LINK Certification Guide

Updated January 2021

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Getting Started

The purpose of this document is to outline the process that LINK Technology Partners and Solution Partners are required to follow to develop and submit LINK cartridges for certification by B2C Commerce. The goal of having a well-defined process is to enable cartridges to be certified as rapidly as possible while maintaining high-quality standards. Any questions regarding this process should be submitted to the LINK Chatter Group.

Certification Overview

We are committed to making the B2C Commerce LINK Technology Partner integration certification process as easy as possible, intending to promote ongoing trust and value. Salesforce B2C Commerce acts as the trusted steward of the B2C Commerce LINK community with two primary roles: curator of integrations, permitting a useful and well-organized collection of integrated solutions; an arbiter of quality, setting and enforcing standards for performance, security, scalability, and supportability.

All current partners with a certified integration may display the B2C Commerce LINK Technology Certified Partner Badge on their website and their marketing collateral. This badge's display builds confidence with customers by signifying partners' investment in the B2C Commerce LINK Technology Partner Program.

What Does LINK Certification Cover?

The B2C Commerce LINK Technology Partner Certification Program covers the technical review of the reference integrations developed by our Partners that extends the capabilities of the B2C Commerce platform's capabilities. All integrations that go on to the LINK Marketplace are thoroughly reviewed and certified by the LINK Certification team to assure high quality and performant integrations are built on the platform.

The LINK technical team reviews the cartridges for modular coding, performance, and stability of the 3rd-party integrations. We perform a technical review of the code submitted as part of the integration, and validate accurate metadata imports, completeness of documentation, and functional use cases. Partners can refer to our Best Practices guide to build effective LINK integrations and validate their integrations against the Certification Checklist to make it a much smoother and quicker certification process.

What Does LINK Certification **Not** Cover?

LINK Certification isn't any formal software certification, accreditation, or compliance program like PCI DSS that can be recognized outside of Salesforce B2C Commerce. The LINK Certification team is not an independent review organization. Still, a B2C Product trained technical enablement team reviews the integrations for B2C Commerce quality standards and completeness of the solution. As part of LINK Certification, we do not perform formal end to end code reviews, run penetration tests, application security scans,

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load tests, full QA tests, or regression tests. It is the Partners' responsibility to test their integrations through all needed software testing cycles and run them through required security and performance scans before submitting them for the Cartridge Certification review.

For security, LINK technical reviews checks for XSS and XSRF vulnerable code, sensitive/PII data in the logs, along with any incorrect usage of credit card data, etc. However, LINK certifications do not include a full-fledged security review process. Security Reviews are performed on Partner apps/integrations that are listed on the Salesforce AppExchange. As we migrate our LINK Partner ecosystem to AppExchange, security reviews will be conducted on top of LINK technical reviews before integrations can be listed on the AppExchange Marketplace.

Training Requirement

Any partner submitting a cartridge for certification must have a certified B2C Commerce Developer on their team. A partner may use a certified B2C Commerce SI (Systems Integrators) to satisfy the requirement.

If a partner does not want to use an SI, they will need to have one of their technical staff acquire the Salesforce Certified B2C Commerce Digital Developer credential. Information about the credential can be found here: http://certification.salesforce.com/commercecloudddigitaldeveloper.

If the individual earned their credential on or before April 8, 2018, they could take the B2C Commerce Digital Developer Maintenance Exam to have an updated and valid credential. More information about the maintenance exam can be found here: https://sfdc.co/rF03f. To confirm the credential is valid, this verification tool can be used: http://certification.salesforce.com/verification.

For more information about this credential, refer to the Cartridge Certification Education Requirement documentation.

Git

LINK Technology Partners and Solution Partners should read the LINK Git Guide, which is found in the Salesforce Partner Community (search for #CC_Cartridge) before starting development. The LINK Git Guide outlines the workflows that partners must follow when developing and submitting their cartridges. B2C Commerce **will not review** any submitted cartridges without correctly following the **LINK_[partner]** workflow as outlined in the LINK Git Guide.

Starting Development

B2C Commerce LINK partners should develop integration cartridges in the sandbox they requested upon joining the program. A standard SFRA storefront should be used for integration development. The integration model that B2C Commerce LINK cartridges

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should follow is to place as little code into the SiteGenesis storefront cartridge as is necessary and absolutely no changes in the SFRA base storefront. The vast majority of the code in the integration should reside in the integration's repository. This makes the rollout of future versions of the cartridge to customers as streamlined as possible.

An SFRA compatible cartridge is required for certification, but a SiteGenesis compatible cartridge can also be included if wanted.

Storefront Reference Architecture (SFRA) Integrations

Below is a list of required items for all certifications with SFRA:

- Every submitted cartridge needs to have a complete set of unit tests for any models that they implement. These unit tests should be based on the unit test framework that comes bundled with SFRA.
- The LINK SFRA cartridge should be an overlay cartridge so that it is easy for customers to implement on top of their other customizations. **Modifications of the base cartridge are not allowed**, so testing should be as easy as:
    - run the unit tests and verify that they are running without errors
    - load the cartridge onto the server
    - add it to the cartridge path
    - configure it in the Business Manager
    - test it - it should run all the tests correctly without any code modifications.
- The code should be developed using the eslint code style checking supplied with SFRA. Please adopt the code styles provided in the built-in eslint files.
- Documentation should be updated to reflect the new integration model. A new SFRA guide can be added to the repository, but the LINK Certification Team will also accept both the controllers and SFRA guide combined in the same file.
- A package.json file must be provided in the repository to allow the cartridge to be compiled and linted properly.

SiteGenesis Integrations

Partners should be using the latest version of SiteGenesis that shipped with the most recent platform update when they start their development. This can be obtained using the latest commit from this repository: https://github.com/SalesforceCommerceCloud/sitegenesis.

Partners should not include pipelines in their repository as they will no longer be posted on the marketplace. If partners would like to support pipelines still, they should have controllers that can be used for both controllers and pipeline based storefronts.

Requirements Checklist

For a simple list of all requirements that integrations must comply with, refer to the LINK Certification Requirements Checklist.

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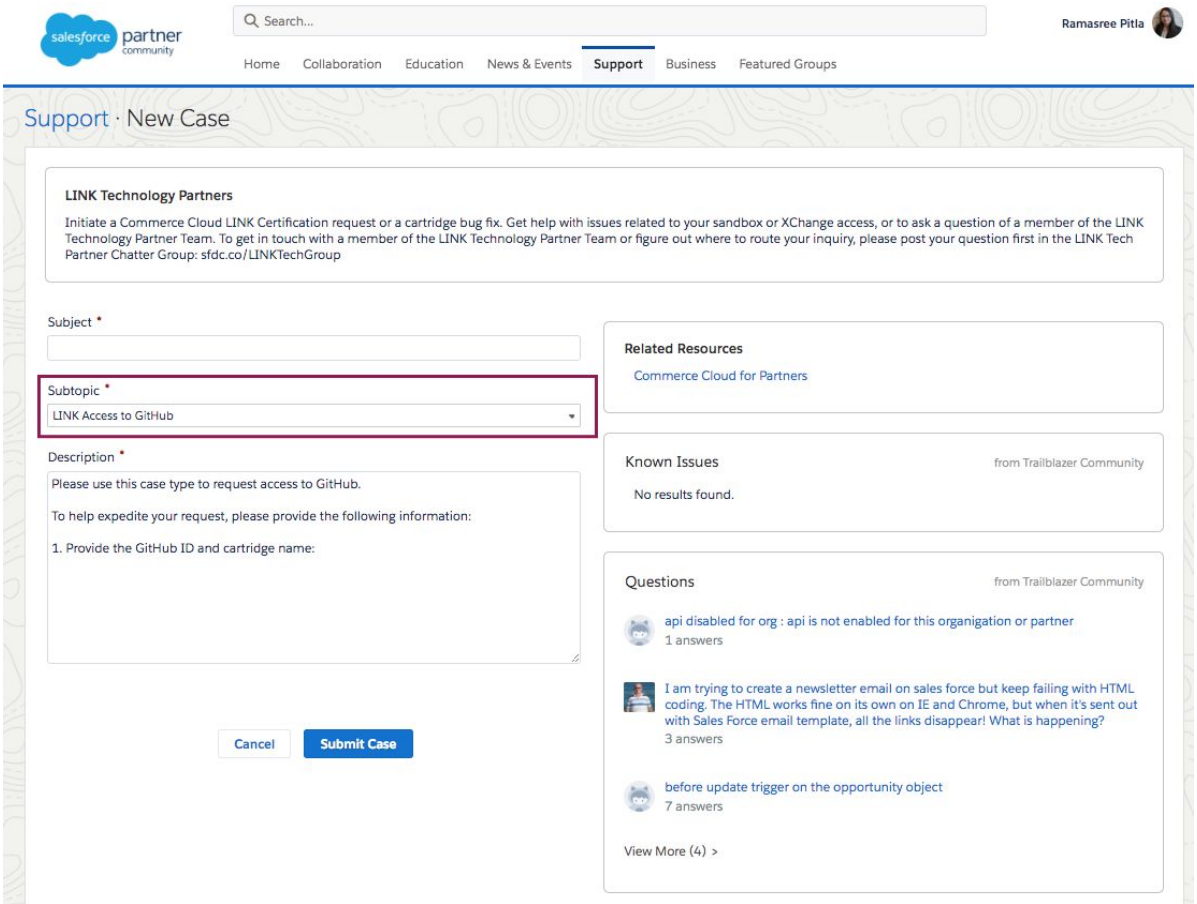
In-Depth Development Guidelines

For more in-depth information about all best practices and requirements relating to building a LINK cartridge, refer to LINK Integration Best Practices.

Certification Process

Getting Write Access to the GitHub Repositories

1. Create an account at http://github.com/join or use an existing one.
2. Navigate to https://github.com/orgs/SalesforceCommerceCloud/sso/sign_up and follow the steps to log in via your Commerce Cloud Account Manager credentials.
3. Create a Github access ticket via the Partner Community and provide the GitHub username for the individual who needs access and the repository URL. If the repository needs to be created, give the name of the cartridge to be used in the repository URL.



Getting Access to the Partner Community

- Log in to the Partner Community here: https://partners.salesforce.com/

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    - If access to the Partner Community is needed, sign up here: http://p.force.com/signup (following the B2C Commerce specific instructions).
    - If someone is already logged into the Partner Community from your organization, they can add you by following instructions here: https://sfdc.co/PartnerCommunityAdmin.

Prerequisites to Certification

This is a list of items that need to be done before submitting for certification. If any of these items are missing, the LINK Technology team will deny starting the certification until they are finished:

- Present the certification of the required B2C Commerce Developer.
    - The way the LINK team verifies the developer is by using https://trailhead.salesforce.com/credentials/verification. Please provide the email address associated with the certification.
    - If the email address is correct but does not show up on the verification site, ensure that "Verification Opt-In:" is set to yes on the Webassessor account profile.
    - If the certified developer acquired their certification in the APAC region, it will not show up on the verification site. Instead, attach a screenshot of the certificate received to the ticket.
- Update the Salesforce hosted LINK_[partner] repository with the cartridge's latest version and commit it to the master branch.
- Include a test document within the LINK_[partner] repository that provides basic test cases to verify the cartridge is working. An explanation of what we are looking for is in the Documentation section of this document.
- Ensure that the integration includes all the latest requirements stated in the LINK Certification Requirements Checklist and LINK Integration Best Practices documentation. Also, fill out the checklist to attach to the certification ticket.

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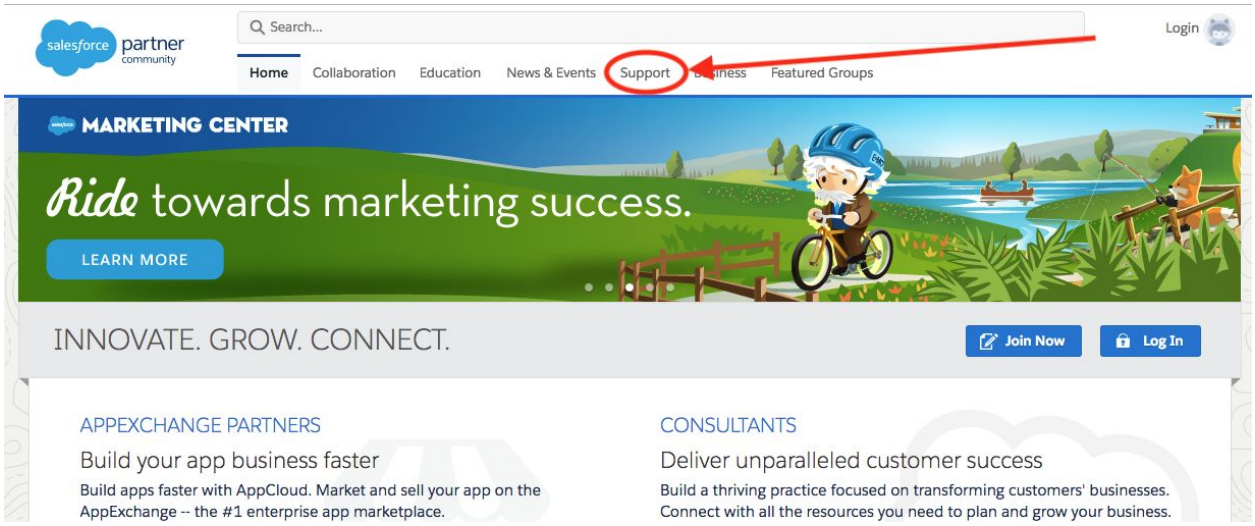
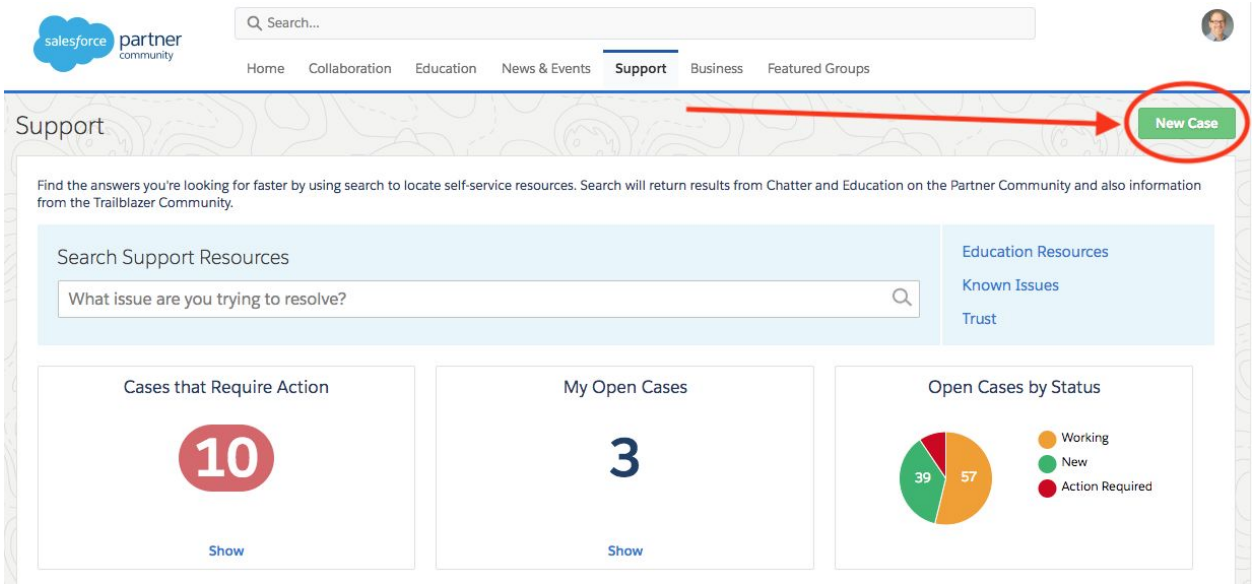
Submitting for Certification

1. After logging into the Partner Community, select the “Support” tab:



2. This leads to the “Support” page, where new cases can be filed, and all previously filed cases can be seen. Select the “New Case” button to file a new case.



3. On the “New Case” page, locate the “LINK Technology Partners” link in the “AppExchange Partners (ISV)” section.

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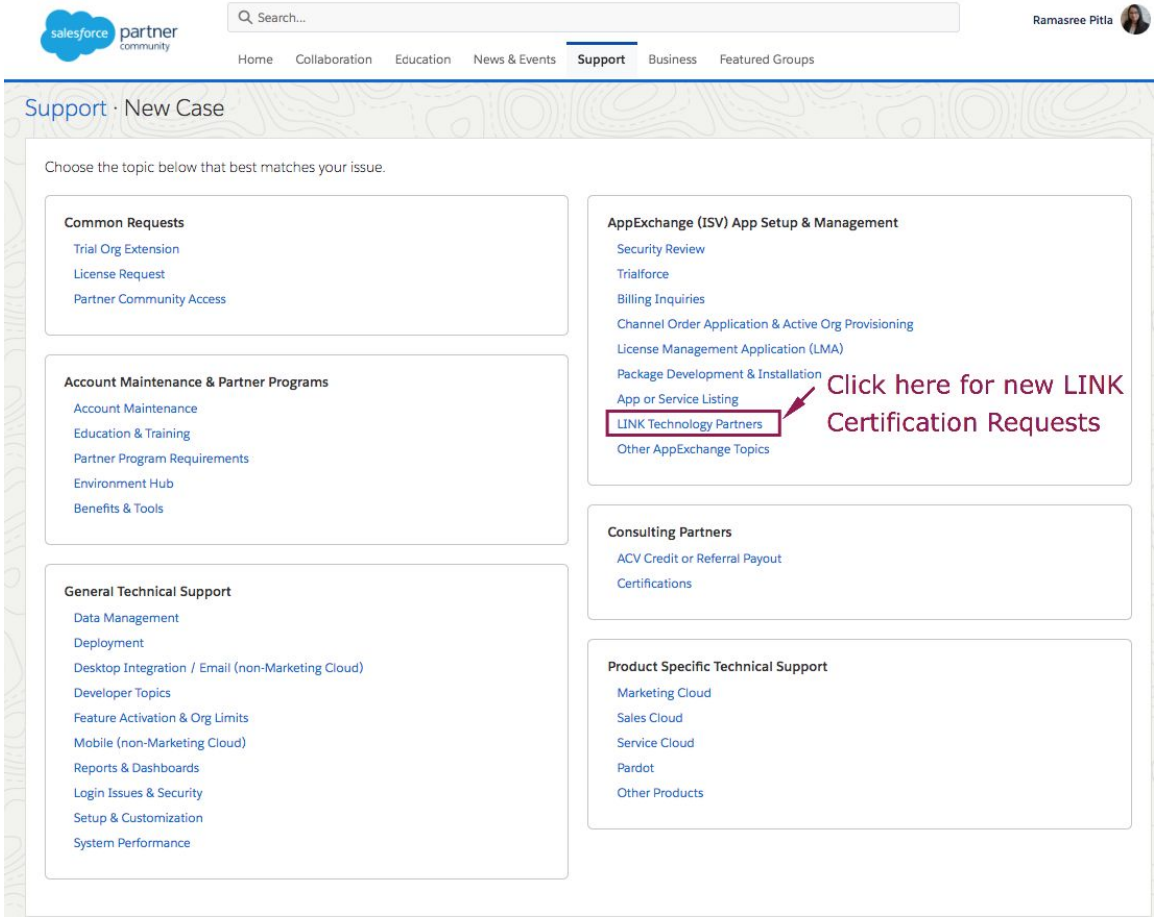

4. Clicking this link brings up a tooltip with a “Create a Case” button. Select that button to start the case creation:

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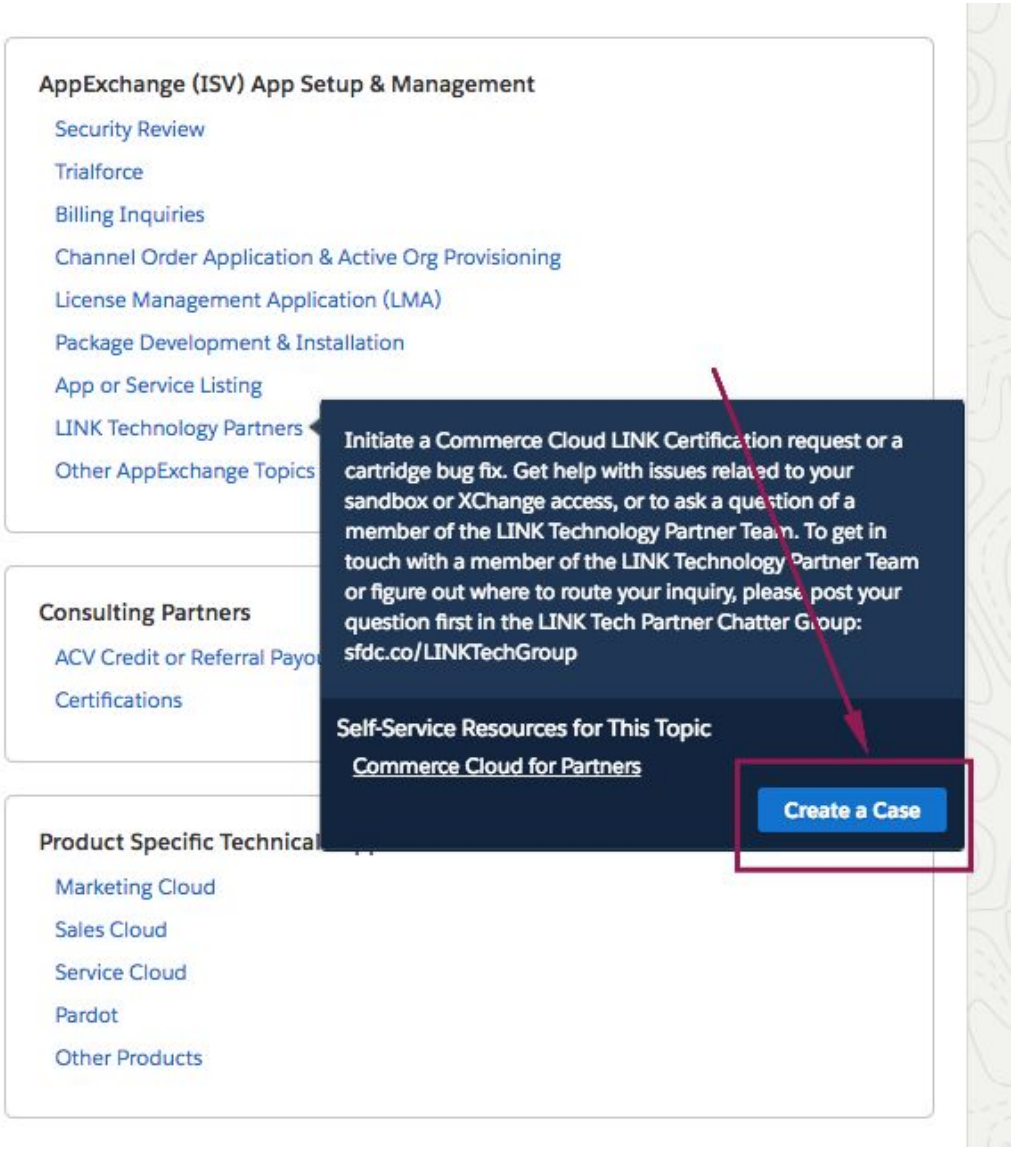

On this page, please fill in the following fields:

- Subject - For Certification requests, make sure to enter [Cartridge Name] [version]
- Subtopic: Choose the most relevant subtopic from the drop-down list.
- For LINK Cartridge Certification Requests: Make sure you enter all needed information about the certification request in the Description field, which should include:
    - Provide one of the following reasons for submitting the certification request:
        - New Certification: [Cartridge Name]
        - Recertification: [Cartridge Name]
    - Provide the type of certification for the integration to be tested against (i.e., controllers, SFRA, etc.)

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    - B2C Commerce certified developer on the team (be sure to state the email address that was used for their certification) or the SI that worked on the cartridge for the certification
    - Additional email addresses of people that should be attached to this ticket
    - The URL to the repository containing the cartridge
- Once the ticket is created, please also attach a completed LINK Certification Requirements Checklist.

Cartridge Demo

For a complete guide on how to schedule, prepare, and present for the demo, please read the LINK Certification Demo Guide.

Certification Testing

After the demo, the LINK Team will test and analyze the integration and return with any issues within a few days.

To ensure that all communications between the B2C Commerce team and the partner are visible and not lost in emails, please use the ticket for all communications during the certification process. Email is unhelpful because the B2C Commerce team consists of several individuals who all need to access the message stream. For instance, to see the status of certification, this is captured in the ticket.

The LINK Technology Team will perform the following steps to certify the cartridge:

1. B2C Commerce will perform functional tests of the cartridge based on the test cases in the partner's test case documentation. B2C Commerce will request support from the partner if any of the use cases cannot be completed.
2. B2C Commerce will review the code to verify that it follows the requirements in the development style guide. B2C Commerce will provide feedback to the partner via the ticket if any changes are necessary.

The partner should be available for technical support if required. B2C Commerce reserves the right to move the cartridge back to the certification queue's start if the partner does not respond promptly to technical or business questions during certification testing. It is recommended to post the status of integration fixes or anything preventing the LINK Team from finishing the certification at least once per week.

Please note: the LINK Technology Team does not receive updates when the repositories are updated, so comment on the ticket if a new commit or fix is available.

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Officially Certified!

The LINK Technology team will create a release tag in the LINK_partner repository, and the partner's LINK Marketplace page will link to that release. The partner's space in the LINK Marketplace will also be updated to reflect that B2C Commerce has certified the integration.

To download the integration, use the download link provided on the LINK Marketplace page and log in with Account Manager credentials. Once logged in, a zipped file of the integration will download.

If a partner does not have a marketplace page, they will need to fill out this form and send it to CommerceCloudPM@salesforce.com.

Maintaining the Cartridge

As of October 2020, yearly formal certifications and formal bug-fix reviews are no longer required. Instead, partners have the option to self-certify for their yearly recertification, bug fixes, and quick feature updates as per the guidelines provided below.

Yearly Recertification

If the cartridge is at the 1-year mark from the previous certification date, then follow these steps:

1. The partner's certified developer or their SI partner contact does a complete review of the cartridge by making sure it is working well on a testing instance and completing the Certification Checklist by marking all items on the list to be done.
2. Ensure that all new code changes have been merged to the master branch.
3. The developer creates a new release in the LINK GitHub repository with the latest code. Instructions to create a new GitHub release can be found below.
4. Create a new LINK ticket with the subject SELF CERTIFICATION: CARTRIDGE_NAME 20.xx.xx". E.g., "SELF CERTIFICATION: Acme 21.2.0." with:
    1. Certified developer name and email
    2. Compatible SFRA version
    3. Self Certification Date
5. Attach a completed checklist to the created ticket

Bug-Fixes

If the update is a bug-fix and has not reached the 1-year mark from the previous certification date, then follow these steps:

1. The partner's certified developer or their SI partner contact does a complete review of the bug-fix changes for the cartridge by making sure it is working well on a testing

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instance and completing the Certification Checklist's applicable parts marking all items on the list to be done.

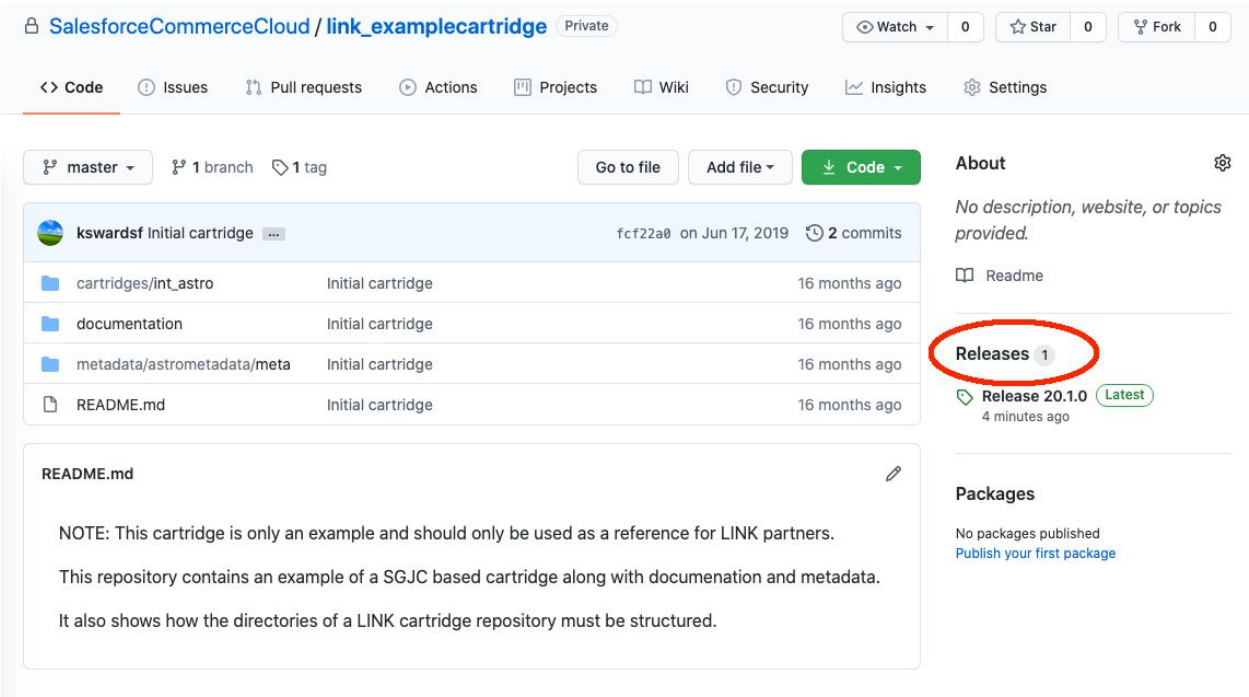
2. Ensure that all new code changes have been merged to the master branch.
3. The developer creates a new release in the LINK GitHub repository with the latest code. Instructions to create a new GitHub release can be found below.
4. Create a new LINK ticket with the subject SELF CERTIFICATION (BUG-FIX): CARTRIDGE_NAME 21.xx.xx". E.g., "SELF CERTIFICATION: Acme 21.1.1." with:
    a. Certified developer name and email
    b. Compatible SFRA version
    c. Self Certification Date
5. Attach a completed checklist to the created ticket

All self-cert tickets will be directly routed to the Marketplace team to get the listing updated with the latest release details. There will be no additional steps after this point.

Note: LINK Partners hold the responsibility to maintain their cartridge's quality at any given time. The LINK Team will be running ad hoc reviews as needed and will be failing or delisting any cartridges that are not complying with the quality standards put in as part of the certification checklist.

Creating a New Release

To create a new release for the cartridge, go to the LINK Github repository hosting the code and select "Releases" on the right.



Then select "Draft a new release" on the right.

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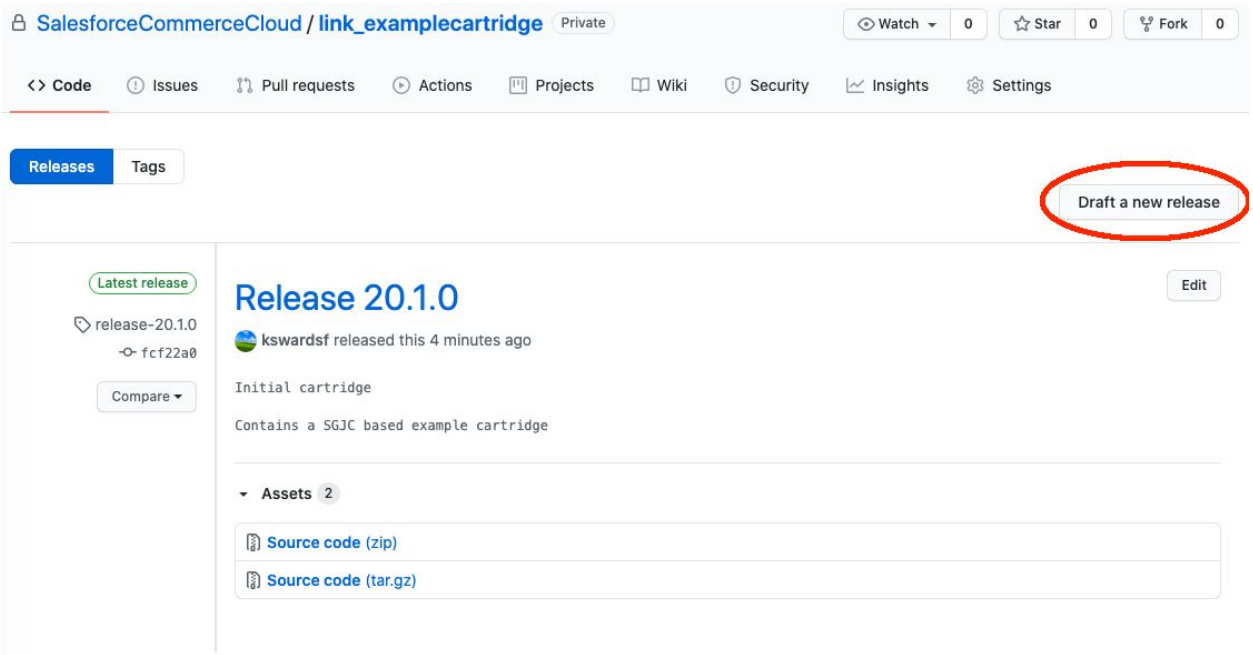

Fill out the following form:

- Tag version: Use the naming scheme “release-[year].[version of the year].[update]” (example: release-21.2.0 for full certification, release-21.1.1 for bug-fix)
- Release title: Use the naming scheme “Release [year].[version of the year].[update]” (example: Release 21.2.0 for full certification, Release 21.1.1 for bug-fix)
- Description: Feel free to add any text to indicate what the release entails, but it is not required.

Once “Publish release” is selected, the marketplace page hosting the cartridge will then point to the latest release that was just created.

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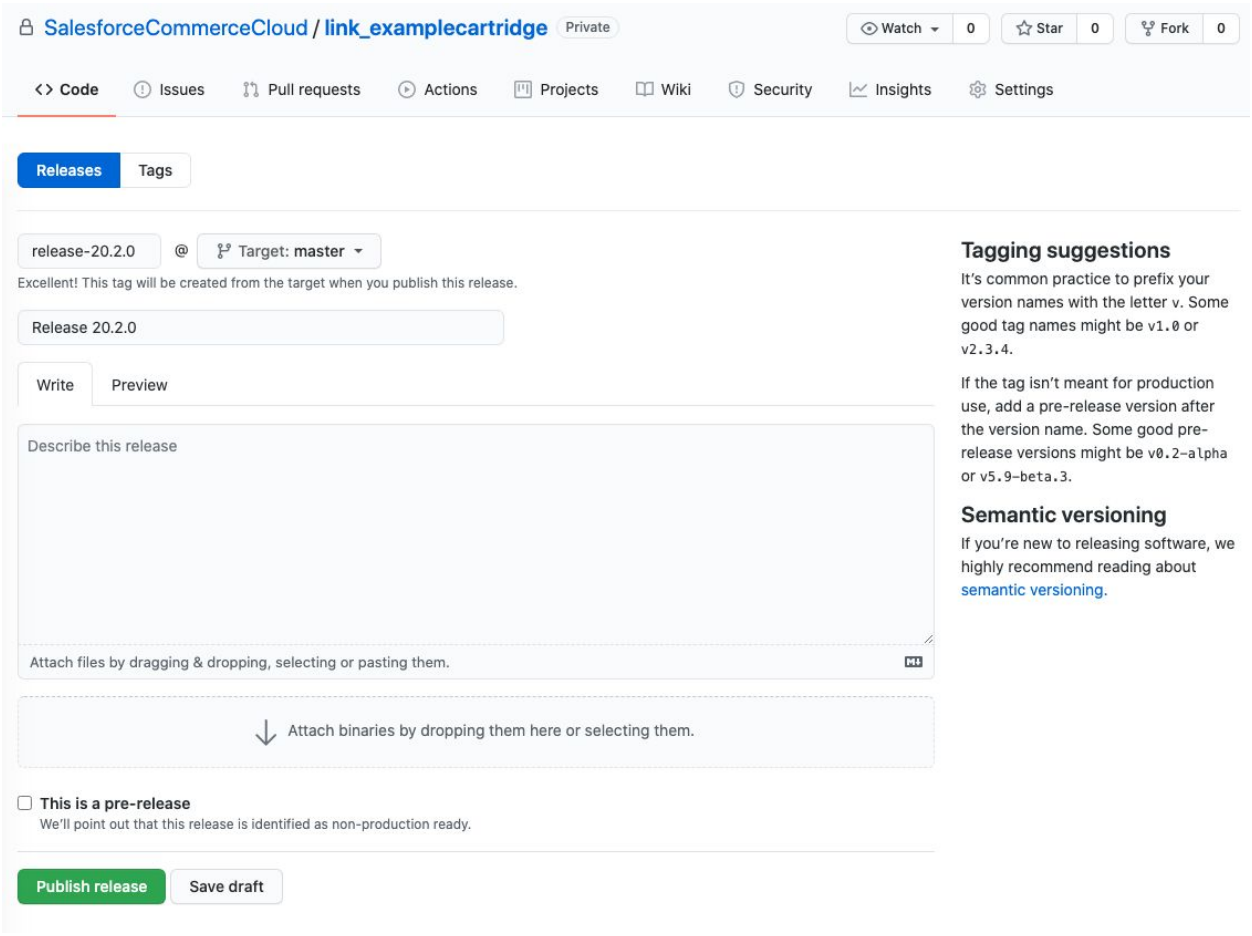

For additional help on Github releases, refer to https://docs.github.com/en/free-pro-team@latest/github/administering-a-repository/managing-releases-in-a-repository.

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FAQ / Questions?

1. Use the B2C Commerce for LINK Technology Partners Partner Community resources space to see all the documents referenced in this guide.
2. Ask questions on the LINK Chatter Page.
3. Ask technical questions in the Developer Center.
4. Ask the partner account manager (PAM).
5. Create a ticket in the Partner Community.

Resources

- LINK Certification Guide - https://partners.salesforce.com/0693A0000067XvEQAU
- LINK Integration Best Practices - https://partners.salesforce.com/0693A000007avARQAY
- LINK Certification Checklist - https://partners.salesforce.com/0693A0000080dSy
- LINK Demo Guide - https://partners.salesforce.com/0693A000007WfhO
- LINK Cartridge Documentation Template - https://partners.salesforce.com/0693A0000067XuzQAE
- LINK Git Guide - https://partners.salesforce.com/0693A0000067Xv4QAE
- LINK OCAPI Guide - https://partners.salesforce.com/0693A000008pavBQAQ
- LINK Page Designer Guide - https://partners.salesforce.com/0693A000007qw3IQAQ
- LINK Storefront Reference Architecture Guide - https://partners.salesforce.com/0693A000006z1Kx
- LINK Pre-Certification Checklist - https://partners.salesforce.com/0693A0000067XvJQAU
- LINK Integration Documentation Template - https://partners.salesforce.com/0693A0000067XuzQAE
- LINK Cartridge Certification Education Requirements - https://partners.salesforce.com/0693A000006z0uuQAA
- LINK Quarterly Technical Webinars - https://partners.salesforce.com/search?type=Files&keywords=%23CC_TechPartnerWebinars

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