int_valitor

***Version** 19.1.0*

Table of Contents

1 Introduction

This cartridge enables a Salesforce shop to use Valitor as the Payment Service Provider (PSP). To enable Valitor as the PSP, the merchant needs to:

1. Sign a contract with Valitor
2. Install the necessary Valitor cartridges inside Salesforce
3. Import `'Metadata_Valitor.xml'` to your Salesforce site
4. Conduct tests of the payment flow before going live

Before going live, the merchant needs to conduct tests of the payment flow. Valitor provides a test setup for accepting card and alternative payments. The merchant can also use Valitor's backend for captures, refunds and releases of payments.

2 Release history

Version	Date	Changes
15.1.0	2015.05.22	Initial release
15.1.0	2015.11.10	Improved user guide (images added etc.)
15.1.0	2016.12.9	Updated documentations
17.1.0	2017.01.16	Instructions about the updated plugin version (that uses controllers instead of pipelines)
17.1.0	2017.04.07	Cartridges information updated.
17.1.0	2017.04.24	Gateway connection information updated.
19.4.0	2019.04.10	Renamed to valitor and make sure controller cartridge uses new datacenter IP's

3 Component overview

3.1 Functional overview

The idea of the payment gateway is to allow your customers to perform secure payments without the feeling that they are leaving your web shop. This is possible because Valitor proxy the payment page from your website – keeping layout and visual identity. The Valitor Payment Gateway will inject a payment form into the payment page, which reflects the payment method (Credit Card, Bank Payment, etc.).

3.2 Use case

The below described use case covers the scenarios a merchant, customer and Valitor experience when making a payment.

3.3 Actors

- **Customer**: The buyer and payer of items at the web shop
- **Merchant**: Provides the web shop and items to be sold
- **Valitor**: Processes payment information and verifies payment information provided by the customer with help from an acquirer

3.3.1 General payment flow

1. The customer visits the merchant's web shop and add items to the basket
2. Customer is ready to pay and select preferred payment method
3. Customer is redirected to Valitor where he enters required payment details (Card number with/without 3D secure, PayPal account etc.)
4. Payment details are sent to Valitor where they are processed with the relevant acquirer
5. After processing the customer returns to the web shop, where they are informed about the outcome

3.3.2 Card payment flow

Preconditions: Customer has added items in the basket and entered billing and shipping details

1. Customer select card as payment method
2. Customer is presented with the payment page where card details can be typed
3. If the card is enrolled for 3D Secure - the card issuer's bank present a page where the customer provides their 3D Secure information
    a) if the 3D Secure details are correct and the issuer approves the transaction, the payment is complete. The customer is informed and the merchant can process the order.
    b) in case the 3D Secure details are incorrect or the issuer declines the transaction for other reasons, the customer is redirected to the basket and requested to select payment method again.

3.3.3 Alternative payment flow

Preconditions: Customer has added items in the basket and entered billing and shipping details

1. Customer select an alternative payment method
2. The customer is redirected to the alternative payment provider and will be requested to login. After the customer has logged in, he must accept the pending payment.
3. When the payment has been accepted, the customer is redirected back to the merchant's web shop where the customer is informed that the payment is complete, and the merchant is able to process the order.
    - In case the payment could not be verified, but have not been rejected, the payment end in a status called open (e.g. due to the provider performing a manual fraud review).
      Here the customer is also shown a confirmation page but with a notice that the payment has not been confirmed.
      The merchant will also be able to see this, as the order has the confirmation status: 'Not confirmed'.
      If the payment is declined after verification, the status of the order will change to 'Cancelled'. If the payment is confirmed, the status of the order will change to 'Confirmed'.

3.4 Limitations & Constraints

- The merchant will need a Valitor test/production terminal
- The merchant must implement their own look and feel on the payment page - otherwise a standard page is shown
- Alternative payments which cannot be preauthorized is shown as cancelled, instead of failed
- For asynchronous payments, which are completed as a successful or declined status at a later stage, the merchant is responsible to notify the customer

3.5 Compatibility

Based on Salesforce and SiteGenesis: 17.1 (compatibility mode: 16.2)
Tested on Salesforce and SiteGenesis: 103.1.5

3.6 Privacy & Payment

Information about payment method, debit/credit card data, items, shipping/billing addresses and amount is sent to Valitor.

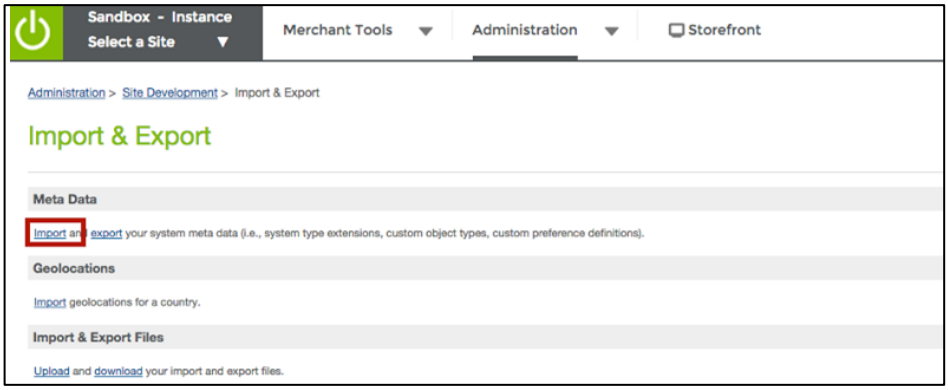
4 Implementation Guide

4.1 Setup

1. Download the 'int_valitor', 'int_valitor_controllers' and 'int_valitor_pipelines' cartridges from Demandware LINK marketplace. Download also the folder 'Custom folder'.
2. Install the cartridges using Demandware UX-studio. Remember to include the cartridges in the cartridge path (see section 4.8).
    I. If your store is going to use controllers, add 'int_valitor' and 'int_valitor_controllers' to the path
    II. If not, add 'int_valitor' and 'int_valitor_pipelines'

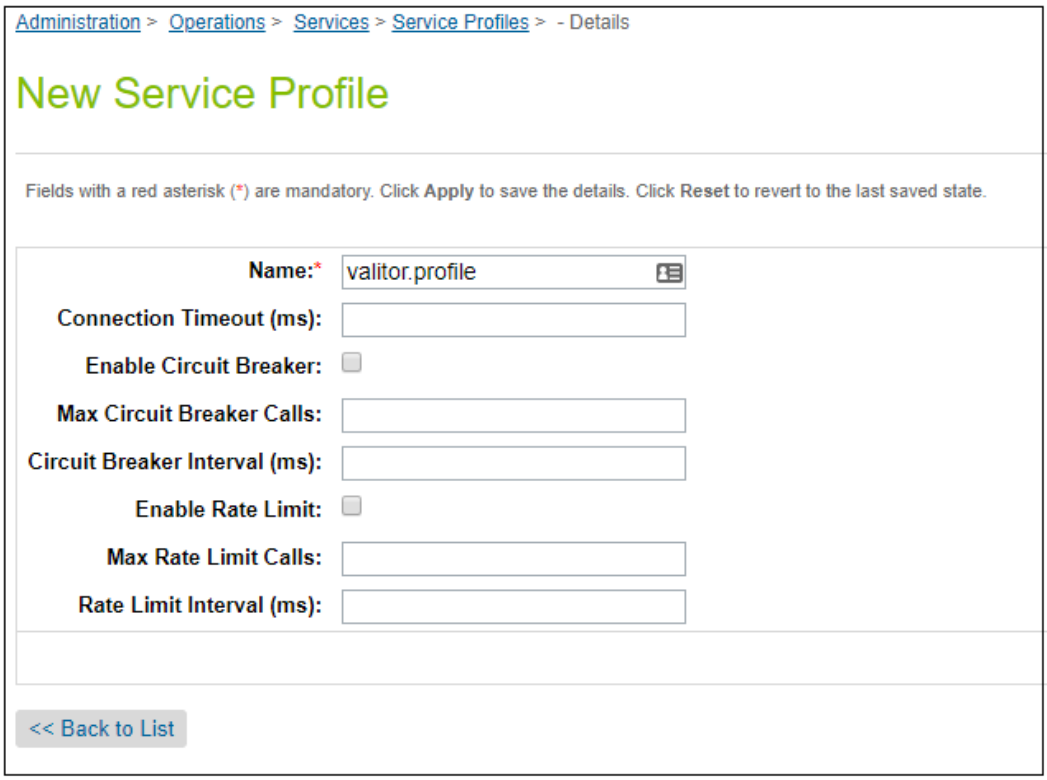
4.2 Metadata import

1. Go to: Administration → Site Development → Import & Export
    a. First upload the file 'Metadata_Valitor.xml'
    b. Afterwards import it



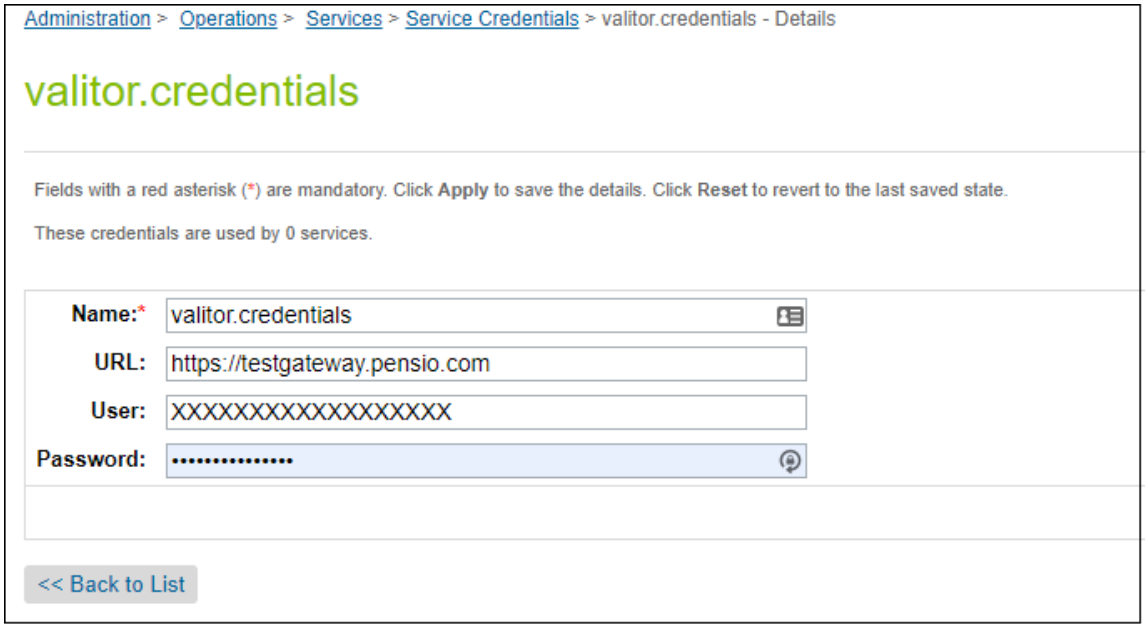
4.3 Profile creation

1. Go to: Administration → Operation → Services → Profiles
2. Click on New
3. Create a profile called valitor.profile
4. All other fields are optional
    a. Regarding the 'Connection Timeout' field, Valitor gateway has a connection timeout of 28 seconds. Setting up a value bigger than 28 should have no effects.



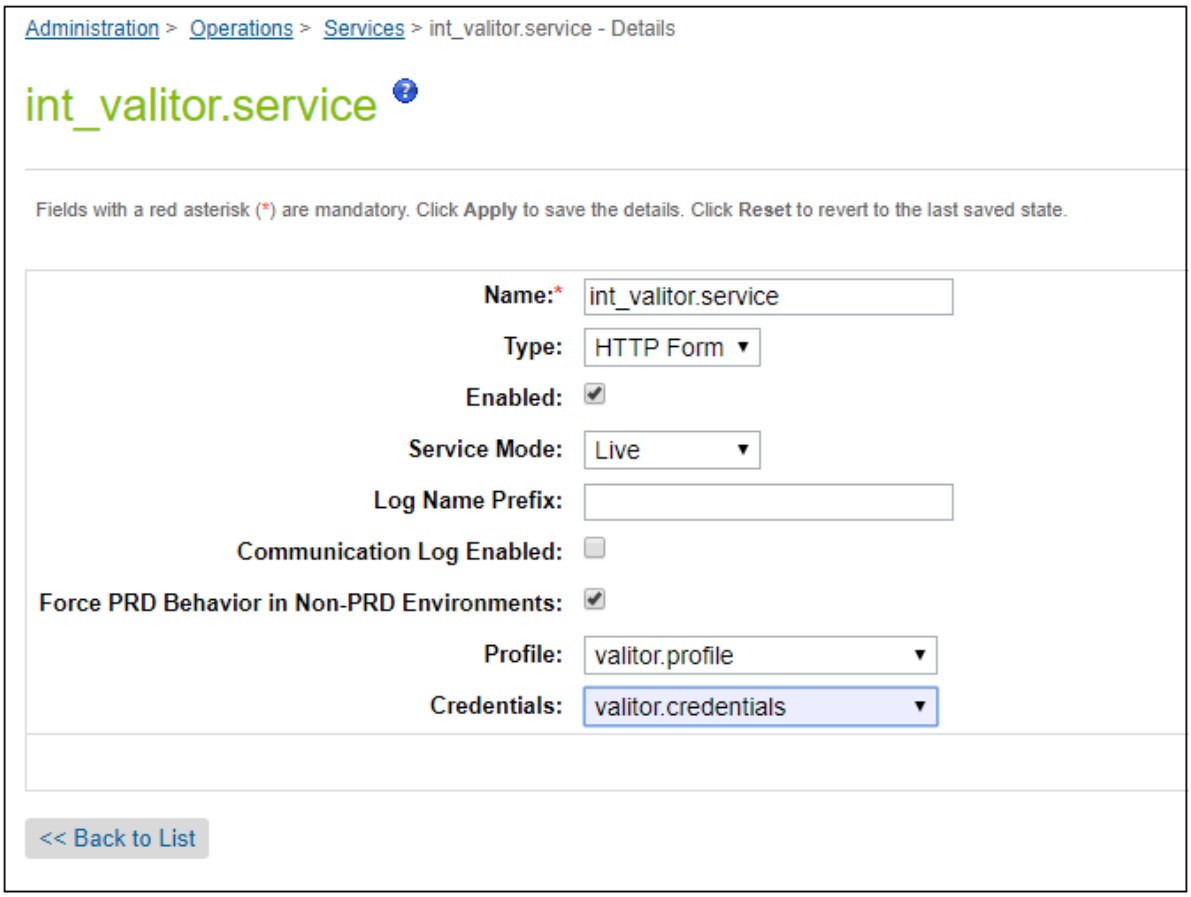
4.4 Credentials setup

1. Go to: Administration → Operation → Services → Credentials
2. Click on New
3. Create a credential called valitor.credentials
4. Setup the other fields accordingly
    a. **URL**: Valitor gateway URL
    b. **User**: gateway username
    c. **Password**: gateway password



4.5 Valitor service creation

1. Go to: Administration → Operation → Services
2. Click on New
3. Create a service called int_valitor.service
4. Setup the other fields accordingly
    a. **Type** must be HTTP Form
    b. **Enabled** must be checked
    c. **Service Mode** must be Live
    d. **Profile** must be valitor.profile
    e. **Credentials** must be valitor.credentials



4.6 Custom preferences

1. Go to: Merchant Tools → Site Preferences → Custom Preferences → Valitor. This is the place where the merchant can access the Valitor custom preferences site.
2. The table below describe each field for the Valitor custom preference site in more details. The table also contains a third column stated with default values where applicable.

Preference	Description
Valitor terminals	Mapping payment methods in Salesforce and Valitor's terminals. The attribute 'id' must correspond with the payment method added in: Merchant Tools → Ordering → Payment Methods. The attribute 'name' is the name of the Valitor terminal. A terminal can only contain one payment method

	and one currency, but it is possible to add the relevant terminals. The setting has to be structured as shown below.
	
	`{`
	`  "terminals" :`
	`  {`
	`  "production" : {`
	`  "en_GB" : [`
	`  { "id": "VALITOR_CC_EUR", "name" : "terminal name" }`
	`  ]`
	`  },`
	`  "test" : {`
	`  " en_GB" : [`
	`  { "id": "VALITOR_CC_EUR", "name" : "terminal name" }`
	`  ]`
	`  }`
	`  }`
	`}`

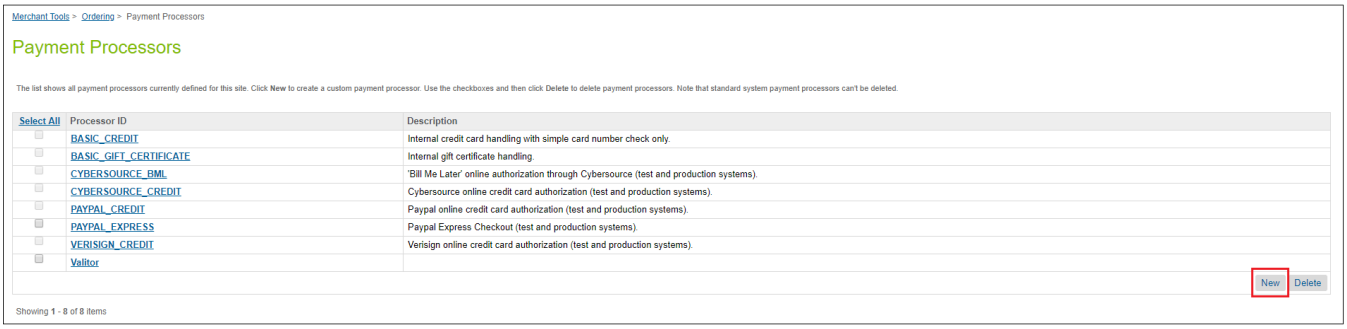
Valitor payment page URL	URL for controlling the payment form page which is shown to the customer. It is possible to customize the payment page. Go to `Demandware UX-studio → Templates → Default → valitor` and change the `callbackform.isml`. Javascript and other dynamic content from the payment page will be removed for security reasons.
Valitor payment success URL	When a payment is accepted, this URL validates the data received from Valitor.
Valitor payment fail URL	In case a payment fails. This can be due to incorrect card details, declined by the bank etc.
Valitor payment open URL	To support an asynchronous payment (e.g. wallet payments) where the provider not always accept the payment upfront. To indicate this event an open payment contains the confirmation status 'Not confirmed'.
Valitor payment notification URL	In case a payment has not returned an answer (e.g. customer closes window prior to returning to the shop), or when an open payment is accepted/declined. When an answer arrives, this URL is called. This does not apply to card payments.
Valitor redirect page URL	This URL is used when the customer is redirected to a third party (e.g. 3D Secure) to inform the customer about the redirection. A default non-branded page is shown if nothing else is stated.
Valitor Whitelisted IP's	List of IP addresses that Valitor is communicating from. Used to secure that only request from Valitor is handled. You are advised to verify that the following IP addresses is added: • 91.199.134.160 • 91.199.134.161 • 91.199.134.162 • 91.199.134.163 • 91.199.134.164

	• 91.199.134.165 • 91.199.134.166 • 91.199.134.167 • 91.199.134.160/29

4.7 Configuration

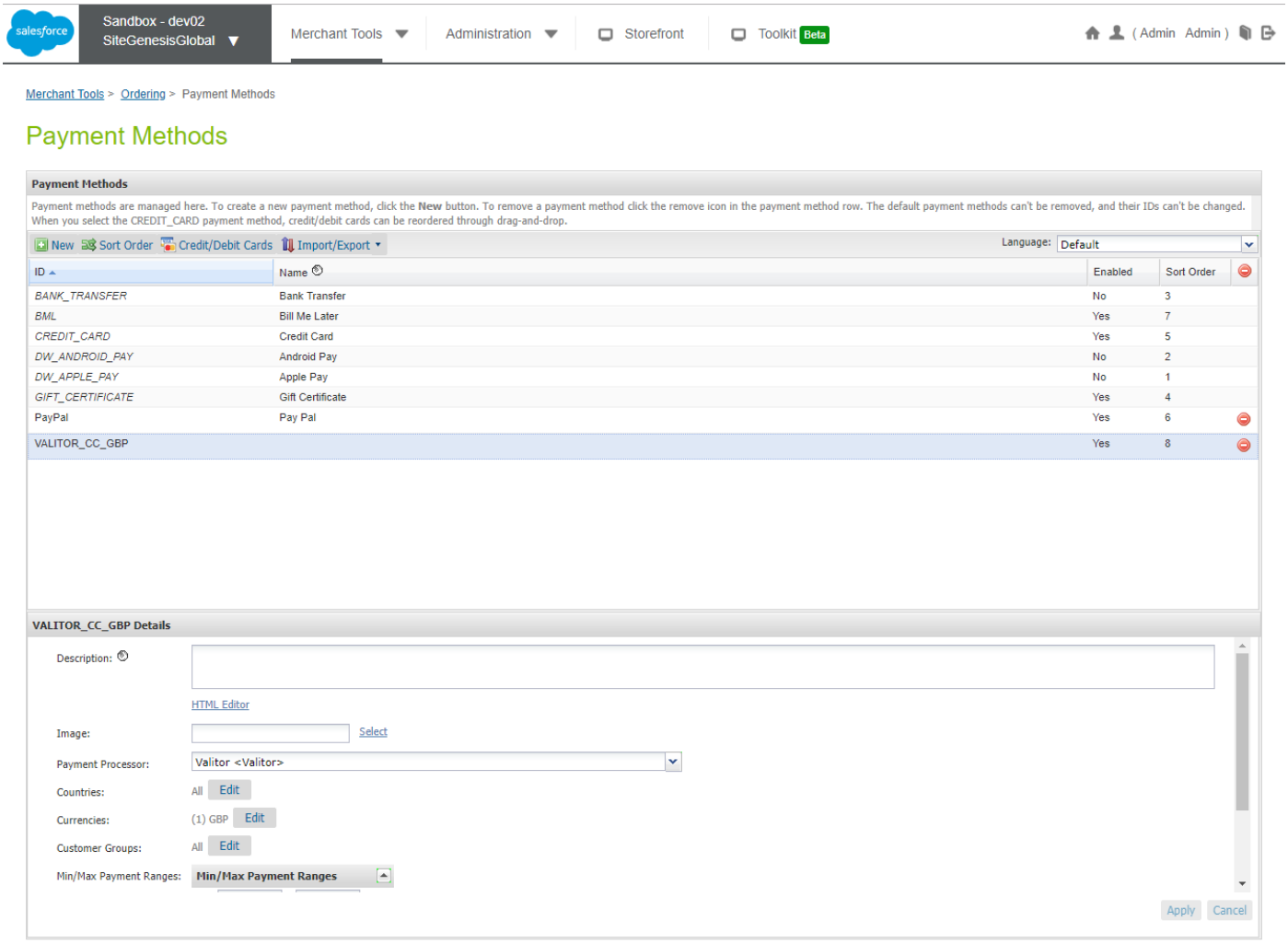
4.7.1 Add terminal

Setup 'Valitor' as a payment processor. This can be done here: Merchant Tools → Ordering → Payment Processors → Click 'New' → Type 'Valitor' next to ID.



To add a terminal, the merchant must do following two steps:

1. Add a new payment method and update the custom site preferences to correspond with the payment method and Valitor terminal. Please note that the terminal(s) needs to be created by Valitor first.
    i. Go to: Merchant Tools → Ordering → Payment Methods → Click 'New' → Valitor as 'Payment Processor' → click 'Apply'
    ii. Update the ID and Name for the payment method. The ID must begin with 'VALITOR_' and it is recommended to follow this standard: 'VALITOR_<payment_method>_<currency>' e.g. 'VALITOR_CC_EUR'. The name is what is shown on the web page and make the customer able to choose their preferred payment method.



2. The second step is to update the custom preference 'Valitor terminals'.

   Go to: Merchant Tools → Site Preferences → Custom Preferences → Click on 'Valitor'.

   Here you add the terminals which have been provided by Valitor. The setting only works in JSON format. The JSON object 'terminals' consist of two variables: 'production' and 'test'. Each of these objects can have many variables (arrays) depending on the number terminals. Each of these arrays have the name after the character language code, that corresponds with the currency code that was added in the payment method. In the array, there is only one object per payment method with two elements - Salesforce payment id and the Valitor terminal name.

```
{
    "terminals" : {
        "production" : {
            "en_GB" : [
                { "id": "VALITOR_CC_GBP", "name" : "Shopname CC gbp" }
            ],
            "dk_DA" : [
                { "id": "VALITOR_CC_DKK", "name" : "Shopname CC dkk" }
            ]
        },
```

```
        "test" : {
            "en_GB" : [
                { "id": "VALITOR_CC_GBP_TEST", "name" : "Test Terminal gbp " }
            ],
            "dk_DA" : [
                { "id": "VALITOR_CC_DKK_TEST", "name" : "Test Terminal dkk" }
            ]
        }
    }
}
```

4.7.2 Select language

As part of the setup, the language selection for the check-out process is also on the check list.
Go to: Merchant Tools → Site Preferences → Locales → select the web shops local language.

Valitor supports the following languages:

cs	Czech
da	Danish
de	German
en	English
es	Spanish
fi	Finnish
fr	French
ja	Japanese
lt	Lithuanian
nl	Dutch
no	Norwegian
nb*	Norwegian (Bokmål) - converted to no
nn*	Norwegian (Nynorsk) - converted to no
pl	Polish
sv	Swedish
th	Thai
tr	Turkish
zh	Chinese

ee*	Estonian - converted to et
et	Estonian
it	Italian
pt	Portuguese
ru	Russian

If the merchant uses an unsupported language the payment page is shown in English as default.

4.8 Custom code

Valitor developed some code which the merchant needs to implement to be able to inform the customer if a payment has failed or has not been completed. The merchant also needs to inform the customer when the payment information is complete.

If implementing the web shop from scratch, probably will be necessary to create three projects using the UX Studio plugin for the Eclipse IDE. The projects names will be:

- `<proj>_core`
- `<proj>_controllers`
- `<proj>_pipelines`

Where `<proj>` can be any chosen name.

To create these projects using Eclipse, go to:

`New > Other > UX Studio > SiteGenesis Storefront cartridges`

The 'Cartridges path' in Salesforce must also be setup. Using Salesforce Business Manager, follow the instructions below:

I. Go to: `Administration > Sites > Manage Sites`
II. Click on the correct site
III. Click on the 'Settings' tab
IV. If your store is going to use controllers, set the 'Cartridges' path to:

```
int_valitor:int_valitor_controllers:<proj>_controllers:<proj>_core:<other cartridges, if necessary>
```

V. If your store is going to use pipelines, set the 'Cartridges' path to:

```
int_valitor:int_valitor_pipelines:<proj>_pipelines:<proj>_core:<other cartridges, if necessary>
```

The order of the cartridges is important.

Seven files will have to be modified, as explained in the next sections. The locations of the files are:

File	Location
billing.isml	<proj_core>/cartridge/templates/default/checkout/billing
confirmation.isml	<proj_core>/cartridge/templates/default/checkout/confirmation
COSummary.js	<proj_controllers>/cartridge/controllers
COPlaceOrder.js	<proj_controllers>/cartridge/controllers
CreatePaymentInstrument.ds	int_valitor/cartridge/scripts/pipelet
UpdateErrorMessage.ds	int_valitor/cartridge/scripts/pipelet
UpdateOpenNotificationMessage.ds	int_valitor/cartridge/scripts/pipelet
Valitor.js	int_valitor_controllers/cartridge/controllers

4.8.1 Error message

Add the code below to show an error message to the customer if a payment fails. Place the code by following this path:

1. Go to `<proj_core>/cartridge/templates/default/checkout/billing/billing.isml` (or to the merchant implementation of the billing page) and add the code below to this file. An example can be found in the folder 'Custom code'.
2. The error message is an Valitor error message, but the merchant may implement its own error message, which can be done by editing the `UpdateErrorMessage.ds` script.

```
<div class="valitor-errorMessage">
    <isif condition="${request.httpParameterMap.valitorErrorMessage != null}">
        <label>
        ${request.httpParameterMap.valitorErrorMessage}
        </label>
    </isif>
</div>
```

4.8.2 Open message

To inform that a payment is opened but not confirmed the code below needs to be added.

```
<isif condition="${request.httpParameterMap.valitorOpenMessage != null}">
    ${request.httpParameterMap.valitorOpenMessage}
</isif>
```

Place the code by following this path:

Go to `<proj_core>/cartridge/templates/default/checkout/confirmation/confirmation.isml`. It is recommended to insert the code between:

```
<div class="confirmation-message">

...

</div>
```

and:

```
<div class="actions">

        ...

</div>
```

An example can be found in the folder 'Custom code'.
The merchant may implement its own logic for localizing messages for the customer, by editing the `UpdateOpenNotificationMessage.ds` file.

4.8.3 Update CreatePaymentInstrument.ds

In the `CreatePaymentInstrument.ds` script there is a reference to "`<someProj>:checkout/Utils.ds`" on line 23. It is necessary to change this line to fit the merchant's setup. Just substitute <someProj> by the correct cartridge name (<proj>_core).

4.8.4 Update COSummary.js

The method `submit()` inside `COSummary.js` must be replaced.

1. Go to `<proj_controllers>/cartridge/controllers/COSummary.js`
2. Replace the method `submit()` by the version below
3. The code below must be copied from the file inside the folder 'Custom Code/COSummary'

```
function submit() {
    // Calls the COPlaceOrder controller that does the place order action and any payment authorization.
    // COPlaceOrder returns a JSON object with an order_created key and a boolean value if the order was created successfully.
    // If the order creation failed, it returns a JSON object with an error key and a boolean value.
    var placeOrderResult = app.getController('COPlaceOrder').Start();
    if (placeOrderResult.error) {
        start({
            PlaceOrderError: placeOrderResult.PlaceOrderError
        });
    } else if (placeOrderResult.order_created) {

        if (request.custom.valitor_location != null) { // new code
            response.redirect(request.custom.valitor_location); // new code
        }
        else {
            showConfirmation(placeOrderResult.Order);
        }
    }
}
```

4.8.5 Update COPlaceOrder.js

The method `start()` inside `COPlaceOrder.js` must be updated.

1. Go to `<proj_controllers>/cartridge/controllers/COPlaceOrder.js`
2. Substitute the last lines of the method `start()`. Follow the instructions below:

Substitute these last lines:

```
var orderPlacementStatus = Order.submit(order);
if (!orderPlacementStatus.error) {
    clearForms();
}
return orderPlacementStatus;
```

They must be replaced by this:

```
    if (request.custom.valitor_location != null) {

        // Return without changing the order status to NEW. The order status will remain CREATED,
        // which means it can be recovered (the user can try to buy it again) if the gateway unauthorizes the order.

        return {
            Order: order,
            order_created: true
        };

    }
    else { // the order status will be changed to NEW
        var orderPlacementStatus = Order.submit(order);
        if (!orderPlacementStatus.error) {
            clearForms();
        }
        return orderPlacementStatus;
    }
```

 Copy the lines above from the file inside the folder 'Custom Code/COPlaceOrder'.

4.8.6 Update Valitor.js

It is necessary to update the file `int_valitor_controllers/cartridge/controllers/Valitor.js`. In lines 9 and 13, update the name of the cartridge (valitor_controllers) to match your controllers' cartridge name (<proj>_controllers).

4.9 External Interfaces

The Valitor cartridge communicates with Valitor's backend where customer data etc. is sent, in order to verify a transaction. Banks and acquirers make the verification. Valitor relays the response to the cartridge.

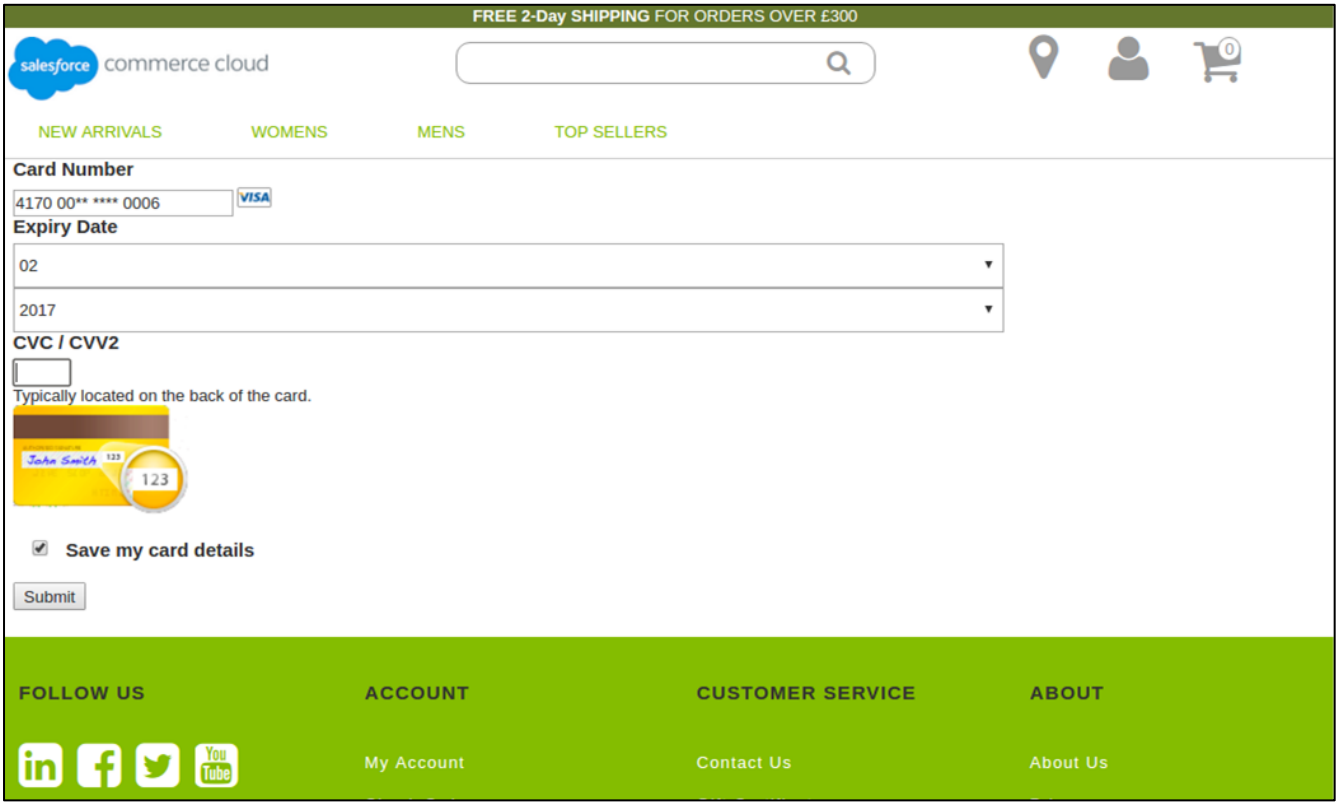
5 Credit card tokenization

It's possible to save the customer credit card after a successful transaction. The credit card number is saved securely inside Valitor payments gateway. To enable this functionality, follow the steps below.

5.1 Contact Valitor to enable the credit card token in your terminal

The credit card terminal must be setup to support credit card tokens. Also, the credit card form template must be set to `form_dynamic_div_with_save_cc`. This setup is done inside Valitor payments gateway. Please contact Valitor to setup your terminal.

If the terminal is setup correctly the customer will have the option to save the credit card information during checkout. Also, a previous saved credit card will appear with a mask in the checkout page, as shown in the image below.

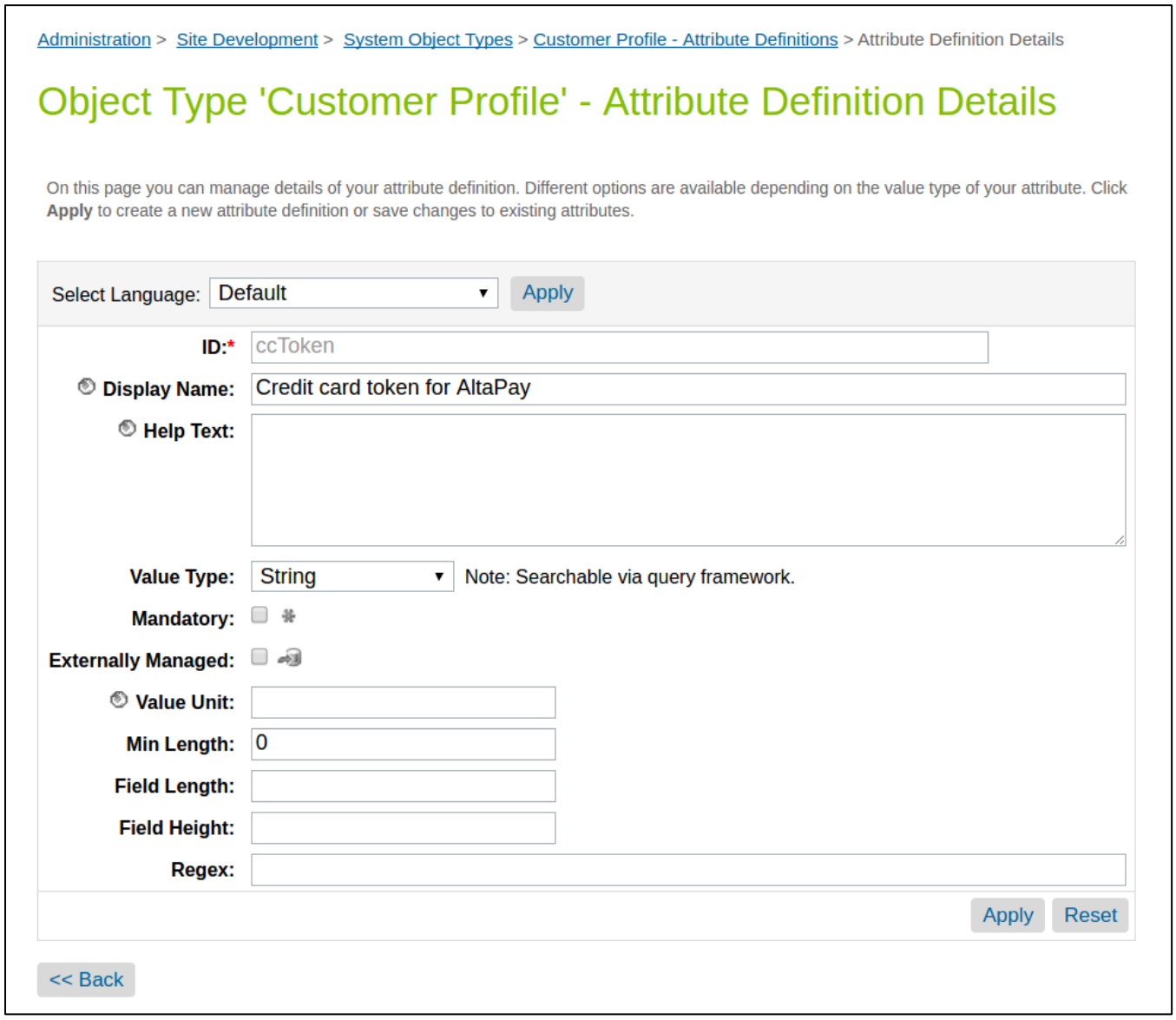


5.2 Setup Business Manager

It is also necessary to setup your Business Manager instance:

- Go to: Administration > Site Development > System Object Types
- Click on the 'Profile' object
- Click on the tab 'Attribute Definitions'
- Click on 'New'
- Fill the 'ID' field with the value **ccToken**
- Fill the 'Display Name' field with 'Credit card token for Valitor'
- 'Value Type' must be 'String'

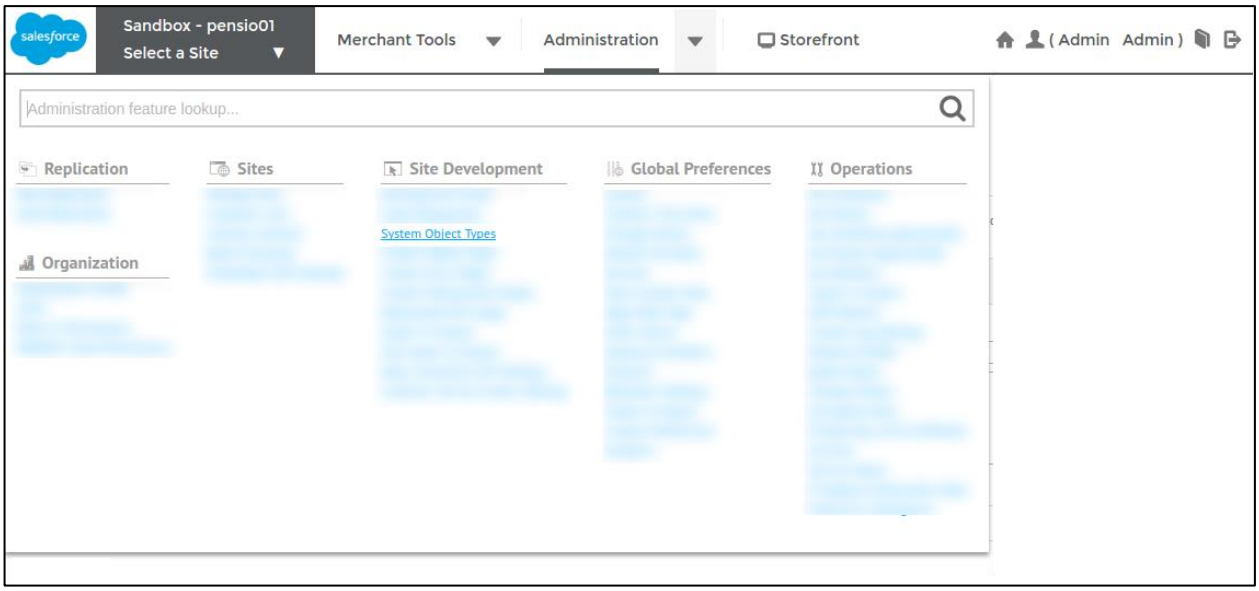
See the image below for an example:



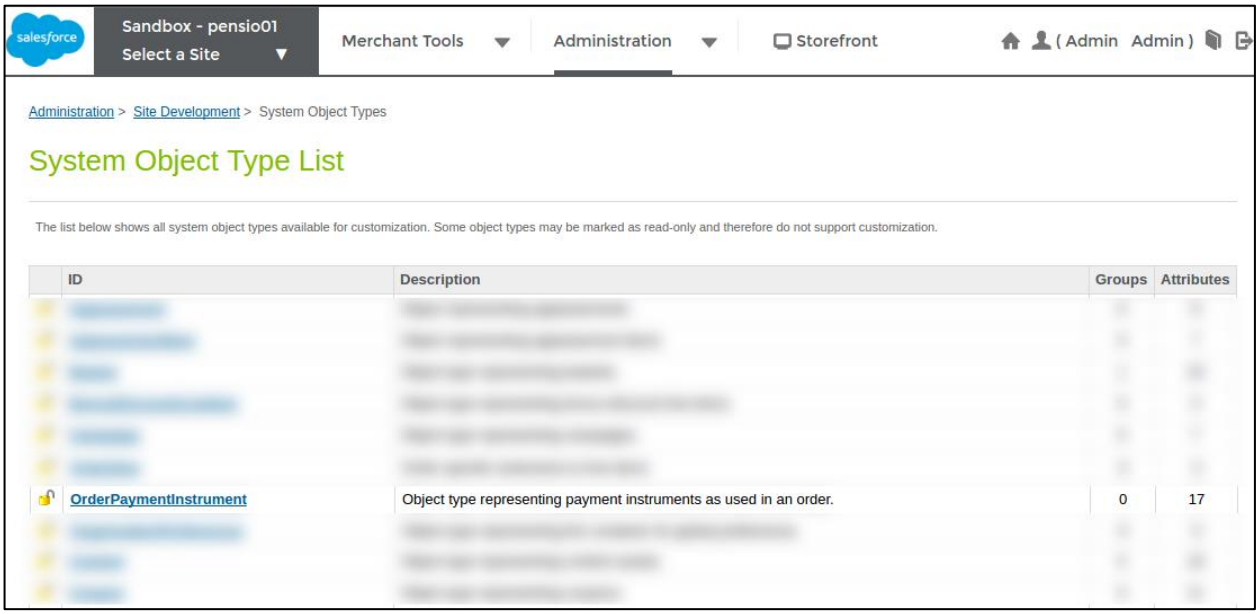
6 Reconciliation setup

6.1 How to set up the reconciliation identifier

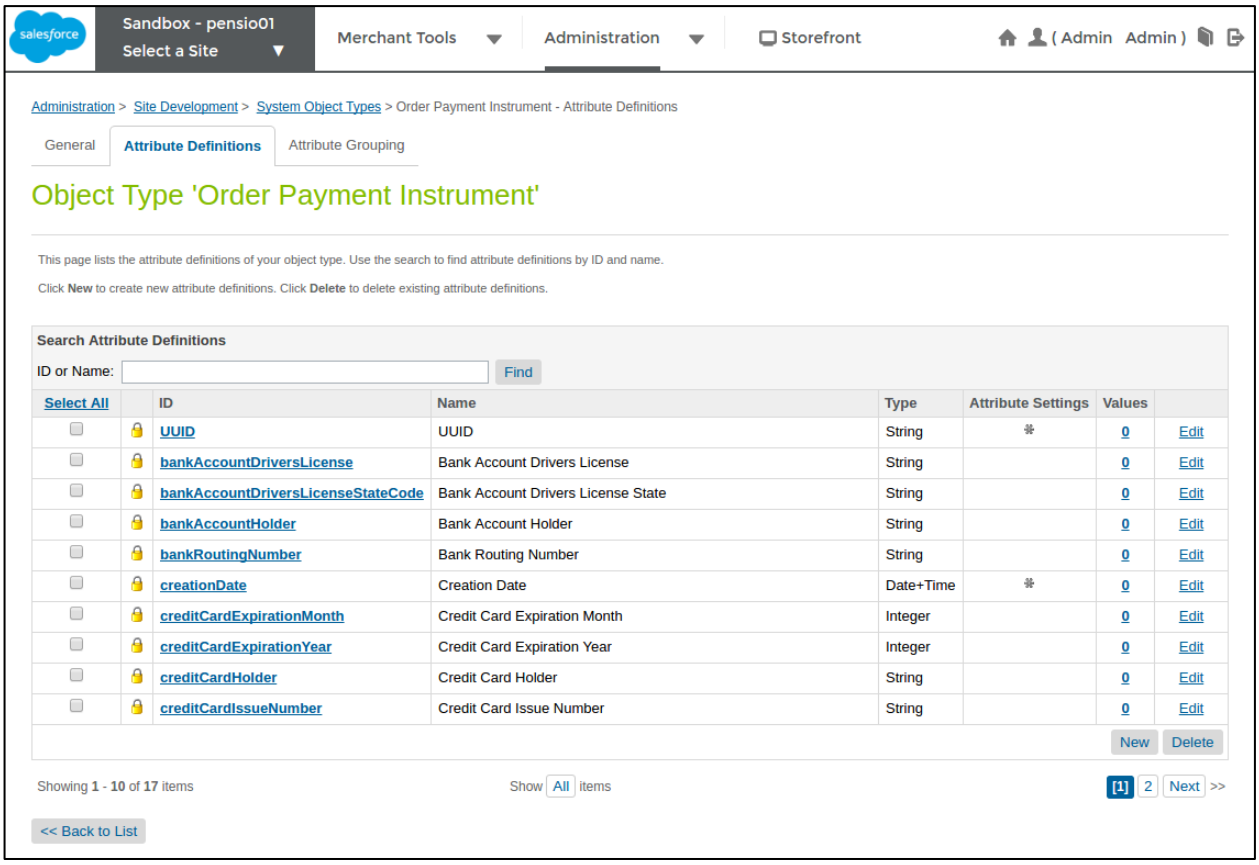
1. Login into your Salesforce account. Go to: `Administration -> Site Development -> System Object Types`.



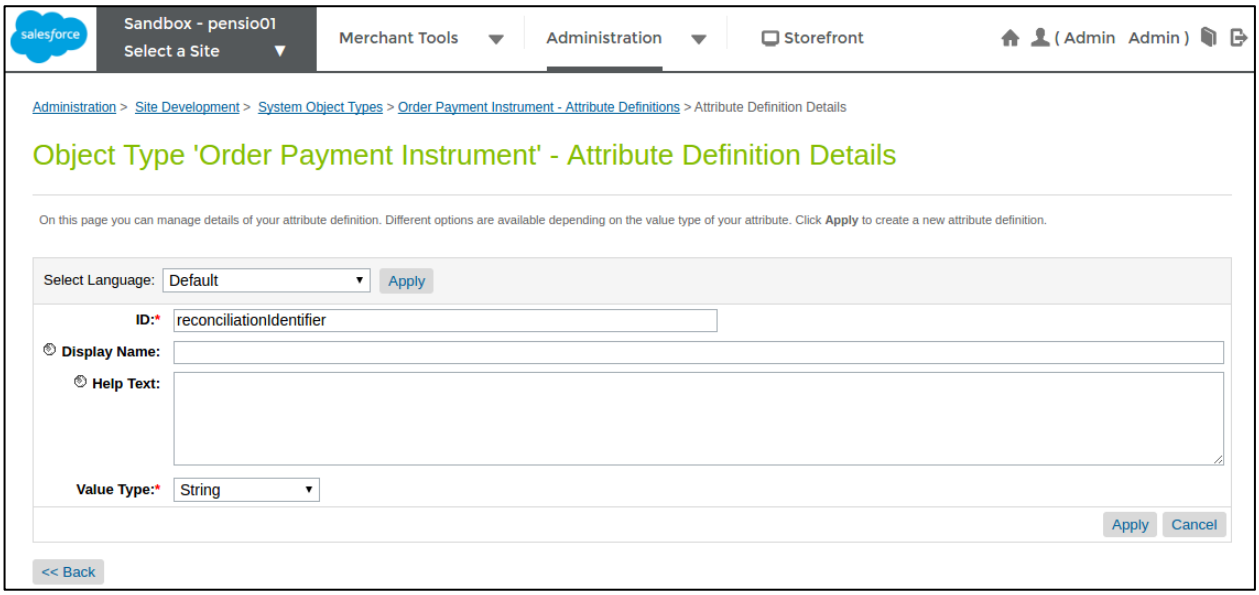
2. Click on: `OrderPaymentInstrument`



3. Click on the tab `Attribute Definitions`. In the right corner, there is a button labeled “New”. Click on it.



4. In the text field **ID**, enter **reconciliationIdentifier** and then click on 'Apply'.



5. Set the identifier on the payment request:

In the script file `'int_valitor\cartridge\scripts\pipelet\PaymentCreate.ds'`, in the function "`execute`", find this and remove the comments:

```
/*
//add the sale_reconciliation_identifier
parameterArr.push( ['sale_reconciliation_identifier', "Insert reconciliation identifier here" ].join( '=' ));
*/
```

Replace "`Insert the reconciliation identifier here`" with the reconciliation identifier that is needed by the ERP system.

7 Testing

In general, the merchant can use any card number when testing against the test gateway and they will be accepted. Designated card numbers to trigger different scenarios (3D Secure, failures etc.) can be found here.
A Test bank is also available if the merchant needs to test PayPal, iDEAL, or other alternative payment methods.

If a merchant wants a test account, please read more here.

Preconditions for the following test scenarios:

- Imported the `Metadata_Valitor.xml`
  - Updated the 'Custom Site Preferences' with Valitor user with API access rights
  - Added terminals for credit card and/or alternative payment
- Items in the Genesis web shops
- That the payment method for cards connects with a terminal that is configured to receive cards. An alternative payment method must be connected to a terminal that accepts that payment method.

7.1 Successful card payment

1. Add an item to the cart
2. Click 'View cart'
3. When shopping cart is shown, click on 'Checkout'
4. Select either Guest checkout or login
   a) If guest checkout
      I. Fill in the information
      II. Click 'Continue'
      III. Shipping information is shown. Fill in remaining information
      IV. Select 'Credit card' as payment method and click 'Continue'
5. A Check summary is shown. Verify the details and click 'Submit order'
6. The payment page appears. Ensure it is a payment page for card payments.
7. Enter card details (use random numbers). Click 'complete'.
8. Verify that the summary page is shown with correct information and without any error message. Take a note of the order number.
9. Go to: Merchant tools → Ordering → Orders in the Business manager. Locate and select the order and verify that the order has been handled correctly - 'Confirmation Status' = confirmed.
10. Login in to https://testgateway.altapaysecure.com and locate the order by the order number via the search box in the top right corner. Check that the amount corresponds with the information in Business manager and ensure that the status of the payment is 'preauth'.

7.2 Failed card payment

1. Repeat step 1-6 in Successful card payment
2. Enter card details - use the following payment information:
   a) Card number: 4180000000000566
   b) Expire month: 05
   c) Expire year: 2016
   d) CVC: 444'
3. Click on 'complete'
4. Ensure that the basket is shown with the message 'Card Declined'. The merchant can change this error message and in most cases, this is preferred to give the customer a user-friendlier decline message.
5. Go to: Merchant tools → Ordering → Orders in the Business manager. Locate and select the order and verify that the order has been handled correctly - 'Order Status' = failed. Take a note of the order number.

6. Login in to https://testgateway.altapaysecure.com and locate the order by the order number via the search box in the top right corner. Ensure that the status of the order is 'preauth_failed'.

7.3 3D Secure card payment

1. Repeat step 1-6 in Successful card payment
2. Enter card details - use the following payment information:
    a) Card number: 4170000000000568
    b) Expire month: 05
    c) Expire year: 2016
    d) CVC: 444
3. Click 'complete'. This will only work on the test gateway. In production, a real card with 3D secure enabled is required.
4. The user is redirected to the issuing bank 3D Secure confirmation page. Enter the correct validation information. If you are testing against the test gateway, a mock-up 3D Secure page is shown. Click 'Redirect'.
5. Verify that the summary page is shown with correct information and without any error message. Take a note of the order number.
6. Go to: Merchant tools → Ordering → Orders in the Business manager. Locate and select the order and verify that the order has been handled correctly - 'Confirmation Status' = confirmed.
7. Login in to https://testgateway.altapaysecure.com and locate the order by the order number via the search box in the top right corner. Check that the amount corresponds with the information in Business manager and ensure that the status of the payment is 'preauth' and that '3D Secure result:' is 'Successful'.

7.4 3D Secure failed card payment

1. Repeat step 1-6 in Successful card payment
2. Enter card details - use the following payment information
    a) Card number: 4170000000000568
    b) Expire month: 05
    c) Expire year: 2016
    d) CVC: 444
3. The user is redirected to the issuing bank 3D Secure confirmation page. Enter the correct validation information. If you are testing against the test gateway, a mock-up 3D Secure page is shown. Click 'Redirect'.
4. Ensure that the basket is shown with the message 'Card Declined'. This error message can be changed by the merchant and in most cases, this is preferred to give the customer a more user friendly decline message.
5. Go to: Merchant tools → Ordering → Orders in the Business manager. Locate and select the order and verify that the order has been handled correctly - 'Order Status' = failed. Take a note of the order number.
6. Login in to https://testgateway.altapaysecure.com and Locate the order by the order number via the search box in the top right corner. Ensure that the status of the order is 'preauth_failed'.

7.5 Successful alternative payment

1. Add an item to the cart
2. Click 'View cart'
3. When shopping cart is shown, click on 'Checkout'
4. Select either Guest checkout or login
    a) If guest checkout
        I. Fill in the information
        II. Click 'Continue'
        III. Shipping information is shown. Fill in remaining information
        IV. Select preferred alternative payment method and click 'Continue'
5. A Check summary is shown. Check that the items correspond with what you have selected. Click on 'Submit order'.
6. Verify that the customer is redirected to the alternative payment provider webpage. Verify the pending payment.
7. If you are testing against the test gateway a mock-up for bank and alternative payment solutions will be shown. If that is the case, click 'Sign in' (No credentials needed) and 'Accept'.
8. Verify that the summary page is shown with correct information and without any error message. Take a note of the order number.

9. Go to: Merchant tools → Ordering → Orders in the Business manager. Locate and select the order and verify that the order has been handled correctly - 'Confirmation Status' = confirmed.
10. Login in to https://testgateway.altapaysecure.com and locate the order by the order number via the search box in the top right corner. Check that the amount corresponds with the information in Business manager and ensure that the status of the payment is 'preauth' or 'bank_payment_finalized', depending on the acquirer.

7.6 Failed alternative payment (Customer cancel)

1. Repeat step 1-3 in Successful alternative payment
2. Verify that the customer is redirected to the alternative payment provider webpage. Verify the pending payment.
    a) If you are testing against the test gateway a mockup for bank and alternative payment solutions will be shown. If that is the case, click 'Developer options' and 'Cancel'.
3. Ensure that the basket is shown with the message 'Cancelled by user'. The merchant can change the error message and in most cases this is preferred to give the customer a user-friendlier decline message.
4. Go to: Merchant tools → Ordering → Orders in the Business manager. Locate and select the order and verify that the order has been handled correctly - 'Order Status' = failed. Take a note of the order number.
5. Login in to https://testgateway.altapaysecure.com and locate the order by the order number via the search box in the top right corner. Check that the amount corresponds with the information in Business manager and ensure that the status of the payment is 'epayment_cancelled' or 'preauth_failed' depending on the acquirer.

7.7 Failed alternative payment

1. Repeat step 1-3 in Successful alternative payment
2. Verify that the customer is redirected to the alternative payment provider webpage. Verify the pending payment.
    a) If you are testing against the test gateway a mockup for bank and alternative payment solutions will be shown. If that is the case, click 'Developer options' and 'Declined'.
3. Ensure that the basket is shown with the message 'Declined'. The merchant can change this error message and in most cases this is preferred to give the customer a user-friendlier decline message.
4. Go to: Merchant tools → Ordering → Orders in the Business manager. Locate and select the order and verify that the order has been handled correctly - 'Order Status' = failed. Take a note of the order number.
5. Login in to https://testgateway.altapaysecure.com and locate the order by the order number via the search box in the top right corner. Check that the amount corresponds with the information in Business manager and ensure that the status of the payment is 'epayment_cancelled' or 'preauth_failed' depending on the acquirer.

7.8 Successful alternative payment notification

1. Repeat step 1-3 in Successful alternative payment
2. Verify that the customer is redirected to the alternative payment provider webpage. Verify the pending payment.
    a) If you are testing against the test gateway a mock-up for bank and alternative payment solutions will be shown. If that is the case, click 'Developer options' and 'Open (Opens in a new window)'. Do not close the test bank page.
3. Verify that a new window appear in the browser and contain a summary page with correct information. Also verify that a message indicating that the payment has not been confirmed is shown. Take a note of the order number.
4. Go to: Merchant tools → Ordering → Orders in the Business manager. Locate and select the order and verify that the order has been handled correctly - 'Order Status' = Not confirmed.
5. Go back to the test bank page and click 'Call success notification now'. It can take a couple of minutes before the actual notification is triggered via the API.
6. Repeat step 4 and verify that the status has changed from 'Not confirmed' to 'Confirmed'.

7.9 Failed alternative payment notification

1. Repeat step 1-3 in Successful alternative payment
2. Verify that the customer is redirected to the alternative payment provider webpage. Verify the pending payment.
    a) If you are testing against the test gateway a mock-up for bank and alternative payment solutions will be shown. If that is the case, click 'Developer options' and 'Open (Opens in a new window)'. Do not close the test bank page.
3. Verify that a new window appear in the browser and contain a summary page with correct information. Also verify that a message indicating that the payment has not been confirmed is shown. Take a note of the order number.

4. Go to: Merchant tools → Ordering → Orders in the Business manager. Locate and select the order and verify that the order has been handled correctly - 'Order Status' = Not confirmed.
5. Go back to the test bank page and click 'Call declined notification now'.
   It can take a couple of minutes before the actual notification is triggered via the API.
6. Repeat step 4 and verify that the status has changed from 'Not confirmed' to 'Cancelled'.

7.10 Fraud checking (accepted credit card)

1. Repeat steps 1-6 in Successful card payment
2. Use a credit card number enabled for fraud checking and that returns the 'Accept' status.
   a) For example: 4170000000000006
3. Verify that the summary page is shown with the correct information and without any error messages. Take a note of the order number.
4. Go to: Merchant tools → Ordering → Orders in the Business manager. Locate and select the order and verify that the order has been handled correctly: 'Confirmation Status' = confirmed.
5. Login in to https://testgateway.altapaysecure.com and locate the order by the order number via the search box in the top right corner. Check that the amount corresponds with the information in Business manager and ensure that the status of the payment is 'preauth'.
6. Repeat with a credit card that returns the 'Challenge' status
   a) For example: 5250000000000121
7. Repeat with a credit card that returns the 'Unknown' status
   a) For example: 5110000000000113

7.11 Fraud checking (denied credit card)

1. Repeat steps 1-6 in Successful card payment
2. Use a credit card number enabled for fraud checking and that returns the 'Deny' status.
   a) For example: 4170000000000105
3. Verify that the user was redirected to the Billing page, and that the error message 'Card declined' is shown.
4. Go to: Merchant tools → Ordering → Orders in the Business manager. Locate and select the order and verify that the order has been handled correctly:
   a) The status should be 'Failed'
   b) Confirmation Status should be 'Not confirmed'
5. Login in to https://testgateway.altapaysecure.com and locate the order by the order number via the search box in the top right corner. Check that the amount corresponds with the information in Business manager and ensure that the status of the payment is 'preauth'.

8 Operations & Maintenance

8.1 Data storage

Please see 3.6 for what is saved outside Salesforce.

8.2 Availability

If you experience any problems with the gateway or payments please contact Valitor support. Please supply as much information as possible such as order/Payment ID, payment method, terminal name etc.

8.3 Support

If there is any problem with the payments or integration, please contact Valitor Technical Support Team on customerservice.gw@valitor.com or +45 70 20 00 56 - option 1 (support).

9 User Guide

9.1 Roles & Responsibilities

The merchant must have access to Valitor's test terminals before the integration can be completed. The merchant must set up terminals and user credentials correctly on 'Custom preference site' and perform tests on the test environment before going live for each shop.

Valitor also need to verify that the test setup works prior to go-live. Please send customer access details to Valitor support when the shop is ready for review.

9.2 Business Manager

No new features.

9.3 Storefront functionality

Accept payments with different payment methods. For more information about what Valitor can offer, please contact Valitor at partnerships@valitor.com.

10 Known issues and limitations

Capture, release and refund is not available via Business Manager, but is accessible in fulfilment/order management. The merchant needs to implement this by him- or herself or perform these operations via the Valitor Backend.

10.1 Planned changes

These points are subjected to change:

- Change error messages in the templates. This will make it easier for merchant to customize the error messages shown to the customer.
- Display decline/error reasons in Salesforce backend.