

SFCC Production Sanity Checklist

Purpose: A scannable pass for live or soon-to-launch Salesforce B2C Commerce sites — what to verify, where to look, what “good” looks like, and who usually owns it. Vendor-neutral; tune to your program. **How to use:** Work top to bottom before peak weeks or after major releases. Document exceptions with ticket IDs.

1. Scheduled jobs & automation

| Check | Where to look | Pass / fail signal | Owner |
|-------------------------------|---|---|-------------------|
| Job inventory matches runbook | BM → Administration → Operations → Jobs | No disabled jobs that should run; schedules match business calendar | Ops / Dev |
| Job failure visibility | Logs, monitoring, email alerts | Failed runs alert within SLA; retries configured where safe | IT / Dev |
| Search/index rebuild | Search-related jobs | Freshness matches SLA; no silent stalls during deploys | Dev |
| Data replication / feeds | Custom jobs, OCAPI hooks | Outbound feeds complete; inbound deltas within tolerance | Dev / Integration |

2. Payments, fraud, tax

| Check | Where to look | Pass / fail signal | Owner |
|-------------------------|---------------------------|--|---------------|
| Decline & timeout paths | Storefront + payment logs | User sees clear recovery; no double charges | Biz / Dev |
| 3DS / SCA flows | Test cards, PSP dashboard | Challenge success/fail both handled | Biz / Dev |
| Refunds & voids | OMS / PSP | Amounts and states match SFCC orders | Ops / Finance |
| Fraud rules | Fraud provider + BM | False positive rate acceptable; block rules tested | Biz / Risk |
| Tax accuracy | Representative baskets | Rates match jurisdiction matrix; exemptions work | Biz / Tax |

3. Cache, CDN, performance

| Check | Where to look | Pass / fail signal | Owner |
|--------------------------|--------------------------------|---|-----------------|
| CDN origin health | CDN / WAF dashboards | Low 5xx; purge playbook documented | IT |
| Cache headers | Browser devtools, CDN | Static assets long-cache; HTML/personalised short or bypass as designed | Dev |
| Page speed on cold cache | Lighthouse, RUM | LCP/INP within agreed thresholds on PLP/PDP/checkout | Dev |
| Third-party scripts | Tag manager, network waterfall | Non-critical deferred; no render-blocking surprises | Dev / Marketing |

4. SEO & URL hygiene

| Check | Where to look | Pass / fail signal | Owner |
|--------------------------|---------------------------|--|-----------|
| Canonicals | PDP/PLP/CMS HTML | One canonical per indexable URL; no chains | Dev / SEO |
| Sitemap & robots | /sitemap, robots.txt | Covers locales; disallow matches staging | SEO |
| Redirects after releases | Redirect tables, 404 logs | No spike in soft-404s for old URLs | Dev / SEO |
| Structured data | Rich results test | Critical templates valid; errors triaged | SEO |

5. Security & compliance

| Check | Where to look | Pass / fail signal | Owner |
|----------------------|--------------------|---|------------------|
| TLS everywhere | Mixed-content scan | No active mixed content on checkout | IT / Dev |
| Secrets & keys | Repo, BM, env | No keys in client bundles; rotation dates known | Security / Dev |
| OCAPI / SCAPI scopes | BM → API clients | Least privilege; separate clients per integration | Dev |
| PII handling | Logs, analytics | No PII in URLs or client logs against policy | Security / Legal |
| WAF / bot rules | Edge logs | Legitimate crawlers and payments not blocked | IT / Security |

6. Observability & incidents

| Check | Where to look | Pass / fail signal | Owner |
|----------------------|-----------------|--|-----------|
| Error budgets | APM / logs | Checkout error rate flat vs baseline after deploy | Dev / SRE |
| Synthetic journeys | Monitoring tool | Key paths green from multiple regions | IT / Dev |
| On-call & escalation | Runbook | Named owners; BM/Sandbox access verified | Ops |
| Peak readiness | Capacity review | Autoscale / limits documented; kill switches known | IT / Dev |

7. Order lifecycle & integrations

| Check | Where to look | Pass / fail signal | Owner |
|-------------------------|-----------------------|--|-----------|
| Order export / OMS | Integration logs | Orders reach OMS with correct state transitions | Dev / Ops |
| Inventory sync | ERP/WMS timestamps | No negative sell-through on hot SKUs without rules | Biz / Dev |
| Cancellations & returns | End-to-end test | Refunds and stock updates align | Ops / Dev |
| Customer service tools | Service Cloud / OCAPI | Agents can look up orders without BM access | Biz / Dev |

8. Content, locales, legal

| Check | Where to look | Pass / fail signal | Owner |
|--------------------|------------------|--|-------------|
| Locale fallbacks | Each storefront | No missing translations on critical paths | Biz |
| Legal & policies | Footer, checkout | Links live; version dates current | Legal / Biz |
| Promotions in prod | BM → Promotions | Start/end times TZ-correct; stacking rules as intended | Biz |
| Price books | BM vs storefront | VIP/employee/test prices not leaking | Biz / Dev |

Note: This checklist is operational guidance only — not legal or security advice. Adapt controls to your organisation's standards.
© Vibhore Jain — <https://www.vibhorejain.com>