Extend



Extend Integration for Salesforce Commerce Cloud SiteGenesis

Welcome to Extend! We provide an easy way for any merchant to sell extended warranties - generating new revenue, increasing purchase conversion, and dramatically improving the customer experience.

This guide will walk you through the process of getting live with Extend protection plans, so you can start selling and earning revenue as quickly and easily as possible. The process is pretty simple - and even more simple with a connected SFCC SiteGenesis v19.10.0 store. Read on to learn more!



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Component Overview

1. Functional Overview

This integration cartridge makes it easy to enable the following features:

- Daily export catalog products to Extend
- Purchase extended warranties for eligible products
- Present offers and an up-sell modal in Product Display Page (PDP) and Cart pages for eligible products
- Generate contracts for newly purchased Extend warranties

2. Use Cases

For a merchant, the main use cases are:

- Possibility to enable/disable the main functionalities for Extend warranties in Business Manager
- Display warranty products in PDP & Cart
- Display an up-sell modal in PDP & Cart
- Generate warranty contracts upon order placement

For a customer, the main use cases are:

- Attach an extended warranty to a catalog product, in PDP, Modal & Cart and subsequently checkout products
- View details about the warranty products
- Remove warranties from the Cart (either by removing the main product or just the warranty product)

3. Compatibility

This cartridge has been developed and tested against Commerce Cloud Digital 19.10 and integrated on top of SiteGenesis 104.1.5.



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4. Privacy Policies on Payments

This cartridge implements a custom object for temporary storing order data needed for Extend warranty contract generation. This custom object (ExtendContractsQueue) was implemented based on a queue pattern that gets consumed by a job configured to execute every 5 minutes. This data is not exposed publicly and used only in a server-to-server communication setup.

Extend does not handle payments from the end-user. The merchant is responsible for charging the end-user for the warranty plans purchased, using the existing tenders that are currently supported on the specific environment. The merchant is responsible for generate Extend contracts only after charging the end-user for the warranty plans purchased. Please visit to https://extend.com/privacy for more information.

Implementation Guide

The SiteGenesis version of this integration follows the best practices for this storefront version. In order to achieve the features described in this document, you will need to manually insert the code indicated below.

1. Setup of Business Manager

1.1 Upload cartridge & include in the cartridge path

- 1. Upload the **int_extend** cartridge to the sandbox.
- 2. Go to Business Manager → Administration → Site → Manage Sites. Select desired site and go to Settings. At the beginning of the Cartridge Path add "int_extend:" in order to include the cartridge in the current site's configuration.

1.2 Import metadata

- Go to Business Manager → Administration → Site Development → Import & Export
- 2. Upload the following files from ./metadata/meta/ folder
 - a. system-objecttype-extensions.xml
 - b. custom-objecttype-definitions.xml
- Go to Business Manager → Administration → Site Development → Import &
 Export → Meta Data → Import. You should see both previous files as available
 for import. Proceed to importing both.





1.3 Import custom jobs

- 1. Go to Business Manager → Administration → Operations → Import & Export
- 2. Upload the following file: ./metadata/jobs.xml
- 3. Go to Business Manager → Administration → Operations → Import & Export → Jobs → Import. You should see the previous file as available for import. Proceed to importing it.

1.4 Import service

- 1. Go to Business Manager → Administration → Operations → Import & Export
- 2. Upload the following file: ./metadata/services.xml
- Go to Business Manager → Administration → Operations → Import & Export →
 Services → Import. You should see the previous file as available for import.
 Proceed to importing it.
- 4. Note: by default, the service URL is configured to point to the demo instance of the Extend API. Prior to going live with the integration, this will need to be changed and tested against the live production API.

1.5 Import Extend catalog

- 1. Select the site you're integrating Extend with
- Go to Business Manager → Merchant Tools → Products and Catalogs → Import & Export
- 3. Upload the following file: ./metadata/catalog.xml. This will import 3 dummy option products, which are used in order to create dynamic product line items in cart. We recommend keeping this as a separate master catalog, for visibility purposes.

2. Configuration

2.1 Catalog setup

- The 3 Extend products that need configuration are:
 - o EXTEND-12
 - o EXTEND-24
 - o EXTEND-36
- In order to make the Extend products merchandisable, you need to:
 - Assign them to your storefront catalog



- Allocate an inventory record in the inventory file assigned to the current site
 - Configure this entry as perpetual, since these are intangible goods and need to always be in-stock
- These don't need any description, pricing or any other regular product attributes to be configured

2.2 Custom preferences

- Go to Business Manager → Merchant Tools → Site Preferences → Custom Preferences → Extend
- 2. Configure the provided Extend credentials in the following fields
 - Access Token: this is used for authenticating web service calls to Extend API
 - b. Store ID: this is used for the client-side Javascript SDK to identify the current store
- 3. Configure the image breakpoint for using when exporting the product feed
 - a. The Image View Type is by default configured to large
 - b. Configure this to specify the breakpoint for the largest image size you have available across your products
- Extend Javascript SDK URL
 By default, this points to the demo JS SDK. Make sure that by the end of the integration process this is switched to the live production version.
- 5. Use the provided feature switches in order to enable / disable Extend features
 - a. Enable ExtendEnables / disables Extend globally
 - b. Enable Up-sell in CartEnables / disables the up-sell button and modal in Cart
 - c. Enable in PDPEnables / disables Extend in PDP
 - d. Enable Up-sell in PDPEnables / disables the up-sell modal in PDP

3. Jobs

3.1 Extend Products Export



This job uses Extend's API to traverse the entire storefront catalog and export each Simple and Variant Product that is, at the time of the job run, merchandisable (online and in stock).

- Go to Business Manager → Operations → Jobs. Select the Extend Products Export job.
- 2. Go to Job Steps and select Scope. Configure this to run in the scope of the site you're implementing Extend for.
- 3. Schedule this to run once a day, at a time that's most suitable for your recurring job setup, ideally after the catalog is being updated.
- 4. Make sure you're running this once and notify Extend after the successful run. Warranty products or plans are dynamically generated based on this stream of products.

3.2 Extend Contracts Creation

This job uses Extend's API to consume contracts queue, stored in the ExtendContractsQueue custom object. As Extend plans are being ordered, an instance of this object is being created. Thereafter, this job will send a contract generation request for each queue element and then it will remove it from the queue.

4. Custom Code

4.1 Include extend_footer.isml

- In:
 */app_storefront_core/cartridge/templates/default/components/footer/footer_UI.is
 ml
- Where: at the end of the file

Code:

<iscomment>Extend Integration</iscomment>
<isinclude template="components/footer/extend_footer"/>





```
iscontent type="text/html" charset="UTF-8" compact="true"/
   <script src="${URLUtils.staticURL('/lib/jquery/jquery-2.1.1.min.js')}" type="text/javascript"></script>
<script src="${URLUtils.staticURL('/lib/jquery/ui/jquery-ui.min.js')}" type="text/javascript"></script>
<iscomment>third-party add-ons</iscomment>
<script src="${URLUtils.staticURL('/lib/jquery/jquery.jcarousel.min.js')}" type="text/javascript"></script>
<script src="${URLUtils.staticURL('/lib/jquery/jquery.validate.min.js')}" type="text/javascript"></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script>
<script src="${URLUtils.staticURL('/lib/jquery/jquery.zoom.min.js')}" ></script>
<script type="text/javascript"><isinclude template="resources/appresources"/></script>
<script type="text/javascript"><isinclude url="${URLUtils.url('Resources-LoadTransient')}"/></script>
<script>var consent = ${session.custom.consentTracking};</script>
<script src="${URLUtils.staticURL('/js/app.js')}"></script>
<isif condition="${!('pageContext' in this) || empty(pageContext)}">
 <isscript>pageContext = new Object();</isscript>
<script>pageContext = <isprint value="${JSON.stringify(pageContext)}" encoding="off"/>;</script>
var meta = "${pdict.CurrentPageMetaData.description}";
var keywords = "${pdict.CurrentPageMetaData.keywords}";
<isinclude template="components/footer/extend_footer"/>
```





4.2 Include extend_productcontent.isml

- In: */app_storefront_core/cartridge/templates/default/product/productcontent.isml
- Where: after the availability section, before the quantity section

Code:

<iscomment>

Extend Integration

</iscomment>

<isinclude template="product/extend_productcontent" />





4.3 Include PDP functionality

- In: */app_storefront_core/cartridge/js/pages/product/variant.js
- Where: function updateContent(), at the end of the \$.ajax() callback function

Code:

```
if (window.EXT_GLOBAL_SWITCH) {
    window.extendPDP();
}
```

```
'use strict';
var ajax = require('../../ajax'),
    image = require('./image'),
   progress = require('../../progress'),
   productStoreInventory = require('../../storeinventory/product'),
   tooltip = require('../../tooltip'),
   util = require('../../util');
* @param {String} href - url of the new product variant
var updateContent = function (href) {
   var $pdpForm = $('.pdpForm');
    var qty = $pdpForm.find('input[name="Quantity"]').first().val();
   var params = {
       Quantity: isNaN(qty) ? '1' : qty,
       format: 'ajax',
       productlistid: $pdpForm.find('input[name="productlistid"]').first().val()
   progress.show($('#pdpMain'));
   ajax.load({
       url: util.appendParamsToUrl(href, params),
       target: $('#product-content'),
       callback: function () {
            if (SitePreferences.STORE_PICKUP) {
                productStoreInventory.init();
            image.replaceImages();
            tooltip.init();
            if (window.EXT_GLOBAL_SWITCH) {
                window.extendPDP();
    });
```





4.4 Include Upsell / cross-sell modal functionality

- In: */app_storefront_core/cartridge/js/pages/product/addToCart.js
- Where: function addToCart(), after the \$form variable declaration and before addItemToCart()

Code:

```
// Extend Integration
if ($('#extend-offer').length) {
   extendAddToCart($form, page, minicart, dialog, addItemToCart);
   return;
}
```





4.5 Import extendHelpers.js in CartModel.js

- In: */app_storefront_controllers/cartridge/scripts/models/CartModel.js
- Where: include this script at the API Includes section

Code:

// Import Extend Script Helpers
var extendHelpers = require('*/cartridge/scripts/extend');

```
'use strict';
 * Model for cart functionality. Creates a CartModel class with payment, shipping, and product
 * helper methods.
 * @module models/CartModel
var Transaction = require('dw/system/Transaction');
var AbstractModel = require('./AbstractModel');
var ArrayList = require('dw/util/ArrayList');
var BasketMgr = require('dw/order/BasketMgr');
var Money = require('dw/value/Money');
var MultiShippingLogger = dw.system.Logger.getLogger('multishipping');
var OrderMgr = require('dw/order/OrderMgr');
var PaymentInstrument = require('dw/order/PaymentInstrument');
var Product = require('~/cartridge/scripts/models/ProductModel');
var ProductInventoryMgr = require('dw/catalog/ProductInventoryMgr');
var ProductListMgr = require('dw/customer/ProductListMgr');
var QuantityLineItem = require('~/cartridge/scripts/models/QuantityLineItemModel');
var Resource = require('dw/web/Resource');
var ShippingMgr = require('dw/order/ShippingMgr');
var StoreMgr = require('dw/catalog/StoreMgr');
var TransientAddress = require('~/cartridge/scripts/models/TransientAddressModel');
var UUIDUtils = require('dw/util/UUIDUtils');
var lineItem;
var app = require('~/cartridge/scripts/app');
var ProductList = app.getModel('ProductList');
// Import Extend Helpers
var extendHelpers = require('*/cartridge/scripts/extendHelpers');
```





4.6 Include Extend line item creation in CartModel.js

- In: */app_storefront_controllers/cartridge/scripts/models/CartModel.js
- Where: function addProductToCart(), before the return statement

Code:

// Extend Create Warranty LineItem extendHelpers.createExtendLineItem(cart, params, Product, Transaction);

```
} else {
                  var previousBonusDiscountLineItems = cart.getBonusDiscountLineItems();
                  productToAdd = Product.get(params.pid.stringValue);
                  if (productToAdd.object.isProductSet()) {
                      var childPids = params.childPids.stringValue.split(',');
                      var childQtys = params.childQtys.stringValue.split(',');
                      var counter = 0;
                      for (var i = 0; i < childPids.length; i++) {</pre>
                          var childProduct = Product.get(childPids[i]);
                          if (childProduct.object && !childProduct.isProductSet()) {
                              var childProductOptionModel = childProduct.updateOptionSelection(params);
                              cart.addProductItem(childProduct.object, parseInt(childQtys[counter]), childProductOptionModel);
                          counter++:
                  } else {
                      productOptionModel = productToAdd.updateOptionSelection(params);
                      cart.addProductItem(productToAdd.object, params.Quantity.doubleValue, productOptionModel);
                  // When adding a new product to the cart, check to see if it has triggered a new bonus discount line item.
                  newBonusDiscountLineItem = cart.getNewBonusDiscountLineItem(previousBonusDiscountLineItems);
135
              extendHelpers.createOrUpdateExtendLineItem(cart, params, Product);
                  format: format,
                  template: template,
                  BonusDiscountLineItem: newBonusDiscountLineItem
```





4.7 Import extendHelpers.js in Cart

- In: */app_storefront_controllers/cartridge/controllers/Cart.js
- Where: include this script at the API Includes section

Code:

var extendHelpers = require('*/cartridge/scripts/extendHelpers');

```
'use strict';
     /**
      * Controller that adds and removes products and coupons in the cart.
      * Also provides functions for the continue shopping button and minicart.
      * @module controllers/Cart
     /* API Includes */
11
     var ArrayList = require('dw/util/ArrayList');
12
     var ISML = require('dw/template/ISML');
13
     var Resource = require('dw/web/Resource');
     var Transaction = require('dw/system/Transaction');
15
     var URLUtils = require('dw/web/URLUtils');
16
17
     var app = require('~/cartridge/scripts/app');
18
     var guard = require('~/cartridge/scripts/guard');
20
     /* EXTEND */
     var extendHelpers = require('*/cartridge/scripts/extendHelpers');
```





4.8 Add functionality to remove Extend warranty line items in Cart.js

- In: */app_storefront_controllers/cartridge/controllers/Cart.js
- Where: 'deleteProduct' action handler; replace this entire function with the following code

Code:

```
'deleteProduct': function (formgroup) {
  // EXTEND - Check if there is a warranty associated with the product that is being
deleted
  var warrantyLineItem = extendHelpers.checkForWarrantyLl(cart,
formgroup.getTriggeredAction().object);
  Transaction.wrap(function () {
    cart.removeProductLineItem(formgroup.getTriggeredAction().object);
    // EXTEND - if there is a warranty associated with the product remove the
corresponding warranty
    if (warrantyLineItem) {
      cart.removeProductLineItem(warrantyLineItem);
    }
  });
  return {
    cart: cart
  };
}
```



```
'deleteGiftCertificate': function (formgroup) {
    Transaction.wrap(function () {
        cart.removeGiftCertificateLineItem(formgroup.getTriggeredAction().object);
};

return {
        cart: cart
    };

// EXTEND - Check if there is a warranty associated with the product that is being deleted
    var warrantyLineItem = extendHelpers.checkForWarrantyLI(cart, formgroup.getTriggeredAction().object);

Transaction.wrap(function () {
        cart.removeProductLineItem(formgroup.getTriggeredAction().object);

// EXTEND - if there is a warranty associated with the product remove the corresponding warranty if (warrantyLineItem) {
        cart.removeProductLineItem(warrantyLineItem);
}

// EXTEND - if there is a warranty associated with the product remove the corresponding warranty if (warrantyLineItem) {
        cart.removeProductLineItem(warrantyLineItem);
    }

// eart: cart
// cart: cart
// cart:
```





4.9 Disable edit in cart for Extend line items

- In: */app_storefront_core/cartridge/templates/default/checkout/cart/cart.isml
- Where: line 176: <iscomment>Call module to render product</iscomment>

Replace:

```
<isdisplayliproduct p_productli="${lineItem}" p_formli="${FormLi}" p_editable="${true}" p_hideprice="${true}" p_hidepromo="${false}" />
```

With:

```
<isif condition="${lineItem.custom.parentLineItemUUID}">
      <isdisplayliproduct p_productli="${lineItem}" p_formli="${FormLi}"
p_editable="${false}" p_hideprice="${true}" p_hidepromo="${false}" />
      <iselse>
            <isdisplayliproduct p_productli="${lineItem}" p_formli="${FormLi}"
p_editable="${true}" p_hideprice="${true}" p_hidepromo="${false}" />
      </isif>
```





4.10 Remove Add to Wishlist from cart for Extend products

- In: */app_storefront_core/cartridge/templates/default/checkout/cart/cart.isml
- Where: line 212

Replace:

```
<isif condition="${empty(pdict.ProductAddedToWishlist) ||
pdict.ProductAddedToWishlist != lineItem.productID}">
  <isif condition="${!isInWishList && !empty(lineItem.product)}">
    <a class="add-to-wishlist" href="${URLUtils.https('Cart-AddToWishlist', 'pid',</pre>
lineItem.productID)}" name="${FormLi.addToWishList.htmlName}"
title="${Resource.msg('global.addthisitemtowishlist.title','locale',null)}">
       ${Resource.msg('global.addtowishlist','locale',null)}
    </a>
  </isif>
<iselse/>
  <div class="in-wishlist">
    ${Resource.msg('global.iteminwishlist','locale',null)}
  </div>
</isif>
With:
<isif condition="${!lineItem.custom.parentLineItemUUID}">
  <isif condition="${empty(pdict.ProductAddedToWishlist) ||</pre>
pdict.ProductAddedToWishlist != lineItem.productID}">
    <isif condition="${!isInWishList && !empty(lineItem.product)}">
       <a class="add-to-wishlist" href="${URLUtils.https('Cart-AddToWishlist', 'pid',</pre>
lineItem.productID)}" name="${FormLi.addToWishList.htmlName}"
title="${Resource.msg('global.addthisitemtowishlist.title','locale',null)}">
         ${Resource.msg('global.addtowishlist','locale',null)}
       </a>
    </isif>
  <iselse/>
    <div class="in-wishlist">
       ${Resource.msg('global.iteminwishlist','locale',null)}
    </div>
  </isif>
</isif>
```



```
div class="item-user-actions">

disif condition="${!lineItem.bonusProductLineItem || lineItem.getBonusDiscountLineItem() != null}">

doutton class="button-text" type="submit" value="${Resource.msg('global.remove', 'locale',null)}" name="${FormLi.deleteProduct.htmlName}">

disif condition="${!lineItem.custom.parentLineItemUUID}">

disif condition="${!lineItem.custom.parentLineItemUUID}">

disif condition="${!lineItem.getBonusDiscountLineItem() != null}">

disif condition="${FormLi.deleteProduct.htmlName}">

disif condition="${ItimeItem.custom.parentLineItemUUID}">

disif condition="${!lineItem.getBonusDiscountLineItem() != null}">

disif condition="${ItimeItem.custom.parentLineItemUUID}">

disif condition="${!lineItem.getBonusDiscountLineItem() != null}">

disif condition="${ItimeItem.getBonusDiscountLineItem() != null}">

disif condition="${ItimeItem.getBonusDiscountLineI
```





4.11 Add contract generation snippet to COPlaceOrder.js

- In: */app_storefront_controllers/cartridge/controllers/COPlaceOrder.js
- Where: function submit(), in the if (!orderPlacementStatus.error) statement

Code:

// Add Extend products to Contracts queue
var extendHelpers = require('*/cartridge/scripts/extend');
addContractToQueue(order.object);

```
} else if (handlePaymentsResult.missingPaymentInfo) {
              return Transaction.wrap(function () {
                  OrderMgr.failOrder(order);
                   return {
                      error: true,
                      PlaceOrderError: new Status(Status.ERROR, 'confirm.error.technical')
                  };
              });
171
174
          var orderPlacementStatus = Order.submit(order);
          if (!orderPlacementStatus.error) {
176
              clearForms();
              var extendHelpers = require('*/cartridge/scripts/extendHelpers');
179
              extendHelpers.addContractToQueue(order);
          return orderPlacementStatus;
```





4.12 calculate.js hook

- Open your calculate.js hook script (*/cartridge/scripts/cart/calculate.js)
- Add the following script at the beginning of the script file

Before the tax calculation hook is called, add the following line





- Find the function calculateProductPrices(basket) {...}
- Change the "handle non-catalog products" if statement to be:

if (!productLineItem.catalogProduct ||
productLineItem.custom.parentLineItemUUID)

```
* @function calculateProductPrices
       * Calculates product prices based on line item quantities. Set calculates prices
       * on the product line items. This updates the basket and returns nothing
100
       * @param {object} basket The basket containing the elements to be computed
      function calculateProductPrices(basket) {
          var productQuantities = basket.getProductQuantities();
          var productQuantitiesIt = productQuantities.keySet().iterator();
          // get product prices for the accumulated product quantities
          var productPrices = new HashMap();
          while (productQuantitiesIt.hasNext()) {
              var prod = productQuantitiesIt.next();
              var quantity = productQuantities.get(prod);
              productPrices.put(prod, prod.priceModel.getPrice(quantity));
          var productLineItems = basket.getAllProductLineItems().iterator();
          while (productLineItems.hasNext()) {
              var productLineItem = productLineItems.next();
              // handle non-catalog products
              if (!productLineItem.catalogProduct || productLineItem.custom.parentLineItemUUID) {
                  productLineItem.setPriceValue(productLineItem.basePrice.valueOrNull);
              var product = productLineItem.product;
              // handle option line items
              if (productLineItem.optionProductLineItem) {
134
                  // the price is set to 0.0 by the promotion engine
                  if (!productLineItem.bonusProductLineItem) {
```

4.13 Include extend_header.isml

- In:
 - */app_storefront_core/cartridge/templates/default/components/header/htmlhead_ UI.isml
- Where: at the end of the file





Code:

<iscomment>Extend Integration</iscomment>
<isinclude template="components/footer/extend_header"/>

```
ciscontent type="text/html" charset="UTF-8" compact="true"/>
ciscomment>"HIS FILE ONLY CONTAINS DIFFERENCES BETWEEN SIMPLE AND RICH UI LIB INCLUDES
/*scomment>
The ciscomment>
/*scomment>
The sineGENN/END_comments are control statements for the build cartridge which can be found in xchange <a href="https://xchange.demandware.com/doc">https://xchange.demandware.com/doc</a>
/*scomment>
If you are not using the build cartridge the comments can be safely removed.
/*scomment>
/*scomment>THIRD PARTY STYLESHEETS STYLING</iscomment>
/*scomment>THIRD PARTY STYLESHEETS STYLING</iscomment>
/*scomment>THIRD PARTY STYLESHEETS STYLING</iscomment>
/*scomment>EQUAL UNITED PARTY STYLESHEETS STYLING</iscomment>
/*scomment>Equal United Party Stylesheet in the stylesheet in
```

4.14 Add data attribute to link in minilineitems.isml

In:

*/app_storefront_core/cartridge/templates/default/checkout/components/minilinei tems.isml

• Where: line 89

Code:

```
<a href="${itemUrl}"
data-is-extend-product="${productLineItem.custom.parentLineItemUUID ? true :
false}" title="${Resource.msgf('product.label','product',null,
productLineItem.productName)}">
<isprint value="${productLineItem.productName}"/>
</a>
```



X

5. External Interfaces

All requests are done through the Extend API. The full reference guide, along with the resource structure for requests, can be found on the developer site - https://developers.extend.com/latest.

6. Firewall Requirements

None





Testing

1. Enable Extend

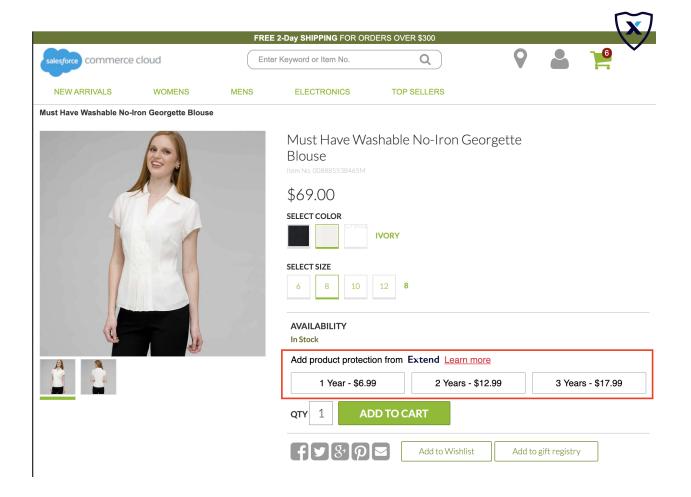
- Make sure the following switches are set to Yes
 - o Enable Extend
 - o Enable in PDP
 - o Enable Up-sell in PDP
 - o Enable Up-sell in Cart
- Make sure the product catalog has been exported to Extend and your Extend representative enabled warranty plans in the system

2. PDP

2.1 Extend Plan

Go to any simple or variant product that has an Extend warranty enabled. Select a variation and you will be presented with the Extend offer and widget to select a warranty plan.







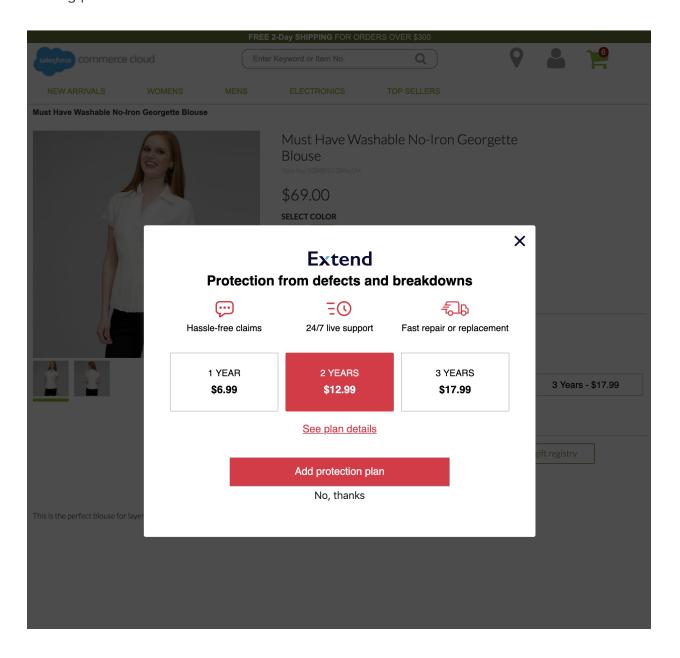
2.2 Add to Cart



Select an Extend warranty plan and click Add to Cart. You will notice 2 products were added to the cart – the SFCC catalog product along with the Extend warranty plan.

2.3 Up-sell Modal

Click Add to Cart on the PDP without selecting any Extend warranty plan. You will be presented with a modal recommending the associated Extend plans for this current catalog product. Selecting "Add protection plan" will proceed to add to cart the Extend plan, alongside the catalog product. Selecting "No, thanks" will only add to cart the catalog product.







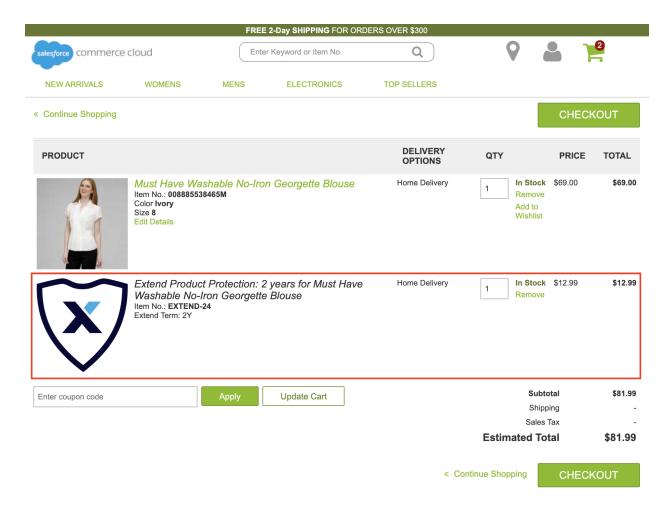


3. Cart



3.1 Extend Plans in Cart

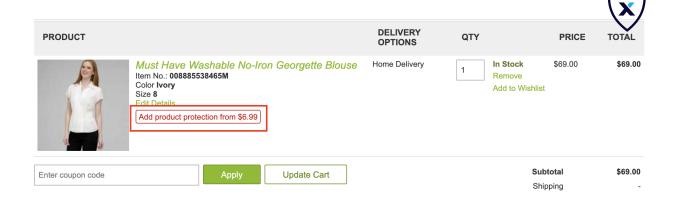
Confirm an Extend plan has been added to the cart.



3.2 Up-sell button for eligible products in cart

Add to cart an eligible for warranty product, without selecting any Extend plan for it. Go to the cart page. You will notice a button that recommends adding a protection plan.







3.3 Up-sell modal in cart

Click on the up-sell button. You will be presented with a modal recommending the associated Extend plans for this current catalog product. Selecting "Add protection plan" will proceed to add to cart the Extend plan. Selecting "No, thanks" will close the modal.

4. Business Manager

4.1 ExtendContractsQueue custom object

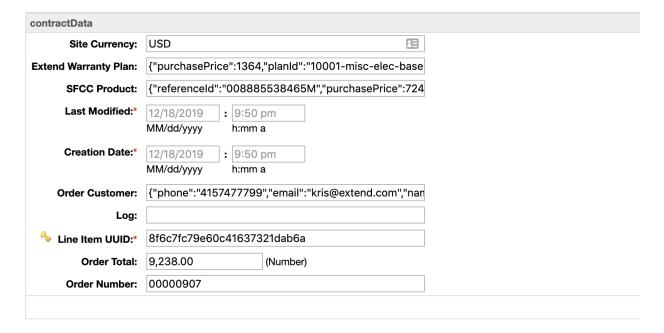
After placing an order containing Extend warranty plans, a new instance of this custom object is created. This holds all the data needed for generating an Extend contract.

Merchant Tools > Custom Objects > Custom Objects > 8f6c7fc79e60c41637321dab6a - General

General

Manage '8f6c7fc79e60c41637321dab6a' (ExtendContractsQueue)

Fields with a red asterisk (*) are mandatory. You can view and edit the name and description in other languages, if required. Click Apply to save the details.



4.2 Extend Contracts Creation Job

This job will process the ExtendContractsQueue object instances and will generate a contract for each instance. After successfully executing the request, the objects will be deleted.





Questions? Feedback?

At Extend, customer experience is our North Star, and that goes for both our merchant customers (you!) and your store's customers as they buy your products and our protection plans. So, we want to do anything we can to make your Extend integration successful and to make your customers' experiences outstanding.

If you have any questions, please don't hesitate to reach out to us any time or contact integrations@extend.com for help. And if you have any feedback about our documentation, integration process, or our APIs and SDK, we are all ears!

