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ORDER CANCELLATION INTEGRATION GUIDE



**SFCC - ESW Cartridge**

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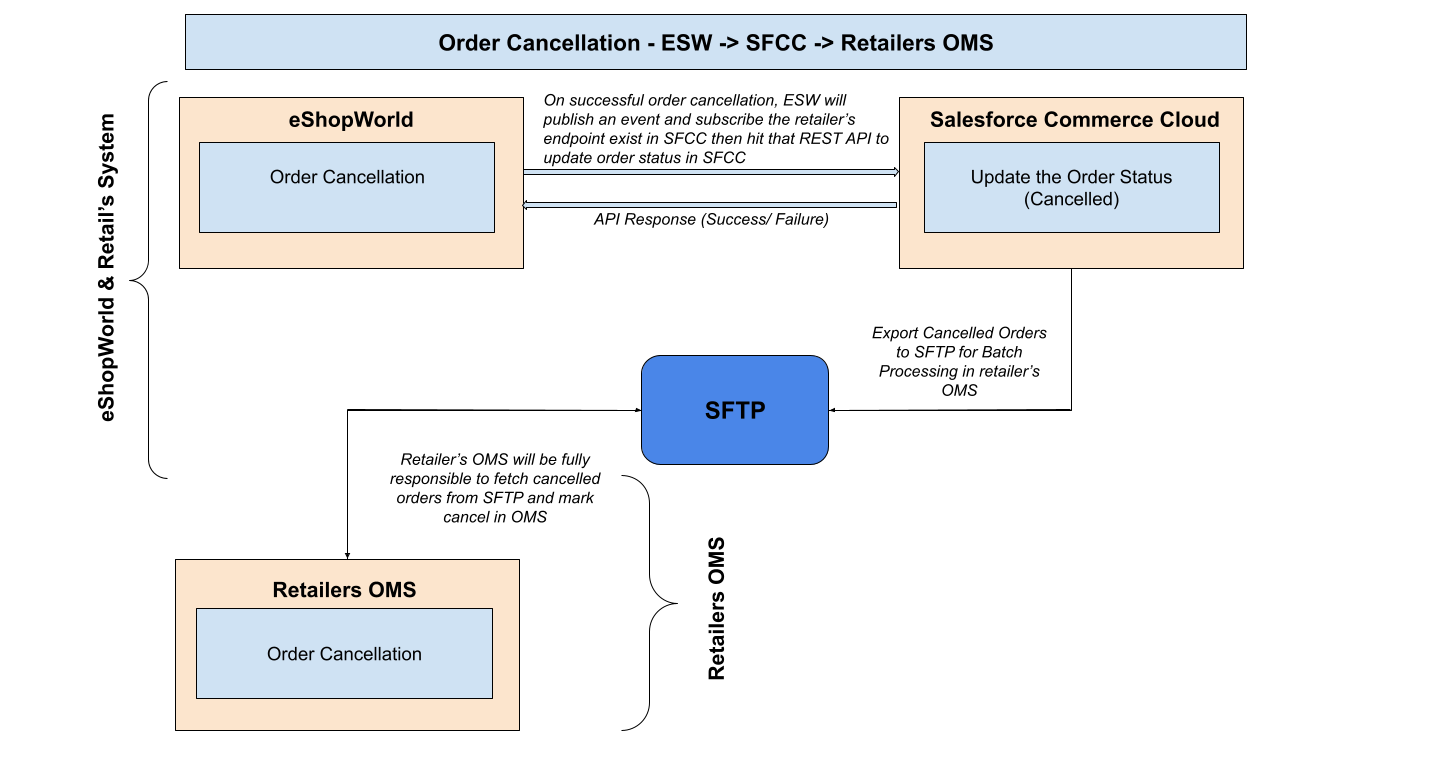
# **Order Cancellation Integration**

ESW plugin allows retailers to synchronize cancelled orders status between SFCC & ESW regardless of where order cancellation triggered first, whether in SFCC or ESW.

The ESW-SFCC cartridge allows retailers to synchronize cancelled order status in both ways ESW => SFCC and SFCC => ESW.

eShopWorld Order Cancellation (ESW => SFCC)

The ESW-SFCC Cartridge allows retailers to cancel orders in SFCC if order cancelled via ESW CSP first.



ESW Webhooks Configuration

Retailers need to subscribe SFCC API endpoint in ESW tenant configuration that will trigger on OrderCancelSucceedEvent. The ESW-SFCC cartridge provides the OOTB SFCC endpoint to subscribe with ESW order cancellation webhook event. ESW integration engineer can help retailers to subscribe this endpoint.

**SFCC Endpoint Example:**

[https://example.com/on/demandware.store/Sites-RefArch-Site/default/EShopWorld-ProcessWebHooks](https://example.com/on/demandware.store/Sites-RefArch-Site/default/EShopWorld-CancelOrder)

Retailers can update example.com with their storefront domain.

Workflow to Cancel Order in SFCC

The ESW-SFCC Cartridge perform the following to cancel order in SFCC If order cancelled from ESW CSP first to sync order status in both systems.

* On successful order cancellation in ESW CSP, webhook will trigger the retailers provided subscribed SFCC endpoint (EShopWorld-ProcessWebhooks) with cancelled order detail in request body.
* SFCC endpoint will park cancelled order data in SFCC order custom attribute cancelOrderJsonPayload and will mark the attribute isEswCancelledOrder as true once all line items are cancelled. 
* ESW scheduled SFCC Job [eswRetailerOrderStatus](#eswRetailerOrderStatus_job) will iterate over orders having and mark as cancelled in SFCC. Job step **eswToSfccOrderCancellation** perform this ESW to SFCC cancellation activity.
* Retailers is responsible to sync cancelled orders between SFCC and external Retailers OMS.

# **Order Cancellation Integration Configuration**

Import Metadata

Import order level custom attributes (systemobjects.xml) and custom objects (customobjects.xml) from **link\_eshopworld\Metadata\meta.**

The following **ESW Order Cancellation** custom attributegroup will be present in Order Custom Attributes:

* **ESW Transaction Reference**: This custom attribute will be filled with transaction reference if order successfully cancelled in ESW.
* **ESW Order Cancellation Timestamp**: This will hold the timestamp that when order cancellation happened.
* **ESW Order Cancellation Message**: This attribute will hold the Success Message or Error Message coming in ESW Order Cancellation response.
* **ESW Order Cancelled By**: This attribute will hold the value that who perform this cancellation action
* **ESW Order Cancelled By User**: This attribute will hold the email of the user whole triggered the cancellation.

eswRetailerOrderStatus Job

The **eswRetailerOrderStatus**job syncs the cancelled orders status between ESW & SFCC. Import job from **link\_eshopworld\Metadata\jobs.xml**

A screenshot of a computer

AI-generated content may be incorrect.

**eswRetailerOrderStatus** Job contains one step

**eswToSfccOrderCancellation:** This job step cancel order in SFCC if order cancelled by ESW CSP.

Job Frequency

Schedule this job to run after every hour. Retailers can schedule according to cancelled orders frequency.