Fast Integration - SFRA
Post Purchase Update Jobs

Version 22.1.0

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1. Summary

This document describes the (optional) jobs set up for updating fast from SFCC via job feeds from your order management system.

Get Started

This Integration Guide helps you

- Update fast with post-purchase events via feed files from the order management system.

Required Products

Product Pre-Requisites

- Salesforce B2C Commerce Enterprise
- Fast Checkout
- Fast Cartridge for Salesforce Commerce Cloud

License Requirement

- Fast AF

Integration components

- Fast integration cartridge
- Supporting metadata package
- Job steps setup and code

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2. Component Overview

Functional Overview
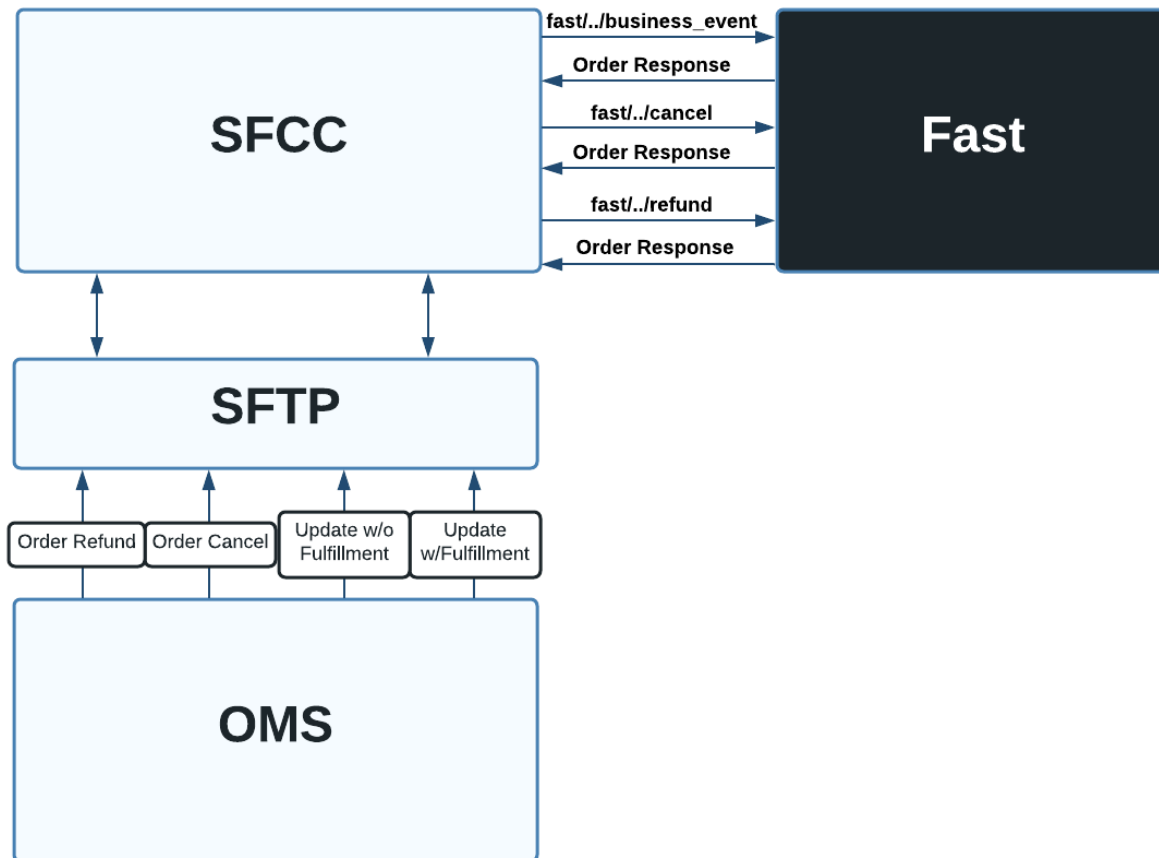
Supported Payment Types

- Fast accepts all major credit cards and charges a flat fee across the board. There is an additional 1% charge for international cards.

Use Cases

Enable one-click checkout on your Salesforce Commerce Cloud web storefronts with Fast Checkout network of shoppers so you can increase conversion and capitalize on intent.

Limitations, Constraints

- This integration supports one-click checkout directly on your web storefront
- Split shipments
- Split payment capture

Compatibility

- Reference integration built based on Storefront Reference Architecture(SFRA) version v6.0.0
- Integration built based on Open Commerce API(OCAPI) version 21.9
- Integration was tested against compatibility mode 19.10

Privacy, Payment

- We will attribute orders only to known profiles based on email address
- Credit card data will not be processed or stored in SFCC

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3. Implementation Guide

Setup of Business Manager

Steps:

To enable the Seller to Fast Jobs follow the below steps,
- Import System Object
- Import Service
- Import Jobs
- Create SFCC ticket for Post Order Ops
- Configure Site Preferences
- Configure Jobs

Step #1: Import System Object
- Import the System Object from "metadata/fast-meta-import/meta/system-objecttype-extensions.xml"

Step #2: Import Service
- Import the Service from "metadata/sites/RefArch/services.xml"

Step #3: Import Jobs
- Import the Job from "metadata/sites/RefArch/jobs.xml"

Step #4: Create SFCC ticket for Post Order Ops
- To create the Return in SFCC, SFCC should enable the "Order Post Operations"
- The user should create an SFCC ticket to enable the same

Step #5: Configure Site Preferences
- Navigate to "Merchant Tools >Site Preferences > Custom Site Preference Groups"
- Add SFTP configurations,
    - Fast SFTP Url
    - Fast SFTP Username
    - Fast SFTP Password
    - Fast SFTP Port
    - Fast SFTP File Max Size

Configurations Jobs:

- Fast provide below 4 Jobs
    - Fast Order Update with fulfillment
    - Fast Order Update without fulfillment
    - Fast Order Cancel
    - Fast Order Refund
- Each Job have 2 steps
    - SFTPFileDownload
    - OrderUpdate / OrderUpdateWithFulfillment/ OrderReturn / OrderCancel

Step #1 : SFTPFileDownload:
- This Step will help to copy the source folder from the SFTP folder and move it to the SFCC IMPEX folder
- User should configure below Steps
    - sourceFolder

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- ■ SFTP Source folder path
- ■ It can not be empty and it is mandatory
  - ○ targetFolder
    - ■ SFCC Impex target folder path
    - ■ It can not be empty and it is mandatory
  - ○ filePattern
    - ■ Job support XML file to process so by default (.xml)
    - ■ It can not be empty and it is mandatory
  - ○ deleteRemoteFiles
    - ■ The job can delete the Remote (SFTP) file after it is moved to SFCC

Step #2 : Order Update / Cancel / Return:
- ● This step will perform below process
  - ○ Read the Order data from the Impex Source folder and convert it into a JSON object
  - ○ Update / Cancel / Return the Order in SFCC based in the JSON Object
  - ○ Make the Seller to Fast API call to update the Order date to Fast service to update the data in Fast
  - ○ If any error in the above two steps, Job will create an Error CSV file which will have SFCC order Id, Fast Order Id, and error message
  - ○ Once the order is processed, the processed file will move to the Archive folder with the current timestamp
- ● User should configure below Steps
  - ○ sourceFolder
    - ■ Source IMPEX folder path
    - ■ It can not be empty and it is mandatory
  - ○ archiveFolder
    - ■ Archive Folder IMPEX path
    - ■ It can not be empty and it is mandatory
  - ○ errorFolder
    - ■ Error Folder IMPEX path
    - ■ It can not be empty and it is mandatory

Cleanup Jobs:

- ● Clean jobs will help to clean up the Archive Folder
- ● It has 2 param,
  - ○ sourceFolder - Folder path
  - ○ numberofDays - no of days to delete

Input XML File format:

- ● Fast provide below 4 Jobs
  - ○ Fast Order Update with fulfillment
  - ○ Fast Order Update - Clear to Collect Payment
  - ○ Fast Order Cancel
  - ○ Fast Order Refund

Job: Fast Order Update with fulfillment

This Job will update the order with the below item,
- ● Order Status
- ● Order Shipment
- ● Fast Custom attribute

Sample XML File:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<orders xmlns="http://www.demandware.com/xml/impex/order/2006-10-31">
   <order order-no="00002601">
     <status>
        <order-status>OPEN</order-status>
        <shipping-status>NOT_SHIPPED</shipping-status>
        <confirmation-status>NOT_CONFIRMED</confirmation-status>
        <payment-status>NOT_PAID</payment-status>
        <export-status>NOT_EXPORTED</export-status>
     </status>
     <shipments>
        <shipment shipment-id="00002801">
           <tracking-number>PBRC1000000001</tracking-number>
           <!-- using for carrier string -->
           <shipping-method>UPS Ground</shipping-method>
           <custom-attributes>
              <custom-attribute attribute-id="estimatedDeliveryDate">2021-09-09</custom-attribute>
           </custom-attributes>
        </shipment>
     </shipments>
     <product-lineitems>
        <product-lineitem>
           <product-id>750518548296M</product-id>
           <product-status>CANCELLED</product-status>
           <quantity>1</quantity>
           <custom-attributes>
              <custom-attribute
attribute-id="fastProdLineId">285cf29d-daa7-47cd-8ae6-c4efc46672c7</custom-attribute>
           </custom-attributes>
        </product-lineitem>
     </product-lineitems>
     <custom-attributes>
        <custom-attribute attribute-id="fastId">3470b856-58c5-432b-aaed-7c0be5ae73b5</custom-attribute>
        <custom-attribute attribute-id="fastEventType">FULFILLMENT</custom-attribute>
     </custom-attributes>
   </order>
</orders>
```

Job: Fast Order Update - Clear to Collect Payment

This Job will update the order with the below item,
   ● Order Status
   ● Fast Custom attribute

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Sample XML File:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<orders xmlns="http://www.demandware.com/xml/impex/order/2006-10-31">
  <order order-no="00003201">
    <status>
      <order-status>OPEN</order-status>
      <shipping-status>NOT_SHIPPED</shipping-status>
      <confirmation-status>NOT_CONFIRMED</confirmation-status>
      <payment-status>NOT_PAID</payment-status>
      <export-status>NOT_EXPORTED</export-status>
    </status>
    <custom-attributes>
      <custom-attribute attribute-id="fastId">c606d01d-b72a-4b5b-9bf3-20d92f9d32a7</custom-attribute>
      <custom-attribute attribute-id="fastEventType">CLEAR_TO_COLLECT_PAYMENT</custom-attribute>
    </custom-attributes>
  </order>
</orders>
```

Job: Fast Order Cancel

This Job will update the order with the below item,
- Order Status
- Fast Custom attribute

Sample XML File:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<orders xmlns="http://www.demandware.com/xml/impex/order/2006-10-31">
  <order order-no="00002601">
    <status>
      <order-status>CANCELLED</order-status>
      <shipping-status>NOT_SHIPPED</shipping-status>
      <confirmation-status>NOT_CONFIRMED</confirmation-status>
      <payment-status>NOT_PAID</payment-status>
      <export-status>NOT_EXPORTED</export-status>
    </status>
    <custom-attributes>
      <custom-attribute attribute-id="fastId">3470b856-58c5-432b-aaed-7c0be5ae73b5</custom-attribute>
      <custom-attribute attribute-id="fastReasonCode">CUSTOMER_INITIATED</custom-attribute>
      <custom-attribute attribute-id="fastReasonNote">Not good</custom-attribute>
    </custom-attributes>
  </order>
</orders>
```

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Job: Fast Order Refund

This Job will update the order with the below item,
- Return and its items
- Fast Custom attribute

Sample XML File:

```xml
<?xml version="1.0" ?>
<returns
  xmlns="urn:demandware.com:oms:return_import_feed:99.9"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  targetNamespace="urn:demandware.com:oms:return_import_feed:99.9"
  elementFormDefault="qualified" attributeFormDefault="unqualified">
  <return>
    <order-no>00003201</order-no>
    <return-case-number>Return-10001</return-case-number>
    <return-number>Return-10002</return-number>
    <status>COMPLETED</status>
    <return-items>
      <return-item>
        <product-id>750518548296M</product-id>
        <quantity>1</quantity>
        <reason-code>Too bad</reason-code>
          <custom-attributes>
            <custom-attribute attribute-id="fastReasonCode">UNSPECIFIED</custom-attribute>
            <custom-attribute attribute-id="fastReasonNote">Reason Note</custom-attribute>
            <custom-attribute
attribute-id="fastProdLineId">73b93bde-21e3-4749-83b8-28cfa652ad29</custom-attribute>
          </custom-attributes>
      </return-item>
    </return-items>
    <custom-attributes>
      <custom-attribute attribute-id="fastReasonCode">UNSPECIFIED</custom-attribute>
      <custom-attribute attribute-id="fastReasonNote">Reason Note</custom-attribute>
      <custom-attribute attribute-id="fastRefundMethod">ORIGINAL_METHOD</custom-attribute>
      <custom-attribute attribute-id="capturedAmount">4.00</custom-attribute>
      <custom-attribute attribute-id="capturedTaxAmount">4.00</custom-attribute>
      <custom-attribute attribute-id="capturedShipAmount">4.00</custom-attribute>
      <custom-attribute attribute-id="fastId">c606d01d-b72a-4b5b-9bf3-20d92f9d32a7</custom-attribute>
    </custom-attributes>
  </return>
</returns>
```

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Possible Order Status

Order Status:

XML - Order Status	SFCC - Order Status
CREATED	ORDER_STATUS_CREATED
NEW	ORDER_STATUS_NEW
OPEN	ORDER_STATUS_OPEN
COMPLETED	ORDER_STATUS_COMPLETED
CANCELLED	ORDER_STATUS_CANCELLED
FAILED	ORDER_STATUS_FAILED
REPLACED	ORDER_STATUS_REPLACED

Order Payment Type:

XML - Payment Type	SFCC - Event Type
NOT_PAID	PAYMENT_STATUS_NOTPAID
PAID	PAYMENT_STATUS_PAID
PART_PAID	PAYMENT_STATUS_PARTPAID

Order Shipping Status:

XML - Shipping Status	SFCC - Shipping Status
SHIPPED	SHIPPING_STATUS_SHIPPED
NOT_SHIPPED	SHIPPING_STATUS_NOTSHIPPED
PART_SHIPPED	SHIPPING_STATUS_PARTSHIPPED

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Order Confirmation Status:

XML - Confirmation Status	SFCC - Confirmation Status
CONFIRMED	CONFIRMATION_STATUS_CONFIRMED
NOT_CONFIRMED	CONFIRMATION_STATUS_NOTCONFIRMED

Export Status:

XML - Export Status	SFCC - Export Status
NOT_EXPORTED	EXPORT_STATUS_NOTEXPORTED
EXPORTED	EXPORT_STATUS_EXPORTED
READY	EXPORT_STATUS_READY
FAILED	EXPORT_STATUS_FAILED

Possible Fast Attributes

Fast Event Type:

XML - Event Type	Fast - Event Type
UNSPECIFIED	BUSINESS_EVENT_TYPE_UNSPECIFIED
FULFILLMENT	BUSINESS_EVENT_TYPE_FULFILLMENT
CLEAR_TO_COLLECT_PAYMENT	BUSINESS_EVENT_TYPE_CLEAR_TO_COLLECT_PAYMENT

Fast Cancel Reason Code:

XML - Reason Code	Fast - Reason Code
UNSPECIFIED	CANCEL_REASON_CODE_UNSPECIFIED
CUSTOMER_INITIATED	CANCEL_REASON_CODE_CUSTOMER_INITIATED
MERCHANT_INITIATED	CANCEL_REASON_CODE_MERCHANT_INITIATED

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NO_STOCK	CANCEL_REASON_CODE_NO_STOCK
BAD_CONFIG	CANCEL_REASON_CODE_BAD_CONFIG
OTHER	CANCEL_REASON_CODE_OTHER

Fast Return Reason Code:

XML - Reason Code	Fast - Reason Code
UNSPECIFIED	REFUND_REASON_CODE_UNSPECIFIED
UNSATISFIED	REFUND_REASON_CODE_UNSATISFIED
WRONG_OPTION	REFUND_REASON_CODE_WRONG_OPTION
WRONG_PRODUCT	REFUND_REASON_CODE_WRONG_PRODUCT
DAMAGED_PRODUCT	REFUND_REASON_CODE_DAMAGED_PRODUCT
NOT_DELIVERED	REFUND_REASON_CODE_NOT_DELIVERED
WRONG_TAX	REFUND_REASON_CODE_WRONG_TAX
WRONG_SHIPPING	REFUND_REASON_CODE_WRONG_SHIPPING
OVERCHARGE	REFUND_REASON_CODE_OVERCHARGE
COURTESY	REFUND_REASON_CODE_COURTESY
OTHER	REFUND_REASON_CODE_OTHER

Fast Refund Method:

XML - Refund Method	Fast - Refund Method
UNSPECIFIED	REFUND_METHOD_UNSPECIFIED
STORE_CREDIT	REFUND_METHOD_STORE_CREDIT
ORIGINAL_METHOD	REFUND_METHOD_ORIGINAL_METHOD

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Fast Order Status Calculations:

- Fast Order Status is calculated based on the below Order Status
    - OrderStatus
    - Shipping Status
    - Confirmation Status
    - Payment Status
    - Export Status

SFCC Order Status Conditions	Fast Order Status
- OrderStatus = ORDER_STATUS_CREATED - ShippingStatus = SHIPPING_STATUS_NOTSHIPPED - ConfirmationStatus = CONFIRMATION_STATUS_NOTCONFIRMED - PaymentStatus = PAYMENT_STATUS_NOTPAID - ExportStatus = EXPORT_STATUS_NOTEXPORTED	ORDER_STATUS_PENDING
- OrderStatus = ORDER_STATUS_NEW OR ORDER_STATUS_OPEN - ShippingStatus = SHIPPING_STATUS_NOTSHIPPED - ConfirmationStatus = CONFIRMATION_STATUS_NOTCONFIRMED - PaymentStatus = PAYMENT_STATUS_NOTPAID - ExportStatus = EXPORT_STATUS_NOTEXPORTED	ORDER_STATUS_BOOKED
- OrderStatus = ORDER_STATUS_NEW OR Order.ORDER_STATUS_OPEN - ShippingStatus = SHIPPING_STATUS_NOTSHIPPED - ConfirmationStatus = CONFIRMATION_STATUS_NOTCONFIRMED - PaymentStatus = PAYMENT_STATUS_PAID - ExportStatus = EXPORT_STATUS_READY	ORDER_STATUS_PENDING_FULFILLMENT
- OrderStatus = ORDER_STATUS_COMPLETED - ShippingStatus = SHIPPING_STATUS_SHIPPED - ConfirmationStatus = CONFIRMATION_STATUS_CONFIRMED - PaymentStatus = PAYMENT_STATUS_PAID - ExportStatus = EXPORT_STATUS_EXPORTED	ORDER_STATUS_FULFILLED
- OrderStatus = ORDER_STATUS_COMPLETED - ShippingStatus = SHIPPING_STATUS_SHIPPED - ConfirmationStatus = CONFIRMATION_STATUS_CONFIRMED - PaymentStatus = PAYMENT_STATUS_PAID - ExportStatus = EXPORT_STATUS_EXPORTED	ORDER_STATUS_COMPLETE
OrderStatus = ORDER_STATUS_CANCELLED	ORDER_STATUS_CANCELED
Default	ORDER_STATUS_PENDING

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Fast Return Data - JSON format:

- During Order Refund Job, SFCC will store the Refund/ return data (as JSON) in Order custom attribute and below is sample format

```
{
  "returnCaseNumber":"Return-10002",
  "returnNumber":"Return-10003",
  "fastOrderId":"c606d01d-b72a-4b5b-9bf3-20d92f9d32a7",
  "reason":"REFUND_REASON_CODE_UNSPECIFIED",
  "note":"Reason Note",
  "method":"REFUND_METHOD_ORIGINAL_METHOD",
  "amount":"4.00",
  "taxAmount":"4.00",
  "shippingAmount":"4.00",
  "refundLines":[
    {
      "value":"73b93bde-21e3-4749-83b8-28cfa652ad29",
      "productId":"750518548296M",
      "quantity":"1",
      "reason":"REFUND_REASON_CODE_UNSPECIFIED"
    }
  ]
}
```

4. Testing

Seller -> Fast Integration Tests

Positive Test Cases:
1. Cancel order
2. Refund order
3. Send a business event
    a. Order was fulfilled
    b. Order was cleared, notify to collect payment

Negative Test Cases:
1. Cancel order fails for invalid input
2. Cancel order fails for cancelled/missing order
3. Refund order fails for invalid input
4. Refund order fails for already refunded/missing order
5. Send business event should fail for invalid event data

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Business Manager Configuration Tests

1. Product level Fast button configuration
   a. Disable Fast Checkout = -None-; result: button show on storefront
   b. Disable Fast Checkout = False; result: button shown on storefront
   c. Disable Fast Checkout = True; result: button hidden from storefront
2. Site level Fast button configuration
   a. Is Fast Enabled = True; result: button is eligible to be displayed on storefront
   b. Is Fast Enabled = False; result: button is ineligible to be displayed on storefront

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5. Operations, Maintenance

Data Storage

Availability

Failover/Recovery Process

Contact Fast support(https://help.fast.co/hc/en-us) in the event Fast Checkout is down. If Fast Checkout is down there will be no interruption of your current checkout flow. You can globally disable Fast until the issue is resolved.

Support

https://help.fast.co/hc/en-us

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