of the <code>OrderDeliveryGroupSummary</code>.</p>

Field	Details
OrderDeliveryMethodId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the order delivery method specified for the OrderDeliveryGroupSummary. Users with the Edit Delivery Information user permission can modify this field.</p> <p>If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the OrderSummary associated with the OrderDeliveryGroupSummary.</p>
OriginalOrderDeliveryGroupId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the original order delivery group associated with this summary object. Nillable=true only if the associated order summary is unmanaged. For managed order summaries, nillable=false.</p>
PhoneNumber	<p>Type phone</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Phone number of the recipient. Users with the Edit Delivery Information user permission can modify this field.</p> <p>If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
PromisedDeliveryDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field	Details
	<p>Description</p> <p>Promised date for delivery. This field is informational, available for customizations. Users with the Edit Delivery Information user permission can modify this field.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
TotalAdjustmentAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total price adjustments applied to delivery charges associated with the OrderDeliveryGroupSummary. This value only includes adjustments to OrderItemSummaries of type code Charge.</p>
TotalAdjustmentAmtWithTax	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total amount of the price adjustments applied to the delivery charges associated with the OrderDeliveryGroupSummary, inclusive of tax. This amount is equal to TotalAdjustmentAmount + TotalAdjustmentTaxAmount.</p> <p>This field is available in API version 49.0 and later.</p>
TotalAdjustmentTaxAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Tax on the TotalAdjustmentAmount.</p>
TotalAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total, including adjustments but not tax, of the delivery charges associated with the OrderDeliveryGroupSummary. This value only includes adjustments to OrderItemSummaries of type code Charge.</p>

Field	Details
TotalLineAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, not including adjustments or tax, of the delivery charges associated with the OrderDeliveryGroupSummary.</p>
TotalLineAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of the delivery charges associated with the OrderDeliveryGroupSummary, inclusive of tax. This amount is equal to TotalLineAmount + TotalLineTaxAmount. This field is available in API version 49.0 and later.</p>
TotalLineTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalLineAmount.</p>
TotalTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAmount.</p>

SEE ALSO:

[OrderItemSummary](#)

OrderItemAdjustmentLineSummary

Represents the current properties and state of price adjustments on an OrderItemSummary. Corresponds to one or more order item adjustment line item objects, consisting of an original object and any change objects applicable to it. This object is available in API version 48.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce on Lightning Experience license is enabled.

Fields

Field	Details
AdjustmentBasisReferenceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description References the specific coupon applied. This is a polymorphic relationship field.</p> <p>Relationship Name AdjustmentBasisReference</p> <p>Relationship Type Lookup</p> <p>Refers To Coupon This field is available in API version 54.0 and later.</p>
AdjustmentCauseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description References the specific promotions applied. This is a polymorphic relationship field.</p> <p>Relationship Name AdjustmentCause</p> <p>Relationship Type Lookup</p> <p>Refers To Promotion This field is available in API version 52.0 and later.</p>

Field	Details
Amount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description Amount, not including tax, of the OrderItemAdjustmentLineSummary. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description ISO code for the currency of the OrderItemSummary to which the adjustment applies. The default value is USD. Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the OrderItemAdjustmentLineSummary. This field can be edited.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the OrderItemAdjustmentLineSummary.</p>
OrderAdjustmentGroup SummaryId	<p>Type reference</p>

Field	Details
	Properties Filter, Group, Nillable, Sort Description If this object belongs to an OrderAdjustmentGroupSummary, this value is the ID of that OrderAdjustmentGroupSummary.
OrderItemSummaryId	Type reference Properties Filter, Group, Sort Description ID of the OrderItemSummary to which the OrderItemAdjustmentLineSummary applies.
OrderSummaryId	Type reference Properties Filter, Group, Sort Description ID of the OrderSummary associated with the OrderItemSummary to which this OrderItemAdjustmentLineSummary applies.
OriginalOrderItemAdjustmentLineItemId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the original OrderItemAdjustmentLine associated with this summary object. Nillable=true only if the associated order summary is unmanaged. For managed order summaries, nillable=false.
Priority	Type integer Properties Create, Nillable Description Numerical rank used to apply promotions in the correct order. This field is available in API version 52.0 and later.
TotalAmtWithTax	Type currency Properties Filter, Nillable, Sort

Field	Details
	Description Total amount of the adjustment, inclusive of tax. This amount is equal to Amount + TotalTaxAmount. This field is available in API version 49.0 and later.
TotalTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the Amount.

SEE ALSO:

[OrderItemSummary](#)

[OrderItemTaxLineItemSummary](#)

OrderItemSummary

Represents the current properties and state of a product or charge on an OrderSummary. Corresponds to one or more order item objects, consisting of an original object and any change objects applicable to it. This object is available in API version 48.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce on Lightning Experience license is enabled.

Fields

Field	Details
AdjustedLineAmount	Type currency Properties Filter, Nillable, Sort Description Total, including adjustments but not tax, of the OrderItemSummary. This is a calculated field.

Field	Details
AdjustedLineAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total price of the OrderItemSummary, inclusive of adjustments and tax. This amount is equal to AdjustedLineAmount + TotalAdjustedLineTaxAmount. This is a calculated field. This field is available in API version 49.0 and later.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description ISO code for the currency of the OrderSummary associated with the OrderItemSummary. The default value is USD. Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the OrderItemSummary. This field can be edited.</p>
EndDate	<p>Type date</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description End date of the OrderItemSummary. If the <code>OrderLifecycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>

Field	Details
GrossUnitPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Unit price, including tax, of the OrderItemSummary. This value is equal to UnitPrice + the amount of tax on the UnitPrice.</p> <p>If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p> <p>This field is available in API version 49.0 and later.</p>
LineNumber	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The order line number assigned to this OrderItemSummary. For example, if this object is the third in the displayed list of OrderItemSummaries belonging to the OrderSummary, this value is 3.</p> <p>If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
ListPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description List price of the product represented by this OrderItemSummary.</p> <p>If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the OrderItemSummary.</p>

Field	Details
OrderDeliveryGroupSummaryId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the OrderDeliveryGroupSummary to which this object belongs.</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the OrderSummary to which this object belongs.</p>
OriginalOrderItemId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the original order item associated with this summary object. Nillable=true only if the associated order summary is unmanaged. For managed order summaries, nillable=false.</p>
PricebookEntryId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the pricebook entry associated with this OrderItemSummary. This field is available in API version 54.0 and later.</p>
Product2Id	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the product represented by this OrderItemSummary.</p>
ProductCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	Description Product code of the product represented by this OrderItemSummary.
Quantity	Type double Properties Filter, Sort Description Current total quantity of products represented by this order item summary. Equal to QuantityOrdered minus (QuantityCanceled and QuantityReturned). If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.
QuantityAllocated	Type double Properties Filter, Sort Description Allocated quantity on this order item summary. This quantity is associated with one or more FulfillmentOrderLineItems. If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.
QuantityAvailableToCancel	Type double Properties Filter, Nillable, Sort Description Quantity that can still be canceled on this OrderItemSummary. Equal to QuantityOrdered minus (QuantityCanceled and QuantityAllocated). This value duplicates QuantityAvailableToFulfill. This is a calculated field.
QuantityAvailableToFulfill	Type double Properties Filter, Nillable, Sort Description Quantity available to be fulfilled on this OrderItemSummary. Equal to QuantityOrdered minus (QuantityCanceled and QuantityAllocated). This value duplicates QuantityAvailableToCancel. This is a calculated field.

Field	Details
QuantityAvailable ToReship	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Quantity available to be reshipped on this OrderItemSummary. Equal to QuantityFulfilled minus (QuantityReshipped and QuantityReturnInitiated). This field is available in API version 53.0 and later. This is a calculated field.</p>
QuantityAvailable ToReturn	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Quantity available to be returned on this OrderItemSummary. Equal to QuantityFulfilled minus QuantityReturnInitiated. This is a calculated field.</p>
QuantityCanceled	<p>Type double</p> <p>Properties Filter, Sort</p> <p>Description Canceled quantity on this OrderItemSummary. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
QuantityFulfilled	<p>Type double</p> <p>Properties Filter, Sort</p> <p>Description Fulfilled quantity on this OrderItemSummary. This quantity can no longer be canceled. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
QuantityNetOrdered	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>Quantity available to be allocated on this OrderItemSummary. Equal to QuantityOrdered minus QuantityCanceled.</p>
QuantityOrdered	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Sort</p> <p>Description</p> <p>Ordered quantity on this OrderItemSummary. It includes the originally ordered quantity plus any quantity added to the order later.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
QuantityReshipped	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Reshipped quantity on this OrderItemSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p> <p>This field is available in API version 53.0 and later.</p>
QuantityReturned	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Sort</p> <p>Description</p> <p>Returned quantity on this OrderItemSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
QuantityReturnInitiated	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Sort</p> <p>Description</p> <p>Quantity returned or pending return on this OrderItemSummary.</p>

Field	Details
	<p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
<code>QuantityShipped</code>	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Quantity shipped on this <code>OrderItemSummary</code>. This field is available in API version 52.0 and later.</p>
<code>ReservedAtLocationId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Reserved for future use.</p>
<code>ServiceDate</code>	<p>Type date</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Service or start date of the <code>OrderItemSummary</code>. If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
<code>Status</code>	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Status of the <code>OrderItemSummary</code>. The default value is <code>ORDERED</code>. When a quantity value changes, each status formula is evaluated in order. If a formula is true, no more evaluations are performed for that change. Possible values and their formulas, in the order of evaluation, are:</p> <ul style="list-style-type: none"> • <code>RETURNINITIATED</code>—Return Initiated — $(\text{Quantity} > 0) \ \& \ (\text{QuantityReturnInitiated} = \text{QuantityFulfilled}) \ \& \ (\text{QuantityReturned} < \text{QuantityReturnInitiated})$

Field	Details
	<ul style="list-style-type: none"> • RESHIPED—Reshipped — (QuantityReshipped = QuantityFullfilled) & (QuantityFullfilled > 0) & (QuantityReturnInitiated = 0) & (QuantityFullfilled = QuantityOrdered) • RETURNED—Returned — (Quantity = 0) & (QuantityReturned > 0) • CANCELED—Canceled — (Quantity = 0) & (QuantityCancelled > 0) & (QuantityReturned = 0) • FULLFILLED—Fulfilled — (Quantity > 0) & ((QuantityOrdered - QuantityCancelled) <= QuantityFullfilled) • PARTIALLYFULLFILLED—Partially Fulfilled — (QuantityFullfilled > 0) & (QuantityFullfilled < (QuantityOrdered - QuantityCancelled)) • ALLOCATED—Allocated — (Quantity > 0) & (Quantity <= QuantityAllocated) • PARTIALLYALLOCATED—Partially Allocated — (QuantityAllocated > 0) & (QuantityAllocated < Quantity) • ORDERED—Ordered — None of the other formulas apply • PAID—Paid — N/A
StockKeepingUnit	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The stock keeping unit (SKU) of the Product2 associated with the OrderItemSummary. This field is available in API version 49.0 and later.</p>
TotalAdjustedLineTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the AdjustedLineAmount. This is a calculated field.</p>
TotalAdjustmentAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all price adjustments applied to this OrderItemSummary. This is a calculated field.</p>
TotalAdjustmentAmtWithTax	<p>Type currency</p>

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of all price adjustments applied to this OrderItemSummary, inclusive of tax. This amount is equal to TotalAdjustmentAmount + TotalAdjustmentTaxAmount. This field is available in API version 49.0 and later. This is a calculated field.</p>
TotalAdjustmentDistAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all order-level price adjustments applied to this OrderItemSummary. This value includes OrderItemAdjustmentLineSummaries that belong to OrderAdjustmentGroupSummaries of type Header. This is a calculated field.</p>
TotalAdjustmentDistAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the order-level price adjustments applied to this OrderItemSummary, inclusive of tax. This amount is equal to TotalAdjustmentDistAmount + TotalAdjustmentDistTaxAmount. This field is available in API version 49.0 and later. This is a calculated field.</p>
TotalAdjustmentDistTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAdjustmentDistAmount. This is a calculated field.</p>
TotalAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAdjustmentAmount. This is a calculated field.</p>
TotalAmtWithTax	<p>Type currency</p>

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description Total price of the OrderItemSummary, inclusive of tax. This amount is equal to TotalPrice + TotalTaxAmount. This field is available in API version 49.0 and later. This is a calculated field.</p>
TotalLineAdjustmentAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all non-order-level price adjustments applied to this OrderItemSummary. This value includes OrderItemAdjustmentLineSummaries that don't belong to an OrderAdjustmentGroupSummary, or that belong to an OrderAdjustmentGroupSummary of type SplitLine. This is a calculated field.</p>
TotalLineAdjustmentAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all non-order-level price adjustments applied to this OrderItemSummary, inclusive of tax. This amount is equal to TotalLineAdjustmentAmount + TotalLineAdjustmentTaxAmount. This field is available in API version 49.0 and later. This is a calculated field.</p>
TotalLineAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalLineAdjustmentAmount. This is a calculated field.</p>
TotalLineAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, not including adjustments or tax, of the OrderItemSummary.</p>

Field	Details
	<p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the <code>Edit Unmanaged Order Summaries</code> or <code>B2B Commerce Integrator</code> user permission can modify this field.</p>
<code>TotalLineAmountWithTax</code>	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total unadjusted amount of the <code>OrderItemSummary</code>, inclusive of tax. This amount is equal to <code>TotalLineAmount</code> + <code>TotalLineTaxAmount</code>. This field is available in API version 49.0 and later. This is a calculated field.</p>
<code>TotalLineTaxAmount</code>	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the <code>TotalLineAmount</code>. This is a calculated field.</p>
<code>TotalPrice</code>	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including adjustments but not tax, of the <code>OrderItemSummary</code>. This is a calculated field.</p>
<code>TotalTaxAmount</code>	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the <code>TotalPrice</code>. This is a calculated field.</p>
<code>Type</code>	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Type of the <code>OrderItemSummary</code>. <code>Delivery Charge</code> indicates that the <code>OrderItemSummary</code> represents a delivery charge. <code>Order Product</code> indicates that it represents any other type of</p>

Field	Details
	<p>product, service, or charge. Each type corresponds to one type code, shown here in parentheses.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Delivery Charge (Charge)</code> • <code>Order Product (Product)</code> <p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
TypeCode	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Type code of the <code>OrderItemSummary</code>. Charge indicates that the <code>OrderItemSummary</code> represents a delivery charge. Product indicates that it represents any other type of product, service, or charge.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Charge</code> • <code>Product</code> <p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
UnitPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Unit price of the product represented by the <code>OrderItemSummary</code>.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>

SEE ALSO:

[FulfillmentOrderLineItem](#)[OrderItemAdjustmentLineSummary](#)[OrderItemTaxLineItemSummary](#)[OrderSummary](#)

OrderItemSummaryChange

Represents a change to an OrderItemSummary, usually a reduction in quantity due to a cancel or return. Corresponds to a change order item. This object is available in API version 48.0 and later.

This object is used for calculations and doesn't have a default record page.

Supported Calls

`delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is only available in Salesforce Order Management orgs.

Fields

Field	Details
ChangeOrderItemId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the associated change order item.</p>
ChangeType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Type of change represented by the OrderItemSummaryChange. Possible values are:</p> <ul style="list-style-type: none">• Add (available in API version 54.0 and later)• Cancel• DeliveryChargeAdjustment• ProductAdjustment• Return
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p>

Field	Details
	<p>Description</p> <p>ISO code for the currency of the OrderSummary associated with the OrderItemSummaryChange. The default value is USD.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
IsPreFulfillment	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether the change occurs before the OrderItemSummary has been fulfilled.</p>
OrderItemSummaryChangeNumber	<p>Type</p> <p>string</p> <p>Properties</p> <p>Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description</p> <p>ID of the OrderItemSummaryChange.</p>
OrderItemSummaryId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>ID of the OrderItemSummary to which the change applies.</p>
OrderSummaryId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>ID of the OrderSummary to which the associated OrderItemSummary belongs.</p>
Reason	<p>Type</p> <p>picklist</p>

Field	Details
	Properties Defaulted on create, Filter, Group, Sort
	Description Reason for the change. You can customize this list. The list has one default value: <ul style="list-style-type: none"> Unknown

SEE ALSO:

[OrderItemSummary](#)

OrderItemTaxLineItemSummary

Represents the current tax on an `OrderItemSummary` or `OrderItemAdjustmentLineSummary`. Corresponds to one or more order item tax line items, consisting of an original object and any change objects applicable to it. This object is available in API version 48.0 and later.

Supported Calls

`delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce on Lightning Experience license is enabled.

Fields

Field	Details
Amount	Type currency
	Properties Filter, Sort
	Description Amount of tax represented by the <code>OrderItemTaxLineItemSummary</code> . If the <code>OrderLifecycleType</code> field on the associated <code>OrderSummary</code> is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.

Field	Details
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description ISO code for the currency of the OrderSummary associated with the OrderItemTaxLineItemSummary. The default value is USD.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type textarea</p> <p>Properties Nillable, Update</p> <p>Description Description of the OrderItemTaxLineItemSummary.</p> <p>This field can be edited.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the OrderItemTaxLineItemSummary.</p>
OrderItemAdjustmentLineSummaryId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description If this object represents tax on an adjustment, this value is the ID of the OrderItemAdjustmentLineSummary to which the tax applies. If this value is null, the adjustment applies to an OrderItemSummary.</p>
OrderItemSummaryId	<p>Type reference</p>

Field	Details
	<p>Properties Filter, Group, Sort</p> <p>Description If this object represents tax on an OrderItemSummary, this value is the ID of that OrderItemSummary. If this object represents tax on an adjustment, this value is the ID of the OrderItemSummary to which the adjustment applies.</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the OrderSummary that the associated OrderItemSummary or OrderItemAdjustmentLineSummary belongs to.</p>
OriginalOrderItemTaxLineItemId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the original order item tax line item associated with this summary object. Nillable=true only if the associated order summary is unmanaged. For managed order summaries, nillable=false.</p>
Rate	<p>Type percent</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax rate used to calculate the Amount. If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
TaxEffectiveDate	<p>Type date</p> <p>Properties Filter, Group, Sort</p> <p>Description Date on which the Amount was calculated. Important due to tax rate changes over time.</p>

Field	Details
	If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code> , then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.
Type	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Indicates whether the Amount is actual or estimated. Possible values are:</p> <ul style="list-style-type: none"> Actual Estimated <p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>

SEE ALSO:

[FulfillmentOrderItemTax](#)[OrderItemAdjustmentLineSummary](#)[OrderItemSummary](#)

OrderPaymentSummary

Represents the current properties and state of payments using a single payment method that are applied to one `OrderSummary`. This object is available in API version 48.0 and later.



[other]: Where possible, we changed noninclusive terms to align with our company value of Equality. We maintained certain terms to avoid any effect on customer implementations.

Unlike most summary objects, an `OrderPaymentSummary` is not related to a similarly named order payment object. Instead, it combines values from multiple payment objects that use the same payment method and apply to the same `OrderSummary`.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce on Lightning Experience license is enabled.

Fields

Field	Details
AuthorizationAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Amount of the OrderPaymentSummary that has been authorized.</p>
AuthorizationReversalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Amount of the AuthorizationAmount that has been reversed.</p>
AvailableToCaptureAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Amount of the OrderPaymentSummary that is available to be captured. Equal to AuthorizationAmount minus (CapturedAmount and PendingCaptureAmount and PendingReverseAuthAmount).</p>
AvailableToRefundAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Amount of the OrderPaymentSummary that is available to be refunded. Equal to CapturedAmount minus (RefundedAmount and PendingCaptureAmount and PendingRefundAmount).</p>
BalanceAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total balance of all payments associated with this summary object.</p>

Field	Details
CapturedAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Amount of the OrderPaymentSummary that has been captured.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for the currency of the OrderSummary associated with the OrderPaymentSummary. Order Management APIs and actions that create an OrderPaymentSummary for an OrderSummary set this value. The default value is USD.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
FullName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The full name of the payment method user.</p>
LastPaymentGatewayLogId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the most recent payment gateway log associated with the OrderPaymentSummary.</p>
LastPaymentGatewayMessage	<p>Type string</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field	Details
	Description The most recent message received from the payment gateway associated with the OrderPaymentSummary.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description Timestamp for when the current user last viewed a record related to this record. This field is available in API version 49.0 and later.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description Timestamp for when the current user last viewed this record. A null value can mean that this record has only been referenced (LastReferencedDate) and not viewed. This field is available in API version 49.0 and later.
Method	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the OrderPaymentSummary.
OrderSummaryId	Type reference Properties Create, Filter, Group, Sort Description ID of the OrderSummary associated with the OrderPaymentSummary.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update

Field	Details
	Description The ID of the user who currently owns this OrderPaymentSummary. Default value is the user logged in to the API to perform the create.
PaymentMethodId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the payment method associated with this OrderPaymentSummary.
PendingAuthorizationAmount	Type currency Properties Filter, Nillable, Sort Description Amount of the OrderPaymentSummary that is pending authorization.
PendingCaptureAmount	Type currency Properties Filter, Nillable, Sort Description Amount of the OrderPaymentSummary that is pending capture.
PendingRefundAmount	Type currency Properties Filter, Nillable, Sort Description Amount of the OrderPaymentSummary that is pending refund.
PendingReverseAuthAmount	Type currency Properties Filter, Nillable, Sort Description Amount of the AuthorizationAmount that is pending reversal.
RefundedAmount	Type currency

Field	Details
	Properties Filter, Nillable, Sort Description Amount of the OrderPaymentSummary that has been refunded.
Type	Type string Properties Create, Filter, Group, Sort Description The payment method type associated with the OrderPaymentSummary. For example, visa, mastercard, check, or giftcard.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

OrderPaymentSummaryFeed

Feed tracking is available for the object.

OrderPaymentSummaryOwnerSharingRule

Sharing rules are available for the object.

OrderPaymentSummaryShare

Sharing is available for the object.

SEE ALSO:

[OrderSummary](#)

OrderSummary

Represents the current properties and state of an order. Corresponds to one or more order objects, consisting of an original object and any change objects applicable to it. This object is available in API version 48.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce on Lightning Experience license is enabled.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the account or person account associated with the OrderSummary. It represents the shopper in the storefront. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
ActiveProcessExceptionCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Total number of active process exceptions on the OrderSummary. This field is available in API version 50.0 and later.</p>
BillingAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description Billing address associated with the OrderSummary. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
BillingCity	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Billing address city.</p>
BillingCountry	<p>Type string</p>

Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update Description Billing address country.
BillingEmailAddress	Type email Properties Create, Filter, Group, Nillable, Sort, Update Description Email address on the billing address.
BillingGeocodeAccuracy	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The accuracy of the geocode for the billing address. Possible values are: <ul style="list-style-type: none"> • Address • Block • City • County • ExtendedZip • NearAddress • Neighborhood • State • Street • Unknown • Zip
BillingLatitude	Type double Properties Create, Filter, Nillable, Sort, Update Description Used with BillingLongitude to specify the precise geolocation of the billing address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.

Field	Details
BillingLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with BillingLatitude to specify the precise geolocation of the billing address. Acceptable values are numbers between -90 and 90 with up to 15 decimal places.</p>
BillingPhoneNumber	<p>Type phone</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Phone number of the billing address.</p>
BillingPostalCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Billing address postal code.</p>
BillingState	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Billing address state.</p>
BillingStreet	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Billing address street.</p>
BillToContactId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>ID of the Contact associated with the OrderSummary. It represents the shopper in the storefront when not using person accounts.</p> <p>If the <code>OrderLifeCycleType</code> field is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p> <p>This field is available in API version 49.0 and later.</p>
BusinessModel	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The business model of the OrderSummary.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • B2B • B2C <p>This field is available in API version 53.0 and later.</p>
ChangeOrderId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Reserved for future use.</p>
CurrencyIsoCode	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Available only for orgs with the multicurrency feature enabled. Contains the ISO code for the currency of the original Order associated with the OrderSummary. The default value is USD.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the OrderSummary. This field can be edited.</p>
ExternalReferenceIdentifier	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description Used internally to prevent duplicate records. On creation, this field is set to "SFDC" + the value returned by System.nanoTime() + a random base64 GUID. This field is available in API version 54.0 and later.</p>
GrandTotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount, including adjustments and tax, of the OrderSummary.</p>
IsSuspended	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the OrderSummary is suspended. The default value is false. This field is available in API version 50.0 and later.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type dateTime</p>

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this record. A null value can mean that this record has only been referenced (LastReferencedDate) and not viewed.</p>
OrderedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Date of the original order associated with this OrderSummary. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
OrderLifeCycleType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Specifies whether the OrderSummary is managed by Salesforce Order Management (MANAGED) or by an external system (UNMANAGED). An unmanaged OrderSummary is stored in Salesforce for reference purposes.</p> <ul style="list-style-type: none"> Some Order Management APIs reject input records that are associated with unmanaged OrderSummaries. Order Management does not update financial bucket fields on some records that are associated with unmanaged OrderSummaries. A user with the EditUnmanagedOrderSummaries or B2BCommerceIntegrator permission can edit certain fields on objects related to unmanaged OrderSummaries that are normally only accessible via APIs. <p>Possible values are:</p> <ul style="list-style-type: none"> MANAGED—Managed UNMANAGED—Unmanaged <p>This field is available in API version 49.0 and later.</p>
OrderNumber	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p>

Field	Details
	Description Name of the OrderSummary.
OrderProductLineCount	Type int Properties Filter, Group, Nillable, Sort Description Total number of unique products ordered on this Order Summary. This field is available in API version 52.0 and later.
OriginalOrderId	Type reference Properties Filter, Group, Sort Description ID of the original order associated with this OrderSummary.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the user who currently owns this OrderSummary. Default value is the user logged in to the API to perform the create.
PoDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description Purchase order date associated with this OrderSummary. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field. This field is available in API version 52.0 and later.
PoNumber	Type string Properties Create, Filter, Group, Nillable, Sort, Update

Field	Details
	<p>Description</p> <p>Purchase order number associated with this OrderSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
Pricebook2Id	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>ID of the pricebook associated with this OrderSummary.</p> <p>This field is available in API version 54.0 and later.</p>
RoutingAttempts	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The number of attempts that have been made to route the order summary to inventory locations.</p> <p>This field is available in API version 51.0 and later.</p>
SalesChannelId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>ID of the SalesChannel associated with this OrderSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
SalesStoreId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>ID of the RetailStore or WebStore associated with this OrderSummary.</p>

Field	Details
	<p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p> <p>This field is only available in Salesforce B2B Commerce orgs.</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Status of the order summary. Unlike the Status and Status Category fields on the order and FulfillmentOrder objects, this field is optional.</p> <p>We recommend that you use the same values in this picklist that you use in the Status picklist for the order object.</p>
TaxLocaleType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The system used to handle tax on the original Order associated with the OrderSummary. Gross usually applies to taxes like value-added tax (VAT), and Net usually applies to taxes like sales tax.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Gross</code> (displays most prices and taxes as combined values) • <code>Net</code> (displays most prices and taxes as separate values) <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p> <p>This field is available in API version 49.0 and later.</p>
TotalAdjDelivery AmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of all OrderItemSummaries of type code Charge belonging to this OrderSummary, inclusive of item-level adjustments and tax. This amount is equal to TotalAdjustedDeliveryAmount + TotalAdjustedDeliveryTaxAmount.</p> <p>This field is available in API version 49.0 and later.</p>

Field	Details
TotalAdjDistAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of distributed adjustments applied to OrderItemSummaries belonging to this OrderSummary. This amount is equal to TotalProductAdjDistAmount plus TotalDeliveryAdjDistAmount.</p>
TotalAdjDistAmountWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of distributed adjustments applied to OrderItemSummaries belonging to this OrderSummary, inclusive of tax. This amount is equal to TotalAdjDistAmount plus TotalAdjDistTaxAmount. This field is available in API version 49.0 and later.</p>
TotalAdjDistTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAdjDistAmount.</p>
TotalAdjProductAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of all OrderItemSummaries of type code Product belonging to this OrderSummary, inclusive of item-level adjustments and tax. This amount is equal to TotalAdjustedProductAmount plus TotalAdjustedProductTaxAmount. This field is available in API version 49.0 and later.</p>
TotalAdjustedDeliveryAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description Total, including item-level adjustments but not order-level adjustments or tax, of all OrderItemSummaries of type code Charge belonging to this OrderSummary.
TotalAdjustedDeliveryTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalAdjustedDeliveryAmount.
TotalAdjustedProductAmount	Type currency Properties Filter, Nillable, Sort Description Total, including item-level adjustments but not order-level adjustments or tax, of all OrderItemSummaries of type code Product belonging to this OrderSummary.
TotalAdjustedProductTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalAdjustedProductAmount.
TotalAmount	Type currency Properties Filter, Nillable, Sort Description Total, including adjustments but not tax, of all OrderItemSummaries belonging to this OrderSummary. Equal to TotalAdjustedProductAmount plus TotalAdjustedDeliveryAmount.
TotalDeliveryAdjDistAmount	Type currency Properties Filter, Nillable, Sort Description Total of all order-level price adjustments applied to OrderItemSummaries of type code Charge belonging to this OrderSummary. This value includes OrderItemAdjustmentLineSummaries that belong to OrderAdjustmentGroupSummaries of type Header.

Field	Details
TotalDeliveryAdj DistAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all order-level price adjustments applied to OrderItemSummaries of type code Charge belonging to this OrderSummary, inclusive of tax. This value includes OrderItemAdjustmentLineSummaries that belong to OrderAdjustmentGroupSummaries of type Header. It is equal to TotalDeliveryAdjDistAmount + TotalDeliveryAdjDistTaxAmount. This field is available in API version 49.0 and later.</p>
TotalDeliveryAdj DistTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalDeliveryAdjDistAmount.</p>
TotalDeliveryAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Sum of the Total Line Amounts of all OrderItemSummaries of type code Charge belonging to this OrderSummary, not including adjustments or tax. This field is available in API version 54.0 and later.</p>
TotalDeliveryAmount WithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all OrderItemSummaries of type code Charge belonging to this OrderSummary, including tax but not including adjustments. It is equal to TotalDeliveryAmount + TotalDeliveryTaxAmount. This field is available in API version 54.0 and later.</p>
TotalDeliveryTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description Tax on the TotalDeliveryAmount. This field is available in API version 54.0 and later.
TotalProductAdj DistAmount	Type currency Properties Filter, Nillable, Sort Description Total of all order-level price adjustments applied to OrderItemSummaries of type code Product belonging to this OrderSummary. This value includes OrderItemAdjustmentLineSummaries that belong to OrderAdjustmentGroupSummaries of type Header.
TotalProductAdj DistAmtWithTax	Type currency Properties Filter, Nillable, Sort Description Total of all order-level price adjustments applied to OrderItemSummaries of type code Product belonging to this OrderSummary, inclusive of tax. This value includes OrderItemAdjustmentLineSummaries that belong to OrderAdjustmentGroupSummaries of type Header. It is equal to TotalProductAdjDistAmount + TotalProductAdjDistTaxAmount. This field is available in API version 49.0 and later.
TotalProductAdj DistTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalProductAdjDistAmount.
TotalProductAmount	Type currency Properties Filter, Nillable, Sort Description Sum of the Total Line Amounts of all OrderItemSummaries of type code Product belonging to this OrderSummary, not including adjustments or tax. This field is available in API version 54.0 and later.

Field	Details
TotalProductAmount WithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all OrderItemSummaries of type code Product belonging to this OrderSummary, including tax but not including adjustments. It is equal to TotalProductAmount + TotalProductTaxAmount. This field is available in API version 54.0 and later.</p>
TotalProductTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalProductAmount. This field is available in API version 54.0 and later.</p>
TotalTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total tax on all OrderItemSummaries belonging to this OrderSummary. Equal to TotalAdjustedDeliveryTaxAmount plus TotalAdjustedProductTaxAmount.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

OrderSummaryFeed

Feed tracking is available for the object.

OrderSummaryOwnerSharingRule

Sharing rules are available for the object.

OrderSummaryShare

Sharing is available for the object.

SEE ALSO:

- [FulfillmentOrder](#)
- [OrderItemSummary](#)
- [OrderPaymentSummary](#)
- [SalesChannel](#)

OrderSummaryRoutingSchedule

Represents an attempt to route an order summary to one or more inventory locations for fulfillment. You can use it to schedule future attempts and to record completed attempts. This object is available in API version 51.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce on Lightning Experience license is enabled.

Fields

Field	Details
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this record. If this value is null, it's possible that this record was referenced (LastReferencedDate) and not viewed.</p>

Field	Details
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the order summary routing schedule.</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description (Master-Detail) The order summary associated with the routing schedule.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the User who currently owns this order summary routing schedule. Default value is the User logged in to the API to perform the create.</p>
Reason	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Reason for the routing attempt. You can customize this list. The list has one default value:</p> <ul style="list-style-type: none"> Unknown
ScheduleStatus	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Identifies whether this routing attempt has already run or is scheduled to run. Possible values are:</p> <ul style="list-style-type: none"> ABANDONED COMPLETED SCHEDULED

Field	Details
ScheduledDatetime	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Identifies when this routing attempt was run or is scheduled to run. If the <code>ScheduleStatus</code> is ABANDONED or COMPLETED, then you can't modify this value.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

OrderSummaryRoutingScheduleOwnerSharingRule

Sharing rules are available for the object.

OrderSummaryRoutingScheduleShare

Sharing is available for the object.

ProcessException

Represents a processing failure on an order summary. A separate process is required to resolve the failure that caused the process exception before order summary processing can continue. This object is available in API version 50.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
AttachedToId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description ID of the object associated with the ProcessException. This is a polymorphic relationship field.</p> <p>Relationship Name AttachedTo</p>

Field	Details
	Relationship Type Lookup
	Refers To CreditMemo, Invoice, Order, OrderItem, Payment, PaymentAuthorization, Refund, ReturnOrder
CaseId	Type reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description ID of the case associated with the ProcessException. This is a relationship field.
	Relationship Name Case
	Relationship Type Lookup
	Refers To Case
Category	Type picklist
	Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update
	Description ProcessingException type. You can customize the category picklist to represent your business processes. Possible values are: <ul style="list-style-type: none"> • Fulfillment • Invoicing • Order Activation • Order Approval • Payment
Description	Type textarea
	Properties Create, Nillable, Update
	Description Detailed description of the ProcessException.

Field	Details
ExternalReference	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of external entities associated with the ProcessException.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Timestamp for when the current user last viewed this record. A null value can mean that this record has only been referenced (LastReferencedDate) and not viewed.</p>
Message	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Short description of the ProcessException</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the OrderSummary associated with the ProcessException. The ProcessException component is displayed on this OrderSummary.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field	Details
	<p>Description ID of the User who currently owns this ProcessException. Default value is the User logged in to the API to perform the create.</p> <p>This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
Priority	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Resolution priority for the ProcessException. You can customize the priority picklist to represent your business processes.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • High • Low
ProcessExceptionNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The unique name of the ProcessException, formatted as PE-(00000000).</p>
Severity	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Severity of the ProcessException. Each severity value corresponds to one severity category. You can customize the severity picklist to represent your business processes. If you customize the severity picklist, include at least one severity value for each severity category.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • High • Low

Field	Details
SeverityCategory	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Severity category of the ProcessException. Each severity category corresponds to one or more severity values. The severity category is used to show the severity icon in the ProcessException list view. Possible values are:</p> <ul style="list-style-type: none"> • High • Low
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Status of the ProcessException. Each status corresponds to one status category, shown here in parentheses. You can customize the status picklist to represent your business processes. If you customize the status picklist, include at least one status value for each status category. Possible values are:</p> <ul style="list-style-type: none"> • Ignored (Inactive) • New (Active) • Paused (Inactive) • Resolved (Resolved) • Triage (Active) • Voided (Inactive)
StatusCategory	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Status category of the ProcessException. Each status category corresponds to one or more statuses. Possible values are:</p> <ul style="list-style-type: none"> • ACTIVE • INACTIVE • RESOLVED

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

ProcessExceptionOwnerSharingRule

Sharing rules are available for the object.

ProcessExceptionShare

Sharing is available for the object.

ReturnOrder

Represents the return or repair of inventory or products in Field Service, or the return of order products in Order Management. This object is available in API version 42.0 and later.

Return orders are available in Lightning Experience, Salesforce Classic, the Salesforce mobile app, the Field Service mobile app for Android and iOS, and communities built using Salesforce Tabs + Visualforce.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service or Order Management must be enabled. If return orders are enabled by a Salesforce Order Management license, they must be created with a Status corresponding to the Status Category Activated. The default Statuses corresponding to Activated are Submitted and Approved.

Fields

Field Name	Details
AccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The account associated with the return order. This is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>


Field Name	Details
CaseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The case associated with the return order. This is a relationship field.</p> <p>Relationship Name Case</p> <p>Relationship Type Lookup</p> <p>Refers To Case</p>
ContactId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The contact associated with the return order. This is a relationship field.</p> <p>Relationship Name Contact</p> <p>Relationship Type Lookup</p> <p>Refers To Contact</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Notes or context about the return order.</p>
DestinationLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>



Field Name	Details
	<p>Description The location where the items are being returned to. For example, if the return order tracks the return of products from a technician's van to a warehouse, the warehouse is the destination location.</p> <p>This is a relationship field.</p> <p>Relationship Name DestinationLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
ExpectedArrivalDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date when the items are expected to arrive at the destination location.</p>
ExpirationDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Authorizations can't be captured after their expiration dates.</p> <p>This field is available in API version 50.0 and later.</p>
GrandTotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including adjustments and tax, of the products and delivery charges on the return order. This includes all return order line items associated with the return order. This amount is equal to TotalAmount + TotalTaxAmount.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
LastReferencedDate	<p>Type dateTime</p>

Field Name	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description The date when the return order was last modified. Its label in the user interface is <code>Last Modified Date</code>.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the return order was last viewed.</p>
LifeCycleType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Specifies whether the order summary is managed by Salesforce Order Management (MANAGED) or by an external system (UNMANAGED). An unmanaged order summary is stored in Salesforce for reference purposes.</p> <ul style="list-style-type: none"> Some Order Management APIs reject input records that are associated with unmanaged order summaries. Order Management does not update financial bucket fields on some records that are associated with unmanaged order summaries. A user with the <code>EditUnmanagedOrderSummaries</code> or <code>B2BCommerceIntegrator</code> permission can edit certain fields on objects related to unmanaged order summaries that are normally only accessible via APIs. <p>Possible values are:</p> <ul style="list-style-type: none"> MANAGED—Managed UNMANAGED—Unmanaged <p>This field is available in API version 50.0 and later.</p>
OrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The order associated with the return order. When you associated a return order with an order, you can associate the return order's line items with order products. This is a relationship field.</p>

Field Name	Details
	Relationship Name Order
	Relationship Type Lookup
	Refers To Order
OrderSummaryId	Type reference
	Properties Create, Filter, Group, Nillable, Sort
	Description ID of the order summary associated with the return order. This field is available in API version 50.0 and later.
OwnerId	Type reference
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description The owner of the return order. This is a polymorphic relationship field.
	Relationship Name Owner
	Relationship Type Lookup
	Refers To Group, User
ProductRequestId	Type reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The product request associated with the return order. When you associated a return order with a product request, you can associate the return order's line items with the product request's line items. A return order might be related to a product request if the return order tracks the return of unused products or products to be repaired or replaced. For example, a technician creates a product request for three motors to prepare for a field visit. If the technician finds that only two motors are needed, they can create a return

Field Name	Details
	<p>order to return the third to the original location, and list the product request in this field.</p> <p>This is a relationship field.</p> <p>Relationship Name ProductRequest</p> <p>Relationship Type Lookup</p> <p>Refers To ProductRequest</p> <p>This field is available only if Field Service or Health Cloud is enabled.</p>
ProductServiceCampaignId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The product service campaign associated with the return order</p> <p>This field is available only if Field Service is enabled.</p>
ReturnOrderNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description (Read only) Auto-generated number identifying the return order.</p>
ReturnedById	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the user returning the items.</p> <p>This is a relationship field.</p> <p>Relationship Name ReturnedBy</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>

Field Name	Details
ShipFromAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description The return shipping address. This address tracks the location of the items at the start of the return or repair. For example, if a customer is returning an item, the Ship From address is the customer's address.</p>
ShipFromCity	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The city of the return shipping address. This address tracks the location of the items at the start of the return or repair. For example, if a customer is returning an item, the Ship From address is the customer's address.</p>
ShipFromCountry	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The country of the return shipping address. This address tracks the location of the items at the start of the return or repair. For example, if a customer is returning an item, the Ship From address is the customer's address.</p>
ShipFromGeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Accuracy level of the geocode for the return shipping address. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipFromLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field Name	Details
	<p>Description</p> <p>Used with Longitude to specify the precise geolocation of the return shipping address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipFromLongitude	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>Used with Latitude to specify the precise geolocation of the return shipping address. Acceptable values are numbers between –180 and 180 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipFromPostalCode	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The postal code of the return shipping address. This address tracks the location of the items at the start of the return or repair. For example, if a customer is returning an item, the Ship From address is the customer's address.</p>
ShipFromState	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The state of the return shipping address. This address tracks the location of the items at the start of the return or repair. For example, if a customer is returning an item, the Ship From address is the customer's address.</p>
ShipFromStreet	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	<p>Description</p> <p>The street of the return shipping address. This address tracks the location of the items at the start of the return or repair. For example, if a customer is returning an item, the Ship From address is the customer's address.</p>
ShipmentType	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The type of shipment associated with the return order. Available values are:</p> <ul style="list-style-type: none"> Standard (default value) Rush Overnight Next Business Day Pick Up
SourceLocationId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The items' location at the start of the return or repair. For example, if the return order tracks the return of products from a technician's service vehicle to a warehouse, the service vehicle is the source location.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>SourceLocation</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Location</p>
Status	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The status of the return order. Available values are:</p> <ul style="list-style-type: none"> Draft Submitted

Field Name	Details
	<ul style="list-style-type: none"> • Approved • Canceled • Closed <p>If return orders are enabled by a Salesforce Order Management license, they must be created with a Status corresponding to the Status Category Activated. The default Statuses corresponding to Activated are Submitted and Approved.</p>
StatusCategory	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Status category of the return order. Processing of the return order depends on this value. Each status category corresponds to one or more statuses.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Activated • Canceled • Closed • Draft <p>This field is available in API version 50.0 and later.</p>
TaxLocaleType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The system used to handle tax on the original order associated with the return order. Gross usually applies to taxes like value-added tax (VAT), and Net usually applies to taxes like sales tax.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Gross (displays most prices and taxes as combined values) • Net (displays most prices and taxes as separate values) <p>This field is available in API version 50.0 and later.</p>
TotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p>

Field Name	Details
	<p>Description</p> <p>Adjusted total, not including tax, of the return order line items, including products and delivery charges, on the ReturnOrder.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalDeliveryAdjustAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total amount of the price adjustments applied to the delivery charges on the return order. This value only includes adjustments to return order line items of type code Charge.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalDeliveryAdjustAmtWithTax	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total amount of the price adjustments applied to the delivery charges on the return order, inclusive of tax. This value only includes adjustments to return order line items of type code Charge. This amount is equal to TotalDeliveryAdjustAmount + TotalDeliveryAdjustTaxAmount.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalDeliveryAdjustTaxAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Tax on the TotalDeliveryAdjustmentAmount.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalDeliveryAmount	<p>Type</p> <p>currency</p>

Field Name	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description Total of the delivery charges on the return order. This value only includes return order line items of type code Charge. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalDeliveryAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the delivery charges on the return order, inclusive of tax. This value only includes return order line items of type code Charge. This amount is equal to TotalDeliveryAmount + TotalDeliveryTaxAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalDeliveryTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalDeliveryAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalProductAdjustAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the products on the return order. This value only includes adjustments to return order line items of type code Product. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalProductAdjustAmtWithTax	<p>Type currency</p>

Field Name	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the products on the return order, inclusive of tax. This value only includes adjustments to return order line items of type code Product. This amount is equal to TotalProductAdjustAmount + TotalProductAdjustTaxAmount.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalProductAdjustTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalProductAdjustmentAmount.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalProductAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of the product charges on the return order. This value only includes return order line items of type code Product.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalProductAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the product charges on the return order, inclusive of tax. This value only includes return order line items of type code Product. This amount is equal to TotalProductAmount + TotalProductTaxAmount.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>

Field Name	Details
TotalProductTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalProductAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>

Usage

You can use return orders to track customer returns, customer repairs, or the return of inventory from a technician's van stock to a warehouse or supplier. Customers can initiate a return from a community, or agents can create return orders in response to a customer call or technician request.

Return orders are composed of return order line items, which allow you to add details about the items being returned. To represent the returned items, each line item must list one or more of the following: product, product item, asset, product request line item, and order product. Return orders can be associated with a product request, case, account, contact, and order if needed. This versatility lets you use return orders to track a wide range of return scenarios.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

ReturnOrderChangeEvent (API version 48.0)

Change events are available for the object.

ReturnOrderFeed

Feed tracking is available for the object.

ReturnOrderHistory

History is available for tracked fields of the object.

ReturnOrderOwnerSharingRule

Sharing rules are available for the object.

ReturnOrderShare

Sharing is available for the object.

ReturnOrderItemAdjustment

Represents a price adjustment on a return order line item. This object is available in API version 50.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

Order Management must be enabled.

Fields

Field	Details
Amount	Type currency Properties Create, Filter, Sort Description Amount, not including tax, of the adjustment.
Description	Type textarea Properties Create, Nillable, Update Description Description of the adjustment.
OrderItemAdjustLineSummaryId	Type reference Properties Create, Filter, Group, Nillable, Sort Description ID of the order item adjustment line summary associated with the adjustment.
ReturnOrderId	Type reference

Field	Details
	<p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the return order associated with the return order line item to which the adjustment applies. This is a relationship field.</p> <p>Relationship Name ReturnOrder</p> <p>Relationship Type Lookup</p> <p>Refers To ReturnOrder</p>
ReturnOrderItemAdjustmentNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description ID of the return order item adjustment.</p>
ReturnOrderLineItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the return order line item to which this adjustment applies. This is a relationship field.</p> <p>Relationship Name ReturnOrderLineItem</p> <p>Relationship Type Lookup</p> <p>Refers To ReturnOrderLineItem</p>
TotalAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the adjustment, inclusive of tax. This amount is equal to Amount + TotalTaxAmount.</p>

Field	Details
TotalTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the Amount.

ReturnOrderItemTax

Represents the tax on a return order line item or return order item adjustment. This object is available in API version 50.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

Order Management must be enabled.

Fields

Field	Details
Amount	Type currency Properties Create, Filter, Sort Description Amount of tax represented by the return order item tax.
Description	Type textarea Properties Create, Nillable, Update Description Description of the return order item tax.
OrderItemTaxLineItemSummaryId	Type reference

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the order item tax line item summary associated with the order item summary that corresponds to the return order line item to which the tax applies.</p>
Rate	<p>Type percent</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax rate used to calculate the Amount.</p>
ReturnOrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the associated return order. This is a relationship field.</p> <p>Relationship Name ReturnOrder</p> <p>Relationship Type Lookup</p> <p>Refers To ReturnOrder</p>
ReturnOrderItemAdjustmentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description If this object represents a tax on an adjustment, this value is the ID of the return order item adjustment to which the tax applies. If this value is null, the adjustment applies to a return order line item. This is a relationship field.</p> <p>Relationship Name ReturnOrderItemAdjustment</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To ReturnOrderItemAdjustment
ReturnOrderItemTaxNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description ID of the return order item tax.
ReturnOrderLineItemId	Type reference Properties Create, Filter, Group, Sort Description If this object represents a tax on a return order line item, this value is the ID of that return order line item. If this object represents a tax on an adjustment, this value is the ID of the return order line item to which the adjustment applies. This is a relationship field. Relationship Name ReturnOrderLineItem Relationship Type Lookup Refers To ReturnOrderLineItem
TaxEffectiveDate	Type date Properties Filter, Group, Nillable, Sort Description Date on which the Amount was calculated. Important due to tax rate changes over time.
Type	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Shows whether the amount on the tax line is an estimate or the final calculated amount. Doesn't set a value by default. Users can define automation to set and change the value as needed.

Field	Details
	<p>Possible values are:</p> <ul style="list-style-type: none"> • Actual • Estimated

ReturnOrderLineItem

Represents a specific product that is returned or repaired as part of a return order in Field service, or a specific order item that is returned as part of a return order in Order Management. This object is available in API version 42.0 and later.

Return orders are available in Lightning Experience, Salesforce Classic, the Salesforce mobile app, the Field Service mobile app for Android and iOS, and communities built using Salesforce Tabs + Visualforce.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service or Order Management must be enabled.

Fields

Field Name	Details
AssetId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The asset associated with the return order line item. One or more of the following fields must be filled out: AssetId, OrderItemId, Product2Id, ProductItemId, and ProductRequestLineItemId. This is a relationship field.</p> <p>Relationship Name Asset</p> <p>Relationship Type Lookup</p> <p>Refers To Asset</p>

Field Name	Details
ChangeOrderItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the change order item associated with the return order line item. This field is available in API version 50.0 and later. This is a relationship field.</p> <p>Relationship Name ChangeOrderItem</p> <p>Relationship Type Lookup</p> <p>Refers To OrderItem</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Notes or context about the return order line item.</p>
DestinationLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The location where the items are being returned to. For example, if the return order tracks the return of products from a technician's van to a warehouse, the warehouse is the destination location. This is a relationship field.</p> <p>Relationship Name DestinationLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
GrossUnitPrice	<p>Type currency</p>

Field Name	Details
	<p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Unit price, including tax, of the product represented by the associated order item summary. This field is available in API version 50.0 and later.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the return order line item was last modified. Its label in the user interface is <code>Last Modified Date</code>.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the return order line item was last viewed.</p>
OrderItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The order product associated with the return order line item. One or more of the following fields must be filled out: <code>AssetId</code>, <code>OrderItemId</code>, <code>Product2Id</code>, <code>ProductId</code>, and <code>ProductRequestLineItemId</code>. This is a relationship field.</p> <p>Relationship Name OrderItem</p> <p>Relationship Type Lookup</p> <p>Refers To OrderItem</p>
OrderItemSummaryId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the order item summary associated with the return order line item. This field is available in API version 50.0 and later.</p>
ProcessingPlan	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Indicates the preferred fate of the items following their return. Available values are:</p> <ul style="list-style-type: none"> • Repair—Repair the items and return them to the owner • Discard—Discard the items • Salvage—Salvage the items' working parts • Restock—Return the items to your inventory
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The product associated with the return order line item. One or more of the following fields must be filled out: AssetId, OrderItemId, Product2Id, ProductItemId, and ProductRequestLineItemId. This is a relationship field.</p> <p>Relationship Name Product2</p> <p>Relationship Type Lookup</p> <p>Refers To Product2</p>
ProductItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	<p>Description</p> <p>The product item representing the location of the product at the start of the return. One or more of the following fields must be filled out: AssetId, OrderItemId, Product2Id, ProductItemId, and ProductRequestLineItemId.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>ProductItem</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>ProductItem</p>
ProductRequestLineItemId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The product request line item associated with the return order line item. One or more of the following fields must be filled out: AssetId, OrderItemId, Product2Id, ProductItemId, and ProductRequestLineItemId.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>ProductRequestLineItem</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>ProductRequestLineItem</p>
ProductServiceCampaignId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The product service campaign associated with the return order line item.</p>
ProductServiceCampaignItemId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The product service campaign item associated with the return order line item.</p>

Field Name	Details
QuantityExpected	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The quantity of items expected to be returned. This field is available in API version 50.0 and later.</p>
QuantityReceived	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The actual quantity of items received for return. This field is available in API version 50.0 and later.</p>
QuantityRejected	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The quantity of items rejected for return. This field is available in API version 50.0 and later.</p>
QuantityReturned	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The quantity of items being returned. If multiple types of products are being returned, track each product in a different return order line item.</p>
QuantityUnitOfMeasure	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Units of the returned items; for example, kilograms or liters. Quantity Unit of Measure picklist values are inherited from the Quantity Unit of Measure field on products.</p>

Field Name	Details
ReasonForRejection	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Reason for rejecting returned items on this return order line item. Possible values are:</p> <ul style="list-style-type: none">• Damaged Item• Expired Warranty• Missing Item or Part• Wrong Item <p>This field is available in API version 50.0 and later.</p>
ReasonForReturn	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The reason the items are being returned. Available values are:</p> <ul style="list-style-type: none">• Damaged• Defective• Duplicate Order• Wrong Item• Wrong Quantity• Not Satisfied• Outdated• Other
RepaymentMethod	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The method by which the customer or owner will be reimbursed for the items being returned. Available values are:</p> <ul style="list-style-type: none">• Replace—The items will be replaced• Refund—The items will be returned and the owner will be refunded• Credit—The items will be returned and the owner will receive credit for them

Field Name	Details
	<ul style="list-style-type: none"> Return—The items will be returned to the owner (for example, following their repair)
ReturnOrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The return order that the return order line item belongs to. This is a relationship field.</p> <p>Relationship Name ReturnOrder</p> <p>Relationship Type Lookup</p> <p>Refers To ReturnOrder</p>
ReturnOrderLineItemNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description (Read only) Auto-generated number that identifies the return order line item.</p>
SourceLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The items' location at the start of the return or repair. For example, if the return order tracks the return of products from a technician's service vehicle to a warehouse, the service vehicle is the source location. This is a relationship field.</p> <p>Relationship Name SourceLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>

Field Name	Details
TotalAdjustmentAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all price adjustments applied to the return order line item. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalAdjustmentAmountWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the return order line item, inclusive of tax. This amount is equal to TotalAdjustmentAmount + TotalAdjustmentTaxAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAdjustmentAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including adjustments and tax, of the return order line item. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalLineAmount	<p>Type currency</p>

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description Total, not including adjustments or tax, of the return order line item. This field is available in API version 50.0 and later.</p>
TotalLineAmountWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total price of the return order line item, inclusive of tax. This amount is equal to TotalLineAmount + TotalLineTaxAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalLineTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalLineAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including adjustments but not tax, of the return order line item. Equal to UnitPrice times Quantity. This is a calculated field.</p>
TotalTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAmount.</p>

Field Name	Details
	<p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Type of the return order line item. Matches the type of the associated order item summary. Delivery Charge indicates that the return order line item represents a delivery charge. Order Product indicates that it represents any other type of product, service, or charge. Each type corresponds to one type code.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Delivery Charge • Order Product <p>This field is available in API version 50.0 and later.</p>
TypeCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Type code of the return order line item. Matches the type code of the associated order item summary. Processing depends on this value. Charge indicates that the return order line item represents a delivery charge. Product indicates that it represents an other type of product, service, or charge. Each type category corresponds to one or more types.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Charge • Product <p>This field is available in API version 50.0 and later.</p>
UnitPrice	<p>Type currency</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description Unit price of the return order line item.</p> <p>This field is available in API version 50.0 and later.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

ReturnOrderLineItemChangeEvent (API version 48.0)

Change events are available for the object.

ReturnOrderLineItemFeed

Feed tracking is available for the object.

ReturnOrderLineItemHistory

History is available for tracked fields of the object.

SalesChannel

Represents the origin of an order. For example, a web storefront, physical store, marketplace, or mobile app. If you integrate Salesforce Order Management with Salesforce B2C Commerce, set up a SalesChannel corresponding to each Site in your B2C Commerce implementation. This object is available in API version 48.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is only available in Salesforce Order Management orgs.

Fields

Field	Details
Description	Type textarea Properties Create, Nillable, Update Description Description of the SalesChannel.
ExternalChannelNumber	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description External system identifier for the SalesChannel.

Field	Details
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this record. A null value can mean that this record has only been referenced (LastReferencedDate) and not viewed.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The ID of the user who currently owns this SalesChannel. Default value is the user logged in to the API to perform the create.</p>
SalesChannelName	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the SalesChannel.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Type of the SalesChannel. Each Type corresponds to one Type Category. You can customize the Type picklist to represent your business processes, but the Type Category picklist is fixed because some order processing is based on those values. If you customize the Type picklist, include at least one value for each Type Category. This field is available in API version 53.0 and later. Default values are:</p> <ul style="list-style-type: none">• B2B

Field	Details
	<ul style="list-style-type: none"> • B2C • Other
TypeCategory	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Type Category of the SalesChannel. Each Type Category corresponds to one or more Types. This field isn't visible in the UI. This field is available in API version 53.0 and later.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • B2B • B2C • Other

SEE ALSO:

[OrderSummary](#)

Shipment

Represents the transport of inventory in field service or a shipment of order items in Order Management.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

At least one of these features must be enabled:



- Order Management
- Field Service
- B2B Commerce
- Health Cloud Visit Inventory
- Consumer Goods Cloud Retail Execution


Fields



Field Name	Details
ActualDeliveryDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Date the product was delivered.</p>
DeliveredToId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The person or entity the product was delivered to. This is a polymorphic relationship field.</p> <p>Relationship Name DeliveredTo</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
DeliveryMethodId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The delivery method used for the shipment. This field is available in API version 51.0 and later.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Details not recorded in the provided fields</p>
DestinationLocationId	<p>Type reference</p>


Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The place the product is to be delivered. This is a relationship field.</p> <p>Relationship Name DestinationLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
ExpectedDeliveryDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Date the product is expected to be delivered.</p>
FulfillmentOrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The fulfillment order that the shipment belongs to. This field is available in API version 51.0 and later.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p>

Field Name	Details
	<p>Description</p> <p>The timestamp when the current user last viewed this record or list view. If this value is null, the user might have only accessed this record or list view (<code>LastReferencedDate</code>) but not viewed it.</p>
OrderSummaryId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The order summary associated with the shipment.</p> <p>This field is available in API version 51.0 and later.</p>
OwnerId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The owner of the shipment.</p> <p>This is a polymorphic relationship field.</p> <p>Relationship Name</p> <p>Owner</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Group, User</p>
Provider	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The company or person making the transfer.</p>
ReturnOrderId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>For a return Shipment, the associated ReturnOrder.</p> <p>This field is available in API version 53.0 and later.</p>

Field Name	Details
ShipFromAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description The place the product is coming from.</p>
ShipFromCity	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The city of the address where the shipment originates.</p>
ShipFromCountry	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The country of the address where the shipment originates.</p>
ShipFromGeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Accuracy level of the geocode for the address where the shipment originates. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipFromLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with Longitude to specify the precise geolocation of the address where the shipment originates. Acceptable values are numbers between –90 and 90 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>

Field Name	Details
ShipFromLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with Latitude to specify the precise geolocation of the address where the shipment originates. Acceptable values are numbers between –180 and 180 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipFromPostalCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The postal code of the address where the shipment originates.</p>
ShipFromState	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The state of the address where the shipment originates.</p>
ShipFromStreet	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The street of the address where the shipment originates.</p>
ShipToAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description The physical address where the shipment is delivered.</p>
ShipToCity	<p>Type string</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The city of the address where the shipment is delivered.</p>
ShipToCountry	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The country of the address where the shipment is delivered.</p>
ShipToGeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Accuracy level of the geocode for the address where the shipment is delivered. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipToLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with Longitude to specify the precise geolocation of the address where the shipment is delivered. Acceptable values are numbers between –90 and 90 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipToLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with Latitude to specify the precise geolocation of the address where the shipment is delivered. Acceptable values are numbers between –180 and 180</p>

Field Name	Details
	<p>with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipToName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The shipment recipient.</p>
ShipToPostalCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The postal code of the address where the shipment is delivered.</p>
ShipToState	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The state of the address where the shipment is delivered.</p>
ShipToStreet	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The street of the address where the shipment is delivered.</p>
ShipmentNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description An auto-generated number identifying the shipment.</p>
SourceLocationId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The field service location where the shipment originates. This is a relationship field.</p> <p>Relationship Name SourceLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The status of the shipment. The picklist includes the following values, which can be customized:</p> <ul style="list-style-type: none"> • <i>Shipped</i>—The product is in transit. • <i>Delivered</i>—The product is at the source location.
TotalItemsQuantity	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total quantity of items included in the shipment. This value is calculated as the sum of the quantities of the shipment items in the shipment. This field is available in API version 51.0 and later.</p>
TrackingNumber	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Tracking number for the shipment.</p>
TrackingUrl	<p>Type url</p>

Field Name	Details
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description URL of website used for tracking the shipment.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

ShipmentChangeEvent (API version 48.0)

Change events are available for the object.

ShipmentFeed

Feed tracking is available for the object.

ShipmentHistory

History is available for tracked fields of the object.

ShipmentOwnerSharingRule

Sharing rules are available for the object.

ShipmentShare

Sharing is available for the object.

ShipmentItem

Represents an order item included in a shipment. This object is available in API version 51.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

At least one of these features must be enabled:

- Order Management
- Field Service
- B2B Commerce
- Health Cloud Visit Inventory
- Consumer Goods Cloud Retail Execution

Fields

Field	Details
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the shipment item.</p>
ExpectedDeliveryDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Expected delivery date of the shipment that contains the shipment item.</p>
FulfillmentOrderLineItemId	<p>Type reference</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The FulfillmentOrderLineItem (fulfillment order product) corresponding to the shipment item.</p>
OrderItemSummaryId	<p>Type reference</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The OrderItemSummary (order product summary) corresponding to the shipment item.</p>
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The product represented by the shipment item. This is a relationship field.</p> <p>Relationship Name Product2</p>

Field	Details
	Relationship Type Lookup Refers To Product2
Quantity	Type double Properties Create, Filter, Sort, Update Description The quantity of products represented by the shipment item.
ReturnOrderLineItemId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description For a return ShipmentItem, the associated ReturnOrderLineItem. This field is available in API version 53.0 and later.
ShipmentId	Type reference Properties Create, Filter, Group, Sort Description (Master-Detail) The shipment that contains the shipment item. This is a relationship field. Relationship Name Shipment Relationship Type Lookup Refers To Shipment
ShipmentItemNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description An auto-generated number identifying the shipment item.

Field	Details
TrackingNumber	Type string Properties Filter, Group, Nillable, Sort Description The tracking number of the shipment that contains the shipment item.
TrackingUrl	Type url Properties Filter, Group, Nillable, Sort Description The tracking URL of the shipment that contains the shipment item.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

ShipmentItemFeed

Feed tracking is available for the object.

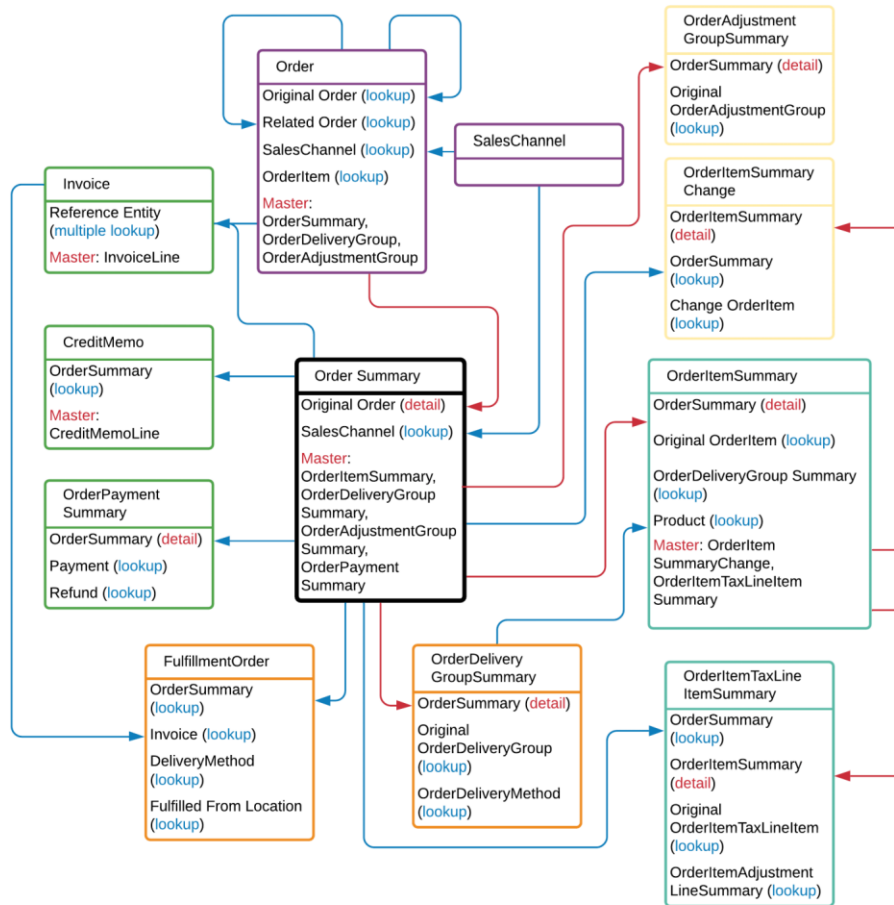
ShipmentItemHistory

History is available for tracked fields of the object.

Order Summary Entity Relationship Diagram

This diagram illustrates some of the relationships between the OrderSummary object and other objects used in Salesforce Order Management.

To view a detailed diagram of all object relationships, from Setup, in the Quick Find box, enter *Schema Builder*, and then select **Schema Builder**. For information on using Schema Builder, see [Design Your Own Data Model](#) in *Extend Salesforce with Clicks, not Code*.



Salesforce B2C Commerce Storefront Order Data Map

These tables illustrate how data in a Salesforce B2C Commerce order packet maps to records in Salesforce Order Management. If you're implementing your own storefront integration, this map can help you understand the order data requirements.

Integration Notes

General:

- B2C Commerce sends orders in New or Open status to Salesforce Order Management. To delay sending an order, for example, to perform a fraud check, keep it in Created status.
- B2C Commerce sends order data to Salesforce Order Management according to a set frequency and when the packet of pending orders reaches a certain size. The process is similar to the one used for Commerce Cloud Order Management. In addition, the integration contacts B2C Commerce every 5 minutes to request any pending order data.
- The B2C Integration can't create an order with a combined total of more than 200 OrderItems and OrderItemAdjustmentLineItems. For example, it can create an order with 150 OrderItems and 45 OrderItemAdjustmentLineItems, but can't create an order with 110 OrderItems and 100 OrderItemAdjustmentLineItems. To import an order that exceeds this limit, use Bulk API 2.0. For information about manually importing orders into Order Management, see [Importing Order Data](#).

- The integration associates sites in B2C Commerce with SalesChannels in Order Management. It identifies the SalesChannel for an order by searching for a SalesChannelName value that matches the `site/site-id` value in the order data.
- For details of the B2C Commerce order data format, see [the Order XSD Schema](#) in the *B2C Commerce Infocenter*.
- The B2C Integration service user is an internal Salesforce user. If you set internal organization-wide sharing defaults for any objects accessed by the integration, set them to **Public Read/Write** access.



Note: For information about organization-wide sharing defaults, see [Organization-Wide Sharing Defaults](#) in Salesforce Help.

- If the Salesforce org ID or login URL changes, or if you run DBInit on your B2C Commerce storefront, the integration requires updating. Open a case with Salesforce Customer Support to reprovision the integration as described in the *Order Management Implementation Guide*.
- If you refresh a sandbox org, or change the Tenant ID of a B2C Commerce instance, repeat the implementation process as described in the *Order Management Implementation Guide*. For information on sandbox orgs, see the [sandbox topics](#) in Salesforce Help.

Shopper Accounts:

- When the `order/billing-address/company-name` value in the order data is not null, Order Management always uses a standard account and contact to represent the shopper.
- If you enable Person Accounts, don't change the names or API names of the two default Account record types. The B2C Integration uses those types to represent shopper accounts.
- You can configure the integration to identify existing shoppers by applying your org's duplicate and matching rules for Accounts, Contacts, and Person Accounts. To enable this feature, in Setup, in Order Management Settings, turn on **B2C Integration Data Matching Rules**. For more information on configuring duplicate management, see [Manage Duplicate Records](#) in Salesforce Help.



Note: If your org's matching rules identify multiple potential duplicate records, the integration selects the one with the highest match score. If multiple records tie for the highest match score, you can't guarantee which is selected.



Note: Applying complex custom matching rules can affect the integration's performance.

- For detailed information on the storage and identification of shopper accounts, see [Order Management Shopper Records](#) in *Salesforce Order Management* in Salesforce Help.

International Considerations

- If the `order/taxation` value for an order is *net*, then the integration creates an OrderItemTaxLineItem record for each OrderItem and OrderItemAdjustmentLineItem record.
- If Salesforce state and country/territory picklists aren't enabled:
 - The `state-code` values in order data must match a standard 2-character ISO state or province code. The integration copies them to State fields on Salesforce records.
 - The `country-code` values in order data must match a standard 2-character ISO country/territory code. The integration copies them to Country fields on Salesforce records.
- If Salesforce state and country/territory picklists are enabled:
 - The `state-code` values in order data must match the state code of an entry in the Salesforce state picklist. The integration copies them to StateCode fields on Salesforce records. The corresponding State fields are set to the matching integration values from the picklist.
 - The `country-code` values in order data must match the country/territory code of an entry in the Salesforce country/territory picklist. The integration copies them to CountryCode fields on Salesforce records. The corresponding Country fields are set to the matching integration values from the picklist.

Payments

- Order data includes a paired payment instrument and payment transaction for each payment associated with the order.
- If an `order/payments/payment/transaction-type` value in the order data starts with `auth`, then the integration creates a PaymentAuthorization record for that transaction. If the value is `sale` or `capture`, then it creates a Payment record. These checks aren't case-sensitive.
- For a credit or debit card payment type, the `payments/payment/credit-card/card-type` value in the order data must match a value in the CardType picklist on the CardPaymentMethod object.
- To handle a payment method that doesn't match a CardPaymentMethod CardType or DigitalWallet Type, create a custom payment method as described later in this section.
- The integration recognizes certain custom attributes on `order/payments/payment` and copies them to standard fields on the PaymentGatewayLog record in Salesforce. To take advantage of this feature, create and populate custom attributes with the following exact names on the Order Payment Transaction object in B2C Commerce:
 - `authCode` (value copied to PaymentGatewayLog.GatewayAuthCode)
 - `avsResultCode` (value copied to PaymentGatewayLog.GatewayAvsCode)
 - `approvalStatus` (value copied to PaymentGatewayLog.GatewayResultCode)
- The integration can copy other custom attributes on `order/payments/payment` to standard fields on AlternativePaymentMethod, CardPaymentMethod, DigitalWallet, Payment, and PaymentAuthorization records in Salesforce.

Promotions

- The integration creates an OrderAdjustmentGroup record for each order-level `price-adjustments/price-adjustment/promotion-id` and for each item-level `price-adjustments/price-adjustment/promotion-id` that applies to more than one item in the order. For each OrderAdjustmentGroup, it creates an OrderItemAdjustmentLineItem record for each OrderItem in the order that the associated promotion applies to. If an OrderItem is affected by multiple promotions, then it can have an OrderItemAdjustmentLineItem for each one.
- If the `order/taxation` value for an order is `net`, then the integration creates an OrderItemTaxLineItem record for each OrderItemAdjustmentLineItem record.

For information on the Salesforce state and country/territory picklists, see [Let Users Select State and Country from Picklists](#) in *Salesforce Help*.

Set Up Payment Gateways

Configure a payment gateway adapter for each merchant account. If you use multiple currencies or payment methods through a single payment processor, you can optionally set up multiple payment gateways for that processor. By default, the Order Management integration with Salesforce B2C Commerce only supports credit card and digital wallet payment types, but you can create your own customizations.

You can use Apex and the Connect REST API to set up payment gateways. See [commercepayments namespace](#) and [Use Cases for the commercepayments Namespace](#) in the *Apex Developer Guide*, and [Commerce Payments Resources](#) in the *Connect REST API Developer Guide*.


Payment Method Processing

The B2C Commerce integration processes each storefront payment method in the order data as follows:

1. Does the payment method ID in the order data match the following non-case-sensitive regular expression? If so, then create a DigitalWallet record in Salesforce.

```
paypal|visa_checkout|pay_by_check|.*(apple|google|android|amazon|ali).* (pay) *
```

2. Does the payment method ID in the order data match the Gateway Provider Payment Method Type of a GtwyProvPaymentMethodType record in Salesforce? If so, then create a record in Salesforce according to the GtwyProvPaymentMethodType's Payment Method Type.
3. Does the card type in the order data match an entry in the Card Type picklist on the CardPaymentMethod object in Salesforce? If so, then create a CardPaymentMethod record in Salesforce.

 **Note:** You can't customize the Card Type picklist.

4. Return an error message that the payment method isn't supported.

To support a different payment type, set up a custom payment method as described in the next section.


Create Custom Payment Methods

If you use a storefront payment method that meets both of the following criteria, configure a custom payment method for it.

- The default regular expression doesn't identify it as a DigitalWallet method.
- It doesn't match any of the standard card types for a CardPaymentMethod.

To configure a custom payment method as an AlternativePaymentMethod, first create a RecordType for the AlternativePaymentMethod object. Give the record type a name that represents the payment method. For information on creating record types, see [Create Record Types](#) in *Salesforce Help*.

Define a custom payment method by creating a GtwyProvPaymentMethodType (Gateway Provider Payment Method Type) record. The gateway provider payment method type associates the custom payment method with a payment gateway and defines it as an AlternativePaymentMethod, CardPaymentMethod, or DigitalWallet.

 **Note:** You can't create or access a **GtwyProvPaymentMethodType record** in the Salesforce UI. To create one, insert a record using a tool like Postman or Apex code. The API name of the object is GtwyProvPaymentMethodType, at the URL `/services/data/vversion/objects/GtwyProvPaymentMethodType`.

Set the GtwyProvPaymentMethodType fields as described here.

Comments

Optional description.

Developer Name

The unique API name of the record.

Master Label

A human-readable name for the record.

Gateway Provider Payment Method Type

The name of the payment method in the storefront. This value must exactly match the payment method ID used in B2C Commerce.

Payment Gateway Provider Id

Reference to the Payment Gateway Provider record associated with the payment processor for the payment method.

Payment Method Type

AlternativePaymentMethod, *CardPaymentMethod*, or *DigitalWallet*. To use AlternativePaymentMethod, first create a corresponding RecordType record.

Record Type Id

If using an `AlternativePaymentMethod`, this value is a reference to the `RecordType` record.

Here's an example of a gateway provider payment method definition:


```
{
  "DeveloperName" : "BankTransfer"
  "MasterLabel" : "Bank Transfer",
  "GatewayProviderPaymentMethodType" : "directBanking",
  "PaymentGatewayProviderId" : "0cJaa0000000001E67",
  "PaymentMethodType" : "AlternativePaymentMethod",
  "RecordTypeId" : "012aa0000000008A34F"
}
```

Integrate Custom B2C Commerce Storefront Data


The integration can pass custom data on certain B2C Commerce objects to Order Management. To set up the transfer, add custom attributes to objects in B2C Commerce, and add matching custom fields to the corresponding objects in Order Management. The integration compares the B2C Commerce attribute ID and the Order Management field name at the API level. (It doesn't consider their UI labels.) If they match and the data types match, the integration includes those values when it creates Order Management records. If you also create a matching field on the corresponding summary object, Order Management includes the custom data when it creates a summary record.


You can add custom attributes to product options that exist as product line items, but not to product options that exist as attributes on parent products. You can't add an attribute to an attribute.

If you add a custom field to an object used in a flow, customize the flow to handle it.


 **Important:** A change order is an Order record. If you add a required custom field to the Order object, update the service flows to set that field when they create a change order. Otherwise, the flow will fail.

If order data includes a custom attribute value, but the corresponding Salesforce object has no matching custom field, the integration ignores that attribute. If a custom field exists in Salesforce, and order data doesn't include a matching custom attribute value, the integration ignores it.

 **Important:** If a custom field in Salesforce is required, and it corresponds to a custom storefront attribute, then order data must include a value for that attribute. Without that value, the integration can't create the corresponding Salesforce record. In that case, the integration fails with an error.

 **Note:** At the API level, custom field names in Salesforce always end in `__c`. Don't include it in the names of the matching attributes on your storefront objects. However, if you include a custom namespace in a custom field name, also include it in the name of the matching storefront object attribute. For example, if the API name of your custom field in Salesforce is `mynamespace_FieldName__c`, name your matching storefront object attribute `myspace_FieldName`. Limit your custom field names to 40 characters (37 plus `__c`).

You can support product bundles by passing that information as custom data. To set up product bundle associations, define a custom guid attribute for the line item object in your storefront. In Salesforce, define a matching field on `OrderItem` and `OrderItemSummary`. When creating an order, assign the same value to the custom attribute on line items that belong together. You can define another custom attribute to identify a line item as part of a bundle. Then build logic into your fulfillment process to handle them accordingly.

 **Note:** When using custom attributes to support bundles, customize your return and cancel flows to handle them according to your business rules. For example, design your cancel process so that when you cancel a bundle product, any associated bundle products are also canceled. Likewise, you can design your return process to disallow the return of only some of the products in a bundle.

You can use matching custom attributes and fields on these sets of objects:

B2C Commerce	Salesforce Order Management
Product line item, gift certificate line item, and shipping line item	OrderItem and OrderItemSummary
Order	Order and OrderSummary
Order payment instrument and order payment transaction	AlternativePaymentMethod, CardPaymentMethod, DigitalWallet, Payment, PaymentAuthorization, and PaymentGatewayLog (see note)
Shipment	OrderDeliveryGroup and OrderDeliveryGroupSummary



Note: You can't add custom fields to the PaymentGatewayLog object. However, the integration recognizes certain custom attributes on `order/payments/payment` and copies them to standard fields on the PaymentGatewayLog record in Salesforce. To take advantage of this feature, create and populate custom attributes with the following exact names on the Order Payment Transaction object in B2C Commerce:

- `authCode` (value copied to `PaymentGatewayLog.GatewayAuthCode`)
- `avsResultCode` (value copied to `PaymentGatewayLog.GatewayAvsCode`)
- `approvalStatus` (value copied to `PaymentGatewayLog.GatewayResultCode`)

The integration supports the following data types for matching custom attributes and fields:

- Boolean
- Currency
- Datetime (Date isn't supported)
- Double
- Email
- Multipicklist
- Phone
- Picklist
- Reference
- String
- TextArea
- URL

The Order Management B2C Service permission set provides the integration with access to Salesforce records. When you add a custom field to a Salesforce object, update that permission set by adding read and edit access to the new field. You also must add edit access to the permission set that provides access for your Order Management users.

1. From Setup, in the Quick Find box, enter *Permission Sets*, and then select **Permission Sets**.
2. Select **Order Management B2C Service**.
3. In the Apps section, click **Object Settings**.
4. Select the object that has the custom field.
5. Click **Edit**.
6. In the Field Permissions section, select the **Edit Access** checkbox for the custom field.

7. Click **Save**.
8. Return to the list of permission sets by selecting **Permission Sets** in the Setup navigation menu.
9. Select the permission set that controls access for your Order Management users. Normally, it's called **OM Console**.
10. In the Apps section, click **Object Settings**.
11. Select the object that has the custom field.
12. Click **Edit**.
13. In the Field Permissions section, select the **Edit Access** checkbox for the custom field.
14. Click **Save**.

Account Object (Standard or PersonAccount)

Order Management always uses standard accounts to represent shoppers that have company names. If an order includes an `order/billing-address/company-name` value, and no matching account record exists, then the integration creates a standard account, regardless of the Person Accounts for Shoppers setting.

Changing the Person Accounts for Shoppers admin setting doesn't affect existing shopper data. However, it changes the way that the B2C Commerce integration stores new shopper data and whether it recognizes existing shopper data.

 **Note:** If the B2C Integration Data Matching Rules setting is on, this behavior can vary depending on your org's matching rules.

- While Order Management is configured to use standard accounts: the integration recognizes existing shoppers that are stored as person accounts. It associates their new orders with their existing person accounts. If an existing shopper has records of both types, it associates new orders with their standard account and contact.
- While Order Management is configured to use person accounts: the integration doesn't recognize existing shoppers that are stored as standard accounts and contacts. If one of those shoppers places an order, the integration creates a person account record for them and associates the new order with it. Order Management treats the accounts as separate shoppers. If an existing shopper has records of both types, the integration associates new orders with their person account.

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/billing-address/company-name or order/billing-address/first-name and order/billing-address/last-name	Name	<p>If <code>order/billing-address/company-name</code> has a value in the order data packet, then it's copied to this value. If it has no value in the order data, this value is set as follows:</p> <ul style="list-style-type: none"> If this record is a person account, this value isn't set. If this record isn't a person account, this value is set to <code>order/billing-address/first-name</code> + " " + <code>order/billing-address/last-name</code>
order/billing-address/first-name and order/billing-address/second-name	FirstName	<p>This value is only set for person accounts. It's set to <code>order/billing-address/first-name</code> </p>

B2C Commerce XSD Value	Salesforce Object Field	Notes
		+ " " + <i>order/billing-address/second-name</i>
order/billing-address/last-name	LastName	This value is only set for person accounts.
order/customer/customer-email	PersonEmail	This value is only set for person accounts.
order/billing-address/title	PersonTitle	This value is only set for person accounts.
order/billing-address/address1, order/billing-address/address2, and order/billing-address/address3	BillingStreet	This value is only set for person accounts. It's set to <i>order/billing-address/address1</i> + " " + <i>order/billing-address/address2</i> + " " + <i>order/billing-address/address3</i> .
order/billing-address/city	BillingCity	This value is only set for person accounts.
order/billing-address/postal-code	BillingPostalCode	This value is only set for person accounts.
order/billing-address/state-code	BillingState	This value is only set for person accounts. Usage depends on whether state and country/territory picklists are enabled in Salesforce. <ul style="list-style-type: none">• Picklists not enabled- This value is set to <i>order/billing-address/state-code</i> It must be a standard 2-character ISO state or province code.• Picklists enabled- This value is set to the picklist integration value corresponding to the state code that matches <i>order/billing-address/state-code</i>
order/billing-address/state-code	BillingStateCode	This value is only set for person accounts, and only when state and country/territory picklists are enabled on your org. <i>order/billing-address/state-code</i> must match the state code of an entry in the Salesforce state picklist.
order/billing-address/country-code	BillingCountry	This value is only set for person accounts. Usage depends on whether state and country/territory picklists are enabled in Salesforce. <ul style="list-style-type: none">• Picklists not enabled- This value is set to <i>order/billing-address/country-code</i>

B2C Commerce XSD Value	Salesforce Object Field	Notes
		<p>It must be a standard 2-character ISO country/territory code.</p> <ul style="list-style-type: none"> Picklists enabled- This value is set to the picklist integration value corresponding to the country/territory code that matches <i>order/billing-address/country-code</i>
order/billing-address/country-code	BillingCountryCode	<p>This value is only set for person accounts, and only when state and country/territory picklists are enabled on your org. <i>order/billing-address/country-code</i> must match the country/territory code of an entry in the Salesforce country/territory picklist.</p>
order/billing-address/phone	Phone	This value is set for both person accounts and regular accounts.

AlternativePaymentMethod Object

The integration checks the `payment_method` value of each payment instrument in an order. If it matches the Gateway Provider Payment Method Type of a `GtwyProvPaymentMethodType` record, then the integration creates a record according to the `GtwyProvPaymentMethodType`'s Payment Method Type value. If the Payment Method Type is `AlternativePaymentMethod`, then the integration creates an `AlternativePaymentMethod` record using the associated `RecordType`.



Note: To use `AlternativePaymentMethod`, first create a `RecordType` and `GtwyProvPaymentMethodType` for your custom payment type as described in the [Create Custom Payment Methods](#) section.

B2C Commerce XSD Value	Salesforce Object Field	Notes
N/A	RecordTypeId	This value is set to the ID of the <code>RecordType</code> record assigned to the <code>GtwyProvPaymentMethodType</code> .
order/payments/payment/credit-card/card-token	GatewayToken	
order/customer/customer-email	Email	
N/A	Status	This picklist value is always set to <i>Active</i> .
order/billing-address/company-name	CompanyName	
order/billing-address/address1, order/billing-address/address2, and order/billing-address/address3	PaymentMethodStreet	<p>This value is set to <i>order/billing-address/address1</i> + " " + <i>order/billing-address/address2</i> + " " + <i>order/billing-address/address3</i>.</p>

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/billing-address/city	PaymentMethodCity	
order/billing-address/state-code	PaymentMethodState	<p>Usage depends on whether state and country/territory picklists are enabled in Salesforce.</p> <ul style="list-style-type: none"> Picklists not enabled- This value is set to <i>order/billing-address/state-code</i>. It must be a standard 2-character ISO state or province code. Picklists enabled- This value is set to the picklist integration value corresponding to the state code that matches <i>order/billing-address/state-code</i>.
order/billing-address/state-code	PaymentMethodStateCode	<p>This value is only set when state and country/territory picklists are enabled on your org.</p> <p><i>order/billing-address/state-code</i> must match the state code of an entry in the Salesforce state picklist.</p>
order/billing-address/postal-code	PaymentMethodPostalCode	
order/billing-address/country-code	PaymentMethodCountry	<p>Usage depends on whether state and country/territory picklists are enabled in Salesforce.</p> <ul style="list-style-type: none"> Picklists not enabled- This value is set to <i>order/billing-address/country-code</i>. It must be a standard 2-character ISO country/territory code. Picklists enabled- This value is set to the picklist integration value corresponding to the country/territory code that matches <i>order/billing-address/country-code</i>.
order/billing-address/country-code	PaymentMethodCountryCode	<p>This value is only set when state and country/territory picklists are enabled on your org.</p> <p><i>order/billing-address/country-code</i> must match the country/territory code of an entry in the Salesforce country/territory picklist.</p>
order/billing-address/phone	Phone	

B2C Commerce XSD Value	Salesforce Object Field	Notes
orderremoteHost	IpAddress	
N/A	AccountId	This value is set to the ID of the Account or Person Account record associated with the shopper.
N/A	PaymentGatewayId	This value is set to the ID of the PaymentGateway record associated with the PaymentGatewayProvider record assigned to the GtwyProvPaymentMethodType.
N/A	ProcessingMode	This value is always set to <i>External</i> . It specifies that an external payment provider handles payment transactions.
order/payments/payment/custom_attribute or a custom attribute on the payment type	custom_attribute_name	If the Salesforce AlternativePaymentMethod object has a custom field matching a custom attribute on the storefront payment type or order payment transaction object, the value is copied to the AlternativePaymentMethod record. If a custom field is non-nullable, then order data must include a value for the corresponding custom attribute. If the value is missing, the integration fails.

CardPaymentMethod Object

The integration checks the `payment_method` value of each payment instrument in an order against the following regex. If it matches, then the integration creates a DigitalWallet record for the instrument. If it doesn't match, then the integration checks the `payment/credit-card/card-type` value against the CardType picklist on the CardPaymentMethod object. If the picklist contains a match, then the integration creates a CardPaymentMethod record for the instrument. Otherwise, to support the payment method, you must set up a custom payment method for it.

```
paypal|visa_checkout|pay_by_check|.*(apple|google|android|amazon|ali).*(pay)*
```



Note: The regex isn't case-sensitive.

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/payments/payment/credit-card/card-type	CardType	The value must match a card type in the CardType picklist on the CardPaymentMethod object. To handle a different card type, create a custom payment method as described in the <i>Order Management Implementation Guide</i> .
order/payments/payment/credit-card/card-number	InputCardNumber	

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/payments/payment/credit-card/card-holder	CardHolderName	
order/payments/payment/credit-card/expiration-year	ExpiryYear	
order/payments/payment/credit-card/expiration-month	ExpiryMonth	
[order payment method]	CardCategory	This value can be <i>CreditCard</i> or <i>DebitCard</i> . The default value is <i>CreditCard</i> .
N/A	Status	This picklist value is always set to <i>Active</i> .
order/payments/payment/credit-card/card-token	GatewayToken	
order/billing-address/address1, order/billing-address/address2, and order/billing-address/address3	PaymentMethodStreet	This value is set to <i>order/billing-address/address1</i> + " " + <i>order/billing-address/address2</i> + " " + <i>order/billing-address/address3</i> .
order/billing-address/city	PaymentMethodCity	
order/billing-address/state-code	PaymentMethodState	Usage depends on whether state and country/territory picklists are enabled in Salesforce. <ul style="list-style-type: none">• Picklists not enabled- This value is set to <i>order/billing-address/state-code</i> It must be a standard 2-character ISO state or province code.• Picklists enabled- This value is set to the picklist integration value corresponding to the state code that matches <i>order/billing-address/state-code</i>
order/billing-address/state-code	PaymentMethodStateCode	This value is only set when state and country/territory picklists are enabled on your org. <i>order/billing-address/state-code</i> must match the state code of an entry in the Salesforce state picklist.
order/billing-address/postal-code	PaymentMethodPostalCode	
order/billing-address/country-code	PaymentMethodCountry	Usage depends on whether state and country/territory picklists are enabled in Salesforce. <ul style="list-style-type: none">• Picklists not enabled- This value is set to

B2C Commerce XSD Value	Salesforce Object Field	Notes
		<p><i>order/billing-address/country-code</i> It must be a standard 2-character ISO country/territory code.</p> <ul style="list-style-type: none"> Picklists enabled- This value is set to the picklist integration value corresponding to the country/territory code that matches <p><i>order/billing-address/country-code</i></p>
order/billing-address/country-code	PaymentMethodCountryCode	<p>This value is only set when state and country/territory picklists are enabled on your org.</p> <p><i>order/billing-address/country-code</i> must match the country/territory code of an entry in the Salesforce country/territory picklist.</p>
N/A	AccountId	This value is set to the ID of the Account or Person Account record associated with the CardPaymentMethod.
N/A	PaymentGatewayId	This value is set to the ID of the PaymentGateway record whose ExternalReference value matches the processor ID value of the order payment instrument.
N/A	ProcessingMode	This value is always set to <i>External</i> . It specifies that an external payment provider handles payment transactions.
order/payments/payment/custom_attribute or a custom attribute on the payment type	custom_attribute_name	If the Salesforce CardPaymentMethod object has a custom field matching a custom attribute on the storefront payment type or order payment transaction object, the value is copied to the CardPaymentMethod record. If a custom field is non-nillable, then order data must include a value for the corresponding custom attribute. If the value is missing, the integration fails.

Contact Object

When using person accounts, access shopper contact data using person account records, not contact records. When using standard accounts and contacts, the `BillToContactId` field on these objects points to the associated contact record:

- Credit Memo
- Fulfillment Order

- Invoice
- Order
- Order Summary

B2C Commerce XSD Value	Salesforce Object Field	Notes
N/A	AccountId	This value is set to the ID of the Account record that represents the shopper.
order/customer/customer-email	Email	
order/billing-address/first-name	FirstName	
order/billing-address/last-name	LastName	
order/billing-address/phone	Phone	

DigitalWallet Object

The integration checks the `payment_method` value of each payment instrument in an order. If it matches the following regex, then the integration creates a DigitalWallet record for the instrument. If it doesn't match, then the integration tries to create an AlternativePaymentMethod or a CardPaymentMethod record for the instrument.

```
paypal|visa_checkout|pay_by_check|. (apple|google|android|amazon|ali) . (pay) *
```

 **Note:** The regex isn't case-sensitive.

B2C Commerce XSD Value	Salesforce Object Field	Notes
N/A	Status	This picklist value is always set to <i>Active</i> .
[order payment method]	Type	
order/payments/payment/credit-card/card-token	GatewayToken	
order/billing-address/address1, order/billing-address/address2, and order/billing-address/address3	PaymentMethodStreet	This value is set to <code>order/billing-address/address1</code> + " " + <code>order/billing-address/address2</code> + " " + <code>order/billing-address/address3</code> .
order/billing-address/city	PaymentMethodCity	
order/billing-address/state-code	PaymentMethodState	Usage depends on whether state and country/territory picklists are enabled in Salesforce. <ul style="list-style-type: none"> • Picklists not enabled- This value is set to <code>order/billing-address/state-code</code> It must be a standard 2-character ISO state or province code.

B2C Commerce XSD Value	Salesforce Object Field	Notes
		<ul style="list-style-type: none"> Picklists enabled- This value is set to the picklist integration value corresponding to the state code that matches <i>order/billing-address/state-code</i>
order/billing-address/state-code	PaymentMethodStateCode	<p>This value is only set when state and country/territory picklists are enabled on your org.</p> <p><i>order/billing-address/state-code</i> must match the state code of an entry in the Salesforce state picklist.</p>
order/billing-address/postal-code	PaymentMethodPostalCode	
order/billing-address/country-code	PaymentMethodCountry	<p>Usage depends on whether state and country/territory picklists are enabled in Salesforce.</p> <ul style="list-style-type: none"> Picklists not enabled- This value is set to <i>order/billing-address/country-code</i>. It must be a standard 2-character ISO country/territory code. Picklists enabled- This value is set to the picklist integration value corresponding to the country/territory code that matches <i>order/billing-address/country-code</i>
order/billing-address/country-code	PaymentMethodCountryCode	<p>This value is only set when state and country/territory picklists are enabled on your org.</p> <p><i>order/billing-address/country-code</i> must match the country/territory code of an entry in the Salesforce country/territory picklist.</p>
N/A	AccountId	This value is set to the ID of the Account or Person Account record associated with the DigitalWallet.
N/A	PaymentGatewayId	This value is set to the ID of the PaymentGateway record whose ExternalReference value matches the processor ID value of the order payment instrument.
N/A	ProcessingMode	This value is always set to <i>External</i> . It specifies that an external payment provider handles payment transactions.

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/payments/payment/custom_attribute or a custom attribute on the payment type	custom_attribute_name	If the Salesforce DigitalWallet object has a custom field matching a custom attribute on the storefront payment type or order payment transaction object, the value is copied to the DigitalWallet record. If a custom field is non-nullable, then order data must include a value for the corresponding custom attribute. If the value is missing, the integration fails.

Order Object

The integration uses both the `order/order-no` and `catalog/catalog-id` values to check for duplicate orders. It looks for an existing order record with an OrderReferenceNumber matching the `order-no` and a SalesChannelId pointing to a SalesChannel that matches the `catalog-id`. If it finds one, it doesn't create a duplicate order.



Note: If the catalog ID for a sales channel changes, and an existing order is received with a different catalog ID, the integration considers it a new order and creates a duplicate record.

B2C Commerce XSD Value	Salesforce Object Field	Notes
N/A	Pricebook2Id	This value is set to the ID of the Pricebook2 record for the standard price book.
order/customer/customer-name	Name	
N/A	Status	When the Order record is created, this value is set to <i>Draft</i> . The last step in the Composite API call that creates the records related to the order sets this value to <i>Active</i> .
N/A	EffectiveDate	This value is set to the current datetime when the record is created.
order/order-no	OrderReferenceNumber	
order/billing-address/address1, order/billing-address/address2, and order/billing-address/address3	BillingStreet	This value is set to order/billing-address/address1 + " " + order/billing-address/address2 + " " + order/billing-address/address3.
order/billing-address/city	BillingCity	

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/billing-address/state-code	BillingState	Usage depends on whether state and country/territory picklists are enabled in Salesforce. <ul style="list-style-type: none"> Picklists not enabled- This value is set to <i>order/billing-address/state-code</i>. It must be a standard 2-character ISO state or province code. Picklists enabled- This value is set to the picklist integration value corresponding to the state code that matches <i>order/billing-address/state-code</i>.
order/billing-address/state-code	BillingStateCode	This value is only set when state and country/territory picklists are enabled on your org. <i>order/billing-address/state-code</i> must match the state code of an entry in the Salesforce state picklist.
order/billing-address/postal-code	BillingPostalCode	
order/billing-address/country-code	BillingCountry	Usage depends on whether state and country/territory picklists are enabled in Salesforce. <ul style="list-style-type: none"> Picklists not enabled- This value is set to <i>order/billing-address/country-code</i>. It must be a standard 2-character ISO country/territory code. Picklists enabled- This value is set to the picklist integration value corresponding to the country/territory code that matches <i>order/billing-address/country-code</i>.
order/billing-address/country-code	BillingCountryCode	This value is only set when state and country/territory picklists are enabled on your org. <i>order/billing-address/country-code</i> must match the country/territory code of an entry in the Salesforce country/territory picklist.
order/billing-address/phone	BillingPhoneNumber	
order/order-date	OrderedDate	

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/customer/customer-email	BillingEmailAddress	
N/A	BillToContactId	This value is set to the ID of the Contact record that represents the shopper. When using person accounts, this value isn't set. In that case, access shopper contact information via the Account instead of the Contact.
N/A	AccountId	This value is set to the ID of the Account or Person Account record that represents the shopper.
catalog/catalog-id	SalesChannelId	This value is set to the ID of the SalesChannel record whose SalesChannelName field matches the <code>catalog/catalog-id</code> in the order data packet.
order/taxation	TaxLocaleType	This value is set to <i>Net</i> or <i>Gross</i> based on the value of order/taxation. If using Net taxation, this value is set to <i>Net</i> and the integration creates OrderItemTaxLineItem records for the order. If using Gross taxation, this value is set to <i>Gross</i> and the integration doesn't create OrderItemTaxLineItem records for the order. If the value isn't set, then the default value is <i>Net</i> .
order/currency	CurrencyIsoCode	This value is only set if the Salesforce org has Multicurrency enabled.
order/custom_attribute	custom_attribute_name	If the Salesforce Order object has a custom field matching a custom attribute on the storefront order object, the value is copied to the Order record. If the Salesforce OrderSummary object also has a matching custom field, it's copied to both records. If a custom field is non-nullable, then order data must include a value for the corresponding custom attribute. If the value is missing, the integration fails.

OrderAdjustmentGroup Object

The integration creates one OrderAdjustmentGroup record for each promotion that applies to an entire order or to multiple items in an order. For an order-level promotion, it assigns the OrderAdjustmentGroup to one OrderItemAdjustmentLineItem record for each OrderItem record in the order. It creates the OrderAdjustmentGroup even if the order only contains one OrderItem. For an item-level promotion

that applies to multiple OrderItems, it assigns the OrderAdjustmentGroup to one OrderItemAdjustmentLineItem record for each OrderItem record in the Order that the promotion applies to. If an item-level promotion only applies to one OrderItem, the integration doesn't create an OrderAdjustmentGroup for it.

 **Note:** Shipping adjustments that aren't part of an order-level promotion are treated as item-level promotions. An example of an order-level promotion is "20% off and free shipping."

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/price-adjustments/price-adjustment/promotion-id	Name	
order/price-adjustments/price-adjustment/promotion-id	Description	
N/A	Type	<p>This picklist value depends on the level of the promotion:</p> <ul style="list-style-type: none"> Order-level- This value is set to <i>Header</i>. Item-level- This value is set to <i>SplitLine</i>.
N/A	OrderId	This value is set to the ID of the associated original Order record.
N/A	AdjustmentCauseId	This value is set to the ID of the associated Promotion record.

OrderDeliveryGroup Object

The integration creates an OrderDeliveryGroup record for each shipment (also called a LineItemGroup in B2C Commerce) in the order data.

For order changes such as returns and cancellations that include prorated delivery amounts, the proration considers the OrderDeliveryGroups containing OrderItems that are part of the change. For example, consider an order that has three OrderDeliveryGroups, each with multiple OrderItems. A return of two OrderItems, each from a different OrderDeliveryGroup, uses the total delivery charges associated with those two OrderDeliveryGroups. It prorates that amount across the OrderItems in those OrderDeliveryGroups by OrderItem price. The shipping refund equals the prorated delivery amounts for the two returned OrderItems. The return doesn't consider any delivery charges associated with the third OrderDeliveryGroup.

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/customer/customer-email	EmailAddress	
order/shipments/shipment/shipping-address/city	DeliverToCity	
order/shipments/shipment/shipping-address/country-code	DeliverToCountry	<p>Usage depends on whether state and country/territory picklists are enabled in Salesforce.</p> <ul style="list-style-type: none"> Picklists not enabled- This value is set to <i>order/shipments/shipment/shipping-address/country-code</i>

B2C Commerce XSD Value	Salesforce Object Field	Notes
		<p>It must be a standard 2-character ISO country/territory code.</p> <ul style="list-style-type: none"> Picklists enabled- This value is set to the picklist integration value corresponding to the country/territory code that matches <code>order/shipments/shipment/shipping-address/country-code</code>
<code>order/shipments/shipment/shipping-address/country-code</code>	DeliverToCountryCode	<p>This value is only set when state and country/territory picklists are enabled on your org.</p> <p><code>order/shipments/shipment/shipping-address/country-code</code> must match the country/territory code of an entry in the Salesforce country/territory picklist.</p>
<code>order/shipments/shipment/shipping-address/title</code> , <code>order/shipments/shipment/shipping-address/first-name</code> , <code>order/shipments/shipment/shipping-address/last-name</code> , and <code>order/shipments/shipment/shipping-address/suffix</code>	DeliveryGroupName	<p>This value is set to <code>order/shipments/shipment/shipping-address/title</code> + " " + <code>order/shipments/shipment/shipping-address/first-name</code> + " " + <code>order/shipments/shipment/shipping-address/last-name</code> + " " + <code>order/shipments/shipment/shipping-address/suffix</code></p>
<code>order/shipments/shipment/shipping-address/postal-code</code>	DeliverToPostalCode	
<code>order/shipments/shipment/shipping-address/state-code</code>	DeliverToState	<p>Usage depends on whether state and country/territory picklists are enabled in Salesforce.</p> <ul style="list-style-type: none"> Picklists not enabled- This value is set to <code>order/shipments/shipment/shipping-address/state-code</code> It must be a standard 2-character ISO state or province code. Picklists enabled- This value is set to the picklist integration value corresponding to the state code that matches <code>order/shipments/shipment/shipping-address/state-code</code>
<code>order/shipments/shipment/shipping-address/state-code</code>	DeliverToStateCode	<p>This value is only set when state and country/territory picklists are enabled on your org.</p> <p><code>order/shipments/shipment/shipping-address/state-code</code> must match the state code of an entry in the Salesforce country/territory picklist.</p>

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/shipments/shipment/shipping-address/address1, order/shipments/shipment/shipping-address/address2, and order/shipments/shipment/shipping-address/address3	DeliverToStreet	This value is set to <code>order/shipments/shipment/shipping-address/address1</code> + " " + <code>order/shipments/shipment/shipping-address/address2</code> + " " + <code>order/shipments/shipment/shipping-address/address3</code>
order/shipments/shipment/shipping-address/phone	PhoneNumber	
order/shipments/shipment/gift	IsGift	This value is only populated if <code>order/shipments/shipment/gift=true</code> .
order/shipments/shipment/gift-message	GiftMessage	This value is only populated if <code>order/shipments/shipment/gift=true</code>
order/shipments/shipment/shipping-method	OrderDeliveryMethodId	This value is set to the ID of the OrderDeliveryMethod record whose ReferenceNumber field matches the <code>order/shipments/shipment/shipping-method</code> value in the order data.
N/A	OrderId	This value is set to the ID of the associated original Order record.
order/shipments/shipment/custom_attribute	custom_attribute_name	If the Salesforce OrderDeliveryGroup object has a custom field matching a custom attribute on the storefront shipment object, the value is copied to the OrderDeliveryGroup record. If the Salesforce OrderDeliveryGroupSummary object also has a matching custom field, it's copied to both records. If a custom field is non-nillable, then order data must include a value for the corresponding custom attribute. If the value is missing, the integration fails.

OrderItem Object

If an order has a TaxLocaleType of Net, then the integration also creates an OrderItemTaxLineItem record for each OrderItem record.

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/product-lineitems/product-lineitem/lineitem-text	Description	If the record represents a shipping charge, this value is set to <i>Shipping</i> . Otherwise, it's set to <code>order/product-lineitems/product-lineitem/lineitem-text</code>
N/A	Type	If the record represents a shipping charge, this picklist value is set to <i>Delivery</i>

B2C Commerce XSD Value	Salesforce Object Field	Notes
		<i>Charge</i> . Otherwise, it's set to <i>Order Product</i> .
order/product-lineitems/product-lineitem/quantity	Quantity	
order/product-lineitems/product-lineitem/net-price	TotalLineAmount	
order/product-lineitems/product-lineitem/position	LineNumber	Records that represent charges are assigned a value starting at <i>1000</i> so they appear after all order products in lists.
order/product-lineitems/product-lineitem/base-price or order/product-lineitems/product-lineitem/net-price and order/product-lineitems/product-lineitem/quantity	UnitPrice	The integration calculates this value to a limited number of decimal places and includes it for reference. Because the calculation can introduce small rounding errors, Order Management doesn't use this value for any processing. The calculation formula depends on the tax locale type of the order: <ul style="list-style-type: none"> • Net Taxation- <i>base-price</i> • Gross Taxation- <i>net-price / quantity</i>
order/product-lineitems/product-lineitem/base-price or order/product-lineitems/product-lineitem/gross-price and order/product-lineitems/product-lineitem/quantity	GrossUnitPrice	The integration calculates this value to a limited number of decimal places and includes it for reference. Because the calculation can introduce small rounding errors, Order Management doesn't use this value for any processing. The calculation formula depends on the tax locale type of the order: <ul style="list-style-type: none"> • Net Taxation- <i>gross-price / quantity</i> • Gross Taxation- <i>base-price</i>
order/product-lineitems/product-lineitem/base-price	ListPrice	This value is only set if the Optional Price Books feature is enabled. It's needed when the OrderItem has no associated PriceBookEntry.
N/A	OrderId	This value is set to the ID of the associated original Order record.
N/A	OrderDeliveryGroupId	This value is set to the ID of the associated OrderDeliveryGroup record.
N/A	PricebookEntryId	This value is set to the ID of the associated PriceBookEntry record. If the Optional Price Books feature is enabled, this value isn't set.

B2C Commerce XSD Value	Salesforce Object Field	Notes
N/A	Product2Id	This value is set to the ID of the associated Product2 record.
order/product-lineitems/product-lineitem/custom_attribute order/giftcertificate-lineitem/giftcertificate/custom_attribute or order/shipping-lineitem/shippingline/custom_attribute	custom_attribute_name	If the Salesforce OrderItem object has a custom field matching a custom attribute on the storefront product-lineitem object, giftcertificate-lineitem object, or shipping-lineitem object, the value is copied to the OrderItem record. If the Salesforce OrderItemSummary object also has a matching custom field, it's copied to both records. If a custom field is non-nullable, then order data must include a value for the corresponding custom attribute. If the value is missing, the integration fails.

OrderItemAdjustmentLineItem Object

An OrderItemAdjustmentLineItem record represents the application of a promotion to an OrderItem record. Thus, an OrderItem record has one associated OrderItemAdjustmentLineItem record for each promotion that applies to it.

If an order has a TaxLocaleType of Net, then the integration also creates an OrderItemTaxLineItem record for each OrderItemAdjustmentLineItem record.

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/product-lineitems/product-lineitem/product-id and order/price-adjustments/price-adjustment/lineitem-text	Name	This value is set to order/product-lineitems/product-lineitem/product-id + "-" + order/price-adjustments/price-adjustment/lineitem-text
price-adjustments/price-adjustment/net-price	Amount	
price-adjustments/price-adjustment/tax	TotalTaxAmount	
order/price-adjustments/price-adjustment/lineitem-text	PromotionText	
N/A	OrderItemId	This value is set to the ID of the OrderItem record that the adjustment applies to.
N/A	OrderAdjustmentGroupId	For an order-level promotion, or an item-level promotion that applies to multiple OrderItems, this value is set to the ID of the parent OrderAdjustmentGroup record. For an item-level promotion that applies to only one OrderItem, it isn't set.
N/A	AdjustmentCauseld	This value is set to the ID of the associated Promotion record.

OrderItemTaxLineItem Object

If an order has a TaxLocaleType of Net, then the integration creates an OrderItemTaxLineItem record for each OrderItem and OrderItemAdjustmentLineItem record in the order. If an order has a TaxLocaleType of Gross, then the integration doesn't create any OrderItemTaxLineItem records for it.

B2C Commerce XSD Value	Salesforce Object Field	Notes
See notes	Name	<p>This value is generated based on the Type of the associated OrderItem or OrderItemAdjustmentLineItem record and, if applicable, the StockKeepingUnit of the associated Product2:</p> <ul style="list-style-type: none"> OrderItem: <ul style="list-style-type: none"> Order Product- <i>StockKeepingUnit</i> + " - <i>Tax</i>" Delivery Charge- "<i>Delivery Charge</i> - <i>Tax</i>" OrderItemAdjustmentLineItem: <ul style="list-style-type: none"> Product- <i>StockKeepingUnit</i> + " - <i>Adjustment Tax</i>" Shipping- "<i>Delivery Charge</i> - <i>Adjustment Tax</i>"
N/A	Type	This picklist value is always set to <i>Estimated</i> .
order/product-lineitems/product-lineitem/tax	Amount	
order/product-lineitems/product-lineitem/tax-rate	Rate	
order/order-date	TaxEffectiveDate	
N/A	OrderItemId	If the tax applies to an OrderItem record, this value is set to the ID of that order item. If it applies to an OrderItemAdjustmentLineItem record, this value is set to the ID of the order item that the adjustment applies to.
N/A	OrderItemAdjustmentLineItemId	This value is only set for tax that applies to an OrderItemAdjustmentLineItem record.

Payment Object

If an `order/payments/payment/transaction-type` value in the order data is `sale` or `capture`, then the integration creates a Payment record for that transaction. If the value starts with `auth`, then it creates a PaymentAuthorization record. These checks aren't case-sensitive.

B2C Commerce XSD Value	Salesforce Object Field	Notes
N/A	PaymentGatewayId	This value is set to the ID of the PaymentGateway record whose ExternalReference value matches the processor ID value of the order payment instrument associated with the order payment transaction.
N/A	PaymentGatewayLogId	This value is set to the ID of the PaymentGatewayLog record associated with the payment.
order/payments/payment/amount	Amount	
N/A	ProcessingMode	This picklist value is always set to <i>External</i> .
N/A	Status	This picklist value is always set to <i>Processed</i> .
order/payments/payment/transaction-id	GatewayRefNumber	This value isn't required in the order data. The default value is <i>null</i> .
order/customer/customer-email	Email	
order/order-date	Date	
order/payments/payment/transaction-type	Type	
order/billing-address/phone	Phone	
N/A	PaymentGroupId	This value is set to the ID of the PaymentGroup record associated with the payment.
N/A	AccountId	This value is set to the ID of the Account or Person Account record associated with the shopper.
N/A	PaymentMethodId	This value is set to the ID of the CardPaymentMethod or DigitalWallet record associated with the payment.
order/currency	CurrencyIsoCode	This value is only set if the Salesforce org has Multicurrency enabled.
order/payments/payment/custom_attribute or a custom attribute on the payment type	custom_attribute_name	If the Salesforce Payment object has a custom field matching a custom attribute

B2C Commerce XSD Value	Salesforce Object Field	Notes
		on the storefront payment type or order payment transaction object, the value is copied to the Payment record. If a custom field is non-nullable, then order data must include a value for the corresponding custom attribute. If the value is missing, the integration fails.

PaymentAuthorization Object

If an `order/payments/payment/transaction-type` value in the order data starts with `auth`, then the integration creates a PaymentAuthorization record for that transaction. If the value is `sale` or `capture`, then it creates a Payment record. These checks aren't case-sensitive.

B2C Commerce XSD Value	Salesforce Object Field	Notes
N/A	PaymentGatewayId	This value is set to the ID of the PaymentGateway record whose ExternalReference value matches the processor ID value of the order payment instrument associated with the order payment transaction.
N/A	PaymentGatewayLogId	This value is set to the ID of the PaymentGatewayLog record associated with the payment authorization.
order/payments/payment/amount	Amount	
N/A	ProcessingMode	This picklist value is always set to <i>External</i> .
N/A	Status	This picklist value is always set to <i>Processed</i> .
order/payments/payment/transaction-id	GatewayRefNumber	This value isn't required in the order data. The default value is <i>null</i> .
(custom attribute) order/payments/payment/authCode	GatewayAuthCode	The default Payment Transaction object in B2C Commerce doesn't include an <code>authCode</code> attribute. To use it, add it as a custom attribute and populate it before sending the order data. If you name it <code>authCode</code> , the integration automatically copies it to the GatewayAuthCode field.
N/A	PaymentGroupId	This value is set to the ID of the PaymentGroup record associated with the payment authorization.

B2C Commerce XSD Value	Salesforce Object Field	Notes
N/A	AccountId	This value is set to the ID of the Account or Person Account record associated with the shopper.
N/A	PaymentMethodId	This value is set to the ID of the CardPaymentMethod or DigitalWallet record associated with the payment authorization.
order/currency	CurrencyIsoCode	This value is only set if the Salesforce org has Multicurrency enabled.
order/payments/payment/custom_attribute or a custom attribute on the payment type	custom_attribute_name	If the Salesforce PaymentAuthorization object has a custom field matching a custom attribute on the storefront payment type or order payment transaction object, the value is copied to the PaymentAuthorization record. If a custom field is non-nullable, then order data must include a value for the corresponding custom attribute. If the value is missing, the integration fails.

PaymentGatewayLog Object

B2C Commerce XSD Value	Salesforce Object Field	Notes
N/A	PaymentGatewayId	This value is set to the ID of the PaymentGateway record whose ExternalReference value matches the processor ID value of the order payment instrument associated with the order payment transaction.
N/A	InteractionStatus	This picklist value is always set to <i>Success</i> .
order/payments/payment/transaction-type	InteractionType	The default value is <i>Authorization</i> .
(custom attribute) order/payments/payment/authCode	GatewayAuthCode	The default Payment Transaction object in B2C Commerce doesn't include an <code>authCode</code> attribute. To use it, add it as a custom attribute and populate it before sending the order data. If you name it <code>authCode</code> , the integration automatically copies it to the GatewayAuthCode field.
(custom attribute) order/payments/payment/avsResultCode	GatewayAvsCode	The default Payment Transaction object in B2C Commerce doesn't include an <code>avsResultCode</code> attribute. To use it, add

B2C Commerce XSD Value	Salesforce Object Field	Notes
		it as a custom attribute and populate it before sending the order data. If you name it <code>avsResultCode</code> , the integration automatically copies it to the <code>GatewayAvsCode</code> field.
(custom attribute) order/payments/payment/approvalStatus	GatewayResultCode	The default Payment Transaction object in B2C Commerce doesn't include an <code>approvalStatus</code> field. To use it, add it as a custom attribute and populate it before sending the order data. If you name it <code>approvalStatus</code> , the integration automatically copies it to the <code>GatewayResultCode</code> field.

PaymentGroup Object

B2C Commerce XSD Value	Salesforce Object Field	Notes
N/A	SourceObjectId	This value is set to the ID of the original Order record that the payments in the group apply to.
order/currency	CurrencyIsoCode	This value is only set if the Salesforce org has Multicurrency enabled.

PricebookEntry Object

Salesforce Order Management doesn't use the PricebookEntry object. It creates a PriceBookEntry record for each Product2 because the OrderItem object requires a `PricebookEntryId` value.



Note: If you turn on the [Optional Price Books feature](#), then Order Management doesn't create price book entries for product records that it creates from order data. If you turn off the feature, then you must add price book entries manually.

B2C Commerce XSD Value	Salesforce Object Field	Notes
N/A	Pricebook2Id	This value is set to the ID of the Pricebook2 record for the standard price book.
N/A	Product2Id	This value is set to the ID of the associated Product2 record.
order/product-lineitems/product-lineitem/base-price	UnitPrice	This value is only set when the PriceBookEntry record is created. It isn't updated when an OrderItem associated with the same Product2 is created. It isn't used for any calculations in Order Management.

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/currency	CurrencyIsoCode	This value is only set if the Salesforce org has Multicurrency enabled.

Product2 Object

The integration identifies products by first searching for a Product2 with a StockKeepingUnit value that matches the `product-id` value in the order data. If it doesn't find one, it looks for a Product2 with a ProductCode value that matches the `product-id` value. If it still doesn't find one, then it creates a Product2 record.

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/product-lineitem/lineitem-text	Description	
order/product-lineitem/product-name	Name	
order/product-lineitem/product-id	StockKeepingUnit	If the product is an electronic gift certificate, this value is set to <i>eGiftCertificate</i> .
order/product-lineitem/product-id	ProductCode	If the product is an electronic gift certificate, this value is set to <i>eGiftCertificate</i> .
N/A	IsActive	The default value is <i>true</i> .

Promotion Object

For information on the Promotion object, see the [Loyalty Management Developer Guide](#).

B2C Commerce XSD Value	Salesforce Object Field	Notes
order/price-adjustments/price-adjustment/promotion-id	Name	
order/price-adjustments/price-adjustment/lineitem-text	DisplayName	
order/price-adjustments/price-adjustment/lineitem-text	Description	
N/A	StartDate	The default value is the current date.
N/A	IsCommercePromotion	The default value is <i>true</i> .
N/A	IsActive	The default value is <i>true</i> .

SalesChannel Object

The integration associates B2C Commerce site IDs with Salesforce SalesChannels.

B2C Commerce XSD Value	Salesforce Object Field	Notes
site/site-id	Description	
site/site-id	SalesChannelName	

B2C Commerce XSD Value	Salesforce Object Field	Notes
N/A	Type	

Importing Order Data

Salesforce Order Management handles order data imported from your storefront. You can bulk load historical order data from a legacy system into a new Order Management org or implement a custom import process for new orders from your storefront.

Importing Data into Order Management

In Order Management, each order is represented by an OrderSummary record and a set of supporting records, such as OrderItemSummaries and OrderDeliveryGroupSummaries. When you import order data, first create the Order record and supporting records, including OrderItems and OrderDeliveryGroups. Then process the order with the Create Order Summary flow core action or API. That creates the OrderSummary and its supporting records.



Note: Always run the flow core action or call the API. Don't directly create OrderSummary records.

To import large amounts of order data, use Bulk API 2.0. When importing small amounts of order data, you can make composite REST API requests.



Note: A composite API call can only include 200 records. That limit applies to all objects, not only the orders. For example, an order with five items and an order-level adjustment that applies to each of them would include at least 11 records: 1 order, 5 order items, and 5 order item adjustments.



Important: When making API calls to import data, keep in mind that they count toward your API limits. You can request a temporary increase for importing historical orders by opening a case with Salesforce Customer Support. Allow at least 2 weeks for Support to arrange the increase.

For information on using Bulk API 2.0, see the [Bulk API 2.0 Developer Guide](#).

For information on making composite API requests, see [Composite Resources](#) in the *REST API Developer Guide*.

Importing Historical Order Data from Order Management v1

If you're migrating from Order Management v1 (Mainstreet Order Management) to Salesforce Order Management, you can customize a sample code framework for importing historical orders. For information about this framework, contact Salesforce Support.

Managed Orders and Unmanaged Orders

The OrderSummary field OrderLifecycleType specifies whether the order is managed with Order Management features. The default value is *Managed*. You can configure the Create Order Summary action or API request to set the OrderLifecycleType field to *Managed* or *Unmanaged* when it creates a record, but you can't change it later.

For information about the differences between managed and unmanaged order lifecycles, see [Order Lifecycle Management](#) in Salesforce Help.



Note: Examples of orders that use the unmanaged lifecycle type include historical orders and orders managed by an external system.

Data Requirements

When importing storefront data, the order in which you create records is important because of the relationships between objects. For example, an OrderItem record requires a Product2, a PriceBookEntry, and an Order. So you can't create an OrderItem record until those three related records exist. For each imported order, create records in this order:

1. Shopper data
 - Account
 - Contact (not required if the account record type is Person Account)
2. SalesChannel
3. Product2
4. PriceBookEntry (unless using Optional Price Books)
5. Payment data (depending on the type of payment)
 - AlternativePaymentMethod
 - CardPaymentMethod
 - DigitalWallet
 - GtwyProvPaymentMethodType
 - PaymentGatewayProvider
 - PaymentGateway
6. OrderDeliveryMethod (optional)
7. Order



Note: The records created before the Order record aren't specific to one order. When creating them, check for duplicates. For information on configuring automatic identification and handling of duplicate records, see [Manage Duplicate Records](#) in Salesforce Help.

8. OrderItem (at least one)
9. OrderItemAdjustmentLineItem (optional)
10. OrderItemTaxLineItem (optional)
11. OrderDeliveryGroup (at least one)
12. PaymentGroup (optional)
13. PaymentAuthorization (optional)
14. Payment (optional)

For some objects, in addition to the normally required fields, Order Management requires values for certain other fields. When creating a record of an object in this table, always define values for the listed fields.

Object	Required Fields
Account	<ul style="list-style-type: none"> • AccountNumber • BillingCity • BillingCountry • BillingCountryCode

Object	Required Fields
	<ul style="list-style-type: none"> BillingState BillingStreet FirstName (if a Person Account) IsPersonAccount LastName (if a Person Account) Name (if not a Person Account)
SalesChannel	<ul style="list-style-type: none"> SalesChannelName
Product2	<ul style="list-style-type: none"> Description IsActive Name ProductCode StockKeepingUnit
CardPaymentMethod	<ul style="list-style-type: none"> AccountId CardCategory CardHolderName CardType ExpiryMonth ExpiryYear InputCardNumber ProcessingMode Status
Order	<ul style="list-style-type: none"> AccountId BillingCity BillingCountry BillingCountryCode BillingEmailAddress BillingState BillingStreet EffectiveDate Name OrderedDate OrderReferenceNumber SalesChannelId Status (always set this field to Draft for a new record, and change it to Active before creating the OrderSummary)

Object	Required Fields
OrderItem	<ul style="list-style-type: none"> Description GrossUnitPrice OrderDeliveryGroupld Orderld PricebookEntryld Product2id Quantity TotalLineAmount Type UnitPrice
OrderItemAdjustmentLineItem	<ul style="list-style-type: none"> Amount Description Name OrderItemld
OrderItemTaxLineItem	<ul style="list-style-type: none"> Amount Description Name OrderItemAdjustmentLineItemld (if applicable) OrderItemld Rate TaxEffectiveDate Type
OrderDeliveryGroup	<ul style="list-style-type: none"> DeliverToCity DeliverToCountry DeliverToName DeliverToPostalCode DeliverToState DeliverToStreet EmailAddress OrderDeliveryMethodld Orderld
PaymentGroup	<ul style="list-style-type: none"> SourceObjectld
PaymentAuthorization	<ul style="list-style-type: none"> Accountld Amount

Object	Required Fields
	<ul style="list-style-type: none"> PaymentGatewayId PaymentGroupId PaymentMethodId ProcessingMode Status
Payment	<ul style="list-style-type: none"> AccountId Amount Date Email PaymentGatewayId PaymentGroupId PaymentMethodId Phone ProcessingMode Status Type

Creating Order Summaries

You can create order summaries for imported orders in a few different ways. This table explains the pros and cons of each.



Note: For details about each method, see the corresponding developer guides. To learn about using different types of flows, see the [Salesforce Flow Developer Center](#).

Method	Pros	Cons
Flow triggered by a Platform Event	<ul style="list-style-type: none"> Simple to implement Asynchronous transaction separate from order creation improves performance 	<ul style="list-style-type: none"> No parallel execution; orders processed one at a time No control of timing Asynchronous execution requires complex error handling
Flow triggered by a record change (Order Status: Draft Activated)	<ul style="list-style-type: none"> Simple to implement Allows a multithreaded approach for creating order summaries in parallel with orders A Composite API call can create an order and order summary in the same transaction, allowing simpler error handling; for example: 	<ul style="list-style-type: none"> When the order and order summary are created in the same transaction, and the order summary fails, the order also fails Large transactions Lowest performance method

Method	Pros	Cons
	<ol style="list-style-type: none"> 1. Create the Order record and set its Status to Draft. 2. Create the supporting records such as order items and order delivery groups. 3. Change the order's Status to Activated. That triggers the Create Order Summary flow to run on that order. 	
Apex triggered by a Platform Event	<ul style="list-style-type: none"> • Asynchronous transaction separate from order creation improves performance • Allows a multithreaded approach for creating order summaries in parallel with orders • Best performance method 	<ul style="list-style-type: none"> • No control of timing • Asynchronous execution requires complex error handling
Scheduled Apex job	<ul style="list-style-type: none"> • Allows controlled batch execution 	<ul style="list-style-type: none"> • Subject to Apex limits on the number of records processed • Requires programmatic identification of the orders to process • Runs even when no orders need processing
Direct calls to API resources	<ul style="list-style-type: none"> • Allows external control • Some clients allow parallel processing 	<ul style="list-style-type: none"> • Subject to API call limits • Requires external app design, authentication, and so on

Custom Order Data

To import custom order data, add a custom field to Order, OrderItem, or OrderDeliveryGroup and a matching custom field to the corresponding summary object. When you set the custom value on the base record, the Create Order Summary action or API copies it to the matching field on the corresponding summary record.

For example, consider storefront data that includes an order value called Shopper Category. You can add a custom field called `ShopperCategory__c` to both Order and OrderSummary. When you import an order, set the `ShopperCategory__c` value on the Order record. Then, when you run the Create Order Summary action or call the API for that order, it copies that value to the `ShopperCategory__c` field on the OrderSummary record.

Order summary creation supports custom fields for these data types:

- Boolean
- Currency
- Datetime (Date isn't supported)

- Double
- Email
- Multipicklist
- Phone
- Picklist
- Reference
- String
- TextArea
- URL

Importing Data When Using Salesforce B2C Commerce

If you import data that's used by the B2C Commerce integration, such as product or shopper data, keep it synchronized with your B2C Commerce data. Otherwise, the integration can't recognize it.

For example, when the integration creates an OrderItem record, it searches for a Product2 record whose StockKeepingUnit matches the product SKU in the order data. If you import catalog product data, and the StockKeepingUnit values don't match the product SKU values in B2C Commerce, the integration can't recognize those products. In that case, the integration adds the wrong products to orders or creates duplicate Product2 records.

This table lists some of the data fields that the integration uses to look up records. If you import or create these objects, keep them synchronized with your B2C Commerce data.

Order Management Object Field	B2C Commerce Data
OrderDeliveryMethod.ReferenceID	Shipping Method ID
Product2.StockKeepingUnit	Product SKU
PaymentGateway.ReferenceID	Payment Processor ID
SalesChannel.SalesChannelName	Site ID or Domain ID
<ul style="list-style-type: none"> • For a person account: Account.PersonEmail • For other accounts: Contact.Email field 	Customer Email Address
Account.Name	<ul style="list-style-type: none"> • For an individual shopper not using a person account: Customer Billing Address First Name and Last Name concatenated • For a business shopper: Customer Billing Address Company Name

Fulfillment Orders

A FulfillmentOrder record has a set of supporting records, including FulfillmentOrderLineItems, FulfillmentOrderItemAdjustments, and FulfillmentOrderItemTaxes. When you call an Order Management API or the flow core action to create a fulfillment order, it also creates the supporting records.

For managed OrderSummaries, you create a fulfillment order via Apex, Connect API, or flow core action. This method also creates the supporting records, such as fulfillment order line items, and then sets the new fulfillment order's Status to *Allocated*. You can also create a fulfillment order externally using a platform API, such as sObject, Composite, or Bulk API 2.0. When you create a fulfillment order for an unmanaged OrderSummary, you can only use a platform API.

When you create a fulfillment order via a platform API, you must also create the supporting records. In that case, when you create the fulfillment order, set its Status to *Draft*. After creating all of the supporting records, change its Status to *Allocated* (or a custom status associated with the *Activated* Status Category).

In addition to the normally required fields, Order Management requires values for certain fields for each FulfillmentOrder record and supporting record. When creating a record of an object in this table, always define values for the listed fields.

Object	Required Fields
FulfillmentOrder	<ul style="list-style-type: none"> • AccountId • DeliveryMethodId • FulfilledFromLocationId • FulfilledToCity • FulfilledToCountry • FulfilledToEmailAddress • FulfilledToLatitude • FulfilledToLongitude • FulfilledToName • FulfilledToPhone • FulfilledToPostalCode • FulfilledToState • FulfilledToStreet • OrderId • OrderSummaryId • Status • Type
FulfillmentOrderLineItem	<ul style="list-style-type: none"> • Description • FulfillmentOrderId • GrossUnitPrice • OrderItemId • OrderItemSummaryId • OriginalQuantity • Product2Id • Quantity • TotalLineAmount • Type • TypeCode • UnitPrice

Object	Required Fields
FulfillmentOrderItemAdjustment	<ul style="list-style-type: none"> Amount Description FulfillmentOrderId FulfillmentOrderLineItemId OrderItemAdjustLineSummaryId
FulfillmentOrderItemTax	<ul style="list-style-type: none"> Amount Description FulfillmentOrderId FulfillmentOrderItemAdjustId (if applicable) FulfillmentOrderLineItemId OrderItemTaxLineItemSummaryId Rate TaxEffectiveDate Type

Location Capacity

You can limit the number of fulfillment orders assigned to a location by defining its fulfillment order capacity. The Location object has three fields for working with fulfillment order capacity:

Track Fulfillment Order Capacity

Indicates whether the location's capacity is tracked. The default value is *false*.

Fulfillment Order Capacity

The maximum number of fulfillment orders that can be assigned to the location per user-defined time period. If this value is null, then the location's capacity is unlimited.

Assigned Fulfillment Order Count

The number of fulfillment orders currently assigned to the location. To define the time period associated with the maximum capacity, reset this value at a certain interval. For example, to track capacity per day, run an automated job that sets this value to 0 for each location at midnight of the location's time zone.

Manage location capacity using these Connect API resources and Flow Core Actions:

Hold Fulfillment Order Capacity

When you want to assign a fulfillment order to a location, hold capacity for it at that location. If the location has no remaining free capacity, it returns an error. Free capacity is defined as the location's fulfillment order capacity minus the sum of its held capacity and assigned fulfillment orders.

Confirm Held Fulfillment Order Capacity

When you assign a fulfillment order to a location, confirm held capacity for it at that location. Confirming held capacity increases the location's assigned fulfillment order count and decreases its held capacity.

Release Fulfillment Order Capacity

If you held capacity for a fulfillment order at a location, and decide not to assign that fulfillment order to that location, release the held capacity. Releasing capacity decreases the location's held capacity without increasing its assigned fulfillment order count.

Get Fulfillment Order Capacity Values

Getting the values returns a location's maximum capacity, assigned fulfillment order count, and capacity being held. This function is the only way to retrieve the held quantity, because it isn't represented by a field on the Location object.



Note: Changing a location's `Assigned Fulfillment Order Count` doesn't affect its held capacity. For example, resetting the assigned count at midnight doesn't remove held capacity for unassigned fulfillment orders. To decrease held capacity, you must confirm or release it.

For details about the Location object, see [Location](#) in the *Object Reference*.

CHAPTER 3 Salesforce Order Management in Apex

In this chapter ...

- Salesforce Order Management Apex Classes
- Salesforce Order Management Apex Inputs
- Salesforce Order Management Apex Outputs

Salesforce Order Management and Omnichannel Inventory include Apex classes in the ConnectApi namespace.

Salesforce Order Management Apex Classes

Salesforce Order Management includes Apex classes in the ConnectApi namespace.

[FulfillmentOrder Class](#)

Fulfill orders in Order Management.

[OmnichannelInventoryService Class](#)

Route orders to inventory locations in Order Management.

[OrderPaymentSummary Class](#)

Work with payments in Order Management.

[OrderSummary Class](#)

Work with orders in Order Management.

[OrderSummaryCreation Class](#)

Create Order Summaries in Order Management.

[ReturnOrder Class](#)

Process ReturnOrders in Order Management.

[Routing Class](#)

Route orders to inventory locations in Order Management.

FulfillmentOrder Class

Fulfill orders in Order Management.

Namespace

ConnectApi

FulfillmentOrder Methods

The following are methods for `FulfillmentOrder`. All methods are static.

[cancelFulfillmentOrderLineItems\(fulfillmentOrderId, cancelFulfillmentOrderLineItemsInput\)](#)

Cancel `FulfillmentOrderLineItems` from a `FulfillmentOrder`. This action doesn't cancel the associated `OrderItemSummaries`, so reallocate the canceled quantities to a new `FulfillmentOrder`.

[createFulfillmentOrders\(fulfillmentOrderInput\)](#)

Create one or more `FulfillmentOrders` and `FulfillmentOrderLineItems` for an `OrderDeliveryGroupSummary`, which defines a delivery method and recipient for an `OrderSummary`. You specify the `OrderItemSummaries` to allocate, which can be fulfilled from different locations. Specifying multiple fulfillment groups creates one `FulfillmentOrder` for each location. For each `OrderItemSummary`, a `FulfillmentOrderLineItem` is created and assigned to the corresponding `FulfillmentOrder`.

[createInvoice\(fulfillmentOrderId, invoiceInput\)](#)

Create an invoice for a `FulfillmentOrder` that doesn't have one.

[createMultipleFulfillmentOrder\(multipleFulfillmentOrderInput\)](#)

Create `FulfillmentOrders` for multiple `OrderDeliveryGroups` in a single request.

`createMultipleInvoices(invoicesInput)`

Create Invoices for multiple FulfillmentOrders.

cancelFulfillmentOrderLineItems (fulfillmentOrderId, cancelFulfillmentOrderLineItemsInput)

Cancel FulfillmentOrderLineItems from a FulfillmentOrder. This action doesn't cancel the associated OrderItemSummaries, so reallocate the canceled quantities to a new FulfillmentOrder.

API Version

48.0

Requires Chatter

No

Signature

```
public static ConnectApi.FulfillmentOrderCancelLineItemsOutputRepresentation
cancelFulfillmentOrderLineItems(String fulfillmentOrderId,
ConnectApi.FulfillmentOrderLineItemsToCancelInputRepresentation
cancelFulfillmentOrderLineItemsInput)
```

Parameters

fulfillmentOrderId

Type: String

ID of the FulfillmentOrder.

cancelFulfillmentOrderLineItemsInput

Type: `ConnectApi.FulfillmentOrderLineItemsToCancelInputRepresentation`

List of FulfillmentOrderLineItems to cancel.

Return Value

Type: `ConnectApi.FulfillmentOrderCancelLineItemsOutputRepresentation`

Example

```
String fulfillmentOrderId = '0a3xx0000000085AAA';
List<ConnectApi.FulfillmentOrderLineItemInputRepresentation> itemToCancelList = new
List<ConnectApi.FulfillmentOrderLineItemInputRepresentation>();

for(FulfillmentOrderLineItem fulfillmentOrderLineItem :
fulfillmentOrder.FulfillmentOrderLineItems){
    ConnectApi.FulfillmentOrderLineItemInputRepresentation itemToCancel = new
ConnectApi.FulfillmentOrderLineItemInputRepresentation();
    itemToCancel.fulfillmentOrderLineItemId = fulfillmentOrderLineItem.Id;
    itemToCancel.quantity = 1;
```

```

    itemToCancelList.add(itemToCancel);
}

ConnectAPI.FulfillmentOrderLineItemsToCancelInputRepresentation input = new
ConnectAPI.FulfillmentOrderLineItemsToCancelInputRepresentation();
input.fulfillmentOrderLineItemsToCancel = itemToCancelList;

ConnectAPI.FulfillmentOrderCancelLineItemsOutputRepresentation result =
ConnectAPI.FulfillmentOrder.cancelFulfillmentOrderLineItems(fulfillmentOrderId, input);

```

createFulfillmentOrders (fulfillmentOrderInput)

Create one or more FulfillmentOrders and FulfillmentOrderLineItems for an OrderDeliveryGroupSummary, which defines a delivery method and recipient for an OrderSummary. You specify the OrderItemSummaries to allocate, which can be fulfilled from different locations. Specifying multiple fulfillment groups creates one FulfillmentOrder for each location. For each OrderItemSummary, a FulfillmentOrderLineItem is created and assigned to the corresponding FulfillmentOrder.

API Version

48.0

Requires Chatter

No

Signature

```

public static ConnectApi.FulfillmentOrderOutputRepresentation
createFulfillmentOrders (ConnectApi.FulfillmentOrderInputRepresentation
fulfillmentOrderInput)

```

Parameters

fulfillmentOrderInput
 Type: [ConnectApi.FulfillmentOrderInputRepresentation](#)
 OrderItemSummaries to allocate, with location and delivery information.

Return Value

Type: [ConnectApi.FulfillmentOrderOutputRepresentation](#)

Example

```

String orderSummaryId = '10sxx0000004CCG';
String fulfillmentType = 'warehouse';

String warehouseFromLocationId = [SELECT Id from Location WHERE LocationType='Warehouse'
LIMIT 1].Id;

ConnectApi.FulfillmentOrderInputRepresentation fulfillmentOrderInput = new
ConnectApi.FulfillmentOrderInputRepresentation();

```

```

fulfillmentOrderInput.orderSummaryId = orderSummaryId;

List<OrderDeliveryGroupSummary> orderDeliveryGroupSummaryList = [SELECT Id FROM
OrderDeliveryGroupSummary WHERE OrderSummaryId =: orderSummaryId];

for (OrderDeliveryGroupSummary orderDeliveryGroupSummary: orderDeliveryGroupSummaryList){

    fulfillmentOrderInput.orderDeliveryGroupSummaryId = orderDeliveryGroupSummary.Id;
    List<ConnectApi.FulfillmentGroupInputRepresentation> fulfillmentGroups = new
List<ConnectApi.FulfillmentGroupInputRepresentation>();
    ConnectApi.FulfillmentGroupInputRepresentation fulfillmentGroup = new
ConnectApi.FulfillmentGroupInputRepresentation();
    fulfillmentGroup.fulfilledFromLocationId = warehouseFromLocationId;
    fulfillmentGroup.fulfillmentType = fulfillmentType;

    List<ConnectApi.OrderItemSummaryInputRepresentation> orderItemSummaries = new
List<ConnectApi.OrderItemSummaryInputRepresentation>();

    List<OrderItemSummary> orderItemSummaryList = [Select Id, quantity FROM OrderItemSummary
WHERE OrderSummaryId =: orderSummaryId AND OrderDeliveryGroupSummaryId =:
orderDeliveryGroupSummary.Id];
    for (OrderItemSummary orderItemSummary : orderItemSummaryList){
        ConnectApi.OrderItemSummaryInputRepresentation oisInputRepresentation = new
ConnectApi.OrderItemSummaryInputRepresentation();
        oisInputRepresentation.orderItemSummaryId = orderItemSummary.Id;
        oisInputRepresentation.quantity = orderItemSummary.quantity;
        orderItemSummaries.add(oisInputRepresentation);
    }

    fulfillmentGroup.orderItemSummaries = orderItemSummaries;
    fulfillmentGroups.add(fulfillmentGroup);
    fulfillmentOrderInput.fulfillmentGroups = fulfillmentGroups;
}

ConnectApi.FulfillmentOrderOutputRepresentation result =
ConnectAPI.FulfillmentOrder.createFulfillmentOrders(fulfillmentOrderInput);

```

createInvoice(fulfillmentOrderId, invoiceInput)

Create an invoice for a FulfillmentOrder that doesn't have one.

API Version

48.0

Requires Chatter

No

Signature

```
public static ConnectApi.FulfillmentOrderInvoiceOutputRepresentation createInvoice(String fulfillmentOrderId, ConnectApi.FulfillmentOrderInvoiceInputRepresentation invoiceInput)
```

Parameters

fulfillmentOrderId

Type: String

ID of the FulfillmentOrder.

invoiceInput

Type: [ConnectApi.FulfillmentOrderInvoiceInputRepresentation](#)

Required input with no data.

Return Value

Type: [ConnectApi.FulfillmentOrderInvoiceOutputRepresentation](#)

Example

```
String fulfillmentOrderId = '0a3xx000000085AAA';

ConnectApi.FulfillmentOrderInvoiceInputRepresentation input = new
ConnectApi.FulfillmentOrderInvoiceInputRepresentation();
ConnectAPI.FulfillmentOrderInvoiceOutputRepresentation result =
ConnectApi.FulfillmentOrder.createInvoice(fulfillmentOrderId, input);
```

createMultipleFulfillmentOrder (multipleFulfillmentOrderInput)

Create FulfillmentOrders for multiple OrderDeliveryGroups in a single request.

API Version

50.0

Requires Chatter

No

Signature

```
public static ConnectApi.MultipleFulfillmentOrderOutputRepresentation
createMultipleFulfillmentOrder (ConnectApi.MultipleFulfillmentOrderInputRepresentation
multipleFulfillmentOrderInput)
```

Parameters

multipleFulfillmentOrderInput

Type: [ConnectApi.MultipleFulfillmentOrderInputRepresentation](#)

Wraps a list of inputs for creating fulfillment orders.

Return Value

Type: [ConnectApi.MultipleFulfillmentOrderOutputRepresentation](#)

createMultipleInvoices (invoicesInput)

Create Invoices for multiple FulfillmentOrders.

API Version

52.0

Requires Chatter

No

Signature

```
public static ConnectApi.MultipleFulfillmentOrderInvoicesOutputRepresentation  
createMultipleInvoices (ConnectApi.MultipleFulfillmentOrderInvoicesInputRepresentation  
invoicesInput)
```

Parameters

invoicesInput

Type: [ConnectApi.MultipleFulfillmentOrderInvoicesInputRepresentation](#)

The FulfillmentOrders to create Invoices for.

Return Value

Type: [ConnectApi.MultipleFulfillmentOrderInvoicesOutputRepresentation](#)

OmnichannelInventoryService Class

Route orders to inventory locations in Order Management.

Namespace

ConnectApi

OmnichannelInventoryService Methods

The following are methods for `OmnichannelInventoryService`. All methods are static.

[createReservation\(createReservationInputRepresentation\)](#)

Create an inventory reservation in Omnichannel Inventory.

[fulfillReservation\(fulfillReservationInputRepresentation\)](#)

Fulfill one or more inventory reservations.

[getInventoryAvailability\(inventoryAvailabilityInputRepresentation\)](#)

Retrieve inventory availability data for one or more products at one or more inventory locations or location groups.

[getInventoryAvailabilityUploadStatus\(uploadId\)](#)

Retrieve the status of an inventory availability upload job.

[getPublishLocationStructureStatus\(uploadId\)](#)

Retrieve the status of a publish location structure job.

[publishLocationStructure\(\)](#)

Asynchronously publish information about your inventory locations and location groups to Omnichannel Inventory. The publish includes records whose `IsEnabled` and `ShouldSyncWithOci` fields are both `true`. This method returns an ID that you can use to retrieve the status of the publish job.

[releaseReservation\(releaseReservationInputRepresentation\)](#)

Release one or more existing inventory reservations to free up that inventory.

[submitInventoryAvailabilityUpload\(fileUpload\)](#)

Upload an inventory availability data file to Omnichannel Inventory.

[transferReservation\(transferReservationInputRepresentation\)](#)

Transfer one or more inventory reservations between locations or location groups. This API doesn't change physical quantities, but reduces the reserved quantity at the source and increases it at the destination.

createReservation (createReservationInputRepresentation)

Create an inventory reservation in Omnichannel Inventory.

API Version

51.0

Requires Chatter

No

Signature

```
public static ConnectApi.OCICreateReservationOutputRepresentation
createReservation (ConnectApi.OCICreateReservationInputRepresentation
createReservationInputRepresentation)
```

Parameters

createReservationInputRepresentation

Type: [ConnectApi.OCICreateReservationInputRepresentation](#)

Data to reserve inventory at one or more Omnichannel Inventory locations or location groups.

Return Value

Type: [ConnectApi.OCICreateReservationOutputRepresentation](#)

fulfillReservation (fulfillReservationInputRepresentation)

Fulfill one or more inventory reservations.

API Version

51.0

Requires Chatter

No

Signature

```
public static ConnectApi.OCIFulfillReservationOutputRepresentation  
fulfillReservation (ConnectApi.OCIFulfillReservationInputRepresentation  
fulfillReservationInputRepresentation)
```

Parameters

fulfillReservationInputRepresentation

Type: [ConnectApi.OCIFulfillReservationInputRepresentation](#)

Wraps a list of inventory reservations to fulfill.

Return Value

Type: [ConnectApi.OCIFulfillReservationOutputRepresentation](#)

getInventoryAvailability (inventoryAvailabilityInputRepresentation)

Retrieve inventory availability data for one or more products at one or more inventory locations or location groups.

API Version

51.0

Requires Chatter

No

Signature

```
public static ConnectApi.OCIGetInventoryAvailabilityOutputRepresentation  
getInventoryAvailability (ConnectApi.OCIGetInventoryAvailabilityInputRepresentation  
inventoryAvailabilityInputRepresentation)
```

Parameters

inventoryAvailabilityInputRepresentation

Type: [ConnectApi.OCIGetInventoryAvailabilityInputRepresentation](#)

Details of a request to retrieve inventory availability.

Return Value

Type: [ConnectApi.OCIGetInventoryAvailabilityOutputRepresentation](#)

getInventoryAvailabilityUploadStatus (uploadId)

Retrieve the status of an inventory availability upload job.

API Version

51.0

Requires Chatter

No

Signature

```
public static ConnectApi.OCIUploadInventoryAvailabilityStatusOutputRepresentation  
getInventoryAvailabilityUploadStatus (String uploadId)
```

Parameters

uploadId

Type: String

The upload ID of the upload job.

Return Value

Type: [ConnectApi.OCIUploadInventoryAvailabilityStatusOutputRepresentation](#)

getPublishLocationStructureStatus (uploadId)

Retrieve the status of a publish location structure job.

API Version

51.0

Requires Chatter

No

Signature

```
public static ConnectApi.OCIPublishLocationStructureStatusOutputRepresentation  
getPublishLocationStructureStatus (String uploadId)
```

Parameters

uploadId

Type: String

The upload ID of the publish job.

Return Value

Type: [ConnectApi.OCIPublishLocationStructureStatusOutputRepresentation](#)

publishLocationStructure ()

Asynchronously publish information about your inventory locations and location groups to Omnichannel Inventory. The publish includes records whose `IsEnabled` and `ShouldSyncWithOci` fields are both `true`. This method returns an ID that you can use to retrieve the status of the publish job.

API Version

51.0

Requires Chatter

No

Signature

```
public static ConnectApi.OCIPublishLocationStructureOutputRepresentation  
publishLocationStructure ()
```

Return Value

Type: [ConnectApi.OCIPublishLocationStructureOutputRepresentation](#)

releaseReservation (releaseReservationInputRepresentation)

Release one or more existing inventory reservations to free up that inventory.

API Version

51.0

Requires Chatter

No

Signature

```
public static ConnectApi.OCIReleaseReservationOutputRepresentation  
releaseReservation (ConnectApi.OCIReleaseReservationInputRepresentation  
releaseReservationInputRepresentation)
```

Parameters

releaseReservationInputRepresentation

Type: [ConnectApi.OCIReleaseReservationInputRepresentation](#)

Details of one or more inventory reservations to release.

Return Value

Type: [ConnectApi.OCIReleaseReservationOutputRepresentation](#)

submitInventoryAvailabilityUpload (fileUpload)

Upload an inventory availability data file to Omnichannel Inventory.

API Version

51.0

Requires Chatter

No

Signature

```
public static ConnectApi.OCIUploadInventoryAvailabilityOutputRepresentation  
submitInventoryAvailabilityUpload (ConnectApi.BinaryInput fileUpload)
```

Parameters

fileUpload

Type: [ConnectApi.BinaryInput](#)

JSON file containing inventory availability data.

Return Value


Type: [ConnectApi.OCIUploadInventoryAvailabilityOutputRepresentation](#)

Usage

To create an inventory data file, format the data as a series of JSON entries representing locations and individual inventory records.

Inventory Import Data Considerations:

- Separate the top-level entries with line feeds, not commas. Each entry must be on a single line.
- When the system reads a location entry, it assigns the subsequent inventory entries to that location until it reads another location entry.
- For each location entry, specify "mode": "UPDATE".
- Each inventory record entry requires a unique recordId. Best practice is to use a UUID. The record Id protects against importing duplicate data.
- Each inventory record entry requires an effectiveDate.

- Each futures entry requires a nonzero quantity and a future expectedDate.
 - The system only creates or updates entries that are included in the data. It doesn't delete entries that aren't included. However, if an included entry has an empty value, that value is deleted.
-  **Note:** The file size limit is 10 MB, and it must be in JSON format. For larger data sets, you can use the headless Commerce API or split the data into multiple files. The headless Commerce API accepts GZIP or JSON files up to 100 MB in size.

This example illustrates the data format:

-  **Note:** For readability, this example shows the first few entries on multiple lines. In the import file, each location and inventory record entry must be on a single line.

```
{
  "location": "Warehouse-A", // location identifier
  "mode": "UPDATE" // must be UPDATE (other operations might be available in future releases)
}
{
  "recordId": "0a87539d-f3dd-47bc-91c7-9c752e39dbe0", // unique identifier for the inventory
  record
  "onHand": 10,
  "sku": "12389156",
  "effectiveDate": "2020-12-08T14:05:22.790896-07:00",
  "futures": [ // list of future restocks
    {
      "quantity": 1,
      "expectedDate": "2021-04-18T14:05:22.781-07:00"
    },
    {
      "quantity": 5,
      "expectedDate": "2021-05-18T14:05:22.781-07:00"
    }
  ],
  "safetyStockCount": 0
}
{
  "recordId": "0a87539d-f3dd-47bc-91c7-9c752e312345",
  "onHand": 10,
  "sku": "9485728",
  "effectiveDate": "2020-12-08T14:05:22.790896-07:00",
  "futures": [
    {
      "quantity": 10,
      "expectedDate": "2021-04-18T14:05:22.781-07:00"
    }
  ],
  "safetyStockCount": 0
}
{"location": "Warehouse-B", "mode": "UPDATE"}
{"recordId": "0a87539d-f3dd-47bc-91c7-9c752e312345", "onHand": 10, "sku": "12389156", "effectiveDate": "2020-12-08T14:05:22.790896-07:00", "futures": [{"quantity": 1, "expectedDate": "2021-04-18T14:05:22.781-07:00"}], "safetyStockCount": 0}
{"recordId": "0a87539d-f3dd-47bc-91c7-9c752e312345", "onHand": 10, "sku": "9485728", "effectiveDate": "2020-12-08T14:05:22.790896-07:00", "futures": [{"quantity": 5, "expectedDate": "2021-05-18T14:05:22.781-07:00"}], "safetyStockCount": 0}
```

transferReservation (transferReservationInputRepresentation)

Transfer one or more inventory reservations between locations or location groups. This API doesn't change physical quantities, but reduces the reserved quantity at the source and increases it at the destination.

API Version

51.0

Requires Chatter

No

Signature

```
public static ConnectApi.OCITransferReservationOutputRepresentation  
transferReservation (ConnectApi.OCITransferReservationInputRepresentation  
transferReservationInputRepresentation)
```

Parameters

transferReservationInputRepresentation

Type: [ConnectApi.OCITransferReservationInputRepresentation](#)

Wraps a list of inventory reservation transfers and specifies whether a single failure cancels the entire list.

Return Value

Type: [ConnectApi.OCITransferReservationOutputRepresentation](#)

OrderPaymentSummary Class

Work with payments in Order Management.

Namespace

ConnectApi

OrderPaymentSummary Methods

The following are methods for `OrderPaymentSummary`. All methods are static.

[createOrderPaymentSummary\(orderPaymentSummaryInput\)](#)

Create an `OrderPaymentSummary` for an `OrderSummary`. Specify a payment authorization or payments that share the same payment method. In an org with the multicurrency feature enabled, the `OrderPaymentSummary` inherits the `CurrencyIsoCode` value from the `OrderSummary`.

createOrderPaymentSummary (orderPaymentSummaryInput)

Create an `OrderPaymentSummary` for an `OrderSummary`. Specify a payment authorization or payments that share the same payment method. In an org with the multicurrency feature enabled, the `OrderPaymentSummary` inherits the `CurrencyIsoCode` value from the `OrderSummary`.

API Version

48.0

Requires Chatter

No

Signature

```
public static ConnectApi.CreateOrderPaymentSummaryOutputRepresentation  
createOrderPaymentSummary (ConnectApi.CreateOrderPaymentSummaryInputRepresentation  
orderPaymentSummaryInput)
```

Parameters

orderPaymentSummaryInput

Type: [ConnectApi.CreateOrderPaymentSummaryInputRepresentation](#)

The OrderSummary and payment authorization or payments.

Return Value

Type: [ConnectApi.CreateOrderPaymentSummaryOutputRepresentation](#)

Example

```
String orderSummaryId = '10sxx0000004CCG';  
String paymentId1 = '0a3xx0000000085AAA';  
String paymentId2 = '0a3xx0000000085BBB';  
  
ConnectApi.CreateOrderPaymentSummaryInputRepresentation orderPaymentSummaryInput = new  
ConnectApi.CreateOrderPaymentSummaryInputRepresentation();  
orderPaymentSummaryInput.orderSummaryId = orderSummaryId;  
List<String> paymentList = new List<String>();  
paymentList.add(paymentId1);  
paymentList.add(paymentId2);  
orderPaymentSummaryInput.paymentIds = paymentList;  
  
ConnectApi.CreateOrderPaymentSummaryOutputRepresentation result =  
ConnectAPI.OrderPaymentSummary.createOrderPaymentSummary(orderPaymentSummaryInput);
```

OrderSummary Class

Work with orders in Order Management.

Namespace

ConnectApi

OrderSummary Methods

The following are methods for `OrderSummary`. All methods are static.

`adjustPreview(orderSummaryId, adjustInput)`

Retrieve the expected results of adjusting the price of one or more `OrderItemSummaries` from an `OrderSummary`, without actually executing the adjustment. The response data contains the financial changes that would result from submitting the proposed adjustment.

`adjustSubmit(orderSummaryId, adjustInput)`

Adjust the price of one or more `OrderItemSummaries` from an `OrderSummary`, and create corresponding change orders.

`createCreditMemo(orderSummaryId, creditMemoInput)`

Create a credit memo to represent the refund for one or more change orders associated with an `OrderSummary`.

`ensureFundsAsync(orderSummaryId, ensureFundsInput)`

Ensure funds for an invoice and apply them to it. If needed, capture authorized funds by sending a request to a payment provider. This method inserts a background operation into an asynchronous job queue and returns the ID of that operation so you can track its status. Payment gateway responses appear in the payment gateway log and do not affect the background operation status.

`ensureRefundsAsync(orderSummaryId, ensureRefundsInput)`

Ensure refunds for a credit memo or excess funds by sending a request to a payment provider. This method inserts a background operation into an asynchronous job queue and returns the ID of that operation so you can track its status. Payment gateway responses appear in the payment gateway log and do not affect the background operation status.

`previewCancel(orderSummaryId, changeInput)`

Retrieve the expected change order values for canceling one or more `OrderItemSummaries` from an `OrderSummary`, without actually executing the cancel.

`previewReturn(orderSummaryId, changeInput)`

Retrieve the expected change order values for a simple return of one or more `OrderItemSummaries` from an `OrderSummary`, without actually executing the return.

`submitCancel(orderSummaryId, changeInput)`

Cancel one or more `OrderItemSummaries` from an `OrderSummary`, and create a corresponding change order.

`submitReturn(orderSummaryId, changeInput)`

Return one or more `OrderItemSummaries` from an `OrderSummary`, and create a corresponding change order. This return is a simple return that creates a change order but not a `ReturnOrder`.

`adjustPreview(orderSummaryId, adjustInput)`

Retrieve the expected results of adjusting the price of one or more `OrderItemSummaries` from an `OrderSummary`, without actually executing the adjustment. The response data contains the financial changes that would result from submitting the proposed adjustment.

API Version

49.0

Requires Chatter

No

Signature

```
public static ConnectApi.AdjustOrderSummaryOutputRepresentation adjustPreview(String  
orderSummaryId, ConnectApi.AdjustOrderItemSummaryInputRepresentation adjustInput)
```

Parameters

orderSummaryId

Type: String

ID of the OrderSummary.

adjustInput

Type: [ConnectApi.AdjustOrderItemSummaryInputRepresentation](#)

Price adjustments to OrderItemSummaries that together make up a price adjustment to an order, with options for adjusting items in the process of being fulfilled.

Return Value

Type: [ConnectApi.AdjustOrderSummaryOutputRepresentation](#)

Usage

When a price adjustment is applied to an OrderItemSummary, its quantities are considered in three groups:

Pre-fulfillment

QuantityAvailableToFulfill, which is equal to QuantityOrdered - QuantityCanceled - QuantityAllocated

In-fulfillment

QuantityAllocated - QuantityFulfilled

Post-fulfillment

QuantityAvailableToReturn, which is equal to QuantityFulfilled - QuantityReturnInitiated

You can apply adjustments to these groups in three different ways, controlled by the *allocatedItemsChangeOrderType* input property:

- Distribute the adjustment evenly between pre-fulfillment and post-fulfillment quantities. Ignore in-fulfillment quantities. Submitting the adjustment would create one change order for the adjustments to pre-fulfillment quantities and one change order for the adjustments to post-fulfillment quantities.
- Distribute the adjustment evenly between pre-fulfillment, in-fulfillment, and post-fulfillment quantities. Submitting the adjustment would create one change order for the adjustments to both pre-fulfillment and in-fulfillment quantities, and one change order for the adjustments to post-fulfillment quantities.
- Distribute the adjustment evenly between pre-fulfillment, in-fulfillment, and post-fulfillment quantities. Submitting the adjustment would create one change order for the adjustments to pre-fulfillment quantities, one change order for the adjustments to in-fulfillment quantities, and one change order for the adjustments to post-fulfillment quantities.

SEE ALSO:

[createCreditMemo\(orderSummaryId, creditMemoInput\)](#)

[ensureRefundsAsync\(orderSummaryId, ensureRefundsInput\)](#)

[adjustSubmit\(orderSummaryId, adjustInput\)](#)

adjustSubmit (orderSummaryId, adjustInput)

Adjust the price of one or more OrderItemSummaries from an OrderSummary, and create corresponding change orders.

API Version

49.0

Requires Chatter

No

Signature

```
public static ConnectApi.AdjustOrderSummaryOutputRepresentation adjustSubmit(String  
orderSummaryId, ConnectApi.AdjustOrderItemSummaryInputRepresentation adjustInput)
```

Parameters

orderSummaryId

Type: String

ID of the OrderSummary.

adjustInput

Type: [ConnectApi.AdjustOrderItemSummaryInputRepresentation](#)

Price adjustments to OrderItemSummaries that together make up a price adjustment to an order, with options for adjusting items in the process of being fulfilled.

Return Value

Type: [ConnectApi.AdjustOrderSummaryOutputRepresentation](#)

Usage

When a price adjustment is applied to an OrderItemSummary, its quantities are considered in three groups:

Pre-fulfillment

QuantityAvailableToFulfill, which is equal to QuantityOrdered - QuantityCanceled - QuantityAllocated

In-fulfillment

QuantityAllocated - QuantityFulfilled

Post-fulfillment

QuantityAvailableToReturn, which is equal to QuantityFulfilled - QuantityReturnInitiated

You can apply adjustments to these groups in three different ways, controlled by the *allocatedItemsChangeOrderType* input property:

- Distribute the adjustment evenly between pre-fulfillment and post-fulfillment quantities. Ignore in-fulfillment quantities. Create one change order for the adjustments to pre-fulfillment quantities and one change order for the adjustments to post-fulfillment quantities.
- Distribute the adjustment evenly between pre-fulfillment, in-fulfillment, and post-fulfillment quantities. Create one change order for the adjustments to both pre-fulfillment and in-fulfillment quantities, and one change order for the adjustments to post-fulfillment quantities.

- Distribute the adjustment evenly between pre-fulfillment, in-fulfillment, and post-fulfillment quantities. Create one change order for the adjustments to pre-fulfillment quantities, one change order for the adjustments to in-fulfillment quantities, and one change order for the adjustments to post-fulfillment quantities.

After submitting a price adjustment, process refunds as appropriate:

- If the discount only applied to OrderItemSummaries for which payment hasn't been captured, it doesn't require a refund. This situation normally applies to OrderItemSummaries in the US that haven't been fulfilled.
- If the discount applied to OrderItemSummaries that haven't been fulfilled and for which payment has been captured, process a refund. In this case, pass the *totalExcessFundsAmount* from the output representation to the `ensureRefundsAsync()` method.
- If the discount applied to OrderItemSummaries that have been fulfilled, process a refund. Pass the *postFulfillmentChangeOrderId* from the output representation to the `createCreditMemo()` method, then pass the CreditMemo to the `ensureRefundsAsync()` method.
- If the discount applied to both fulfilled and unfulfilled OrderItemSummaries for which payment has been captured, process both refunds. Pass the *postFulfillmentChangeOrderId* from the output representation to the `createCreditMemo()` method, then pass the credit memo and the *totalExcessFundsAmount* from the output representation to the `ensureRefundsAsync()` method.

SEE ALSO:

```
ensureRefundsAsync(orderSummaryId, ensureRefundsInput)
createCreditMemo(orderSummaryId, creditMemoInput)
createCreditMemo(orderSummaryId, creditMemoInput)
ensureRefundsAsync(orderSummaryId, ensureRefundsInput)
adjustPreview(orderSummaryId, adjustInput)
```

createCreditMemo(orderSummaryId, creditMemoInput)

Create a credit memo to represent the refund for one or more change orders associated with an OrderSummary.

API Version

48.0

Requires Chatter

No

Signature

```
public static ConnectApi.CreateCreditMemoOutputRepresentation createCreditMemo(String
orderSummaryId, ConnectApi.CreateCreditMemoInputRepresentation creditMemoInput)
```

Parameters

orderSummaryId

Type: String

ID of the OrderSummary.

creditMemoInput

Type: [ConnectApi.CreateCreditMemoInputRepresentation](#)

The list of change order IDs.

Return Value

Type: [ConnectApi.CreateCreditMemoOutputRepresentation](#)

ensureFundsAsync (orderSummaryId, ensureFundsInput)

Ensure funds for an invoice and apply them to it. If needed, capture authorized funds by sending a request to a payment provider. This method inserts a background operation into an asynchronous job queue and returns the ID of that operation so you can track its status. Payment gateway responses appear in the payment gateway log and do not affect the background operation status.

API Version

48.0

Requires Chatter

No

Signature

```
public static ConnectApi.EnsureFundsAsyncOutputRepresentation ensureFundsAsync(String
orderSummaryId, ConnectApi.EnsureFundsAsyncInputRepresentation ensureFundsInput)
```

Parameters

orderSummaryId

Type: String

ID of the OrderSummary.

ensureFundsInput

Type: [ConnectApi.EnsureFundsAsyncInputRepresentation](#)

The ID of the invoice.

Return Value

Type: [ConnectApi.EnsureFundsAsyncOutputRepresentation](#)

Usage

This method checks the OrderPaymentSummaries associated with the specified OrderSummary for funds to apply to the invoice balance following this logic:



Note: If multiple OrderPaymentSummaries have equal amounts, their order of selection is random.

1. Verify that the invoice balance doesn't exceed the total amount of all the OrderPaymentSummaries.
2. Look for an OrderPaymentSummary with a captured amount equal to the invoice balance. If one exists, apply those funds.

3. If no exact match was found, identify all OrderPaymentSummaries with captured amounts greater than the invoice balance. If any exist, select the smallest one and apply funds from it equal to the invoice balance.
4. If no captured amounts greater than the invoice balance were found, traverse the OrderPaymentSummaries in order of captured amount, from largest to smallest. Apply each captured amount to the invoice until the invoice balance is zero or all captured funds are applied.
5. If the invoice still has a balance, look for an OrderPaymentSummary with an authorized amount equal to the remaining invoice balance. If one exists, capture and apply those funds.
6. If no exact match was found, identify all OrderPaymentSummaries with authorized amounts greater than the invoice balance. If any exist, select the smallest one and apply funds from it equal to the invoice balance.
7. If no authorized amounts greater than the invoice balance were found, traverse the OrderPaymentSummaries in order of authorized amount, from largest to smallest. Capture and apply funds until the invoice balance is zero.

ensureRefundsAsync (orderSummaryId, ensureRefundsInput)

Ensure refunds for a credit memo or excess funds by sending a request to a payment provider. This method inserts a background operation into an asynchronous job queue and returns the ID of that operation so you can track its status. Payment gateway responses appear in the payment gateway log and do not affect the background operation status.

API Version

48.0

Requires Chatter

No

Signature

```
public static ConnectApi.EnsureRefundsAsyncOutputRepresentation ensureRefundsAsync (String  
orderSummaryId, ConnectApi.EnsureRefundsAsyncInputRepresentation ensureRefundsInput)
```

Parameters

orderSummaryId

Type: String

ID of the OrderSummary.

ensureRefundsInput

Type: [ConnectApi.EnsureRefundsAsyncInputRepresentation](#)

Object that wraps the ID of the credit memo and the excess funds amount.

Return Value

Type: [ConnectApi.EnsureRefundsAsyncOutputRepresentation](#)

Usage

This method checks the OrderPaymentSummaries associated with the specified OrderSummary for amounts to refund following this logic:



Note: If multiple OrderPaymentSummaries have equal amounts, their order of selection is random.

1. If a credit memo is specified, identify OrderPaymentSummaries with captured amounts that were applied to the corresponding invoice.
 - a. Examine those OrderPaymentSummaries. If one has a captured amount matching the credit memo amount, apply the refund to that payment.
 - b. If no exact match was found, look for captured amounts greater than the credit memo amount. If any exist, apply the refund to the smallest one.
 - c. If no greater amounts were found, traverse the OrderPaymentSummaries in order of captured amount, from largest to smallest. Apply the refund to them until it's fully applied.
2. If an excess funds amount is specified, identify OrderPaymentSummaries with captured amounts that weren't applied to any invoice.
 - a. Examine those OrderPaymentSummaries. If one has a captured amount matching the excess funds amount, apply the refund to that payment.
 - b. If no exact match was found, look for captured amounts greater than the excess funds amount. If any exist, apply the refund to the smallest one.
 - c. If no greater amounts were found, traverse the OrderPaymentSummaries in order of captured amount, from largest to smallest. Apply the refund to them until it's fully applied.

previewCancel(orderSummaryId, changeInput)

Retrieve the expected change order values for canceling one or more OrderItemSummaries from an OrderSummary, without actually executing the cancel.

API Version

48.0

Requires Chatter

No

Signature

```
public static ConnectApi.PreviewCancelOutputRepresentation previewCancel(String  
orderSummaryId, ConnectApi.ChangeInputRepresentation changeInput)
```

Parameters

orderSummaryId

Type: String

ID of the OrderSummary.

changeInput

Type: [ConnectApi.ChangeInputRepresentation](#)

A list of changes to OrderItemSummaries that make up an order change, such as a cancel or return.

Return Value

Type: [ConnectApi.PreviewCancelOutputRepresentation](#)

SEE ALSO:

[createCreditMemo\(orderSummaryId, creditMemoInput\)](#)
[ensureRefundsAsync\(orderSummaryId, ensureRefundsInput\)](#)
[submitCancel\(orderSummaryId, changeInput\)](#)

previewReturn(orderSummaryId, changeInput)

Retrieve the expected change order values for a simple return of one or more OrderItemSummaries from an OrderSummary, without actually executing the return.

API Version

48.0

Requires Chatter

No

Signature

```
public static ConnectApi.PreviewReturnOutputRepresentation previewReturn(String  
orderSummaryId, ConnectApi.ChangeInputRepresentation changeInput)
```

Parameters

orderSummaryId

Type: String

ID of the OrderSummary.

changeInput

Type: [ConnectApi.ChangeInputRepresentation](#)

A list of changes to OrderItemSummaries that make up an order change, such as a cancel or return.

Return Value

Type: [ConnectApi.PreviewReturnOutputRepresentation](#)

SEE ALSO:

[createCreditMemo\(orderSummaryId, creditMemoInput\)](#)
[ensureRefundsAsync\(orderSummaryId, ensureRefundsInput\)](#)
[submitReturn\(orderSummaryId, changeInput\)](#)

submitCancel(orderSummaryId, changeInput)

Cancel one or more OrderItemSummaries from an OrderSummary, and create a corresponding change order.

API Version

48.0

Requires Chatter

No

Signature

```
public static ConnectApi.SubmitCancelOutputRepresentation submitCancel(String  
orderSummaryId, ConnectApi.ChangeInputRepresentation changeInput)
```

Parameters

orderSummaryId

Type: String

ID of the OrderSummary.

changeInput

Type: [ConnectApi.ChangeInputRepresentation](#)

A list of changes to OrderItemSummaries that make up an order change, such as a cancel or return.

Return Value

Type: [ConnectApi.SubmitCancelOutputRepresentation](#)

SEE ALSO:

[ensureRefundsAsync\(orderSummaryId, ensureRefundsInput\)](#)

[createCreditMemo\(orderSummaryId, creditMemoInput\)](#)

[createCreditMemo\(orderSummaryId, creditMemoInput\)](#)

[ensureRefundsAsync\(orderSummaryId, ensureRefundsInput\)](#)

[previewCancel\(orderSummaryId, changeInput\)](#)

submitReturn(orderSummaryId, changeInput)

Return one or more OrderItemSummaries from an OrderSummary, and create a corresponding change order. This return is a simple return that creates a change order but not a ReturnOrder.

API Version

48.0

Requires Chatter

No

Signature

```
public static ConnectApi.SubmitReturnOutputRepresentation submitReturn(String
orderSummaryId, ConnectApi.ChangeInputRepresentation changeInput)
```

Parameters

orderSummaryId

Type: String

ID of the OrderSummary.

changeInput

Type: [ConnectApi.ChangeInputRepresentation](#)

A list of changes to OrderItemSummaries that make up an order change, such as a cancel or return.

Return Value

Type: [ConnectApi.SubmitReturnOutputRepresentation](#)

Usage

After submitting a return, process a refund. Pass the *changeOrderId* from the output representation to the [createCreditMemo\(\)](#) method, then pass the credit memo to the [ensureRefundsAsync\(\)](#) method.

SEE ALSO:

[ensureRefundsAsync\(orderSummaryId, ensureRefundsInput\)](#)

[createCreditMemo\(orderSummaryId, creditMemoInput\)](#)

[createCreditMemo\(orderSummaryId, creditMemoInput\)](#)

[ensureRefundsAsync\(orderSummaryId, ensureRefundsInput\)](#)

[previewReturn\(orderSummaryId, changelInput\)](#)

OrderSummaryCreation Class

Create Order Summaries in Order Management.

Namespace

ConnectApi

OrderSummaryCreation Methods

The following are methods for `OrderSummaryCreation`. All methods are static.

[createOrderSummary\(orderSummaryInput\)](#)

Create an OrderSummary based on an order. That order is considered the original order for the OrderSummary. Subsequent change orders that apply to the OrderSummary are also represented as orders. You can specify whether the order is managed in Salesforce Order Management or by an external system. Most Salesforce Order Management APIs can run only on orders that it manages.

createOrderSummary (orderSummaryInput)

Create an OrderSummary based on an order. That order is considered the original order for the OrderSummary. Subsequent change orders that apply to the OrderSummary are also represented as orders. You can specify whether the order is managed in Salesforce Order Management or by an external system. Most Salesforce Order Management APIs can run only on orders that it manages.

API Version

48.0

Requires Chatter

No

Signature

```
public static ConnectApi.OrderSummaryOutputRepresentation  
createOrderSummary (ConnectApi.OrderSummaryInputRepresentation orderSummaryInput)
```

Parameters

orderSummaryInput

Type: [ConnectApi.OrderSummaryInputRepresentation](#)

Input object that wraps the ID of the source order.

Return Value

Type: [ConnectApi.OrderSummaryOutputRepresentation](#)

ReturnOrder Class

Process ReturnOrders in Order Management.

Namespace

ConnectApi

ReturnOrder Methods

The following are methods for `ReturnOrder`. All methods are static.

[createReturnOrder\(returnOrderInput\)](#)

Create a ReturnOrder and ReturnOrderLineItems for items belonging to an OrderSummary.

[returnItems\(returnOrderId, returnItemsInput\)](#)

Process ReturnOrderLineItems belonging to a ReturnOrder. Processing a ReturnOrderLineItem generates a change Order and makes that ReturnOrderLineItem read-only. If a processed ReturnOrderLineItem has any remaining expected quantity, then the API creates a separate ReturnOrderLineItem representing that quantity.

createReturnOrder (returnOrderInput)

Create a ReturnOrder and ReturnOrderLineItems for items belonging to an OrderSummary.

API Version

50.0

Requires Chatter

No

Signature

```
public static ConnectApi.ReturnOrderOutputRepresentation  
createReturnOrder (ConnectApi.ReturnOrderInputRepresentation returnOrderInput)
```

Parameters

returnOrderInput

Type: [ConnectApi.ReturnOrderInputRepresentation](#)

Data for creating a ReturnOrder and ReturnOrderLineItems.

Return Value

Type: [ConnectApi.ReturnOrderOutputRepresentation](#)

returnItems (returnOrderId, returnItemsInput)

Process ReturnOrderLineItems belonging to a ReturnOrder. Processing a ReturnOrderLineItem generates a change Order and makes that ReturnOrderLineItem read-only. If a processed ReturnOrderLineItem has any remaining expected quantity, then the API creates a separate ReturnOrderLineItem representing that quantity.

API Version

52.0

Requires Chatter

No

Signature

```
public static ConnectApi.ReturnItemsOutputRepresentation returnItems (String  
returnOrderId, ConnectApi.ReturnItemsInputRepresentation returnItemsInput)
```

Parameters

returnOrderId

Type: String

ID of the ReturnOrder.

returnItemsInput

Type: [ConnectApi.ReturnItemsInputRepresentation](#)

Data about products and delivery charges to return.

Return Value

Type: [ConnectApi.ReturnItemsOutputRepresentation](#)

Routing Class

Route orders to inventory locations in Order Management.

Namespace

ConnectApi

Routing Methods

The following are methods for `Routing`. All methods are static.

[confirmHeldFOCapacity\(confirmHeldFOCapacityInput\)](#)

Confirm held fulfillment order capacity at one or more locations. This call decreases a location's held capacity and increases its assigned fulfillment order count. Confirm held capacity when you assign a fulfillment order to a location.

[findRoutesWithFewestSplits\(findRoutesWithFewestSplitsInputRepresentation\)](#)

Returns combinations of inventory locations that can fulfill an order within a specified limit of shipment splits.

[findRoutesWithFewestSplitsUsingOCI\(findRoutesWithFewestSplitsUsingOCIInput\)](#)

For one or more order summaries, find inventory availability using Omnichannel Inventory and identify the fulfillment routes with fewest splits. This method combines the functionality of the `getInventoryAvailability()` and `findRoutesWithFewestSplits()` methods.

[getFOCapacityValues\(getFOCapacityValuesInput\)](#)

Get information about the current fulfillment order capacity of one or more locations.

[holdFOCapacity\(holdFOCapacityInput\)](#)

Hold fulfillment order capacity at a location. Holding capacity at a location reserves a space for a fulfillment order that you'll assign to it.

[rankAverageDistance\(rankAverageDistanceInputRepresentation\)](#)

Calculates the average distance from sets of inventory locations to an order recipient, and ranks them. Use this method to compare the average shipping distances for different sets of locations that can fulfill an order.

[releaseHeldFOCapacity\(releaseHeldFOCapacityInput\)](#)

Release held fulfillment order capacity at one or more locations. This call decreases a location's held capacity without changing its assigned fulfillment order count. Release held capacity when you cancel the assignment of a fulfillment order to a location.

confirmHeldFOCapacity(confirmHeldFOCapacityInput)

Confirm held fulfillment order capacity at one or more locations. This call decreases a location's held capacity and increases its assigned fulfillment order count. Confirm held capacity when you assign a fulfillment order to a location.

API Version

55.0

Requires Chatter

No

Signature

```
public static ConnectApi.ConfirmHeldFOCapacityOutputRepresentation  
confirmHeldFOCapacity (ConnectApi.ConfirmHeldFOCapacityInputRepresentation  
confirmHeldFOCapacityInput)
```

Parameters

confirmHeldFOCapacityInput

Type: `ConnectApi.ConfirmHeldFOCapacityInputRepresentation`

The input includes, for each fulfillment order, the location where capacity is held for it.

Return Value

Type: `ConnectApi.ConfirmHeldFOCapacityOutputRepresentation`

findRoutesWithFewestSplits (findRoutesWithFewestSplitsInputRepresentation)

Returns combinations of inventory locations that can fulfill an order within a specified limit of shipment splits.

API Version

51.0

Requires Chatter

No

Signature

```
public static ConnectApi.FindRoutesWithFewestSplitsOutputRepresentation  
findRoutesWithFewestSplits (ConnectApi.FindRoutesWithFewestSplitsInputRepresentation  
findRoutesWithFewestSplitsInputRepresentation)
```

Parameters

findRoutesWithFewestSplitsInputRepresentation

Type: `ConnectApi.FindRoutesWithFewestSplitsInputRepresentation`

The input includes the ordered item quantities, data about available inventory, and, optionally, a maximum allowable number of shipment splits.

Return Value

Type: [ConnectApi.FindRoutesWithFewestSplitsOutputRepresentation](#)

findRoutesWithFewestSplitsUsingOCI (findRoutesWithFewestSplitsUsingOCIInput)

For one or more order summaries, find inventory availability using Omnichannel Inventory and identify the fulfillment routes with fewest splits. This method combines the functionality of the `getInventoryAvailability()` and `findRoutesWithFewestSplits()` methods.

API Version

54.0

Requires Chatter

No

Signature

```
public static ConnectApi.FindRoutesWithFewestSplitsUsingOCIOutputRepresentation  
findRoutesWithFewestSplitsUsingOCI (ConnectApi.FindRoutesWithFewestSplitsUsingOCIInputRepresentation  
findRoutesWithFewestSplitsUsingOCIInput)
```

Parameters

findRoutesWithFewestSplitsUsingOCIInput

Type: [ConnectApi.FindRoutesWithFewestSplitsUsingOCIInputRepresentation](#)

The input includes, for each order, the ordered item quantities, the assigned location group or locations, and, optionally, a maximum allowable number of shipment splits and a list of locations to exclude from the calculation.

Return Value

Type: [ConnectApi.FindRoutesWithFewestSplitsUsingOCIOutputRepresentation](#)

SEE ALSO:

[getInventoryAvailability\(inventoryAvailabilityInputRepresentation\)](#)

[findRoutesWithFewestSplits\(findRoutesWithFewestSplitsInputRepresentation\)](#)

getFOCapacityValues (getFOCapacityValuesInput)

Get information about the current fulfillment order capacity of one or more locations.

API Version

55.0

Requires Chatter

No

Signature

```
public static ConnectApi.GetFOCapacityValuesOutputRepresentation  
getFOCapacityValues (ConnectApi.GetFOCapacityValuesRequestInputRepresentation  
getFOCapacityValuesInput)
```

Parameters

getFOCapacityValuesInput
Type: `ConnectApi.GetFOCapacityValuesRequestInputRepresentation`
Locations to get fulfillment order capacity information about.

Return Value

Type: `ConnectApi.GetFOCapacityValuesOutputRepresentation`

holdFOCapacity (holdFOCapacityInput)

Hold fulfillment order capacity at a location. Holding capacity at a location reserves a space for a fulfillment order that you'll assign to it.

API Version

55.0

Requires Chatter

No

Signature

```
public static ConnectApi.HoldFOCapacityOutputRepresentation  
holdFOCapacity (ConnectApi.HoldFOCapacityInputRepresentation holdFOCapacityInput)
```

Parameters

holdFOCapacityInput
Type: `ConnectApi.HoldFOCapacityInputRepresentation`
The input includes, for each fulfillment order, the location to hold capacity for it.

Return Value

Type: `ConnectApi.HoldFOCapacityOutputRepresentation`

rankAverageDistance (rankAverageDistanceInputRepresentation)

Calculates the average distance from sets of inventory locations to an order recipient, and ranks them. Use this method to compare the average shipping distances for different sets of locations that can fulfill an order.

API Version

51.0

Requires Chatter

No

Signature

```
public static ConnectApi.RankAverageDistanceOutputRepresentation  
rankAverageDistance (ConnectApi.RankAverageDistanceInputRepresentation  
rankAverageDistanceInputRepresentation)
```

Parameters

rankAverageDistanceInputRepresentation

Type: [ConnectApi.RankAverageDistanceInputRepresentation](#)

An order recipient's geographic location and information about sets of inventory locations that can fulfill the order.

Return Value

Type: [ConnectApi.RankAverageDistanceOutputRepresentation](#)

releaseHeldFOCapacity (releaseHeldFOCapacityInput)

Release held fulfillment order capacity at one or more locations. This call decreases a location's held capacity without changing its assigned fulfillment order count. Release held capacity when you cancel the assignment of a fulfillment order to a location.

API Version

55.0

Requires Chatter

No

Signature

```
public static ConnectApi.ReleaseHeldFOCapacityOutputRepresentation  
releaseHeldFOCapacity (ConnectApi.ReleaseHeldFOCapacityInputRepresentation  
releaseHeldFOCapacityInput)
```

Parameters

releaseHeldFOCapacityInput

Type: [ConnectApi.ReleaseHeldFOCapacityInputRepresentation](#)

The input includes, for each fulfillment order, the location that holds the capacity to release.

Return Value

Type: [ConnectApi.ReleaseHeldFOCapacityOutputRepresentation](#)

Salesforce Order Management Apex Inputs

Salesforce Order Management includes these Apex input classes.

[ConnectApi.AdjustItemInputRepresentation](#)

A price adjustment to an OrderItemSummary. It only supports discounts, not increases.

[ConnectApi.AdjustOrderItemSummaryInputRepresentation](#)

Price adjustments to OrderItemSummaries that together make up a price adjustment to an order, with options for adjusting items in the process of being fulfilled.

[ConnectApi.ChangeInputRepresentation](#)

A list of changes to OrderItemSummaries that make up an order change, such as a cancel or return.

[ConnectApi.ChangeItemInputRepresentation](#)

Change to an OrderItemSummary, such as a return or cancel. You specify whether to prorate the associated shipping charge based on the price change. The OrderItemSummary can't be a shipping charge.

[ConnectApi.CreateCreditMemoInputRepresentation](#)

A list of change orders used to create a credit memo.

[ConnectApi.CreateOrderPaymentSummaryInputRepresentation](#)

An OrderSummary for which to create an OrderPaymentSummary, with the payment authorization or payments to include in it.

[ConnectApi.EnsureFundsAsyncInputRepresentation](#)

ID of an invoice to ensure funds for and apply them to.

[ConnectApi.EnsureRefundsAsyncInputRepresentation](#)

ID of a credit memo to ensure refunds for, an amount of excess funds to refund, or both. At least one is required.

[ConnectApi.FindRoutesWithFewestSplitsInputRepresentation](#)

Data used to calculate order fulfillment routes involving the fewest number of shipment splits.

[ConnectApi.FulfillmentGroupInputRepresentation](#)

A list of OrderItemSummaries to be fulfilled together, and the fulfillment location to handle them. The fulfillment type is one of the values defined for the Type field on the FulfillmentOrder object, such as "Warehouse" or "Retail Store." The specified type is assigned to the FulfillmentOrder for this fulfillment group.

[ConnectApi.FulfillmentOrderInputRepresentation](#)

An OrderDeliveryGroupSummary that defines a delivery method and recipient, and a list of fulfillment groups to assign to FulfillmentOrders. Each fulfillment group is a set of OrderItemSummaries that match the OrderDeliveryGroupSummary and share the same fulfillment location. The method creates a FulfillmentOrder for each fulfillment group and a FulfillmentOrderLineItem for each OrderItemSummary.

[ConnectApi.FulfillmentOrderInvoiceInputRepresentation](#)

Instantiate and include this object with no properties when creating an invoice.

[ConnectApi.FulfillmentOrderLineItemInputRepresentation](#)

A FulfillmentOrderLineItem and quantity to cancel. You can cancel less than the full quantity, in which case you reallocate the canceled quantity to a different FulfillmentOrder.

[ConnectApi.FulfillmentOrderLineItemsToCancelInputRepresentation](#)

A list of FulfillmentOrderLineItems and quantities to cancel.

[ConnectApi.LocationInputRepresentation](#)

Inventory location data used to calculate shipping distance.

[ConnectApi.LocationAvailabilityInputRepresentation](#)

The available quantity of a product at an inventory location.

[ConnectApi.MultipleFulfillmentOrderInputRepresentation](#)

List of inputs for creating fulfillment orders.

[ConnectApi.MultipleFulfillmentOrderInvoicesInputRepresentation](#)

The FulfillmentOrders to create Invoices for.

[ConnectApi.OCICreateReservationInputRepresentation](#)

Data to reserve inventory at one or more Omnichannel Inventory locations or location groups.

[ConnectApi.OCICreateReservationSingleInputRepresentation](#)

A quantity of a product and an Omnichannel Inventory location or location group at which to reserve it.

[ConnectApi.OCIFulfillReservationInputRepresentation](#)

A list of inventory reservations to fulfill.

[ConnectApi.OCIFulfillReservationSingleInputRepresentation](#)

An inventory reservation to fulfill.

[ConnectApi.OCIGetInventoryAvailabilityInputRepresentation](#)

Details of a request to retrieve inventory availability.

[ConnectApi.OCIReleaseReservationInputRepresentation](#)

Details of one or more inventory reservations to release.

[ConnectApi.OCIReleaseReservationSingleInputRepresentation](#)

A single inventory reservation to release.

[ConnectApi.OCITransferReservationInputRepresentation](#)

A list of inventory reservation transfers and specifies whether a single failure cancels the entire list.

[ConnectApi.OCITransferReservationSingleInputRepresentation](#)

An inventory reservation transfer.

[ConnectApi.OrderItemSummaryInputRepresentation](#)

An OrderItemSummary and quantity.

[ConnectApi.OrderSummaryInputRepresentation](#)

An order from which to create an OrderSummary, and whether it is managed in Salesforce Order Management. Optionally, you can specify an OrderNumber or Status.

[ConnectApi.QuantityWithSkulInputRepresentation](#)

A quantity of a product.

[ConnectApi.RankAverageDistanceInputRepresentation](#)

An order recipient's geographic location and information about sets of inventory locations that can fulfill the order.

[ConnectApi.ReturnItemsInputRepresentation](#)

Data about products and delivery charges to return.

[ConnectApi.ReturnOrderInputRepresentation](#)

Data for creating a ReturnOrder and ReturnOrderLineItems.

[ConnectApi.ReturnOrderItemInputRepresentation](#)

ID of a ReturnOrderLineItem and instructions for updating it. After the update, the ReturnOrderLineItem is read-only. Any remaining quantity to be returned is added to a new ReturnOrderLineItem.

[ConnectApi.ReturnOrderLineItemInputRepresentation](#)

Data for creating a ReturnOrderLineItem.

[ConnectApi.ReturnOrderItemDeliveryChargeInputRepresentation](#)

ID of a ReturnOrderLineItem representing a delivery charge.

[ConnectApi.TargetLocationInputRepresentation](#)

A set of inventory locations that together can fulfill an order.

ConnectApi.AdjustItemInputRepresentation

A price adjustment to an OrderItemSummary. It only supports discounts, not increases.

Property	Type	Description	Required or Optional	Available Version
adjustmentType	String	Describes how the amount is calculated. It can have one of these values: <ul style="list-style-type: none"> <code>AmountWithTax</code>—Value of amount is the adjustment, including tax. <code>AmountWithoutTax</code>—Value of amount is the adjustment, not including tax. Tax is calculated on the value and added. <code>Percentage</code>—Value of amount is a percentage discount. It is divided by 100, and then multiplied by the <code>TotalPrice</code> and <code>TotalTaxAmount</code> of the <code>OrderItemSummary</code> to determine the adjustment amount. 	Required	49.0
amount	Double	Value used to calculate the adjustment amount, as described by the <code>adjustmentType</code> . It must be a negative value.	Required	49.0
description	String	Description of the adjustment.	Optional	49.0
orderItemSummaryId	String	ID of the <code>OrderItemSummary</code> .	Required	49.0

Property	Type	Description	Required or Optional	Available Version
reason	String	Reason for the adjustment. The value must match one of the picklist values on the Reason field of the OrderItemSummaryChange object.	Required	49.0

SEE ALSO:

[ConnectApi.AdjustOrderItemSummaryInputRepresentation](#)

[adjustPreview\(orderSummaryId, adjustInput\)](#)

[adjustSubmit\(orderSummaryId, adjustInput\)](#)

ConnectApi.AdjustOrderItemSummaryInputRepresentation

Price adjustments to OrderItemSummaries that together make up a price adjustment to an order, with options for adjusting items in the process of being fulfilled.

Property	Type	Description	Required or Optional	Available Version
adjustItems	List< ConnectApi.AdjustItemInputRepresentation >	List of price adjustments to OrderItemSummaries.	Required	49.0

Property	Type	Description	Required or Optional	Available Version
allocatedItems ChangeOrderType	String	<p>Process to use for OrderItemSummary quantities that are currently being fulfilled, defined as <code>QuantityAllocated - QuantityFulfilled</code>. Values are:</p> <ul style="list-style-type: none"> • Disallowed—When distributing the adjustment, ignore any quantities being fulfilled. If an OrderItemSummary's entire quantity is being fulfilled, return an error. This is the default value. • InFulfillment—When distributing the adjustment, include quantities being fulfilled. Create a separate change order for the adjustments made to those quantities. • PreFulfillment—When distributing the adjustment, include quantities being fulfilled. Include the adjustments made to those quantities in the change order for pre-fulfillment quantity adjustments. 	Optional	55.0

SEE ALSO:

[adjustPreview\(orderSummaryId, adjustInput\)](#)

[adjustSubmit\(orderSummaryId, adjustInput\)](#)

ConnectApi.ChangeInputRepresentation

A list of changes to OrderItemSummaries that make up an order change, such as a cancel or return.

Property	Type	Description	Required or Optional	Available Version
changeItems	List< ConnectApi.ChangeItemInputRepresentation >	List of changes to OrderItemSummaries.	Required	48.0

SEE ALSO:

[previewCancel\(orderSummaryId, changelInput\)](#)

[previewReturn\(orderSummaryId, changelInput\)](#)

[submitCancel\(orderSummaryId, changelInput\)](#)

[submitReturn\(orderSummaryId, changelInput\)](#)

ConnectApi.ChangeItemInputRepresentation

Change to an OrderItemSummary, such as a return or cancel. You specify whether to prorate the associated shipping charge based on the price change. The OrderItemSummary can't be a shipping charge.

Property	Type	Description	Required or Optional	Available Version
orderItemSummaryId	String	ID of the OrderItemSummary.	Required	48.0
quantity	Double	Quantity to change. Use a positive value. For example, a value of 2 means "cancel or return 2 units."	Required	48.0
reason	String	Reason for the change. The value must match one of the picklist values on the Reason field of the OrderItemSummaryChange object.	Required	48.0
shippingReductionFlag	Boolean	Specifies whether to prorate the shipping charge.	Required	48.0

SEE ALSO:

[ConnectApi.ChangeInputRepresentation](#)
[previewCancel\(orderSummaryId, changeInput\)](#)
[previewReturn\(orderSummaryId, changeInput\)](#)
[submitCancel\(orderSummaryId, changeInput\)](#)
[submitReturn\(orderSummaryId, changeInput\)](#)

ConnectApi.CreateCreditMemoInputRepresentation

A list of change orders used to create a credit memo.

Property	Type	Description	Required or Optional	Available Version
changeOrderIds	List<String>	List of IDs of the change orders.	Required	48.0

SEE ALSO:

[createCreditMemo\(orderSummaryId, creditMemoInput\)](#)

ConnectApi.CreateOrderPaymentSummaryInputRepresentation

An OrderSummary for which to create an OrderPaymentSummary, with the payment authorization or payments to include in it.

Property	Type	Description	Required or Optional	Available Version
orderSummaryId	String	ID of the OrderSummary.	Required	48.0
paymentAuthorizationId	String	ID of the payment authorization.	Either a payment authorization or at least one payment is required.	48.0
paymentIds	List<String>	List of IDs of the payments.	Either a payment authorization or at least one payment is required.	48.0

SEE ALSO:

[createOrderPaymentSummary\(orderPaymentSummaryInput\)](#)

ConnectApi.EnsureFundsAsyncInputRepresentation

ID of an invoice to ensure funds for and apply them to.

Property	Type	Description	Required or Optional	Available Version
invoiceId	String	ID of the invoice.	Required	48.0

SEE ALSO:

[ensureFundsAsync\(orderSummaryId, ensureFundsInput\)](#)

ConnectApi.EnsureRefundsAsyncInputRepresentation

ID of a credit memo to ensure refunds for, an amount of excess funds to refund, or both. At least one is required.


Property	Type	Description	Required or Optional	Available Version
creditMemoId	String	ID of the credit memo that represents a refund amount.	Optional, but at least one input property is required	48.0
excessFundsAmount	Double	Amount of excess funds to refund.	Optional, but at least one input property is required	49.0

SEE ALSO:

[ensureRefundsAsync\(orderSummaryId, ensureRefundsInput\)](#)

ConnectApi.FindRoutesWithFewestSplitsInputRepresentation

Data used to calculate order fulfillment routes involving the fewest number of shipment splits.

Property	Type	Description	Required or Optional	Available Version
locationAvailableInventory	List< ConnectApi.LocationAvailabilityInputRepresentation >	Each list element represents the available quantity of a product at an inventory location.	At least one element is required	51.0
maximumNumberOfSplits	Integer	The maximum allowable number of shipment splits. Routing options that involve more than this number of splits are not returned.  Note: Each split represents an additional shipment. Specifying a maximum of 0 returns only locations that can fulfill the entire order in a single shipment. A maximum of 1 returns combinations of locations that can fulfill the order in one or two shipments, and so on.	Optional	51.0
orderedQuantities	List< ConnectApi.QuantityWithSkuInputRepresentation >	Each list element represents a quantity of a product to be routed for fulfillment.	At least one element is required	51.0

ConnectApi.FulfillmentGroupInputRepresentation

A list of OrderItemSummaries to be fulfilled together, and the fulfillment location to handle them. The fulfillment type is one of the values defined for the Type field on the FulfillmentOrder object, such as "Warehouse" or "Retail Store." The specified type is assigned to the FulfillmentOrder for this fulfillment group.

Property	Type	Description	Required or Optional	Available Version
fulfilledFromLocationId	String	ID of the fulfillment location.	Required	48.0
fulfillmentType	String	Fulfillment type. One of the Type field values defined for FulfillmentOrders.	Required	48.0
orderItemSummaries	List< ConnectApi.OrderItemSummaryInputRepresentation >	List of OrderItemSummaries.	Required	48.0

Property	Type	Description	Required or Optional	Available Version
referenceId	String	Reference to this input for use in troubleshooting failures. This value is only used by the APIs for creating fulfillment orders for multiple order delivery group summaries.	Optional	50.0

SEE ALSO:

[ConnectApi.FulfillmentOrderInputRepresentation](#)
[createFulfillmentOrders\(fulfillmentOrderInput\)](#)

ConnectApi.FulfillmentOrderInputRepresentation

An OrderDeliveryGroupSummary that defines a delivery method and recipient, and a list of fulfillment groups to assign to FulfillmentOrders. Each fulfillment group is a set of OrderItemSummaries that match the OrderDeliveryGroupSummary and share the same fulfillment location. The method creates a FulfillmentOrder for each fulfillment group and a FulfillmentOrderLineItem for each OrderItemSummary.

Property	Type	Description	Required or Optional	Available Version
fulfillmentGroups	List< ConnectApi.FulfillmentGroupInputRepresentation >	List of fulfillment groups that specify the OrderItemSummaries and fulfillment locations.	Required	48.0
orderDeliveryGroupSummaryId	String	ID of the OrderDeliveryGroupSummary.	Required	48.0
orderSummaryId	String	ID of the OrderSummary.	Required	48.0

SEE ALSO:

[createFulfillmentOrders\(fulfillmentOrderInput\)](#)

ConnectApi.FulfillmentOrderInvoiceInputRepresentation

Instantiate and include this object with no properties when creating an invoice.

This input class has no properties.

SEE ALSO:

[createInvoice\(fulfillmentOrderId, invoiceInput\)](#)

ConnectApi.FulfillmentOrderLineItemInputRepresentation

A FulfillmentOrderLineItem and quantity to cancel. You can cancel less than the full quantity, in which case you reallocate the canceled quantity to a different FulfillmentOrder.

Property	Type	Description	Required or Optional	Available Version
fulfillmentOrderLineItemId	String	ID of the FulfillmentOrderLineItem.	Required	48.0
quantity	Double	Quantity to cancel.	Required	48.0

SEE ALSO:

[ConnectApi.FulfillmentOrderLineItemsToCancelInputRepresentation](#)

[cancelFulfillmentOrderLineItems\(fulfillmentOrderId, cancelFulfillmentOrderLineItemsInput\)](#)

ConnectApi.FulfillmentOrderLineItemsToCancelInputRepresentation

A list of FulfillmentOrderLineItems and quantities to cancel.

Property	Type	Description	Required or Optional	Available Version
fulfillmentOrderLineItemsToCancel	List< ConnectApi.FulfillmentOrderLineItemInputRepresentation >	List of FulfillmentOrderLineItems and quantities.	Required	48.0

SEE ALSO:

[cancelFulfillmentOrderLineItems\(fulfillmentOrderId, cancelFulfillmentOrderLineItemsInput\)](#)

ConnectApi.LocationInputRepresentation

Inventory location data used to calculate shipping distance.

Property	Type	Description	Required or Optional	Available Version
countryCode	String	The country code of the location.	Required	51.0
locationIdentifier	String	The identifier of the location.	Required	51.0
postalCode	String	The postal code of the location.	Required	51.0

ConnectApi.LocationAvailabilityInputRepresentation

The available quantity of a product at an inventory location.

Property	Type	Description	Required or Optional	Available Version
externalReferenceId	String	The external reference ID of the inventory location.	Optional	51.0
quantity	Double	The available quantity of the product.	Required	51.0
stockKeepingUnit	String	The Stock Keeping Unit of the product.	Required	51.0

ConnectApi.MultipleFulfillmentOrderInputRepresentation

List of inputs for creating fulfillment orders.

Property	Type	Description	Required or Optional	Available Version
fulfillmentOrders	List< ConnectApi.FulfillmentOrderInputRepresentation >	Each element contains the data to create one fulfillment order.	Required	50.0

ConnectApi.MultipleFulfillmentOrderInvoicesInputRepresentation

The FulfillmentOrders to create Invoices for.

Property	Type	Description	Required or Optional	Available Version
fulfillmentOrderIds	List<String>	List of IDs of FulfillmentOrders to create Invoices for.	At least one ID is required.	52.0

ConnectApi.OCICreateReservationInputRepresentation

Data to reserve inventory at one or more Omnichannel Inventory locations or location groups.

Property	Type	Description	Required or Optional	Available Version
actionRequestId	String	A UUID that identifies the request. Use the action request IDs in response data to identify which requests succeeded or failed.	Required	51.0
allowPartialReservations	Boolean	When true, if the system can't create the entire reservation, then it attempts to create a partial reservation.	Optional	51.0
createRecords	List< ConnectApi.OCICreateReservationSingleInputRepresentation >	A list of product quantities and locations or location groups.	At least one element is required	51.0

Property	Type	Description	Required or Optional	Available Version
expirationSeconds	Integer	A length of time in seconds. If the reservation isn't fulfilled within this amount of time after the <code>reservationTime</code> , then it expires. The maximum value is 14400.	Optional	51.0
externalRefId	String	External reference ID.	Optional	51.0
reservationTime	String	The time at which to record the reservation. Example: 2020-07-24T21:13:00Z	Optional	51.0

ConnectApi.OCCreateReservationSingleInputRepresentation

A quantity of a product and an Omnichannel Inventory location or location group at which to reserve it.

Property	Type	Description	Required or Optional	Available Version
locationGroupIdentifier	String	Identifier of the location group at which to reserve inventory.	Either <code>locationGroupIdentifier</code> or <code>locationIdentifier</code> is required, but not both	51.0
locationIdentifier	String	Identifier of the location at which to reserve inventory.	Either <code>locationGroupIdentifier</code> or <code>locationIdentifier</code> is required, but not both	51.0
quantity	Double	The quantity of the product to reserve.	Required	51.0
stockKeepingUnit	String	The SKU of the product to reserve.	Required	51.0

ConnectApi.OCCFulfillReservationInputRepresentation

A list of inventory reservations to fulfill.

Property	Type	Description	Required or Optional	Available Version
fulfillmentRecords	List< ConnectApi.OCCFulfillReservationSingleInputRepresentation >	A list of inventory reservations.	At least one element is required.	51.0

ConnectApi.OCIFulfillReservationSingleInputRepresentation

An inventory reservation to fulfill.

Property	Type	Description	Required or Optional	Available Version
actionRequestId	String	A UUID that identifies the request. Use the action request IDs in response data to identify which requests succeeded or failed.	Required	51.0
externalRefId	String	The external reference ID of the location that's fulfilling the reservation.	Optional	51.0
locationIdentifier	String	The identifier of the location that's fulfilling the reservation.	Required	51.0
quantity	Double	The quantity being fulfilled.	Required	51.0
stockKeepingUnit	String	The SKU of the product being fulfilled.	Required	51.0

ConnectApi.OCIGetInventoryAvailabilityInputRepresentation

Details of a request to retrieve inventory availability.

Property	Type	Description	Required or Optional	Available Version
locationGroupIdentifier	String	The External Reference of a location group to retrieve inventory availability data for. Specifying this value retrieves inventory data for all locations belonging to this group.	Optional; can't combine with <code>locationGroupIdentifiers</code> or <code>locationIdentifiers</code>	51.0
locationGroupIdentifiers	List<String>	A list of up to 100 External References of location groups to retrieve inventory availability data for.	Optional; can't combine with <code>locationGroupIdentifier</code> or <code>locationIdentifiers</code>	51.0
locationIdentifiers	List<String>	A list of up to 100 External References of locations to retrieve inventory availability data for.	Optional; can't combine with <code>locationGroupIdentifier</code> or <code>locationGroupIdentifiers</code>	51.0
stockKeepingUnit	String	The SKU of a product to retrieve inventory availability data for. Specifying a SKU with no locations or location groups returns availability data for that SKU at all inventory locations that are not assigned to location groups.	Optional; can't combine with <code>stockKeepingUnits</code>	51.0

Property	Type	Description	Required or Optional	Available Version
stockKeepingUnits	List<String>	A list of up to 100 SKUs of products to retrieve inventory availability data for.	Optional; can't combine with stockKeepingUnit	51.0
useCache	Boolean	Whether to fetch the inventory data from the cache. Default value is .	Optional	51.0

ConnectApi.OCIReleaseReservationInputRepresentation

Details of one or more inventory reservations to release.

Property	Type	Description	Required or Optional	Available Version
releaseRecords	List< ConnectApi.OCIReleaseReservationSingleInputRepresentation >	List of inventory reservations to release.	At least one element is required.	51.0

ConnectApi.OCIReleaseReservationSingleInputRepresentation

A single inventory reservation to release.

Property	Type	Description	Required or Optional	Available Version
actionRequestId	String	A UUID that identifies the request. Use the action request IDs in response data to identify which requests succeeded or failed.	Required	51.0
externalRefId	String	The external reference ID of the location or location group that has the reservation.	Optional	51.0
locationGroupIdentifier	String	The identifier of the location group that has the reservation.	The identifier for a location or location group, but not both, is required.	51.0
locationIdentifier	String	The identifier of the location that has the reservation.	The identifier for a location or location group, but not both, is required.	51.0
quantity	Double	The quantity of reserved inventory to release.	Required	51.0
stockKeepingUnit	String	The SKU of the product to release.	Required	51.0

ConnectApi.OCITransferReservationInputRepresentation

A list of inventory reservation transfers and specifies whether a single failure cancels the entire list.

Property	Type	Description	Required or Optional	Available Version
allOrNothing TransferId	String	Controls whether a single failed transfer cancels all other transfers in the <code>transferRecords</code> list. <ul style="list-style-type: none"> To allow some transfers in the <code>transferRecords</code> list to succeed when others fail, don't include this property. To cancel all the transfers in the <code>transferRecords</code> list when any of them fail, set this property to a UUID. The ID must be unique, but isn't otherwise used in this version. 	Optional	51.0
transferRecords	List< ConnectApi.OCITransferReservationSingleInputRepresentation >	A list of inventory reservation transfers.	At least one element is required.	51.0

ConnectApi.OCITransferReservationSingleInputRepresentation

An inventory reservation transfer.

Property	Type	Description	Required or Optional	Available Version
actionRequestId	String	A UUID that identifies the request. Use the action request IDs in response data to identify which requests succeeded or failed.	Required	51.0
externalRefId	String	The external reference ID of the location receiving the transfer.	Optional	51.0
fromLocationIdentifier	String	The identifier of the location group sending the reservation.	The identifier for a sending location or location group, but not both, is required	51.0
fromLocationIdentifier	String	The identifier of the location sending the reservation.	The identifier for a sending location or location group, but not both, is required	51.0

Property	Type	Description	Required or Optional	Available Version
ignoreAvailabilityCheck	Boolean	If true, force the transfer even if the receiving location doesn't have sufficient available inventory. The default value is false.	Optional	52.0
quantity	Double	The quantity of inventory being transferred.	Required	51.0
stockKeepingUnit	String	The SKU of the product being transferred.	Required	51.0
toLocationGroupIdentifier	String	The identifier of the location group receiving the reservation.	The identifier for a receiving location or location group, but not both, is required	51.0
toLocationIdentifier	String	The identifier of the location receiving the reservation.	The identifier for a receiving location or location group, but not both, is required	51.0

ConnectApi.OrderItemSummaryInputRepresentation

An OrderItemSummary and quantity.

Property	Type	Description	Required or Optional	Available Version
orderItemSummaryId	String	ID of the OrderItemSummary.	Required	48.0
quantity	Double	Quantity to include.	Required	48.0

SEE ALSO:

[ConnectApi.FulfillmentGroupInputRepresentation](#)

[ConnectApi.FulfillmentOrderInputRepresentation](#)

[createFulfillmentOrders\(fulfillmentOrderInput\)](#)

ConnectApi.OrderSummaryInputRepresentation

An order from which to create an OrderSummary, and whether it is managed in Salesforce Order Management. Optionally, you can specify an OrderNumber or Status.

Property	Type	Description	Required or Optional	Available Version
businessModel	String	The order's business model. It can have one of these values: <ul style="list-style-type: none"> B2B 	Optional	53.0

Property	Type	Description	Required or Optional	Available Version
		<ul style="list-style-type: none"> B2C 		
name	String	Specifies an OrderNumber to assign to the order summary.	Optional	50.0
orderId	String	ID of the original order.	Required	48.0
orderLifecycleType	String	<p>Specifies whether the order is managed in Salesforce Order Management or by an external system. It can have one of these values:</p> <ul style="list-style-type: none"> MANAGED—Managed in Salesforce Order Management. UNMANAGED—Managed by an external system. <p>If no value is specified, the default is MANAGED.</p>	Optional	49.0
status	String	Specifies a status to assign to the order summary. The value must match one of the picklist values on the Status field of the OrderSummary object.	Optional	50.0

SEE ALSO:

[createOrderSummary\(orderSummaryInput\)](#)

ConnectApi.QuantityWithSkulInputRepresentation

A quantity of a product.

Property	Type	Description	Required or Optional	Available Version
quantity	Double	Quantity of the product.	Required	51.0
stockKeepingUnit	String	SKU of the product.	Required	51.0

ConnectApi.RankAverageDistanceInputRepresentation

An order recipient's geographic location and information about sets of inventory locations that can fulfill the order.

Property	Type	Description	Required or Optional	Available Version
deliveryCountryCode	String	The country code of the order recipient.	Required	51.0

Property	Type	Description	Required or Optional	Available Version
deliveryPostalCode	String	The postal code of the order recipient.	Required	51.0
distanceUnit	String	Specify <i>mi</i> or <i>km</i> to return average distances in miles or kilometers, respectively.		51.0
sortResult	String	Specify <i>ASC</i> or <i>DESC</i> to rank the results by average shipping distance in ascending or descending order, respectively.		51.0
targetLocations	List< ConnectApi.TargetLocationInputRepresentation >	Each element is a set of inventory locations that can combine to fulfill the order.	At least one element is required	51.0

ConnectApi.ReturnItemsInputRepresentation

Data about products and delivery charges to return.

Property	Type	Description	Required or Optional	Available Version
returnOrderItem DeliveryCharges	List< ConnectApi.ReturnOrderItemDeliveryChargeInputRepresentation >	List of ReturnOrderLineItems to return that represent delivery charges.	Optional	52.0
returnOrderItems	List< ConnectApi.ReturnOrderItemInputRepresentation >	List of ReturnOrderLineItems to process that represent products, along with data about how to process them.	Required	52.0

ConnectApi.ReturnOrderInputRepresentation

Data for creating a ReturnOrder and ReturnOrderLineItems.

Property	Type	Description	Required or Optional	Available Version
orderSummaryId	String	ID of the OrderSummary containing the items to be returned. The OrderSummary's OrderLifeCycleType must be Managed.	Required	50.0
returnOrder LifeCycleType	String	The LifeCycleType of the ReturnOrder. Possible values are: <ul style="list-style-type: none"> Managed—Process the ReturnOrder using the APIs and actions. It can generate change orders and affects financial fields and rollup calculations. 	Required	51.0

Property	Type	Description	Required or Optional	Available Version
		<ul style="list-style-type: none"> Unmanaged—The ReturnOrder is for tracking purposes only. It isn't involved in any financial calculations and doesn't generate any change orders. The system doesn't prevent the creation of duplicate ReturnOrderLineItems in an unmanaged ReturnOrder for the same OrderItem. 		
returnOrderLineItems	List< ConnectApi.ReturnOrderLineItemInputRepresentation >	List of data for creating ReturnOrderLineItems.	At least one element is required	50.0
status	String	Status to assign the ReturnOrder. This value must match an entry in the ReturnOrder object's Status picklist.	Required	51.0

ConnectApi.ReturnOrderItemInputRepresentation

ID of a ReturnOrderLineItem and instructions for updating it. After the update, the ReturnOrderLineItem is read-only. Any remaining quantity to be returned is added to a new ReturnOrderLineItem.

Property	Type	Description	Required or Optional	Available Version
quantityReceived	Double	The quantity of the ReturnOrderLineItem that has been received. The value must be zero or greater. This value isn't used by any standard features, but is provided for use in customizations.	Required	52.0
quantityRejected	Double	The quantity of the ReturnOrderLineItem that has been rejected for return. The value must be zero or greater. This value isn't used by any standard features, but is provided for use in customizations.	Required	52.0
quantityReturned	Double	The quantity of the ReturnOrderLineItem that has been returned. The value must be greater than zero. If this value plus quantityToCancel is less than the expected return quantity, then the remaining quantity to be returned is added to a new ReturnOrderLineItem.	Required	52.0
quantityToCancel	Double	The quantity of the ReturnOrderLineItem to remove because it's not being returned. The value must be zero or greater. If this value	Required	52.0

Property	Type	Description	Required or Optional	Available Version
		plus quantityReturned is less than the expected return quantity, then the remaining quantity to be returned is added to a new ReturnOrderLineItem.		
reasonForRejection	String	The reason why the rejected quantity, if any, was rejected. This value isn't used by any standard features, but is provided for use in customizations.	Optional	52.0
returnOrderLineItemId	String	The ID of the ReturnOrderLineItem.	Required	52.0

ConnectApi.ReturnOrderLineItemInputRepresentation

Data for creating a ReturnOrderLineItem.

Property	Type	Description	Required or Optional	Available Version
canReduceShipping	Boolean	Whether the associated shipping charge can be refunded.	Required	50.0
orderItemSummaryId	String	ID of the associated OrderItemSummary. If the OrderItemSummary already has an associated ReturnOrderLineItem, then you must specify a different reasonForReturn. Duplicating the reason breaks the financial calculations.	Required	50.0
quantityExpected	Double	Quantity expected to be returned.	Required	50.0
quantityReceived	Double	Quantity already physically returned.	Optional	50.0
reasonForReturn	String	Reason for the return. The value must match an entry in the ReturnOrderLineItem object's ReasonForReturn picklist.	Optional	50.0

ConnectApi.ReturnOrderItemDeliveryChargeInputRepresentation

ID of a ReturnOrderLineItem representing a delivery charge.

Property	Type	Description	Required or Optional	Available Version
returnOrderLineItemId	String	ID of a ReturnOrderLineItem to return.	Required	52.0

ConnectApi.TargetLocationInputRepresentation

A set of inventory locations that together can fulfill an order.

Property	Type	Description	Required or Optional	Available Version
locations	List< ConnectApi.TargetLocationInputRepresentation >	A list of locations with information about their country and postal codes.	Required	51.0

Salesforce Order Management Apex Outputs

Salesforce Order Management includes these Apex output classes.

[ConnectApi.AdjustOrderSummaryOutputRepresentation](#)

Output representation of the financial changes for an adjust items action. For a preview action, these values are the expected output. For a submit action, these values are the actual output.

[ConnectApi.AvailableLocationOutputRepresentation](#)

A set of inventory locations that can combine to fulfill an order.

[ConnectApi.AverageDistanceResultOutputRepresentation](#)

Wraps inventory location shipping distance calculation results.

[ConnectApi.BaseOutputRepresentation](#)

Base Order Management output class.

[ConnectApi.ChangeItemOutputRepresentation](#)

The financial changes resulting from a change to one or more OrderItemSummaries. Most of the values represent the deltas of the values on the associated OrderSummary. The sign of each value is the opposite of the corresponding value on a change order record. For example, a discount is a positive value here and a negative value on a change order record.

[ConnectApi.ConfirmHeldFOCapacityOutputRepresentation](#)

Response to a request to confirm held fulfillment order capacity at one or more locations. Can correspond to one action call.

[ConnectApi.CreateCreditMemoOutputRepresentation](#)

ID of a created Credit Memo.

[ConnectApi.CreateOrderPaymentSummaryOutputRepresentation](#)

ID of the created Order Payment Summary.

[ConnectApi.DistanceCalculationOutputRepresentation](#)

Shipping distance data for a set of inventory locations.

[ConnectApi.EnsureFundsAsyncOutputRepresentation](#)

ID of the asynchronous background operation. This output only includes the operation ID, regardless of whether a call is made to an external payment gateway. It doesn't include any errors from the operation.

[ConnectApi.EnsureRefundsAsyncOutputRepresentation](#)

ID of the asynchronous background operation. This output only includes the operation ID, regardless of whether a call is made to an external payment gateway. It doesn't include any errors from the operation.

[ConnectApi.ErrorResponse](#)

Base error response.

[ConnectApi.FindRoutesWithFewestSplitsOutputRepresentation](#)

A list of inventory location combinations that can fulfill an order without exceeding the maximum number of shipments.

[ConnectApi.FindRoutesWithFewestSplitsUsingOCIOutputRepresentation](#)

A list of order fulfillment routes with inventory availability information.

[ConnectApi.FindRoutesWithFewestSplitsWithInventoryOutputRepresentation](#)

Sets of inventory locations that can combine to fulfill an order, with availability data for those locations.

[ConnectApi.FulfillmentGroupOutputRepresentation](#)

Information about one FulfillmentOrder from a request to create fulfillment orders from multiple OrderDeliveryGroupSummaries. If the FulfillmentOrder was created, then its ID is returned. If it failed, then data from the input is returned so you can resubmit it.

[ConnectApi.FulfillmentOrderCancelLineItemsOutputRepresentation](#)

Wraps the base output.

[ConnectApi.FulfillmentOrderInvoiceOutputRepresentation](#)

ID of the created invoice.

[ConnectApi.FulfillmentOrderOutputRepresentation](#)

A list of IDs of the created FulfillmentOrders.

[ConnectApi.GetFOCapacityValuesOutputRepresentation](#)

Response to a request for fulfillment order capacity values for one or more locations.

[ConnectApi.HoldFOCapacityOutputRepresentation](#)

Response to a request to hold fulfillment order capacity at one or more locations. Can correspond to one action call.

[ConnectApi.LocationOutputRepresentation](#)

An inventory location's distance to an order recipient.

[ConnectApi.MultipleFulfillmentOrderInvoicesOutputRepresentation](#)

IDs of the created Invoices.

[ConnectApi.MultipleFulfillmentOrderOutputRepresentation](#)

List of responses for the individual FulfillmentOrder creation attempts from a create multiple fulfillment orders request.

[ConnectApi.OCIBaseOutputRepresentation](#)

Base Omnichannel Inventory output class.

[ConnectApi.OCICreateReservationErrorOutputRepresentation](#)

Error returned from an attempt to create an Omnichannel Inventory reservation.

[ConnectApi.OCICreateReservationOutputRepresentation](#)

Result of an Omnichannel Inventory reservation creation request.

[ConnectApi.OCICreateReservationSingleOutputRepresentation](#)

Details of an inventory reservation for one product.

[ConnectApi.OCIFulfillReservationErrorOutputRepresentation](#)

Response to a request to fulfill one inventory reservation.

[ConnectApi.OCIFulfillReservationOutputRepresentation](#)

Response to a request to fulfill one or more inventory reservations.

[ConnectApi.OCIFulfillReservationSingleOutputRepresentation](#)

Details of a single fulfilled reservation.

[ConnectApi.OCIFutureInventoryOutputRepresentation](#)

An expected future inventory restock.

[ConnectApi.OCIGetInventoryAvailabilityOutputRepresentation](#)

Response to a request for inventory availability data.

[ConnectApi.OCIInventoryRecordOutputRepresentation](#)

Inventory availability data for a product.

[ConnectApi.OCILocationAvailabilityOutputRepresentation](#)

A set of inventory availability data for one inventory location.

[ConnectApi.OCILocationGroupAvailabilityOutputRepresentation](#)

A set of inventory availability data for one inventory location group.

[ConnectApi.OCPublishLocationStructureOutputRepresentation](#)

Response to a publish location structure request.

[ConnectApi.OCPublishLocationStructureStatusOutputRepresentation](#)

Detailed status of a publish location structure job.

[ConnectApi.OCIReleaseReservationErrorOutputRepresentation](#)

Response to a request to release one inventory reservation.

[ConnectApi.OCIReleaseReservationOutputRepresentation](#)

Response to a request to release one or more inventory reservations.

[ConnectApi.OCIReleaseReservationSingleOutputRepresentation](#)

Details of a single released reservation.

[ConnectApi.OCITransferReservationErrorOutputRepresentation](#)

Response to a request to fulfill one inventory reservation.

[ConnectApi.OCITransferReservationOutputRepresentation](#)

Response to a request to transfer one or more inventory reservations.

[ConnectApi.OCITransferReservationSingleOutputRepresentation](#)

Details of a single transferred reservation.

[ConnectApi.OCIUploadInventoryAvailabilityOutputRepresentation](#)

Response to an upload inventory availability job.

[ConnectApi.OCIUploadInventoryAvailabilityStatusOutputRepresentation](#)

Detailed status of an upload inventory availability job.

[ConnectApi.OrderItemSummaryOutputRepresentation](#)

Details of an OrderItemSummary from a failed FulfillmentOrder in a create multiple fulfillment orders request.

[ConnectApi.OrderSummaryOutputRepresentation](#)

ID of the created Order Summary.

[ConnectApi.PreviewCancelOutputRepresentation](#)

Expected financial values for a proposed cancel action.

[ConnectApi.PreviewReturnOutputRepresentation](#)

Expected financial values for a proposed return action.

[ConnectApi.ProductDetailsOutputRepresentation](#)

Details about a product.

[ConnectApi.RankAverageDistanceOutputRepresentation](#)

The results of calculating the average distances from sets of inventory locations to an order recipient.

[ConnectApi.ReleaseHeldFOCapacityOutputRepresentation](#)

Response to a request to confirm held fulfillment order capacity at one or more locations. Can correspond to one action call.

[ConnectApi.ReturnItemsOutputRepresentation](#)

Output of Return Items. Includes the ID of the generated change order, plus information about any ReturnOrderLineItems that were created to represent remaining return quantities.

[ConnectApi.ReturnOrderItemSplitLineOutputRepresentation](#)

After a change order is created for a ReturnOrderLineItem, that ReturnOrderLineItem is read-only. If the Return Items API is used to return a partial quantity, it creates a new “split” ReturnOrderLineItem to hold the remaining quantity to be returned. In that case, it returns this output property, which contains the IDs of the original and split ReturnOrderLineItems.

[ConnectApi.ReturnOrderOutputRepresentation](#)

ID of the created ReturnOrder.

[ConnectApi.SubmitCancelOutputRepresentation](#)

ID of the change order created for a cancel action, and a set of its financial values.

[ConnectApi.SubmitReturnOutputRepresentation](#)

ID of the change order created for a return action, and a set of its financial values.

ConnectApi.AdjustOrderSummaryOutputRepresentation

Output representation of the financial changes for an adjust items action. For a preview action, these values are the expected output. For a submit action, these values are the actual output.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
changeBalances	ConnectApi.ChangeItemOutputRepresentation	Expected (for preview) or actual (for submit) financial values for the price adjustment action. Most of the values match the change order values. If two change orders are returned, then these values combine them. The sign of a value in this output is the opposite of the corresponding value on a change order record. For example, a discount is a positive value in <code>changeBalances</code> and a negative value on a change order record.	49.0
inFulfillmentChangeOrderId	String	ID of the change Order that holds the financial changes applicable to OrderItemSummary quantities that are in the process of being fulfilled. This change Order is only created for a request that specified an <code>allocatedItemsChangeOrderType</code> of <code>InFulfillment</code> . For an <code>adjustPreview</code> call, this value is always null.	55.0
orderSummaryId	String	ID of the OrderSummary.	49.0
postFulfillmentChangeOrderId	String	ID of the change Order that holds the financial changes applicable to OrderItemSummary quantities that have been fulfilled. For an <code>adjustPreview</code> call, this value is always null.	49.0

Property Name	Type	Description	Available Version
preFulfillmentChangeOrderId	String	ID of the change Order that holds the financial changes applicable to OrderItemSummary quantities that have not been fulfilled. If the request specified an <code>allocatedItemsChangeOrderType</code> of <code>PreFulfillment</code> , this change Order also includes the changes applicable to OrderItemSummary quantities that are in the process of being fulfilled. For an <code>adjustPreview</code> call, this value is always null.	49.0

ConnectApi.AvailableLocationOutputRepresentation

A set of inventory locations that can combine to fulfill an order.

Property Name	Type	Description	Available Version
locations	List< String >	A list of inventory locations.	51.0

ConnectApi.AverageDistanceResultOutputRepresentation

Wraps inventory location shipping distance calculation results.

Property Name	Type	Description	Available Version
distanceCalculation	ConnectApi.DistanceCalculationOutputRepresentation	Results of the shipping distance calculations.	51.0

ConnectApi.BaseOutputRepresentation

Base Order Management output class.

This class is abstract.

Superclass of:

- [ConnectApi.AdjustOrderSummaryOutputRepresentation](#)
- [ConnectApi.ConfirmHeldFOCapacityOutputRepresentation](#)
- [ConnectApi.CreateCreditMemoOutputRepresentation](#)
- [ConnectApi.CreateOrderPaymentSummaryOutputRepresentation](#)
- [ConnectApi.EnsureFundsAsyncOutputRepresentation](#)
- [ConnectApi.EnsureRefundsAsyncOutputRepresentation](#)
- [ConnectApi.FindRoutesWithFewestSplitsOutputRepresentation](#)
- [ConnectApi.FindRoutesWithFewestSplitsUsingOCIOutputRepresentation](#)
- [ConnectApi.FindRoutesWithFewestSplitsWithInventoryOutputRepresentation](#)
- [ConnectApi.FulfillmentGroupOutputRepresentation](#)

- [ConnectApi.FulfillmentOrderCancelLineItemsOutputRepresentation](#)
- [ConnectApi.FulfillmentOrderInvoiceOutputRepresentation](#)
- [ConnectApi.FulfillmentOrderOutputRepresentation](#)
- [ConnectApi.GetFOCapacityValuesOutputRepresentation](#)
- [ConnectApi.HoldFOCapacityOutputRepresentation](#)
- [ConnectApi.MultipleFulfillmentOrderInvoicesOutputRepresentation](#)
- [ConnectApi.MultipleFulfillmentOrderOutputRepresentation](#)
- [ConnectApi.OrderSummaryOutputRepresentation](#)
- [ConnectApi.PreviewCancelOutputRepresentation](#)
- [ConnectApi.PreviewReturnOutputRepresentation](#)
- [ConnectApi.ProductDetailsOutputRepresentation](#)
- [ConnectApi.RankAverageDistanceOutputRepresentation](#)
- [ConnectApi.ReleaseHeldFOCapacityOutputRepresentation](#)
- [ConnectApi.ReturnItemsOutputRepresentation](#)
- [ConnectApi.ReturnOrderItemSplitLineOutputRepresentation](#)
- [ConnectApi.ReturnOrderOutputRepresentation](#)
- [ConnectApi.SubmitCancelOutputRepresentation](#)
- [ConnectApi.SubmitReturnOutputRepresentation](#)

Property Name	Type	Description	Available Version
errors	List< ConnectApi.ErrorResponse >	Any errors that were returned.	48.0
success	Boolean	Indicates whether the transaction was successful.	48.0

ConnectApi.ChangeItemOutputRepresentation

The financial changes resulting from a change to one or more OrderItemSummaries. Most of the values represent the deltas of the values on the associated OrderSummary. The sign of each value is the opposite of the corresponding value on a change order record. For example, a discount is a positive value here and a negative value on a change order record.

Property Name	Type	Description	Available Version
grandTotalAmount	Double	Change to the GrandTotalAmount field.	48.0
totalAdjDeliveryAmtWithTax	Double	Change to the TotalAdjDeliveryAmtWithTax field.	49.0
totalAdjDistAmountWithTax	Double	Change to the TotalAdjDistAmountWithTax field.	49.0
totalAdjProductAmtWithTax	Double	Change to the TotalAdjProductAmtWithTax field.	49.0
totalAdjustedDeliveryAmount	Double	Change to the TotalAdjustedDeliveryAmount field.	48.0

Property Name	Type	Description	Available Version
totalAdjustedDeliveryTaxAmount	Double	Change to the TotalAdjustedDeliveryTaxAmount field.	48.0
totalAdjustedProductAmount	Double	Change to the TotalAdjustedProductAmount field.	48.0
totalAdjustedProductTaxAmount	Double	Change to the TotalAdjustedProductTaxAmount field.	48.0
totalAdjustmentDistributedAmount	Double	Change to the TotalAdjustmentDistributedAmount field.	48.0
totalAdjustmentDistributedTaxAmount	Double	Change to the TotalAdjustmentDistributedTaxAmount field.	48.0
totalAmount	Double	Change to the TotalAmount field.	48.0
totalExcessFundsAmount	Double	Amount of excess funds available on the OrderPaymentSummaries related to the OrderSummary. It is equal to the captured amount that is owed as a refund but is not associated with an invoice or credit memo. Excess funds normally occur when order items are canceled before fulfillment but after payment has been captured. This situation is not common in the US, where funds are normally authorized but not captured until the fulfillment process begins. This value includes all current excess funds related to the OrderSummary, not only the funds related to the current change.	48.0
totalRefundableAmount	Double	Total amount available to be refunded. It is the sum of the excess funds and any outstanding change order grand total amounts that apply to post-fulfillment changes. This value includes all current refundable amounts related to the OrderSummary, not only the amount related to the current change.	48.0
totalRequiredFundsAmount	Double	The required funds associated with added order items.	54.0
totalTaxAmount	Double	Change to the TotalTaxAmount field.	48.0

SEE ALSO:

[ConnectApi.PreviewCancelOutputRepresentation](#)
[ConnectApi.PreviewReturnOutputRepresentation](#)
[ConnectApi.SubmitCancelOutputRepresentation](#)
[ConnectApi.SubmitReturnOutputRepresentation](#)
[ConnectApi.AdjustOrderSummaryOutputRepresentation](#)

ConnectApi.ConfirmHeldFOCapacityOutputRepresentation

Response to a request to confirm held fulfillment order capacity at one or more locations. Can correspond to one action call.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
confirmHeldFOCapacityResponses	List<ConnectApi.ConfirmHeldFOCapacityResponseOutputRepresentation>	List of responses to the requests to confirm held fulfillment order capacity at one or more locations.	55.0

ConnectApi.CreateCreditMemoOutputRepresentation

ID of a created Credit Memo.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
creditMemoId	String	ID of the created Credit Memo.	48.0

ConnectApi.CreateOrderPaymentSummaryOutputRepresentation

ID of the created Order Payment Summary.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
orderPaymentSummaryId	String	ID of the Order Payment Summary.	48.0

ConnectApi.DistanceCalculationOutputRepresentation

Shipping distance data for a set of inventory locations.

Property Name	Type	Description	Available Version
averageDistance	Double	The average distance from the locations to the order recipient.	51.0
locations	List< ConnectApi.LocationOutputRepresentation >	The list of locations and their distances to the order recipient.	51.0
rank	Integer	This result's rank among all results by average distance to the order recipient.	51.0

ConnectApi.EnsureFundsAsyncOutputRepresentation

ID of the asynchronous background operation. This output only includes the operation ID, regardless of whether a call is made to an external payment gateway. It doesn't include any errors from the operation.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
background OperationId	String	ID of the background operation.	48.0

ConnectApi.EnsureRefundsAsyncOutputRepresentation

ID of the asynchronous background operation. This output only includes the operation ID, regardless of whether a call is made to an external payment gateway. It doesn't include any errors from the operation.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
background OperationId	String	ID of the background operation.	48.0

ConnectApi.ErrorResponse

Base error response.

Property Name	Type	Description	Available Version
errorCode	String	Error code.	48.0
message	String	More error detail, if available.	48.0

SEE ALSO:

[ConnectApi.BaseOutputRepresentation](#)

ConnectApi.FindRoutesWithFewestSplitsOutputRepresentation

A list of inventory location combinations that can fulfill an order without exceeding the maximum number of shipments.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
targetLocations	List< ConnectApi.AvailableLocationOutputRepresentation >	Each element of the list is a set of inventory locations that together can fulfill the order being routed.	51.0

ConnectApi.FindRoutesWithFewestSplitsUsingOCIOutputRepresentation

A list of order fulfillment routes with inventory availability information.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
results	List< ConnectApi.FindRoutesWithFewestSplitsWithInventoryOutputRepresentation >	Each element of the list is the response for one element of the input list.	54.0

ConnectApi.FindRoutesWithFewestSplitsWithInventoryOutputRepresentation

Sets of inventory locations that can combine to fulfill an order, with availability data for those locations.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
inventory	ConnectApi.OCIInventoryAvailabilityOutputRepresentation	Inventory availability data for the location groups and locations specified in the input.	54.0
targetLocations	List< ConnectApi.AvailableLocationOutputRepresentation >	Each entry in the list is a set of inventory locations that can combine to fulfill an order.	54.0

ConnectApi.FulfillmentGroupOutputRepresentation

Information about one FulfillmentOrder from a request to create fulfillment orders from multiple OrderDeliveryGroupSummaries. If the FulfillmentOrder was created, then its ID is returned. If it failed, then data from the input is returned so you can resubmit it.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
fulfilledFromLocationId	String	(Creation failed) The input FulfilledFromLocationId.	50.0
fulfillmentOrderId	String	The FulfillmentOrderId from the successfully created FulfillmentOrder.	50.0
fulfillmentType	String	(Creation failed) The input FulfillmentType.	50.0
orderDeliveryGroupSummaryId	String	(Creation failed) The input OrderDeliveryGroupSummaryId.	50.0
orderItemSummaries	List< ConnectApi.OrderItemSummaryOutputRepresentation >	(Creation failed) The input list of OrderItemSummaries.	50.0
orderSummaryId	String	(Creation failed) The input OrderSummaryId.	50.0

Property Name	Type	Description	Available Version
referenceId	String	The referenceId from the FulfillmentGroup input representation. Use this value to troubleshoot a failure.	50.0

ConnectApi.FulfillmentOrderCancelLineItemsOutputRepresentation

Wraps the base output.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

No additional properties.

ConnectApi.FulfillmentOrderInvoiceOutputRepresentation

ID of the created invoice.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
invoiceId	String	ID of the created invoice.	48.0

ConnectApi.FulfillmentOrderOutputRepresentation

A list of IDs of the created FulfillmentOrders.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
fulfillmentOrderIds	List<String>	A list of IDs of created Fulfillment Orders.	48.0

ConnectApi.GetFOCapacityValuesOutputRepresentation

Response to a request for fulfillment order capacity values for one or more locations.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
locations	List<ConnectApi.LocationCapacityOutputRepresentation>	List of fulfillment order capacity values for one or more locations.	55.0

ConnectApi.HoldFOCapacityOutputRepresentation

Response to a request to hold fulfillment order capacity at one or more locations. Can correspond to one action call.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
holdFOCapacityResponses	List<ConnectApi.HoldFOCapacityResponseOutputRepresentation>	List of responses to the requests to hold fulfillment order capacity at one or more locations.	55.0

ConnectApi.LocationOutputRepresentation

An inventory location's distance to an order recipient.

Property Name	Type	Description	Available Version
distance	Double	The distance from the location to the order recipient.	51.0
locationIdentifier	String	The location identifier.	51.0

ConnectApi.MultipleFulfillmentOrderInvoicesOutputRepresentation

IDs of the created Invoices.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
invoiceIds	List<String>	List of IDs of the created Invoices.	52.0

ConnectApi.MultipleFulfillmentOrderOutputRepresentation

List of responses for the individual FulfillmentOrder creation attempts from a create multiple fulfillment orders request.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
fulfillmentOrders	List< ConnectApi.FulfillmentGroupOutputRepresentation >	A list of response data for created and failed FulfillmentOrders.	50.0

ConnectApi.OCIBaseOutputRepresentation

Base Omnichannel Inventory output class.

This class is abstract.

Superclass of:

- [ConnectApi.OCIGetInventoryAvailabilityOutputRepresentation](#)

- [ConnectApi.OCIPublishLocationStructureOutputRepresentation](#)
- [ConnectApi.OCIPublishLocationStructureStatusOutputRepresentation](#)
- [ConnectApi.OCIUplodInventoryAvailabilityOutputRepresentation](#)
- [ConnectApi.OCIUplodInventoryAvailabilityStatusOutputRepresentation](#)

Property Name	Type	Description	Available Version
errors	List< ConnectApi.ErrorResponse >	Any errors that were returned.	51.0
success	Boolean	Indicates whether the request was successful.	51.0

ConnectApi.OCICreateReservationErrorOutputRepresentation

Error returned from an attempt to create an Omnichannel Inventory reservation.

Property Name	Type	Description	Available Version
errorCode	String	The error code.	51.0
message	String	Details of the error, if available.	51.0

ConnectApi.OCICreateReservationOutputRepresentation

Result of an Omnichannel Inventory reservation creation request.

Property Name	Type	Description	Available Version
details	List< ConnectApi.OCICreateReservationSingleOutputRepresentation >	Details for each product in the reservation.	51.0
errors	List< ConnectApi.OCICreateReservationErrorOutputRepresentation >	Any errors returned by the reservation request.	51.0
expirationTime	String	The time at which the reservation would expire.	51.0
reservationTime	String	The time when the reservation was recorded.	51.0
success	Boolean	Indicates whether the reservation was successfully created.	51.0

ConnectApi.OCICreateReservationSingleOutputRepresentation

Details of an inventory reservation for one product.

Property Name	Type	Description	Available Version
errorCode	String	The error code, if any.	51.0

Property Name	Type	Description	Available Version
locationGroupIdentifier	String	Identifier of the location group where the inventory is reserved.	51.0
locationIdentifier	String	Identifier of the location where the inventory is reserved.	51.0
quantity	Double	The reserved quantity of the product.	51.0
stockKeepingUnit	String	The SKU of the reserved product.	51.0

ConnectApi.OCIFulfillReservationErrorOutputRepresentation

Response to a request to fulfill one inventory reservation.

Property Name	Type	Description	Available Version
details	ConnectApi.OCIFulfillReservationSingleOutputRepresentation	Details of the fulfilled reservation, if successful.	51.0
errorCode	String	Error code, if any.	51.0
message	String	Details of the error, if available.	51.0

ConnectApi.OCIFulfillReservationOutputRepresentation

Response to a request to fulfill one or more inventory reservations.

Property Name	Type	Description	Available Version
errors	List< ConnectApi.OCIFulfillReservationErrorOutputRepresentation >	Responses for the individual reservations in the fulfillment request.	51.0
success	Boolean	Indicates whether the request was successful.	51.0

ConnectApi.OCIFulfillReservationSingleOutputRepresentation

Details of a single fulfilled reservation.

Property Name	Type	Description	Available Version
actionRequestId	String	The UUID that identifies the original fulfill reservation request.	51.0
externalRefId	String	The external reference ID of the location that fulfilled the reservation.	51.0

Property Name	Type	Description	Available Version
locationIdentifier	String	The identifier of the location that fulfilled the reservation.	51.0
quantity	Double	The fulfilled quantity.	51.0
stockKeepingUnit	String	The SKU of the fulfilled product.	51.0

ConnectApi.OCIFutureInventoryOutputRepresentation

An expected future inventory restock.

Property Name	Type	Description	Available Version
expectedDate	Datetime	Date when the future inventory is expected.	51.0
quantity	Double	Quantity of the future inventory.	51.0

ConnectApi.OCIGetInventoryAvailabilityOutputRepresentation

Response to a request for inventory availability data.

Subclass of [ConnectApi.OCIBaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
locationGroups	List< ConnectApi.OCILocationGroupAvailabilityOutputRepresentation >	A list of inventory availability data for individual location groups.	51.0
locations	List< ConnectApi.OCILocationAvailabilityOutputRepresentation >	A list of inventory availability data for individual locations.	51.0

ConnectApi.OCIInventoryRecordOutputRepresentation

Inventory availability data for a product.

Property Name	Type	Description	Available Version
availableToFulfill	Double	The Available To Fulfill quantity.	51.0
availableToOrder	Double	The Available To Order quantity.	51.0
effectiveDate	Datetime	The effective date of the inventory.	51.0
futures	List< ConnectApi.OCIFutureInventoryOutputRepresentation >	A list of any expected future inventory restocks.	51.0
onHand	Double	The On Hand quantity.	51.0

Property Name	Type	Description	Available Version
reserved	Double	The Reserved quantity.	51.0
safetyStockCount	Double	The Safety Stock Count.	51.0
stockKeepingUnit	String	The SKU of the product.	51.0

ConnectApi.OCILocationAvailabilityOutputRepresentation

A set of inventory availability data for one inventory location.

Property Name	Type	Description	Available Version
inventoryRecords	List< ConnectApi.OCIInventoryRecordOutputRepresentation >	A list of availability data for individual products at this location.	51.0
locationIdentifier	String	The identifier of the location.	51.0

ConnectApi.OCILocationGroupAvailabilityOutputRepresentation

A set of inventory availability data for one inventory location group.

Property Name	Type	Description	Available Version
inventoryRecords	List< ConnectApi.OCIInventoryRecordOutputRepresentation >	A list of availability data for individual products. The data combines the quantities for all locations belonging to this location group.	51.0
locationGroupIdentifier	String	The identifier of the location group.	51.0

ConnectApi.OCPublishLocationStructureOutputRepresentation

Response to a publish location structure request.

Subclass of [ConnectApi.OCIBaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
uploadId	String	Identifier of the publish job. Use this value to retrieve the status of the job.	51.0

ConnectApi.OCPublishLocationStructureStatusOutputRepresentation

Detailed status of a publish location structure job.

Subclass of [ConnectApi.OCIBaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
endTimeUTC	String	The UTC time when the job finished. (for example: "2020-07-06T22:54:08.012Z")	51.0
recordsProcessedCount	Integer	The number of records processed by the job.	51.0
recordsReadCount	Integer	The number of records read by the job.	51.0
recordsSkippedCount	Integer	The number of records skipped by the job.	51.0
startTimeUTC	String	The UTC time when the job started. (for example: "2020-07-06T22:53:06.788Z")	51.0
status	String	The status of the job. (e.g., "PENDING," "COMPLETED," etc.).	51.0
uploadId	String	Identifier of the job.	51.0
validationErrors	List<String>	List of any validation errors returned by the job.	51.0
validationStatus	String	The validation status of the job.	51.0

ConnectApi.OCIReleaseReservationErrorOutputRepresentation

Response to a request to release one inventory reservation.

Property Name	Type	Description	Available Version
details	ConnectApi.OCIReleaseReservationSingleOutputRepresentation	Details of the released reservation, if successful.	51.0
errorCode	String	Error code, if any.	51.0
message	String	Details of the error, if available.	51.0

ConnectApi.OCIReleaseReservationOutputRepresentation

Response to a request to release one or more inventory reservations.

Property Name	Type	Description	Available Version
errors	List< ConnectApi.OCIReleaseReservationErrorOutputRepresentation >	Responses for the individual reservations in the release request.	51.0
success	Boolean	Indicates whether the request was successful.	51.0

ConnectApi.OCIReleaseReservationSingleOutputRepresentation

Details of a single released reservation.

Property Name	Type	Description	Available Version
actionRequestId	String	The UUID that identifies the original release reservation request.	51.0
externalRefId	String	The external reference ID of the location that released the reservation.	51.0
locationGroupIdentifier	String	The identifier of the location group that released the reservation.	51.0
locationIdentifier	String	The identifier of the location that released the reservation.	51.0
quantity	Double	The released quantity.	51.0
stockKeepingUnit	String	The SKU of the released product.	51.0

ConnectApi.OCITransferReservationErrorOutputRepresentation

Response to a request to fulfill one inventory reservation.

Property Name	Type	Description	Available Version
details	ConnectApi.OCITransferReservationSingleOutputRepresentation	Details of the transferred reservation, if successful.	51.0
errorCode	String	Error code, if any.	51.0
message	String	Details of the error, if available.	51.0

ConnectApi.OCITransferReservationOutputRepresentation

Response to a request to transfer one or more inventory reservations.

Property Name	Type	Description	Available Version
errors	List< ConnectApi.OCITransferReservationErrorOutputRepresentation >	Responses for the individual reservations in the transfer request.	51.0
success	Boolean	Indicates whether the request was successful.	51.0

ConnectApi.OCITransferReservationSingleOutputRepresentation

Details of a single transferred reservation.

Property Name	Type	Description	Available Version
actionRequestId	String	The UUID that identifies the original transfer reservation request.	51.0
externalRefId	String	The external reference ID of the location that received the reservation.	51.0
fromLocationGroupIdentifier	String	The identifier of the location group that sent the reservation.	51.0
fromLocationIdentifier	String	The identifier of the location that sent the reservation.	51.0
ignoreAvailabilityCheck	Boolean	Whether this call ignored availability data at the location that received the reservation.	52.0
quantity	Double	The quantity of transferred inventory.	51.0
stockKeepingUnit	String	The SKU of the transferred product.	51.0
toLocationGroupIdentifier	String	The identifier of the location group that received the reservation.	51.0
toLocationIdentifier	String	The identifier of the location that received the reservation.	51.0

ConnectApi.OCIUploadInventoryAvailabilityOutputRepresentation

Response to an upload inventory availability job.

Subclass of [ConnectApi.OCIBaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
uploadId	String	Identifier of the upload job. Use this value to retrieve the status of the job.	51.0

ConnectApi.OCIUploadInventoryAvailabilityStatusOutputRepresentation

Detailed status of an upload inventory availability job.

Subclass of [ConnectApi.OCIBaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
endTimeUTC	String	The UTC time when the job finished. (for example: "2020-07-06T22:54:08.012Z")	51.0
recordsProcessedCount	Integer	The number of records processed by the job.	51.0
recordsReadCount	Integer	The number of records read by the job.	51.0
recordsSkippedCount	Integer	The number of records skipped by the job.	51.0

Property Name	Type	Description	Available Version
startTimeUTC	String	The UTC time when the job started. (for example: "2020-07-06T22:53:06.788Z")	51.0
status	String	The status of the job. (e.g., "PENDING," "COMPLETED," etc.).	51.0
uploadId	String	Identifier of the job.	51.0
validationErrors	List<String>	List of any validation errors returned by the job.	51.0
validationStatus	String	The validation status of the job.	51.0

ConnectApi.OrderItemSummaryOutputRepresentation

Details of an OrderItemSummary from a failed FulfillmentOrder in a create multiple fulfillment orders request.

Property Name	Type	Description	Available Version
errors	List< ConnectApi.ErrorResponse >	List of errors specific to the OrderItemSummary, if any.	50.0
orderItemSummaryId	String	ID of the OrderItemSummary.	50.0
quantity	Double	Quantity of the OrderItemSummary.	50.0

ConnectApi.OrderSummaryOutputRepresentation

ID of the created Order Summary.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
orderSummaryId	String	ID of the Order Summary.	48.0

ConnectApi.PreviewCancelOutputRepresentation

Expected financial values for a proposed cancel action.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
changeBalances	ConnectApi.ChangeItemOutputRepresentation	Expected financial values for the proposed cancel action.	48.0
orderSummaryId	String	ID of the OrderSummary.	48.0

ConnectApi.PreviewReturnOutputRepresentation

Expected financial values for a proposed return action.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
changeBalances	ConnectApi.ChangeItemOutputRepresentation	Expected financial values for the proposed return action.	48.0
orderSummaryId	String	ID of the OrderSummary.	48.0

ConnectApi.ProductDetailsOutputRepresentation

Details about a product.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
attributes	ConnectApi.ProductVariantAttributeOutputRepresentation	List of variation attributes that define variations of the product.	55.0
currencyIsoCode	String	Currency ISO code.	55.0
description	String	Description of the product.	55.0
fields	Map<String, String>	List of the product's fields.	55.0
imageGroups	List< ConnectApi.ProductImageGroupOutputRepresentation >	List of the product's image groups.	55.0
listPrice	Double	List price.	55.0
name	String	Name.	55.0
productId	String	Product ID.	55.0
stockKeepingUnit	String	Stock keeping unit.	55.0
unitPrice	Double	Unit price.	55.0
variants	List< ConnectApi.ProductVariantOutputRepresentation >	List of variations of the product.	55.0

ConnectApi.RankAverageDistanceOutputRepresentation

The results of calculating the average distances from sets of inventory locations to an order recipient.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
distanceUnit	String	The specified unit of distance (miles or kilometers).	51.0
results	List< ConnectApi.AverageDistanceResultOutputRepresentation >	The results of the shipping distance calculations.	51.0

ConnectApi.ReleaseHeldFOCapacityOutputRepresentation

Response to a request to confirm held fulfillment order capacity at one or more locations. Can correspond to one action call.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
releaseHeldFOCapacityResponses	List< ConnectApi.ReleaseHeldFOCapacityResponseOutputRepresentation >	List of responses to the requests to confirm held fulfillment order capacity at one or more locations.	55.0

ConnectApi.ReturnItemsOutputRepresentation

Output of Return Items. Includes the ID of the generated change order, plus information about any ReturnOrderLineItems that were created to represent remaining return quantities.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
changeOrderId	String	ID of the change order representing the ReturnOrderLineItem processing performed by this call.	52.0
returnLineItemSplits	List< ConnectApi.ReturnOrderItemSplitLineOutputRepresentation >	A list of properties representing any remaining quantities from partial returns processed by this call. Each element of the list includes the ID of a split ReturnOrderLineItem and the ID of the partially processed ReturnOrderLineItem whose remaining quantity it holds.	52.0

ConnectApi.ReturnOrderItemSplitLineOutputRepresentation

After a change order is created for a ReturnOrderLineItem, that ReturnOrderLineItem is read-only. If the Return Items API is used to return a partial quantity, it creates a new “split” ReturnOrderLineItem to hold the remaining quantity to be returned. In that case, it returns this output property, which contains the IDs of the original and split ReturnOrderLineItems.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
newReturnOrderItemId	String	ID of the new ReturnOrderLineItem that holds the remaining return quantity.	52.0
originalReturnOrderItemId	String	ID of the original ReturnOrderLineItem.	52.0

ConnectApi.ReturnOrderOutputRepresentation

ID of the created ReturnOrder.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
returnOrderId	String	ID of the created ReturnOrder.	50.0

ConnectApi.SubmitCancelOutputRepresentation

ID of the change order created for a cancel action, and a set of its financial values.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
changeBalances	ConnectApi.ChangeItemOutputRepresentation	Financial values resulting from the cancel.	48.0
changeOrderId	String	ID of the created change order.	48.0

ConnectApi.SubmitReturnOutputRepresentation

ID of the change order created for a return action, and a set of its financial values.

Subclass of [ConnectApi.BaseOutputRepresentation](#).

Property Name	Type	Description	Available Version
changeBalances	ConnectApi.ChangeItemOutputRepresentation	Financial values resulting from the return.	48.0

Property Name	Type	Description	Available Version
changeOrderId	String	ID of the created change order.	48.0

CHAPTER 4 Salesforce Order Management in the Chatter Connect API

In this chapter ...

- Salesforce Omnichannel Inventory Resources
- Salesforce Order Management Resources
- Salesforce Order Management Requests
- Salesforce Order Management Responses

Salesforce Order Management and Omnichannel Inventory include resources in the Chatter Connect API.

Salesforce Omnichannel Inventory Resources

Manage inventory across locations. Available in Salesforce Omnichannel Inventory.

Available resources are:

Resource	Description
/commerce/oci/availability/availability-records/actions/get-availability	Retrieve inventory availability data for one or more products at one or more inventory locations or location groups.
/commerce/oci/availability-records/uploads	Upload an inventory availability data file to Omnichannel Inventory.
/commerce/oci/availability-records/uploads/uploadId	Retrieve the status of an inventory availability upload job.
/commerce/oci/location-graph/uploads	Asynchronously publish information about your inventory locations and location groups to Omnichannel Inventory. The publish includes records whose <code>IsEnabled</code> and <code>ShouldSyncWithOci</code> fields are both <code>true</code> . This method returns an ID that you can use to retrieve the status of the publish job.
/commerce/oci/location-graph/uploads/uploadId	Retrieve the status of a publish location structure job.
/commerce/oci/reservation/actions/reservations	Create an inventory reservation in Omnichannel Inventory.
/commerce/oci/reservation/actions/fulfillments	Fulfill one or more inventory reservations.
/commerce/oci/reservation/actions/releases	Release one or more existing inventory reservations to free up that inventory.
/commerce/oci/reservation/actions/transfers	Transfer one or more inventory reservations between locations or location groups. This API doesn't change physical quantities, but reduces the reserved quantity at the source and increases it at the destination.

[Availability Records, Get Availability](#)

Retrieve inventory availability data for one or more products at one or more inventory locations or location groups.

[Availability Records, Upload](#)

Asynchronously upload inventory data to Omnichannel Inventory and check the status of upload jobs.

[Location Graph, Upload](#)

Asynchronously upload inventory location and location group data to Omnichannel Inventory and check the status of upload jobs.

[Reservations, Create](#)

Create an inventory reservation in Omnichannel Inventory.

[Reservations, Fulfill](#)

Fulfill one or more inventory reservations.

[Reservations, Release](#)

Release one or more existing inventory reservations to free up that inventory.

[Reservations, Transfer](#)

Transfer one or more inventory reservations between locations or location groups. This API doesn't change physical quantities, but reduces the reserved quantity at the source and increases it at the destination.

Availability Records, Get Availability

Retrieve inventory availability data for one or more products at one or more inventory locations or location groups.

Resource

```
/commerce/oci/availability/availability-records/actions/get-availability
```

Available version

51.0

Requires Chatter

No

HTTP methods

POST

Request body for POST

[OCI Get Inventory Availability Input](#)

Root XML tag

```
<ociGetInventoryInput>
```

Properties

Name	Type	Description	Required or Optional	Available Version
locationGroupIdentifier	String	The External Reference of a location group to retrieve inventory availability data for. Specifying this value retrieves inventory data for all locations belonging to this group.	Optional; can't combine with locationGroupIdentifiers or locationIdentifiers	51.0
locationGroupIdentifiers	String[]	A list of up to 100 External References of location groups to retrieve inventory availability data for.	Optional; can't combine with locationGroupIdentifier or locationIdentifiers	51.0
locationIdentifiers	String[]	A list of up to 100 External References of locations to retrieve inventory availability data for.	Optional; can't combine with locationGroupIdentifier or locationGroupIdentifiers	51.0
stockKeepingUnit	String	The SKU of a product to retrieve inventory availability data for. Specifying a SKU with no locations or location groups returns availability data for that SKU at all	Optional; can't combine with stockKeepingUnits	51.0

Name	Type	Description	Required or Optional	Available Version
		inventory locations that are not assigned to location groups.		
stockKeepingUnits	String[]	A list of up to 100 SKUs of products to retrieve inventory availability data for.	Optional; can't combine with <code>stockKeepingUnit</code>	51.0
useCache	Boolean	Whether to fetch the inventory data from the cache. Default value is .	Optional	51.0

Response body for POST[OCI Get Inventory Availability Output](#)

Availability Records, Upload

Asynchronously upload inventory data to Omnichannel Inventory and check the status of upload jobs.

Available resources are:

Resource	Description
/commerce/oci/availability-records/uploads	POST - Upload an inventory availability data file to Omnichannel Inventory.
/commerce/oci/availability-records/uploads/{uploadId}	GET - Retrieve the status of an inventory availability upload job.

Resource

```
/commerce/oci/availability-records/uploads
```

Available version

51.0

Requires Chatter

No

HTTP methods

POST

Request parameters for POST

Parameter Name	Type	Description	Required or Optional	Available Version
fileUpload	Binary	JSON file containing inventory availability data.	Required	51.0


To create an inventory data file, format the data as a series of JSON entries representing locations and individual inventory records.

Inventory Import Data Considerations:

- Separate the top-level entries with line feeds, not commas. Each entry must be on a single line.
- When the system reads a location entry, it assigns the subsequent inventory entries to that location until it reads another location entry.
- For each location entry, specify "mode": "UPDATE".
- Each inventory record entry requires a unique recordId. Best practice is to use a UUID. The record Id protects against importing duplicate data.
- Each inventory record entry requires an effectiveDate.
- Each futures entry requires a nonzero quantity and a future expectedDate.
- The system only creates or updates entries that are included in the data. It doesn't delete entries that aren't included. However, if an included entry has an empty value, that value is deleted.

 **Note:** The file size limit is 10 MB, and it must be in JSON format. For larger data sets, you can use the headless Commerce API or split the data into multiple files. The headless Commerce API accepts GZIP or JSON files up to 100 MB in size.

This example illustrates the data format:

 **Note:** For readability, this example shows the first few entries on multiple lines. In the import file, each location and inventory record entry must be on a single line.

```
{
  "location": "Warehouse-A", // location identifier
  "mode": "UPDATE" // must be UPDATE (other operations might be available in future
releases)
}
{
  "recordId": "0a87539d-f3dd-47bc-91c7-9c752e39dbe0", // unique identifier for the
inventory record
  "onHand": 10,
  "sku": "12389156",
  "effectiveDate": "2020-12-08T14:05:22.790896-07:00",
  "futures": [ // list of future restocks
    {
      "quantity": 1,
      "expectedDate": "2021-04-18T14:05:22.781-07:00"
    },
    {
      "quantity": 5,
      "expectedDate": "2021-05-18T14:05:22.781-07:00"
    }
  ],
  "safetyStockCount": 0
}
{
  "recordId": "0a87539d-f3dd-47bc-91c7-9c752e312345",
  "onHand": 10,
  "sku": "9485728",
  "effectiveDate": "2020-12-08T14:05:22.790896-07:00",
  "futures": [
    {
      "quantity": 10,
      "expectedDate": "2021-04-18T14:05:22.781-07:00"
    }
  ]
}
```



```

    }
  ],
  "safetyStockCount":0
}
{"location":"Warehouse-B", "mode": "UPDATE"}
{"id":"0852H047c9-57a02e", "uid":1, "id":12858, "effectiveDate":"2014-05-27T06:00", "true":{"batch":1, "effectiveDate":"2014-05-27T06:00", "safetyStock":0}, "false":{"batch":1, "effectiveDate":"2014-05-27T06:00", "safetyStock":0}}
{"id":"0852H047c9-57a02e", "uid":1, "id":98601, "effectiveDate":"2014-05-27T06:00", "true":{"batch":5, "effectiveDate":"2014-05-27T06:00", "safetyStock":0}, "false":{"batch":5, "effectiveDate":"2014-05-27T06:00", "safetyStock":0}}

```

Response body for POST[OCI Upload Inventory Availability Output](#)**Resource**

```
/commerce/oci/availability-records/uploads/uploadId
```

Available version

51.0

Requires Chatter

No

HTTP methods

GET

Response body for GET[OCI Upload Inventory Availability Status Output](#)

Location Graph, Upload

Asynchronously upload inventory location and location group data to Omnichannel Inventory and check the status of upload jobs.

Available resources are:

Resource	Description
/commerce/oci/location-graph/uploads	POST - Asynchronously publish information about your inventory locations and location groups to Omnichannel Inventory. The publish includes records whose <code>IsEnabled</code> and <code>ShouldSyncWithOci</code> fields are both <code>true</code> . This method returns an ID that you can use to retrieve the status of the publish job.
/commerce/oci/location-graph/uploads/uploadId	GET - Retrieve the status of a publish location structure job.

Resource

```
/commerce/oci/location-graph/uploads
```

Available version

51.0

Requires Chatter

No

HTTP methods

POST (No request payload)

Response body for POST[OCI Publish Location Structure Output](#)**Resource**`/commerce/oci/location-graph/uploads/uploadId`**Available version**

51.0

Requires Chatter

No

HTTP methods

GET

Response body for GET[OCI Publish Location Structure Status Output](#)

Reservations, Create

Create an inventory reservation in Omnichannel Inventory.

Resource`/commerce/oci/reservation/actions/reservations`**Available version**

51.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[OCI Create Reservation Input](#)**Root XML tag**`<ociCreateReservationInput>`**Properties**

Name	Type	Description	Required or Optional	Available Version
actionRequestId	String	A UUID that identifies the request. Use the action request IDs in response data to identify which requests succeeded or failed.	Required	51.0
allowPartial Reservations	Boolean	When true, if the system can't create the entire reservation, then it attempts to create a partial reservation.	Optional	51.0

Name	Type	Description	Required or Optional	Available Version
createRecords	OCI Create Reservation Single Input[]	A list of product quantities and locations or location groups.	At least one element is required	51.0
expirationSeconds	Integer	A length of time in seconds. If the reservation isn't fulfilled within this amount of time after the <code>reservationTime</code> , then it expires. The maximum value is 14400.	Optional	51.0
externalRefId	String	External reference ID.	Optional	51.0
reservationTime	String	The time at which to record the reservation. Example: 2020-07-24T21:13:00Z	Optional	51.0

Response body for POST[OCI Create Reservation Output](#)

Reservations, Fulfill

Fulfill one or more inventory reservations.

Resource`/commerce/oci/reservation/actions/fulfillments`**Available version**

51.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[OCI Fulfill Reservation Input](#)**Root XML tag**`<ociFulfillReservationInput>`**Properties**

Name	Type	Description	Required or Optional	Available Version
fulfillmentRecords	OCI Fulfill Reservation Single Input[]	A list of inventory reservations.	At least one element is required.	51.0

Response body for POST[OCI Fulfill Reservation Output](#)

Reservations, Release

Release one or more existing inventory reservations to free up that inventory.

Resource

```
/commerce/oci/reservation/actions/releases
```

Available version

51.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[OCI Release Reservation Input](#)**Root XML tag**

```
<ociReleaseReservationInput>
```

Properties

Name	Type	Description	Required or Optional	Available Version
releaseRecords	OCI Release Reservation Single Input[]	List of inventory reservations to release.	At least one element is required.	51.0

Response body for POST[OCI Release Reservation Output](#)

Reservations, Transfer

Transfer one or more inventory reservations between locations or location groups. This API doesn't change physical quantities, but reduces the reserved quantity at the source and increases it at the destination.

Resource

```
/commerce/oci/reservation/actions/transfers
```

Available version

51.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[OCI Transfer Reservation Input](#)**Root XML tag**`<ociTransferReservationInput>`**Properties**

Name	Type	Description	Required or Optional	Available Version
<code>allowingTransferToCancel</code>	String	Controls whether a single failed transfer cancels all other transfers in the <code>transferRecords</code> list. <ul style="list-style-type: none"> To allow some transfers in the <code>transferRecords</code> list to succeed when others fail, don't include this property. To cancel all the transfers in the <code>transferRecords</code> list when any of them fail, set this property to a UUID. The ID must be unique, but isn't otherwise used in this version. 	Optional	51.0
<code>transferRecords</code>	OCI Transfer Reservation Single Input[]	A list of inventory reservation transfers.	At least one element is required.	51.0

Response body for POST[OCI Transfer Reservation Output](#)

Salesforce Order Management Resources

Manage orders and the order fulfillment process. Available in Salesforce Order Management orgs.

Available resources are:

Resource	Description
/commerce/fulfillment/fulfillment-orders	Create one or more FulfillmentOrders and FulfillmentOrderLineItems for an OrderDeliveryGroupSummary, which defines a delivery method and recipient for an OrderSummary. You specify the OrderItemSummaries to allocate, which can be fulfilled from different locations. Specifying multiple fulfillment groups creates one FulfillmentOrder for each location. For each OrderItemSummary, a FulfillmentOrderLineItem is created and assigned to the corresponding FulfillmentOrder.

Resource	Description
/commerce/fulfillment/fulfillment-orders/fulfillmentOrderId/actions/cancel-item	Cancel FulfillmentOrderLineItems from a FulfillmentOrder. This action doesn't cancel the associated OrderItemSummaries, so reallocate the canceled quantities to a new FulfillmentOrder.
/commerce/fulfillment/fulfillment-orders/fulfillmentOrderId/actions/create-invoice	Create an invoice for a FulfillmentOrder that doesn't have one.
/commerce/fulfillment/actions/create-multiple	Create FulfillmentOrders for multiple OrderDeliveryGroups in a single request.
/commerce/fulfillment/actions/create-multiple-invoices	Create Invoices for multiple FulfillmentOrders.
/commerce/order-management/order-payment-summaries	Create an OrderPaymentSummary for an OrderSummary. Specify a payment authorization or payments that share the same payment method. In an org with the multicurrency feature enabled, the OrderPaymentSummary inherits the CurrencyIsoCode value from the OrderSummary.
/commerce/order-management/order-summaries	Create an OrderSummary based on an order. That order is considered the original order for the OrderSummary. Subsequent change orders that apply to the OrderSummary are also represented as orders. You can specify whether the order is managed in Salesforce Order Management or by an external system. Most Salesforce Order Management APIs can run only on orders that it manages.
/commerce/order-management/order-summaries/orderSummaryId/actions/create-credit-memo	Create a credit memo to represent the refund for one or more change orders associated with an OrderSummary.
/commerce/order-management/order-summaries/orderSummaryId/async-actions/ensure-funds-async	Ensure funds for an invoice and apply them to it. If needed, capture authorized funds by sending a request to a payment provider. This method inserts a background operation into an asynchronous job queue and returns the ID of that operation so you can track its status. Payment gateway responses appear in the payment gateway log and do not affect the background operation status.
/commerce/order-management/order-summaries/orderSummaryId/async-actions/ensure-refunds-async	Ensure refunds for a credit memo or excess funds by sending a request to a payment provider. This method inserts a background operation into an asynchronous job queue and returns the ID of that operation so you can track its status. Payment gateway responses appear in the payment gateway log and do not affect the background operation status.
/commerce/order-management/order-summaries/orderSummaryId/actions/adjust-item-preview	Retrieve the expected results of adjusting the price of one or more OrderItemSummaries from an OrderSummary, without actually executing the adjustment. The response data contains the financial changes that would result from submitting the proposed adjustment.

Resource	Description
/commerce/order-management/order-summaries/orderSummaryId/actions/preview-cancel	Retrieve the expected change order values for canceling one or more OrderItemSummaries from an OrderSummary, without actually executing the cancel.
/commerce/order-management/order-summaries/orderSummaryId/actions/preview-return	Retrieve the expected change order values for a simple return of one or more OrderItemSummaries from an OrderSummary, without actually executing the return.
/commerce/order-management/order-summaries/orderSummaryId/actions/adjust-item-submit	Adjust the price of one or more OrderItemSummaries from an OrderSummary, and create corresponding change orders.
/commerce/order-management/order-summaries/orderSummaryId/actions/submit-cancel	Cancel one or more OrderItemSummaries from an OrderSummary, and create a corresponding change order.
/commerce/order-management/order-summaries/orderSummaryId/actions/submit-return	Return one or more OrderItemSummaries from an OrderSummary, and create a corresponding change order. This return is a simple return that creates a change order but not a ReturnOrder.
/commerce/order-management/webstores/webstoreId/products/skuOrProductId	Get details of a product in a web store.
/commerce/returns/return-orders/	Create a ReturnOrder and ReturnOrderLineItems for items belonging to an OrderSummary.
/commerce/returns/return-orders/returnOrderId/actions/return-items	Process ReturnOrderLineItems belonging to a ReturnOrder. Processing a ReturnOrderLineItem generates a change Order and makes that ReturnOrderLineItem read-only. If a processed ReturnOrderLineItem has any remaining expected quantity, then the API creates a separate ReturnOrderLineItem representing that quantity.
/commerce/order-management/routing/fulfillment-order-capacity/actions/confirm-held-capacity	Confirm held fulfillment order capacity at one or more locations. This call decreases a location's held capacity and increases its assigned fulfillment order count. Confirm held capacity when you assign a fulfillment order to a location.
/commerce/order-management/routing/actions/find-routes-with-fewest-splits	Returns combinations of inventory locations that can fulfill an order within a specified limit of shipment splits.
/commerce/order-management/routing/actions/find-routes-with-fewest-splits-using-oci	For one or more order summaries, find inventory availability using Omnichannel Inventory and identify the fulfillment routes with fewest splits. This method combines the functionality of the Get Inventory Availability and Find Routes With Fewest Splits resources.
/commerce/order-management/routing/fulfillment-order-capacity/actions/get-capacity-values	Get information about the current fulfillment order capacity of one or more locations.
/commerce/order-management/routing/fulfillment-order-capacity/actions/hold-capacity	Hold fulfillment order capacity at a location. Holding capacity at a location reserves a space for a fulfillment order that you'll assign to it.

Resource	Description
/commerce/order-management/routing/actions/rank-byaverage-distance	Calculates the average distance from sets of inventory locations to an order recipient, and ranks them. Use this method to compare the average shipping distances for different sets of locations that can fulfill an order.
/commerce/order-management/routing/fulfillment-order-capacity/actions/release-held-capacity	Release held fulfillment order capacity at one or more locations. This call decreases a location's held capacity without changing its assigned fulfillment order count. Release held capacity when you cancel the assignment of a fulfillment order to a location.

Fulfillment Orders

Create one or more FulfillmentOrders and FulfillmentOrderLineItems for an OrderDeliveryGroupSummary, which defines a delivery method and recipient for an OrderSummary. You specify the OrderItemSummaries to allocate, which can be fulfilled from different locations. Specifying multiple fulfillment groups creates one FulfillmentOrder for each location. For each OrderItemSummary, a FulfillmentOrderLineItem is created and assigned to the corresponding FulfillmentOrder.

Fulfillment Orders, Cancel Item

Cancel FulfillmentOrderLineItems from a FulfillmentOrder. This action doesn't cancel the associated OrderItemSummaries, so reallocate the canceled quantities to a new FulfillmentOrder.

Fulfillment Orders, Create Invoice

Create an invoice for a FulfillmentOrder that doesn't have one.

Fulfillment Orders, Create Multiple

Create FulfillmentOrders for multiple OrderDeliveryGroups in a single request.

Order Payment Summaries

Create an OrderPaymentSummary for an OrderSummary. Specify a payment authorization or payments that share the same payment method. In an org with the multicurrency feature enabled, the OrderPaymentSummary inherits the CurrencyIsoCode value from the OrderSummary.

Order Summaries

Create an OrderSummary based on an order. That order is considered the original order for the OrderSummary. Subsequent change orders that apply to the OrderSummary are also represented as orders. You can specify whether the order is managed in Salesforce Order Management or by an external system. Most Salesforce Order Management APIs can run only on orders that it manages.

Order Summaries, Create Credit Memo

Create a credit memo to represent the refund for one or more change orders associated with an OrderSummary.

Order Summaries, Ensure Funds Async

Ensure funds for an invoice and apply them to it. If needed, capture authorized funds by sending a request to a payment provider. This method inserts a background operation into an asynchronous job queue and returns the ID of that operation so you can track its status. Payment gateway responses appear in the payment gateway log and do not affect the background operation status.

Order Summaries, Ensure Refunds Async

Ensure refunds for a credit memo or excess funds by sending a request to a payment provider. This method inserts a background operation into an asynchronous job queue and returns the ID of that operation so you can track its status. Payment gateway responses appear in the payment gateway log and do not affect the background operation status.

[Order Summaries, Preview Adjust](#)

Retrieve the expected results of adjusting the price of one or more OrderItemSummaries from an OrderSummary, without actually executing the adjustment. The response data contains the financial changes that would result from submitting the proposed adjustment.

[Order Summaries, Preview Cancel](#)

Retrieve the expected change order values for canceling one or more OrderItemSummaries from an OrderSummary, without actually executing the cancel.

[Order Summaries, Preview Return](#)

Retrieve the expected change order values for a simple return of one or more OrderItemSummaries from an OrderSummary, without actually executing the return.

[Order Summaries, Submit Adjust](#)

Adjust the price of one or more OrderItemSummaries from an OrderSummary, and create corresponding change orders.

[Order Summaries, Submit Cancel](#)

Cancel one or more OrderItemSummaries from an OrderSummary, and create a corresponding change order.

[Order Summaries, Submit Return](#)

Return one or more OrderItemSummaries from an OrderSummary, and create a corresponding change order. This return is a simple return that creates a change order but not a ReturnOrder.

[Return Orders](#)

Create a ReturnOrder and ReturnOrderLineItems for items belonging to an OrderSummary.

[Return Orders, Return Items](#)

Process ReturnOrderLineItems belonging to a ReturnOrder. Processing a ReturnOrderLineItem generates a change Order and makes that ReturnOrderLineItem read-only. If a processed ReturnOrderLineItem has any remaining expected quantity, then the API creates a separate ReturnOrderLineItem representing that quantity.

[Routing, Find Routes with Fewest Splits](#)

Returns combinations of inventory locations that can fulfill an order within a specified limit of shipment splits.

[Routing, Rank By Average Distance](#)

Calculates the average distance from sets of inventory locations to an order recipient, and ranks them. Use this method to compare the average shipping distances for different sets of locations that can fulfill an order.

Fulfillment Orders

Create one or more FulfillmentOrders and FulfillmentOrderLineItems for an OrderDeliveryGroupSummary, which defines a delivery method and recipient for an OrderSummary. You specify the OrderItemSummaries to allocate, which can be fulfilled from different locations. Specifying multiple fulfillment groups creates one FulfillmentOrder for each location. For each OrderItemSummary, a FulfillmentOrderLineItem is created and assigned to the corresponding FulfillmentOrder.

Resource

```
/commerce/fulfillment/fulfillment-orders
```

Available version

48.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[Fulfillment Order Input](#)**Root XML tag**

<fulfillmentOrderInput>

JSON example

```
{
  "orderSummaryId": "10sxx000000000000001",
  "orderDeliveryGroupSummaryId": "2Dgxx000000000W0001",
  "fulfillmentGroups": [
    {
      "fulfilledFromLocationId": "131xx000000000W0001",
      "fulfillmentType": "warehouse",
      "orderItemSummaries": [
        {
          "orderItemSummaryId": "10uxx000000000W0001",
          "quantity": 3
        },
        {
          "orderItemSummaryId": "10uxx000000000W0002",
          "quantity": 1
        }
      ]
    }
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
<code>fulfillmentGroups</code>	Fulfillment Group Input[]	List of fulfillment groups that specify the OrderItemSummaries and fulfillment locations.	Required	48.0
<code>orderDeliveryGroupSummaryId</code>	String	ID of the OrderDeliveryGroupSummary.	Required	48.0
<code>orderSummaryId</code>	String	ID of the OrderSummary.	Required	48.0

Response body for POST

- When the HTTP status code indicates success, the response body is a [Fulfillment Order Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The `output` property is a [Fulfillment Order Output](#), and the value of the `enhancedErrorType` property can be ignored.

Fulfillment Orders, Cancel Item

Cancel `FulfillmentOrderLineItems` from a `FulfillmentOrder`. This action doesn't cancel the associated `OrderItemSummaries`, so reallocate the canceled quantities to a new `FulfillmentOrder`.

Resource

```
/commerce/fulfillment/fulfillment-orders/fulfillmentOrderId/actions/cancel-item
```

Available version

48.0

Requires Chatter

No

HTTP methods

POST

Request body for POST

[Fulfillment Order Line Items To Cancel Input](#)

Root XML tag

```
<fulfillmentOrderLineItemsToCancelInput>
```

JSON example

```
{
  "fulfillmentOrderLineItemsToCancel" : [
    {
      "fulfillmentOrderLineItemId" : "0a4xx00000000W0001",
      "quantity":1
    },
    {
      "fulfillmentOrderLineItemId" : "0a4xx00000000W0002",
      "quantity":2
    }
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
<code>fulfillmentOrderLineItemsToCancel</code>	Fulfillment Order Line Item Input[]	List of <code>FulfillmentOrderLineItems</code> and quantities.	Required	48.0

Response body for POST

- When the HTTP status code indicates success, the response body is a [Fulfillment Order Cancel Line Items Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The `output` property is a [Fulfillment Order Cancel Line Items Output](#), and the value of the `enhancedErrorType` property can be ignored.

Fulfillment Orders, Create Invoice

Create an invoice for a FulfillmentOrder that doesn't have one.

Resource

```
/commerce/fulfillment/fulfillment-orders/fulfillmentOrderId/actions/create-invoice
```

Available version

48.0

Requires Chatter

No

HTTP methods

POST

Request body for POST

[Fulfillment Order Invoice Input](#)

Root XML tag

```
<fulfillmentOrderInvoiceInput>
```

JSON example

```
{  
}
```

Properties

None.

Response body for POST

- When the HTTP status code indicates success, the response body is a [Fulfillment Order Invoice Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The output property is a [Fulfillment Order Invoice Output](#), and the value of the `enhancedErrorType` property can be ignored.

Fulfillment Orders, Create Multiple

Create FulfillmentOrders for multiple OrderDeliveryGroups in a single request.

Resource

```
/commerce/fulfillment/actions/create-multiple
```

Available version

50.0

Requires Chatter

No

HTTP methods

POST

Request body for POST

[Multiple Fulfillment Order Input](#)

Root XML tag

```
<multipleFulfillmentOrderInput>
```

Properties

Name	Type	Description	Required or Optional	Available Version
fulfillmentOrders	Fulfillment Order Input[]	Each element contains the data to create one fulfillment order.	Required	50.0

Response body for POST

- When the HTTP status code indicates success, the response body is a [Multiple Fulfillment Order Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The output property is a [Multiple Fulfillment Order Output](#), and the value of the enhancedErrorType property can be ignored.

Order Payment Summaries

Create an OrderPaymentSummary for an OrderSummary. Specify a payment authorization or payments that share the same payment method. In an org with the multicurrency feature enabled, the OrderPaymentSummary inherits the CurrencyIsoCode value from the OrderSummary.

Resource

```
/commerce/order-management/order-payment-summaries
```

Available version

48.0

Requires Chatter

No

HTTP methods

POST

Request body for POST
[Create Order Payment Summary Input](#)
Root XML tag

```
<orderPaymentSummaryInput>
```

JSON examples

```
{
  "orderSummaryId": "10sxx0000000000001",
  "paymentAuthorizationId": "2Dgxx000000000W0001"
}
```

```
{
  "orderSummaryId": "10sxx0000000000001",
  "paymentIds": [
    "0a3xx00000000085AAA",
  ]
}
```

```

    "0a3xx0000000085BBB"
  ]
}

```

Properties

Name	Type	Description	Required or Optional	Available Version
orderSummaryId	String	ID of the OrderSummary.	Required	48.0
paymentAuthorizationId	String	ID of the payment authorization.	Either a payment authorization or at least one payment is required.	48.0
paymentIds	String[]	List of IDs of the payments.	Either a payment authorization or at least one payment is required.	48.0

Response body for POST

- When the HTTP status code indicates success, the response body is a [Create Order Payment Summary Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The output property is a [Create Order Payment Summary Output](#), and the value of the enhancedErrorType property can be ignored.

Order Summaries

Create an OrderSummary based on an order. That order is considered the original order for the OrderSummary. Subsequent change orders that apply to the OrderSummary are also represented as orders. You can specify whether the order is managed in Salesforce Order Management or by an external system. Most Salesforce Order Management APIs can run only on orders that it manages.

Resource

```
/commerce/order-management/order-summaries
```

Available version

48.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[Order Summary Input](#)**Root XML tag**

<orderSummaryInput>

JSON example

```
{
  "orderId": "801xx000003GbTgAAK"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
businessModel	String	The order's business model. It can have one of these values: <ul style="list-style-type: none"> • B2B • B2C 	Optional	53.0
name	String	Specifies an OrderNumber to assign to the order summary.	Optional	50.0
orderId	String	ID of the original order.	Required	48.0
orderLifecycleType	String	Specifies whether the order is managed in Salesforce Order Management or by an external system. It can have one of these values: <ul style="list-style-type: none"> • MANAGED—Managed in Salesforce Order Management. • UNMANAGED—Managed by an external system. If no value is specified, the default is MANAGED .	Optional	49.0
status	String	Specifies a status to assign to the order summary. The value must match one of the picklist values on the Status field of the OrderSummary object.	Optional	50.0

Response body for POST

- When the HTTP status code indicates success, the response body is an [Order Summary Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The `output` property is an [Order Summary Output](#), and the value of the `enhancedErrorType` property can be ignored.

Order Summaries, Create Credit Memo

Create a credit memo to represent the refund for one or more change orders associated with an OrderSummary.

Resource

```
/commerce/order-management/order-summaries/orderSummaryId/actions/create-credit-memo
```

Available version

48.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[Create Credit Memo Input](#)**Root XML tag**

```
<createCreditMemoInput>
```

JSON example

```
{
  "changeOrderIds": [
    "801R0000000EAAkIAO"
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
changeOrderIds	String[]	List of IDs of the change orders.	Required	48.0

Response body for POST

- When the HTTP status code indicates success, the response body is a [Create Credit Memo Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The `output` property is a [Create Credit Memo Output](#), and the value of the `enhancedErrorType` property can be ignored.

Order Summaries, Ensure Funds Async

Ensure funds for an invoice and apply them to it. If needed, capture authorized funds by sending a request to a payment provider. This method inserts a background operation into an asynchronous job queue and returns the ID of that operation so you can track its status. Payment gateway responses appear in the payment gateway log and do not affect the background operation status.

Resource

```
/commerce/order-management/order-summaries/orderSummaryId/async-actions/ensure-funds-async
```

Available version

48.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[Ensure Funds Async Input](#)**Root XML tag**

<ensureFundsAsyncInput>

JSON example

```
{
  "invoiceId": "50gR000000000JNIAy"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
invoiceId	String	ID of the invoice.	Required	48.0

Response body for POST

- When the HTTP status code indicates success, the response body is an [Ensure Funds Async Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The output property is an [Ensure Funds Async Output](#), and the value of the `enhancedErrorType` property can be ignored.

Usage

This method checks the `OrderPaymentSummaries` associated with the specified `OrderSummary` for funds to apply to the invoice balance following this logic:

 **Note:** If multiple `OrderPaymentSummaries` have equal amounts, their order of selection is random.

- Verify that the invoice balance doesn't exceed the total amount of all the `OrderPaymentSummaries`.
- Look for an `OrderPaymentSummary` with a captured amount equal to the invoice balance. If one exists, apply those funds.
- If no exact match was found, identify all `OrderPaymentSummaries` with captured amounts greater than the invoice balance. If any exist, select the smallest one and apply funds from it equal to the invoice balance.
- If no captured amounts greater than the invoice balance were found, traverse the `OrderPaymentSummaries` in order of captured amount, from largest to smallest. Apply each captured amount to the invoice until the invoice balance is zero or all captured funds are applied.
- If the invoice still has a balance, look for an `OrderPaymentSummary` with an authorized amount equal to the remaining invoice balance. If one exists, capture and apply those funds.
- If no exact match was found, identify all `OrderPaymentSummaries` with authorized amounts greater than the invoice balance. If any exist, select the smallest one and apply funds from it equal to the invoice balance.
- If no authorized amounts greater than the invoice balance were found, traverse the `OrderPaymentSummaries` in order of authorized amount, from largest to smallest. Capture and apply funds until the invoice balance is zero.

Order Summaries, Ensure Refunds Async

Ensure refunds for a credit memo or excess funds by sending a request to a payment provider. This method inserts a background operation into an asynchronous job queue and returns the ID of that operation so you can track its status. Payment gateway responses appear in the payment gateway log and do not affect the background operation status.

Resource

```
/commerce/order-management/order-summaries/orderSummaryId/async-actions/ensure-refunds-async
```

Available version

48.0

Requires Chatter

No

HTTP methods

POST

Request body for POST

[Ensure Refunds Async Input](#)

Root XML tag

```
<ensureRefundsAsyncInput>
```

JSON example

```
{
  "creditMemoId": "50gR000000000JN1AY"
}
```

Properties


Name	Type	Description	Required or Optional	Available Version
creditMemoId	String	ID of the credit memo that represents a refund amount.	Optional, but at least one input property is required	48.0
excessFundsAmount	Double	Amount of excess funds to refund.	Optional, but at least one input property is required	49.0

Response body for POST

- When the HTTP status code indicates success, the response body is an [Ensure Refunds Async Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The output property is an [Ensure Refunds Async Output](#), and the value of the `enhancedErrorType` property can be ignored.

Usage

This method checks the `OrderPaymentSummaries` associated with the specified `OrderSummary` for amounts to refund following this logic:

 **Note:** If multiple `OrderPaymentSummaries` have equal amounts, their order of selection is random.

1. If a credit memo is specified, identify OrderPaymentSummaries with captured amounts that were applied to the corresponding invoice.
 - a. Examine those OrderPaymentSummaries. If one has a captured amount matching the credit memo amount, apply the refund to that payment.
 - b. If no exact match was found, look for captured amounts greater than the credit memo amount. If any exist, apply the refund to the smallest one.
 - c. If no greater amounts were found, traverse the OrderPaymentSummaries in order of captured amount, from largest to smallest. Apply the refund to them until it's fully applied.
2. If an excess funds amount is specified, identify OrderPaymentSummaries with captured amounts that weren't applied to any invoice.
 - a. Examine those OrderPaymentSummaries. If one has a captured amount matching the excess funds amount, apply the refund to that payment.
 - b. If no exact match was found, look for captured amounts greater than the excess funds amount. If any exist, apply the refund to the smallest one.
 - c. If no greater amounts were found, traverse the OrderPaymentSummaries in order of captured amount, from largest to smallest. Apply the refund to them until it's fully applied.

Order Summaries, Preview Adjust

Retrieve the expected results of adjusting the price of one or more OrderItemSummaries from an OrderSummary, without actually executing the adjustment. The response data contains the financial changes that would result from submitting the proposed adjustment.

Resource

```
/commerce/order-management/order-summaries/orderSummaryId/actions/adjust-item-preview
```

Available version

49.0

Requires Chatter

No

HTTP methods

POST

Request body for POST

[Adjust Order Item Summary Input](#)

Root XML tag

```
<adjustOrderItemSummaryInput>
```

JSON example

```
{
  "adjustItems": [{
    "reason": "Unknown",
    "amount": 45,
    "appeasementType": "AmountWithoutTax",
    "orderItemSummaryId": "10uxx0000004EXLAA2",
    "description": "foobar"
  }],
}
```

```
"allocatedItemsChangeOrderType": "Disallowed"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
adjustItems	Adjust Item Input []	List of price adjustments to OrderItemSummaries.	Required	49.0
allocatedItemsChangeOrderType	String	<p>Process to use for OrderItemSummary quantities that are currently being fulfilled, defined as <code>QuantityAllocated - QuantityFulfilled</code>. Values are:</p> <ul style="list-style-type: none"> • Disallowed—When distributing the adjustment, ignore any quantities being fulfilled. If an OrderItemSummary's entire quantity is being fulfilled, return an error. This is the default value. • InFulfillment—When distributing the adjustment, include quantities being fulfilled. Create a separate change order for the adjustments made to those quantities. • PreFulfillment—When distributing the adjustment, include quantities being fulfilled. Include the adjustments made to those quantities in the change order for pre-fulfillment quantity adjustments. 	Optional	55.0

Response body for POST

- When the HTTP status code indicates success, the response body is an [Adjust Order Summary Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The `output` property is an [Adjust Order Summary Output](#), and the value of the `enhancedErrorType` property can be ignored.

Order Summaries, Preview Cancel

Retrieve the expected change order values for canceling one or more OrderItemSummaries from an OrderSummary, without actually executing the cancel.

Resource

```
/commerce/order-management/order-summaries/orderSummaryId/actions/preview-cancel
```

Available version

48.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[Change Input](#)**Root XML tag**

<changeInput>

JSON example

```
{
  "changeItems": [
    {
      "orderItemSummaryId": "10uxx0000004FYDAA2",
      "quantity": 1.0,
      "reason": "Wrong Item",
      "shippingReductionFlag": true
    }
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
changeItems	Change Item Input[]	List of changes to OrderItemSummaries.	Required	48.0

Response body for POST

- When the HTTP status code indicates success, the response body is a [Preview Cancel Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The output property is a [Preview Cancel Output](#), and the value of the enhancedErrorType property can be ignored.

Order Summaries, Preview Return

Retrieve the expected change order values for a simple return of one or more OrderItemSummaries from an OrderSummary, without actually executing the return.

Resource

```
/commerce/order-management/order-summaries/orderSummaryId/actions/preview-return
```

Available version

48.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[Change Input](#)**Root XML tag**

<changeInput>

JSON example

```
{
  "changeItems": [
    {
      "orderItemSummaryId": "10uxx0000004FYDAA2",
      "quantity": 1.0,
      "reason": "Wrong Item",
      "shippingReductionFlag": true
    }
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
changeItems	Change Item Input[]	List of changes to OrderItemSummaries.	Required	48.0

Response body for POST

- When the HTTP status code indicates success, the response body is a [Preview Return Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The output property is a [Preview Return Output](#), and the value of the `enhancedErrorType` property can be ignored.

Order Summaries, Submit Adjust

Adjust the price of one or more OrderItemSummaries from an OrderSummary, and create corresponding change orders.

Resource

```
/commerce/order-management/order-summaries/orderSummaryId/actions/adjust-item-submit
```

Available version

49.0

Requires Chatter

No

HTTP methods

POST

Request body for POST

[Adjust Order Item Summary Input](#)

Root XML tag

<adjustOrderItemSummaryInput>

JSON example

```
{
  "adjustItems": [{
    "reason": "Unknown",
    "amount": 45,
    "appeasementType": "AmountWithoutTax",
    "orderItemSummaryId": "10uxx0000004EXLAA2",
    "description": "foobar"
  }],
  "allocatedItemsChangeOrderType": "Disallowed"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
adjustItems	Adjust Item Input []	List of price adjustments to OrderItemSummaries.	Required	49.0
allocatedItemsChangeOrderType	String	Process to use for OrderItemSummary quantities that are currently being fulfilled, defined as QuantityAllocated - QuantityFulfilled. Values are: <ul style="list-style-type: none">Disallowed—When distributing the adjustment, ignore any quantities being fulfilled. If an OrderItemSummary’s entire quantity is being fulfilled, return an error. This is the default value.InFulfillment—When distributing the adjustment, include quantities being fulfilled. Create a separate change order for the adjustments made to those quantities.PreFulfillment—When distributing the adjustment, include quantities being fulfilled. Include the adjustments made to those quantities in the change order for pre-fulfillment quantity adjustments.	Optional	55.0

Response body for POST

- When the HTTP status code indicates success, the response body is an [Adjust Order Summary Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The `output` property is an [Adjust Order Summary Output](#), and the value of the `enhancedErrorType` property can be ignored.

Usage

When a price adjustment is applied to an `OrderItemSummary`, its quantities are considered in three groups:

Pre-fulfillment

`QuantityAvailableToFulfill`, which is equal to `QuantityOrdered` - `QuantityCanceled` - `QuantityAllocated`

In-fulfillment

`QuantityAllocated` - `QuantityFulfilled`

Post-fulfillment

`QuantityAvailableToReturn`, which is equal to `QuantityFulfilled` - `QuantityReturnInitiated`

You can apply adjustments to these groups in three different ways, controlled by the `allocatedItemsChangeOrderType` input property:

- Distribute the adjustment evenly between pre-fulfillment and post-fulfillment quantities. Ignore in-fulfillment quantities. Create one change order for the adjustments to pre-fulfillment quantities and one change order for the adjustments to post-fulfillment quantities.
- Distribute the adjustment evenly between pre-fulfillment, in-fulfillment, and post-fulfillment quantities. Create one change order for the adjustments to both pre-fulfillment and in-fulfillment quantities, and one change order for the adjustments to post-fulfillment quantities.
- Distribute the adjustment evenly between pre-fulfillment, in-fulfillment, and post-fulfillment quantities. Create one change order for the adjustments to pre-fulfillment quantities, one change order for the adjustments to in-fulfillment quantities, and one change order for the adjustments to post-fulfillment quantities.

After submitting a price adjustment, process refunds as appropriate:

- If the discount only applied to `OrderItemSummaries` for which payment has not been captured, it does not require a refund. This situation normally applies to `OrderItemSummaries` in the US that have not been fulfilled.
- If the discount applied to `OrderItemSummaries` that have not been fulfilled and for which payment has been captured, process a refund. In this case, pass the `totalExcessFundsAmount` from the response body to the [Order Summaries, Ensure Refunds Async](#) resource.
- If the discount applied to `OrderItemSummaries` that have been fulfilled, process a refund. Pass the `postFulfillmentChangeOrderId` from the response body to the [Order Summaries, Create Credit Memo](#) resource, then pass the `CreditMemo` to the [Order Summaries, Ensure Refunds Async](#) resource.
- If the discount applied to both fulfilled and unfulfilled `OrderItemSummaries` for which payment has been captured, process both refunds. Pass the `postFulfillmentChangeOrderId` from the response body to the [Order Summaries, Create Credit Memo](#) resource, then pass the credit memo and the `totalExcessFundsAmount` from the response body to the [Order Summaries, Ensure Refunds Async](#) resource.

Order Summaries, Submit Cancel

Cancel one or more `OrderItemSummaries` from an `OrderSummary`, and create a corresponding change order.

Resource

```
/commerce/order-management/order-summaries/orderSummaryId/actions/submit-cancel
```


Available version

48.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[Change Input](#)**Root XML tag**

<changeInput>

JSON example

```
{
  "changeItems": [
    {
      "orderItemSummaryId": "10uxx0000004FYDAA2",
      "quantity": 1.0,
      "reason": "Wrong Item",
      "shippingReductionFlag": true
    }
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
changeItems	Change Item Input[]	List of changes to OrderItemSummaries.	Required	48.0

Response body for POST

- When the HTTP status code indicates success, the response body is a [Submit Cancel Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The output property is a [Submit Cancel Output](#), and the value of the enhancedErrorType property can be ignored.

Order Summaries, Submit Return

Return one or more OrderItemSummaries from an OrderSummary, and create a corresponding change order. This return is a simple return that creates a change order but not a ReturnOrder.

Resource

```
/commerce/order-management/order-summaries/orderSummaryId/actions/submit-return
```

Available version

48.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[Change Input](#)**Root XML tag**

<changeInput>

JSON example

```
{
  "changeItems": [
    {
      "orderItemSummaryId": "10uxx0000004FYDAA2",
      "quantity": 1.0,
      "reason": "Wrong Item",
      "shippingReductionFlag": true
    }
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
changeItems	Change Item Input[]	List of changes to OrderItemSummaries.	Required	48.0

Response body for POST

- When the HTTP status code indicates success, the response body is a [Submit Return Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The output property is a [Submit Return Output](#), and the value of the `enhancedErrorType` property can be ignored.

Usage

After submitting a return, process a refund. Pass the `changeOrderId` from the response body to the [Order Summaries, Create Credit Memo](#) resource, then pass the CreditMemo to the [Order Summaries, Ensure Refunds Async](#) resource.

Return Orders

Create a ReturnOrder and ReturnOrderLineItems for items belonging to an OrderSummary.

Resource

```
/commerce/returns/return-orders
```

Available version

50.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[Return Order Input](#)**Root XML tag**

<returnOrderInput>

JSON example

```
{
  "orderSummaryId": "10sxx0000004EAqCAM",
  "status" : "Submitted",
  "returnOrderLifeCycleType" : "Unmanaged",
  "returnOrderLineItems": [
    {
      "quantityExpected": "1",
      "reasonForReturn": "Not Satisfied",
      "canReduceShipping": false,
      "orderItemSummaryId": "10uxx0000004GKbAAM",
      "quantityReceived": "0"
    }
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
orderSummaryId	String	ID of the OrderSummary containing the items to be returned. The OrderSummary's OrderLifeCycleType must be Managed.	Required	50.0
returnOrderLifeCycleType	String	<p>The LifeCycleType of the ReturnOrder. Possible values are:</p> <ul style="list-style-type: none"> Managed—Process the ReturnOrder using the APIs and actions. It can generate change orders and affects financial fields and rollup calculations. Unmanaged—The ReturnOrder is for tracking purposes only. It isn't involved in any financial calculations and doesn't generate any change orders. The system doesn't prevent the creation of duplicate ReturnOrderLineItems in an unmanaged ReturnOrder for the same OrderItem. 	Required	51.0

Name	Type	Description	Required or Optional	Available Version
returnOrderLineItems	Return Order Line Item Input[]	List of data for creating ReturnOrderLineItems.	At least one element is required	50.0
status	String	Status to assign the ReturnOrder. This value must match an entry in the ReturnOrder object's Status picklist.	Required	50.0

Response body for POST[Return Order Output](#)

Return Orders, Return Items

Process ReturnOrderLineItems belonging to a ReturnOrder. Processing a ReturnOrderLineItem generates a change Order and makes that ReturnOrderLineItem read-only. If a processed ReturnOrderLineItem has any remaining expected quantity, then the API creates a separate ReturnOrderLineItem representing that quantity.

Resource

```
/commerce/returns/return-orders/returnOrderId/actions/return-items
```

Available version

52.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[Return Items Input](#)**Root XML tag**

<returnItemsInput>

JSON example

```
{
  "returnOrderItems": [
    {
      "returnOrderLineItemId": "10uxx0000004GKbAAM",
      "quantityReturned": "1",
      "quantityToCancel": "0",
      "quantityReceived": "1",
      "quantityRejected": "0",
      "reasonForRejection": "N/A"
    }
  ],
  "returnOrderItemDeliveryCharges": [
    {
      "returnOrderLineItemId": "10uxx0000004GKbAAP"
    }
  ]
}
```

```

    ]
  }

```

Properties

Name	Type	Description	Required or Optional	Available Version
returnOrderItem DeliveryCharges	Return Order Item Delivery Charge Input[]	List of ReturnOrderLineItems to return that represent delivery charges.	Optional	52.0
returnOrderItems	Return Order Item Input[]	List of ReturnOrderLineItems to process that represent products, along with data about how to process them.	Required	52.0

Response body for POST[Return Items Output](#)

Routing, Find Routes with Fewest Splits

Returns combinations of inventory locations that can fulfill an order within a specified limit of shipment splits.

Resource

```
/commerce/order-management/routing/actions/find-routes-with-fewest-splits
```

Available version

51.0

Requires Chatter

No

HTTP methods


POST

Request body for POST[Find Routes With Fewest Splits Input](#)**Root XML tag**

<findRoutesWithFewestSplits>

Properties

Name	Type	Description	Required or Optional	Available Version
locationAvailable Inventory	Location Availability Input[]	Each list element represents the available quantity of a product at an inventory location.	At least one element is required	51.0
maximumNumberOf Splits	Integer	The maximum allowable number of shipment splits. Routing options that involve more than this number of splits are not returned.	Optional	51.0

Name	Type	Description	Required or Optional	Available Version
		 Note: Each split represents an additional shipment. Specifying a maximum of 0 returns only locations that can fulfill the entire order in a single shipment. A maximum of 1 returns combinations of locations that can fulfill the order in one or two shipments, and so on.		
ordered Quantities	Quantity With SKU Input[]	Each list element represents a quantity of a product to be routed for fulfillment.	At least one element is required	51.0

Response body for POST

- When the HTTP status code indicates success, the response body is a [Find Routes With Fewest Splits Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The output property is a [Find Routes With Fewest Splits Output](#), and the value of the `enhancedErrorType` property can be ignored.

Routing, Rank By Average Distance

Calculates the average distance from sets of inventory locations to an order recipient, and ranks them. Use this method to compare the average shipping distances for different sets of locations that can fulfill an order.

Resource

```
/commerce/order-management/routing/actions/rank-byaverage-distance
```

Available version

51.0

Requires Chatter

No

HTTP methods

POST

Request body for POST[Rank Average Distance Input](#)**Root XML tag**`<rankAverageDistanceInput>`

Properties

Name	Type	Description	Required or Optional	Available Version
<code>deliveryCountryCode</code>	String	The country code of the order recipient.	Required	51.0
<code>deliveryPostalCode</code>	String	The postal code of the order recipient.	Required	51.0
<code>distanceUnit</code>	String	Specify <i>mi</i> or <i>km</i> to return average distances in miles or kilometers, respectively.		51.0
<code>sortResult</code>	String	Specify <i>ASC</i> or <i>DESC</i> to rank the results by average shipping distance in ascending or descending order, respectively.		51.0
<code>targetLocations</code>	Target Location Input[]	Each element is a set of inventory locations that can combine to fulfill the order.	At least one element is required	51.0

Response body for POST

- When the HTTP status code indicates success, the response body is a [Rank Average Distance Output](#). The response body can still indicate processing errors.
- When the HTTP status code is in the 400 (client error) or 500 (server error) range, the response body is an [Error with Output](#). The `output` property is a [Rank Average Distance Output](#), and the value of the `enhancedErrorType` property can be ignored.

Salesforce Order Management Requests

Salesforce Order Management includes these Chatter Connect API requests.

[Adjust Item Input](#)

A price adjustment to an `OrderItemSummary`. It only supports discounts, not increases.

[Adjust Order Item Summary Input](#)

Price adjustments to `OrderItemSummaries` that together make up a price adjustment to an order, with options for adjusting items in the process of being fulfilled.

[Change Input](#)

A list of changes to `OrderItemSummaries` that make up an order change, such as a cancel or return.

[Change Item Input](#)

Change to an `OrderItemSummary`, such as a return or cancel. You specify whether to prorate the associated shipping charge based on the price change. The `OrderItemSummary` can't be a shipping charge.

[Create Credit Memo Input](#)

A list of change orders used to create a credit memo.

[Create Order Payment Summary Input](#)

An `OrderSummary` for which to create an `OrderPaymentSummary`, with the payment authorization or payments to include in it.

[Ensure Funds Async Input](#)

ID of an invoice to ensure funds for and apply them to.

[Ensure Refunds Async Input](#)

ID of a credit memo to ensure refunds for, an amount of excess funds to refund, or both. At least one is required.

[Find Routes With Fewest Splits Input](#)

Data used to calculate order fulfillment routes involving the fewest number of shipment splits.

[Fulfillment Group Input](#)

A list of OrderItemSummaries to be fulfilled together, and the fulfillment location to handle them. The fulfillment type is one of the values defined for the Type field on the FulfillmentOrder object, such as "Warehouse" or "Retail Store." The specified type is assigned to the FulfillmentOrder for this fulfillment group.

[Fulfillment Order Input](#)

An OrderDeliveryGroupSummary that defines a delivery method and recipient, and a list of fulfillment groups to assign to FulfillmentOrders. Each fulfillment group is a set of OrderItemSummaries that match the OrderDeliveryGroupSummary and share the same fulfillment location. The method creates a FulfillmentOrder for each fulfillment group and a FulfillmentOrderLineItem for each OrderItemSummary.

[Fulfillment Order Invoice Input](#)

Use an empty request body for this input.

[Fulfillment Order Line Item Input](#)

A FulfillmentOrderLineItem and quantity to cancel. You can cancel less than the full quantity, in which case you reallocate the canceled quantity to a different FulfillmentOrder.

[Fulfillment Order Line Items To Cancel Input](#)

A list of FulfillmentOrderLineItems and quantities to cancel.

[Location Availability Input](#)

The available quantity of a product at an inventory location.

[Location Input](#)

Inventory location data used to calculate shipping distance.

[Multiple Fulfillment Order Input](#)

List of inputs for creating fulfillment orders.

[OCI Create Reservation Input](#)

Data to reserve inventory at one or more Omnichannel Inventory locations or location groups.

[OCI Create Reservation Single Input](#)

A quantity of a product and an Omnichannel Inventory location or location group at which to reserve it.

[OCI Fulfill Reservation Input](#)

A list of inventory reservations to fulfill.

[OCI Fulfill Reservation Single Input](#)

An inventory reservation to fulfill.

[OCI Get Inventory Availability Input](#)

Details of a request to retrieve inventory availability.

[OCI Release Reservation Input](#)

Details of one or more inventory reservations to release.

[OCI Release Reservation Single Input](#)

A single inventory reservation to release.

[OCI Transfer Reservation Input](#)

A list of inventory reservation transfers and specifies whether a single failure cancels the entire list.

[OCI Transfer Reservation Single Input](#)

An inventory reservation transfer.

[Order Item Summary Input](#)

An OrderItemSummary and quantity.

[Order Summary Input](#)

An order from which to create an OrderSummary, and whether it is managed in Salesforce Order Management. Optionally, you can specify an OrderNumber or Status.

[Quantity With SKU Input](#)

A quantity of a product.

[Rank Average Distance Input](#)

An order recipient's geographic location and information about sets of inventory locations that can fulfill the order.

[Return Items Input](#)

Data about products and delivery charges to return.

[Return Order Input](#)

Data for creating a ReturnOrder and ReturnOrderLineItems.

[Return Order Item Delivery Charge Input](#)

ID of a ReturnOrderLineItem representing a delivery charge.

[Return Order Item Input](#)

ID of a ReturnOrderLineItem and instructions for updating it. After the update, the ReturnOrderLineItem is read-only. Any remaining quantity to be returned is added to a new ReturnOrderLineItem.

[Return Order Line Item Input](#)

Data for creating a ReturnOrderLineItem.

[Target Location Input](#)

A set of inventory locations that together can fulfill an order.

Adjust Item Input

A price adjustment to an OrderItemSummary. It only supports discounts, not increases.

Root XML tag

```
<adjustItem>
```

JSON example

```
{
  "reason": "Unknown",
  "amount": 45,
  "appeasementType": "AmountWithoutTax",
  "orderItemSummaryId": "10uxx0000004EXLAA2",
  "description": "foobar"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
adjustmentType	String	Describes how the amount is calculated. It can have one of these values: <ul style="list-style-type: none"> AmountWithTax—Value of amount is the adjustment, including tax. AmountWithoutTax—Value of amount is the adjustment, not including tax. Tax is calculated on the value and added. Percentage—Value of amount is a percentage discount. It is divided by 100, and then multiplied by the TotalPrice and TotalTaxAmount of the OrderItemSummary to determine the adjustment amount. 	Required	49.0
amount	Double	Value used to calculate the adjustment amount, as described by the adjustmentType. It must be a negative value.	Required	49.0
description	String	Description of the adjustment.	Optional	49.0
orderItemSummaryId	String	ID of the OrderItemSummary.	Required	49.0
reason	String	Reason for the adjustment. The value must match one of the picklist values on the Reason field of the OrderItemSummaryChange object.	Required	49.0

SEE ALSO:
[Order Summaries, Preview Adjust](#)
[Order Summaries, Submit Adjust](#)

Adjust Order Item Summary Input

Price adjustments to OrderItemSummaries that together make up a price adjustment to an order, with options for adjusting items in the process of being fulfilled.

Root XML tag

```
<adjustOrderItemSummaryInput>
```

JSON example

```
{
  "adjustItems": [{
    "reason": "Unknown",
    "amount": 45,
    "appeasementType": "AmountWithoutTax",
    "orderItemSummaryId": "10uxx0000004EXLAA2",
    "description": "foobar"
  }],
  "allocatedItemsChangeOrderType": "Disallowed"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
adjustItems	Adjust Item Input[]	List of price adjustments to OrderItemSummaries.	Required	49.0
allocatedItems ChangeOrderType	String	<p>Process to use for OrderItemSummary quantities that are currently being fulfilled, defined as <code>QuantityAllocated - QuantityFulfilled</code>. Values are:</p> <ul style="list-style-type: none"> • Disallowed—When distributing the adjustment, ignore any quantities being fulfilled. If an OrderItemSummary's entire quantity is being fulfilled, return an error. This is the default value. • InFulfillment—When distributing the adjustment, include quantities being fulfilled. Create a separate change order for the adjustments made to those quantities. • PreFulfillment—When distributing the adjustment, include quantities being fulfilled. Include the adjustments made to those quantities in the change order for pre-fulfillment quantity adjustments. 	Optional	55.0

SEE ALSO:

[Order Summaries, Preview Adjust](#)

[Order Summaries, Submit Adjust](#)

Change Input

A list of changes to OrderItemSummaries that make up an order change, such as a cancel or return.

Root XML tag

```
<changeInput>
```

JSON example

```
{
  "changeItems": [
    {
      "orderItemSummaryId": "10uxx0000004FYDAA2",
      "quantity": 1.0,
      "reason": "Wrong Item",
      "shippingReductionFlag": true
    }
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
changeItems	Change Item Input []	List of changes to OrderItemSummaries.	Required	48.0

SEE ALSO:

[Order Summaries, Preview Cancel](#)

[Order Summaries, Preview Return](#)

[Order Summaries, Submit Cancel](#)

[Order Summaries, Submit Return](#)

Change Item Input

Change to an OrderItemSummary, such as a return or cancel. You specify whether to prorate the associated shipping charge based on the price change. The OrderItemSummary can't be a shipping charge.

Root XML tag

```
<changeItem>
```

JSON example

```
{
  "orderItemSummaryId": "10uxx0000004FYDAA2",
  "quantity": 1.0,
  "reason": "Wrong Item",
  "shippingReductionFlag": true
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
orderItemSummaryId	String	ID of the OrderItemSummary.	Required	48.0
quantity	Double	Quantity to change. Use a positive value. For example, a value of 2 means "cancel or return 2 units."	Required	48.0
reason	String	Reason for the change. The value must match one of the picklist values on the Reason field of the OrderItemSummaryChange object.	Required	48.0
shippingReductionFlag	Boolean	Specifies whether to prorate the shipping charge.	Required	48.0

SEE ALSO:

[Order Summaries, Preview Cancel](#)

[Order Summaries, Preview Return](#)

[Order Summaries, Submit Cancel](#)

[Order Summaries, Submit Return](#)

[Change Input](#)

Create Credit Memo Input

A list of change orders used to create a credit memo.

Root XML tag

```
<createCreditMemoInput>
```

JSON example

```
{
  "changeOrderIds": [
    "801R0000000EAAkIAO"
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
changeOrderIds	String[]	List of IDs of the change orders.	Required	48.0

SEE ALSO:

[Order Summaries](#), [Create Credit Memo](#)

Create Order Payment Summary Input

An OrderSummary for which to create an OrderPaymentSummary, with the payment authorization or payments to include in it.

Root XML tag

```
<orderPaymentSummaryInput>
```

JSON examples

```
{
  "orderSummaryId": "10sxx000000000000001",
  "paymentAuthorizationId": "2Dgxx000000000W0001"
}
```

```
{
  "orderSummaryId": "10sxx000000000000001",
  "paymentIds": [
    "0a3xx00000000085AAA",
    "0a3xx00000000085BBB"
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
orderSummaryId	String	ID of the OrderSummary.	Required	48.0
paymentAuthorizationId	String	ID of the payment authorization.	Either a payment authorization or at least one payment is required.	48.0
paymentIds	String[]	List of IDs of the payments.	Either a payment authorization or at least one payment is required.	48.0

SEE ALSO:

[Order Payment Summaries](#)

Ensure Funds Async Input

ID of an invoice to ensure funds for and apply them to.

Root XML tag

```
<ensureFundsAsyncInput>
```

JSON example

```
{
  "invoiceId": "50gR000000000JNIAIY"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
invoiceId	String	ID of the invoice.	Required	48.0

SEE ALSO:

[Order Summaries, Ensure Funds Async](#)

Ensure Refunds Async Input

ID of a credit memo to ensure refunds for, an amount of excess funds to refund, or both. At least one is required.

Root XML tag

```
<ensureRefundsAsyncInput>
```

JSON example

```
{
  "creditMemoId": "50gR000000000JNIAIY"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
creditMemoId	String	ID of the credit memo that represents a refund amount.	Optional, but at least one input property is required	48.0
excessFundsAmount	Double	Amount of excess funds to refund.	Optional, but at least one input property is required	49.0

SEE ALSO:

[Order Summaries, Ensure Refunds Async](#)

Find Routes With Fewest Splits Input

Data used to calculate order fulfillment routes involving the fewest number of shipment splits.

Root XML tag

```
<findRoutesWithFewestSplits>
```

Properties

Name	Type	Description	Required or Optional	Available Version
locationAvailable Inventory	Location Availability Input[]	Each list element represents the available quantity of a product at an inventory location.	At least one element is required	51.0
maximumNumberOf Splits	Integer	The maximum allowable number of shipment splits. Routing options that involve more than this number of splits are not returned.  Note: Each split represents an additional shipment. Specifying a maximum of 0 returns only locations that can fulfill the entire order in a single shipment. A maximum of 1 returns combinations of locations that can fulfill the order in one or two shipments, and so on.	Optional	51.0
ordered Quantities	Quantity With SKU Input[]	Each list element represents a quantity of a product to be routed for fulfillment.	At least one element is required	51.0

Fulfillment Group Input

A list of OrderItemSummaries to be fulfilled together, and the fulfillment location to handle them. The fulfillment type is one of the values defined for the Type field on the FulfillmentOrder object, such as "Warehouse" or "Retail Store." The specified type is assigned to the FulfillmentOrder for this fulfillment group.

Root XML tag

```
<fulfillmentGroup>
```

JSON example

```
{
  "fulfilledFromLocationId": "131xx00000000W0001",
  "fulfillmentType": "warehouse",
  "orderItemSummaries": [
    {
      "orderItemSummaryId": "10uxx00000000W0001",
      "quantity": 3
    },
  ],
}
```



```
    {
      "orderItemSummaryId": "10uxx00000000W0002",
      "quantity": 1
    }
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
fulfilledFromLocationId	String	ID of the fulfillment location.	Required	48.0
fulfillmentType	String	Fulfillment type. One of the Type field values defined for FulfillmentOrders.	Required	48.0
orderItemSummaries	Order Item Summary Input[]	List of OrderItemSummaries.	Required	48.0
referenceId	String	Reference to this input for use in troubleshooting failures. This value is only used by the APIs for creating fulfillment orders for multiple order delivery group summaries.	Optional	50.0

SEE ALSO:

[Fulfillment Orders](#)

[Fulfillment Order Input](#)

Fulfillment Order Input

An OrderDeliveryGroupSummary that defines a delivery method and recipient, and a list of fulfillment groups to assign to FulfillmentOrders. Each fulfillment group is a set of OrderItemSummaries that match the OrderDeliveryGroupSummary and share the same fulfillment location. The method creates a FulfillmentOrder for each fulfillment group and a FulfillmentOrderLineItem for each OrderItemSummary.

Root XML tag

```
<fulfillmentOrderInput>
```

JSON example

```
{
  "orderSummaryId": "10sxx0000000000001",
  "orderDeliveryGroupSummaryId": "2Dgxx00000000W0001",
  "fulfillmentGroups": [
    {
      "fulfilledFromLocationId": "131xx00000000W0001",
      "fulfillmentType": "warehouse",
      "orderItemSummaries": [
        {
          "orderItemSummaryId": "10uxx00000000W0001",
          "quantity": 3
        }
      ]
    }
  ]
}
```

```

    },
    {
      "orderItemSummaryId": "10uxx00000000W0002",
      "quantity": 1
    }
  ]
}
]
}

```

Properties

Name	Type	Description	Required or Optional	Available Version
fulfillmentGroups	Fulfillment Group Input[]	List of fulfillment groups that specify the OrderItemSummaries and fulfillment locations.	Required	48.0
orderDeliveryGroupSummaryId	String	ID of the OrderDeliveryGroupSummary.	Required	48.0
orderSummaryId	String	ID of the OrderSummary.	Required	48.0

SEE ALSO:

[Fulfillment Orders](#)

Fulfillment Order Invoice Input

Use an empty request body for this input.

Root XML tag

<fulfillmentOrderInvoiceInput>

JSON example

```

{
}

```

Properties

None.

SEE ALSO:

[Fulfillment Orders, Create Invoice](#)

Fulfillment Order Line Item Input

A FulfillmentOrderLineItem and quantity to cancel. You can cancel less than the full quantity, in which case you reallocate the canceled quantity to a different FulfillmentOrder.

Root XML tag

<fulfillmentOrderLineItem>

JSON example

```
{
  "fulfillmentOrderLineItemId" : "0a4xx00000000W0001",
  "quantity":1
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
fulfillmentOrderLineItemId	String	ID of the FulfillmentOrderLineItem.	Required	48.0
quantity	Double	Quantity to cancel.	Required	48.0

SEE ALSO:[Fulfillment Orders, Cancel Item](#)[Fulfillment Order Line Items To Cancel Input](#)

Fulfillment Order Line Items To Cancel Input

A list of FulfillmentOrderLineItems and quantities to cancel.

Root XML tag

```
<fulfillmentOrderLineItemsToCancelInput>
```

JSON example

```
{
  "fulfillmentOrderLineItemsToCancel" : [
    {
      "fulfillmentOrderLineItemId" : "0a4xx00000000W0001",
      "quantity":1
    },
    {
      "fulfillmentOrderLineItemId" : "0a4xx00000000W0002",
      "quantity":2
    }
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
fulfillmentOrderLineItemsToCancel	Fulfillment Order Line Item Input[]	List of FulfillmentOrderLineItems and quantities.	Required	48.0

SEE ALSO:

[Fulfillment Orders, Cancel Item](#)

Location Availability Input

The available quantity of a product at an inventory location.

Root XML tag

```
<locationAvailabilityInput>
```

Properties

Name	Type	Description	Required or Optional	Available Version
externalReferenceId	String	The external reference ID of the inventory location.	Optional	51.0
quantity	Double	The available quantity of the product.	Required	51.0
stockKeepingUnit	String	The Stock Keeping Unit of the product.	Required	51.0

Location Input

Inventory location data used to calculate shipping distance.

Root XML tag

```
<locationInput>
```

Properties

Name	Type	Description	Required or Optional	Available Version
countryCode	String	The country code of the location.	Required	51.0
locationIdentifier	String	The identifier of the location.	Required	51.0
postalCode	String	The postal code of the location.	Required	51.0

Multiple Fulfillment Order Input

List of inputs for creating fulfillment orders.

Root XML tag

```
<multipleFulfillmentOrderInput>
```

Properties

Name	Type	Description	Required or Optional	Available Version
fulfillmentOrders	Fulfillment Order Input[]	Each element contains the data to create one fulfillment order.	Required	50.0

OCI Create Reservation Input

Data to reserve inventory at one or more Omnichannel Inventory locations or location groups.

Root XML tag

```
<ociCreateReservationInput>
```

Properties

Name	Type	Description	Required or Optional	Available Version
actionRequestId	String	A UUID that identifies the request. Use the action request IDs in response data to identify which requests succeeded or failed.	Required	51.0
allowPartialReservations	Boolean	When true, if the system can't create the entire reservation, then it attempts to create a partial reservation.	Optional	51.0
createRecords	OCI Create Reservation Single Input[]	A list of product quantities and locations or location groups.	At least one element is required	51.0
expirationSeconds	Integer	A length of time in seconds. If the reservation isn't fulfilled within this amount of time after the <code>reservationTime</code> , then it expires. The maximum value is 14400.	Optional	51.0
externalRefId	String	External reference ID.	Optional	51.0
reservationTime	String	The time at which to record the reservation. Example: 2020-07-24T21:13:00Z	Optional	51.0

OCI Create Reservation Single Input

A quantity of a product and an Omnichannel Inventory location or location group at which to reserve it.

Root XML tag

```
<ociCreateReservationSingle>
```

Properties

Name	Type	Description	Required or Optional	Available Version
locationGroupIdentifier	String	Identifier of the location group at which to reserve inventory.	Either <code>locationGroupIdentifier</code> or <code>locationIdentifier</code> is required, but not both	51.0
locationIdentifier	String	Identifier of the location at which to reserve inventory.	Either <code>locationGroupIdentifier</code> or <code>locationIdentifier</code> is required, but not both	51.0
quantity	Double	The quantity of the product to reserve.	Required	51.0
stockKeepingUnit	String	The SKU of the product to reserve.	Required	51.0

OCI Fulfill Reservation Input

A list of inventory reservations to fulfill.

Root XML tag

```
<ociFulfillReservationInput>
```

Properties

Name	Type	Description	Required or Optional	Available Version
fulfillmentRecords	OCI Fulfill Reservation Single Input[]	A list of inventory reservations.	At least one element is required.	51.0

OCI Fulfill Reservation Single Input

An inventory reservation to fulfill.

Root XML tag

```
<ociFulfillReservationSingle>
```

Properties

Name	Type	Description	Required or Optional	Available Version
actionRequestId	String	A UUID that identifies the request. Use the action request IDs in response data to identify which requests succeeded or failed.	Required	51.0
externalRefId	String	The external reference ID of the location that's fulfilling the reservation.	Optional	51.0
locationIdentifier	String	The identifier of the location that's fulfilling the reservation.	Required	51.0
quantity	Double	The quantity being fulfilled.	Required	51.0
stockKeepingUnit	String	The SKU of the product being fulfilled.	Required	51.0

OCI Get Inventory Availability Input

Details of a request to retrieve inventory availability.

Root XML tag

```
<ociGetInventoryInput>
```

Properties

Name	Type	Description	Required or Optional	Available Version
locationGroupIdentifier	String	The External Reference of a location group to retrieve inventory availability data for. Specifying this value retrieves inventory data for all locations belonging to this group.	Optional; can't combine with locationGroupIdentifiers or locationIdentifiers	51.0
locationGroupIdentifiers	String[]	A list of up to 100 External References of location groups to retrieve inventory availability data for.	Optional; can't combine with locationGroupIdentifier or locationIdentifiers	51.0
locationIdentifiers	String[]	A list of up to 100 External References of locations to retrieve inventory availability data for.	Optional; can't combine with locationGroupIdentifier or locationGroupIdentifiers	51.0

Name	Type	Description	Required or Optional	Available Version
stockKeepingUnit	String	The SKU of a product to retrieve inventory availability data for. Specifying a SKU with no locations or location groups returns availability data for that SKU at all inventory locations that are not assigned to location groups.	Optional; can't combine with <code>stockKeepingUnits</code>	51.0
stockKeepingUnits	String[]	A list of up to 100 SKUs of products to retrieve inventory availability data for.	Optional; can't combine with <code>stockKeepingUnit</code>	51.0
useCache	Boolean	Whether to fetch the inventory data from the cache. Default value is .	Optional	51.0

OCI Release Reservation Input

Details of one or more inventory reservations to release.

Root XML tag

```
<ociReleaseReservationInput>
```

Properties

Name	Type	Description	Required or Optional	Available Version
releaseRecords	OCI Release Reservation Single Input []	List of inventory reservations to release.	At least one element is required.	51.0

OCI Release Reservation Single Input

A single inventory reservation to release.

Root XML tag

```
<ociReleaseReservationSingle>
```

Properties

Name	Type	Description	Required or Optional	Available Version
actionRequestId	String	A UUID that identifies the request. Use the action request IDs in response data to identify which requests succeeded or failed.	Required	51.0
externalRefId	String	The external reference ID of the location or location group that has the reservation.	Optional	51.0

Name	Type	Description	Required or Optional	Available Version
locationGroupIdentifier	String	The identifier of the location group that has the reservation.	The identifier for a location or location group, but not both, is required.	51.0
locationIdentifier	String	The identifier of the location that has the reservation.	The identifier for a location or location group, but not both, is required.	51.0
quantity	Double	The quantity of reserved inventory to release.	Required	51.0
stockKeepingUnit	String	The SKU of the product to release.	Required	51.0

OCI Transfer Reservation Input

A list of inventory reservation transfers and specifies whether a single failure cancels the entire list.

Root XML tag

```
<ociTransferReservationInput>
```

Properties

Name	Type	Description	Required or Optional	Available Version
allowNothingTransferred	String	Controls whether a single failed transfer cancels all other transfers in the <code>transferRecords</code> list. <ul style="list-style-type: none"> To allow some transfers in the <code>transferRecords</code> list to succeed when others fail, don't include this property. To cancel all the transfers in the <code>transferRecords</code> list when any of them fail, set this property to a UUID. The ID must be unique, but isn't otherwise used in this version. 	Optional	51.0
transferRecords	OCI Transfer Reservation Single Input[]	A list of inventory reservation transfers.	At least one element is required.	51.0

OCI Transfer Reservation Single Input

An inventory reservation transfer.

Root XML tag`<ociTransferReservationSingle>`**Properties**

Name	Type	Description	Required or Optional	Available Version
actionRequestId	String	A UUID that identifies the request. Use the action request IDs in response data to identify which requests succeeded or failed.	Required	51.0
externalRefId	String	The external reference ID of the location receiving the transfer.	Optional	51.0
fromLocationGroupIdentifier	String	The identifier of the location group sending the reservation.	The identifier for a sending location or location group, but not both, is required	51.0
fromLocationIdentifier	String	The identifier of the location sending the reservation.	The identifier for a sending location or location group, but not both, is required	51.0
ignoreAvailabilityCheck	Boolean	If true, force the transfer even if the receiving location doesn't have sufficient available inventory. The default value is false.	Optional	52.0
quantity	Double	The quantity of inventory being transferred.	Required	51.0
stockKeepingUnit	String	The SKU of the product being transferred.	Required	51.0
toLocationGroupIdentifier	String	The identifier of the location group receiving the reservation.	The identifier for a receiving location or location group, but not both, is required	51.0
toLocationIdentifier	String	The identifier of the location receiving the reservation.	The identifier for a receiving location or location group, but not both, is required	51.0

Order Item Summary Input

An OrderItemSummary and quantity.

Root XML tag`<orderItemSummary>`

JSON example

```
{
  "orderItemSummaryId": "10uxx00000000W0001",
  "quantity": 3
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
orderItemSummaryId	String	ID of the OrderItemSummary.	Required	48.0
quantity	Double	Quantity to include.	Required	48.0

SEE ALSO:[Fulfillment Orders](#)[Fulfillment Order Input](#)[Fulfillment Group Input](#)

Order Summary Input

An order from which to create an OrderSummary, and whether it is managed in Salesforce Order Management. Optionally, you can specify an OrderNumber or Status.

Root XML tag

```
<orderSummaryInput>
```

JSON example

```
{
  "orderId": "801xx000003GbTgAAK"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
businessModel	String	The order's business model. It can have one of these values: <ul style="list-style-type: none">• B2B• B2C	Optional	53.0
name	String	Specifies an OrderNumber to assign to the order summary.	Optional	50.0
orderId	String	ID of the original order.	Required	48.0

Name	Type	Description	Required or Optional	Available Version
<code>orderLifeCycleType</code>	String	Specifies whether the order is managed in Salesforce Order Management or by an external system. It can have one of these values: <ul style="list-style-type: none"> MANAGED—Managed in Salesforce Order Management. UNMANAGED—Managed by an external system. If no value is specified, the default is MANAGED.	Optional	49.0
<code>status</code>	String	Specifies a status to assign to the order summary. The value must match one of the picklist values on the Status field of the OrderSummary object.	Optional	50.0

SEE ALSO:

[Order Summaries](#)

Quantity With SKU Input

A quantity of a product.

Root XML tag

<quantityWithSkuInput>

Properties

Name	Type	Description	Required or Optional	Available Version
<code>quantity</code>	Double	Quantity of the product.	Required	51.0
<code>stockKeepingUnit</code>	String	SKU of the product.	Required	51.0

Rank Average Distance Input

An order recipient's geographic location and information about sets of inventory locations that can fulfill the order.

Root XML tag

<rankAverageDistanceInput>

Properties

Name	Type	Description	Required or Optional	Available Version
deliveryCountryCode	String	The country code of the order recipient.	Required	51.0
deliveryPostalCode	String	The postal code of the order recipient.	Required	51.0
distanceUnit	String	Specify <i>mi</i> or <i>km</i> to return average distances in miles or kilometers, respectively.		51.0
sortResult	String	Specify <i>ASC</i> or <i>DESC</i> to rank the results by average shipping distance in ascending or descending order, respectively.		51.0
targetLocations	Target Location Input[]	Each element is a set of inventory locations that can combine to fulfill the order.	At least one element is required	51.0

Return Items Input

Data about products and delivery charges to return.

Root XML tag

```
<returnItemsInput>
```

JSON example

```
{
  "returnOrderItems": [
    {
      "returnOrderLineItemId": "10uxx0000004GKbAAM",
      "quantityReturned": "1",
      "quantityToCancel": "0",
      "quantityReceived": "1",
      "quantityRejected": "0",
      "reasonForRejection": "N/A"
    }
  ],
  "returnOrderItemDeliveryCharges": [
    {
      "returnOrderLineItemId": "10uxx0000004GKbAAP"
    }
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
returnOrderItem DeliveryCharges	Return Order Item Delivery Charge Input[]	List of ReturnOrderLineItems to return that represent delivery charges.	Optional	52.0
returnOrderItems	Return Order Item Input[]	List of ReturnOrderLineItems to process that represent products, along with data about how to process them.	Required	52.0

Return Order Input

Data for creating a ReturnOrder and ReturnOrderLineItems.

Root XML tag

```
<returnOrderInput>
```

JSON example

```
{
  "orderSummaryId": "10sxx0000004EAqCAM",
  "status" : "Submitted",
  "returnOrderLifeCycleType" : "Unmanaged",
  "returnOrderLineItems": [
    {
      "quantityExpected": "1",
      "reasonForReturn": "Not Satisfied",
      "canReduceShipping": false,
      "orderItemSummaryId": "10uxx0000004GKbAAM",
      "quantityReceived": "0"
    }
  ]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
orderSummaryId	String	ID of the OrderSummary containing the items to be returned. The OrderSummary's OrderLifeCycleType must be Managed.	Required	50.0
returnOrder LifeCycleType	String	The LifeCycleType of the ReturnOrder. Possible values are: <ul style="list-style-type: none"> Managed—Process the ReturnOrder using the APIs and actions. It can generate change orders and affects financial fields and rollup calculations. 	Required	51.0

Name	Type	Description	Required or Optional	Available Version
		<ul style="list-style-type: none"> Unmanaged—The ReturnOrder is for tracking purposes only. It isn't involved in any financial calculations and doesn't generate any change orders. The system doesn't prevent the creation of duplicate ReturnOrderLineItems in an unmanaged ReturnOrder for the same OrderItem. 		
returnOrderLineItems	Return Order Line Item Input[]	List of data for creating ReturnOrderLineItems.	At least one element is required	50.0
status	String	Status to assign the ReturnOrder. This value must match an entry in the ReturnOrder object's Status picklist.	Required	50.0

Return Order Item Delivery Charge Input

ID of a ReturnOrderLineItem representing a delivery charge.

Root XML tag

```
<returnOrderItemDeliveryCharge>
```

JSON example

```
{
  "returnOrderLineItemId": "10uxx0000004GKbAAP"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
returnOrderLineItemId	String	ID of a ReturnOrderLineItem to return.	Required	52.0

Return Order Item Input

ID of a ReturnOrderLineItem and instructions for updating it. After the update, the ReturnOrderLineItem is read-only. Any remaining quantity to be returned is added to a new ReturnOrderLineItem.

Root XML tag

```
<returnOrderItem>
```

JSON example

```
{
```

```

"returnOrderLineItemId": "10uxx0000004GKbAAM",
"quantityReturned": "1",
"quantityToCancel": "0",
"quantityReceived": "1",
"quantityRejected": "0",
"reasonForRejection": "N/A"
}

```

Properties

Name	Type	Description	Required or Optional	Available Version
quantityReceived	Double	The quantity of the ReturnOrderLineItem that has been received. The value must be zero or greater. This value isn't used by any standard features, but is provided for use in customizations.	Required	52.0
quantityRejected	Double	The quantity of the ReturnOrderLineItem that has been rejected for return. The value must be zero or greater. This value isn't used by any standard features, but is provided for use in customizations.	Required	52.0
quantityReturned	Double	The quantity of the ReturnOrderLineItem that has been returned. The value must be greater than zero. If this value plus quantityToCancel is less than the expected return quantity, then the remaining quantity to be returned is added to a new ReturnOrderLineItem.	Required	52.0
quantityToCancel	Double	The quantity of the ReturnOrderLineItem to remove because it's not being returned. The value must be zero or greater. If this value plus quantityReturned is less than the expected return quantity, then the remaining quantity to be returned is added to a new ReturnOrderLineItem.	Required	52.0
reasonForRejection	String	The reason why the rejected quantity, if any, was rejected. This value isn't used by any standard features, but is provided for use in customizations.	Optional	52.0
returnOrderLineItemId	String	The ID of the ReturnOrderLineItem.	Required	52.0

Return Order Line Item Input

Data for creating a ReturnOrderLineItem.

Root XML tag

```
<returnOrderLineItem>
```

JSON example

```
{
  "quantityExpected": "1",
  "reasonForReturn": "Not Satisfied",
  "canReduceShipping": false,
  "orderItemSummaryId": "10uxx0000004GKbAAM",
  "quantityReceived": "0"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
canReduceShipping	Boolean	Whether the associated shipping charge can be refunded.	Required	50.0
orderItemSummaryId	String	ID of the associated OrderItemSummary. If the OrderItemSummary already has an associated ReturnOrderLineItem, then you must specify a different reasonForReturn. Duplicating the reason breaks the financial calculations.	Required	50.0
quantityExpected	Double	Quantity expected to be returned.	Required	50.0
quantityReceived	Double	Quantity already physically returned.	Optional	50.0
reasonForReturn	String	Reason for the return. The value must match an entry in the ReturnOrderLineItem object's ReasonForReturn picklist.	Optional	50.0

Target Location Input

A set of inventory locations that together can fulfill an order.

Root XML tag

```
<targetLocationInput>
```

Properties

Name	Type	Description	Required or Optional	Available Version
locations	Location Input[]	A list of locations with information about their country and postal codes.	Required	51.0

Salesforce Order Management Responses

Salesforce Order Management includes these Chatter Connect API responses.

[Adjust Order Summary Output](#)

Output representation of the financial changes for an adjust items action. For a preview action, these values are the expected output. For a submit action, these values are the actual output.

[Available Location Output](#)

A set of inventory locations that can combine to fulfill an order.

[Average Distance Result Output](#)

Wraps inventory location shipping distance calculation results.

[Change Item Output](#)

The financial changes resulting from a change to one or more OrderItemSummaries. Most of the values represent the deltas of the values on the associated OrderSummary. The sign of each value is the opposite of the corresponding value on a change order record. For example, a discount is a positive value here and a negative value on a change order record.

[Create Credit Memo Output](#)

ID of a created Credit Memo.

[Create Order Payment Summary Output](#)

ID of the created Order Payment Summary.

[Distance Calculation Output](#)

Shipping distance data for a set of inventory locations.

[Ensure Funds Async Output](#)

ID of the asynchronous background operation. This output only includes the operation ID, regardless of whether a call is made to an external payment gateway. It doesn't include any errors from the operation.

[Ensure Refunds Async Output](#)

ID of the asynchronous background operation. This output only includes the operation ID, regardless of whether a call is made to an external payment gateway. It doesn't include any errors from the operation.

[Error Response Output](#)

Error response representation

[Error with Output](#)

Contains extra information about errors. In rare cases, an error message isn't enough to describe the reason for a failure. For example, when a conflicting precondition exists, the error result can include the information about the cause of the conflict.

[Find Routes With Fewest Splits Output](#)

A list of inventory location combinations that can fulfill an order without exceeding the maximum number of shipments.

[Fulfillment Group Output](#)

Information about one FulfillmentOrder from a request to create fulfillment orders from multiple OrderDeliveryGroupSummaries. If the FulfillmentOrder was created, then its ID is returned. If it failed, then data from the input is returned so you can resubmit it.

[Fulfillment Order Cancel Line Items Output](#)

Wraps the base output.

[Fulfillment Order Invoice Output](#)

ID of the created invoice.

[Fulfillment Order Output](#)

A list of IDs of the created FulfillmentOrders.

[Location Output](#)

An inventory location's distance to an order recipient.

[Multiple Fulfillment Order Output](#)

List of responses for the individual FulfillmentOrder creation attempts from a create multiple fulfillment orders request.

[OCI Create Reservation Error Output](#)

Error returned from an attempt to create an Omnichannel Inventory reservation.

[OCI Create Reservation Output](#)

Result of an Omnichannel Inventory reservation creation request.

[OCI Create Reservation Single Output](#)

Details of an inventory reservation for one product.

[OCI Fulfill Reservation Error Output](#)

Response to a request to fulfill one inventory reservation.

[OCI Fulfill Reservation Output](#)

Response to a request to fulfill one or more inventory reservations.

[OCI Fulfill Reservation Single Output](#)

Details of a single fulfilled reservation.

[OCI Future Inventory Output](#)

An expected future inventory restock.

[OCI Get Inventory Availability Output](#)

Response to a request for inventory availability data.

[OCI Inventory Record Output](#)

Inventory availability data for a product.

[OCI Location Availability Output](#)

Output representation of one location's inventory availability

[OCI Location Group Availability Output](#)

A set of inventory availability data for one inventory location group.

[OCI Publish Location Structure Output](#)

Response to a publish location structure request.

[OCI Publish Location Structure Status Output](#)

Detailed status of a publish location structure job.

[OCI Release Reservation Error Output](#)

Response to a request to release one inventory reservation.

[OCI Release Reservation Output](#)

Response to a request to release one or more inventory reservations.

[OCI Release Reservation Single Output](#)

Details of a single released reservation.

[OCI Transfer Reservation Error Output](#)

Response to a request to fulfill one inventory reservation.

[OCI Transfer Reservation Output](#)

Response to a request to transfer one or more inventory reservations.

[OCI Transfer Reservation Single Output](#)

Details of a single transferred reservation.

[OCI Upload Inventory Availability Output](#)

Response to an upload inventory availability job.

[OCI Upload Inventory Availability Status Output](#)

Detailed status of an upload inventory availability job.

[Order Item Summary Output](#)

Details of an OrderItemSummary from a failed FulfillmentOrder in a create multiple fulfillment orders request.

[Order Summary Output](#)

ID of the created Order Summary.

[Preview Cancel Output](#)

Expected financial values for a proposed cancel action.

[Preview Return Output](#)

Expected financial values for a proposed return action.

[Rank Average Distance Output](#)

The results of calculating the average distances from sets of inventory locations to an order recipient.

[Return Items Output](#)

Output of Return Items. Includes the ID of the generated change order, plus information about any ReturnOrderLineItems that were created to represent remaining return quantities.

[Return Order Item Split Line Output](#)

After a change order is created for a ReturnOrderLineItem, that ReturnOrderLineItem is read-only. If the Return Items API is used to return a partial quantity, it creates a new “split” ReturnOrderLineItem to hold the remaining quantity to be returned. In that case, it returns this output property, which contains the IDs of the original and split ReturnOrderLineItems.

[Return Order Output](#)

Output representation of the created Return Order.

[Submit Cancel Output](#)

ID of the change order created for a cancel action, and a set of its financial values.

[Submit Return Output](#)

ID of the change order created for a return action, and a set of its financial values.

Adjust Order Summary Output

Output representation of the financial changes for an adjust items action. For a preview action, these values are the expected output. For a submit action, these values are the actual output.

Property Name	Type	Description	Filter Group and Version	Available Version
changeBalances	Change Item Output	Expected (for preview) or actual (for submit) financial values for the price adjustment action. Most of the values match the change	Big, 49.0	49.0

Property Name	Type	Description	Filter Group and Version	Available Version
		order values. If two change orders are returned, then these values combine them. The sign of a value in this output is the opposite of the corresponding value on a change order record. For example, a discount is a positive value in <code>changeBalances</code> and a negative value on a change order record.		
<code>inFulfillmentChangeOrderId</code>	String	ID of the change Order that holds the financial changes applicable to <code>OrderItemSummary</code> quantities that are in the process of being fulfilled. This change Order is only created for a request that specified an <code>allocatedItemsChangeOrderType</code> of <code>InFulfillment</code> . For an <code>adjustPreview</code> call, this value is always null.	Big, 55.0	55.0
<code>errors</code>	Error Response Output[]	Any errors that were returned.	Big, 49.0	49.0
<code>orderSummaryId</code>	String	ID of the <code>OrderSummary</code> .	Big, 49.0	49.0
<code>postFulfillmentChangeOrderId</code>	String	ID of the change Order that holds the financial changes applicable to <code>OrderItemSummary</code> quantities that have been fulfilled. For an <code>adjustPreview</code> call, this value is always null.	Big, 49.0	49.0
<code>preFulfillmentChangeOrderId</code>	String	ID of the change Order that holds the financial changes applicable to <code>OrderItemSummary</code> quantities that have not been fulfilled. If the request specified an <code>allocatedItemsChangeOrderType</code> of <code>PreFulfillment</code> , this change Order also includes the changes applicable to <code>OrderItemSummary</code> quantities that are in the process of being fulfilled. For an <code>adjustPreview</code> call, this value is always null.	Big, 49.0	49.0
<code>success</code>	Boolean	Indicates whether the transaction was successful.	Big, 49.0	49.0

SEE ALSO:

[Order Summaries, Preview Adjust](#)[Order Summaries, Submit Adjust](#)

Available Location Output

A set of inventory locations that can combine to fulfill an order.

Property Name	Type	Description	Filter Group and Version	Available Version
locations	String[]	A list of inventory locations.	Big, 51.0	51.0

Average Distance Result Output

Wraps inventory location shipping distance calculation results.

Property Name	Type	Description	Filter Group and Version	Available Version
distanceCalculation	Distance Calculation Output	Results of the shipping distance calculations.	Big, 51.0	51.0

Change Item Output

The financial changes resulting from a change to one or more OrderItemSummaries. Most of the values represent the deltas of the values on the associated OrderSummary. The sign of each value is the opposite of the corresponding value on a change order record. For example, a discount is a positive value here and a negative value on a change order record.

Property Name	Type	Description	Filter Group and Version	Available Version
grandTotalAmount	Double	Change to the GrandTotalAmount field.	Big, 48.0	48.0
totalAdjDeliveryAmtWithTax	Double	Change to the TotalAdjDeliveryAmtWithTax field.	Big, 49.0	49.0
totalAdjDistAmountWithTax	Double	Change to the TotalAdjDistAmountWithTax field.	Big, 49.0	49.0
totalAdjProductAmtWithTax	Double	Change to the TotalAdjProductAmtWithTax field.	Big, 49.0	49.0
totalAdjustedDeliveryAmount	Double	Change to the TotalAdjustedDeliveryAmount field.	Big, 48.0	48.0
totalAdjustedDeliveryTaxAmount	Double	Change to the TotalAdjustedDeliveryTaxAmount field.	Big, 48.0	48.0
totalAdjustedProductAmount	Double	Change to the TotalAdjustedProductAmount field.	Big, 48.0	48.0
totalAdjustedProductTaxAmount	Double	Change to the TotalAdjustedProductTaxAmount field.	Big, 48.0	48.0

Property Name	Type	Description	Filter Group and Version	Available Version
totalAdjustmentDistributedAmount	Double	Change to the TotalAdjustmentDistributedAmount field.	Big, 48.0	48.0
totalAdjustmentDistributedTaxAmount	Double	Change to the TotalAdjustmentDistributedTaxAmount field.	Big, 48.0	48.0
totalAmount	Double	Change to the TotalAmount field.	Big, 48.0	48.0
totalExcessFundsAmount	Double	Amount of excess funds available on the OrderPaymentSummaries related to the OrderSummary. It is equal to the captured amount that is owed as a refund but is not associated with an invoice or credit memo. Excess funds normally occur when order items are canceled before fulfillment but after payment has been captured. This situation is not common in the US, where funds are normally authorized but not captured until the fulfillment process begins. This value includes all current excess funds related to the OrderSummary, not only the funds related to the current change.	Big, 48.0	48.0
totalRefundableAmount	Double	Total amount available to be refunded. It is the sum of the excess funds and any outstanding change order grand total amounts that apply to post-fulfillment changes. This value includes all current refundable amounts related to the OrderSummary, not only the amount related to the current change.	Big, 48.0	48.0
totalRequiredFundsAmount	Double	The required funds associated with added order items.	Big, 54.0	54.0
totalTaxAmount	Double	Change to the TotalTaxAmount field.	Big, 48.0	48.0

SEE ALSO:

[Preview Cancel Output](#)[Preview Return Output](#)[Submit Cancel Output](#)[Submit Return Output](#)[Adjust Order Summary Output](#)

Create Credit Memo Output

ID of a created Credit Memo.

Property Name	Type	Description	Filter Group and Version	Available Version
creditMemoId	String	ID of the created Credit Memo.	Big, 48.0	48.0
errors	Error Response Output[]	Any errors that were returned.	Big, 48.0	48.0
success	Boolean	Indicates whether the transaction was successful.	Big, 48.0	48.0

Create Order Payment Summary Output

ID of the created Order Payment Summary.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	Error Response Output[]	Any errors that were returned.	Big, 48.0	48.0
orderPaymentSummaryId	String	ID of the Order Payment Summary.	Big, 48.0	48.0
success	Boolean	Indicates whether the transaction was successful.	Big, 48.0	48.0

Distance Calculation Output

Shipping distance data for a set of inventory locations.

Property Name	Type	Description	Filter Group and Version	Available Version
averageDistance	Double	The average distance from the locations to the order recipient.	Big, 51.0	51.0
locations	Location Output[]	The list of locations and their distances to the order recipient.	Big, 51.0	51.0
rank	Integer	This result's rank among all results by average distance to the order recipient.	Big, 51.0	51.0

Ensure Funds Async Output

ID of the asynchronous background operation. This output only includes the operation ID, regardless of whether a call is made to an external payment gateway. It doesn't include any errors from the operation.

Property Name	Type	Description	Filter Group and Version	Available Version
background OperationId	String	ID of the background operation.	Big, 48.0	48.0
errors	Error Response Output[]	Any errors that were returned.	Big, 48.0	48.0
success	Boolean	Indicates whether the transaction was successful.	Big, 48.0	48.0

Ensure Refunds Async Output

ID of the asynchronous background operation. This output only includes the operation ID, regardless of whether a call is made to an external payment gateway. It doesn't include any errors from the operation.

Property Name	Type	Description	Filter Group and Version	Available Version
background OperationId	String	ID of the background operation.	Big, 47.0	47.0
errors	Error Response Output[]	Any errors that were returned.	Big, 48.0	48.0
success	Boolean	Indicates whether the transaction was successful.	Big, 48.0	48.0

Error Response Output

Error response representation

Property Name	Type	Description	Filter Group and Version	Available Version
errorCode	String	Error code.	Small, 48.0	48.0
message	String	Message stating the reason for error, if any.	Small, 48.0	48.0

Error with Output

Contains extra information about errors. In rare cases, an error message isn't enough to describe the reason for a failure. For example, when a conflicting precondition exists, the error result can include the information about the cause of the conflict.

Property	Type	Description	Filter Group and Version	Available Version
enhancedErrorType	String	Indicates the type of the <code>output</code> property. This value is either <code>null</code> or: <ul style="list-style-type: none"> <code>GroupMembershipRequestError</code>—A nested Group Membership Request. 	Small, 39.0	39.0
message	String	Description of the error	Small, 29.0	27.0
output	Any response body	The response body returned by the requested resource. For example, if a successful request returns a Like response body but an error triggers the Error with Output response body, the value of the <code>output</code> property is a Like response body.	Small, 29.0	27.0

Find Routes With Fewest Splits Output

A list of inventory location combinations that can fulfill an order without exceeding the maximum number of shipments.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	Error Response Output[]	Any errors that were returned.	Big, 51.0	51.0
success	Boolean	Indicates whether the transaction was successful.	Big, 51.0	51.0
targetLocations	Available Location Output[]	Each element of the list is a set of inventory locations that together can fulfill the order being routed.	Big, 51.0	51.0

Fulfillment Group Output

Information about one FulfillmentOrder from a request to create fulfillment orders from multiple OrderDeliveryGroupSummaries. If the FulfillmentOrder was created, then its ID is returned. If it failed, then data from the input is returned so you can resubmit it.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	Error Response Output[]	Any errors that were returned.	Big, 50.0	50.0
fulfilledFromLocationId	String	(Creation failed) The input <code>FulfilledFromLocationId</code> .	Big, 50.0	50.0
fulfillmentOrderId	String	The <code>FulfillmentOrderId</code> from the successfully created FulfillmentOrder.	Big, 50.0	50.0
fulfillmentType	String	(Creation failed) The input <code>FulfillmentType</code> .	Big, 50.0	50.0

Property Name	Type	Description	Filter Group and Version	Available Version
orderDeliveryGroupSummaryId	String	(Creation failed) The input OrderDeliveryGroupSummaryId.	Big, 50.0	50.0
orderItemSummaries	Order Item Summary Output[]	(Creation failed) The input list of OrderItemSummaries.	Big, 50.0	50.0
orderSummaryId	String	(Creation failed) The input OrderSummaryId.	Big, 50.0	50.0
referenceId	String	The referenceId from the FulfillmentGroup input representation. Use this value to troubleshoot a failure.	Big, 50.0	50.0
success	Boolean	Indicates whether the transaction was successful.	Big, 50.0	50.0

Fulfillment Order Cancel Line Items Output

Wraps the base output.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	Error Response Output[]	Any errors that were returned.	Big, 48.0	48.0
success	Boolean	Indicates whether the transaction was successful.	Big, 48.0	48.0

Fulfillment Order Invoice Output

ID of the created invoice.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	Error Response Output[]	Any errors that were returned.	Big, 48.0	48.0
invoiceId	String	ID of the created invoice.	Big, 48.0	48.0
success	Boolean	Indicates whether the transaction was successful.	Big, 48.0	48.0

Fulfillment Order Output

A list of IDs of the created FulfillmentOrders.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	Error Response Output[]	Any errors that were returned.	Big, 48.0	48.0
fulfillmentOrderIds	String[]	A list of IDs of created Fulfillment Orders.	Big, 48.0	48.0
success	Boolean	Indicates whether the transaction was successful.	Big, 48.0	48.0

Location Output

An inventory location's distance to an order recipient.

Property Name	Type	Description	Filter Group and Version	Available Version
distance	Double	The distance from the location to the order recipient.	Big, 51.0	51.0
locationIdentifier	String	The location identifier.	Big, 51.0	51.0

Multiple Fulfillment Order Output

List of responses for the individual FulfillmentOrder creation attempts from a create multiple fulfillment orders request.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	Error Response Output[]	Any errors that were returned.	Big, 50.0	50.0
fulfillmentOrders	Fulfillment Group Output[]	A list of response data for created and failed FulfillmentOrders.	Big, 50.0	50.0
success	Boolean	Indicates whether the transaction was successful.	Big, 50.0	50.0

OCI Create Reservation Error Output

Error returned from an attempt to create an Omnichannel Inventory reservation.

Property Name	Type	Description	Filter Group and Version	Available Version
errorCode	String	The error code.	Small, 51.0	51.0
message	String	Details of the error, if available.	Small, 51.0	51.0

OCI Create Reservation Output

Result of an Omnichannel Inventory reservation creation request.

Property Name	Type	Description	Filter Group and Version	Available Version
details	OCI Create Reservation Single Output[]	Details for each product in the reservation.	Small, 51.0	51.0
errors	OCI Create Reservation Error Output[]	Any errors returned by the reservation request.	Big, 51.0	51.0
expirationTime	String	The time at which the reservation would expire.	Small, 51.0	51.0
reservationTime	String	The time when the reservation was recorded.	Small, 51.0	51.0
success	Boolean	Indicates whether the reservation was successfully created.	Big, 51.0	51.0

OCI Create Reservation Single Output

Details of an inventory reservation for one product.

Property Name	Type	Description	Filter Group and Version	Available Version
errorCode	String	The error code, if any.	Small, 51.0	51.0
locationGroupIdentifier	String	Identifier of the location group where the inventory is reserved.	Small, 51.0	51.0
locationIdentifier	String	Identifier of the location where the inventory is reserved.	Small, 51.0	51.0
quantity	Double	The reserved quantity of the product.	Small, 51.0	51.0
stockKeepingUnit	String	The SKU of the reserved product.	Small, 51.0	51.0

OCI Fulfill Reservation Error Output

Response to a request to fulfill one inventory reservation.

Property Name	Type	Description	Filter Group and Version	Available Version
details	OCI Fulfill Reservation Single Output	Details of the fulfilled reservation, if successful.	Small, 51.0	51.0
errorCode	String	Error code, if any.	Small, 51.0	51.0
message	String	Details of the error, if available.	Small, 51.0	51.0

OCI Fulfill Reservation Output

Response to a request to fulfill one or more inventory reservations.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	OCI Fulfill Reservation Error Output[]	Responses for the individual reservations in the fulfillment request.	Big, 51.0	51.0
success	Boolean	Indicates whether the request was successful.	Big, 51.0	51.0

OCI Fulfill Reservation Single Output

Details of a single fulfilled reservation.

Property Name	Type	Description	Filter Group and Version	Available Version
actionRequestId	String	The UUID that identifies the original fulfill reservation request.	Small, 51.0	51.0
externalRefId	String	The external reference ID of the location that fulfilled the reservation.	Small, 51.0	51.0
locationIdentifier	String	The identifier of the location that fulfilled the reservation.	Small, 51.0	51.0
quantity	Double	The fulfilled quantity.	Small, 51.0	51.0
stockKeepingUnit	String	The SKU of the fulfilled product.	Small, 51.0	51.0

OCI Future Inventory Output

An expected future inventory restock.

Property Name	Type	Description	Filter Group and Version	Available Version
expectedDate	String	Date when the future inventory is expected.	Big, 51.0	51.0
quantity	Double	Quantity of the future inventory.	Big, 51.0	51.0

OCI Get Inventory Availability Output

Response to a request for inventory availability data.

Property Name	Type	Description	Filter Group and Version	Available Version
locationGroups	OCI Location Group Availability Output[]	A list of inventory availability data for individual location groups.	Big, 51.0	51.0
locations	OCI Location Availability Output[]	A list of inventory availability data for individual locations.	Big, 51.0	51.0

OCI Inventory Record Output

Inventory availability data for a product.

Property Name	Type	Description	Filter Group and Version	Available Version
availableToFulfill	Double	The Available To Fulfill quantity.	Big, 51.0	51.0
availableToOrder	Double	The Available To Order quantity.	Big, 51.0	51.0
effectiveDate	String	The effective date of the inventory.	Big, 51.0	51.0
futures	OCI Future Inventory Output[]	A list of any expected future inventory restocks.	Big, 51.0	51.0
onHand	Double	The On Hand quantity.	Big, 51.0	51.0
reserved	Double	The Reserved quantity.	Big, 51.0	51.0
safetyStockCount	Double	The Safety Stock Count.	Big, 51.0	51.0
stockKeepingUnit	String	The SKU of the product.	Big, 51.0	51.0

OCI Location Availability Output

Output representation of one location's inventory availability

Property Name	Type	Description	Filter Group and Version	Available Version
inventoryRecords	OCI Inventory Record Output[]	The Inventory Records	Big, 51.0	51.0
locationIdentifier	String	The Location Identifier	Big, 51.0	51.0

OCI Location Group Availability Output

A set of inventory availability data for one inventory location group.

Property Name	Type	Description	Filter Group and Version	Available Version
inventoryRecords	OCI Inventory Record Output[]	A list of availability data for individual products. The data combines the quantities for all locations belonging to this location group.	Big, 51.0	51.0
locationGroupIdentifier	String	The identifier of the location group.	Big, 51.0	51.0

OCI Publish Location Structure Output

Response to a publish location structure request.

Property Name	Type	Description	Filter Group and Version	Available Version
uploadId	String	Identifier of the publish job. Use this value to retrieve the status of the job.	Big, 51.0	51.0

OCI Publish Location Structure Status Output

Detailed status of a publish location structure job.

Property Name	Type	Description	Filter Group and Version	Available Version
endTimeUTC	String	The UTC time when the job finished. (for example: "2020-07-06T22:54:08.012Z")	Big, 51.0	51.0
recordsProcessedCount	Integer	The number of records processed by the job.	Big, 51.0	51.0
recordsReadCount	Integer	The number of records read by the job.	Big, 51.0	51.0
recordsSkippedCount	Integer	The number of records skipped by the job.	Big, 51.0	51.0

Property Name	Type	Description	Filter Group and Version	Available Version
startTimeUTC	String	The UTC time when the job started. (for example: "2020-07-06T22:53:06.788Z")	Big, 51.0	51.0
status	String	The status of the job. (e.g., "PENDING," "COMPLETED," etc.).	Big, 51.0	51.0
uploadId	String	Identifier of the job.	Big, 51.0	51.0
validationErrors	String[]	List of any validation errors returned by the job.	Big, 51.0	51.0
validationStatus	String	The validation status of the job.	Big, 51.0	51.0

OCI Release Reservation Error Output

Response to a request to release one inventory reservation.

Property Name	Type	Description	Filter Group and Version	Available Version
details	OCI Release Reservation Single Output	Details of the released reservation, if successful.	Small, 51.0	51.0
errorCode	String	Error code, if any.	Small, 51.0	51.0
message	String	Details of the error, if available.	Small, 51.0	51.0

OCI Release Reservation Output

Response to a request to release one or more inventory reservations.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	OCI Release Reservation Error Output[]	Responses for the individual reservations in the release request.	Big, 51.0	51.0
success	Boolean	Indicates whether the request was successful.	Big, 51.0	51.0

OCI Release Reservation Single Output

Details of a single released reservation.

Property Name	Type	Description	Filter Group and Version	Available Version
actionRequestId	String	The UUID that identifies the original release reservation request.	Small, 51.0	51.0
externalRefId	String	The external reference ID of the location that released the reservation.	Small, 51.0	51.0
locationGroupIdentifier	String	The identifier of the location group that released the reservation.	Small, 51.0	51.0
locationIdentifier	String	The identifier of the location that released the reservation.	Small, 51.0	51.0
quantity	Double	The released quantity.	Small, 51.0	51.0
stockKeepingUnit	String	The SKU of the released product.	Small, 51.0	51.0

OCI Transfer Reservation Error Output

Response to a request to fulfill one inventory reservation.

Property Name	Type	Description	Filter Group and Version	Available Version
details	OCI Transfer Reservation Single Output	Details of the transferred reservation, if successful.	Small, 51.0	51.0
errorCode	String	Error code, if any.	Small, 51.0	51.0
message	String	Details of the error, if available.	Small, 51.0	51.0

OCI Transfer Reservation Output

Response to a request to transfer one or more inventory reservations.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	OCI Transfer Reservation Error Output[]	Responses for the individual reservations in the transfer request.	Big, 51.0	51.0
success	Boolean	Indicates whether the request was successful.	Big, 51.0	51.0

OCI Transfer Reservation Single Output

Details of a single transferred reservation.

Property Name	Type	Description	Filter Group and Version	Available Version
actionRequestId	String	The UUID that identifies the original transfer reservation request.	Small, 51.0	51.0
externalRefId	String	The external reference ID of the location that received the reservation.	Small, 51.0	51.0
fromLocationGroupIdentifier	String	The identifier of the location group that sent the reservation.	Small, 51.0	51.0
fromLocationIdentifier	String	The identifier of the location that sent the reservation.	Small, 51.0	51.0
ignoreAvailabilityCheck	Boolean	Whether this call ignored availability data at the location that received the reservation.	Small, 52.0	52.0
quantity	Double	The quantity of transferred inventory.	Small, 51.0	51.0
stockKeepingUnit	String	The SKU of the transferred product.	Small, 51.0	51.0
toLocationGroupIdentifier	String	The identifier of the location group that received the reservation.	Small, 51.0	51.0
toLocationIdentifier	String	The identifier of the location that received the reservation.	Small, 51.0	51.0

OCI Upload Inventory Availability Output

Response to an upload inventory availability job.

Property Name	Type	Description	Filter Group and Version	Available Version
uploadId	String	Identifier of the upload job. Use this value to retrieve the status of the job.	Big, 51.0	51.0

OCI Upload Inventory Availability Status Output

Detailed status of an upload inventory availability job.

Property Name	Type	Description	Filter Group and Version	Available Version
endTimeUTC	String	The UTC time when the job finished. (for example: "2020-07-06T22:54:08.012Z")	Big, 51.0	51.0
recordsProcessedCount	Integer	The number of records processed by the job.	Big, 51.0	51.0
recordsReadCount	Integer	The number of records read by the job.	Big, 51.0	51.0

Property Name	Type	Description	Filter Group and Version	Available Version
recordsSkippedCount	Integer	The number of records skipped by the job.	Big, 51.0	51.0
startTimeUTC	String		Big, 51.0	51.0
status	String	The status of the job. (e.g., "PENDING," "COMPLETED," etc.).	Big, 51.0	51.0
uploadId	String	Identifier of the job.	Big, 51.0	51.0
validationErrors	String[]	List of any validation errors returned by the job.	Big, 51.0	51.0
validationStatus	String	The validation status of the job.	Big, 51.0	51.0

Order Item Summary Output

Details of an OrderItemSummary from a failed FulfillmentOrder in a create multiple fulfillment orders request.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	Error Response Output[]	List of errors specific to the OrderItemSummary, if any.	Big, 50.0	50.0
orderItemSummaryId	String	ID of the OrderItemSummary.	Big, 50.0	50.0
quantity	Double	Quantity of the OrderItemSummary.	Big, 50.0	50.0

Order Summary Output

ID of the created Order Summary.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	Error Response Output[]	Any errors that were returned.	Big, 48.0	48.0
orderSummaryId	String	ID of the Order Summary.	Big, 48.0	48.0
success	Boolean	Indicates whether the transaction was successful.	Big, 48.0	48.0

Preview Cancel Output

Expected financial values for a proposed cancel action.

Property Name	Type	Description	Filter Group and Version	Available Version
changeBalances	Change Item Output	Expected financial values for the proposed cancel action.	Big, 48.0	48.0
errors	Error Response Output[]	Any errors that were returned.	Big, 48.0	48.0
orderSummaryId	String	ID of the OrderSummary.	Big, 48.0	48.0
success	Boolean	Indicates whether the transaction was successful.	Big, 48.0	48.0

Preview Return Output

Expected financial values for a proposed return action.

Property Name	Type	Description	Filter Group and Version	Available Version
changeBalances	Change Item Output	Expected financial values for the proposed return action.	Big, 48.0	48.0
errors	Error Response Output[]	Any errors that were returned.	Big, 48.0	48.0
orderSummaryId	String	ID of the OrderSummary.	Big, 48.0	48.0
success	Boolean	Indicates whether the transaction was successful.	Big, 48.0	48.0

Rank Average Distance Output

The results of calculating the average distances from sets of inventory locations to an order recipient.

Property Name	Type	Description	Filter Group and Version	Available Version
distanceUnit	String	The specified unit of distance (miles or kilometers).	Big, 51.0	51.0
errors	Error Response Output[]	Any errors that were returned.	Big, 51.0	51.0
results	Complete Report[]	The results of the shipping distance calculations.	Big, 51.0	51.0
success	Boolean	Indicates whether the transaction was successful.	Big, 51.0	51.0

Return Items Output

Output of Return Items. Includes the ID of the generated change order, plus information about any ReturnOrderLineItems that were created to represent remaining return quantities.

Property Name	Type	Description	Filter Group and Version	Available Version
changeOrderId	String	ID of the change order representing the ReturnOrderLineItem processing performed by this call.	Big, 52.0	52.0
errors	Error Response Output[]	Any errors that were returned.	Big, 52.0	52.0
returnLineItem Splits	Return Order Item Split Line Output[]	A list of properties representing any remaining quantities from partial returns processed by this call. Each element of the list includes the ID of a split ReturnOrderLineItem and the ID of the partially processed ReturnOrderLineItem whose remaining quantity it holds.	Big, 52.0	52.0
success	Boolean	Indicates whether the transaction was successful.	Big, 52.0	52.0

Return Order Item Split Line Output

After a change order is created for a ReturnOrderLineItem, that ReturnOrderLineItem is read-only. If the Return Items API is used to return a partial quantity, it creates a new "split" ReturnOrderLineItem to hold the remaining quantity to be returned. In that case, it returns this output property, which contains the IDs of the original and split ReturnOrderLineItems.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	Error Response Output[]	Any errors that were returned.	Big, 52.0	52.0
new ReturnOrderItemId	String	ID of the new ReturnOrderLineItem that holds the remaining return quantity.	Big, 52.0	52.0
original ReturnOrderItemId	String	ID of the original ReturnOrderLineItem.	Big, 52.0	52.0
success	Boolean	Indicates whether the transaction was successful.	Big, 52.0	52.0

Return Order Output

Output representation of the created Return Order.

Property Name	Type	Description	Filter Group and Version	Available Version
errors	Error Response Output[]	Any errors that were returned.	Big, 52.0	50.0
returnOrderId	String	A newly created Return Order ID	Big, 50.0	50.0
success	Boolean	Indicates whether the transaction was successful.	Big, 52.0	50.0

Submit Cancel Output

ID of the change order created for a cancel action, and a set of its financial values.

Property Name	Type	Description	Filter Group and Version	Available Version
changeBalances	Change Item Output	Financial values resulting from the cancel.	Big, 48.0	48.0
changeOrderId	String	ID of the created change order.	Big, 48.0	48.0
errors	Error Response Output[]	Any errors that were returned.	Big, 48.0	48.0
success	Boolean	Indicates whether the transaction was successful.	Big, 48.0	48.0

Submit Return Output

ID of the change order created for a return action, and a set of its financial values.

Property Name	Type	Description	Filter Group and Version	Available Version
changeBalances	Change Item Output	Financial values resulting from the return.	Big, 48.0	48.0
changeOrderId	String	ID of the created change order.	Big, 48.0	48.0
errors	Error Response Output[]	Any errors that were returned.	Big, 48.0	48.0
success	Boolean	Indicates whether the transaction was successful.	Big, 48.0	48.0

CHAPTER 5 Order Management Invocable Actions

In this chapter ...

- Salesforce Order Management Actions
- Flow Core Action for Order Management: Adjust Order Item Summaries Preview
- Flow Core Action for Order Management: Adjust Order Item Summaries Submit
- Flow Core Action for Order Management: Cancel Fulfillment Order Item
- Flow Core Action for Order Management: Cancel Order Item Summaries Preview
- Flow Core Action for Order Management: Cancel Order Item Summaries Submit
- Flow Core Action for Order Management: Create Credit Memo
- Flow Core Action for Order Management: Create Fulfillment Order
- Flow Core Action for Order Management: Create an Invoice from Fulfillment Order
- Flow Core Action for Order Management:

Salesforce Order Management provides standard invocable actions to support order management functionality.

- Create Order
Payment Summary
- Flow Core Action for
Order Management:
Create Order
Summary
- Flow Core Action for
Order Management:
Create Return Order
- Flow Core Action for
Order Management:
Ensure Funds Async
- Flow Core Action for
Order Management:
Ensure Refunds
Async
- Flow Core Action for
Order Management:
Return Order Item
Summaries Preview
- Flow Core Action for
Order Management:
Return Order Item
Summaries Submit
- Flow Core Action for
Order Management:
Return Return Order
Items

Salesforce Order Management Actions

Manage, fulfill, and service orders in flows with Salesforce Order Management.

For more information about using Order Management actions in flows, see [Salesforce Order Management Flow Core Actions](#) in Salesforce Help.

These actions are available in API version 48.0 and later.

Your org must have a Salesforce Order Management license.

Supported REST HTTP Methods

URI

Get a specific Order Management action:

`/services/data/vXX.X/actions/standard/om_action_name`

Formats

JSON, XML

HTTP Methods

GET

Authentication

`Authorization: Bearer token`

Notes

You can also call the corresponding Connect REST API endpoints or Apex ConnectApi methods. For more information, see [Order Management Resources](#) in the *Connect REST API Developer Guide* and [ConnectApi Namespace](#) in the *Apex Developer Guide*.

In flows, Order Management action inputs and outputs use Apex-defined variables that map to input and output classes in the ConnectApi namespace.

Flow Core Action for Order Management: Adjust Order Item Summaries Preview

Preview the expected results of adjusting the price of one or more order product summaries on an order summary, without executing the adjustment. You can only apply a discount, not an increase. The output of this action contains the values that would be set on the change orders created by submitting the proposed adjustment.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Adjust Order Item Summaries Preview**.

Set Input Values

Use values from earlier in the flow to set the inputs.

EDITIONS

Available in: Lightning Experience


Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with Salesforce Order Management

Input Parameter	Description
Order Summary Id	ID of the order summary associated with the order product summaries that you want to preview adjusting the prices of.

Input Parameter	Description
Adjust Order Product Summaries Input	<p>This input is an Apex-defined variable of class ConnectApi.AdjustOrderItemSummaryInputRepresentation, which includes these fields:</p> <ul style="list-style-type: none"> • adjustItems —This field is a list of Apex-defined variables of class ConnectApi.AdjustItemInputRepresentation. Each of the variables includes these fields: <ul style="list-style-type: none"> – orderItemSummaryId —ID of an order product summary to preview a price adjustment for. – description —Optional description of the adjustment. – adjustmentType —Specifies how to calculate the adjustment amount from the discountValue field. It can have one of these values: <ul style="list-style-type: none"> • <i>AmountWithTax</i>—The value of discountValue is the adjustment, including tax. • <i>AmountWithoutTax</i>—The value of discountValue is the adjustment, not including tax. Tax is calculated on the value and added. • <i>Percentage</i>—The value of discountValue is a percentage discount. It's divided by 100, and then multiplied by the total price and total tax amount of the order product summary to determine the adjustment amount. – discountValue —The value used to calculate the adjustment amount, as specified by the adjustmentType. It must be a negative value. – reason —Adjustment reason. The value must match one of the picklist values on the Reason field of the Order Product Summary Change object. • allocatedItemsChangeOrderType —Specifies how change orders would be created for order product summary quantities that are currently being fulfilled, defined as QuantityAllocated - QuantityFulfilled. It can have one of these values: <ul style="list-style-type: none"> – <i>Disallowed</i>—When distributing the adjustment, ignore any quantities being fulfilled. If an order product summary's entire quantity is being fulfilled, return an error. This is the default value. – <i>InFulfillment</i>—When distributing the adjustment, include quantities being fulfilled. Submitting the adjustment would create a separate change order for the adjustments made to those quantities. – <i>PreFulfillment</i>—When distributing the adjustment, include quantities being fulfilled. Submitting the adjustment would include the adjustments made to those quantities in the change order for pre-fulfillment quantity adjustments.

Store Output Values

Use output values later in the flow.

Output Parameter	Description
Adjust Order Product Summary Output	<p>This output is an Apex-defined variable of class ConnectApi.AdjustOrderSummaryOutputRepresentation, which contains the financial changes that would result from the proposed adjustment. Most of the values represent the deltas of the values on the associated order summary.</p> <p> Note: The sign of a value in the changeBalances field is the opposite of the corresponding value on a change order record. For example, a discount is a positive value in changeBalances and a negative value on a change order record.</p>

Output Parameter Description

The `orderSummaryId` field is the ID of the order summary specified in the input.

The `changeBalances` field is an Apex-defined variable of class [ConnectApi.ChangeltemOutputRepresentation](#), which includes these fields:

- `grandTotalAmount` —Change to the total with tax.
- `totalAdjDeliveryAmtWithTax` —Change to the adjusted delivery subtotal, including tax.
- `totalAdjDistAmountWithTax` —Change to the total order adjustments, including tax.
- `totalAdjProductAmtWithTax` —Change to the adjusted product subtotal, including tax.
- `totalAdjustedDeliveryAmount` —Change to the adjusted delivery subtotal.
- `totalAdjustedDeliveryTaxAmount` —Change to the adjusted delivery subtotal tax.
- `totalAdjustedProductAmount` —Change to the adjusted product subtotal.
- `totalAdjustedProductTaxAmount` —Change to the adjusted product subtotal tax.
- `totalAdjustmentDistributedAmount` —Change to the total order adjustments.
- `totalAdjustmentDistributedTaxAmount` —Change to the total order adjustments tax.
- `totalAmount` —Change to the pretax total.
- `totalExcessFundsAmount` —The amount of excess funds available on the order payment summaries related to the order summary. It's equal to the captured amount that is owed as a refund but isn't associated with an invoice or credit memo. Excess funds normally occur when order products are canceled before fulfillment but after payment has been captured. This situation isn't common in the US, where funds are normally authorized but not captured until the fulfillment process begins. This value includes all excess funds related to the order summary, not only the funds related to the current action.
- `totalRefundableAmount` —The total amount available to be refunded. It's the sum of the excess funds and any outstanding change order grand total amounts that apply to post-fulfillment changes. This value includes all refundable amounts related to the order summary, not only the amount related to the current action.
- `totalTaxAmount` —Change to the total tax.

The `postFulfillmentChangeOrderId` field is always null for a preview action.

The `preFulfillmentChangeOrderId` field is always null for a preview action.

The `inFulfillmentChangeOrderId` field is always null for a preview action.

Usage

When a price adjustment is applied to an order product summary, its quantities are considered in three groups:

Pre-fulfillment

$\text{QuantityAvailableToFulfill} = \text{QuantityOrdered} - \text{QuantityCanceled} - \text{QuantityAllocated}$

In-fulfillment

$\text{QuantityAllocated} - \text{QuantityFulfilled}$

Post-fulfillment

$\text{QuantityAvailableToReturn} = \text{QuantityFulfilled} - \text{QuantityReturnInitiated}$

You can apply adjustments to these groups in three different ways, controlled by the `allocatedItemsChangeOrderType` input property:

- Distribute the adjustment evenly between pre-fulfillment and post-fulfillment quantities. Ignore in-fulfillment quantities. Submitting the adjustment would create one change order for the adjustments to pre-fulfillment quantities and one change order for the adjustments to post-fulfillment quantities.
- Distribute the adjustment evenly between pre-fulfillment, in-fulfillment, and post-fulfillment quantities. Submitting the adjustment would create one change order for the adjustments to both pre-fulfillment and in-fulfillment quantities, and one change order for the adjustments to post-fulfillment quantities.
- Distribute the adjustment evenly between pre-fulfillment, in-fulfillment, and post-fulfillment quantities. Submitting the adjustment would create one change order for the adjustments to pre-fulfillment quantities, one change order for the adjustments to in-fulfillment quantities, and one change order for the adjustments to post-fulfillment quantities.

To set up the Adjust Order Product Summaries Input:

1. Use Assignment elements to set the `orderItemSummaryId`, `description`, `adjustmentType`, `discountValue`, and `reason` field values on one or more `ConnectApi.AdjustItemInputRepresentation` variables.
2. Use an Assignment element to add the `ConnectApi.AdjustItemInputRepresentation` variables to the `changeItems` field on a `ConnectApi.AdjustOrderItemSummaryInputRepresentation` variable.
3. Use an Assignment element to set the `allocatedItemsChangeOrderType` field on the `ConnectApi.AdjustOrderItemSummaryInputRepresentation` variable.
4. Use the `ConnectApi.AdjustOrderItemSummaryInputRepresentation` variable and the order summary ID in the action input.

In a flow for adjusting the prices of order product summaries, display the output of this action for the user to review before executing the adjustment. When the user verifies the expected results, pass the same input to an Adjust Order Item Summaries Submit action.

Flow Core Action for Order Management: Adjust Order Item Summaries Submit

Adjust the price of one or more order product summaries on an order summary. You can only apply a discount, not an increase. This action creates one or more change order records.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Adjust Order Item Summaries Submit**.

Set Input Values

Use values from earlier in the flow to set the inputs.

Input Parameter	Description
Order Summary Id	ID of the order summary associated with the order product summaries that you want to adjust the prices of.

EDITIONS


Available in: Lightning Experience

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with Salesforce Order Management

Input Parameter	Description
Adjust Order Product Summaries Input	<p>This input is an Apex-defined variable of class ConnectApi.AdjustOrderItemSummaryInputRepresentation, which includes these fields:</p> <ul style="list-style-type: none"> • adjustItems —This field is a list of Apex-defined variables of class ConnectApi.AdjustItemInputRepresentation. Each of the variables includes these fields: <ul style="list-style-type: none"> – orderItemSummaryId —ID of an order product summary to adjust the price of. – description —Optional description of the adjustment. – adjustmentType —Specifies how to calculate the adjustment amount from the discountValue field. It can have one of these values: <ul style="list-style-type: none"> • <i>AmountWithTax</i>—The value of discountValue is the adjustment, including tax. • <i>AmountWithoutTax</i>—The value of discountValue is the adjustment, not including tax. Tax is calculated on the value and added. • <i>Percentage</i>—The value of discountValue is a percentage discount. It's divided by 100, and then multiplied by the total price and total tax amount of the order product summary to determine the adjustment amount. – discountValue —The value used to calculate the adjustment amount, as specified by the adjustmentType. It must be a negative value. – reason — Adjustment reason.The value must match one of the picklist values on the Reason field of the Order Product Summary Change object. • allocatedItemsChangeOrderType —Specifies how to create change orders for order product summary quantities that are currently being fulfilled, defined as QuantityAllocated - QuantityFulfilled. It can have one of these values: <ul style="list-style-type: none"> – <i>Disallowed</i>—When distributing the adjustment, ignore any quantities being fulfilled. If an order product summary's entire quantity is being fulfilled, return an error. This is the default value. – <i>InFulfillment</i>—When distributing the adjustment, include quantities being fulfilled. Create a separate change order for the adjustments made to those quantities. – <i>PreFulfillment</i>—When distributing the adjustment, include quantities being fulfilled. Include the adjustments made to those quantities in the change order for pre-fulfillment quantity adjustments.

Store Output Values

Use output values later in the flow. The values are assigned when the change orders are created.

Output Parameter	Description
Adjust Order Product Summary Output	<p>This output is an Apex-defined variable of class ConnectApi.AdjustOrderSummaryOutputRepresentation. Depending on the order product summaries included in the adjustment, one or more change orders are generated. If multiple change orders are generated, then the changeBalances values combine the values from both of them.</p> <p> Note: The sign of a value in the changeBalances field is the opposite of the corresponding value on a change order record. For example, a discount is a positive value in changeBalances and a negative value on a change order record.</p>

Output Parameter Description

The `orderSummaryId` field is the ID of the order summary specified in the input.

The `changeBalances` field is an Apex-defined variable of class [ConnectApi.ChangeltemOutputRepresentation](#), which includes these fields:

- `grandTotalAmount` —Change to the total with tax.
- `totalAdjDeliveryAmtWithTax` —Change to the adjusted delivery subtotal, including tax.
- `totalAdjDistAmountWithTax` —Change to the total order adjustments, including tax.
- `totalAdjProductAmtWithTax` —Change to the adjusted product subtotal, including tax.
- `totalAdjustedDeliveryAmount` —Change to the adjusted delivery subtotal.
- `totalAdjustedDeliveryTaxAmount` —Change to the adjusted delivery subtotal tax.
- `totalAdjustedProductAmount` —Change to the adjusted product subtotal.
- `totalAdjustedProductTaxAmount` —Change to the adjusted product subtotal tax.
- `totalAdjustmentDistributedAmount` —Change to the total order adjustments.
- `totalAdjustmentDistributedTaxAmount` —Change to the total order adjustments tax.
- `totalAmount` —Change to the pretax total.
- `totalExcessFundsAmount` —The amount of excess funds available on the order payment summaries related to the order summary. It's equal to the captured amount that is owed as a refund but isn't associated with an invoice or credit memo. Excess funds normally occur when order products are canceled before fulfillment but after payment has been captured. This situation isn't common in the US, where funds are normally authorized but not captured until the fulfillment process begins. This value includes all excess funds related to the order summary, not only the funds related to the current action.
- `totalRefundableAmount` —The total amount available to be refunded. It's the sum of the excess funds and any outstanding change order grand total amounts that apply to post-fulfillment changes. This value includes all refundable amounts related to the order summary, not only the amount related to the current action.
- `totalTaxAmount` —Change to the total tax.

The `postFulfillmentChangeOrderId` is the ID of the change order representing the portion of the adjustment that was applied to order product summary quantities that have been fulfilled.

The `preFulfillmentChangeOrderId` is the ID of the change order representing the portion of the adjustment that was applied to order product summary quantities that haven't been fulfilled. If the input specified an `allocatedItemsChangeOrderType` of *PreFulfillment*, this change order also includes the changes applicable to order product summary quantities that are in the process of being fulfilled.

The `inFulfillmentChangeOrderId` is the ID of the change order representing the portion of the adjustment that was applied to order product summary quantities that are in the process of being fulfilled. This change order is only created for an input that specified an `allocatedItemsChangeOrderType` of *InFulfillment*.

Usage

When a price adjustment is applied to an order product summary, its quantities are considered in three groups:

Pre-fulfillment

`QuantityAvailableToFulfill`, which is equal to `QuantityOrdered` - `QuantityCanceled` - `QuantityAllocated`

In-fulfillment

$\text{QuantityAllocated} - \text{QuantityFulfilled}$

Post-fulfillment

$\text{QuantityAvailableToReturn}$, which is equal to $\text{QuantityFulfilled} - \text{QuantityReturnInitiated}$

You can apply adjustments to these groups in three different ways, controlled by the `allocatedItemsChangeOrderType` input property:

- Distribute the adjustment evenly between pre-fulfillment and post-fulfillment quantities. Ignore in-fulfillment quantities. Create one change order for the adjustments to pre-fulfillment quantities and one change order for the adjustments to post-fulfillment quantities.
- Distribute the adjustment evenly between pre-fulfillment, in-fulfillment, and post-fulfillment quantities. Create one change order for the adjustments to both pre-fulfillment and in-fulfillment quantities, and one change order for the adjustments to post-fulfillment quantities.
- Distribute the adjustment evenly between pre-fulfillment, in-fulfillment, and post-fulfillment quantities. Create one change order for the adjustments to pre-fulfillment quantities, one change order for the adjustments to in-fulfillment quantities, and one change order for the adjustments to post-fulfillment quantities.

To set up the Adjust Order Product Summaries Input:

1. Use Assignment elements to set the `orderItemSummaryId`, `description`, `adjustmentType`, `discountValue`, and `reason` field values on one or more `ConnectApi.AdjustItemInputRepresentation` variables.
2. Use an Assignment element to add the `ConnectApi.AdjustItemInputRepresentation` variables to the `changeItems` field on a `ConnectApi.AdjustOrderItemSummaryInputRepresentation` variable.
3. Use an Assignment element to set the `allocatedItemsChangeOrderType` field on the `ConnectApi.AdjustOrderItemSummaryInputRepresentation` variable.
4. Use the `ConnectApi.AdjustOrderItemSummaryInputRepresentation` variable and the order summary ID in the action input.

In a flow for adjusting the prices of order product summaries, run an Adjust Order Item Summaries Preview action before running this action. Then display its output for the user to review. When the user verifies the expected results, pass the same input to this action.

After submitting a price adjustment, process refunds as appropriate:

- If the discount only applied to order product summaries for which payment hasn't been captured, it doesn't require a refund. This situation normally applies to order products in the US that haven't been fulfilled.
- If the discount applied to order product summaries that haven't been fulfilled and for which payment has been captured, process a refund. In this case, pass the `totalExcessFundsAmount` from `changeBalances` to the Ensure Refunds Async action.
- If the discount applied to order product summaries that have been fulfilled, process a refund. Pass the `postFulfillmentChangeOrderId` to the Create Credit Memo action, then pass the credit memo to the Ensure Refunds Async action.
- If the discount applied to both fulfilled and unfulfilled order product summaries for which payment has been captured, process both refunds. Pass the `postFulfillmentChangeOrderId` to the Create Credit Memo action, then pass the credit memo and the `totalExcessFundsAmount` from `changeBalances` to the Ensure Refunds Async action.



Important: Excess funds aren't reduced until the payment processor issues a refund. If you don't process refunds promptly, subsequent refunds can be inaccurate. Consider the following example.

1. An order with a total amount of \$100 is placed, and the amount is captured immediately.
2. A product is canceled from the order, resulting in \$20 of excess funds.

3. Before the excess funds are sent to the payment provider in an ensure refunds action, another product is canceled. This cancellation adds another \$20 of excess funds. However, because the original \$20 hasn't been refunded yet, the cancel action returns a total excess funds amount of \$40.
4. The first excess funds amount (\$20) is sent to the payment provider in an ensure refunds request.
5. The second excess funds amount (\$40) is sent to the payment provider in an ensure refunds request.
6. The payment provider receives requests for \$60 of refunds, when the correct refund total is \$40. Because the total refund amount is less than the total captured amount of \$100, the payment provider issues \$60 in refunds.

Flow Core Action for Order Management: Cancel Fulfillment Order Item

Cancel fulfillment order products from a fulfillment order. You can cancel more than one product and specify a quantity to cancel for each of them. This action doesn't cancel the associated order product summaries, it only reduces their allocated quantities. Usually, you reallocate the canceled quantities to a new fulfillment order.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Cancel Fulfillment Order Item**.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with Salesforce Order Management

Set Input Values

Use values from earlier in the flow to set the inputs.

Input Parameter	Description
Cancel Fulfillment Order Items Input	<p>This input is an Apex-defined variable of class ConnectApi.FulfillmentOrderLineItemsToCancelInputRepresentation.</p> <p>The variable has one field, <code>fulfillmentOrderLineItemsToCancel</code>, which is a list of Apex-defined variables of class ConnectApi.FulfillmentOrderLineItemInputRepresentation. Each of those variables includes these fields:</p> <ul style="list-style-type: none"> • <code>fulfillmentOrderLineItemId</code> — Reference to the fulfillment order product to cancel. • <code>quantity</code> — Quantity to cancel.
Fulfillment Order Id	Reference to the fulfillment order that you want to cancel fulfillment order items from.

Store Output Values

Output Parameter	Description
Cancel Fulfillment Order Items Output	<p>This value is an Apex-defined variable of class ConnectApi.FulfillmentOrderCancelLineItemsOutputRepresentation.</p> <p>This action doesn't return any data.</p>

Usage

To set up the Cancel Fulfillment Order Items Input, first use Assignment elements to set the `fulfillmentOrderLineItemId` and `quantity` field values on one or more `ConnectApi.FulfillmentOrderLineItemInputRepresentation` variables. Then use an Assignment element to add those variables to the `FulfillmentOrderLineItemsToCancel` field on a `ConnectApi.FulfillmentOrderLineItemsToCancelInputRepresentation` variable. Use that variable in the action input.

Flow Core Action for Order Management: Cancel Order Item Summaries Preview

Preview the expected results of canceling one or more order product summaries from an order summary without executing the cancel. The output of this action contains the values that would be set on the change order created by submitting the proposed cancel.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Cancel Order Item Summaries Preview**.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with Salesforce Order Management


Set Input Values

Use values from earlier in the flow to set the inputs.

Input Parameter	Description
Cancel Order Product Summary Items Input	<p>This input is an Apex-defined variable of class ConnectApi.ChangeInputRepresentation.</p> <p>The variable has one field, <code>changeItems</code>. This field is a list of Apex-defined variables of class ConnectApi.ChangeItemInputRepresentation. Each of the variables includes these fields:</p> <ul style="list-style-type: none"><code>orderItemSummaryId</code> — ID of an order product summary to cancel. It can't be a shipping charge product.<code>quantity</code> — Quantity to cancel.<code>reason</code> — Cancel reason. The value must match one of the picklist values on the Reason field of the Order Product Summary Change object.<code>shippingReductionFlag</code> — Boolean flag that specifies whether to prorate any related delivery charge based on the price change.
Order Summary Id	Reference to the order summary that you want to preview canceling order product summaries from.

Store Output Values

Output Parameter Description

Cancel Order Product Summary Output	<p>This output is an Apex-defined variable of class ConnectApi.PreviewCancelOutputRepresentation, which contains the values that would populate a change order record for the proposed cancel.</p> <p> Note: The sign of a value in the <code>changeBalances</code> field is the opposite of the corresponding value on a change order record. For example, a discount is a positive value in <code>changeBalances</code> and a negative value on a change order record.</p> <p>The <code>orderSummaryId</code> field is the ID of the order summary specified in the input.</p> <p>The <code>changeBalances</code> field is an Apex-defined variable of class ConnectApi.ChangeltemOutputRepresentation, which includes these fields:</p> <ul style="list-style-type: none"> • <code>grandTotalAmount</code> — Change to the total with tax. • <code>totalAdjDeliveryAmtWithTax</code> — Change to the adjusted delivery subtotal, including tax. • <code>totalAdjDistAmountWithTax</code> — Change to the total order adjustments, including tax. • <code>totalAdjProductAmtWithTax</code> — Change to the adjusted product subtotal, including tax. • <code>totalAdjustedDeliveryAmount</code> — Change to the adjusted delivery subtotal. • <code>totalAdjustedDeliveryTaxAmount</code> — Change to the adjusted delivery subtotal tax. • <code>totalAdjustedProductAmount</code> — Change to the adjusted product subtotal. • <code>totalAdjustedProductTaxAmount</code> — Change to the adjusted product subtotal tax. • <code>totalAdjustmentDistributedAmount</code> — Change to the total order adjustments. • <code>totalAdjustmentDistributedTaxAmount</code> — Change to the total order adjustments tax. • <code>totalAmount</code> — Change to the pretax total. • <code>totalExcessFundsAmount</code> — The amount of excess funds available on the order payment summaries related to the order summary. It's equal to the captured amount that is owed as a refund but isn't associated with an invoice or credit memo. Excess funds normally occur when order products are canceled before fulfillment but after payment is captured. This situation isn't common in the US, where funds are normally authorized but not captured until the fulfillment process begins. This value includes all excess funds related to the order summary, not only the funds related to the current action. • <code>totalRefundableAmount</code> — The total amount available to be refunded. It's the sum of the excess funds and any outstanding change order grand total amounts that apply to post-fulfillment changes. This value includes all refundable amounts related to the order summary, not only the amount related to the current action. • <code>totalTaxAmount</code> — Change to the total tax.
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Usage

To set up the Cancel Order Product Summary Items Input:

1. Use Assignment elements to set the `orderItemSummaryId`, `quantity`, `reason`, and `shippingReductionFlag` field values on one or more `ConnectApi.ChangeItemInputRepresentation` variables.
2. Use an Assignment element to add the `ConnectApi.ChangeItemInputRepresentation` variables to the `changeItems` field on a `ConnectApi.ChangeInputRepresentation` variable.

3. Use the `ConnectApi.ChangeInputRepresentation` variable and the order summary ID in the action input.

In a flow for canceling order product summaries, display the output of this action for the user to review before executing the cancel. When the user verifies the expected results, pass the same input to a Cancel Order Item Summaries Submit action.

Flow Core Action for Order Management: Cancel Order Item Summaries Submit

Cancel one or more order product summaries from an order summary. This action creates a change order record.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Cancel Order Item Summaries Submit**.

EDITIONS

Available in: Lightning Experience


Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with Salesforce Order Management

Set Input Values

Use values from earlier in the flow to set the inputs.

Input Parameter	Description
Cancel Order Product Summary Items Input	<p>This input is an Apex-defined variable of class ConnectApi.ChangeInputRepresentation.</p> <p>The variable has one field, <code>changeItems</code>. This field is a list of Apex-defined variables of class ConnectApi.ChangeItemInputRepresentation. Each of the variables includes these fields:</p> <ul style="list-style-type: none"><code>orderItemSummaryId</code> — ID of an order product summary to cancel. It can't be a shipping charge product.<code>quantity</code> — Quantity to cancel.<code>reason</code> — Cancel reason. The value must match one of the picklist values on the Reason field of the Order Product Summary Change object.<code>shippingReductionFlag</code> — Boolean flag that specifies whether to prorate any related delivery charge based on the price change.
Order Summary Id	Reference to the order summary that you want to cancel order product summaries from.

Store Output Values

Output Parameter	Description
Cancel Order Product Summary Output	<p>This output is an Apex-defined variable of class ConnectApi.SubmitCancelOutputRepresentation.</p> <p> Note: The sign of a value in the <code>changeBalances</code> field is the opposite of the corresponding value on a change order record. For example, a discount is a positive value in <code>changeBalances</code> and a negative value on a change order record.</p>

Output Parameter Description

The `changeOrderId` field is the ID of the change order record created for the cancel.

The `changeBalances` field is an Apex-defined variable of class [ConnectApi.ChangeltemOutputRepresentation](#), which includes these fields:

- `grandTotalAmount` — Change to the total with tax.
- `totalAdjDeliveryAmtWithTax` — Change to the adjusted delivery subtotal, including tax.
- `totalAdjDistAmountWithTax` — Change to the total order adjustments, including tax.
- `totalAdjProductAmtWithTax` — Change to the adjusted product subtotal, including tax.
- `totalAdjustedDeliveryAmount` — Change to the adjusted delivery subtotal.
- `totalAdjustedDeliveryTaxAmount` — Change to the adjusted delivery subtotal tax.
- `totalAdjustedProductAmount` — Change to the adjusted product subtotal.
- `totalAdjustedProductTaxAmount` — Change to the adjusted product subtotal tax.
- `totalAdjustmentDistributedAmount` — Change to the total order adjustments.
- `totalAdjustmentDistributedTaxAmount` — Change to the total order adjustments tax.
- `totalAmount` — Change to the pretax total.
- `totalExcessFundsAmount` — The amount of excess funds available on the order payment summaries related to the order summary. It's equal to the captured amount that is owed as a refund but isn't associated with an invoice or credit memo. Excess funds normally occur when order products are canceled before fulfillment but after payment is captured. This situation isn't common in the US, where funds are normally authorized but not captured until the fulfillment process begins. This value includes all excess funds related to the order summary, not only the funds related to the current action.
- `totalRefundableAmount` — The total amount available to be refunded. It's the sum of the excess funds and any outstanding change order grand total amounts that apply to post-fulfillment changes. This value includes all refundable amounts related to the order summary, not only the amount related to the current action.
- `totalTaxAmount` — Change to the total tax.

Usage

To set up the Cancel Order Product Summary Items Input:

1. Use Assignment elements to set the `orderItemSummaryId`, `quantity`, `reason`, and `shippingReductionFlag` field values on one or more `ConnectApi.ChangeItemInputRepresentation` variables.
2. Use an Assignment element to add the `ConnectApi.ChangeItemInputRepresentation` variables to the `changeItems` field on a `ConnectApi.ChangeInputRepresentation` variable.
3. Use the `ConnectApi.ChangeInputRepresentation` variable and the order summary ID in the action input.

In a flow for canceling order product summaries, run a Cancel Order Item Summaries Preview action before running the action. Then display its output for the user to review. When the user verifies the expected results, pass the same input to this action.

Flow Core Action for Order Management: Create Credit Memo

Create a credit memo to represent the refund for one or more change orders associated with an order summary.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Create Credit Memo**.

Set Input Values

Use values from earlier in the flow to set the inputs.

Input Parameter	Description
Credit Memo Input	This input is an Apex-defined variable of class ConnectApi.CreateCreditMemoInputRepresentation . The variable has one field, <code>changeOrderIds</code> , which is a list of IDs of the change orders to create a credit memo for.
Order Summary Id	Reference to the order summary associated with the change orders.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with Salesforce Order Management

Store Output Values

Output Parameter	Description
Credit Memo Output	This value is an Apex-defined variable of class ConnectApi.CreateCreditMemoOutputRepresentation . The <code>creditMemoId</code> field contains the ID of the created credit memo.

Usage

To set up the Credit Memo Input, first use Assignment elements to add the change order IDs to a list of strings variable. Then use that variable in the action input.

Flow Core Action for Order Management: Create Fulfillment Order

Create one or more fulfillment orders and fulfillment order products for an order delivery group summary, which defines a recipient and delivery method. You specify the order product summaries to fulfill and the fulfillment locations to handle them. If you specify multiple fulfillment locations, a fulfillment order is created for each one.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Create Fulfillment Order**.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise, Unlimited, and Developer** Editions with Salesforce Order Management

Set Input Values

Use values from earlier in the flow to set the inputs.

Input Parameter	Description
Fulfillment Order Input	<p>This input is an Apex-defined variable of class ConnectApi.FulfillmentOrderInputRepresentation. The variable has three fields:</p> <ul style="list-style-type: none"> • <code>fulfillmentGroups</code> — A list of Apex-defined variables of class ConnectApi.FulfillmentGroupInputRepresentation. A fulfillment order is created for each fulfillment group. A group represents a set of order product summaries to fulfill from a single location, using the same fulfillment type. Each fulfillment group variable has these fields: <ul style="list-style-type: none"> – <code>fulfilledFromLocationId</code> — Reference to the fulfillment location. – <code>fulfillmentType</code> — The fulfillment type. Specify one of the values that you defined for the <code>Type</code> field picklist on the Fulfillment Order object. – <code>orderItemSummaries</code> — A list of Apex-defined variables of class ConnectApi.OrderItemSummaryInputRepresentation. Each variable has these fields: <ul style="list-style-type: none"> • <code>orderItemSummaryId</code> — Reference to an order product summary. • <code>quantity</code> — The quantity of the order product summary to allocate to the fulfillment order. – <code>referenceId</code> — Reference to the fulfillment group input. This action doesn't use this value. • <code>orderDeliveryGroupSummaryId</code> — Reference to the order delivery group summary associated with the order product summaries. • <code>orderSummaryId</code> — Reference to the order summary associated with the order product summaries.

Store Output Values

Output Parameter	Description
Fulfillment Order Output	<p>This value is an Apex-defined variable of class ConnectApi.FulfillmentOrderOutputRepresentation. The <code>fulfillmentOrderIds</code> field is a list of IDs of the created fulfillment orders.</p>

Usage

To set up the Fulfillment Order Input:

1. Use Assignment elements to set the `orderItemSummaryId` and `quantity` field values on one or more `ConnectApi.OrderItemSummaryInputRepresentation` variables for each fulfillment group.
2. Use Assignment elements to add the `ConnectApi.OrderItemSummaryInputRepresentation` variables to the `orderItemSummaries` fields on one or more `ConnectApi.FulfillmentGroupInputRepresentation` variables, one for each fulfillment group.
3. Use Assignment elements to set the `fulfilledFromLocationId` and `fulfillmentType` field values on the fulfillment group variables.
4. Use Assignment elements to add the fulfillment group variables to the `fulfillmentGroups` field on a `ConnectApi.FulfillmentOrderInputRepresentation` variable.
5. Use Assignment elements to set the `orderDeliveryGroupSummaryId` and `orderSummaryId` field values on the `ConnectApi.FulfillmentOrderInputRepresentation` variable.
6. Use the `ConnectApi.FulfillmentOrderInputRepresentation` variable in the action input.

Flow Core Action for Order Management: Create an Invoice from Fulfillment Order

Create an invoice for a fulfillment order that doesn't have one.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Create an Invoice from Fulfillment Order**.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with Salesforce Order Management

Set Input Values

Use values from earlier in the flow to set the inputs.

Input Parameter	Description
Fulfillment Order Id	Reference to the fulfillment order that needs an invoice.

Store Output Values

Output Parameter	Description
Invoice creation output	This value is an Apex-defined variable of class <code>ConnectApi.FulfillmentOrderInvoiceOutputRepresentation</code> . The <code>invoiceId</code> field contains the ID of the created invoice.

Flow Core Action for Order Management: Create Order Payment Summary

Create an order payment summary for a payment authorization or payments that use the same payment method and are attached to the same order summary.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Create Order Payment Summary**.

Set Input Values

Use values from earlier in the flow to set the inputs. Include at least one payment authorization or list of payments. You don't need both.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise, Unlimited,** and **Developer** Editions with Salesforce Order Management

Input Parameter	Description
Order Payment Summary Create Input	<div>This input is an Apex-defined variable of class ConnectApi.CreateOrderPaymentSummaryInputRepresentation.</div> <div>The variable includes these fields:</div> <ul style="list-style-type: none">• <code>orderSummaryId</code> — Reference to the order summary associated with the payments. In orgs with the multicurrency feature enabled, the order payment summary inherits the <code>ISO_Currency</code> value from the order summary.• <code>paymentAuthorizationId</code> — Reference to the payment authorization to associate with the summary.• <code>paymentIds</code> — List of IDs of the payments to associate with the summary.

Store Output Values

Output Parameter	Description
Order Payment Summary Output	<div>This value is an Apex-defined variable of class ConnectApi.CreateOrderPaymentSummaryOutputRepresentation.</div> <div>The <code>orderPaymentSummaryId</code> field contains the ID of the created order payment summary.</div>

Usage

To set up the Order Payment Summary Create Input for payments, first use Assignment elements to add the payment IDs to a list of strings variable. Then use that variable in the action input.

Flow Core Action for Order Management: Create Order Summary

Create an order summary based on an order. That order is considered the original order for the order summary. Subsequent change orders that apply to the order summary are also represented as order records.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Create Order Summary**.

Set Input Values

Use values from earlier in the flow to set the inputs.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise, Unlimited, and Developer** Editions with Salesforce Order Management

Input Parameter	Description
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Order Summary Create Input	<p>This input is an Apex-defined variable of class ConnectApi.OrderSummaryInputRepresentation.</p> <p>The variable has four fields:</p> <ul style="list-style-type: none">• <code>name</code>—Optional. Order summary number to assign to the order summary.• <code>orderId</code>—The ID of the original order to create an order summary for.• <code>orderLifecycleType</code>—Optional. Specifies whether the order is managed in Salesforce Order Management or by an external system. It can have one of these values:<ul style="list-style-type: none">– <code>MANAGED</code>—The order is managed in Salesforce Order Management. If no value is specified, the default is <code>MANAGED</code>.– <code>UNMANAGED</code>—The order is managed by an external system.• <code>status</code>—Optional. Status to assign to the order summary. The value must match one of the picklist values on the Status field of the Order Summary object.
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Store Output Values

Output Parameter	Description
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Order Summary Output	<p>This value is an Apex-defined variable of class OrderSummaryOutputRepresentation.</p> <p>The <code>orderSummaryId</code> field contains the ID of the created order summary.</p>
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Flow Core Action for Order Management: Create Return Order

Create a return order and return order items for order items belonging to an order summary.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Create Return Order**.

Set Input Values

Use values from earlier in the flow to set the inputs.

Input Parameter	Description
Return Order Input	<p>This input is an Apex-defined variable of class ConnectApi.ReturnOrderInputRepresentation.</p> <p>The variable has four fields:</p> <ul style="list-style-type: none"> • <code>orderSummaryId</code>—ID of the order summary containing the items to be returned. The order summary's order lifecycle type must be <i>Managed</i>. • <code>returnOrderLifeCycleType</code>—The <i>LifeCycleType</i> of the return order. Possible values are: <ul style="list-style-type: none"> – <i>Managed</i>—Process the return order using the actions and APIs. It can generate change orders and effects financial fields and rollout calculations. – <i>Unmanaged</i>—The return order is for tracking purposes only. It isn't involved in any financial calculations and doesn't generate any change orders. The system doesn't prevent the creation of duplicate return order line items in an unmanaged return order for the same order item. • <code>returnOrderLineItems</code>—A list of Apex-defined variables of class ConnectApi.ReturnOrderLineItemInputRepresentation. Each variable has these fields: <ul style="list-style-type: none"> – <code>canReduceShipping</code>—Whether the associated shipping charge can be refunded. – <code>orderItemSummaryId</code>—ID of the associated <i>OrderItemSummary</i>. If the <i>OrderItemSummary</i> already has an associated <i>ReturnOrderLineItem</i>, then you must specify a different <code>reasonForReturn</code>. Duplicating the reason breaks the financial calculations. – <code>quantityExpected</code>—Quantity expected to be returned. – <code>quantityReceived</code>—(Optional) Quantity already physically returned. This value isn't used by any standard features, but it's provided for use in customizations. – <code>reasonForReturn</code>—(Optional) Reason for the return. The value must match an entry in the <i>ReturnOrderLineItem</i> object's <i>ReasonForReturn</i> picklist. • <code>status</code>—Status to assign to the return order. The value must match one of the picklist values on the <i>Status</i> field of the <i>Return Order</i> object.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with Salesforce Order Management and Returns

Store Output Values

Output Parameter Description

Return Order Output	This value is an Apex-defined variable of class ConnectApi.ReturnOrderOutputRepresentation . The <code>returnOrderId</code> field contains the ID of the created return order.
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Usage

To set up the Create Return Order Input:

1. Use Assignment elements to set the `canReduceShipping`, `orderItemSummaryId`, `quantityExpected`, `quantityReceived`, and `reasonForReturn` field values on one or more `ConnectApi.ReturnOrderLineItemInputRepresentation` variables.
2. Use an Assignment element to add the `ConnectApi.ReturnOrderLineItemInputRepresentation` variables to the `returnOrderLineItems` field on a `ConnectApi.ReturnOrderInputRepresentation` variable.
3. Use Assignment elements to set the `orderSummaryId`, `returnOrderLifeCycleType`, and `status` field values on the `ConnectApi.ReturnOrderInputRepresentation` variable.
4. Use the `ConnectApi.ReturnOrderInputRepresentation` variable in the action input.

Flow Core Action for Order Management: Ensure Funds Async

Ensure funds for an invoice, and apply them to it. If needed, capture authorized funds by sending a request to a payment provider. This action inserts a background operation into an asynchronous job queue and returns the ID of that operation so you can track its status. Payment gateway responses appear in the payment gateway log and don't affect the background operation status.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Ensure Funds Async**.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with Salesforce Order Management

Set Input Values

Use values from earlier in the flow to set the inputs.

Input Parameter Description

Ensure Funds Async Input	This input is an Apex-defined variable of class ConnectApi.EnsureFundsAsyncInputRepresentation . The variable has one field, <code>invoiceId</code> , which is the ID of the invoice to ensure funds for and apply them to.
Order Summary Id	Reference to the order summary associated with the invoice.


Store Output Values

Output Parameter Description

Ensure Funds Async Output	<p>This value is an Apex-defined variable of class EnsureFundsAsyncOutputRepresentation. It only returns the ID of the asynchronous background operation, regardless of whether a call is made to an external payment gateway. It doesn't include any errors from the operation.</p> <p>The <code>backgroundOperationId</code> field contains the ID of the background operation.</p>
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Usage

This action checks the order payment summaries associated with the specified order summary for funds to pay the invoice balance as follows:

 **Note:** If multiple order payment summaries have equal amounts, their order of selection is random.

1. Verify that the invoice balance doesn't exceed the total amount of all the order payment summaries.
2. Look for an order payment summary with a captured amount equal to the invoice balance. If one exists, apply those funds.
3. If no exact match was found, identify all order payment summaries with captured amounts greater than the invoice balance. If any exist, select the smallest one and apply funds from it equal to the invoice balance.
4. If no captured amounts greater than the invoice balance were found, traverse the order payment summaries in order of captured amount, from largest to smallest. Apply each captured amount to the invoice until the invoice balance is zero or all captured funds are applied.
5. If the invoice still has a balance, look for an order payment summary with an authorized amount equal to the remaining invoice balance. If one exists, capture and apply those funds.
6. If no exact match was found, identify all order payment summaries with authorized amounts greater than the invoice balance. If any exist, select the smallest one and apply funds from it equal to the invoice balance.
7. If no authorized amounts greater than the invoice balance were found, traverse the order payment summaries in order of authorized amount, from largest to smallest. Capture and apply funds until the invoice balance is zero.

Flow Core Action for Order Management: Ensure Refunds Async

Ensure refunds for a credit memo or excess funds by sending a request to a payment provider. This action inserts a background operation into an asynchronous job queue and returns the ID of that operation so you can track its status. Payment gateway responses appear in the payment gateway log and don't affect the background operation status.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Ensure Refunds Async**.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with Salesforce Order Management

Set Input Values

Use values from earlier in the flow to set the inputs.

Input Parameter **Description**

Ensure Refunds Async Input	<p>This input is an Apex-defined variable of class ConnectApi.EnsureReundsAsyncInputRepresentation.</p> <p>The variable has two fields. You must specify at least one of them.</p> <ul style="list-style-type: none"> • <code>creditMemoId</code> — The ID of the credit memo to ensure refunds for. • <code>excessFundsAmount</code> — The amount of excess funds to apply the refunds against.
Order Summary Id	Reference to the order summary associated with the credit memo.

Store Output Values

Output Parameter **Description**

Ensure Refunds Async Output	<p>This value is an Apex-defined variable of class EnsureRefundsAsyncOutputRepresentation. It only returns the ID of the asynchronous background operation, regardless of whether a call is made to an external payment gateway. It doesn't include any errors from the operation.</p> <p>The <code>backgroundOperationId</code> field contains the ID of the background operation.</p>
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Usage

This action checks the order payment summaries associated with the specified order summary for amounts to refund following this logic:



Note: If multiple order payment summaries have equal amounts, their order of selection is random.

1. If a credit memo is specified, identify order payment summaries with captured amounts that were applied to the corresponding invoice.
 - a. Examine those order payment summaries. If one has a captured amount matching the credit memo amount, apply the refund to that payment.
 - b. If no exact match was found, look for captured amounts greater than the credit memo amount. If any exist, apply the refund to the smallest one.
 - c. If no greater amounts were found, traverse the order payment summaries in order of captured amount, from largest to smallest. Apply the refund to them until it's fully applied.
2. If an excess funds amount is specified, identify order payment summaries with captured amounts that weren't applied to any invoice.
 - a. Examine those order payment summaries. If one has a captured amount matching the excess funds amount, apply the refund to that payment.
 - b. If no exact match was found, look for captured amounts greater than the excess funds amount. If any exist, apply the refund to the smallest one.
 - c. If no greater amounts were found, traverse the order payment summaries in order of captured amount, from largest to smallest. Apply the refund to them until it's fully applied.

Flow Core Action for Order Management: Return Order Item Summaries Preview

Preview the expected results of a simple return of one or more order product summaries from an order summary without executing the return. The output of this action contains the values that would be set on the change order created by submitting the proposed return.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Return Order Item Summaries Preview**.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with Salesforce Order Management

Set Input Values


Use values from earlier in the flow to set the inputs.

Input Parameter Description

Order Summary Id	Reference to the order summary that you want to preview returning order product summaries from.
Return Order Product Summary Items Input	<p>This input is an Apex-defined variable of class ConnectApi.ChangeInputRepresentation. The variable has one field, <code>changeItems</code>. This field is a list of Apex-defined variables of class ConnectApi.ChangeItemInputRepresentation. Each of the variables includes these fields:</p> <ul style="list-style-type: none"> <code>orderItemSummaryId</code> — ID of an order product summary to return. It can't be a shipping charge product. <code>quantity</code> — Quantity to return. <code>reason</code> — Return reason. The value must match one of the picklist values on the Reason field of the Order Product Summary Change object. <code>shippingReductionFlag</code> — Boolean flag that specifies whether to prorate any related delivery charge based on the price change.

Store Output Values

Output Parameter Description

Return Order Product Summary Items Output	<p>This output is an Apex-defined variable of class ConnectApi.PreviewCancelOutputRepresentation, which contains the values that would populate a change order record for the proposed return.</p> <p> Note: The sign of a value in the <code>changeBalances</code> field is the opposite of the corresponding value on a change order record. For example, a discount is a positive value in <code>changeBalances</code> and a negative value on a change order record.</p> <p>The <code>orderSummaryId</code> field is the ID of the order summary specified in the input.</p> <p>The <code>changeBalances</code> field is an Apex-defined variable of class ConnectApi.ChangeItemOutputRepresentation, which includes these fields:</p> <ul style="list-style-type: none"> <code>grandTotalAmount</code> — Change to the total with tax. <code>totalAdjDeliveryAmtWithTax</code> — Change to the adjusted delivery subtotal, including tax.
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Output Parameter Description

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- `totalAdjDistAmountWithTax` — Change to the total order adjustments, including tax.
 - `totalAdjProductAmtWithTax` — Change to the adjusted product subtotal, including tax.
 - `totalAdjustedDeliveryAmount` — Change to the adjusted delivery subtotal.
 - `totalAdjustedDeliveryTaxAmount` — Change to the adjusted delivery subtotal tax.
 - `totalAdjustedProductAmount` — Change to the adjusted product subtotal.
 - `totalAdjustedProductTaxAmount` — Change to the adjusted product subtotal tax.
 - `totalAdjustmentDistributedAmount` — Change to the total order adjustments.
 - `totalAdjustmentDistributedTaxAmount` — Change to the total order adjustments tax.
 - `totalAmount` — Change to the pretax total.
 - `totalExcessFundsAmount` — The amount of excess funds available on the order payment summaries related to the order summary. It's equal to the captured amount that is owed as a refund, but it isn't associated with an invoice or credit memo. Excess funds normally occur when order products are canceled before fulfillment but after payment is captured. This situation isn't common in the US, where funds are normally authorized but not captured until the fulfillment process begins. This value includes all excess funds related to the order summary, not only the funds related to the current action.
 - `totalRefundableAmount` — The total amount available to be refunded. It's the sum of the excess funds and any outstanding change order grand total amounts that apply to post-fulfillment changes. This value includes all refundable amounts related to the order summary, not only the amount related to the current action.
 - `totalTaxAmount` — Change to the total tax.
-

Usage

To set up the Return Order Product Summary Items Input:

1. Use Assignment elements to set the `orderItemSummaryId`, `quantity`, `reason`, and `shippingReductionFlag` field values on one or more `ConnectApi.ChangeItemInputRepresentation` variables.
2. Use an Assignment element to add the `ConnectApi.ChangeItemInputRepresentation` variables to the `changeItems` field on a `ConnectApi.ChangeInputRepresentation` variable.
3. Use the `ConnectApi.ChangeInputRepresentation` variable and the order summary ID in the action input.

In a flow for returning order product summaries, display the output of this action for the user to review before executing the return. When the user verifies the expected results, pass the same input to a Return Order Item Summaries Submit action.

Flow Core Action for Order Management: Return Order Item Summaries Submit

Return one or more order product summaries from an order summary. This action is a simple return that creates a change order but not a return order.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Return Order Item Summaries Submit**.

Set Input Values

Use values from earlier in the flow to set the inputs.


Input Parameter	Description
Order Summary Id	Reference to the order summary that you want to return order product summaries from.
Return Order Product Summary Items Input	<p>This input is an Apex-defined variable of class ConnectApi.ChangeInputRepresentation.</p> <p>The variable has one field, <code>changeItems</code>. This field is a list of Apex-defined variables of class ConnectApi.ChangeItemInputRepresentation. Each of the variables includes these fields:</p> <ul style="list-style-type: none">• <code>orderItemSummaryId</code> — ID of an order product summary to return. It can't be a shipping charge product.• <code>quantity</code> — Quantity to return.• <code>reason</code> — Return reason. The value must match one of the picklist values on the Reason field of the Order Product Summary Change object.• <code>shippingReductionFlag</code> — Boolean flag that specifies whether to prorate any related delivery charge based on the price change.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with Salesforce Order Management

Store Output Values

Output Parameter	Description
Return Order Product Summary Items Output	<p>This output is an Apex-defined variable of class ConnectApi.SubmitReturnOutputRepresentation.</p> <p> Note: The sign of a value in the <code>changeBalances</code> field is the opposite of the corresponding value on a change order record. For example, a discount is a positive value in <code>changeBalances</code> and a negative value on a change order record.</p> <p>The <code>changeOrderId</code> field is the ID of the change order record created for the return.</p> <p>The <code>changeBalances</code> field is an Apex-defined variable of class ConnectApi.ChangeItemOutputRepresentation, which includes these fields:</p>

Output Parameter Description

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- `grandTotalAmount` — Change to the total with tax.
 - `totalAdjDeliveryAmtWithTax` — Change to the adjusted delivery subtotal, including tax.
 - `totalAdjDistAmountWithTax` — Change to the total order adjustments, including tax.
 - `totalAdjProductAmtWithTax` — Change to the adjusted product subtotal, including tax.
 - `totalAdjustedDeliveryAmount` — Change to the adjusted delivery subtotal.
 - `totalAdjustedDeliveryTaxAmount` — Change to the adjusted delivery subtotal tax.
 - `totalAdjustedProductAmount` — Change to the adjusted product subtotal.
 - `totalAdjustedProductTaxAmount` — Change to the adjusted product subtotal tax.
 - `totalAdjustmentDistributedAmount` — Change to the total order adjustments.
 - `totalAdjustmentDistributedTaxAmount` — Change to the total order adjustments tax.
 - `totalAmount` — Change to the pretax total.
 - `totalExcessFundsAmount` — The amount of excess funds available on the order payment summaries related to the order summary. It's equal to the captured amount that's owed as a refund, but it's not associated with an invoice or credit memo. Excess funds normally occur when order products are canceled before fulfillment but after payment is captured. This situation isn't common in the US, where funds are normally authorized but not captured until the fulfillment process begins. This value includes all excess funds related to the order summary, not only the funds related to the current action.
 - `totalRefundableAmount` — The total amount available to be refunded. It's the sum of the excess funds and any outstanding change order grand total amounts that apply to post-fulfillment changes. This value includes all refundable amounts related to the order summary, not only the amount related to the current action.
 - `totalTaxAmount` — Change to the total tax.
-

Usage

To set up the Return Order Product Summary Items Input:

1. Use Assignment elements to set the `orderItemSummaryId`, `quantity`, `reason`, and `shippingReductionFlag` field values on one or more `ConnectApi.ChangeItemInputRepresentation` variables.
2. Use an Assignment element to add the `ConnectApi.ChangeItemInputRepresentation` variables to the `changeItems` field on a `ConnectApi.ChangeInputRepresentation` variable.
3. Use the `ConnectApi.ChangeInputRepresentation` variable and the order summary ID in the action input.

In a flow for returning order product summaries, run a Return Order Item Summaries Preview action before running this action. Then display its output for the user to review. When the user verifies the expected results, pass the same input to this action.

Flow Core Action for Order Management: Return Return Order Items

Process one or more return order line items belonging to a return order. This action creates a change order record and makes the processed return order line items read-only. If a processed return order line item has any remaining expected quantity, then the action creates a separate return order line item representing that quantity.

In Flow Builder, add an Action element to your flow. Select the **Order Management** category, and search for **Return Return Order Items**.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise, Unlimited, and Developer** Editions with Salesforce Order Management and Returns


Set Input Values

Use values from earlier in the flow to set the inputs.

Input Parameter	Description
Return Order Id	Reference to the return order that you want to process return order line items from.
Return Items Input	<p>This input is an Apex-defined variable of class ConnectApi.ReturnItemsInputRepresentation. It has two fields. The <code>returnOrderItemDeliveryCharges</code> field is an optional list of Apex-defined variables of class ConnectApi.ReturnOrderItemDeliveryChargeInputRepresentation. Each of the variables includes one field:</p> <ul style="list-style-type: none"> <code>returnOrderLineItemId</code>—ID of a return order line item representing a shipping charge to return. <p>The <code>returnOrderItems</code> field is a list of Apex-defined variables of class ConnectApi.ReturnOrderItemInputRepresentation. Each of the variables includes these fields:</p> <ul style="list-style-type: none"> <code>quantityReceived</code>—(Optional) The quantity of the return order line item that has been received. The value must be zero or greater. This value isn't used by any standard features, but is provided for use in customizations. <code>quantityRejected</code>—(Optional) The quantity of the return order line item that has been rejected for return. The value must be zero or greater. This value isn't used by any standard features, but is provided for use in customizations. <code>quantityReturned</code>—The quantity of the return order line item that has been returned. The value must be greater than zero. If this value plus <code>quantityToCancel</code> is less than the expected return quantity, then the remaining quantity to be returned is added to a new return order line item. <code>quantityToCancel</code>—(Optional) The quantity of the return order line item to remove because it's not being returned. The value must be zero or greater. If this value plus <code>quantityReturned</code> is less than the expected return quantity, then the remaining quantity to be returned is added to a new return order line item. <code>reasonForRejection</code>—(Optional) The reason why the rejected quantity, if any, was rejected. This value isn't used by any standard features, but is provided for use in customizations. <code>returnOrderLineItemId</code>—The return order line item ID.

Store Output Values

Output Parameter Description

Return Items Output	<p>This output is an Apex-defined variable of class ConnectApi.ReturnItemsOutputRepresentation. It has two fields.</p> <p>The <code>changeOrderId</code> field is the ID of the change order record created for the return.</p> <p>The <code>returnLineItemSplits</code> field is a list of Apex-defined variables of class ConnectApi.ReturnOrderItemSplitLineOutputRepresentation, which includes these fields:</p> <ul style="list-style-type: none"> • <code>newReturnOrderId</code>—ID of the new return order line item that holds the remaining return quantity. • <code>originalReturnOrderId</code>—ID of the original return order line item. <p> Note: After a change order is created for a return order line item, that return order line item is read-only. If this action is used to return a partial quantity, it creates a new “split” return order line item to hold the remaining quantity to be returned. In that case, it returns the IDs of the original and split return order line items in an element of the <code>returnLineItemSplits</code> output list property.</p>
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Usage

To set up the Return Return Order Items Input:

1. Use Assignment elements to set the `quantityReceived`, `quantityRejected`, `quantityReturned`, `quantityToCancel`, `reasonForRejection`, and `returnOrderLineItemId` field values on one or more `ConnectApi.ReturnOrderItemInputRepresentation` variables.
2. Use Assignment elements to set the `returnOrderLineItemId` field value on one or more `ConnectApi.ReturnOrderItemDeliveryChargeInputRepresentation` variables.
3. Use an Assignment element to add the `ConnectApi.ReturnOrderItemInputRepresentation` variables to the `returnOrderItems` field on a `ConnectApi.ReturnItemsInputRepresentation` variable.
4. Use an Assignment element to add the `ConnectApi.ReturnOrderItemDeliveryChargeInputRepresentation` variables to the `returnOrderItemDeliveryCharges` field on a `ConnectApi.ReturnItemsInputRepresentation` variable.
5. Use the `ConnectApi.ReturnItemsInputRepresentation` variable and the return order ID in the action input.

CHAPTER 6 Salesforce Order Management Platform Events

In this chapter ...

- [FOStatusChangedEvent](#)
- [OrderSummaryCreatedEvent](#)
- [OrderSummaryStatusChangedEvent](#)

Salesforce Order Management includes standard platform events. Processes, flows, and the Streaming API can subscribe to them.

FStatusChangedEvent

Notifies subscribers of changes to the status of a fulfillment order record. Use this event to trigger flows and processes in your order workflow. This object is available in API version 48.0 and later.

Supported Calls

describeSObjects()

Supported Subscribers

Subscriber	Supported?
Apex Triggers	✓
Flows	✓
Processes	✓
Streaming API (CometD)	✓

Streaming API Subscription Channel

/event/FStatusChangedEvent

Special Access Rules

FStatusChangedEvent is available as part of Salesforce Order Management.

Fields

Field	Details
EventUuid	<p>Type</p> <p>string</p> <p>Properties</p> <p>Nullable</p> <p>Description</p> <p>A universally unique identifier (UUID) that identifies a platform event message. This field is available in API version 52.0 and later.</p>
FulfillmentOrderId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Nullable</p>

Field	Details
	<p>Description</p> <p>ID of the FulfillmentOrder whose status changed.</p> <p>This value is functionally required, but is nillable because fulfillment order records can be deleted to comply with data protection and privacy requirements.</p>
NewStatus	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>None</p> <p>Description</p> <p>Required. The new value of the Status field on the FulfillmentOrder.</p> <p>Possible values are defined by the Status field picklist on the FulfillmentOrder object.</p>
NewStatusCategory	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Restricted picklist</p> <p>Description</p> <p>Required. The new value of the StatusCategory field on the FulfillmentOrder.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Activated • Cancelled • Closed • Draft • Fulfilling
OldStatus	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Nillable</p> <p>Description</p> <p>The previous value of the Status field on the FulfillmentOrder.</p> <p>Possible values are defined by the Status field picklist on the FulfillmentOrder object.</p>
OldStatusCategory	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Nillable, Restricted picklist</p> <p>Description</p> <p>The previous value of the StatusCategory field on the FulfillmentOrder.</p>

Field	Details
	<p>Possible values are:</p> <ul style="list-style-type: none"> Activated Cancelled Closed Draft Fulfilling
OrderSummaryId	<p>Type reference</p> <p>Properties Nillable</p> <p>Description ID of the OrderSummary associated with the FulfillmentOrder.</p>
ReplayId	<p>Type string</p> <p>Properties Nillable</p> <p>Description Represents an ID value that is populated by the system and refers to the position of the event in the event stream. Replay ID values aren't guaranteed to be contiguous for consecutive events. A subscriber can store a replay ID value and use it on resubscription to retrieve missed events that are within the retention window.</p>

OrderSummaryCreatedEvent

Notifies subscribers of the creation of an order summary record. Use this event to trigger flows and processes in your order workflow. This object is available in API version 48.0 and later.

Supported Calls

`describeSObjects()`

Supported Subscribers

Subscriber	Supported?
Apex Triggers	✓
Flows	✓
Processes	✓

Subscriber	Supported?
Streaming API (CometD)	✓

Streaming API Subscription Channel

/event/OrderSummaryCreatedEvent

Special Access Rules

OrderSummaryCreatedEvent is available as part of Salesforce Order Management.

Fields

Field	Details
EventUuid	Type string Properties Nillable Description A universally unique identifier (UUID) that identifies a platform event message. This field is available in API version 52.0 and later.
OrderId	Type reference Properties Nillable Description ID of the original order associated with the created OrderSummary.
OrderSummaryId	Type reference Properties Nillable Description ID of the created OrderSummary
ReplayId	Type string Properties Nillable

Field	Details
	Description Represents an ID value that is populated by the system and refers to the position of the event in the event stream. Replay ID values aren't guaranteed to be contiguous for consecutive events. A subscriber can store a replay ID value and use it on resubscription to retrieve missed events that are within the retention window.

OrderSumStatusChangedEvent

Notifies subscribers of changes to the status of an order summary record. Use this event to trigger flows and processes in your order workflow. This object is available in API version 48.0 and later.

Supported Calls

`describeSObjects()`

Supported Subscribers

Subscriber	Supported?
Apex Triggers	✓
Flows	✓
Processes	✓
Streaming API (CometD)	✓

Streaming API Subscription Channel

`/event/OrderSumStatusChangedEvent`

Special Access Rules

OrderSumStatusChangedEvent is available as part of Salesforce Order Management.

Fields

Field	Details
EventUuid	Type string

Field	Details
	<p>Properties Nillable</p> <p>Description A universally unique identifier (UUID) that identifies a platform event message. This field is available in API version 52.0 and later.</p>
NewStatus	<p>Type picklist</p> <p>Properties Defaulted on create</p> <p>Description Required. The new value of the Status field on the OrderSummary. Possible values are based on the OrderSummary statuses defined in your org.</p>
OldStatus	<p>Type picklist</p> <p>Properties Defaulted on create</p> <p>Description Required. The previous value of the Status field on the OrderSummary. Possible values are based on the OrderSummary statuses defined in your org.</p>
OrderId	<p>Type reference</p> <p>Properties Nillable</p> <p>Description ID of the original order associated with the OrderSummary.</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Nillable</p> <p>Description The ID of the OrderSummary that changed. This value is functionally required, but is nillable because order summary records can be deleted to comply with data protection and privacy requirements.</p>
ReplayId	<p>Type string</p>

Field	Details
	<div><div>Properties</div><div>Nillable</div><div>Description</div><div>Represents an ID value that is populated by the system and refers to the position of the event in the event stream. Replay ID values aren't guaranteed to be contiguous for consecutive events. A subscriber can store a replay ID value and use it on resubscription to retrieve missed events that are within the retention window.</div></div>

CHAPTER 7 Salesforce Order Management Lightning Components

Salesforce Order Management includes standard Lightning components .

Order Product Summaries by Recipient Component

Use the Order Product Summaries by Recipient component to display order product details on an Order Summary record page. This component is available in Salesforce Order Management.

The Order Product Summaries by Recipient component displays information about the order delivery group summaries associated with the order summary, including the order product summaries associated with them.

The displayed order product summary fields are defined by the Order Product Summaries related list on the OrderDeliveryGroup object page layout. To modify the columns in this component on the order summary details page, edit the related list on the Order Delivery Group page layout, not the Order Summary page layout.

You can create a custom filter to control which order delivery group summary records are displayed.

Order Summary Totals

Use the Order Summary Totals component to display order financial totals on an Order Summary record page. This component is available in Salesforce Order Management.

You can customize the panel title and which values to display.

CHAPTER 8 API End-of-Life

Salesforce is committed to supporting each API version for a minimum of three years from the date of first release. In order to mature and improve the quality and performance of the API, versions that are more than three years old might cease to be supported.

When an API version is to be deprecated, advance notice is given at least one year before support ends. Salesforce will directly notify customers using API versions planned for deprecation.