

A CARTRIDGE THAT ENABLES OMS FUNCTIONALITIES

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TRACK AND MANAGE ORDERS DIRECTLY IN BUSINESS MANAGER!

When it comes to providing your customers with the service they desire, **FastOMS** empowers you to conduct essential order management actions from Salesforce's Commerce Cloud Business Manager module without a lengthy integration process.

This product, engineered specifically for Commerce Cloud merchants and compatible with **Storefront Reference Architecture (SFRA)**, delivers many vital functionalities such as order search, edit, cancellation, refund, and return management.



PLATFORM: Salesforce Commerce Cloud
CONTACT: contact@osf.digital

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SFRA
Certified



LIVE
Demo



CUSTOMIZATION
Services Available

FEATURES & BENEFITS

SFRA COMPATIBILITY

FastOMS is compatible with **SFRA**, Salesforce Commerce Cloud's new customization model and blueprint for site design.

ORDER SEARCH

Choose between a simple search using Name, Email, or Order ID with **autosuggestion**, or take advantage of an **advanced search** using additional criteria.

ORDER EDIT

After an order is created, you can **remove or add** products, modify the **quantity, size or color** requested, **change the shipping** type, or modify other order details such as status, contact information, address, and more. **This feature is available only for orders with Not Captured status.**

PROMOTIONS & DISCOUNTS

Under Order Edit, you have the option to add to an order a **coupon with a discount or a promotion.**

ORDER CANCELLATION

You can cancel orders and void payments when applicable and issue **gift certificates** in the case of an order cancellation. You can also do a mixed payback or cancel an order without refunding the shopper.

REFUND MANAGEMENT

You can grant partial or full refunds, including an immediate refund without the return of a product or a delayed refund issued after a product is returned. Different refund types are available including a **credit card credit, gift certificate, or a mixed refund.**

RETURN MANAGEMENT

As part of the refund section, you can also offer your customers the option to **return the order.** If this is selected, the customer will receive an email with the details needed to complete the return.

AVAILABILITY

FastOMS supports **all currencies** and can be used by merchants in **all regions.**

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Let's keep in touch!

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