ingenico GROUP

Installation & Admin user guide

ingenico ePayments GlobalCollect platform

ingenico ePayments Ogone platform

salesforce commerce cloud

LINK Joint Customer

Introduction

This document covers the basic steps required to get the Ingenico Salesforce Cloud Commerce SDK with the reference implementation for Site Genesis installed on a sandbox.

Requirements

Account details

The details required from Ingenico's control panel are:

Merchant IDs

- Merchand ID

API keys

- API key ID
- Secret API key

Webhook keys

- Secret key

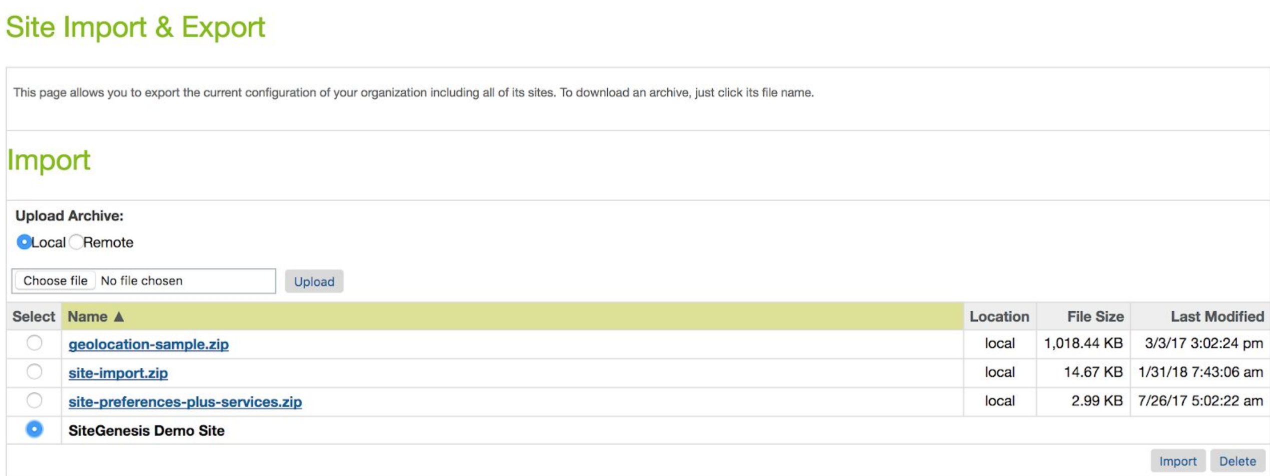
Ingenico's Salesforce Commerce SDK

Download the module cartridge

Installation steps

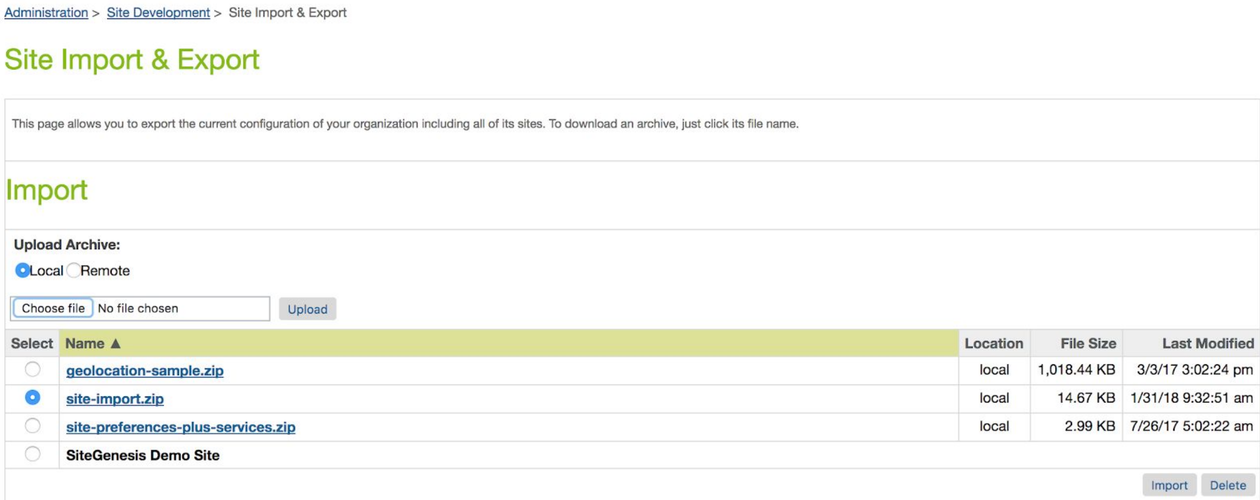
1. Import Site Genesis Demo site

Navigate to *Administration > Site Development > Site Import & Export*, select *SiteGenesis Demo Site* and click import and confirm.



2. Upload SDK customisation

Navigate to *Administration > Site Development > Site Import & Export*, choose the file to upload *site_import.zip* located in the *metadata* folder.



After upload completes, select *site_import.zip* from the list and click import and confirm.

3. Upload SDK cartridges

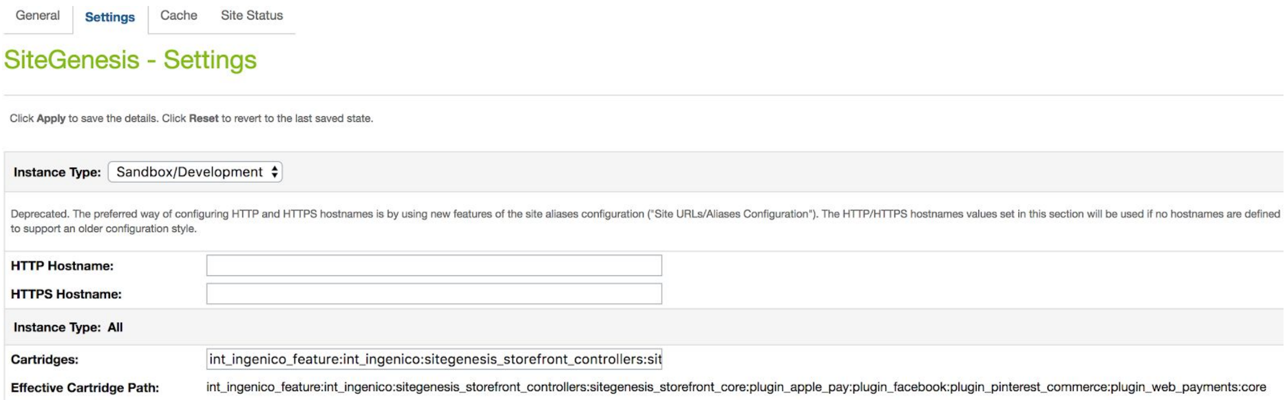
The three cartridges that need to be uploaded into the sandbox are:

- int_ingenico
- int_ingenico_feature
- bm_ingenico

The code can be uploaded using WebDav on https://SANDBOX_URL/on/demandware.servlet/webdav/Sites/Cartridges and in the relevant version. If the version chosen is not the active one, it needs to be activated before it can be used. Activation is done through the Code Deployment screen found in *Administration > Site Development > Code Deployment*.

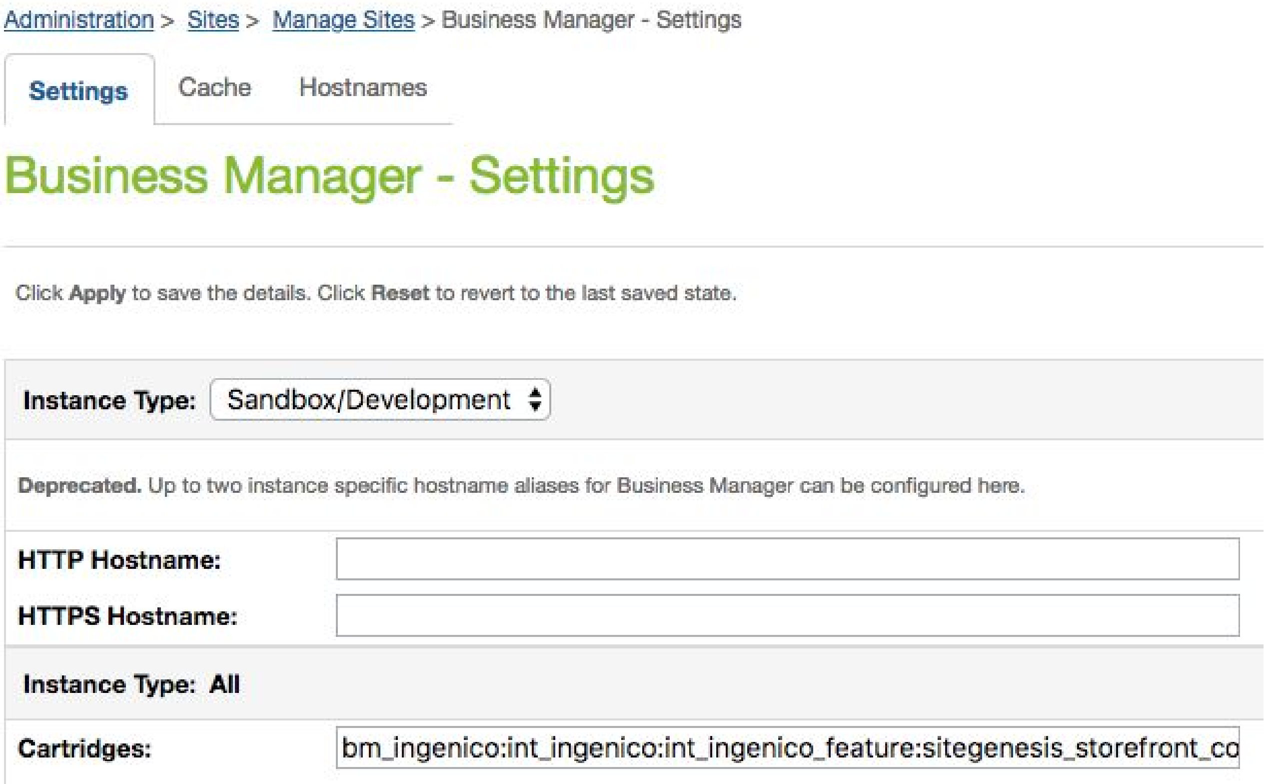
4. Update cartridge path

Prepend "*int_ingenico_feature:int_ingenico:*" *to* Cartridges path on *Administration > Sites > Manage Sites > SiteGenesis - Settings* and *Administration > Sites > Manage Sites > SiteGenesisGlobal - Settings*. This will make sure that the plugin code will be used by the two sites in SiteGenesis.



The path once prepended should look like below in all lowercase.

int_ingenico_feature:int_ingenico:sitegenesis_storefront_controllers:sitegenesis_storefront_core

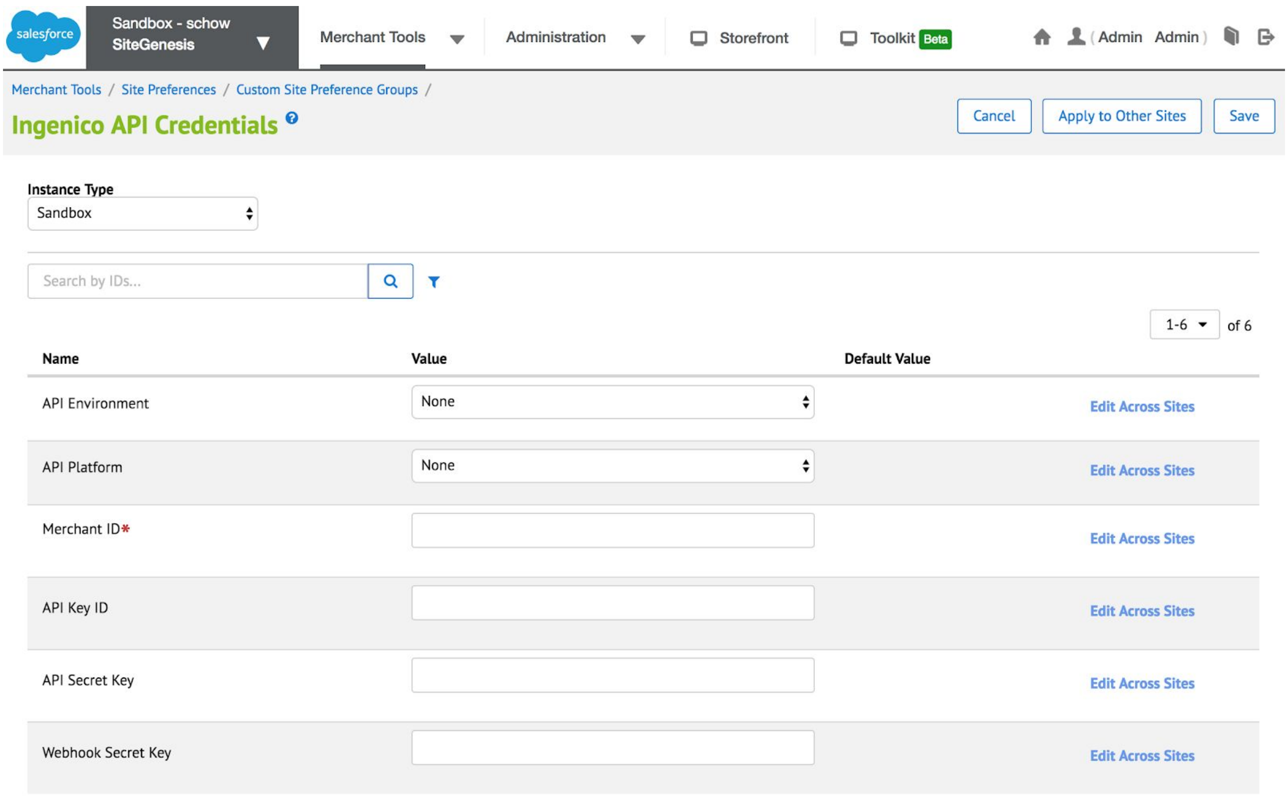


The business manager path in *Administration > Sites > Manage Sites > Business Manager - Settings* also needs changing to include the business manager plugin as below.

bm_ingenico:int_ingenico:int_ingenico_feature:sitegenesis_storefront_core

5. *Set API site preferences*

Select a website from the list on the top left to add the API details in the site custom preferences. Once selected, navigate to *Merchant Tools > Site Preferences > Custom Site Preference Groups > Ingenico API Credentials* and fill in all the relevant fields, select the platform (*Global Collect* - WW and EU - or *Ogone - EU only*) and the environment.



When using webhooks to get status updates, the URL used to receive the updates is specific to each site and account. The format of the URL is as shown below.

https:/**DOMAIN**/on/demandware.store/Sites-**SITENAME**-Site/**LANGUAGE**/Ingenico-Feedback

The *DOMAIN* is the one that links to the instance (sandbox, staging or production). *SITENAME* refers to the name as shown in Business Manager for each site. *LANGUAGE* is one of the locals that are allowed on the specific site as defined in *Merchant Tools > Site Preferences > Locales*.

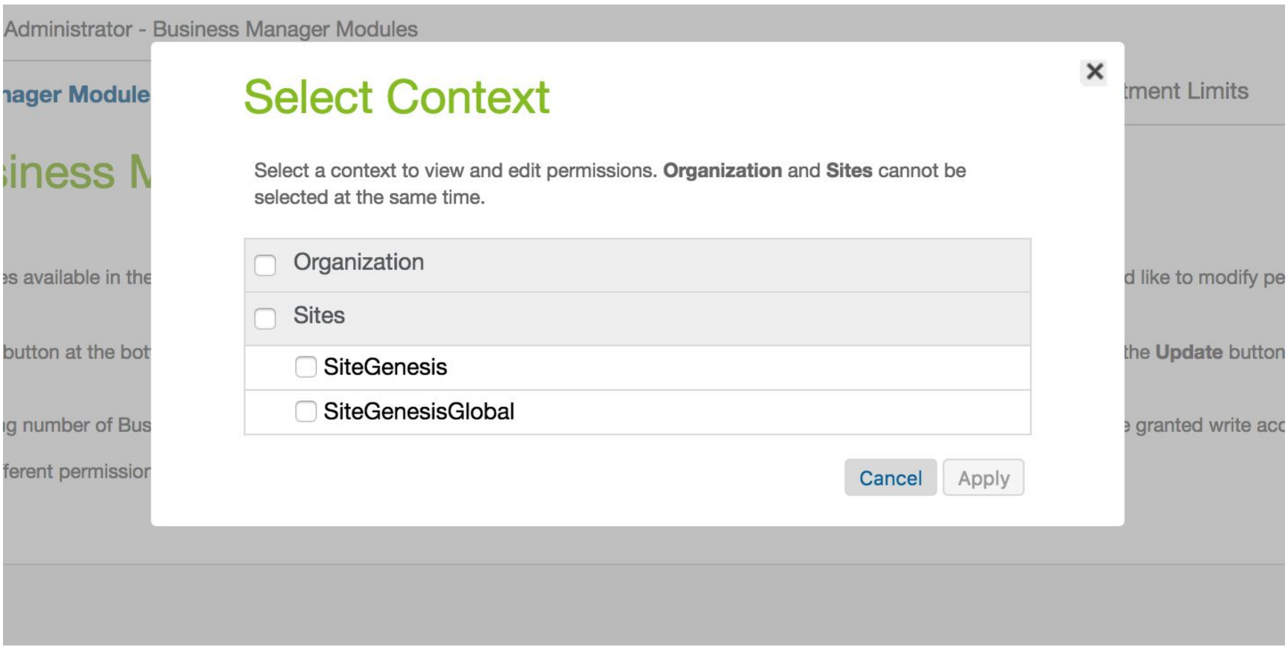
NOTE: The API platform location won't fail over automatically. In the event of the selected region cluster not being available, if the relevant platform supports it, you can switch to use the other region cluster.

NOTE: There is a one to one mapping between webhook URL, Ingenico account, Demandware site and orders. Orders placed in one site, need to receive the update on the specific URL for that site.

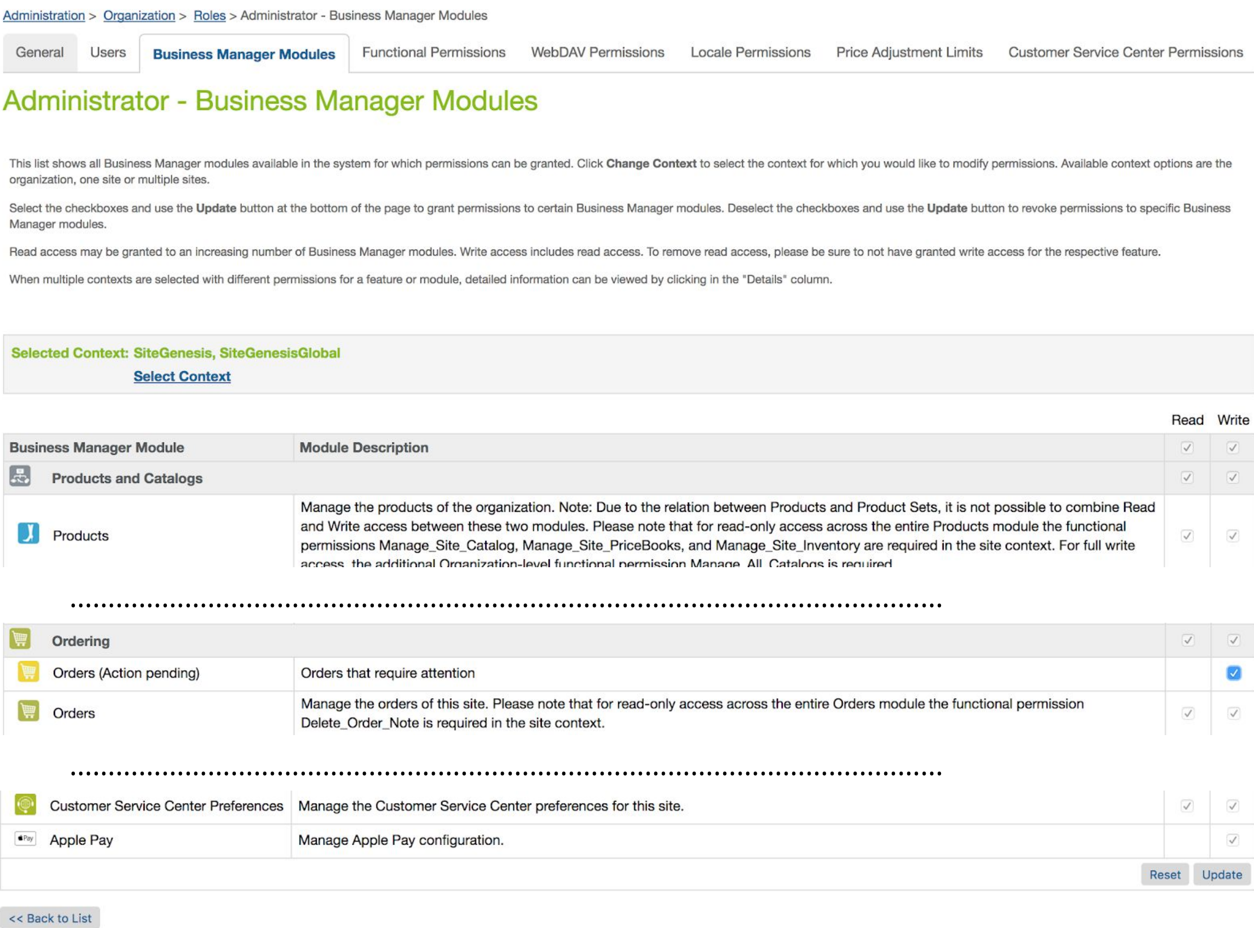
6. *Update role permissions*

In order to manage the pending, a role needs to be given the permission *Orders (Action pending)* to do so. The instructions below explain how to give the permission to the Admin role.

Navigate to *Administration > Organization > Roles > Administrator - Business Manager Modules*. When selecting the Business Manager module, select all sites from the pop-up window that will appear.



Scroll until the Orders section where you will find *Orders (Action pending)* . Tick the box and save the settings.



Other configuration

Other than the API credentials, you can configure other settings per site. These are group in 2 sections for easier access.

Ingenico Configuration

These are accessed from *Merchant Tools > Site Preferences > Custom Site Preference Groups > Ingenico Configuration*.

Title	Description
Card approval before capture	Approve authorised cards before capture. If set to false, amount will be captured when authorised.
Skip 3D Secure verification	Skip Verified by VISA, MasterCard SecureCode, AMEX SafeKey, etc.
Enable transaction logs	Enable logging of all responses from the API against a booking. This is different to service logs provided by Demandware.
Tokenise Credit Card number	If enabled, credit card number will be masked and a token will be used instead.
Notify Fraud Manager	If enabled, it will send an email notifying them of every transaction flagged for manual Fraud Check.
Fraud Manager's email address	The email address that will receive all the fraud manager notifications.
Descriptor	Text that will appear in the customer's statement or during 3rd party checkout.

Ingenico Email Configuration

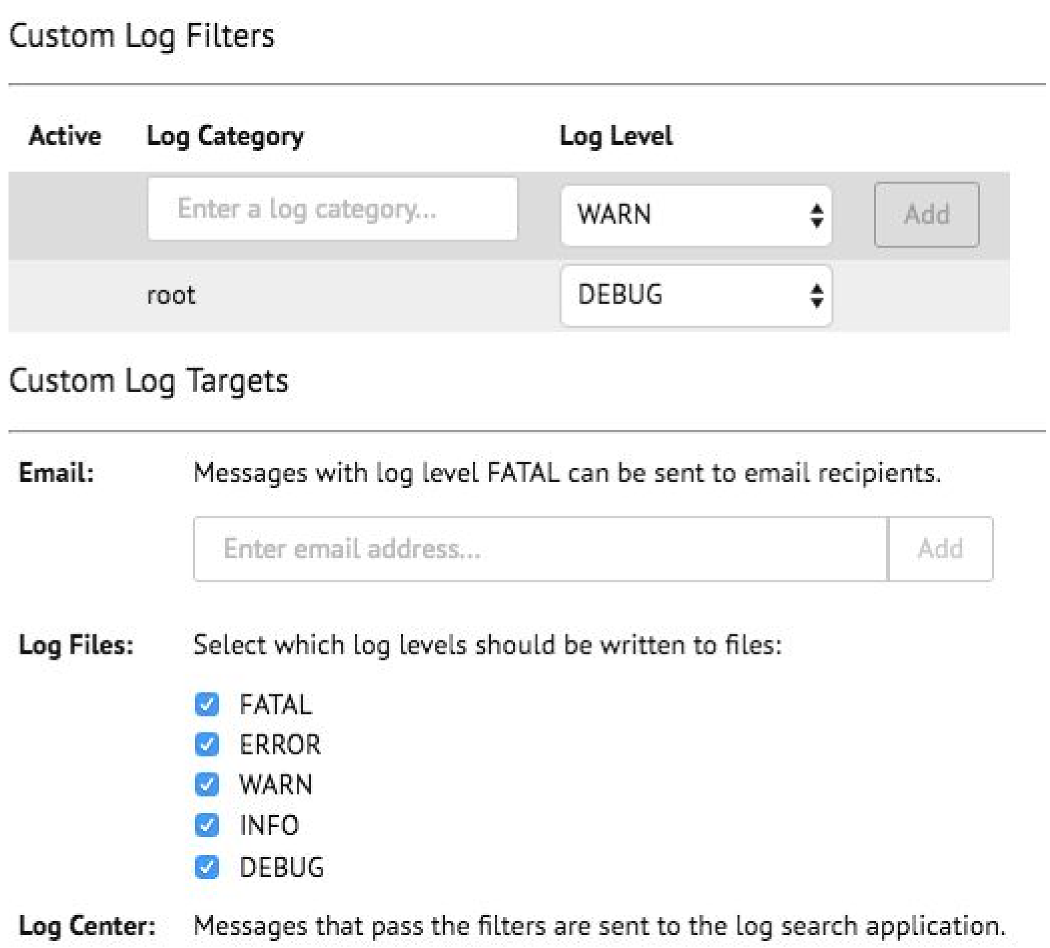
These are accessed from *Merchant Tools > Site Preferences > Custom Site Preference Groups > Ingenico Email Configuration*.

The settings below will send an email when the specific status is received from the payment gateway. To modify the content of the email, it can be done by updating the template or the resource file depending if you need to change the HTML or just the text header and subject line. The templates are located inside *int_ingenico/cartridge/templates/default/mail* and the text is located in the resource file *int_ingenico/cartridge/resources/ingenico.properties*.

Title	Template used
Send Email For Fraud Status	order_paymentpending
Send Email For Pending Approval Status	order_paymentpending
Send Email For Paid Status	order_paymentreceived
Send Email For Redirected Status	order_paymentredirected
Send Email For Waiting for payment	order_paymentpending
Send Email For Failed Transactions	order_paymentrejected

Demandware Logs

Demandware (Salesforce Commerce Cloud) provides a set of logs that can be accessed through *Administration > Site Development > Development Setup* in the Log Files section. The service-IngenicoSvc-*-YYYYMMDD.log file stores the requests and responses to the gateway. To enable this you need to go to *Administration > Operations > Custom Log Settings* and set the *root* Log Category to DEBUG and tick all the Log files including DEBUG.



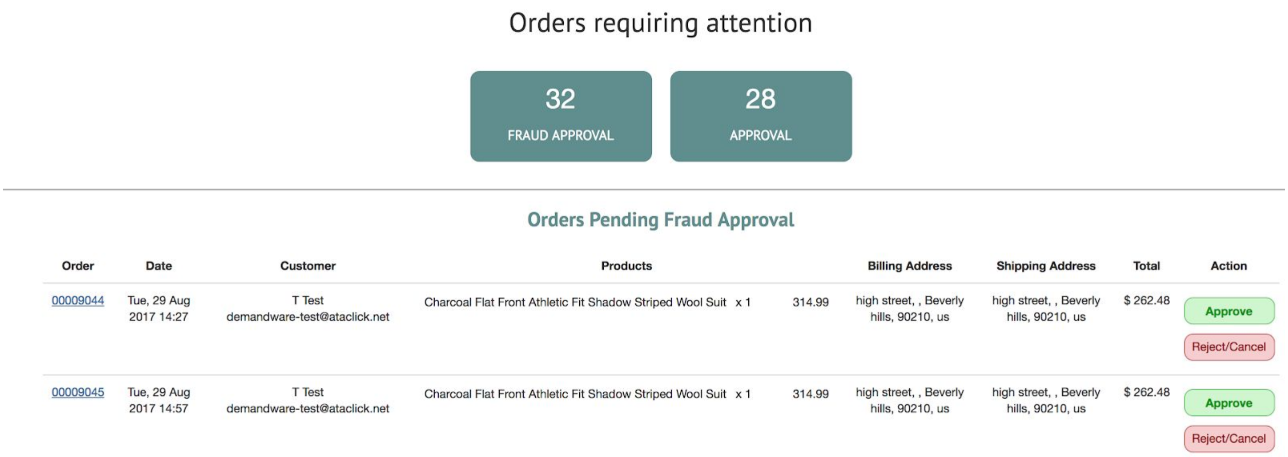
NOTE: The DEBUG mode cannot be set in production.

Admin actions

Through the business manager, the authorised users can perform actions to approve, reject, refund, cancel transactions linked to an order. These actions are accessed from two places.

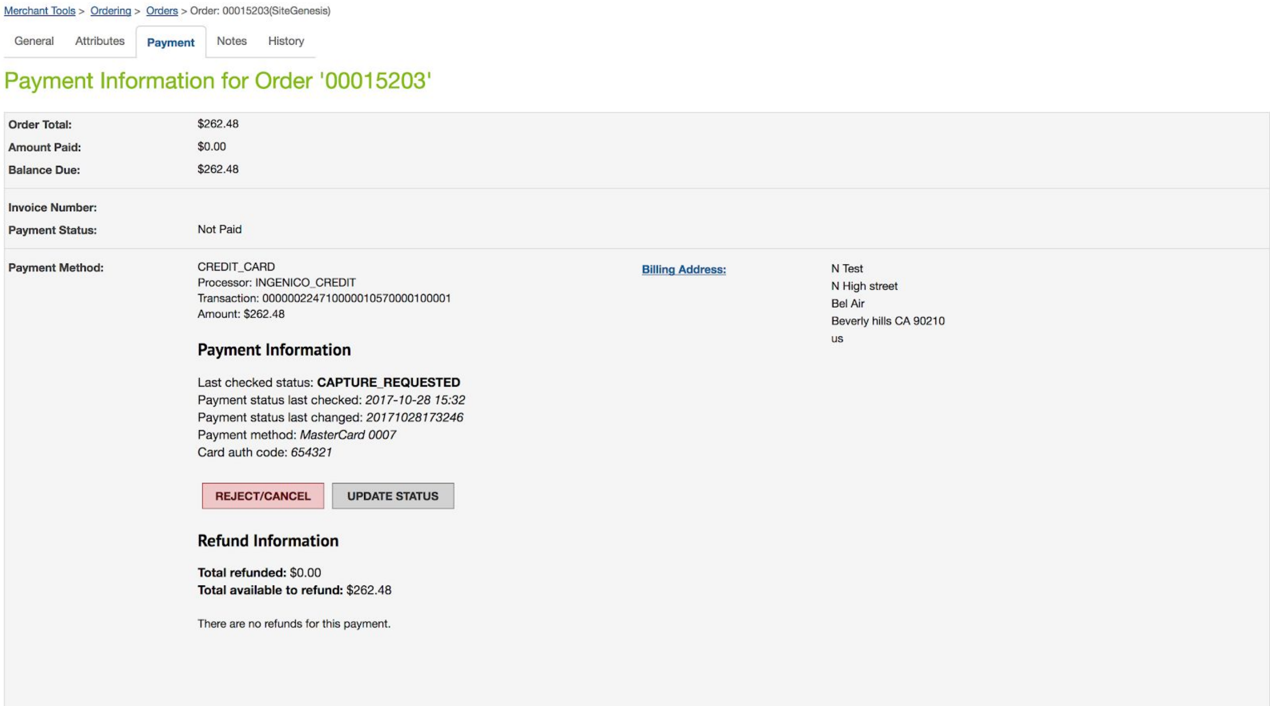
Dedicated approval screen

The screen is accessed through *Merchant Tools > Ordering > Orders (Action pending)*. The image below is an example of the screen. From there you can select to view at orders pending Fraud Approval or orders that require manual Approval. The actions performed on both are the same: approve order to move to the next step of the transaction or reject/cancel the transaction which will cancel the order too.

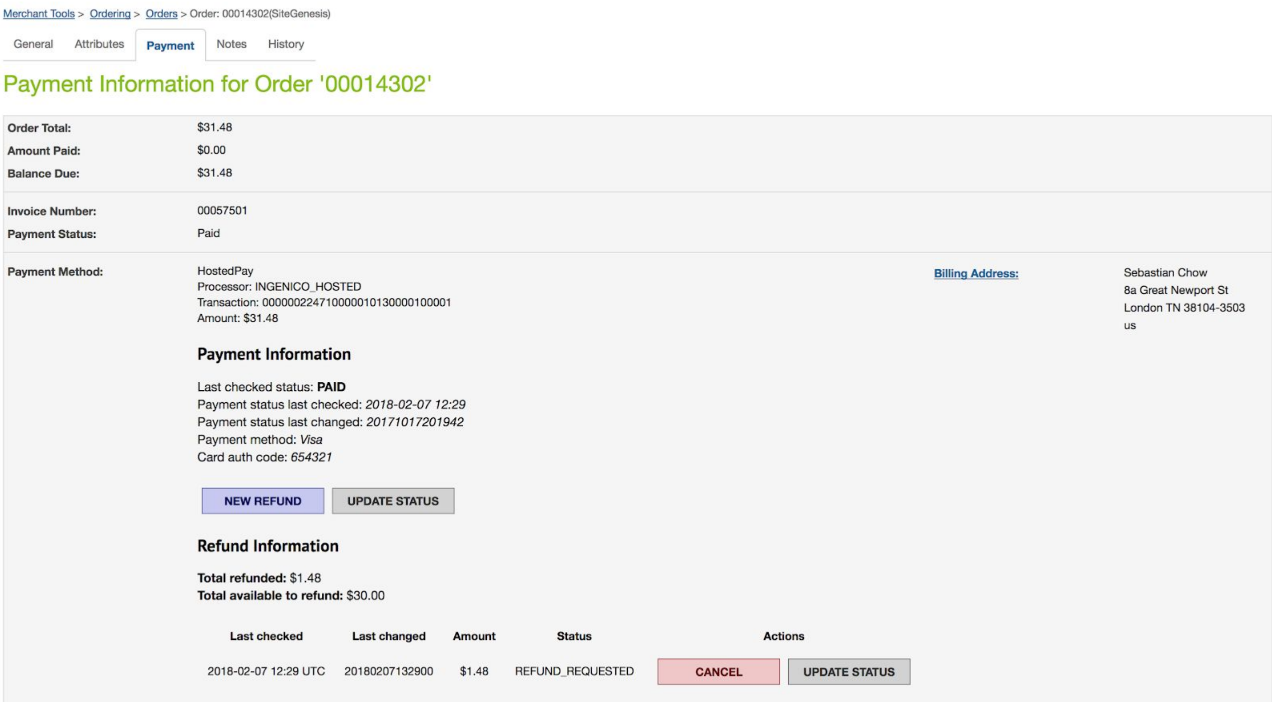


Order payment screen

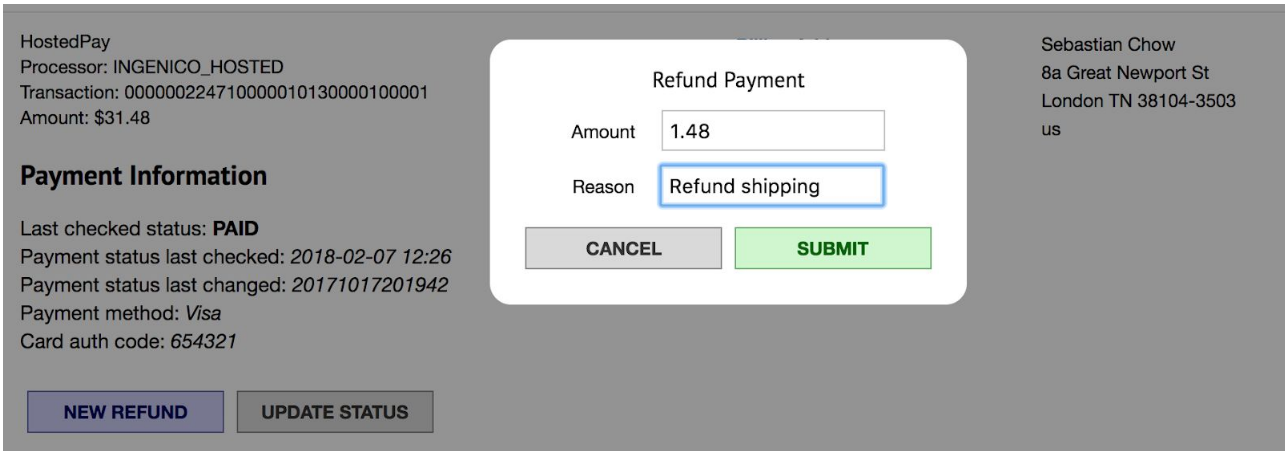
When viewing an order (*Merchant Tools > Ordering > Orders*) you can see the payment details from the *Payment* tab. Depending on the payment status, cancel the transaction, create multiple refunds, cancel existing pending refunds, and request a payment status update from the gateway. *(Note: if the gateway details change from when the order was placed, this will not work)*



Payment requested but not confirmed yet



Payment confirmed. One refund against the transaction



Create refund

Further Information

To find out more about how to use the SDK in your own project, change text and templates please refer to the *Technical Implementation* document.