

## Cart Vs Order

Not secure | localhost:9002/backoffice/

**SAP Administration Cockpit**

cart

Marketing

Order Statistics

- Carts**
- Cart Entries**

SEARCH

+ - CSV ⚡ ⚡ ⚡

<input type="checkbox"/>	Order Nr.	Date	Total Pri...	User...
No entries				

Not secure | localhost:9002/backoffice/

**SAP Administration Cockpit**

order

Order

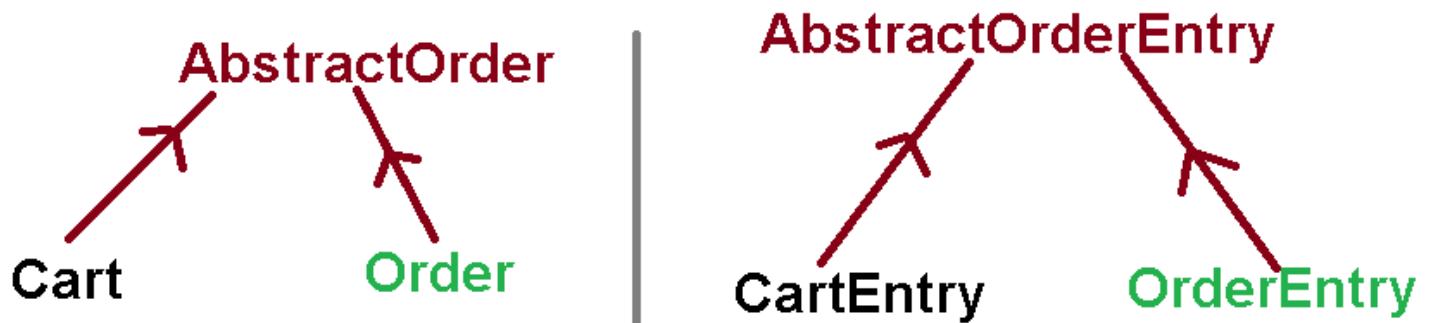
- Orders**
- Order Entries**
- Order History Entry

Marketing

SEARCH

+ - CSV ⚡ ⚡ ⚡

<input type="checkbox"/>	Order Nr.	Date	Total Pri...	User
✓	00010003	May 25, 2021 4:09:41 AM	£1,006.09	Chenna RRRS [chennareddytraining@rrrs.co.in]
✓	00008000	May 21, 2021 11:16:43 PM	£1,231.69	Chenna RRRS [chennareddytraining@rrrs.co.in]



```

<relation code="AbstractOrder2AbstractOrderEntry" localized="false" generate="true" autocreate="true">
  <sourceElement type="AbstractOrder" qualifier="order" cardinality="one">.
  <targetElement type="AbstractOrderEntry" qualifier="entries" cardinality="many" collectiontype="list"
    ordered="false">
    <modifiers read="true" write="true" search="true" optional="true" partof="true"/>
    <custom-properties>.
  </targetElement>
</relation>
  
```

==> Hence .... Cart & CartEntry Relation = 1 - M  
Order & OrderEntry Relation = 1 - M

## **Scenario = Explain Order Splitting?**

It is part of Order Management Module & is responsible of splitting orders into different **consignments** based on implementation splitting strategy.

**Q** = What is service responsible for splitting orders into different **consignments**?

`de.hybris.platform.ordersplitting.orderSplittingService =`

This service contains a list of splitting strategies to apply on a given order.

A strategy needs to implement: -

`de.hybris.platform.ordersplitting.strategy.SplittingStrategy`

**Q** = What are out of the box [OOTB] strategies?

- o `splitByAvailableCount`
- o `splitByDeliveryMode`
- o `splitByPoS`
- o `splitByNamedDeliveryDate`
- o `splitByEntryDeliveryAddress`
- o `splitByWarehouse`

**Q** = How to implement a new strategy?

Use “`de.hybris.platform.ordersplitting.strategy.AbstractSplittingStrategy`”

This helps by doing most of the work, all you have to do is to implement **getGroupingObject** (to select the attribute to group order entries) and **afterSplitting** to create **consignment**.

## Cart – Table

Your Shopping Bag | Apparel Site × Explorer:Administrator@localhost:9002/yacceleratorstorefront/en/cart ← → C Not secure | https://localhost:9002/yacceleratorstorefront/en/cart

**EXPORT CSV** 4 items | £386.66

ITEM (STYLE NUMBER)	PRICE	QTY	DELIVERY	TOTAL
<b>Airline Bag fairway/white Uni</b> 300618505 Style: fairway/white Size: Uni In Stock	£40.46	1	SHIP	£40.46
<b>Solo Parenth SS royal L</b> 300717313 Style: royal Size: L In Stock	£22.64	2	SHIP	£45.28
<b>Shades Anon Allie brown tortoise brown</b> 300044624 In Stock	£67.96	3	SHIP	£203.88
<b>Ghada Leather Belt Women chipmunk ML</b> 300385272 Style: chipmunk Size: MI	£24.26	4	SHIP	£97.04

Q = Where can we see above cart details? = hAC / Backoffice / Table.

← → C Not secure | localhost:9002/backoffice/

**SAP Administration Cockpit**

cart

SEARCH

Marketing Order Statistics Carts Cart Entries

Order Nr. Date Total Pri... User

00011003 May 25, 2021 11:54:51 PM £40.42 Chenna RRRS [chennareddytraining@rrrs.co.in]

00011003 - Chenna RRRS [chennareddytraining@rrrs.co.in] - May 25, 2021 11:54:51 PM - £40.42 - Null

PROPERTIES POSITIONS AND PRICES PAYMENT AND DELIVERY OUTPUT DOCUMENTS PROMOTION ENGINE RESULTS COUPONS ADI

POSITIONS

Entries  Entry groups Discounts Included Incl. Tax Values

00011003.0 : Assortment Web ...	+ <input type="button" value="edit"/> <input type="button" value="delete"/>	+ <input type="button" value="edit"/> <input type="button" value="delete"/>	+ <input type="button" value="edit"/> <input type="button" value="delete"/>
00011003.1 : Trenchtown Jacke...	+ <input type="button" value="edit"/> <input type="button" value="delete"/>	+ <input type="button" value="edit"/> <input type="button" value="delete"/>	+ <input type="button" value="edit"/> <input type="button" value="delete"/>

uk-vat-full : 20.00% = 25.63

SAVED QUERIES No queries

FlexibleSearch **hAC**

Flexible Query SQL Query Search result Execution statistics History Commit: OFF Show 10 entries

Search:

HJMPTS	CREATEDTS	MODIFIEDTS	TYPEPK STRING	OWNERPK STRING	PK	SEALED	P_CALCULATED	P_CODE	P_CURRENCY	P_DELIVE
9	2021-05-25 23:54:51.54	2021-05-25 23:56:11.452	8796420767787		1		00011003	8796093153313		

Contact Us = **ChennaReddyTraining@RRRS.CO.IN**

User

Cart

CartEntry

User

Order

OrderEntry

Relation between “User & Cart” = 1 – M

Relation between “User & Order” = 1 – M

Relation between “Cart & CartEntry” / “Order & OrderEntry” = 1 - M

```
core-items.xml
404
405    <relation code="User2Carts" generate="true" localized="false" autocreate="true">
406        <sourceElement type="User" cardinality="one" qualifier="user">
407            <modifiers read="true" write="true" search="true" optional="false"/>
408        </sourceElement>
409        <targetElement type="Cart" cardinality="many" qualifier="carts">
410            <modifiers read="true" write="true" search="true" optional="true" partof="true"/>
411        </targetElement>
412    </relation>
```

```
core-items.xml
421    </relation>
422
423    <relation code="User2Orders" generate="true" localized="false" autocreate="true">
424        <sourceElement type="User" cardinality="one" qualifier="user">
425            <modifiers read="true" write="true" search="true" optional="false"/>
426        </sourceElement>
427        <targetElement type="Order" cardinality="many" qualifier="orders">
428            <modifiers read="true" write="true" search="true" optional="true" partof="true"/>
429        </targetElement>
430    </relation>
```

**Scenario 1 = You [chenna] entered into Shop [eComm site]. Will there be any Cart allocated me? = No**

The screenshot shows two browser tabs. The left tab is 'Apparel Site UK | Homepage' showing a navigation menu with 'User', 'Companies', 'User Groups', 'Employees', 'Customers' (circled in green), and 'Addresses'. The right tab is 'SAP CX Backoffice' showing the 'Administration Cockpit'. A message at the top says 'I did not provide any of my Info. = Anonymous Customer'. The main area displays 'Order Statistics' with a 'Carts' section. A table header includes 'Order Nr.', 'Date', 'Total Pric...', and 'User'. Below it, a red message says 'No Cart'. The 'ORDERS' tab is highlighted with a green circle and a green arrow points to the 'Create new Order' button.

**Scenario 2 = When the cart will be allocated for customer?**

**Ans = When customer try to add 1<sup>st</sup> item to cart.**

The screenshot shows two browser tabs. The left tab is 'Your Shopping Bag | Apparel Site' showing a navigation menu with 'User', 'Companies', 'User Groups', 'Employees', 'Customers' (circled in green), and 'Addresses'. The right tab is 'SAP CX Backoffice' showing the 'Administration Cockpit'. A message at the top says 'I did not provide any of my Info. = Anonymous Customer'. The main area displays 'Order Statistics' with a 'Carts' section. A table header includes 'Order Nr.', 'Date', 'Total Pric...', and 'User'. Below it, a red message says 'No Cart'. The 'ORDERS' tab is highlighted with a green circle and a green arrow points to the 'Create new Order' button. In the top right corner of the SAP tab, there is a shopping cart icon with '(1 ITEMS) £20.21' circled in green.

REFRESH SAVE

PROPERTIES POSITIONS AND PRICES PAYMENT AND DELIVERY OUTPUT DOCUMENTS PROMOTION ENGINE RESULTS COUPON

ESSENTIAL hmc.essential

User Order Nr.

Anonymous [anonymous] 00011004

**Scenario 3 = You [chenna] entered into shop & added 5 items to cart.**

After 6 mins – You deleted 4 items from cart.

After 10 mins – You added another 2 items to cart.

After 14 mins – You deleted 3 items from cart.

**Q = What happens to Cart? = Cart will be there & It's empty.**

The screenshot displays a dual-browser interface. The top browser window shows the SAP CX Backoffice Administration Cockpit, where an order for item 00011004 is listed. The bottom browser window shows the Apparel Site UK storefront, which identifies the user as an anonymous customer named Chenna and displays an empty shopping cart.

**SAP CX Backoffice - Administration Cockpit**

Order Nr.	Date	Total Pri...	User
00011004	May 26, 2021 12:17:10 AM	£0.00	Anonymous [anonymous]

**Apparel Site UK | Homepage**

Anonymous Customer  
= Chenna

SIGN IN / REGISTER

(0 ITEMS) £0.00

**Scenario 4** = Let's say – another anonymous customer [rrrs] trying to add items to cart. What happens? = A New Cart will be created for him.

The screenshot shows the SAP Administration Cockpit interface. On the left, the navigation bar includes 'Marketing' and 'Order Statistics' sections, with 'Carts' highlighted and circled in green. A green arrow points from this 'Carts' link to the list of carts on the right. The right side displays a table of carts with the following data:

Order Nr.	Date	Total Pri...	User
RRRS	May 26, 2021 12:41:00 AM	£113.36	Anonymous [anonymous]
00011004	May 26, 2021 12:17:10 AM	£0.00	Anonymous [anonymous]

A green circle highlights the top cart entry (Order Nr. RRRS). The total value of £113.36 is also circled in green at the top right of the cart summary area. The word 'Chenna' is written in green across the bottom of the cart table.

**Scenario 5** = Let's say – chenna is close the browser & coming back after 5 mins added items to cart. What happens? = Chenna's old cart is retrieved & added items to it.

This screenshot shows the SAP Administration Cockpit again. The 'Carts' section is highlighted and circled in green, with a green arrow pointing to the cart table. The table now shows two entries for the same user:

Order Nr.	Date	Total Pri...	User
RRRS	May 26, 2021 12:41:00 AM	£113.36	Anonymous [anonymous]
00011004	May 26, 2021 12:17:10 AM	£437.36	Anonymous [anonymous]

A green circle highlights the second cart entry (Order Nr. 00011004). The total value of £437.36 is circled in green at the top right. The word 'Chenna' is written in green across the bottom of the cart table.

## Scenario 6 = How anonymous customers [chenna & rrrs] are retrieved correctly? = JSESSIONID [Every user will have GUID ID]

**Top Left Browser View:**

Your Shopping Bag | Apparel Site Not secure | localhost:9002/yacceleratorstorefront/en/cart

IBM **Anonymous Customer = RRRS** SIGN IN / REGISTER

I'm looking for

(1 ITEMS) £113.36

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH 69 SLAM

Elements Console Sources Network Performance Memory Application Security Lighthouse

Name	Value	Domain	Path	Expires / ...	Size	HttpOnly	Secure
cookie-notification	ACCEPTED	localhost	/	Session	27		
_utmz	111872281.1622003984.1.1.utmcsrc=(direct) utmccn=(dire...	localhost	/	2021-11-...	76		
anonymous-consents	%5B%7B%22templateCode%22%3A%22PROFILE%22%2C...	localhost	/	2022-05-...	127	✓	✓
_utmc	111872281	localhost	/	Session	15		
_utma	111872281.802852165.1622003984.1622003984.1622003...	localhost	/	2023-05-...	60		
apparel-uk-cart	<b>GUID</b> bf32e61f-c615-49db-8ec4-b9b2fafbaacd	localhost	/yacceler...	2032-10-...	51	✓	✓
JSESSIONID	E63516989FD8FAF05E5DCDC4EB1FD15	localhost	/yacceler...	Session	42	✓	✓

**Top Right Browser View:**

Your Shopping Bag | Apparel Site Not secure | localhost:9002/yacceleratorstorefront/en/cart

SAP CX Backoffice

IBM **Anonymous Customer = Chenna**

I'm looking for

(1 ITEMS) £437.36

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH 69 SLAM

Elements Console Sources Network Performance Memory Application Security Lighthouse

Name	Value	Domain	Path	Expires / ...	Size	HttpOnly	Secure
_utmb	111872281.31.9.1622001322400	localhost	/	2021-05-...	34		
cookie-notification	ACCEPTED	localhost	/	Session	27		
profile.consent.given	true	localhost	/	2032-10-...	25		✓
JSESSIONID	E0364A57BBDCEAACDB03A7686403D3FA	localhost	/yacceler...	Session	42	✓	✓
apparel-uk-cart	<b>GUID</b> d97fa913-ac15-48cd-bcaa-1fc254c3409	localhost	/yacceler...	2032-10-...	51	✓	✓
anonymous-consents	%5B%7B%22templateCode%22%3A%22PROFILE%22%2C...	localhost	/	2022-05-...	127	✓	✓

**Bottom View: hybris administration console**

You're Administrator [logout](#)

Type here...

Platform Monitoring Maintenance **Console**

FlexibleSearch

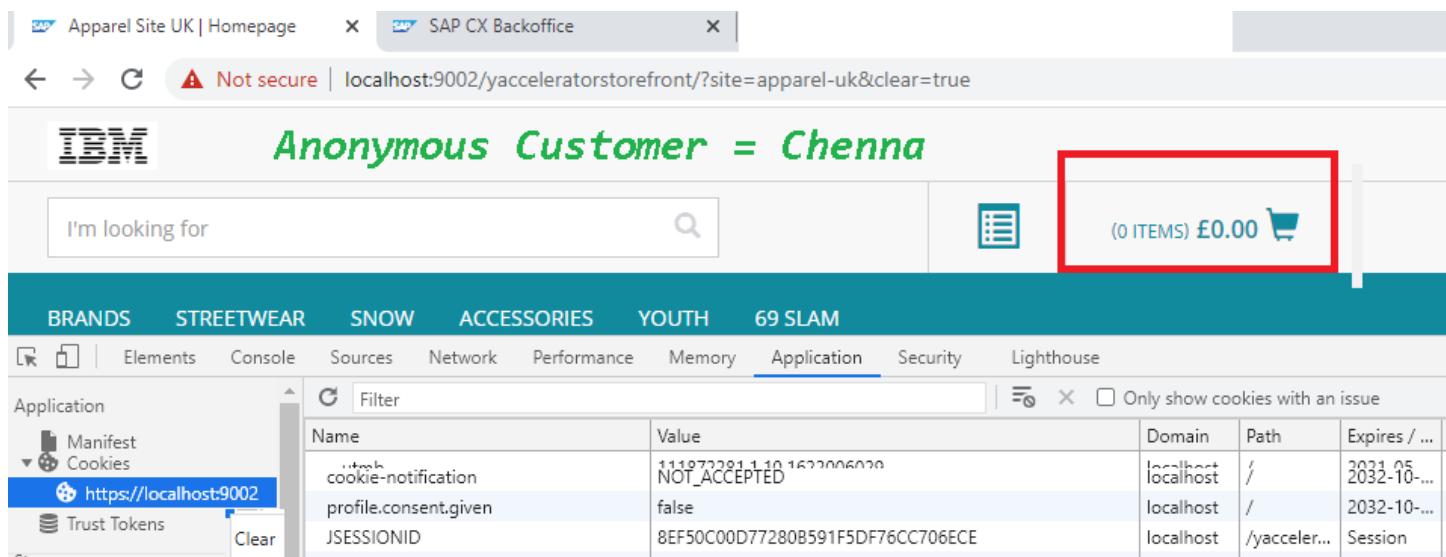
Flexible Query SQL Query **Search result** Execution statistics History

Commit: OFF

Show 10 entries

HJMPTS	CREATEDTS	MODIFIEDTS	TYPEPKSTRING	P_GUID	PK	SEALED	P_CALCULATED	P_CODE	P_SESSIONID
8	2021-05-26 00:17:10.181	2021-05-26 00:48:40.888	8796094038098	d97fa913-ac15-48cd-bcaa-1fc254c3409	8796420800555	1	00011004	293A11092EA192E79D785DF9840827F6	<b>Anonymous Customer = Chenna</b>
3	2021-05-26 00:41:00.132	2021-05-26 00:41:00.173	8796094038098	bf32e61f-c615-49db-8ec4-b9b2fafbaacd	8796420833323	1	00011005	E63516989FD8FAF05E5DCDC4EB1FD15	<b>Anonymous Customer = RRRS</b>

**Scenario 7 = Let's say – Anonymous customer [chenna] deleted cookies.**  
**Then what happens? = His cart can't be retrieved [But will be in DB].**

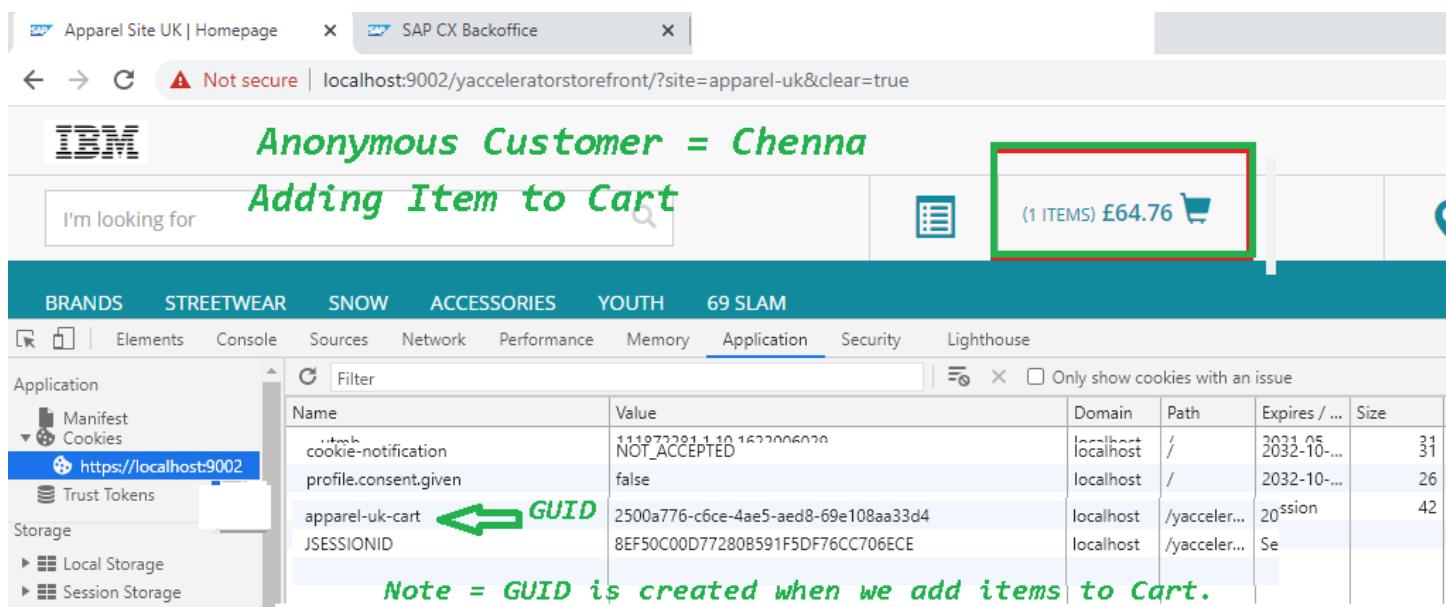


The screenshot shows the SAP CX Backoffice interface. At the top, there are two tabs: "Apparel Site UK | Homepage" and "SAP CX Backoffice". Below the tabs, the address bar shows "localhost:9002/yacceleratorstorefront/?site=apparel-uk&clear=true". The main content area displays the "Anonymous Customer = Chenna" storefront. On the right side, there is a shopping cart icon with the text "(0 ITEMS) £0.00". A red box highlights this cart icon. The bottom half of the screen shows the browser developer tools with the "Application" tab selected. The "Cookies" section is expanded, showing three cookies: "cookie-notification", "profile.consent.given", and "JSESSIONID". The "JSESSIONID" cookie has a value of "8EF50C00D77280B591F5DF76CC706ECE".

**Q = Anonymous Customer [chenna] cart also deleted from DB? = NO.**

CREATEDTS	MODIFIEDTS	TYPEPKSTRING	OWNERPKSTRING	PK	SEALED	P_CALCULATED	P_CODE	P_CURRENCY
2021-05-26 00:17:10.181	2021-05-26 00:46:40.868	8796094038098		8796420800555	1		00011004	8796093153313

**Note =**



The screenshot shows the SAP CX Backoffice interface. At the top, there are two tabs: "Apparel Site UK | Homepage" and "SAP CX Backoffice". Below the tabs, the address bar shows "localhost:9002/yacceleratorstorefront/?site=apparel-uk&clear=true". The main content area displays the "Anonymous Customer = Chenna" storefront. On the right side, there is a shopping cart icon with the text "(1 ITEMS) £64.76". A red box highlights this cart icon. The bottom half of the screen shows the browser developer tools with the "Application" tab selected. The "Cookies" section is expanded, showing four cookies: "cookie-notification", "profile.consent.given", "apparel-uk-cart", and "JSESSIONID". The "apparel-uk-cart" cookie has a value of "2500a776-c6ce-4ae5-aed8-69e108aa33d4". A green arrow points to this cookie with the label "GUID". A note at the bottom states "Note = GUID is created when we add items to Cart."

**Scenario 8 = Let's say – Anonymous customer [chenna] added 5 items to cart & after some time he login. What happens?**

The screenshot shows the SAP CX Backoffice interface. At the top, it says "Anonymous Customer [Chenna]" and "Added items to cart". A green circle highlights the shopping cart icon in the top right corner, which shows "(2 ITEMS) £502.12". Below the header, there's a search bar and a menu with categories like BRANDS, STREETWEAR, SNOW, ACCESSORIES, YOUTH, and 69 SLAM. On the left, a sidebar titled "Bag" shows a list of user types: Companies, User Groups, Employees, Customers (which is highlighted with a green oval), Addresses, Titles, and Agreements. Under "Customers", there's a "SAVED QUERIES" section. The main content area shows "Anonymous [anonymous]" and tabs for GENERAL, ADDRESSES, PASSWORD, PAYMENTS, COUPON, ORDERS (which is highlighted with a green oval), TICKETS, REVIEWS, PRICES, and PERSONALIZATION. The "ORDERS" tab is active, showing a table with columns "Orders" and "Carts". The "Carts" column contains a row for "00011007 - Anonymous [anony...]" with a link to "Edit item 00011007 - Anonymous [anonymous] - May 26, 2021 1:31:38 AM - £465.67".

== Now Login

This screenshot shows the SAP CX Backoffice after logging in as "chenna". The top navigation bar includes "WELCOME CHENNA", "MY ACCOUNT", and "SIGN OUT". A green circle highlights the "WELCOME CHENNA" text. The shopping cart icon in the top right is also highlighted with a green circle and shows "(2 ITEMS) £465.67". The rest of the interface is similar to the previous screenshot, showing the same sidebar and main content area.

This screenshot shows the SAP CX Backoffice after logging in as "chenna". The sidebar on the left has a red box around the "Customers" option under the "User" category. The main content area shows "Anonymous [anonymous]" and tabs for GENERAL, ADDRESSES, PASSWORD, PAYMENTS, COUPON, ORDERS (which is highlighted with a red box), TICKETS, REVIEWS, and PRICES. The "ORDERS" tab is active, showing a table with columns "Orders" and "Carts". The "Carts" column displays the message "No Cart".

User [highlighted]

Companies

User Groups

Employees

Customers [highlighted]

Addresses

Titles

Agreements

SAVED QUERIES

No queries

Chenna RRRS [chennareddytraining@rrrs.co.in]

REFRESH SAVE

GENERAL ADDRESSES PASSWORD PAYMENTS COUPON ORDERS [highlighted] TICKETS REVIEWS PRICES PERSONALIZATION SEGMENTATION

ORDERS

Orders

Carts [highlighted]

00008000 - Chenna RRRS [che...]  
00010003 - Chenna RRRS [che...]  
00011001 - Chenna RRRS [che...]  
00011001 - Chenna RRRS [che...]  
+ Create new Cart

00011007 - Chenna RRRS [che...]  
Edit item 00011007 - Chenna RRRS [chennareddytraining@rrrs.co.in] - May 26, 2021 1:31:38 AM  
£465.67 - Null  
+ Create new Order

PROPERTIES POSITIONS AND PRICES PAYMENT AND DELIVERY OUTPUT DOCUMENTS PROMOTION ENGINE RESULTS

REFRESH

01:37 26-05-2021

*== Anonymous customer [chenna] cart is handed over to Login User. Hence we see same cart ... Timing ... Date...*

Apparel Site UK | Homepage SAP CX Backoffice

Not secure localhost:9002/yacceleratorstorefront/en/

IBM Login Customer = Chenna WELCOME CHENNA MY ACCOUNT SIGN OUT

I'm looking for

(1 ITEMS) £129.56

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH 69 SLAM

Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

Elements Sources Network Performance Memory Application Security Lighthouse

Application

- Manifest
- Service Workers
- Storage

Storage

- Local Storage
- Session Storage
- IndexedDB
- Web SQL
- Cookies

GUID

apparel-uk-cart

Note = GUID is not changed when customer is Login.

Name	Value	Domain	Path	Expires / ...	Size	HttpC
profile.consent.given	true	localhost	/	2032-10-...	25	
cookie-notification	ACCEPTED	localhost	/	Session	27	
_utmb	111872281.6.10.1622007760	localhost	/	2021-05-...	31	
acceleratorSecureGUID	8c8151b226f39887eb51bdd21388057310ec8715	localhost	/	Session	61	
JSESSIONID	7DA6D9047F656A6C6625713C64352A65	localhost	/yacceler...	Session	42	
apparel-uk-cart	005b9540-6516-4819-be7c-f6456bd97ca7	localhost	/yacceler...	2032-10-...	51	

## Scenario 9 = Save Cart

Let's say – You spent 2 Hrs & added 5 items to cart.

You need another 3 items & that might require another 2 Hrs shopping.

== In between your parents called you & ask you to place the order for 1 urgent item.

### Solution =

You can save your cart.

Place order for your parents.

Continue your shopping.

The screenshot shows a web browser with two tabs: 'Your Shopping Bag | Apparel Site' and 'SAP CX Backoffice'. The main page is for 'IBM' apparel. It features a search bar, location services, and a cart summary box indicating '(2 ITEMS) £242.92'. A red box highlights this cart summary. Below the header is a navigation menu with links like 'BRANDS', 'STREETWEAR', 'SNOW', 'ACCESSORIES', 'YOUTH', and '69 SLAM'. A red box highlights the 'Current Cart' link in the top right corner. Underneath, there's a message about Thanksgiving Day discounts. On the left, it says 'Bag | ID: 00011008'. A central modal dialog box is open, titled 'Save Cart', with the sub-instruction 'Your cart will be moved to Saved Cart list.' It has fields for 'NAME' (containing '1stCart') and 'DESCRIPTION' (containing 'This is my 1st Cart'). A green arrow points to the 'SAVE' button, which is highlighted with a green border. To the right of the dialog, there are 'Help' and 'NEW CART' buttons, with a green box highlighting the 'NEW CART' button.

When we click on “**New Cart**” – What happens: -

- 1) The current cart will be **saved**
- 2) New **Empty** will be created.

Not secure | localhost:9002/backoffice/

SAP Administration Cockpit

cart

Marketing Order Statistics Carts Cart Entries

SEARCH

New Empty Cart Created

Order Nr.	Date	Total Pri...	User
00011009	May 26, 2021 2:23:18 AM	£0.00	Chenna RRRS [chennareddytraining@rrrs.co.in]
00011008	May 26, 2021 1:42:52 AM	£242.92	Chenna RRRS [chennareddytraining@rrrs.co.in]

Current Cart Saved

A screenshot of the SAP Administration Cockpit. On the left, there's a sidebar with 'Marketing' and 'Order Statistics' expanded, showing 'Carts' and 'Cart Entries'. A green arrow points from the 'Carts' link to the main content area. The main area shows a search bar with a magnifying glass icon and a yellow 'SEARCH' button. Below the search is a toolbar with icons for add, edit, delete, and filters. A table lists two carts: one new empty cart and one current cart saved by Chenna RRRS. The table has columns for Order Nr., Date, Total Pri..., and User. The 'Current Cart Saved' message is highlighted in green at the bottom.

Q = How can we see the “Saved Carts”?

Solution 1 = → My Account → Saved Carts

Solution 2 = In Cart Page → Saved Carts

Your Shopping Bag | Apparel Site x SAP CX Backoffice x

Not secure | localhost:9002/yacceleratorstorefront/en/cart

IBM WELCOME CHENNA MY ACCOUNT SIGN OUT

Personal Details	Email Address	Payment Details
Password	Order History	Address Book
<b>Saved Carts</b>	Consent Management	Close Account
Returns History	Support Tickets	Chenna RRRS

Bag | ID: 00011009 NEW CART SAVED CARTS (1)

A screenshot of the SAP CX Backoffice. It shows a grid of account management links: Personal Details, Email Address, Payment Details, Password, Order History, Address Book, Saved Carts (which is highlighted with a yellow box), Consent Management, Close Account, Returns History, Support Tickets, and Chenna RRRS. Below this is a 'Bag' section with ID 00011009. At the bottom right, there are 'NEW CART' and 'SAVED CARTS (1)' buttons.

Saved Carts | Apparel Site UK x SAP CX Backoffice x

Not secure | localhost:9002/yacceleratorstorefront/en/my-account/saved-carts

SORT BY DATE MODIFIED

1 Saved Cart

NAME	ID	DATE SAVED	DESCRIPTION	QTY	TOTAL	
1stCart	00011008	May 26, 2021 2:23 AM	This is my 1st Cart	2	£242.92	RESTORE X

A screenshot of the SAP CX Backoffice showing a list of saved carts. The page title is 'Saved Carts | Apparel Site UK'. It includes a 'SORT BY' dropdown set to 'DATE MODIFIED'. The table has columns for Name, ID, Date Saved, Description, Qty, Total, and actions (Restore and Delete). One cart is listed: '1stCart' with ID 00011008, saved on May 26, 2021, at 2:23 AM. The description is 'This is my 1st Cart'. The total is £242.92. Action buttons for 'RESTORE' and a delete 'X' are shown.

# Saved Cart – Description Challenge

HOME / SAVED CARTS / SAVED CART 00011008

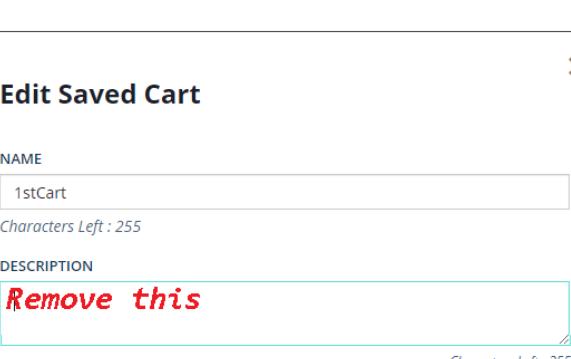
Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

◀ | Saved Cart Details

NAME 1stCart	ID 00011008	DATE SAVED May 26, 2021 2:38 AM	QTY 2	<b>RESTORE</b>
DESCRIPTION This is my 1st Cart				<b>EDIT</b>

Today

Let's say – Tomorrow we don't want description.



HOME / SAVED CARTS / SAVED CART 00011008

Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

◀ | Saved Cart Details

NAME 1stCart	ID 00011008	DATE SAVED May 26, 2021 2:38 AM	QTY 2	<b>RESTORE</b>
DESCRIPTION This is my 1st Cart				<b>EDIT</b>

Edit Saved Cart

NAME

1stCart

Characters Left : 255

DESCRIPTION

Remove this

Characters Left : 255

Even after remove description & save. Still old value is coming.

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH 69 SLAM

HOME / SAVED CARTS / SAVED CART 00011008

Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

Cart 1stCart was successfully updated

◀ | Saved Cart Details

NAME 1stCart	ID 00011008	DATE SAVED May 26, 2021 2:42 AM	QTY 2	<b>RESTORE</b>
DESCRIPTION This is my 1st Cart				<b>EDIT</b>

Even after remove still the old value is coming.

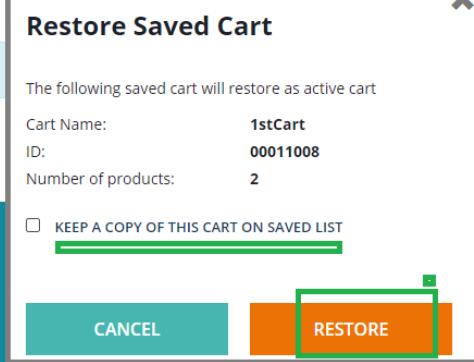
Contact Us = ChennaReddyTraining@RRRS.CO.IN

Today is Thanks Giving Day. If you buy &lt;1000\$ .... You will get 15% Discount.

Cart 1stCart was successfully updated

**◀ | Saved Cart Details**

NAME 1stCart  
 ID 00011008  
 DESCRIPTION This is my 1st Cart



Your Shopping Bag | Apparel Site x SAP CX Backoffice x + Not secure | localhost:9002/yacceleratorstorefront/en/cart

WELCOME CHENNAI MY ACCOUNT SIGN OUT

**IBM** Continue your Shopping (2 ITEMS) £242.92

I'm looking for

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH 69 SLAM

HOME / BAG

Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

**Client Requirement =**

User Story = Customer should have flexibility to save their cart in checkout journey (or) During the checkout.

Your Shopping Bag | Apparel Site x SAP CX Backoffice x + Not secure | localhost:9002/yacceleratorstorefront/en/cart

Save Cart / New Cart is given in Cart Page [Not in Checkout page]

IBM

I'm looking for

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH 69 SLAM

HOME / BAG

Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

Help

Bag | ID: 00011008

NEW CART

## Scenario 10 = Export Cart / Import Cart / Share Cart

Let's say – You [Chenna] spent 4 Hrs & added 5 items to cart.

Your friend [RRRS] called & asked what are you doing.

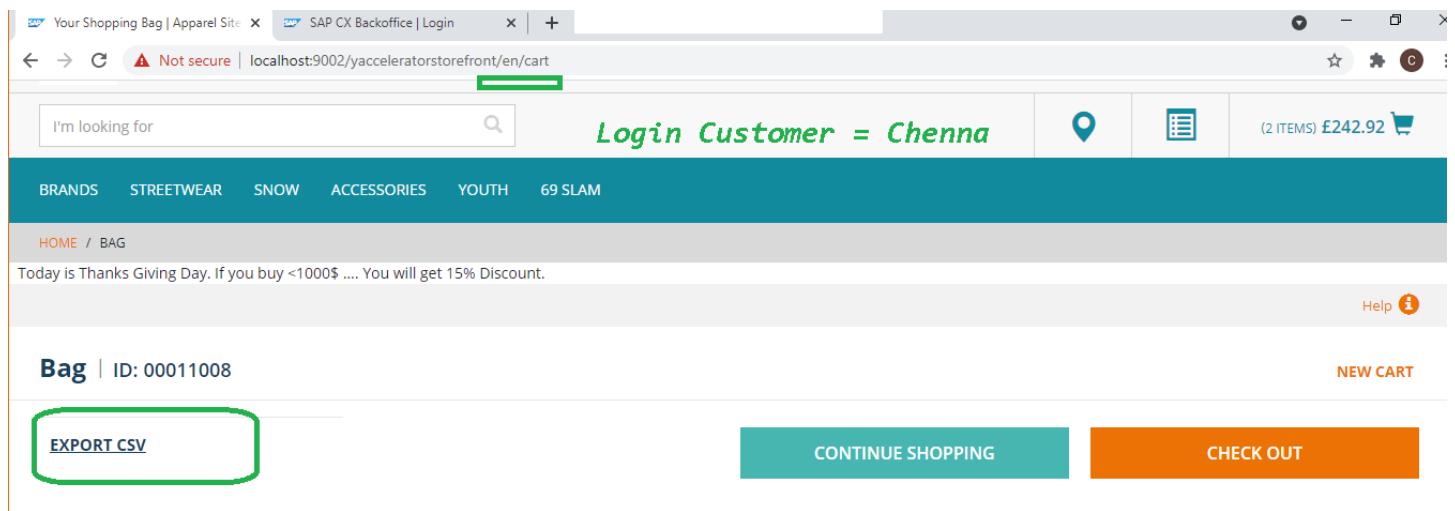
You [Chenna] tells that – You are in shopping & added 5 items to cart.

Your friend [RRRS] also want the same items.

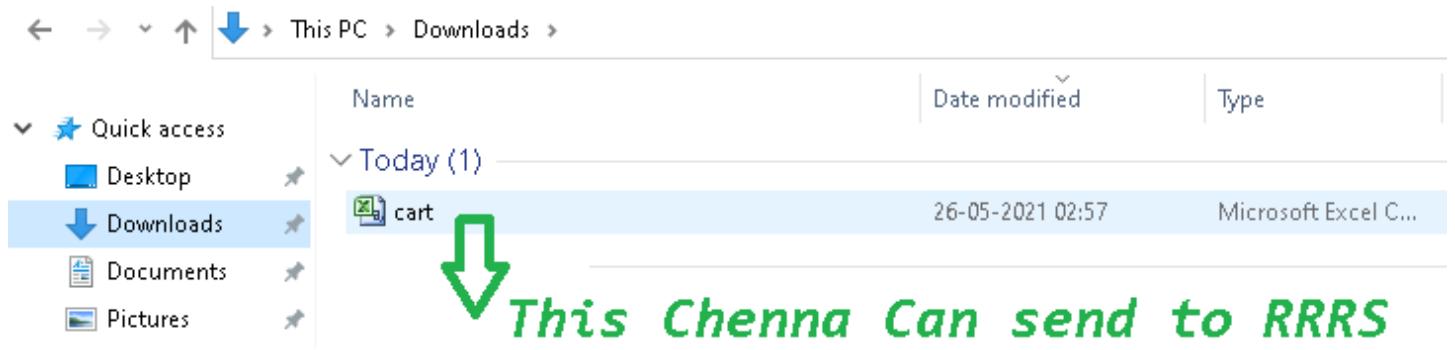
**Q = What to do?**

You [Chenna] can share his cart to RRRS.

### Step 1 = Channa “Export Cart”



The screenshot shows a web browser window with two tabs: "Your Shopping Bag | Apparel Site" and "SAP CX Backoffice | Login". The main content area displays a shopping cart for a customer named "Chenna". The cart contains 2 items with a total value of £242.92. The page includes a search bar, navigation links for brands and categories like STREETWEAR, SNOW, ACCESSORIES, YOUTH, and 69 SLAM, and a message about a Thanksgiving discount. At the bottom, there are buttons for "EXPORT CSV" (highlighted with a green box), "CONTINUE SHOPPING", and "CHECK OUT".



## Step 2 = RRRS can import the Cart

The screenshot shows the Apparel Site UK homepage. At the top, there are two tabs: "Apparel Site UK | Homepage" and "SAP CX Backoffice | Login". Below the tabs, the URL is "localhost:9002/yacceleratorstorefront/en/". The page features the IBM logo and a search bar with placeholder text "I'm looking for". On the right side, there are links for "WELCOME RRRS", "MY ACCOUNT", and "SIGN OUT". A shopping cart icon shows "(0 ITEMS) £0.00". The main menu includes "BRANDS", "STREETWEAR", "SNOW", "ACCESSORIES", "YOUTH", and "69 SLAM". A promotional message at the bottom left says "Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount." A success message "Thank you for registering." is displayed below it. A prominent button labeled "IMPORT SAVED CART" is highlighted with a green box.

This screenshot shows the "Import Saved Cart" page. At the top, there is a breadcrumb navigation: "HOME / IMPORT SAVED CART". A promotional message "Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount." is present. The main content area contains instructions: "The text file should list the product SKUs and quantities in the following format:" followed by a bulleted list: "• SKU, Quantity" and "• Maximum file size: 10.00 KB". To the right, there is a file upload section with the placeholder text "Select a file to upload. The file must be a text file with extension CSV." and a "CHOOSE FILE" button. A file named "cart.csv" is listed. At the bottom right, there is a large orange "IMPORT" button highlighted with a green box.

This screenshot shows the "Import Saved Cart" page again. The top navigation and promotional message are identical. The main content area now displays a green progress bar at the bottom. A status message "Your import is now being processed. Check [saved carts](#) page to see its progress." is shown above the progress bar.

## Q = Where can we see the “Imported Carts”?

The screenshot shows a browser window with two tabs: "Saved Carts | Apparel Site UK" and "SAP CX Backoffice | Login". The URL in the address bar is "localhost:9002/yacceleratorstorefront/en/my-account/saved-carts". The page title is "Saved Carts". A banner at the top says "Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.". Below this, there is a table titled "1 Saved Cart". The table has columns: NAME, ID, DATE SAVED, DESCRIPTION, QTY, and TOTAL. One row is shown: "1622012647474" (NAME), "00011010" (ID), "May 26, 2021 3:04 AM" (DATE SAVED), "This cart was created by CSV import 1622012647474. Successfully imported:2 lines. Imported but with quantity adjustment: 0 lines. Could not import: 0 lines." (DESCRIPTION), "2" (QTY), and "£242.92" (TOTAL). A green circle highlights the "TOTAL" column.

RRRS – Got the same cart whatever Chenna had.

The screenshot shows a browser window with two tabs: "Your Shopping Bag | Apparel Site" and "SAP CX Backoffice | Login". The URL in the address bar is "localhost:9002/yacceleratorstorefront/en/cart". The page title is "Login Customer = RRRS". A banner at the top says "WELCOME RRRS". Below this, there is a search bar with "I'm looking for" and a magnifying glass icon. To the right of the search bar is a shopping cart icon with "(2 ITEMS) £242.92". A green circle highlights the "WELCOME RRRS" text and the shopping cart icon. The page also includes a navigation bar with links: "BRANDS", "STREETWEAR", "SNOW", "ACCESSORIES", "YOUTH", "69 SLAM", "HOME / BAG", and a message "Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.". Below the navigation bar, there is a "CONTINUE SHOPPING" button.

== Now RRRS can continue the shopping.

---

Contact Us = ChennaReddyTraining@RRRS.CO.IN

## Scenario 11 = Express Checkout

Q = When can we see the “Express Checkout” enabled in Cart Page?

The screenshot shows a browser window with two tabs: "Your Shopping Bag | Apparel Site" and "SAP CX Backoffice | Login". The URL is "localhost:9002/yacceleratorstorefront/en/cart". The page displays a "COUPON CODE" input field with placeholder "enter coupon code" and an "APPLY" button. To the right, the "Subtotal" is £242.92 and the "ORDER TOTAL" is £242.92. A note states "Your order includes £40.49 tax." Below this, a section titled "Express Checkout" is shown with the sub-section "Benefit from a faster checkout by:". It lists three bullet points: "• setting a default Delivery Address in your account or when you checkout", "• setting a default Payment Details when you checkout", and "• using a default shipping method". A red arrow points to the word "Do not see" in the list. To the right of the list is a green downward-pointing arrow. At the bottom are two buttons: "CONTINUE SHOPPING" (teal) and "CHECK OUT" (orange).

Step 1 = Go to “Checkout” & Save the Address

The screenshot shows a browser window with two tabs: "Checkout | Apparel Site UK" and "SAP CX Backoffice | Login". The URL is "localhost:9002/yacceleratorstorefront/en/checkout/multi/delivery-address/add". The page has a breadcrumb navigation: HOME / CHECKOUT / SHIPMENT/PICK UP LOCATION. A message at the top says "Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount." On the left, there's a "Secure Checkout" section with a "Save Address" button and an "ADDRESS BOOK" button with a green arrow pointing to it. On the right, the "Order Summary" section shows items to be delivered: "Andover Jacket cardinal S" (Item Price: £129.56, QTY: 1, Style: cardinal, Size: S) and "Trenchtown Jacket blackout S" (Item Price: £113.36, QTY: 1, Style: blackout, Size: S).

Step 2 = Goto “Cart Page” – Still do not see Express Checkou not coming.

The screenshot shows a browser window with two tabs: "Your Shopping Bag | Apparel Site" and "SAP CX Backoffice | Login". The URL is "localhost:9002/yacceleratorstorefront/en/cart". The page displays a "COUPON CODE" input field with placeholder "enter coupon code" and an "APPLY" button. To the right, the "Subtotal" is £242.92 and the "ORDER TOTAL" is £242.92. A note states "Your order includes £40.49 tax." Below this, a section titled "Express Checkout" is shown with the sub-section "Benefit from a faster checkout by:". It lists three bullet points: "• setting a default Delivery Address in your account or when you checkout", "• setting a default Payment Details when you checkout", and "• using a default shipping method". A red arrow points to the word "Do not see" in the list. To the right of the list is a green downward-pointing arrow. At the bottom are two buttons: "CONTINUE SHOPPING" (teal) and "CHECK OUT" (orange).

Contact Us = ChennaReddyTraining@RRRS.CO.IN

## Step 3 = Go to “Checkout” & Save the **Address** and also the **Payment**.

1. Shipment/Pick Up Location

2. Shipping Method

3. Payment & Billing Address

Payment & Billing Address

**Save Payment**

CARD TYPE

VISA

NAME ON CARD (OPTIONAL)

Chenna RRRS

Ship To: Mr. Chenna RRRS  
Hello One Two, Dallas, 123456, Guernsey

**Andover Jacket cardinal S**  
Item Price: £129.56  
QTY: 1  
Style: cardinal  
Size: S

**Trenchtown Jacket blackout S**  
Item Price: £113.36  
QTY: 1  
Style: blackout  
Size: S

Subtotal:

## Step 4 = Goto “Cart Page” & see “Express Checkout” coming now.

Your Shopping Bag | Apparel Site

SAP CX Backoffice | Login

Delivery: £5.99

ORDER TOTAL £248.91

Your order includes £41.49 tax.

**Express Checkout**

Benefit from a faster checkout by:

- setting a default Delivery Address in your account or when you checkout
- setting a default Payment Details when you checkout
- using a default shipping method

I WOULD LIKE TO EXPRESS CHECKOUT

CONTINUE SHOPPING

**CHECK OUT**

This comes when "Address & Payment" are saved

1. Shipment/Pick Up Location

2. Shipping Method

3. Payment & Billing Address

4. Final Review

Subtotal: £242.92

Delivery: £5.99

ORDER TOTAL £248.91

Now - Directly landed in Final Review Step

Ship To: Mr. Chenna RRRS  
Hello One Two, Dallas, 123456, Guernsey

**Andover Jacket cardinal S**  
Item Price: £129.56  
QTY: 1  
Style: cardinal  
Size: S

**Trenchtown Jacket blackout S**  
Item Price: £113.36  
QTY: 1  
Style: blackout  
Size: S

## Scenario 12 = Checkout – Address

The screenshot shows the IBM Apparel Site UK website. The top navigation bar includes links for 'Check out | Apparel Site UK' and 'SAP CX Backoffice | Login'. The main content area displays the 'Secure Checkout' process, currently at step 4: 'Final Review'. To the right, the 'Order Summary' section lists a purchase of an 'Andover Jacket cardinal S' for £129.56. The URL in the browser is 'localhost:9002/yacceleratorstorefront/en/checkout/multi/summary/view'.

Today is Thanks Giving Day. If you buy <1000\$ ... You will get 15% Discount.

### Secure Checkout

1. Shipment/Pick Up Location
2. Shipping Method
3. Payment & Billing Address
4. Final Review

### Checkout

4 Steps

### Order Summary

**Ship To:** Mr. Chenna RRRS  
Hello One Two, Dallas, 123456, Guernsey



**Andover Jacket cardinal S**  
Item Price: £129.56  
QTY: 1  
Style: cardinal  
Size: S



**Trenchtown Jacket blackout S**

The screenshot shows the '1. Shipment/Pick Up Location' form. It includes fields for Country/Region (United Kingdom), Title (MR.), First Name (Chenna), Last Name (RRRS), Address Line 1 (Hello One Two), and Address Line 2 (Optional). A red vertical line highlights the 'Address Line 1' field. An orange arrow points from this field to a callout box containing text about address validation using a 3rd-party tool like 'Address Doctor'. Another orange arrow points from the 'Send Address' button to the same callout box. A green arrow points from the 'Validate the address:' text to a green box labeled '3rd Party [Address Doctor]'. Below the form, there is a smaller screenshot of an address entry interface with fields for Address Line 1, City, Province, Postal Code, and Phone Number. A green box labeled 'Addresses we found:' contains suggestions for the entered address.

### 1. Shipment/Pick Up Location

#### COUNTRY/REGION

UNITED KINGDOM

#### TITLE

MR.

#### FIRST NAME

Chenna

#### LAST NAME

RRRS

#### ADDRESS LINE 1

Hello One Two

#### ADDRESS LINE 2 (OPTIONAL)

Here customer can enter the address whatever he want.  
== Some companies validate the address.  
For validating the address - We can use 3rd Party tools. Example = Address Doctor.

Send Address

Validate the address:-  
If match then good ...  
else gives suggestions ...

3rd Party [Address Doctor]

This is a detailed view of the address entry form. It includes fields for 'Address Line 1' (2903 Dorchester Drive), 'Address Line 2', 'City' (Troy), 'Province' (MI), 'Postal Code' (24848), and 'Phone Number'.

3rd Party [Address Doctor]

Addresses we found:

2903 DORCHESTER DR TROY MI 48084-8312

Use Address as entered:

2903 Dorchester Drive Troy MI 24848

## Electronics Site = <https://localhost:9002/yacceleratorstorefront/en/my-account/add-address>

atorstorefront/en/my-account/add-address

◀ | Add Address

COUNTRY/REGION  
UNITED STATES

TITLE  
NONE

FIRST NAME

LAST NAME

ADDRESS LINE 1

ADDRESS LINE 2 (OPTIONAL)

CITY

STATE / PROVINCE  
STATE / PROVINCE

ZIP / POSTAL CODE

PHONE NUMBER (OPTIONAL)

eleratorstorefront/en/my-account/add-address

◀ | Add Address

COUNTRY/REGION  
JAPAN

TITLE  
NONE

LAST NAME

FIRST NAME

FURTHER SUBAREA NUMBER, HOUSE NUMBER

SUBAREA

CITY, VILLAGE, CITY WARD

PREFECTURE NAME  
PREFECTURE

POST CODE

torstorefront/en/my-account/add-address

◀ | Add Address

COUNTRY/REGION  
SWEDEN

TITLE  
NONE

FIRST NAME

LAST NAME

ADDRESS LINE 1

ADDRESS LINE 2 (OPTIONAL)

CITY  
*Here  
No State*

POST CODE

PHONE NUMBER (OPTIONAL)

Phone: +61 7 3088 7400

### Head Office

Level 3, 825 Ann St  
Fortitude Valley, QLD 4006  
Australia

### North America

351 California Street  
Suite 800  
SF, CA 94104

### Berlin – ECIX Office

Megaport (Deutschland) GmbH  
Tauentzienstraße 11  
10789 Berlin  
Germany



Add1 ... Add2 ...  
City ... ZipCode



Add1 ... Add2 ...  
ZipCode ... City ...

**Conclusion** = If we are working on “Address Form” for multiple countries then we need to make this more dynamic. Bcoz, there are different combinations.

**A User can have  $>=1$  Address.**

**You can manage those address from “My-Account”.**

The screenshot shows the 'Address Book' section of the Apparel Site UK website. At the top, there is a navigation bar with links for 'Personal Details', 'Email Address', 'Payment Details', 'Password', 'Order History', 'Address Book', 'Saved Carts', 'Support Tickets', and 'Returns History'. Below this is a search bar with placeholder text 'I'm looking for' and a magnifying glass icon. To the right of the search bar are icons for location, cart, and a grid. A message '9 ITEMS £545.38' is displayed next to the cart icon. The main content area shows a list of addresses under the heading 'Address Book'. One entry is visible: 'MR. ABCD XYZ (DEFAULT)' with details 'Hello Testing', 'ABC', and 'United Kingdom 123412'. There are edit and delete icons next to this entry. The URL in the browser is <https://localhost:9002/yacceleratorstorefront/en/my-account/address-book>.

The screenshot shows the 'Secure Checkout' process on the Apparel Site UK website. The current step is '1. Shipment/Pick Up Location'. The page displays a list of items for shipment: 'SHIPMENT - 9 ITEM(S)' including 'Manual Bricks Insulated Jacket youth kelly XL' (Qty: 2), 'Solo Parenth SS black M' (Qty: 3), and 'Shades Anon Legion crystal & black grey' (Qty: 4). Below this is a 'Shipping Address' input field. At the bottom is a large orange button labeled 'ADDRESS BOOK'. The URL in the browser is <https://localhost:9002/yacceleratorstorefront/en/checkout/multi/delivery-address/add>.

The screenshot continues the 'Secure Checkout' process. On the right, there is a sidebar titled 'Order Summary' which lists items to be delivered. The items listed are 'Manual Bricks Insulated Jacket youth kelly XL', 'Solo Parenth SS black M', and 'Shades Anon Legion crystal & black grey'. To the left of the sidebar, there is a small image of a green jacket and a small image of a person wearing a black shirt. The URL in the browser is <https://localhost:9002/yacceleratorstorefront/en/checkout/multi/delivery-address/add>.

**Contact Us = ChennaReddyTraining@RRRS.CO.IN**

SAP CX Backoffice interface showing customer address management. The sidebar navigation includes: Multimedia, User (Companies, User Groups, Employees, Customers, Addresses, Titles, Agreements), Order, Price Settings, Internationalization, Marketing, Cockpit, and Scripting. The main view shows the 'Addresses' tab selected under 'Customer'. The 'Addresses' section displays a table with two entries, each with a dropdown arrow indicating it can be set as default.

**Note =** When customer have multiple address then customer has option to make 1 address as default.

Address Book | Apparel Site UK    SAP CX Backoffice

Not secure | localhost:9002/yacceleratorstorefront/en/my-account/address-book

WELCOME CHENNA    MY ACCOUNT    SIGN OUT

IBM

I'm looking for

(2 ITEMS) £242.92

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH 69 SLAM

HOME / ADDRESS BOOK

Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

## Address Book

MRS. CHENNA1 RRRS1 (DEFAULT) Hello One Two Dallas United Kingdom 123456	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
MR. CHENNA RRRS Hello One Two Dallas Guernsey 123456	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

**SET AS DEFAULT**

## Scenario 13 = Checkout – Shipping Methods

1. Shipment/Pick Up Location

2. Shipping Method

**SHIPMENT - 2 ITEM(S)**

Andover Jacket cardinal S Qty: 1  
Trenchtown Jacket blackout S Qty: 1

**SHIPPING ADDRESS**

Mr. Chenna RRRS  
Hello One Two, Dallas, 123456, Guernsey

**Shipment Method**

STANDARD DELIVERY - 3-5 BUSINESS DAYS - £5.99  
STANDARD DELIVERY - 3-5 BUSINESS DAYS - £5.99  
PREMIUM DELIVERY - 1-2 BUSINESS DAYS - £10.99

See Order Summary for more information.

**Ship To:** Mr. Chenna RRRS  
Hello One Two, Dallas, 123456, Guernsey

**Andover Jacket cardinal S**  
Item Price: £129.56  
QTY: 1  
Style: cardinal  
Size: S

**Trenchtown Jacket blackout S**  
Item Price: £113.36  
QTY: 1  
Style: blackout  
Size: S

**Subtotal:**

**Delivery:**

**ORDER TOTAL**

Your order includes £41.49 tax.

## Code =

```
1#-----  
2# Copyright (c) 2019 SAP SE or an SAP affiliate company. All rights reserved.  
3#-----  
4#-----  
5# Import Delivery Modes / Zones  
6#-----  
7#-----  
8# Language  
9$lang=en  
10  
11# Zone Delivery Nodes  
12UPDATE ZoneDeliveryMode;code[unique=true];name[$lang];description[$lang]  
13 ;premium-gross;"Premium Delivery";"1-2 business days"  
14 ;premium-net;"Premium Delivery";"1-2 business days"  
15 ;standard-gross;"Standard Delivery";"3-5 business days"  
16 ;standard-net;"Standard Delivery";"3-5 business days"  
17
```

## Change the ImpEx & Execute it: -

← → × ⚠ Not secure | localhost:9002/console/impex/import

### (x) hybris administration console

You're Administrator [logout](#)

Platform Monitoring Maintenance **Console**

## ImpEx Import

[Import content](#) [Import script](#)

### Import content

```
1 # Language
2 $lang=en
3
4 # Zone Delivery Modes
5 UPDATE ZoneDeliveryMode;code[unique=true];name[lang=$lang];description[lang=$lang]
6 ;premium-gross;"Premium Delivery";"1-2 business days"
7 ;premium-net;"Premium Delivery";"1-2 business days"
8 ;standard-gross;"Standard Delivery";"3-5 business days"
9 ;standard-net;"Standard Delivery";"3-5 business days"
10 ;standard-gross;"Free Delivery";"4-6 business days"
11 ;standard-net;"Free Delivery";"4-6 business days"
```

 **Add these two**

## Results =

Checkout | Apparel Site UK × (x) hybris administration console | In × +

← → C ⚠ Not secure | localhost:9002/yacceleratorstorefront/en/checkout/multi/delivery-method/choose

**1. Shipment/Pick Up Location** 

**2. Shipping Method**

**SHIPMENT - 2 ITEM(S)**

Andover Jacket cardinal S	Qty: 1
Trenchtown Jacket blackout S	Qty: 1

**SHIPPING ADDRESS**  
Mr. Chenna RRRS  
Hello One Two, Dallas, 123456, Guernsey

**Ship To:** Mr. Chenna RRRS  
Hello One Two, Dallas, 123456, Guernsey

 **Andover Jacket cardinal S**  
Item Price: £129.56  
QTY: 1  
Style: cardinal  
Size: S

 **Trenchtown Jacket blackout S**  
Item Price: £113.36  
QTY: 1  
Style: blackout  
Size: S

**Subtotal:**  
**Delivery:**

**ORDER TOTAL**  
Your order includes £41.49 tax.

FREE DELIVERY - 4-6 BUSINESS DAYS - £5.99  
FREE DELIVERY - 4-6 BUSINESS DAYS - £5.99  
PREMIUM DELIVERY - 1-2 BUSINESS DAYS - £10.99

See Order Summary for more information.

## Scenario 14 = Checkout – Payment

The screenshot shows a 'Secure Checkout' interface. On the left, there are three steps: '1. Shipment/Pick Up Location', '2. Shipping Method', and '3. Payment & Billing Address'. Step 3 is expanded, showing fields for 'Payment & Billing Address', 'CARD TYPE' (with a placeholder 'PLEASE SELECT A CARD TYPE'), 'NAME ON CARD (OPTIONAL)', and 'CARD NUMBER'. A large green arrow points from the text 'This is kind of Mock Payment Screen. In Real time -- This will be replaced with Actual Payment Integration. Like -- Paypal, WePay .....' to the card input fields. To the right is an 'Order Summary' section listing two items: 'Andover Jacket cardinal S' and 'Trenchtown Jacket blackout S', both at a price of £129.56.

**Secure Checkout**

1. Shipment/Pick Up Location

2. Shipping Method

3. Payment & Billing Address

This is kind of Mock Payment Screen.  
In Real time -- This will be replaced with Actual Payment Integration. Like -- Paypal, WePay .....

Payment & Billing Address

CARD TYPE  
PLEASE SELECT A CARD TYPE

NAME ON CARD (OPTIONAL)

CARD NUMBER

Andover Jacket cardinal S  
Item Price: £129.56  
QTY: 1  
Style: cardinal  
Size: S

Trenchtown Jacket blackout S  
Item Price: £113.36  
QTY: 1  
Style: blackout  
Size: S

Subtotal:

Delivery:

ORDER TOTAL

## Example =

The screenshot shows a Flipkart checkout process. Step 3 is labeled 'ORDER SUMMARY' with '6 Items'. Step 4 is labeled 'PAYMENT OPTIONS'. It displays two payment methods: 'WePay' (highlighted with a green box) and 'Card Connect' (highlighted with a green box). The WePay section shows fields for 'Amount: \$20.00', 'Credit card info', 'Billing address', and payment buttons for 'WePay user? Log In' and 'Next'. The Card Connect section shows fields for 'Credit Card', 'First Name', 'Last Name', 'Credit Card Number', 'Security Code', 'Expiration Month', and 'Expiration Year'. A note says 'This Integration has not yet been configured. Run the wizard for configurations.'

Flipkart

Explore Plus

3 ORDER SUMMARY ✓  
6 Items

CHANGE

4 PAYMENT OPTIONS

Buy Corn from Sunshine Farms for \$20.00

WePay

Card Connect

Amount: \$20.00

Credit card info Pay with bank instead Billing address

Name Street address

Credit Card Number City State Zip

MM / YY CVV United States

WePAY Next

My Products  
This Integration has not yet been configured. Run the wizard for configurations.

Credit Card  
First Name Last Name

Credit Card Number Security Code

Expiration Month Expiration Year

**Note** = During payment step ... We might see below error.

CARD TYPE  
PLEASE SELECT A CARD TYPE

NAME ON CARD (OPTIONAL)

CARD NUMBER  
4111111111111111

EXPIRY DATE\*  
07 2021

CARD VERIFICATION NUMBER

After entering Card Details & Click  
Next -- We getting Error  
Q: How to fix this

Subtotal:  
Discount:  
Delivery:

**ORDER TOTA**  
Your order includes £

This site can't be reached  
apparel-uk.local's server IP address could not be found.  
Try running Windows Network Diagnostics.  
DNS\_PROBE\_FINISHED\_NXDOMAIN

**Q** = How to fix above error which we getting after entering payment?

**Ans** = Do below change.

Not secure | https://localhost:9002/platform/config

You're Administrator logout

hybris administration console

Platform Monitoring Maintenance Console

Tenants Configuration System Logging Extensions Initialization Update SQL Scripts License Support PK Analyz

apply all reset all Show unsaved only: OFF

Show 10 entries Search: https://

Key	Value
New key...	New value...
website.apparel-uk.https	https://localhost:9002/yacceleratorstorefront

## Payment Types =

### 1) SOP = Silent Order Page

Payment happens in same page.

Checkout | Apparel Site UK x hybris administration console | In x +

Not secure | localhost:9002/yacceleratorstorefront/en/checkout/multi/payment-method/add

1. Shipment/Pick Up Location

2. Shipping Method

3. Payment & Billing Address

CARD TYPE  
PLEASE SELECT A CARD TYPE

NAME ON CARD (OPTIONAL)

CARD NUMBER

EXPIRY DATE\*

MONTH YEAR

CARD VERIFICATION NUMBER

ORDER TOTAL

```
hop-mock.properties silentOrderPostPage.jsp hostedOrderPostPage.jsp SilentOrderPostMockController.java
1 <%@ page trimDirectiveWhitespaces="true"%>
2 <%@ taglib prefix="c" uri="http://java.sun.com/jsp/jstl/core"%>
3 <%@ taglib prefix="template" tagdir="/WEB-INF/tags/responsive/template"%>
4 <%@ taglib prefix="cms" uri="http://hybris.com/tld/cmstags"%>
5 <%@ taglib prefix="multiCheckout" tagdir="/WEB-INF/tags/responsive/checkout/multi"%>
6 <%@ taglib prefix="fn" uri="http://java.sun.com/jsp/jstl/functions"%>
7 <%@ taglib prefix="spring" uri="http://www.springframework.org/tags" %>
8 <%@ taglib prefix="form" uri="http://www.springframework.org/tags/form" %>
9 <%@ taglib prefix="formElement" tagdir="/WEB-INF/tags/responsive/formElement" %>
10 <%@ taglib prefix="sec" uri="http://www.springframework.org/security/tags" %>
11 <%@ taglib prefix="address" tagdir="/WEB-INF/tags/responsive/address" %>
12 <%@ taglib prefix="ycommerce" uri="http://hybris.com/tld/ycomerctags" %>
13
14 <spring:htmlEscape defaultHtmlEscape="true" />
15
16<template:page pageTitle="${pageTitle}" hideHeaderLinks="true">
17<div class="row">
18<div class="col-sm-6">
19<div class="checkout-headline">
20 <span class="glyphicon glyphicon-lock"></span>
21 <spring:theme code="checkout.multi.secure.checkout"/>
22 </div>
23<multiCheckout:checkoutSteps checkoutSteps="${checkoutSteps}" progressBarId="${progressBarId}">
24<jsp:body>
25<c:if test="${not empty paymentFormUrl}">
```

### 2) HOP = Hosted Order Page

Payment happens in different redirected page.

Mocked Hosted Order Page x hybris administration console | In x +

Not secure | localhost:9002/acceleratorservices/hop-mock

Welcome Chennai RRRS

Please enter your new payment method. You will be redirected once finished.

Payment Details

All fields in bold are required.

Credit Card

VISA MasterCard American Express

Credit Card Type Visa

Credit Card Number 4111111111111111

Card Verification Number 123

Issue Number 01

Start Date 01

Expiration Date 12 2022

Billing Information

```
hop-mock.properties silentOrderPostPage.jsp hostedOrderPostPage.jsp SilentOrderPostMockController.java HostedOrderPageMockController.java
34 </div>
35 </c:if>
36
37 <div class="item_container">
38 <form:form id="hostedOrderPagePostForm" name="hostedOrderPagePostForm" action="${hostedOrderPageData.postUrl}" method="POST">
39 <div id="postFormItem">
40 <div>
41 <c:forEach items="${hostedOrderPageData.parameters}" var="entry" varStatus="status">
42 <c:choose>
43 <c:when test="${hopDebugMode}">
44 <dt><label for="${fn:escapeXml(entry.key)}" class="required"><c:out value="${entry.key}" /></label></dt>
45 <dd><input type="text" id="${fn:escapeXml(entry.key)}" name="${fn:escapeXml(entry.key)}" value="${fn:escapeXml(entry.value)}" />
46 </c:when>
47 <c:otherwise>
48 <input type="hidden" id="${fn:escapeXml(entry.key)}" name="${fn:escapeXml(entry.key)}" value="${fn:escapeXml(entry.value)}" />
49 </c:otherwise>
50 </c:choose>
51 </c:forEach>
52 </div>
53 <c:if test="${hopDebugMode}">
54 <div class="rightcol">
55 <spring:theme code="checkout.multi.hostedOrderPostPage.button.submit" var="submitButtonLabelHtml"/>
56 <input id="button.submit" class="submitButtonText" type="submit" title="${submitButtonLabelHtml}" value="${submitButtonLabelHtml}" />
57 </div>
58 </c:if>
59 </div>
60 </c:if>
```

Your Shopping Bag | Apparel Site x hybris administration console | In x +

Not secure | localhost:9002/yacceleratorstorefront/en/cart

Your order includes £41.49 tax.

## Express Checkout

**Benefit from a faster checkout by:**

- setting a default Delivery Address in your account or when you checkout
- setting a default Payment Details when you checkout
- using a default shipping method

I WOULD LIKE TO EXPRESS CHECKOUT

**CONTINUE SHOPPING** **CHECK OUT**

CHECKOUT MULTI WITH PCI  
SELECT AN ALTERNATIVE CHECKOUT FLOW  
CHECKOUT MULTI  
**CHECKOUT MULTI WITH PCI**

Select a PCI option  
Select a PCI option  
PCI-Default  
**PCI-HOP**  
PCI-SOP

Not secure | localhost:9002/yacceleratorstorefront/en/checkout/multi/delivery-method/choose

Mocked Hosted Order Page

1. Shipment/Pick Up Location

2. Shipping Method

NEXT

Checkout | Apparel Site UK

Not secure | localhost:9002/yacceleratorstorefront/en/checkout/multi/summary/view

**Secure Checkout**

1. Shipment/Pick Up Location
2. Shipping Method
3. Payment & Billing Address
4. Final Review

multichannel accelerator

Welcome Chenna RRRS  
Please enter your new payment method. You will be redirected b  
finished.

**Payment Details**

All fields in bold are required.

**Credit Card**

VISA MasterCard Maestro American Express Diners Club International

Credit Card Type	Visa
Credit Card Number	4111111111111111
Card Verification Number	123
Issue Number	01

## Card Number purpose – Use Credit Card Number algorithms

Example credit card numbers [need more test data?](#)

Credit Card Type	Credit Card Number
American Express	371449635398431
Diners Club	30569309025904
Discover	6011111111111117
JCB	3530111333300000
MasterCard	5555555555554444
Visa	4111111111111111

VISA Card Number = **4111 1111 1111 1111**

This is valid credit card number for testing purpose.

The screenshot shows a web browser interface for adding a payment method. The URL is [localhost:9002/yacceleratorstorefront/en/checkout/multi/payment-method/add](http://localhost:9002/yacceleratorstorefront/en/checkout/multi/payment-method/add). The form includes fields for CARD TYPE (VISA), NAME ON CARD (OPTIONAL), CARD NUMBER (4111111111111111), EXPIRY DATE (06/2024), CARD VERIFICATION NUMBER (123), and a checkbox for SAVE PAYMENT INFO. A red arrow points from the handwritten note 'Card Number will be encrypted & stored in DB. Last Last 4 digits we can see.' to the last four digits of the card number in the input field. A green arrow points from the handwritten note 'Never Store in DB.' to the CVN input field. The right side of the screen shows a summary panel with payment status and payment info (VISA \*\*\*\*1111 4 202...).

## Scenario 15 = Checkout – Review

The screenshot shows a browser window with two tabs: "Checkout | Apparel Site UK" and "SAP CX Backoffice". The main content is a "Secure Checkout" page. On the left, a vertical list of steps is shown: 1. Shipment/Pick Up Location, 2. Shipping Method, 3. Payment & Billing Address, and 4. Final Review. Step 4 has a large green arrow pointing downwards towards the "PLACE ORDER" button. The "Final Review" section displays Subtotal: £242.92, Delivery: £5.99, and ORDER TOTAL: £248.91. Below this, a note says "Your order includes £41.49 tax." A checkbox is checked, stating "By placing the order, I am confirming that I have read and agree with the Terms & Conditions". On the right, the "Order Summary" is detailed:

Item	Description	Item Price	QTY	Style	Size
Andover Jacket cardinal S	Red jacket	£129.56	1	cardinal	S
Trenchtown Jacket blackout S	Black jacket	£113.36	1	blackout	S

At the bottom, there is a note about payment: "Payment: Mr. Chenna RRRS, Visa, \*\*\*\*1111, 5/2023 Hello One Two, Dallas, 123456, Guernsey".

Q = When you click on “Place Order” – It will do: -

1) Fraud check

2) Your Cart will be converted into Order

[Cart will be Cloned into Order] ... After Current Cart is removed.

Logic =

```
DefaultCheckoutFacade.java
@Override
public void afterPlaceOrder()
{
    boolean orderError = Boolean.FALSE;
    if (sessionService.getAttribute("orderError") != null) {
        orderError = sessionService.getAttribute("orderError");
    }
    if (getCartService().hasSessionCart() && !orderError)
    {
        getCartService().removeSessionCart();
        dccOrderFacade.evictOrders();
    }
}
```

## Fraud check – Example 1

You placed 1 order [**May 10<sup>th</sup>**] --- Delivery Boy coming & trying to deliver  
– You are not there ... Your monther is there & she is not aware of this –  
She said ... It's not our order --- Delivery boy takes back & retrun to store.

You placed 1 order [**May 13<sup>th</sup>**] --- Delivery Boy coming & trying to deliver  
– You are not there ... Your monther is there & she is not aware of this –  
She said ... It's not our order --- Delivery boy takes back & retrun to store.

You placed 1 order [**May 15<sup>th</sup>**] --- Delivery Boy coming & trying to deliver  
– You are not there ... Your monther is there & she is not aware of this –  
She said ... It's not our order --- Delivery boy takes back & retrun to store.

=====

**Q** = Next time [**May 18<sup>th</sup>**] – You are trying to place order ... Should we allow (or) not?

The screenshot shows a web browser window with the following details:

- Tab titles: "Order Confirmation | Apparel Site" and "SAP CX Backoffice".
- Status bar: "Not secure | localhost:9002/yacceleratorstorefront/en/checkout/orderConfirmation/00011011".
- Header area:
  - IBM logo.
  - Search bar: "I'm looking for" with a magnifying glass icon.
  - Location pin icon.
  - Welcome message: "WELCO".
- Navigation menu: "BRANDS", "STREETWEAR", "SNOW", "ACCESSORIES", "YOUTH", "69 SLAM".
- Text message: "Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount."
- Main content area:
  - A large green-bordered box containing the text "THANK YOU FOR YOUR ORDER!".
  - Text below it: "Your Order Number is 00011011".
  - Text below that: "A copy of your order details has been sent to chennareddytraining@rrrs.co.in".

## Scenario 16 = Backoffice – Order

The screenshot shows the SAP Administration Cockpit interface for managing orders. The left sidebar has a tree view with categories like Catalog, Multimedia, User, Order, Order Entries, Quotes, and Quote Entries. The 'Order' category is highlighted with a yellow circle, and its sub-item 'Orders' is selected, also highlighted with a yellow circle. The main content area displays an order summary for order number 00011011. A red arrow points to the 'Order Nr.' field, which contains '00011011'. Below this, there are tabs for Properties, Positions and Prices, Payment and Delivery, Output Documents, Promotion Engine Results, and Coupons. The 'POSITIONS AND PRICES' tab is currently active.

**Properties Tab (Top Level):**

- User: Chenna RRRS [chennareddytraining@rrrs.co.in]
- Order Nr.: 00011011

**POSITIONS AND PRICES Tab:**

- Sales Application: Web
- Language: English [en]
- Site: Apparel Site UK
- Store: Apparel Store UK (with a red 'X' icon)

**POSITIONS Tab:**

- Entries: 00011011.0 : Andover Jacket ca... and 00011011.1 : Trenchtown Jacke...
- Entry groups: +, edit, delete
- Discounts Included: +, edit, delete
- Incl. Tax Values: +, edit, delete, showing uk-vat-full : 20.00% = 41.49

**PAYMENT AND DELIVERY Tab:**

- Orderstatus: Ready
- Delivery Address: Hello One Two , 123456 Dallas
- Delivery Mode: Free Delivery[standard-gross]
- Delivery Status: (dropdown menu)

**PAYMENT Tab:**

- Payment Address: Hello One Two , 123456 Dallas
- Paymentmode: (dropdown menu)
- Payment Status: (dropdown menu)
- Payment Info: VISA \*\*\*\*1111 5 202...



REFRESH

SAVE

◀ PROPERTIES POSITIONS AND PRICES PAYMENT AND DELIVERY OUTPUT DOCUMENTS PROMOTION ENGINE RESULTS COUPONS ORDER HISTORY ▶

## ESSENTIAL

User Order Nr.

Chenna RRRS [chennareddytrai...

00011011



REFRESH

SAVE

◀ PROMOTION ENGINE RESULTS COUPONS ORDER HISTORY CONSIGNMENTS RELATED CRONJOBS FRAUD REPORTS TICKETS ADMINISTRATION ▶

## ESSENTIAL

User Order Nr.

Chenna RRRS [chennareddytrai...

00011011

## ORDER CONSIGNMENTS

Consignments

Consignment#: cons00011011\_0



REFRESH

SAVE

◀ PROMOTION ENGINE RESULTS COUPONS ORDER HISTORY CONSIGNMENTS RELATED CRONJOBS FRAUD REPORTS TICKETS ADMINISTRATION ▶

## ESSENTIAL

User Order Nr.

Chenna RRRS [chennareddytrai...

00011011

## ORDER FRAUD REPORTS

Fraud Reports

FraudReport[8796158625745]



## Edit item FraudReport[8796158625745]

DETAILS ADMINISTRATION

## FRAUD SYMPTOMS

Symptoms

Name	Score	Explanation
Black list	0	
White list	0	
User's first order	0	
Price threshold	0	
Address rules	0	

00011011 - Chenna RRRS [chennareddytraining@rrrs.co.in] - May 26, 2021 8:02:57 AM - £248.91 - Ready

**ESSENTIAL**

User Order Nr.

Chenna RRRS [chennareddytrai... 00011011

**TICKETS**

00011011 - Chenna RRRS [chennareddytraining@rrrs.co.in] - May 26, 2021 8:02:57 AM - £248.91 - Ready

**ADMINISTRATION**

locale iso code Modification records Order process Original Version

OrderProcessModel (87966505...) OrderProcessModel (87966505...)

Parent Cart/Order Payment transactions Payment Type Placed By

PaymentTransaction[87961588...] Card Payment

+ Create new Payment trans...

00011011 - Chenna RRRS [chennareddytraining@rrrs.co.in] - May 26, 2021 8:02:57 AM - £248.91 - Ready

**RELATED CRONJOBS**

THIS ORDER IS USED AS TEMPLATE FOR

Order Template Cronjob

THIS ORDER IS SCHEDULED FOR

Order Schedule Cronjob




## Scenario 17 = Website – Order History

The screenshot shows a web browser window with two tabs: "Order History | Apparel Site UK" and "SAP CX Backoffice". The main content area displays a navigation menu with the following items:

- Personal Details
- Order History (highlighted with a green oval)
- Saved Carts
- Returns History
- Email Address
- Consent Management
- Support Tickets
- Payment Details
- Address Book
- Close Account
- Chenna RRRS

The "Order History" item is circled in green.

### Order History

4 Orders

ORDER NUMBER	ORDER STATUS	DATE PLACED	TOTAL
00011011	In Process	May 26, 2021 8:02 AM	£248.91
00011001	In Process	May 25, 2021 10:53 PM	£495.96
00010003	In Process	May 25, 2021 4:09 AM	£1,006.09
00008000	In Process	May 21, 2021 11:16 PM	£1,231.69

The screenshot shows a web browser window with two tabs: "Order Details | Apparel Site UK" and "SAP CX Backoffice". The main content area displays the following information:

WELCOME CHENNA MY ACCOUNT SIGN OUT

I'm looking for

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH 69 SLAM

HOME / ORDER HISTORY / ORDER 00011011

Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

**Order Details**

ORDER NUMBER 00011011	ORDER STATUS In Process	DATE PLACED May 26, 2021 8:02 AM	TOTAL £248.91
--------------------------	----------------------------	-------------------------------------	------------------

**CANCEL ORDER**

In Process May 27, 2021 8:03 AM

A green arrow points from the "Order History" link in the top navigation bar to the "Order Details" page.

Apparel Site UK SAP CX Backoffice Not secure | localhost:9002/yacceleratorstorefront/en/my-account/order/00011011/cancel

Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

## Cancel Order #: 00011011

CANCEL COMPLETE ORDER

ITEM (STYLE NUMBER)	DELIVERY	PRICE	QTY	CANCEL QTY
 Andover Jacket cardinal S 300410966	Standard	£129.56	1	<input type="text" value="1"/>
 Trenchtown Jacket blackout S 300399590	Standard	£113.36	1	<input type="text" value="0"/>



CANCEL COMPLETE ORDER

CONFIRM CANCEL ORDER

Apparel Site UK SAP CX Backoffice Not secure | localhost:9002/yacceleratorstorefront/en/my-account/order/00011011/cancel/cancelconfirmation

Speaking: GenC Webex Trainer ... [Host]  
WELCOME CHENNAI INT ACCOUNT SIGN OUT

IBM I'm looking for     (0 ITEMS) £0.00

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH 69 SLAM

HOME / ORDER HISTORY / ORDER 00011011 / CANCEL ORDER / CONFIRM CANCEL ORDER

Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

## Cancel Order #: 00011011 Confirmation

ITEM (STYLE NUMBER)	DELIVERY	PRICE	CANCEL QTY	TOTAL
 Andover Jacket cardinal S 300410966	Standard	£129.56	<input type="text" value="1"/>	£129.56



SUBMIT REQUEST

Order History Apparel Site UK SAP CX Backoffice Not secure | localhost:9002/yacceleratorstorefront/en/my-account/orders

### Order History

4 Orders

ORDER NUMBER	ORDER STATUS	DATE PLACED	TOTAL
00011011	Cancel Pending	May 26, 2021 8:02 AM	£248.91
00011001	In Process	May 25, 2021 10:53 PM	£495.96
00010003	In Process	May 25, 2021 4:09 AM	£1,006.09
00008000	In Process	May 21, 2021 11:16 PM	£1,231.69

Contact Us = ChennaReddyTraining@RRRS.CO.IN

## Scenario 18 = Website – Users & Orders

Let's say – customer [chenna] registered in “Apparel” Site.

The screenshot shows the Apparel Site UK homepage. At the top, there is a banner for SAP Hybris e-commerce software, which is integrated with SAP Commerce Cloud, SPARTACUS, and SAP Customer Experience. The banner also mentions SAP C/4HANA. The main navigation menu includes links for BRANDS, STREETWEAR, SNOW, ACCESSORIES, YOUTH, and 69 SLAM. A search bar says "I'm looking for" and a welcome message says "WELCOME CHENNA". A promotional message at the bottom left says "Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount." A call-to-action button says "SAVE BIG ON SELECT STREETWEAR" and "SHOP NOW".

Q = Can customer [chenna] able to login in “Electronics” Site? = Yes

The screenshot shows the Electronics Site homepage. At the top, there is a banner for SAP Hybris e-commerce software, which is integrated with SAP Commerce Cloud, SPARTACUS, and SAP Customer Experience. The banner also mentions SAP C/4HANA. The main navigation menu includes links for BRANDS, DIGITAL CAMERAS, FILM CAMERAS, HAND HELD CAMCORDERS, WEBCAMs, POWER SUPPLIES, FLASH MEMORY, and CAMERA ACCESSORIES & SUPPLIES. A search bar says "I'm looking for" and a welcome message says "WELCOME CHENNA". A promotional message at the bottom right says "SAVE BIG" and "On select SLR & DSLR Cameras".

Let's say – customer [chenna] placed some orders in “Apparel” Site.

The screenshot shows the apparel site's order history page. At the top, there's a navigation bar with links for Order History, Apparel Site UK, Not secure, Welcome Chenna, and My Account. Below the navigation is a search bar and a header that says "Apparel - Chenna" and "Placed Orders". A green arrow points from the "WELCOME CHENNA" link in the top right to the "WELCOME CHENNA" text in the header. The main content area shows a table of order history:

ORDER NUMBER	ORDER STATUS	DATE PLACED
00011011	In Process	May 26, 2021 8:02 AM
00011001	In Process	May 25, 2021 10:53 PM
00010003	In Process	May 25, 2021 4:09 AM

Q = Can customer [chenna] able to see orders whatever placed in “Apparel Site” inside “Electronics Site”? = No

The screenshot shows the electronics site's order history page. At the top, there's a navigation bar with links for Order History, Electronics Site, Not secure, Welcome Chenna, My Account, and Sign Out. Below the navigation is a search bar and a header that says "Electronics - Chenna". A green arrow points from the "WELCOME CHENNA" link in the top right to the "WELCOME CHENNA" text in the header. The main content area shows a message: "No Orders Found".

Bcz ==

Orders are associated with “Store & Site”.

Filter Acc (Alt+Down for options)

Order

Orders

Order Entries

Quotes

Quote Entries

Order History Entry

Consignment

Consignment Entry

SAVED QUERIES

No queries

00011011 - Chenna RRRS [chennareddytraining@rrrs.co.in] - May 26, 2021 8:02:57 AM - £248.91 - Ready

REFRESH

PROPERTIES POSITIONS AND PRICES PAYMENT AND DELIVERY OUTPUT DOCUMENTS PROMOTION ENGINE RESULTS COUPONS

COMMON

Currency: Pound [GBP]

Date: May 26, 2021 8:02:57 AM

Pricing: Net (radio button) Gross (radio button)

Calculation is up to date: True (radio button) False (radio button) N/A (radio button)

Sales Application: Web

Language: English [en]

Site: Apparel Site UK

Store: Apparel Store UK

POSITIONS

## Scenario 19 = Website – Languages & Currencies

Electronics Site | Homepage

Not secure | localhost:9002/yacceleratorstorefront/?site=electronics&clear=true

Samsung NV10 Compact Camera

Logitech QuickCam for Notebook Pro

**Electronics Site**

Sony Light HVL-20DW2

FREE SHIPPING ON ALL ORDERS THIS WEEKEND

READ MORE

ENGLIS 日本語 \$ USD ¥JPY DEUTSCH 中文

SAP Commerce Cloud

About SAP Commerce Cloud

FAQ

SAP Customer Experience

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Follow Us

Agile Commerce Blog

Linked In

Facebook

Twitter

Inbox

System

Catalog

Catalogs

Catalog Versions

Categories

ID	Name
✓ electronicsContentCatalog	Electronics Content Catalog
✓ ElectronicsClassification	Electronics Classification
✓ electronicsProductCatalog	Electronics Product Catalog
✓ powertoolsContentCatalog	Powertools Content Catalog

**1 Product Catalog  
1 Content Catalog**

## Apparel =

Streetwear | Collections | Apparel x +

Not secure | localhost:9002/yacceleratorstorefront/en/Collections/Streetwear/c/streetwear

WELCOME CHENNAI MY ACCOUNT SIGN OUT

IBM Apparel - English  
==== Pounds

I'm looking for

(0 ITEMS) £0.00

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH 69 SLAM

HOME / COLLECTIONS / STREETWEAR

Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

Snowboard Jacken | Snowwear M x +

Not secure | localhost:9002/yacceleratorstorefront/de/Kategorien/Snowwear-Men/Snowboard-Jacken/c/190100

WILLKOMMEN CHENNAI MEIN KONTO ABMELDEN

B2C Accelerator Apparel - German

Ich suche == Euro

(0 ELEMENTE) 0,00 €

MARKEN STREETWEAR SNOW ACCESSORIES JUGEND

STARTSEITE / KATEGORIEN / SNOWWEAR MEN / SNOWBOARD JACKEN

Preis wählen SORTIEREN NACH:

€50-€99.99 (7) RELEVANZ

System

Catalog

Catalogs

Catalog Versions

Categories

Products

SAVED QUERIES

No queries

powertoolsContentCatalog Powertools Content Catalog

PowertoolsClassification Powertools Classification

powertoolsProductCatalog Powertools Product Catalog

apparel-deContentCatalog Apparel DE Content Catalog

apparel-ukContentCatalog Apparel UK Content Catalog

apparelProductCatalog Apparel Product Catalog

\_boconfig Backoffce Configuration Catalog (do not use)

Default default catalog

1 Product Catalog

2 Content Catalogs

1 For - Apparel UK

1 For - Apparel DE

## Scenario 20 = Website – Addresses

Let's say – customer [chenna] login in “Apparel” Site & added addresses.

The screenshot shows the SAP CX storefront for the Apparel Site. The top navigation bar includes tabs for 'Address Book | Apparel Site UK' and 'SAP CX Backoffice'. The main header displays 'Apparel - Chenna Login' and 'WELCOME CHENNA'. A large blue arrow points from the 'WELCOME CHENNA' text down to the address book list. The address book list contains two entries:

MRS. CHENNA1 RRRS1 (DEFAULT)	MR. CHENNA RRRS
Hello One Two Dallas United Kingdom 123456	Hello One Two Dallas Guernsey 123456

A red 'SET AS DEFAULT' button is visible at the bottom of the list.

Q = Can customer [chenna] able to see addresses whatever in “Apparel Site” inside “Electronics Site”? = Yes

The screenshot shows the SAP CX storefront for the Electronics Site. The top navigation bar includes tabs for 'Address Book | Electronics Site' and 'SAP CX Backoffice'. The main header displays 'Electronics - Chenna Login' and 'WELCOME CHENNA'. A green arrow points from the 'WELCOME CHENNA' text down to the address book list. The address book list contains the same two entries as the Apparel site:

MRS. CHENNA1 RRRS1 (DEFAULT)	MR. CHENNA RRRS
Hello One Two Dallas United Kingdom 123456	Hello One Two Dallas Guernsey 123456

A red 'SET AS DEFAULT' button is visible at the bottom of the list.

## Scenario 21 = Products / Material Visibility

Example =

Dell US Site

Dell IN Site

Dell DE Site

P1 / M1

Dell US Site = Jan 30th

Dell IN Site = Feb 18th

Dell DE Site = Mar 29th

## Solution 1 = Customization

**Material Visibility**

The screenshot shows the SAP Material Visibility configuration interface. The top navigation bar includes Save, Reload, Copy, Delete, Start Synchronization for this product, Properties, Attributes, Category System, Prices, Multimedia, Variants, **Material Visibility** (which is highlighted), Catalog Versions, and BMEcat.

**Material Visibility** section:

- Article Number: 40227
- Catalog version: ProductCatalog - Online
- Base Product: NOTASSIGNED - Materials Not Assigned

**Material Visibility** table:

Material Visibility					
Private label code:	XXX				
Sales org country availability:	Code	Material	Sales Org	Distribution channel	Division
	40227_1820_10_10	(4022774 1820	10	10	10
	40227_A129_10_10	(4022774 A129	10	10	10
	40227_A146_10_10	(4022774 A146	10	10	10

Authorized ship to:

Code	Sales Org	Distribution Channel	Division
1292_A718_10_10_4022_A718	10	10	10
2013_A718_10_10_4022_A718	10	10	10
2122_A718_10_10_4022_A718	10	10	10

IS ACTIVE: Yes

Material:

Article Number
40227

Sales status:

Valid Date:	Min Qty	Mult Qty	Max Qty
12/31/2016	20,000.00	0.00	20,000.00
12/31/2016	20,000.00	1.00	20,000.00

Plantcode:

Code	Qty unit	Min Qty	Mult Qty	Max Qty
4022774_A159_10_10_P_*	KG	20,000.00	0.00	20,000.00
4022774_A159_10_10_P_*	KG	20,000.00	1.00	20,000.00

**Solution 2 =** We can go with mulit country package.

After installing / enabling “multi country package” exts we get “mutli country” tab in backoffice for the product.

Now – we have flexiblty to configure product visibility / availability base on id. Example =

The screenshot shows the SAP Commerce Cloud backoffice interface. On the left, a sidebar menu is open with the following items: System, Catalog (selected), Catalogs, Catalog Versions, Categories, and Products. The Catalog item is expanded, showing Catalogs, Catalog Versions, Categories, and Products. The Products item is highlighted with a green arrow. On the right, the main content area displays a table titled "Server [1010818] - Global Product Catalog : Staged". The table has columns: PROPERTIES, CONTEXTUAL ATTRIBUTES, ATTRIBUTES, and MULTICOUNTRY (which is underlined). The MULTICOUNTRY column contains four rows with the following data:

Id	Status	Online Date	Offline Date
us-availability	approved	Jul 11, 2017	Dec 31, 2018
au-availability	approved	Jul 11, 2017	Dec 31, 2098
sg-availability	approved	Jul 11, 2017	Dec 31, 2098

**Note =** For more information about “Implementing Internationalization with SAP Commerce Cloud” –

[https://www.sap.com/cxworks/article/441914544/implementing\\_internationalization\\_with\\_sap\\_commerce\\_cloud](https://www.sap.com/cxworks/article/441914544/implementing_internationalization_with_sap_commerce_cloud)

## **Q = Why Shipping is optional? =**

Products are classified into 2 types – Goods & Services.

**Goods** = Are tangible (Can be touched), which requires physical shipment.

**Services** = Not Tangible (Can't be touched – Recharge phone), so shipping not required.

**Note** = We have 2 types of Payment Methods: -

1) Silent Order Page (SOP) = Do Shopping in Website -- Do the payment in same site. Means, everything done in your Site itself.

- ✓ Payment form generated by Hybris site –so complete control over its layout
- ✓ No controller / Other business logic on Hybris has access to credit card data

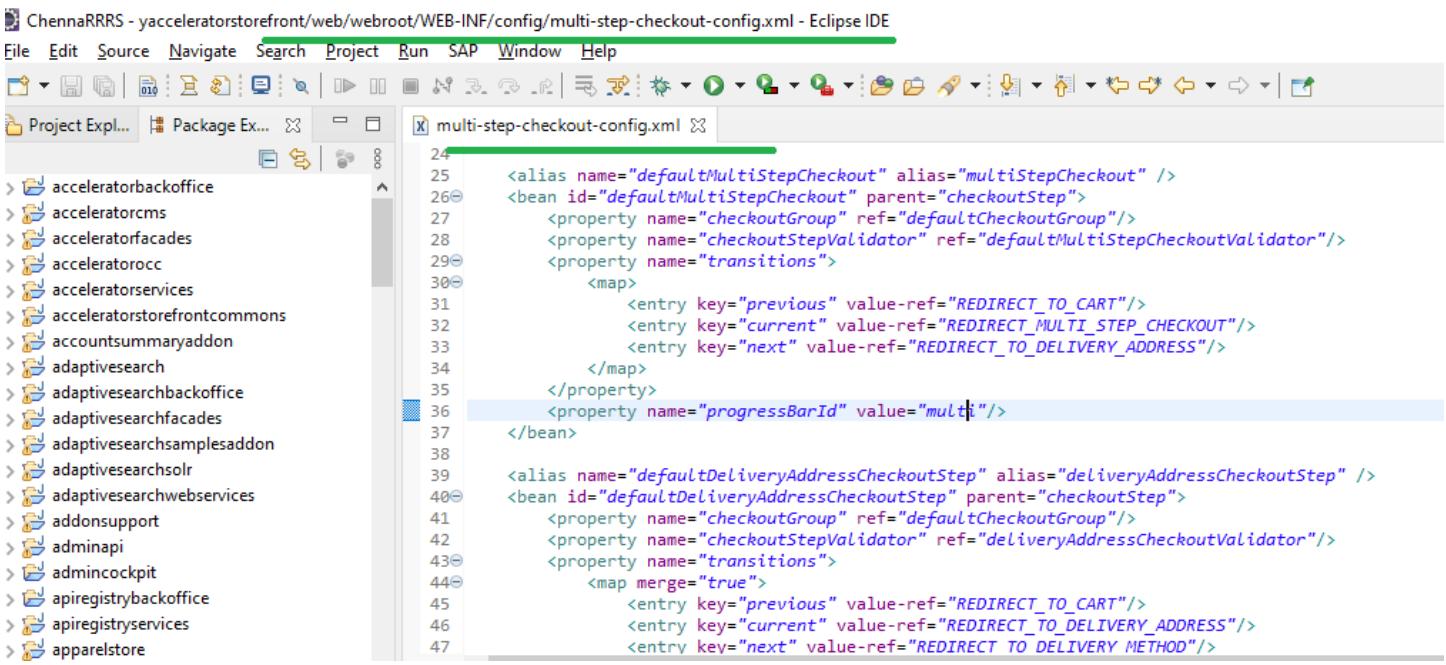
2) Hosted Order Page (HOP) = Do shopping in Website -- For Payment It takes you to Bank (Redirecting) -- After everything done, you will back to site.

- ✓ Payment form generated by payment provider
- ✓ Data sent directly to provider
- ✓ Customize appearance, branding, payment options, etc.

## Note = Understand the b2c checkout flow in Hybris

<https://www.stackextend.com/hybris/understand-the-b2c-checkout-flow-in-hybris/>

## B2C Multi Step Checkout Config =



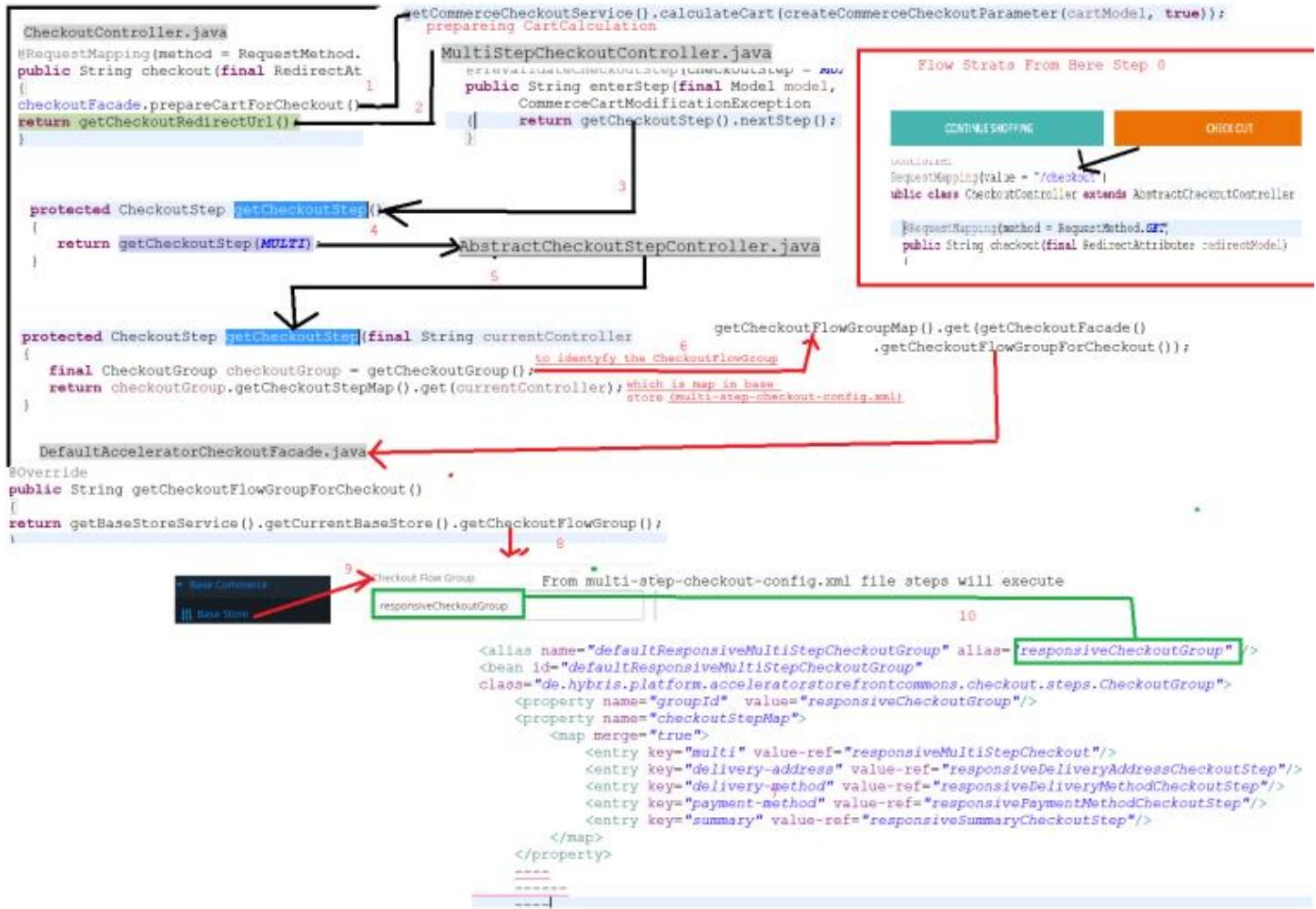
The screenshot shows the Eclipse IDE interface with the title bar "ChennaRRRS - yacceleratorstorefront/web/webroot/WEB-INF/config/multi-step-checkout-config.xml - Eclipse IDE". The menu bar includes File, Edit, Source, Navigate, Search, Project, Run, SAP, Window, and Help. The toolbar has various icons for file operations. The left sidebar shows a project tree with several modules like acceleratorbackoffice, acceleratorcms, etc. The main editor window displays the XML configuration file:

```
24      <alias name="defaultMultiStepCheckout" alias="multiStepCheckout" />
25      <bean id="defaultMultiStepCheckout" parent="checkoutStep">
26          <property name="checkoutGroup" ref="defaultCheckoutGroup"/>
27          <property name="checkoutStepValidator" ref="defaultMultiStepCheckoutValidator"/>
28          <property name="transitions">
29              <map>
30                  <entry key="previous" value-ref="REDIRECT_TO_CART"/>
31                  <entry key="current" value-ref="REDIRECT_MULTI_STEP_CHECKOUT"/>
32                  <entry key="next" value-ref="REDIRECT_TO_DELIVERY_ADDRESS"/>
33              </map>
34          </property>
35          <property name="progressBarId" value="multiStepCheckoutProgress" />
36      </bean>
37
38      <alias name="defaultDeliveryAddressCheckoutStep" alias="deliveryAddressCheckoutStep" />
39      <bean id="defaultDeliveryAddressCheckoutStep" parent="checkoutStep">
40          <property name="checkoutGroup" ref="defaultCheckoutGroup"/>
41          <property name="checkoutStepValidator" ref="deliveryAddressCheckoutValidator"/>
42          <property name="transitions">
43              <map merge="true">
44                  <entry key="previous" value-ref="REDIRECT_TO_CART"/>
45                  <entry key="current" value-ref="REDIRECT_TO_DELIVERY_ADDRESS"/>
46                  <entry key="next" value-ref="REDIRECT_TO_DELIVERY_METHOD"/>
47              </map>
48          </property>
49      </bean>
```

## B2B Checkout and Order Process

<https://help.sap.com/viewer/4c33bf189ab9409e84e589295c36d96e/1905/en-US/8ac2500f8669101493e69e1392b970fd.html>

## Checkout Flow



**Note** = They are Four checkout steps associated with checkout group(responsivecheckoutgroup).

In every step cart will recalculate and cart hooks will call.

# Scenario = Website Orders & Business Processes

The screenshot shows a web browser window with two tabs: "Checkout | Chennai Electronics Site" and "SAP CX Backoffice". The main content area displays a summary of an order:

- 2. Shipping Method**: Pencil icon.
- 3. Payment & Billing Address**: Pencil icon.
- 4. Final Review**

Order details:

- Subtotal: £35.78
- Order Discounts: - £28.98
- Delivery: £5.99

**ORDER TOTAL**: £41.77

Your order includes £6.96 tax.

A checkbox is checked, stating: "By placing the order, I am confirming that I have read and agree with the [Terms & Conditions](#)".

A large orange button with a blue downward arrow contains the text "PLACE ORDER".

To the right, there is a product item:

- Last Mission Jacket snapper** (£35.78)
- Item Price: £64.76
- QTY: 1
- Size: L
- Style: snapper

**Payment:** Mr. Chenna RRRS, Visa, \*\*\*\*1111, 10/2024  
Dalls, ABC, 12345, United Kingdom

Repeating order summary:

- Subtotal: £35.78
- Order Discounts: - £28.98
- Delivery: £5.99

**ORDER TOTAL**: £41.77

Your order includes £6.96 tax.

The screenshot shows the SAP Administration Cockpit interface with the following sections:

- SAP Administration Cockpit** header.
- Left Sidebar:** Marketing, Promotion Website Groups, WCMS, **Website** (highlighted with a red box).
- Search Bar:** web, SEARCH button.
- Chenna Electronics Site** card (highlighted with a red box):
  - PROPERTIES** tab selected.
  - Base Stores** table:

ID	Name
apparel-uk	Apparel Store UK
- Edit item Apparel Store UK** card (highlighted with a red box):
  - PROPERTIES** tab selected.
  - SUBMIT ORDER PROCESS CODE** section:

Submit Order Process Code: `order-process`

custom > chennarrstraining > chennarrstrainingfulfilmentprocess > resources > chennarrstrainingfulfilmentprocess > process

Name

- consignment-process
- consignment-process-spring
- order-process**
- order-process-spring
- return-process
- return-process-spring

File Edit Search View Encoding Language Settings Tools Macro Run Plugins Window ?

order-process.xml

```

1  <?xml version="1.0" encoding="utf-8"?>
2  <!--
3      Copyright (c) 2019 SAP SE or an SAP affiliate company. All rights reserved.
4  -->
5  <process xmlns="http://www.hybris.de/xsd/processdefinition" start="checkOrder" name=
6
7      <action id="checkOrder" bean="checkOrderAction">
8          <transition name="OK" to="checkAuthorizeOrderPayment"/>
9          <transition name="NOK" to="error"/>
10     </action>
11
12     <action id="checkAuthorizeOrderPayment" bean="checkAuthorizeOrderPaymentAction">
13         <transition name="OK" to="reserveAmount"/>
14         <transition name="NOK" to="authorizationFailedNotification"/>
15     </action>
16
17     <action id="reserveAmount" bean="reserveOrderAmountAction">
18         <transition name="OK" to="checkTransactionReviewStatus"/>
19         <transition name="NOK" to="sendPaymentFailedNotification"/>
20     </action>

```

Checkout | Chenna Electronics Site x SAP CX Backoffice x +

Not secure | localhost:9002/backoffice/

Administration Cockpit

bus

System

Business Processes

**Business Processes** (highlighted with a blue arrow)

Code

order-process-00006010-1625211541564

Definition

order-process

0 ITEMS SELECTED

OrderProcessModel (8796453765118@3)

REFRESH SAVE

PROCESS PROPERTIES ADMINISTRATION

ESSENTIAL

Code

order-process-00006010-1625211541564

Definition

order-process

## Change the Process code [Invalid Process Code]

The screenshot shows the SAP Administration Cockpit interface. On the left sidebar, under 'WCMS' > 'Website', the 'Chenna Electronics Site' is selected. In the main content area, the 'Edit item Apparel Store UK' page is displayed. Under 'PROPERTIES', the 'Base Stores' section shows 'apparel-uk'. In the 'SUBMIT ORDER PROCESS CODE' section, the input field contains 'order-process123'. A red arrow points to this input field.

After above change ... Even we place the order ... It won't be processed.

Bcoz – Process code is not valid.

Example =

The screenshot shows the Order Confirmation page for order number 00006014. At the bottom of the page, it says 'Your Order Number is 00006014'. A green oval highlights this text. Below it, a message states 'A copy of your order details has been sent to chennareddytraining@rrrs.co.in'.

**THANK YOU FOR YOUR ORDER!**

Your Order Number is **00006014**

A copy of your order details has been sent to **chennareddytraining@rrrs.co.in**

---

Contact Us = **ChennaReddyTraining@RRRS.CO.IN**

```

C:\Windows\System32\cmd.exe - hybrisserver.bat
[INFO [hybrisHTTP29] [BundleCommerceCartPopulator] Group of type CONFIGURABLEBUNDLE is not found
[INFO [hybrisHTTP29] [BundleCommerceCartPopulator] Group of type CONFIGURABLEBUNDLE is not found
[INFO [hybrisHTTP29] [SubscriptionAuthorizationMockCommand] Payment command: class de.hybris.platform.payment.commands.impl.SubscriptionAuthorizationMo
d [status: ACCEPTED]
[WARN [hybrisHTTP29] [DefaultBaseSiteConsumedDestinationLocatorStrategy] Failed to find consumed destination for the given id [ProfileClient] and the c
[japparel-uk]
[WARN [hybrisHTTP29] [DefaultRetrieveRestClientStrategy] Unable to retrieve Profile Rest Client. Failed to find consumed destination for the given id :
[ERROR [hybrisHTTP29] [HybrisApplicationEventMulticaster] No process definition known by name 'order-process123'
de.hybris.platform.processengine.definition.NoSuchProcessDefinitionException: No process definition known by name 'order-process123'.
at de.hybris.platform.processengine.definition.DefaultProcessDefinitionFactory.getProcessDefinitionFactory(DefaultProcessDefinitionFactory.java:46) ~[cl
?:?]
at de.hybris.platform.processengine.helpers.impl.DefaultProcessFactory.createProcessModel(DefaultProcessFactory.java:37) ~[processingserver.jar]
at de.hybris.platform.processengine.impl.DefaultBusinessProcessService.createProcess(DefaultBusinessProcessService.java:69) ~[processingserver.
at de.hybris.platform.processengine.impl.DefaultBusinessProcessService.createProcess(DefaultBusinessProcessService.java:60) ~[processingserver.
at de.hybris.platform.yacceleratorcore.event.SubmitOrderEventListener.onSiteEvent(SubmitOrderEventListener.java:116) ~[classes/:?]
at de.hybris.platform.yacceleratorcore.event.SubmitOrderEventListener.onSiteEvent(SubmitOrderEventListener.java:1) ~[classes/:?]

```

Order History | Chenna Electronic X SAP CX Backoffice X Not secure | localhost:9002/yacceleratorstorefront/electronics/en/my-account/orders

SORT BY DATE

**Created Order [00006014]  
is not coming in  
Order History**

2 Orders

ORDER NUMBER	ORDER STATUS	DATE PLACED	TOTAL
00006012	text.account.order.status.display.approved	Jul 2, 2021 4:37 AM	£150.26
00006010	Cancelled	Jul 2, 2021 3:39 AM	£5.99

SAP Administration Cockpit ▾

order

▼ Order

- Orders**
- Order Entries
- Order History Entry

▼ Marketing

Order Statistics

▼ Base Commerce

SAVED QUERIES

No queries

SEARCH

00006014 - Chenna RRRS [chennareddytraining@rrrs.co.in] - Jul 2, 2021 6:00:19 AM - £41....

PAYMENT AND DELIVERY

User: Chenna RRRS [chennareddytraining@rrrs.co.in]

Order Nr.: 00006014

**As there is no valid  
business process ...  
Status is empty.**

STATUS

Orderstatus

Export Status

## Change the Process code [Valid Process Code]

The screenshot shows the SAP Administration Cockpit interface. On the left, the navigation tree highlights 'Website' under 'WCMS'. In the center, the 'Edit item Apparel Store UK' screen displays the 'SUBMIT ORDER PROCESS CODE' section. A green double-headed arrow points from the text 'Valid Process Code' to the input field where 'order-process' is typed.

The screenshot shows a file editor window displaying 'order-process.xml'. The XML code defines a process named 'order-process' with a start action 'checkOrder' and two transitions: 'OK' and 'NOK'. A green double-headed arrow points from the text 'Valid Process Code' to the XML code.

```
<?xml version="1.0" encoding="utf-8"?>
<!--
Copyright (c) 2019 SAP SE or an SAP affiliate company. All rights reserved.
-->
<process xmlns="http://www.hybris.de/xsd/processdefinition" start="checkOrder" :>
    <action id="checkOrder" bean="checkOrderAction">
        <transition name="OK" to="checkAuthorizeOrderPayment"/>
        <transition name="NOK" to="error"/>
    </action>
```

The screenshot shows a storefront page for 'Mindtree'. At the top, it says 'WELCOME CHENNAI' and 'MY ACCOUNT'. Below the header is a search bar with placeholder 'I'm looking for'. The main content area displays a message: 'This is Diwali Festival ... Please buy >1000\$ to get 15% discount (or) 2 Sugar free.' Below this is a large 'THANK YOU FOR YOUR ORDER!' message, followed by a box containing 'Your Order Number is 00006016'. A note at the bottom states: 'A copy of your order details has been sent to chennareddytraining@rrrs.co.in'

Contact Us = ChennaReddyTraining@RRRS.CO.IN

Order History | Chennai Electronic x SAP CX Backoffice x

Not secure | localhost:9002/yacceleratorstorefront/electronics/en/my-account/orders

## Order History

SORT BY DATE

3 Orders

ORDER NUMBER	ORDER STATUS	DATE PLACED	TOTAL
00006016	In Process	Jul 2, 2021 6:12 AM	£41.77
00006012	text.account.order.status.display.approved	Jul 2, 2021 4:37 AM	£150.26
00006010	Cancelled	Jul 2, 2021 3:39 AM	£5.99

**Created [00006016]  
order is coming in  
Order History**

Order History | Chennai Electronic x SAP CX Backoffice x

Not secure | localhost:9002/backoffice/

## SAP Administration Cockpit

bus

System Business Processes Business Processes

Code	Definition	Process Sta...
cons00006016_0_ordermanagement	consignment-process	Waiting
orderConfirmationEmailProcess-00006016-1625220789893	orderConfirmationEmailProcess	Succeeded
order-process-00006016-1625220759683	order-process	Waiting

Administration Cockpit

bus

System Business Processes Business Processes

Code	Definition	Process Sta...
order-process-00006016-1625220759683	order-process	Waiting

0 ITEMS SELECTED

OrderProcessModel (8796453896190@2)

REFRESH SAVE

Repair business process

**REPAIR BUSINESS PROCESS Configuration**

Business Process Code:  
order-process-00006016-1625220759683

**Target Step:**

cancelOrder	notifyCustomer	success
checkOrder	orderManualChecked	takePayment
completeOrder	postTaxes	verifyOrderCompletion
error	processOrderCancellation	waitForManualOrderCheckCSA
failed	putOrderOnHold	waitForOrderAction
fraudCheck	sendOrderPlacedNotification	manualOrderCheckCSA
geocodeShippingAddress	sendPaymentFailedNotification	sourceOrder





### Repair business process

#### REPAIR BUSINESS PROCESS Configuration

Business Process Code:

order-process-00006016-1625220759683

Target Step:

success



CANCEL

START

← → C 🔍 Not secure | localhost:9002/backoffice/

SAP Administration Cockpit

bus

System

Business Processes

Business Processes

Code

cons00006016\_0\_ordermanagement

orderConfirmationEmailProcess-00006016-1625220789893

order-process-00006016-1625220759683

Definition

consignment-process

orderConfirmationEmailProcess

order-process

Process Sta... Result

Waiting

Succeeded

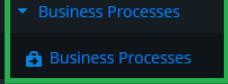
Succeeded

Sen

Ord

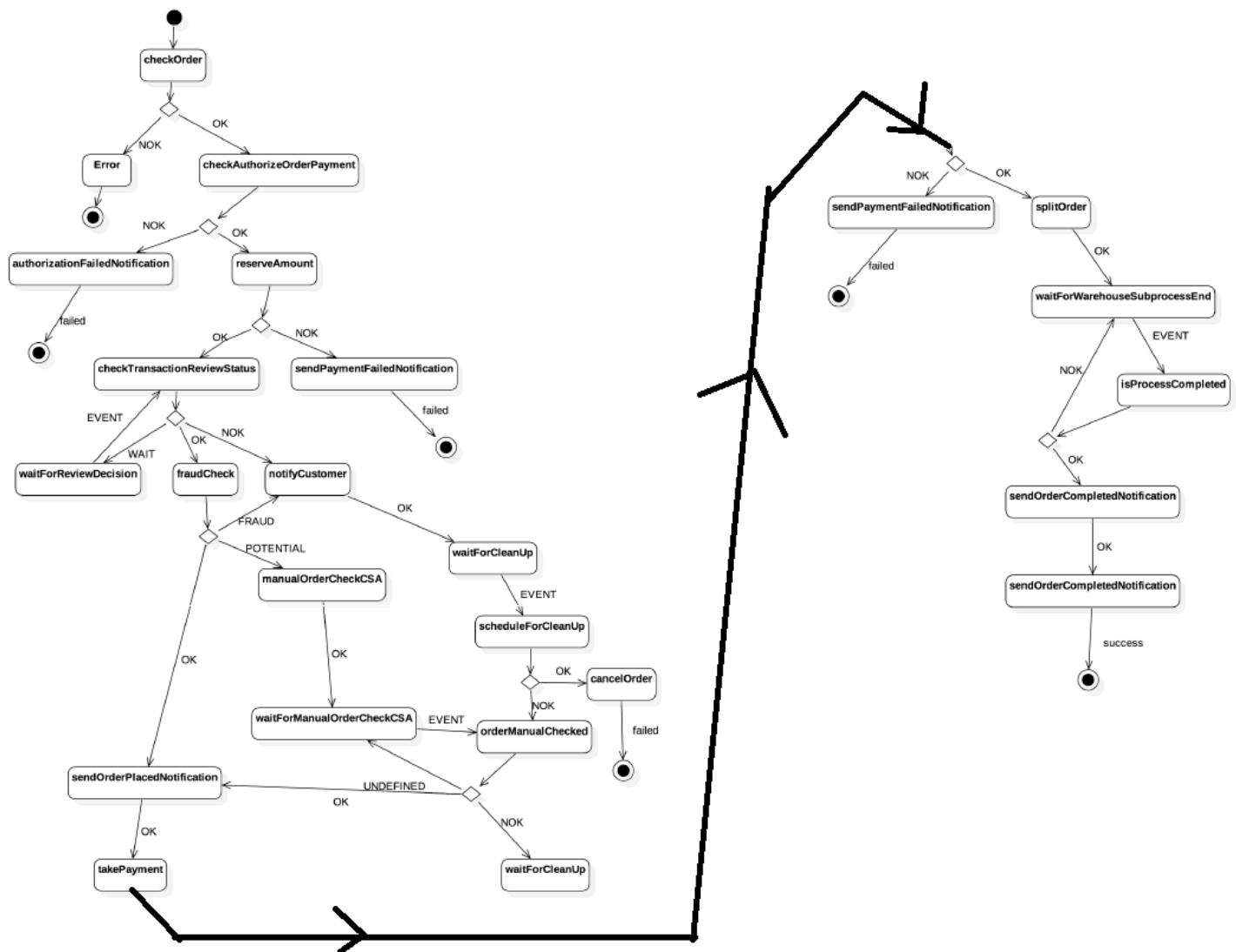
SEARCH

33 items




## Scenario = Explain Order Management?

- ✓ Business Process = Hybris has OOB "Process Engine" (yacceleratorfulfilmentprocess extension). It helps to define a list of actions.
- ✓ Order Fulfillment Process = Below process happen when customer click "Place Order Action". Hybris will execute set of actions to fulfill the Order.



# SAP Comm – Marketing

The screenshot shows the SAP Administration Cockpit interface. The left sidebar has a tree view with 'Marketing' selected, highlighted with a green border. Other options include Order Statistics, Product References, Product reviews, Promotion Website Groups, Promotion Rules, Promotion Templates, and Promotion Modules. The right panel shows a search bar with '300441363' and a list of marketing-related modules: Promotion Modules, Promotion Rule Groups, Coupon Management (with sub-options like Coupons, Coupon Code Generation Configuration, and Coupon Redemption), and Promotion Planning.

**Q = Difference between Promotion & Discount.**

Discount = Reduction of basic price of the goods.

Promotion = Something which you do to make people aware of the product.

**Q = Difference between Coupon & Voucher? = No Difference**

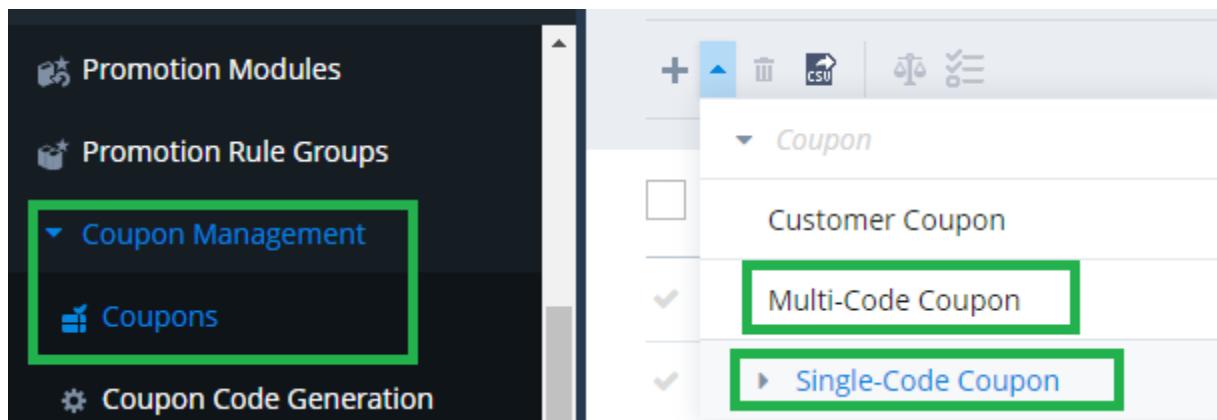
**Q = Difference between Coupon / Voucher & Promotion?**

The screenshot shows a product page for a 'Prestige 42208 0.5 L Rice Cooker (White)'. The original price is ₹1,290, and the MRP is ₹1,645. A green arrow points from the text 'To get this 22% discount... I am (Customer) doing any action = No. Then it's called as "Promotion"' to the price difference of ₹225 (₹1,645 - ₹1,290). The page also features a 'Select Offer' section with a green box highlighting 'CB5Movies200 Applied! Save ₹65'. A blue bracket on the right side of the page groups the 'Offer Applied' text and the 'Buy for ₹1,290' button, with the text 'To get 65Rs off, I am apply Voucher. That means, I am (Customer) doing action.' pointing to it.

## Coupons =

SAP Comm provides 2 types of Coupons =

- (1) Serial Voucher / Multi Code Coupons =  
If Voucher is valid only once.
- (2) Promotional Voucher / Single Code Coupons =  
If Voucher is valid for Applying  $\geq 1$ , then it called “Promotional Coupons / Single Code Coupons”.



**Q = What are the Coupons – Key Features?**

- ✓ Can be created for cross channel use
- ✓ Can be generated manually or automatically
- ✓ Unique & secure voucher identification numbers
- ✓ Voucher can be restricted to -- Products, Order Value, Time-Spans & Customer
- ✓ Vouchers may be redeemed by customers to reduce the order total value (or) value of a product.

# Single Code Coupon?

Not secure | localhost:9002/backoffice/

SAP Administration Cockpit

Filter tree (Alt+Down for options)

Promotion Modules

Promotion Rule Groups

Coupon Management

Coupons

Coupon Code Generation Configuration

Coupon Redemption

Promotion Planning

SAVED QUERIES

Create New Single-Code Coupon

MANDATORY VALUES

Active:  True  False

Coupon Code:

Time created:

CANCEL DONE

A single-code discount coupon that can be applied to the cart.

Promotion Modules

Promotion Rule Groups

Coupon Management

Coupons

Coupon Code Generation Configuration

Coupon Redemption

Promotion Planning

SAVED QUERIES

No queries

Chenna RRRS SC C1 [ChennaRRRSC1]

COUPON CONFIGURATION ADMINISTRATION

Coupon Code: ChennaRRRSC1 Name: Chenna RRRS SC C1

COUPON VALIDITY

Maximum Redemptions per Customer: 1

Maximum Total Redemptions: 1000

Start Date: May 21, 2021 10:08 PM

End Date: May 26, 2021 10:08 PM

Active:  True  False

Chenna RRRS SC C1 [ChennaRRRSC1]

COUPON CONFIGURATION ADMINISTRATION

UNBOUND

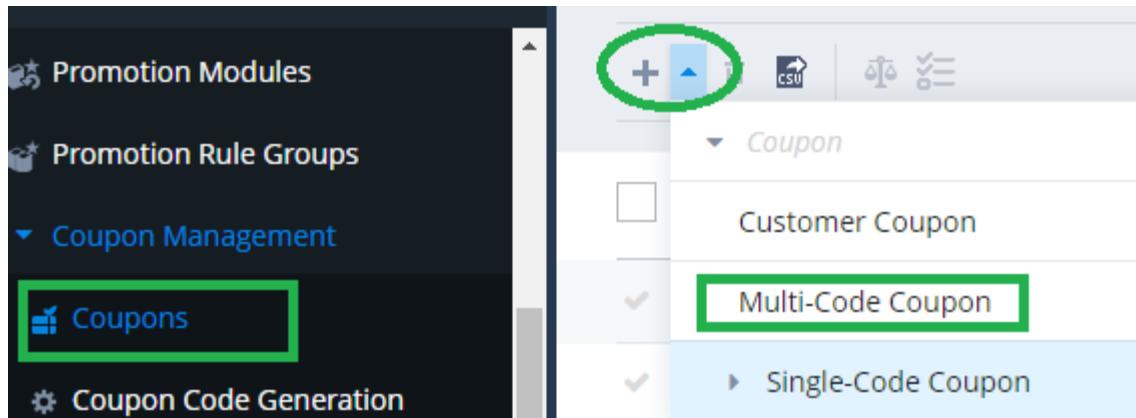
Documents Assigned Cockpit Item Templates Comments

+ Create new Output Document ...

Is blocked for processing

True  False  N/A

## Single Code Coupon?



### Create New Multi-Code Coupon

**MANDATORY VALUES**

Coupon alphabet: <input type="text" value="A3HT18W5CZMER4LN"/>	Active: <input checked="" type="radio"/> True <input type="radio"/> False
Coupon Code Generation Configuration: <input type="text" value="default-configuration"/>	Coupon Prefix: <input type="text" value="ChennaRRRSMCC"/>
Coupon code seed number: <input type="text" value="0"/>	Time created: <input type="text" value="May 25, 2021 3:00:10 AM"/>
Coupon code signature: <input type="text" value="v/KuyYZ9HoI58GWjRUcVbg=="/>  <b>Done</b>	

Promotion Modules  
Promotion Rule Groups  
Coupon Management  
**Coupons**  
Coupon Code Generation Configuration  
Coupon Redemption  
Promotion Planning

SAVED QUERIES  
No queries

Chenna RRRS MCC [ChennaRRRSMCC1]

**COUPON CONFIGURATION** ADMINISTRATION

Coupon Prefix ? Name ?  
ChennaRRRSMCC1 Chenna RRRS MCC

Coupon Code Generation Configuration ?  
default-configuration

COUPON VALIDITY

Start Date ? End Date ? Active ?  
May 28, 2021 3:02 AM May 31, 2021 3:02 AM True False

**SAVE**

Promotion Modules  
Promotion Rule Groups  
Coupon Management  
**Coupons**  
Coupon Code Generation Configuration  
Coupon Redemption  
Promotion Planning

SAVED QUERIES  
No queries

Chenna RRRS MCC [ChennaRRRSMCC1]

**COUPON CONFIGURATION** ADMINISTRATION

Start Date ? End Date ? Active ?  
May 28, 2021 3:02 AM May 31, 2021 3:02 AM True False

**GENERATED COUPON CODES**

Generated Coupon Codes ?  
200 ChennaRRRSMCC1 2021-0...  
200 GENERATE

**SAVE**

Order

SAVED QUERIES  
No queries

200 ChennaRRRSM....csv

GENERATED COUPON CODES

Generated Coupon Codes ?  
200 ChennaRRRSMCC1 2021-0...  
200 GENERATE

Excel screenshot showing a list of voucher codes in column A:

	A
1	A12-2BDX-ML2W-N577
2	A12-2BDX-MNKZ-KLXY
3	A12-2BDX-MYYT-LZKK
4	A12-2BDX-MH78-YLLH
5	A12-2BDX-MTKY-XXL5
6	A12-2BDX-M25W-2WLK
7	A12-2BDX-MDT7-TLW7

Annotations:

- A green arrow points from the 'Downloads' button in the ribbon to the list.
- A red arrow points from the text 'Write Some Program, which read the Vouchers & Send to Customers.' to the list.
- A red arrow points from the text 'Send this to White' to the list.
- A red arrow points from the text 'Send this to Sivaram' to the list.

Promotions are 2 Types =

## Order Level Promotions & Product Level Promotions

Software interface showing a list of promotions:

**Order Level Promotions**

- Base promotion
- Order promotion
- Order threshold change delivery mode
- Order threshold fixed discount
- Order threshold fixed percentage discount
- Order threshold free gift
- Order threshold free voucher
- Order threshold perfect partner
- Product promotion
- Bundle
- Buy X get Y free
- AcceleratorProductBOGOFPromotion
- Fixed price
- Multi-buy
- AcceleratorProductMultiBuyPromotion
- One to one perfect partner bundle
- Percentage discount
- Perfect partner
- Perfect partner bundle
- Product Price Discount by Payment Type
- Product Threshold Price Discount
- Stepped Multi-buy
- Rule Based Promotion

**Product Level Promotions**

- Product promotion
- Bundle
- Buy X get Y free
- AcceleratorProductBOGOFPromotion
- Fixed price
- Multi-buy
- AcceleratorProductMultiBuyPromotion
- One to one perfect partner bundle
- Percentage discount
- Perfect partner
- Perfect partner bundle
- Product Price Discount by Payment Type
- Product Threshold Price Discount
- Stepped Multi-buy
- Rule Based Promotion

## Examples =

The screenshot shows the Marketing module interface. On the left, a sidebar lists various marketing-related features: Order Statistics, Product References, Product reviews, Promotion Website Groups, Promotion Rules, and **Promotion Templates**, which is highlighted with a green oval. Below this is a section for SAVED QUERIES with the message "No queries". The main content area is titled "Product fixed discount [product\_fixed\_discount]" and displays a configuration for a rule template. It includes tabs for RULE TEMPLATE PROPERTIES, CONDITIONS & ACTIONS (which is selected), and ADMINISTRATION. The CONDITIONS section shows the condition "Cart CONTAINS ANY products OR Cart CONTAINS ANY categories". The ACTIONS section shows the action "Apply {} discount on the qualifying products". A sidebar on the right lists available conditions: Available Conditions, Cart, Cart total, Qualifying products, Qualifying categories, Product price threshold, and Coupon code. A red "X" icon is next to the "Available Conditions" header.

The screenshot shows the Marketing module interface, similar to the one above. The sidebar highlights **Promotion Templates**. The main content area is titled "Order threshold free gift [order\_threshold\_free\_gift]" and displays a configuration for a rule template. It includes tabs for RULE TEMPLATE PROPERTIES, CONDITIONS & ACTIONS (selected), and ADMINISTRATION. The CONDITIONS section shows the condition "Cart total >= {}". The ACTIONS section shows the action "Give 1 ? product(s) for free". A sidebar on the right lists available conditions: Available Conditions, Cart, Cart total, Qualifying products, Qualifying categories, Product price threshold, and Coupon code. A green checkmark icon is placed next to the "Cart total" condition entry, indicating it is correctly configured.

## Business Scenario 1 =

We want to give some Promotion [**20% Discount**] when

- 1) Customer belongs to **group = wireless**
- 2) If login customer cart **total > 1000\$**

## Step 1 = Create Customer [chennarrstraining@rrrs.co.in]

The screenshot shows a web browser with a SAP CX Backoffice tab open at localhost:9002/yacceleratorstorefront/en/login. The page has a header with the IBM logo and a search bar. Below the header is a navigation bar with links for BRANDS, STREETWEAR, SNOW, ACCESSORIES, YOUTH, and 69 SLAM. A breadcrumb trail shows HOME / SIGN IN / REGISTER. A message at the top says "Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount." On the left, there's a "Create an Account" section with fields for TITLE (MR.) and EMAIL ADDRESS (chennarrstraining@rrrs.co.in). On the right, there's a "Returning Customer" section with fields for EMAIL ADDRESS and PASSWORD, and a link for "Forgot your password?".

Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

### Create an Account

For a fast checkout, easy access to previous orders, and the ability to create an address book and store settings. Register below.

TITLE

MR.

EMAIL ADDRESS

chennarrstraining@rrrs.co.in

### Returning Customer

Already have an account? Sign in to retrieve your account settings.

EMAIL ADDRESS

PASSWORD

[Forgot your password?](#)

## Step 2 = Create wireless group

The screenshot shows the SAP CX Backoffice interface. On the left, there's a sidebar with a tree view: User (selected), Companies, User Groups (circled in green), Employees, Customers, Addresses, Titles, and Agreements. On the right, a modal window titled "Create New User Group" is open. It has tabs for GENERAL (selected) and READ & WRITE. Under GENERAL, there's an ID field with "wireless" and a Name field with "Wireless Group". At the bottom of the modal are CANCEL, NEXT, and DONE buttons, with the DONE button highlighted in yellow.

## Results =

The screenshot shows a software interface with a sidebar on the left containing navigation items: User, Companies, User Groups, and Employees. The 'User Groups' item is highlighted with a green oval. On the right, a list of user groups is displayed with a header row for 'ID' and 'Name'. A new group entry for 'wireless' is shown, with a checkmark icon and a green oval highlighting it.

**Step 3 = Assign the wireless group the user.**

The screenshot shows a software interface with a sidebar on the left containing navigation items: User, Companies, User Groups, Employees, Customers, Addresses, Titles, and Agreements. The 'Customers' item is highlighted with a green oval. The main area displays a user profile for 'Chenna RRRS [chennareddytraining@rrrs.co.in]'. The 'GENERAL' tab is selected. In the 'PROPERTIES' section, there is a 'Groups' field containing '[wireless]' which is highlighted with a green oval.

**Step 4 = Create Promotion**

We can create in 2 ways: -

- 1) By using templates
- 2) Everything from scratch

## By using Templates =

The screenshot shows the Marketing module interface. On the left, the navigation bar includes Marketing, Order Statistics, Product References, Product reviews, Promotion Website Groups, Promotion Rules, Promotion Templates (which is highlighted), and Promotion Modules. Under SAVED QUERIES, it says 'No queries'. In the center, a list of promotion templates is shown, with one item selected: 'Customer specific fixed price discount with order threshold [target\_customer\_order\_threshold\_fixed\_discount\_cart]'. A context menu is open over this item, with the option 'Create a promotion rule using this template' highlighted. A modal dialog box appears, prompting 'Code of the new rule' with the value 'chenna\_target\_customer\_order\_threshold\_fixed\_discount\_cart'. Below the dialog, the 'DETAILS' section shows the original template's details: 'target\_customer\_order\_threshold' and 'Customer specific fixed price disc'. At the bottom right of the dialog are 'CANCEL' and 'OK' buttons, with 'OK' being highlighted.

The screenshot shows the configuration page for a promotion rule. The title is 'Customer specific fixed price discount with order threshold [chenna\_target\_customer\_order\_threshold\_fixed\_discount\_cart/...]' with a 'REFRESH' button. Below the title, there are tabs: RULE PROPERTIES, CONDITIONS & ACTIONS (which is active), and ADMINISTRATION. The CONDITIONS section contains the condition 'Target CONTAINS ANY customer groups [] or customers [] AND Cart total >= {}'. Two specific conditions are listed: 'Target customers' and 'Cart total', each with a red 'X' icon indicating they are currently not used. Below these is a placeholder box with the text 'Drag and Drop Conditions Here'. To the right, a sidebar titled 'Available Conditions' lists several options: Cart, Cart total, Qualifying products, Qualifying categories, Product price threshold, and Coupon code. At the bottom, a taskbar shows various application icons, and the system tray indicates the date and time as 03:39.

# Everything from scratch

## Create New Promotion Rule =

The screenshot shows the Oracle Marketing Cloud Service interface for creating a new promotion rule. The left sidebar navigation includes Marketing, Order Statistics, Product References, Promotion Website Groups, Product reviews, Promotion Rules, Show Published and Unpublished, and Show All. The main area is titled "Create New Promotion Rule".

**PROMOTION SOURCE RULE**

- Code: RRRSPromotion
- Name: RRRS Promotion

Buttons: CANCEL (grey), DONE (yellow)

**RRRS Promotion [RRRSPromotion]**

Toolbar: Refresh, Save

**RULE PROPERTIES** (selected), CONDITIONS & ACTIONS, ADMINISTRATION

**DETAILS**

Code	RRRSPromotion	Name	RRRS Promotion	Description	RRRS Desc	Version	0
------	---------------	------	----------------	-------------	-----------	---------	---

**RULE MANAGEMENT**

Website	apparelUKPromoGrp	Priority	10	Stackable	<input type="radio"/> True <input checked="" type="radio"/> False	Rule Group	customerPromotionRuleGroup
Start Date/Time (Timezone - UTC/GMT)	Feb 28, 2019 9:21:39 PM	End Date/Time (Timezone - UTC/GMT)	Mar 6, 2019 9:21:43 PM	Exclude from storefront display	<input type="radio"/> True <input checked="" type="radio"/> False		

**OTHERS**

Message	RRRS -- Message		
Status	Unpublished	Deployments	...

## == Specify the conditions

- 1) Cart total > 1000
- 2) Customer belongs to wireless

RRRS Promotion [RRRSPromotion]

**RULE PROPERTIES** **CONDITIONS & ACTIONS** **ADMINISTRATION**

Cart total >= {GBP=1000}

▼ Cart total

Operator: >=

Cart total value: Pound [GBP] ▶ 1000

+ Add new item

**Available Conditions**

- ▼ Cart
  - Cart total
  - Qualifying products
  - Qualifying categories
  - Product price threshold

**Drag & Drop**

RRRS Promotion [RRRSPromotion]

**RULE PROPERTIES** **CONDITIONS & ACTIONS** **ADMINISTRATION**

▼ Target customers

Customer group selection operator: CONTAINS ANY

Customer groups: wireless [wireless]

Customers:  ...

Excluded customer groups:  ...

Excluded customers:

**Available Conditions**

- ▼ Cart
  - Cart total
  - Qualifying products
  - Qualifying categories
  - Product price threshold
- ▼ Customer
  - Coupon code
  - Target customers

RRRS Promotion [RRRSPromotion]

REFRESH SAVE

RULE PROPERTIES CONDITIONS & ACTIONS ADMINISTRATION

ACTIONS

Apply 20% discount on the cart total

Percentage discount on cart  
Percentage discount value: 20

Available Actions: Coupon, Free coupon, Cart discounts, Percentage discount on cart

Code	Name	Website	Priority	Stackable	Rule Group	Version	Status
<input checked="" type="checkbox"/> RRRSPromotion	RRRS Promotion	apparelUKPromoGrp	10	false	customerPromotionRuleGroup	0	Unpublished

Publish Promotion Rule For Module

Select Promotion Module: promotions-module

Click Ok to Publish

CANCEL OK

Results = After publishing – We need to test the results.

Your Shopping Bag | Apparel Site

EXPORT CSV

ITEM (STYLE NUMBER)	PRICE	QTY	DELIVERY	TOTAL
<b>Andover Jacket cardinal S</b> 300410966 Style: cardinal Size: S In Stock	£129.56	8	SHIP	£1,036.48
<b>Handshake Belt white M</b> 300604644 Style: white Size: M In Stock	£28.31	1	SHIP	£28.31

EXPORT CSV  
Received Promotions  
RRRS -- Message

Subtotal: £851.83  
Order Discounts: -£212.96  
ORDER TOTAL £851.83

Contact Us = ChennaReddyTraining@RRRS.CO.IN

## Business Scenario 2 =

After applying above [20%] discount –

If customer cart total still > 1000\$ then

While customer placing the order

We want to give 1 coupon for the customer.

So that customer can use the coupon next time.

## Solution =

Code	Name	Website	Priority	Stackable	Rule Group	Version	Status	Available
RRRSPromotion	RRRS Promotion	apparelUKPromoGrp	10	false	customerPromotionRuleGroup	0	Published	prom...

RRRS Promotion [RRRSPromotion]

REFRESH SAVE

RULE PROPERTIES CONDITIONS & ACTIONS ADMINISTRATION

ACTIONS

Apply 20% discount on the cart total, Free coupon SUMMER69

Percentage discount on cart

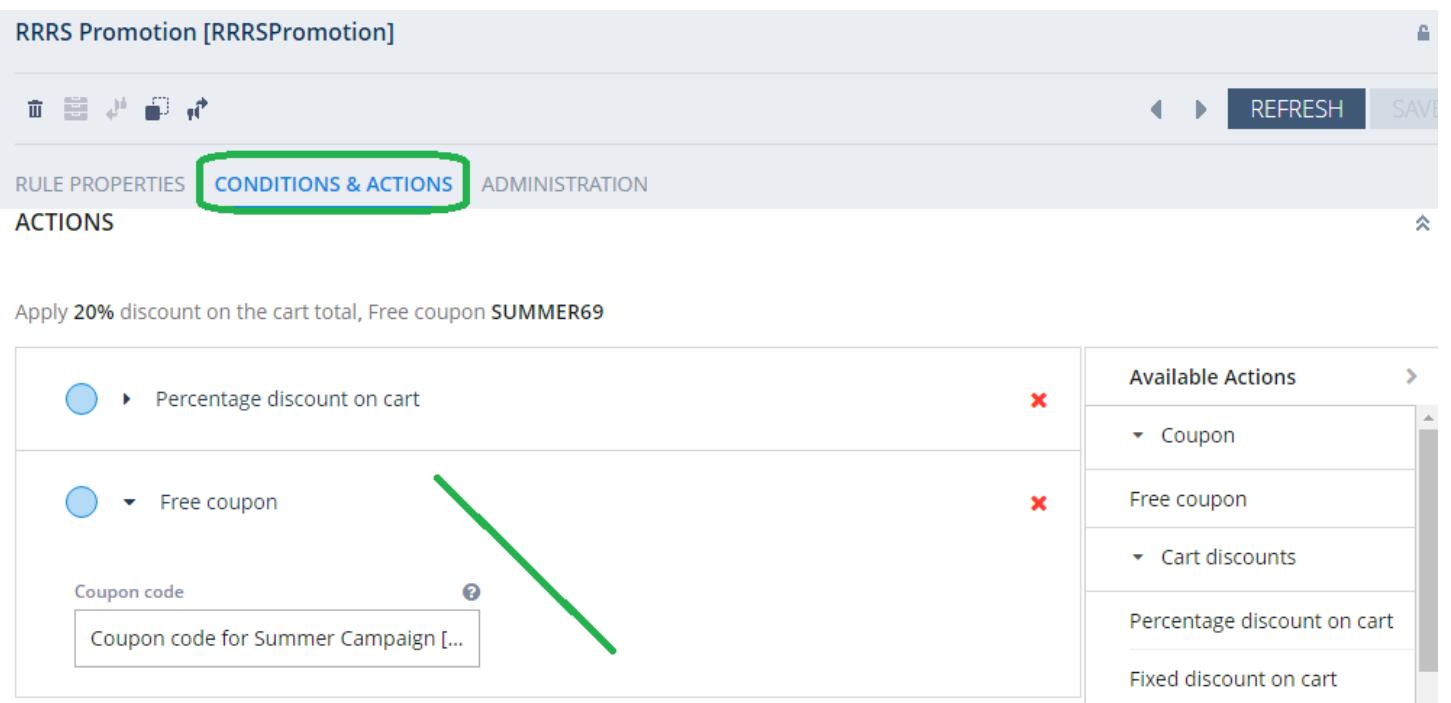
Free coupon

Coupon code

Coupon code for Summer Campaign [...]

Available Actions

- Coupon
- Free coupon
- Cart discounts
- Percentage discount on cart
- Fixed discount on cart



## Publish the Version 1 Rule

The screenshot shows the SAP CX Backoffice interface. On the left, a table lists promotion rules. Two rows are selected: 'RRRSPromotion' (Version 0, Published) and 'RRRSPromotion' (Version 1, Unpublished). A green arrow points from the 'Published' status of the first row to the 'Unpublished' status of the second row. In the center, a modal dialog titled 'Publish Promotion Rule For Module' is open. It contains a dropdown menu set to 'promotions-module'. At the bottom right of the dialog are 'REFRESH' and 'SAVE' buttons. The background table has a green border around the 'Version' and 'Status' columns of the second row.

Code	Name	Website	Priority	Stackable	Rule Group	Version	Status
RRRSPromotion	RRRS Promotion	apparelUKPromoGrp	10	false	customerPromotionRuleGroup	0	Published
RRRSPromotion	RRRS Promotion	apparelUKPromoGrp	10	false	customerPromotionRuleGroup	1	Unpublished

1 ITEMS SELECTED

RRRS Promotion [RRRSPromotion]

Publish Promotion Rule For Module

Select Promotion Module

promotions-module

REFRESH SAVE

The screenshot shows the SAP CX Backoffice interface. The same table as above is displayed, but now the second row ('RRRSPromotion') has a green border around its 'Version' and 'Status' columns, indicating it is published. The status is shown as 'Published'.

Code	Name	Website	Priority	Stackable	Rule Group	Version	Status
RRRSPromotion	RRRS Promotion	apparelUKPromoGrp	10	false	customerPromotionRuleGroup	1	Published

**Results =**

**Cart page =**

The screenshot shows the SAP CX storefront cart page. The cart contains three items: a belt, a belt, and another belt. The total subtotal is £1,000.10. There is a delivery charge of £5.99 and an order discount of -£250.03. The final order total is £1,006.09. A red arrow points to the 'Cart Tol >1000' message, and a green arrow points to the '20% Dis' message.

Item	Style	Size	Price	Quantity	Ship To	Total
Style: Casual	Size: SM	£20.41	1	SHIP	£20.41	
Maguro Pu Belt plaid LXL	Style: plaid	£24.26	10	SHIP	£242.60	
Incision Leather Belt shadow grey SM	Style: shadow grey	£40.46	19	SHIP	£768.74	

EXPORT CSV

Received Promotions

Subtotal: £1,000.10

Delivery: £5.99

Order Discounts: - £250.03

ORDER TOTAL: Cart Tol >1000 → £1,006.09

Your order includes £167.68 tax.

COUPON CODE: enter coupon code APPLY

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Checkout | Apparel Site UK    SAP CX Backoffice

Not secure | localhost:9002/yacceleratorstorefront/en/checkout/multi/payment-method/add

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH 69 SLAM

HOME / CHECKOUT / PAYMENT & BILLING ADDRESS

Today is Thanks Giving Day. If you buy <1000\$ .... You will get 15% Discount.

**Secure Checkout**

1. Shipment/Pick Up Location ✓

2. Shipping Method ✓

3. Payment & Billing Address

Payment & Billing Address

USE A SAVED CARD

**Order Summary**

Ship To: Mr. Chenna RRRS  
Hello One Two, Dallas, 123456, United Kingdom

Incision Leather Belt shadow grey SM  
Item Price: £40.46  
QTY: 19  
Style: shadow grey  
Size: SM

Maguro Pu Belt plaid LXL  
Item Price: £24.26  
QTY: 10  
Style: plaid

Checkout | Apparel Site UK    SAP CX Backoffice

Not secure | https://localhost:9002/yacceleratorstorefront/en/checkout/multi/payment-method/add

3. Payment & Billing Address

Payment & Billing Address

CARD TYPE **After entering Card Details & Click Next -- We getting Error**  
PLEASE SELECT A CARD TYPE   
NAME ON CARD (OPTIONAL)

CARD NUMBER 4111111111111111

EXPIRY DATE\* 07 2021

CARD VERIFICATION NUMBER

**apparel-uk.local** https://apparel-uk.local:9002/acceleratorservices/sop-mock/process

This site can't be reached  
apparel-uk.local's server IP address could not be found.  
Try running Windows Network Diagnostics.  
DNS\_PROBE\_FINISHED\_NXDOMAIN

Subtotal:  
Discount:  
Delivery:

**ORDER TOTAL**  
Your order includes £

apparel-uk.local    SAP CX Backoffice    hybris a You

← → C i apparel-uk.local:9002/acceleratorservices/sop-mock/process

## This site can't be reached

Check if there is a typo in apparel-uk.local.

If spelling is correct, try running Windows Network Diagnostics.

Contact Us = **ChennaReddyTraining@RRRS.CO.IN**

**Q = How to fix the above error which we are getting after entering payment?**

**Ans = Do below change.**

website.apparel-uk.https =

**https://localhost:9002/yacceleratorstorefront**

The screenshot shows the hybris administration console interface. At the top, there is a banner indicating 'Not secure' with a link to 'https://localhost:9002/platform/config'. Below the banner, the title 'hybris administration console' is displayed. A navigation bar includes links for Platform, Monitoring, Maintenance, and Console. Under Configuration, there are tabs for Tenants, System, Logging, Extensions, Initialization, Update, SQL Scripts, License, Support, and PK Analyzer. The main content area shows a table with columns for Key and Value. A row for 'website.apparel-uk.https' has its value set to 'https://localhost:9002/yacceleratorstorefront', which is highlighted with a green border. Buttons for 'apply all' and 'reset all' are visible at the top of the table, and a switch for 'Show unsaved only' is set to 'OFF'.

The screenshot shows the SAP CX Backoffice interface during the final review of an order. The top navigation bar shows 'Checkout | Apparel Site UK' and 'SAP CX Backoffice'. The page title is '4. Final Review'. The order summary table shows Subtotal £1,000.10, Order Discounts - £250.03, Delivery £5.99, and ORDER TOTAL £1,006.09. To the right of the table, three product items are listed with their details: Maguro Pu Belt plaid LXL (Item Price: £24.26, QTY: 10, Style: plaid, Size: LXL), El Moro Hat natural SM (Item Price: £36.41, QTY: 3, Style: natural, Size: SM), and Andover Jacket cardinal S (Item Price: £129.56, QTY: 1, Style: cardinal, Size: S). At the bottom left, a checkbox is checked with the text 'By placing the order, I am confirming that I have read and agree with the Terms & Conditions'. A large orange 'PLACE ORDER' button is at the bottom center, with a green arrow pointing towards it from the bottom of the page.

---

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---

Order Confirmation | Apparel Site

Not secure | https://localhost:9002/yacceleratorstorefront/en/checkout/orderConfirmation/00001000

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH

Welcome To RRRS Hybris Training

## THANK YOU FOR YOUR ORDER!

Your Order Number is 00001000

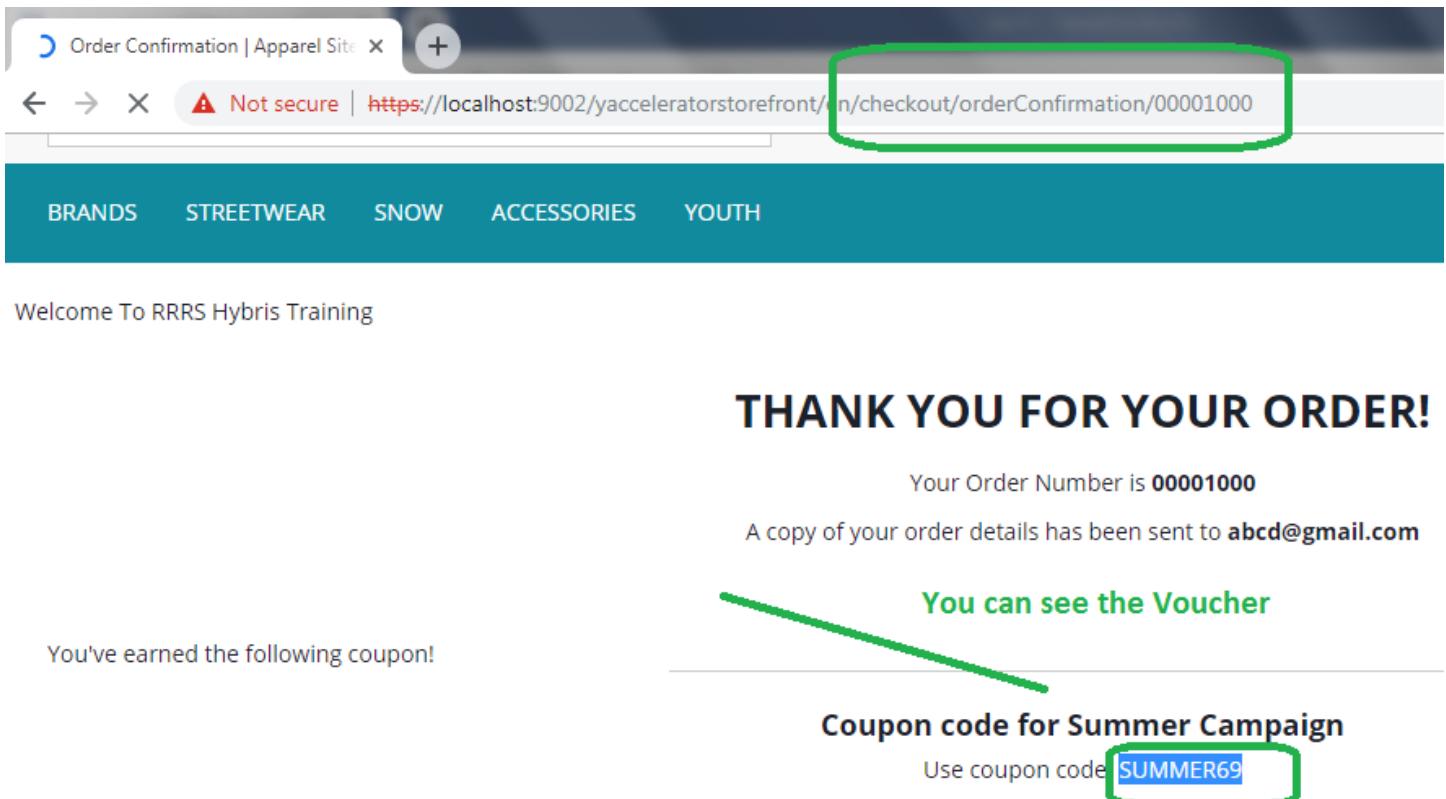
A copy of your order details has been sent to abcd@gmail.com

You've earned the following coupon!

You can see the Voucher

Coupon code for Summer Campaign

Use coupon code SUMMER69



**Note = We created rule & for this internally code is generated.**

**Q = How can we see this that code (or) Rule Content.**

Commerce Administration

dr

SEARCH

User Addresses Rule Engine Drools Rules Drools Modules SAVED QUERIES No queries

Code: RRRSPromotion Rule type: PROMOTION Active?: true Rule Group Code: customerPromo

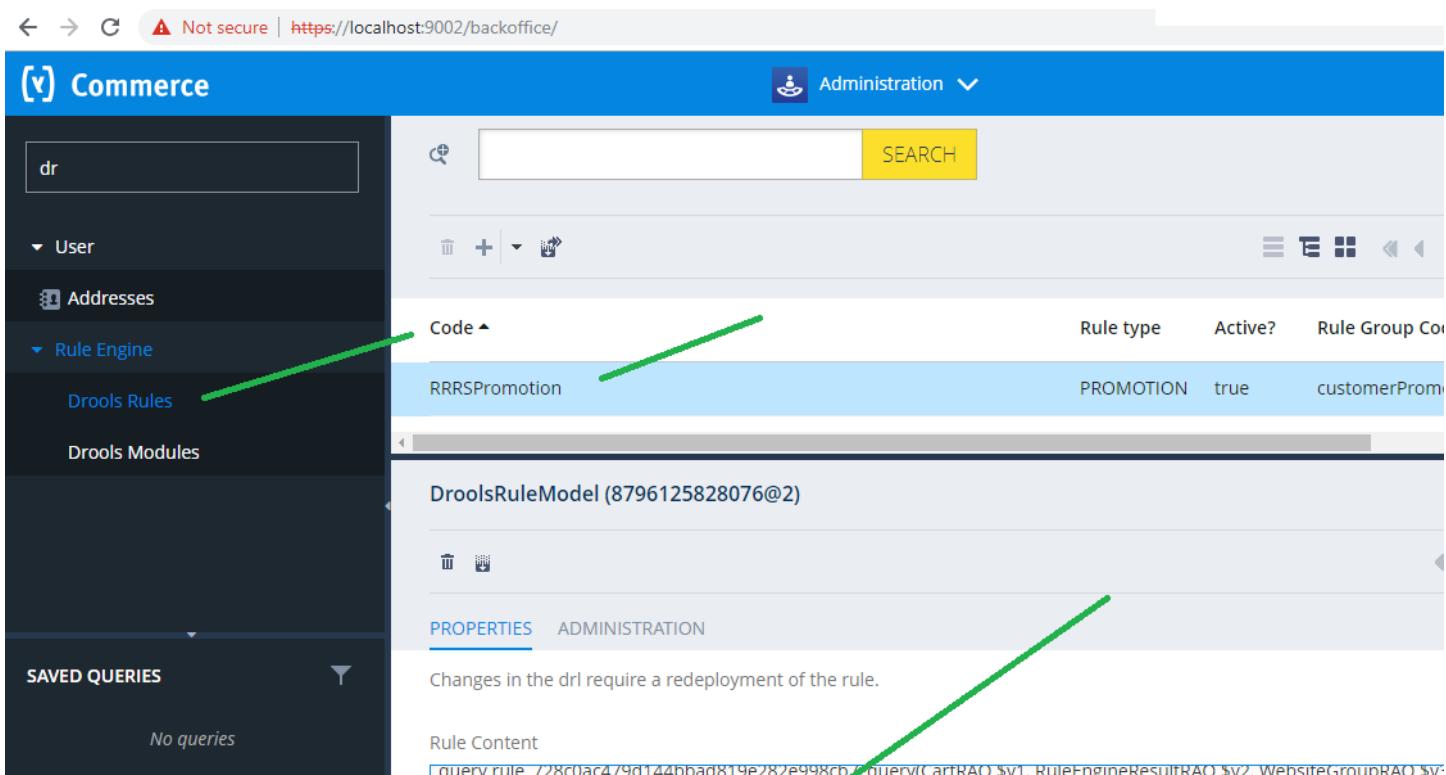
DroolsRuleModel (8796125828076@2)

PROPERTIES ADMINISTRATION

Changes in the drl require a redeployment of the rule.

Rule Content

```
query rule_728c0ac479d144bbad819e282e998cb7 query(CartRAO $v1, RuleEngineResultRAO $v2, WebsiteGroupRAO $v3)
```



**Note** = Created rule is stored in “RULES” table in DB.

Conditions & Actions are stored in **json format** in the table.

P_CODE	P_STARTDATE	P_ENDDATE	P_PRIORITY	P_MAXALLOWED	P_RULEGROUP	P_CONDITIONS	P_A
<b>Value of column P_CONDITIONS</b>							
target_customer_percentage_discount_cart	2000-01-01 00:00:00	2099-01-01 00:00:00	20	1	1	["definitionId": "y_target_customers", "parameters": {"customer_group": "all", "order_threshold": 100}], ["definitionId": "y_order_perce", "parameters": {"coupons": "fixed"}, "order_fixed": 100], ["definitionId": "y_free_gift", "parameters": {"coupons": "free"}, "order_free": 100]	
coupon_code_fixed_discount	2000-01-01 00:00:00	2099-01-01 00:00:00	25	1	1		
multi_code_coupon_fixed_discount	2000-01-01 00:00:00	2099-01-01 00:00:00	30	1	1		
ruleactiondefcat	2000-01-01 00:00:00	2099-01-01 00:00:00	50	1	1		
ruleactiondefcatl	2000-01-01 00:00:00	2099-01-01 00:00:00	70	1	1		
ruleactiondefcatrel	2000-01-01 00:00:00	2099-01-01 00:00:00	170	1	1		
ruleactiondefparam	2000-01-01 00:00:00	2099-01-01 00:00:00	155	1	1		
ruleactiondefparaml	2000-01-01 00:00:00	2099-01-01 00:00:00	180	1	1		
ruleactiondefparampl	2000-01-01 00:00:00	2099-01-01 00:00:00	180	1	1		
rulecondeff	2000-01-01 00:00:00	2099-01-01 00:00:00	180	1	1		
rulecondeffcat	2000-01-01 00:00:00	2099-01-01 00:00:00	180	1	1		
rulecondeffcatl	2000-01-01 00:00:00	2099-01-01 00:00:00	180	1	1		
rulecondeffcatrel	2000-01-01 00:00:00	2099-01-01 00:00:00	180	1	1		
rulecondeffparam	2000-01-01 00:00:00	2099-01-01 00:00:00	180	1	1		
rulecondeffparaml	2000-01-01 00:00:00	2099-01-01 00:00:00	180	1	1		
rulecondeffparampl	2000-01-01 00:00:00	2099-01-01 00:00:00	180	1	1		
rulecondeffruletypef	2000-01-01 00:00:00	2099-01-01 00:00:00	180	1	1		
ruleenginecontext	2000-01-01 00:00:00	2099-01-01 00:00:00	101	1	0		
rulegroup	2000-01-01 00:00:00	2099-01-01 00:00:00	46	1	0		
rulegroup	2000-01-01 00:00:00	2099-01-01 00:00:00	60	1	0		
RULES	productid=0000000000	2000-01-01 00:00:00	2099-01-01 00:00:00	0	1		
	target_customer_percentage_discount_cart=000000001	2000-01-01 00:00:00	2099-01-01 00:00:00	34	1	0	8796093125616
	target_customer_percentage_discount_cart=000000002	2000-01-01 00:00:00	2099-01-01 00:00:00	0	1	0	8796093125616

**Q = How to see the Drools Code for the created rules?**

The screenshot shows the Oracle Commerce Cloud interface. On the left sidebar, under the 'Rule Engine' section, 'Drools Rules' is selected and highlighted with a blue bar and a green arrow pointing to it. The main content area displays a table of rules:

Code	Rule type	Active?	Rule Group Code	Rule version	Is current version?
ChennaDisc	PROMOTION	true	productPromotionRuleGroup	8	true
CustomerDiscount	PROMOTION	false	customerPromotionRuleGroup	11	true
CustomerDiscount	PROMOTION	true	customerPromotionRuleGroup	12	true

Below the table, a section titled 'DroolsRuleModel (8796158661612@2)' contains the rule content:

```
$v1 := CartRAO(currencyIsoCode == "USD", total >= new BigDecimal("500"))
)
and
(
$v4 := UserRAO()
and
$v1 := CartRAO(user == $v4)
and
(
$v5 := UserGroupRAO(id in ("VerizonGroup"))
and
$v4 := UserRAO(groups contains $v5)
```

A green arrow points from the text 'This the code generated for the customer discount rule that we created' to the right side of the rule content.

## Business Scenario 3 =

In “Business Scenario 2” ...

Customer got “Summer69” coupon.

How customer can use this next time.

Step 1 = Activate & Provide valid dates for “Summer69”

The screenshot shows the SAP Administration Cockpit interface. On the left, the navigation tree is expanded to show 'Coupon Management' under 'Promotion Rules'. A green box highlights the 'Coupons' node. In the main area, a search bar at the top contains 'Summer69'. Below it, a coupon code 'SUMMER69' is listed with the description 'Coupon code for Summer Campaign [SUMMER69]'. The 'COUPON CONFIGURATION' tab is selected. Under 'COUPON VALIDITY', there are fields for 'Maximum Redemptions per Customer' (set to 1), 'Maximum Total Redemptions' (set to 10), 'Start Date' (set to Jul 01, 2021 1:15 AM), and 'End Date' (set to Jul 10, 2021 1:16 AM). A green checkmark is placed over the 'Start Date' and 'End Date' fields. Below these, the 'Active' status is set to 'True' (radio button selected), indicated by a green checkmark. A green checkmark is also placed over the 'True' radio button.

Step 2 = Create promotion rule with this summer68 coupon.

The screenshot shows the SAP Administration Cockpit interface. The navigation tree on the left has 'Marketing' selected, with 'Promotion Templates' highlighted by a green box. In the main area, a search bar contains 'coupon\_code\_percentage\_discount'. Below it, a rule template named 'coupon\_code\_percentage\_discount' is shown. The 'DETAILS' section includes fields for 'Code' (set to 'coupon\_code\_percentage\_discount') and 'Name' (set to 'Coupon code per'). A green box highlights the 'Code' field. A green box also highlights the 'Name' field. A modal dialog box titled 'Create a promotion rule using this template' is open. It contains a field 'Code of the new rule' with the value 'chenna\_rrrs\_coupon\_code\_percentage\_discount'. The 'OK' button in the dialog is highlighted with a green box. The 'RULE TEMPLATE MANAGEMENT' section at the bottom shows a 'Rule Group' field.

## Step 3 = Update the “Rule Properties, Conditions & Actions”

The screenshot shows the SAP Administration Cockpit interface. On the left, a navigation tree under 'Marketing' includes 'Order Statistics', 'Product References', 'Product reviews', 'Promotion Website Groups', 'Promotion Rules' (which is selected and highlighted in green), 'Promotion Templates', and 'Promotion Modules'. Under 'SAVED QUERIES', it says 'No queries'. The main content area displays a rule named 'Coupon code percentage discount [chenna\_rrrs\_coupon\_code\_percentage\_discount/PUBLISHED/v0]'. The 'RULE PROPERTIES' tab is active. It shows the following settings:

- Website:** apparelUKPromoGrp (with a green checkmark)
- Priority:** 0
- Rule Group:** couponPromotionRuleGroup (with a green checkmark)
- Maximum Rule Executions:** 1
- Description:** A percentage discount is added to
- Exclude from storefront display:** False (selected)
- Campaigns:** (empty field)
- SCHEDULE:** Start Date/Time (Jul 01, 2021 5:24 AM) and End Date/Time (Jul 10, 2021 5:24 AM) both have green checkmarks.

The screenshot shows the same SAP Administration Cockpit interface, but the 'CONDITIONS & ACTIONS' tab is now active. The rule name 'Coupon code percentage discount [chenna\_rrrs\_coupon\_code\_percentage\_discount/PUBLISHED/v0]' is displayed. Below it, the text 'Coupon code from [SUMMER69] coupon applied' is shown. Under the 'Coupon code' condition, there is a section titled 'Qualifying coupons' containing two entries, both of which are highlighted with green boxes:

- Coupon code for Summer Campaign [SU...]
- Coupon code for Summer Campaign [SUMMER69]

The screenshot shows the SAP Administration Cockpit interface. On the left, a sidebar menu under 'Marketing' includes options like Order Statistics, Product References, Product reviews, Promotion Website Groups, Promotion Rules, Promotion Templates, and Promotion Modules. Below this is a 'SAVED QUERIES' section stating 'No queries'. The main area displays a rule configuration titled 'Coupon code percentage discount [chenna\_rrrs\_coupon\_code\_percentage\_discount/PUBLISHED/v0]'. The 'CONDITIONS & ACTIONS' tab is highlighted with a green border. Under 'ACTIONS', it says 'Apply 8% discount on the cart total'. A configuration card shows a 'Percentage discount on cart' action with a value of '8'. To the right is a 'Available Actions' list with items like 'Coupon', 'Free coupon', 'Cart discounts', and 'Percentage discount on cart'. A green checkmark is drawn over the '8' in the input field.

## Step 4 = Test the results

After applying Summer69 – Customer is getting 8% discount on cart totals price.

The screenshot shows a web browser displaying a shopping cart page from 'yacceleratorstorefront/en/cart'. At the top, there are 'CONTINUE SHOPPING' and 'CHECK OUT' buttons. Below this is a table with columns: ITEM (STYLE NUMBER), PRICE, QTY, DELIVERY, and TOTAL. One item is listed: 'Limited Jacket deepest black M' with a price of £485.96, quantity 1, delivery 'SHIP', and total £485.96. An 'EXPORT CSV' link is available. In the middle section, there's another 'EXPORT CSV' link and a message: 'Received Promotions' followed by 'You have received 8% discount on cart using the coupon code [SUMMER69]'. At the bottom, there's a 'COUPON CODE' input field containing 'SUMMER69', an 'APPLY' button, and a message: 'The SUMMER69 has been applied successfully'. To the right, a breakdown of the order total shows: Subtotal £447.08, Delivery £5.99, Order Discounts - £38.88, and ORDER TOTAL £453.07. A green arrow points from the applied coupon code to the 'Order Discounts' line item.

## Results – In Backoffice Orders

Filter tree (click down for options)

- System
- Catalog
- Multimedia
- User
- Order**
- Orders**
- Order Entries
- Quotes

SAVED QUERIES

No queries

00007001 - Chenna RRRS [chennareddytraining@rrrs.co.in] - Jul 5, 2021 1:13:16 AM - £1,317.93 - Ready

REFRESH SAVE

PROPERTIES POSITIONS AND PRICES PAYMENT AND DELIVERY OUTPUT DOCUMENTS **PROMOTION ENGINE RESULTS** COUPONS ORDER HI

Chenna RRRS [chennareddytral... 00007001

FIRRED ORDER ENTRY LEVEL PROMOTIONS

Quantity	Unit	Product	Base Price	Total Price	Adjusted Base Price	Adjusted Total Price
1						

**Business Scenario 2 -- Applied Promo Details**

FIRRED ORDER LEVEL PROMOTIONS

Application Order	Promotion Code	Promotion Name	Promotion Description	Applied Discount Value
1	Chenna-RRRS-Promo	Chenna RRRS PRomo	Chenna RRRS Promo -- Message	324.86

01:49

Filter tree (click down for options)

- System
- Catalog
- Multimedia
- User
- Order**
- Orders**
- Order Entries
- Quotes

SAVED QUERIES

No queries

00007002 - Chenna RRRS [chennareddytraining@rrrs.co.in] - Jul 5, 2021 1:48:22 AM - £453.07 - Ready

REFRESH SAVE

PROPERTIES POSITIONS AND PRICES PAYMENT AND DELIVERY OUTPUT DOCUMENTS **PROMOTION ENGINE RESULTS** COUPONS ORDER HI

FIRRED ORDER ENTRY LEVEL PROMOTIONS

Quantity	Unit	Product	Base Price	Total Price	Adjusted Base Price	Adjusted Total Price
1						

**Business Scenario 3 -- Results**

FIRRED ORDER LEVEL PROMOTIONS

Application Order	Promotion Code	Promotion Name	Promotion Description	Applied Discount Value
1	chenna_rrrs_coupon_code_p	Coupon code percentage discount	You have received 8% discount on cart using the coupon code [SUMMER69]	38.88

Filter tree (click down for options)

- System
- Catalog
- Multimedia
- User
- Order**
- Orders**
- Order Entries
- Quotes

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PROPERTIES POSITIONS AND PRICES PAYMENT AND DELIVERY OUTPUT DOCUMENTS **PROMOTION ENGINE RESULTS** COUPONS ORDER HI

APPLIED COUPONS

Code	Name
SUMMER69	Coupon code for Summer Campaign

## **Product Level Promotions =**

- a. **Bundle** = Buy one or all of the items specified for a fixed price. Example: - By Product A, B & C for 1000Rs (or) Selection of specific products for a fixed price.
- b. **Buy X et Y free** = Buy a certain number of items, get specified number of lowest value items for free. Example: - Buy 1 & get 1 free. Buy 3 for the price of 2.
- c. **Fixed Price** = Buy any selected product for a fixed price. Eg: - Buy any item @ 20Rs.
- d. **Multi Buy** = Buy a certain number of items for a fixed package price. Example: - Buy any 3 for 200Rs (or) Any other combination of required quantity & price.
- e. **Percentage discount** = Get a % off of the price of any of these products. Eg: - 10% off of all T-Shirts. 15% off of all video games CD'

## **Order Level Promotions =**

- **Order threshold change delivery mode** = Get a different shipping method when you spend at least a certain value. Example: - Get free next day delivery when you spend 3000Rs
- **Order threshold fixed discount** = Get discount when you spend at least a certain value. Eg: - Get 50Rs discount when we spend 1000Rs.
- **Order threshold free gift** = Get a product free when you spend at least a certain value. Eg: - Get a 2 Kg Sugar when you spend 2000Rs.
- **Order threshold free voucher** = Get a free Voucher when you spend at least certain value.
- **Order threshold perfect partner** = Get this product for a set price when u buy specified value.

## Note =

- The Rule Engine will read all the rules from database and will execute all the rules based on the priority
- Rules are not based catalog version (staged or online)
- You can create the rule using existing Promotion Template or without promotion template
- Promotion Engine provides you out-of-the-box Promotion Templates that you can use to offer promotion and discounts on your products
- Promotion Engine is preintegrated with the standard B2C and B2B Accelerator. The integration covers:
  - Display of promotion actions, discounts, and messages that are triggered upon user actions on the shopping cart page
  - Display of promotion results on the checkout and order detail pages
  - Transfer of promotion results from the cart to the order when an order is placed
- The cart calculation always applies product-related discounts before order-related discounts
- Promotion rule will apply to the online and staging versions. The Promotion rule only obtains the product code information.

**Q = How to move the rules from Development to Production?**

Generate the **impex** for the rules using impex export scripts and then run the impex in production environment or any other environment. Rules are not created in each environment.

**Scenario** = How to customize the promotion engine?

**Step 1** = Create custom promotion engine extension

Step 1.1. = Create the new promotionenginetrail extension using the **yempty** template with a base package de.hybris.promotionenginetrail. For details on how to create a new Ext, refer to the Creating a New Exts.

Step 1.2 = Create a workspace in your IDE & import the **promotionenginetrail** Ext with other required Exts for your workspace.

Step 1.3 = Add the newly created extension to /config/localextension.xml file: **<extension name="promotionenginetrail" />**

Step 1.4 = The promotionenginetrail extension depends on the promotionengineservices extensions. Ensure that the mentioned extension is added to the extensioninfo.xml in the new extension:

```
<requires-extension name="promotionengineservices" />
```

Step 1.5 = If you use the Eclipse IDE, ensure that you add the dependent project, promotionengineservices, to build path of your new extension as we will extend classes from those dependent extensions at a later step.

Step 1.6 = Build the platform by running this command: ant all.

**Step 2** = Define a New Rule-Aware Object (RAO)

**Step 3** = Implement a New RAO Action and Strategy

**Step 4** = Create a Drools Rule using the RAO and Action (Optional)

**Step 5** = Create a New Condition and Action for Rule Builder

**Step 6** = Create Promotion Rules and test. For More information details =

<https://help.sap.com/viewer/9d346683b0084da2938be8a285c0c27a/2011/en-US/39b59b51c229400099d8ee0d0a79cdf5.html>

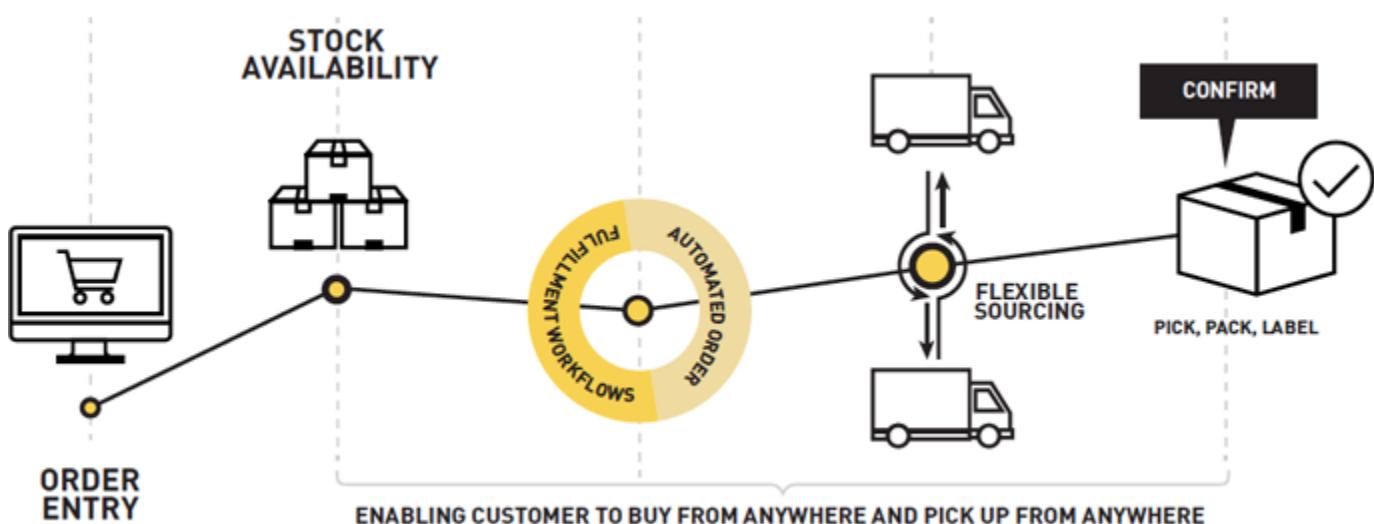
## Scenario = Order Management Overview

Order Management is built on top of the SAP Commerce Platform.

It allows you to view and manage customer orders, review and edit shipping information, manage returns and refunds, search for and view your inventory information.

Order Management includes the following **key features**:

- Real-time inventory management across all stock locations
- Automated order workflow
- Sourcing
- Order splitting
- Ability to pick, pack, label, and confirm shipments through the Backoffice Order Fulfillment Cockpit
- Ability to create and manage returns and refunds
- Ability to view fraud reports, payment details, and customer information
- Customer support integration
- Accelerator integration



Order Management offers the following **key benefits**:

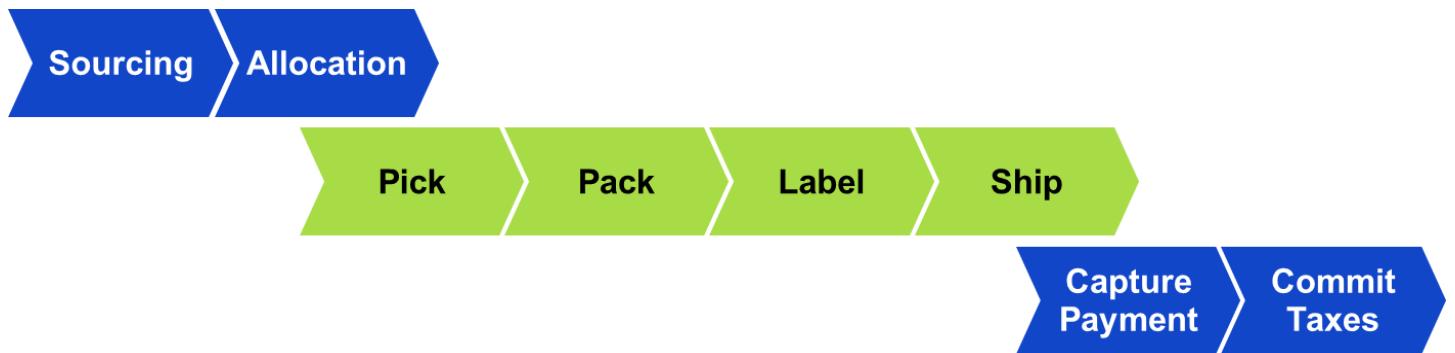
- Fulfill from anywhere
- Save the sale by preventing inventory stock-outs
- A centralized view of inventory
- Reduce shipping time and shipping costs

**Q = Order Management Extensions?**

- `customersupportbackoffice ext` = Customer Support Backoffice - Graphical user interface designed for customer support agents.
  - Access to order information
  - Order cancellation
  - Return and refund management
  - Customer support operations
  - Customer ticket management
- `warehousingbackoffice ext` = Warehousing Backoffice - Graphical user interface designed for warehouse users and inventory managers.
  - Access to consignments, points of service, and stock level information
  - Print pick, pack, and shipping labels
  - Confirm shipping and confirm pickup
  - Edit points of service and stock level information
- `yacceleratorordermanagement ext` = Template Model Extension - Main orchestration for orders, consignments, and returns.
  - Defines the different process engines (order, consignment, and return)
  - Defines the actions executed by these process engines

- warehousing ext = Model Extension - Contains the warehousing business logic.
  - Order allocation
  - Order cancellation
  - Order sourcing
  - Shipping
  - Inventory events
  - Availability To Promise (ATP)
- ordermanagementwebservices ext = Exposes our resources through OCC as REST-based web services and ordermanagementfacades contains the business logic
- b2bordermanagementwebservices ext = Exposes our resources through OCC as REST-based web services and the b2bordermanagementfacades contains the business logic
- Orderselfserviceaddon = Supports integration of the Accelerator by providing visual components such as cancellation and returns on the storefronts
- ordermanagementaddon = Supports integration of the Accelerator with Order Management by providing sample data
- ordermanagementwebservices ext = Exposes our resources through OCC as REST-based web services and ordermanagementfacades contains the business logic
- warehousingwebservices ext = Currently exposes our resources through OCC as REST-based web services and warehousingfacades contains the business logic.

When an order is **received from the Accelerator**, Order Management processes & completes the order by performing the steps shown below:



**Sourcing** = Is the action of determining which physical location (or locations) will supply all items for an order.

**Allocation** = Is the action of grouping order items into consignments (that is, determining which items of an order will be shipped from a single location in a single box or package).

**Pick, Pack, Label, and Ship** = Once an order is allocated, the following steps in the order workflow take place:

- A **pick** list is printed, which lists the item(s) that need to be collected from the store or warehouse shelf.
- A **pack** slip is printed, which indicates all the items that need to be packed in a single shipping box or package.
- A **label** is printed, which displays the customer's shipping address. Details vary depending on the shipping carrier.
- The order is **shipped** and confirmation of the shipment is logged in Order Management.