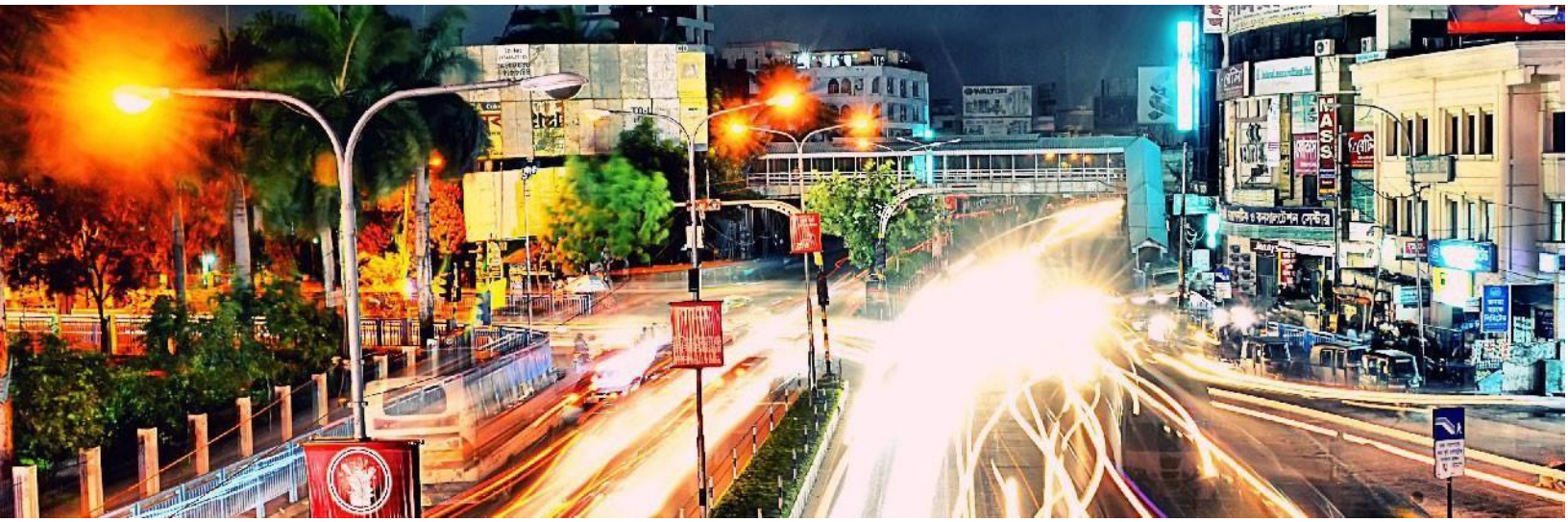
Cybersource®



ISV - Oracle Commerce Cloud Gateway User Installation Guide

February 2024

cybersource
A Visa Solution

Contents

Copyright:

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Version: 24.1.0

1. Introduction

This document contains the details of configuring the ISV OCC payment plugin in Oracle Commerce Cloud. The configuration steps are related to Payment Acceptance, Payment Security, Fraud Management, Order Management and Commerce services for Credit/Debit Card, Google Pay and Apple Pay Payment Methods.

The purpose of this manual is to guide a user to configure and to use the ISV OCC payment plugin for the Oracle Commerce Cloud platform. The Oracle Commerce Cloud platform includes the following Cybersource payment management capabilities.

Credit Cards (Microform)

a) Payment Acceptance
   - Authorization
   - Sale (Authorization & Settlement)

b) Payment Security
   - Tokenization -Create Payment Token for New Payment Methods
   - Tokenization - Make a Payment Using a Stored Token
   - Network Token Updates

c) Fraud Management
   - Payer Authentication
   - Strong Customer Authentication
   - Decision Manager with Device Fingerprint
   - Advanced Fraud Screening with Decision Manager

d) Order Management
   - Capture
   - Refund
   - Void (Authorization Reversal)

e) Commerce service
   - On-demand conversion
   - Daily conversion

Google Pay

a) Payment Acceptance
   - Authorization

b) Fraud Management
   - Decision Manager with Device Fingerprint
   - Advanced Fraud Screening with Decision Manager

c) Order Management
   - Capture
   - Refund
   - Void (Authorization Reversal)

d) Commerce service
   - On-demand conversion

- Daily conversion

Apple Pay

a) Payment Acceptance
   - Authorization

b) Fraud Management
   - Decision Manager with Device Fingerprint
   - Advanced Fraud Screening with Decision Manager

c) Order Management
   - Capture
   - Refund
   - Void (Authorization Reversal)

d) Commerce service
   - On-demand conversion
   - Daily conversion

Note:

- Saved Card feature is supported only during checkout
- Services triggered using OMS will not be updated in OCC

1.1. Cybersource Configuration

To use the Cybersource services, the Merchant needs to procure an account from Cybersource. The Merchant will be provided with the Merchant key ID and Shared secret key. This Merchant key ID and Shared secret key should be configured in Oracle Commerce Cloud to enable the integration between Cybersource and Oracle Commerce Cloud.

A Cybersource account can be created from Cybersource.com. For more information on creating an account, Merchant can contact the Cybersource Customer support.

Key features of the Oracle Commerce Cloud and Cybersource Official Payment Add-on Integration:

- Enable the users to accept and manage payments in Oracle Commerce Cloud.
- Enable hassle-free, completely secure, PCI Compliant, Fraud management enabled - end to end payment transaction for Credit/Debit Card, Google Pay and Apple Pay Payment Methods.
- Supports Tokenization which eliminates electronic cardholder data from being stored in the Merchant environment thereby reduces the scope of Payment Card Industry (PCI) compliance considerations.

1.2. Generating API Keys in Business Center

This section provides the detailed steps to generate API Keys (Merchant key ID and Shared secret key) required to configure in the Oracle Commerce Cloud Back Office.

Step 1: Go to Cybersource.com and then login to business center. Click on "Key Management" in "Payment Configuration" Tab.

Step 2: Click on "Generate Key" button.

Step 3: Select "REST - Shared Secret" and click on "Generate Key".

Step 4: A Shared secret key will be generated.

Step 5: Go to "Key Management", note the Key ID displayed. These keys can be used in Oracle Commerce Cloud Back Office Payment Settings for the MID in which these keys are generated.

1.3. Oracle Commerce Cloud Configuration

This section provides the plugin installation steps to enable integration between Oracle Commerce Cloud and Cybersource.

1.3.1. Payment Gateway Installation Details

The steps to install the plugin from Oracle Commerce Cloud Admin are:

1.3.1.1. Create an extension ID

To upload an extension into Commerce Cloud, you must generate an ID for the extension and update the same in packages/payment-gateway/ext.json file

To create an extension ID:

- Log into Commerce Cloud.
- Navigate to Settings -> Extensions -> Developer tab.
- Click on Generate ID button.
- Enter a name for the extension and click Save.
- Copy and update the generated extension ID

1.3.1.2. Upload Extension

Before uploading the extension, zip up all the files within your packages/payment-gateway directory excluding settings.json. This is the file you upload to Commerce Cloud to make the extension available for use.

Step 1: In the "Settings" tab on the left panel.

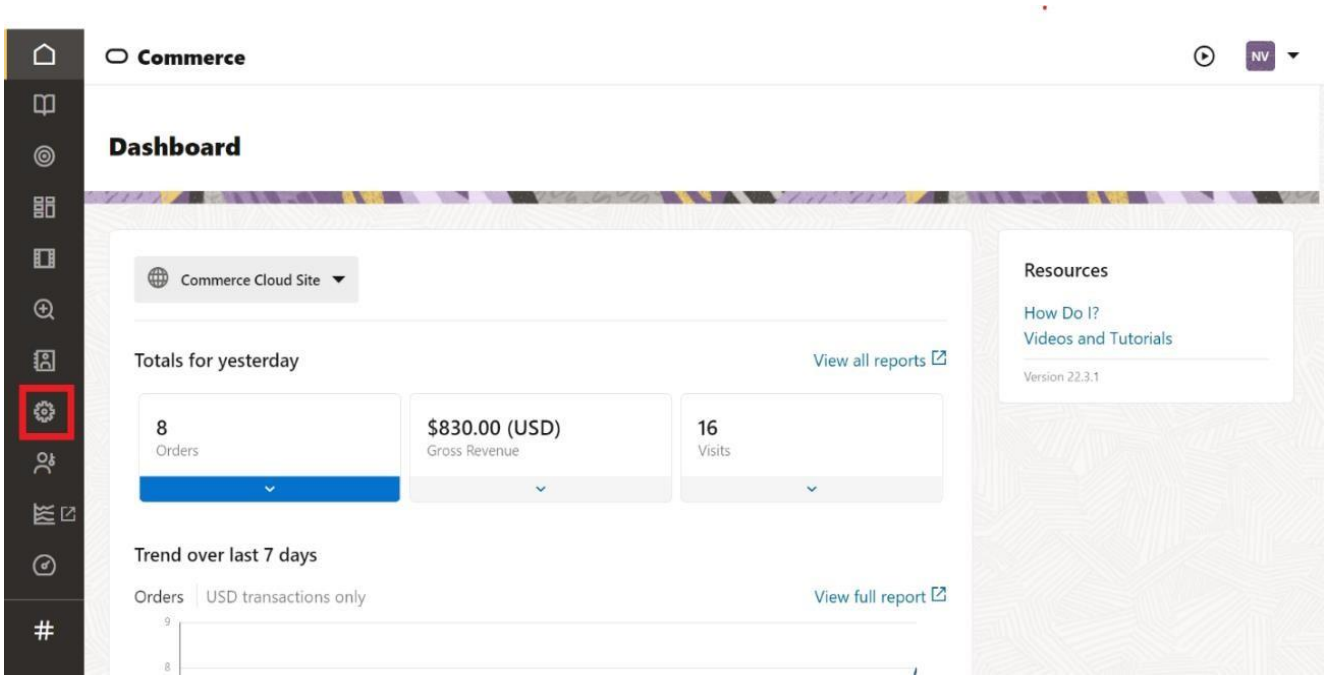

Figure 1: Oracle Commerce Cloud Back Office Dashboard

Step 2: In settings, click on "Extension" button.

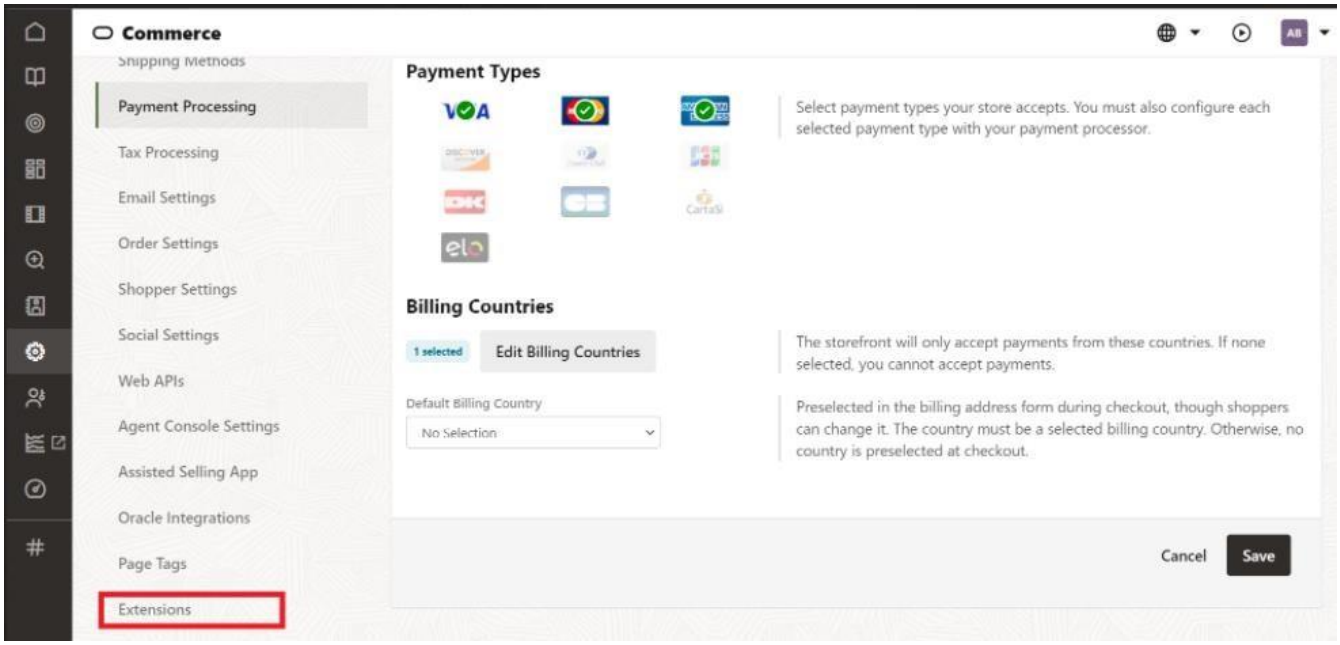

Figure 2: Extension button

Step 3: Click the Upload Extension button and select the extension zip file from your local file system.

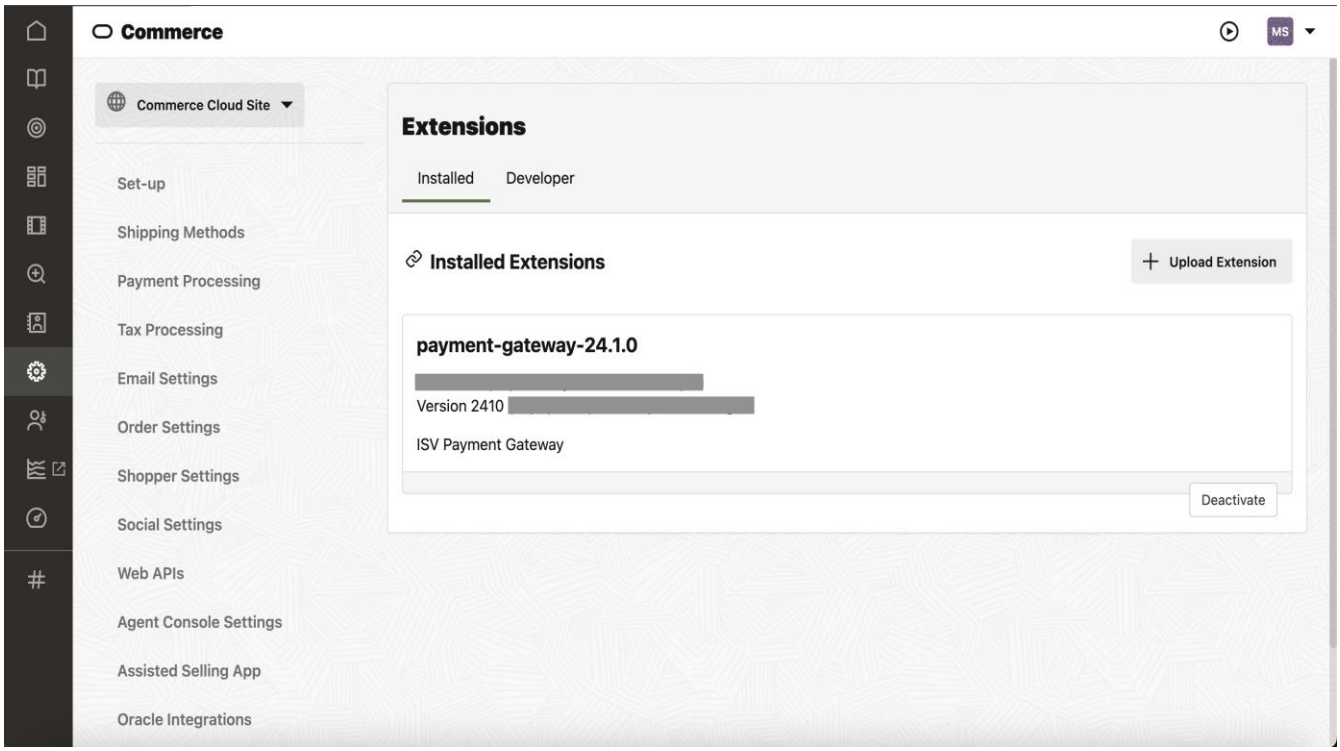

Figure 3: Upload Extension

Once the module is installed, head back to the Oracle Commerce Cloud Admin settings to configure it.

1.3.2. SSE (server-extension) installation details

Configure production settings in the following file packages/server-extension/config/app.prod.json:

- cache.service.ttl.secs - Default caching TTL, can be zero value
- cache.gatewaysettings.ttl.secs - Caching TTL for gateway settings call (see packages/serverextension/src/middlewares/gatewaySettings.ts). You might want to use TTL value '1' while testing SSE so that changes in gateway settings performed in OCC Admin become immediately available to SSE and Payment Widget respectively
- crypto.service.key - Random key which is used to encrypt data so that it is not tampered in UI
- partner.developerId - Leave the value as is
- partner.solutionId - Leave the value as is
- logging.webhook.http - Enable webhook request/response logging
- logging.api.error - Enable logging for errors
- logging.api.access - Enable logging for incoming requests
- payments.secret.key - Webhook secret key (SHA512)

1.3.3. Plugin installation details

Copy the contents from cybersource-plugins-oraclecxcommerce/plugins into the plugins directory of your storefront (OSF workspace) code.

Copy plugins/actions into your storefront code and export the actions in the index and meta files: plugins/actions/index.js

```
export * from '@oracle-cx-commerce/actions';

export const flexMicroformAction = () => import('./flex-microform-action');
export const applePayValidationAction = () => import('./apple-pay-validation-action');
export const getPayerAuthSetupAction = () => import('./get-payer-auth-setup-action');
```

plugins/actions/meta.js

```
export * from '@oracle-cx-commerce/actions/meta';

export {flexMicroformAction} from './flex-microform-action/meta';
export {applePayValidationAction} from './apple-pay-validation-action/meta';
export {getPayerAuthSetupAction} from './get-payer-auth-setup-action/meta';
```

Copy plugins/components into your storefront code and export the components in the index and meta files: plugins/components/index.js

```
export * from '@oracle-cx-commerce/react-widgets';
export const IsvPaymentMethod = () => import('./isv-payment-method/index');
export const IsvCheckoutContinueToReviewOrderButton = () => import('./isv-checkout-continue-to-review-order-button');
export const IsvCheckoutPlaceOrderButton = () => import('./isv-checkout-place-order-button');
```

plugins/components/meta.js

```
export * from '@oracle-cx-commerce/react-widgets/meta';
export {default as IsvPaymentMethod} from './isv-payment-method/meta';
export {default as IsvCheckoutContinueToReviewOrderButton} from './isv-checkout-continue-to-review-order-button/meta';
export {default as IsvCheckoutPlaceOrderButton} from './isv-checkout-place-order-button/meta';
```

Copy plugins/endpoints into your storefront code and export the endpoints in the index and meta files: plugins/endpoints/index.js

```
export * from '@oracle-cx-commerce/endpoints';
export * from '@oracle-cx-commerce/oce-endpoints';
export const flexMicroformEndpoint = () => import('./flex-microform-endpoint');
export const paymentMethodConfigEndpoint = () => import('./payment-method-config-endpoint');
export const applePayValidationEndpoint = () => import('./apple-pay-validation-endpoint');
export const payerAuthSetupEndpoint = () => import('./payer-auth-setup-endpoint');
```

plugins/endpoints/meta.js

```
export * from '@oracle-cx-commerce/endpoints/meta';
export * from '@oracle-cx-commerce/oce-endpoints';
export {default as flexMicroformEndpoint} from './flex-microform-endpoint/meta';
export {default as paymentMethodConfigEndpoint} from './payment-method-config-endpoint/meta';
export {default as applePayValidationEndpoint} from './apple-pay-validation-endpoint/meta';
export {default as payerAuthSetupEndpoint} from './payer-auth-setup-endpoint/meta';
```

Copy plugins/selectors into your storefront code and export the selector in the index file: plugins/selectors/index.js

```
export * from './flex-microform-selector';
export * from './payment-method-config-selector';
```

Copy plugins/fetchers into your storefront code and export the fetchers in the hook, index and meta files:

plugins/fetchers/hooks.js

```
export {default as useFlexMicroformFetcher} from './flex-microform-fetcher/hook';
export {default as usePaymentMethodConfigFetcher} from './payment-method-config-fetcher';
```

plugins/fetchers/index.js

```
export {default as flexMicroformFetcher} from './flex-microform-fetcher';
export {default as paymentMethodConfigFetcher} from './payment-method-config-fetcher';
```

plugins/fetchers/meta.js

```
export {default as flexMicroformFetcher} from './flex-microform-fetcher/meta';
export {default as paymentMethodConfigFetcher} from './payment-method-config-fetcher/meta';
```

Note: Install jwt-decode package by running '**yarn add jwt-decode –W'**

- Deploy with the following command:

  yarn occ deploy

2. Version History

This section gives details on the release notes of the ISV OCC Gateway.

Version 24.1.0

1. Standard Field Mapping
2. Addressed Checkmarx issues
3. Removed unused dependencies and scripts
4. Updated OSF endpoints format
5. Compatible with OCC v23.11

Compatible with latest OSF: v5.1.0
OCC Version: v23.11

Version 23.3.0

1. Network Tokenization
2. Microform upgrade
3. Cybersource rest client and other dependencies upgrade
4. Updated the user guide
5. Addressed Checkmarx issues

Compatible with latest OSF: v5.0.0

OCC Version: v23.08.01

Version 23.2.0

1. Allow merchants to configure when to enforce Strong Consumer Authentication.
2. Module compatible with latest Oracle 23C upgrade.

Compatible with OSF: v5.0.0
OCC Version: v23.08.01

Version 23.1.0

1. Payer Authentication from Hybrid model to direct connection API
2. Included custom properties in the request
3. Addressed Checkmarx issues
4. Updated the user guide with support items

Note: Local instance doesn't support Payer Authentication with saved card due to product limitation.

Compatible with OSF: v4.4.0
OCC Version: v23.1.1.1

Version 22.1.0

1. Implemented Payment Acceptance, Fraud Management and Payment Security Services for Credit Card, Google Pay and Apple Pay for OSF framework.
2. Security and vulnerability issues, Checkmarx issue and
3. Handled promise rejection with error logs
4. Request - response logs for webhook and API calls

Compatible with OSF: 3.7

3. Configuration Details

This section provides the details about the steps for configuring the extension with Merchant Details, Payment Method enabling for Credit/Debit Card, Google Pay and Apple Pay

3.1. General Settings

Step 1: Go to OCC Admin -> Settings ->Payment Processing and then click on “Payment Gateways”.

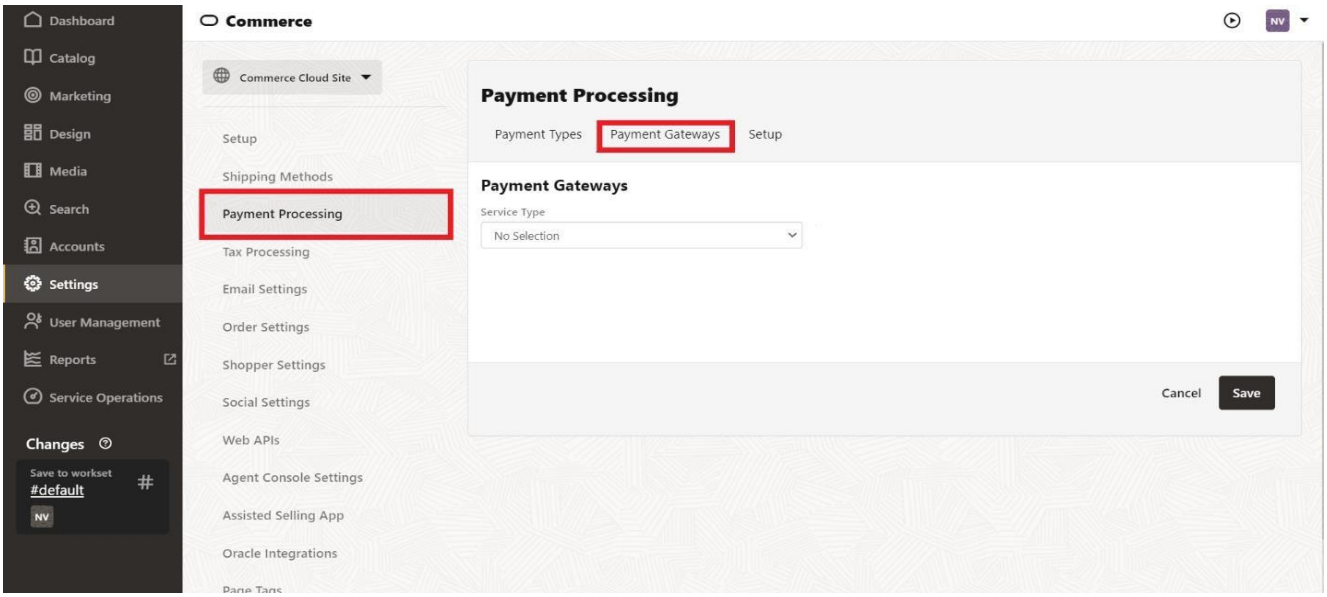

Figure 4: Payment Gateways

Step 2: Under Payment Gateways, select the Service Type “ISV OCC Gateway” and enable the Payment Gateway

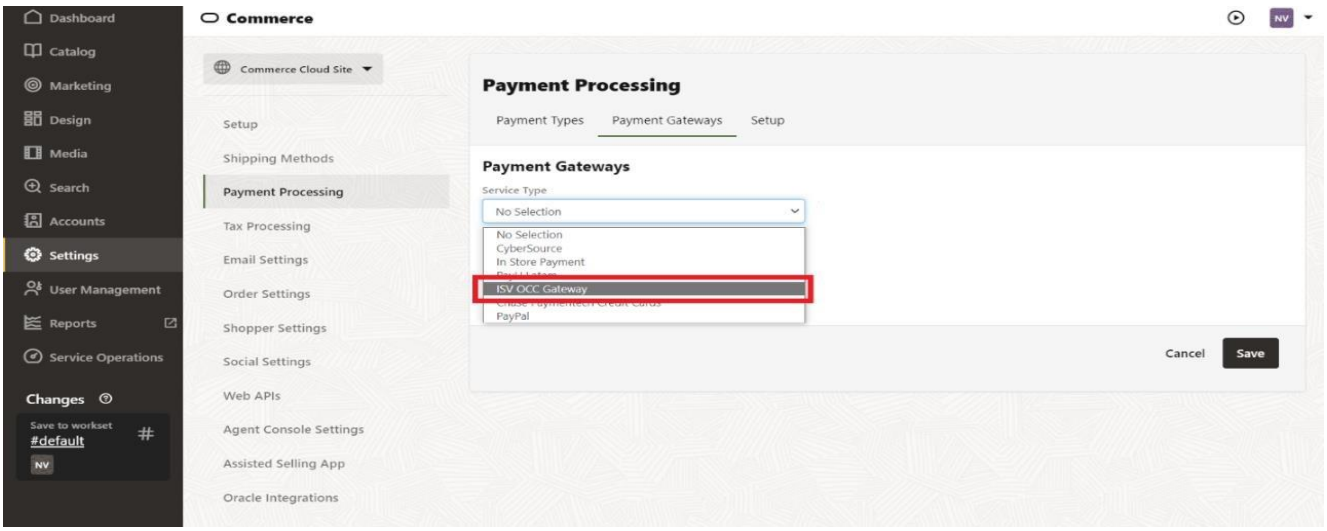

Figure 5: ISV OCC Gateways

Step 3: Under ISV OCC Gateway, enter the details for Preview, StoreFront and Agent Configurations

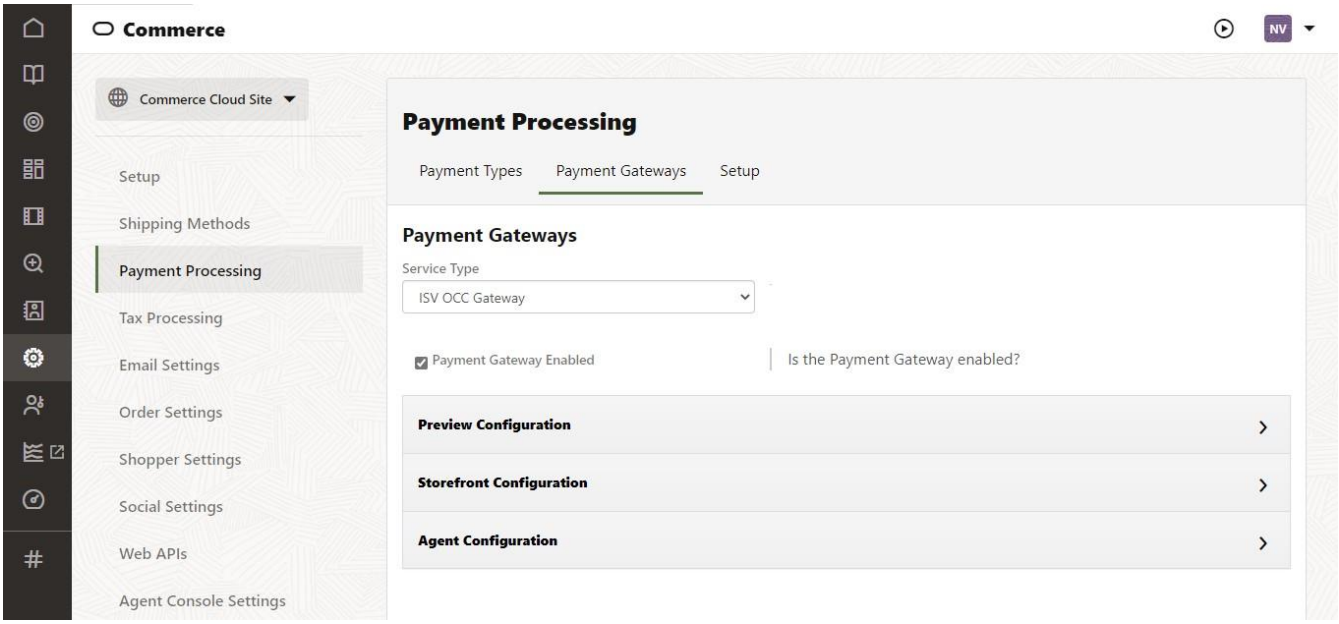

Figure 6: Preview Configuration

Section	Description
Merchant ID	Enter the Cybersource Merchant ID details
Key id	Enter the Cybersource Merchant Key ID
Secret key	Enter the Cybersource Merchant Secret Key
Key alias	Key Alias (in case authentication type = jwt)
Key pass	Key Pass (in case authentication type = jwt)
Key file name	Key File Name (in case authentication type = jwt)
Authentication type	Choose the authentication type from the drop down
Environment	PSP REST API environment to send requests to
Google Pay Gateway	To retrieve payment and customer information from a payment gateway that's supported by the Google Pay API. Gateway's identifier, which is issued by Google
Google Pay Gateway merchant ID	To retrieve payment and customer information from a payment gateway that's supported by the Google Pay API. Your gateway account ID, which is provided by the gateway

Google Pay Merchant ID	A Google merchant identifier issued after registration with the Google Pay Business Console. Required when Payments Client is initialized with an environment property of PRODUCTION. See Request production access for more information about the approval process and how to obtain a Google merchant identifier
Google Pay Merchant Name	Merchant name encoded as UTF-8. Merchant name is rendered in the payment sheet. In TEST environment, or if a merchant isn't recognized, a “Pay Unverified Merchant” message is displayed in the payment sheet
Google Pay Supported Networks	Google Pay Supported networks
Apple Pay Merchant ID	Apple Pay Merchant ID
Apple Pay initiative context	Fully qualified domain name associated with your Apple Pay Merchant Identity Certificate
Apple Pay supported network	Apple Pay Supported Networks
Apple Pay display name	Apple Pay Display Name

Table 1: Configuration Fields

Step 4: Save changes

Step 5: Go back to the 'Payment Types' type

Step 6: Select supported credit/debit card types from the list [Possible card types: VISA, MASTERCARD, AMEX, DISCOVER, DINERSCLUB, JCB, CARTESBANCAIRES, MAESTRO, CARNET, CUP]

Step 7: Save and publish the changes

3.2. Fraud Management Settings

3.2.1. Enabling Payer Authentication

Step 1: Login to OCC Admin dashboard and click on Settings.

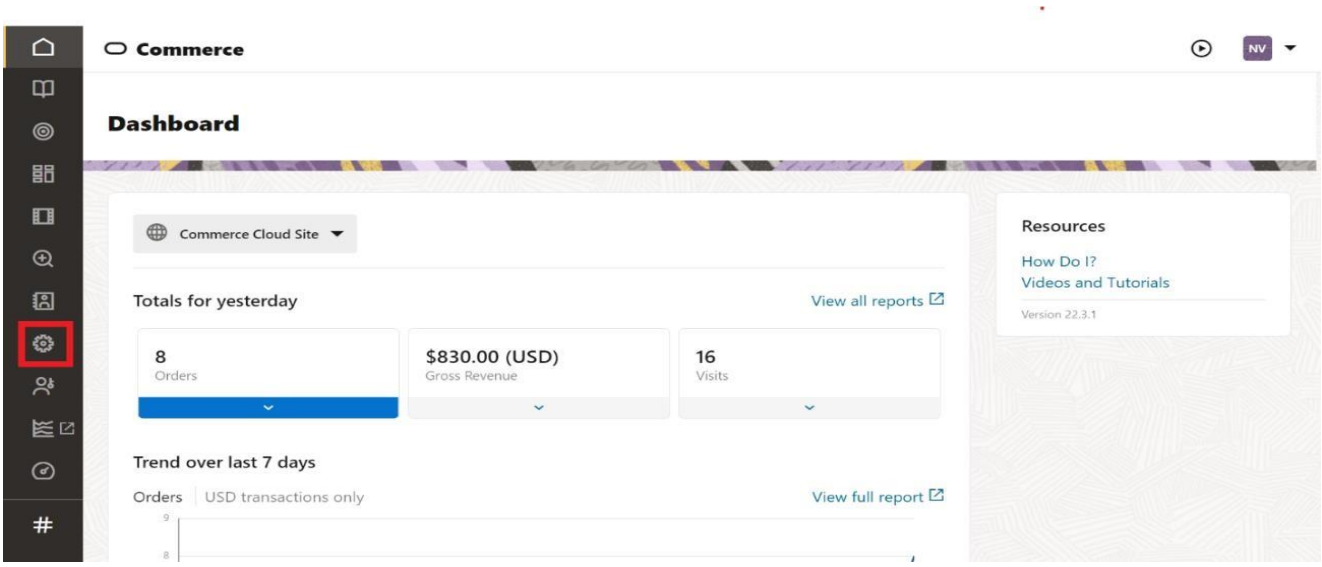

Figure 7: Enabling Payer Authentication

Step 2: Go to Settings -> Payment Processing and then click on "Payment Gateways".

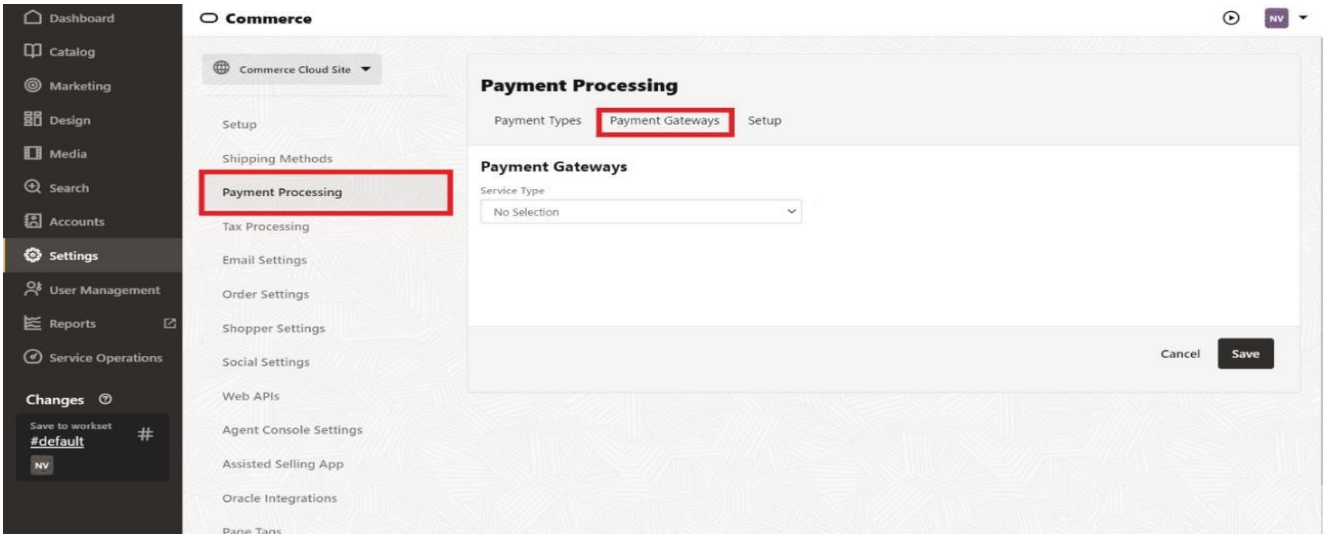

Figure 8: Payment Gateways

Step 3: Under Payment Gateways, select the Service Type "ISV OCC Gateway". Select the Credit Card Payer Authentication Enabled checkbox. Save the changes.

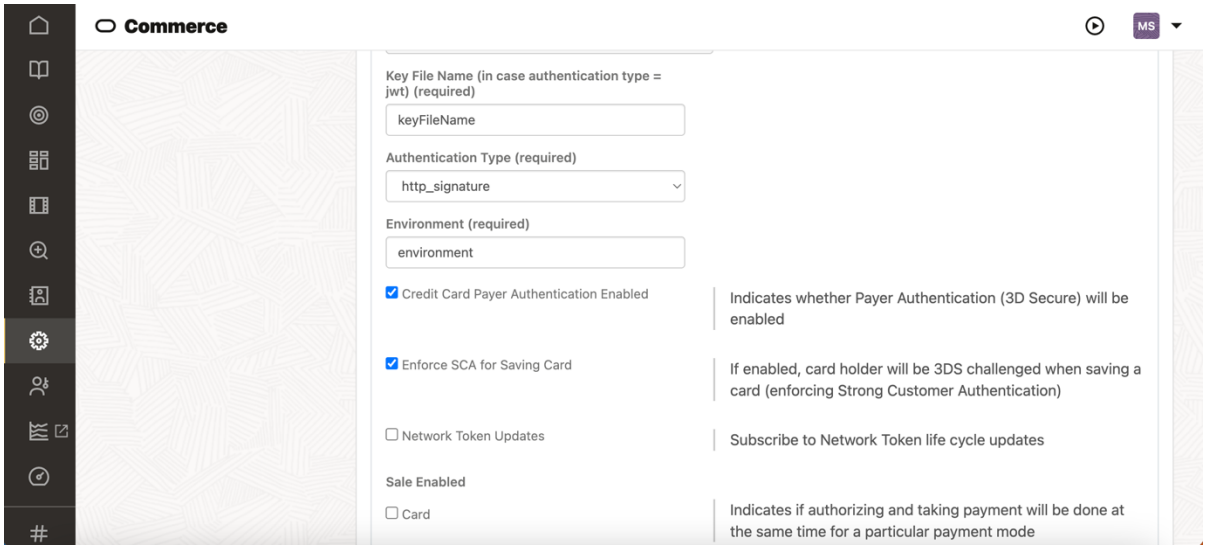

Figure 9: Enabling Payer Authentication

Note: Local Instance doesn't support Payer Authentication with saved cards

3.2.2. Enabling Strong Customer Authentication

When payer authentication is enabled, if a transaction gets declined with the reason as Strong Customer Authentication required, then another request will be sent from Oracle Commerce Cloud automatically for the same order and the customer will be 3DS challenged.

This section covers information on how to enable a Strong Customer Authentication Service. Under Payment Gateways -> “ISV OCC Gateway”, select the Enforce Strong Customer Authentication checkbox to enable the Strong Customer Authentication. Save the changes.

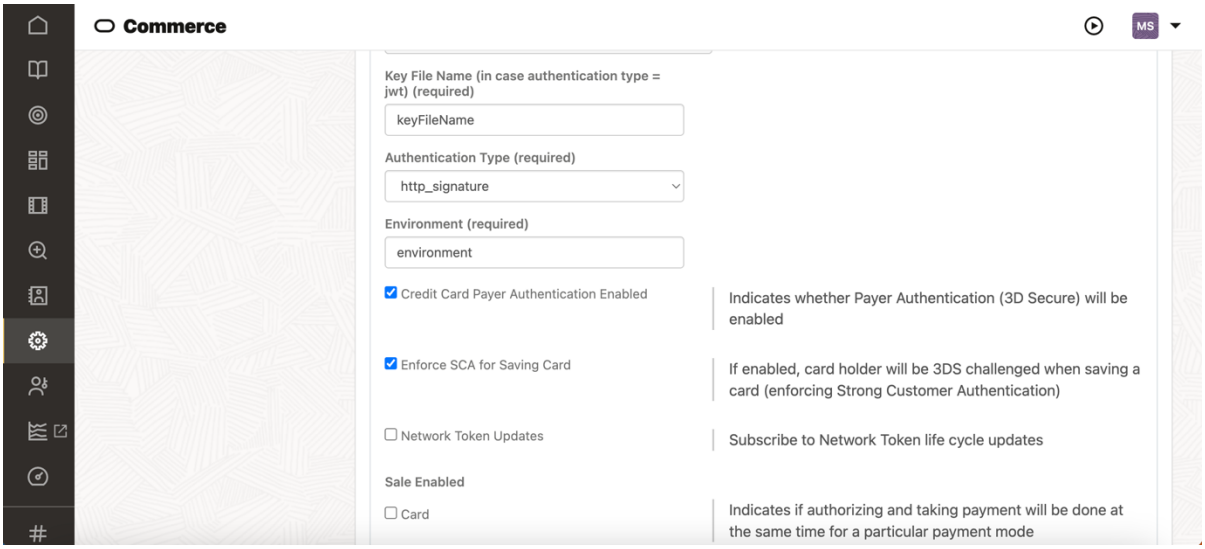

Figure 10: Enabling Strong Customer Authentication

Note: The "Enforce SCA for Saving Card" setting will be only available if "Payer Authentication" is enabled

3.2.3. Enabling Device fingerprint

This section covers information on how to enable Device Fingerprint Service.

Under Payment Gateways -> "ISV OCC Gateway", select the Device Fingerprint Enabled checkbox to enable the Device Fingerprint and enter the details for Device Fingerprint URL & Device Fingerprint Organization Id. Save the changes.

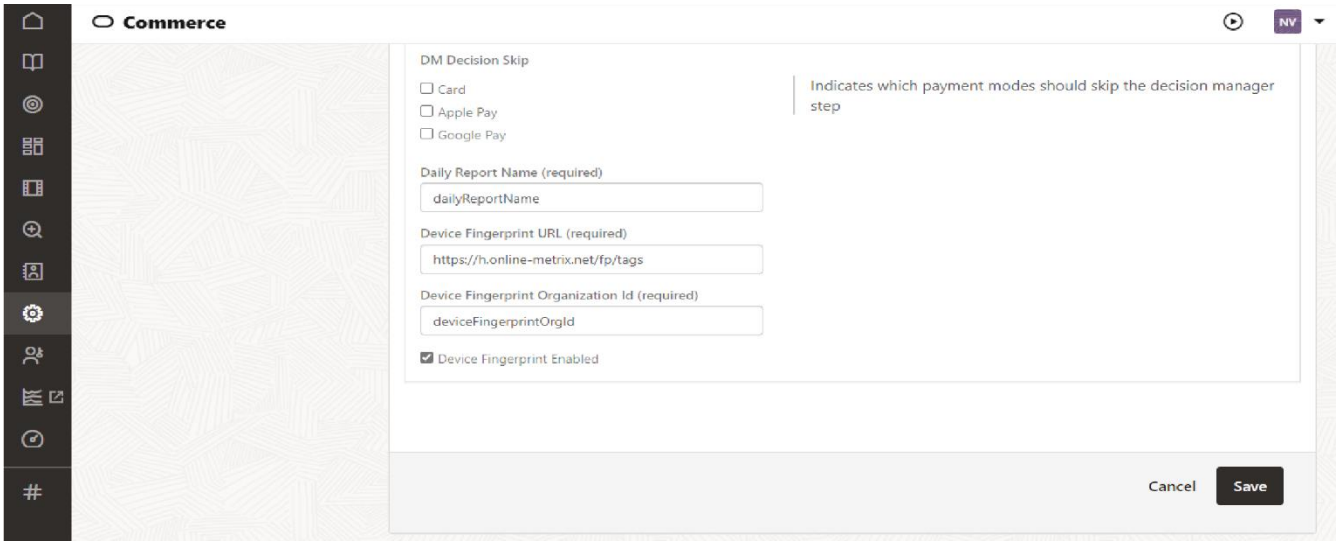

Figure 11: Enabling Device fingerprint

3.2.4. Advanced Fraud Screening with Decision Manager

This section provides information on Configuring Decision Manager Services in OCC.

Under Payment Gateways -> "ISV OCC Gateway", uncheck the DM Decision Skip to enable Decision Manager for the desired Payment Service.

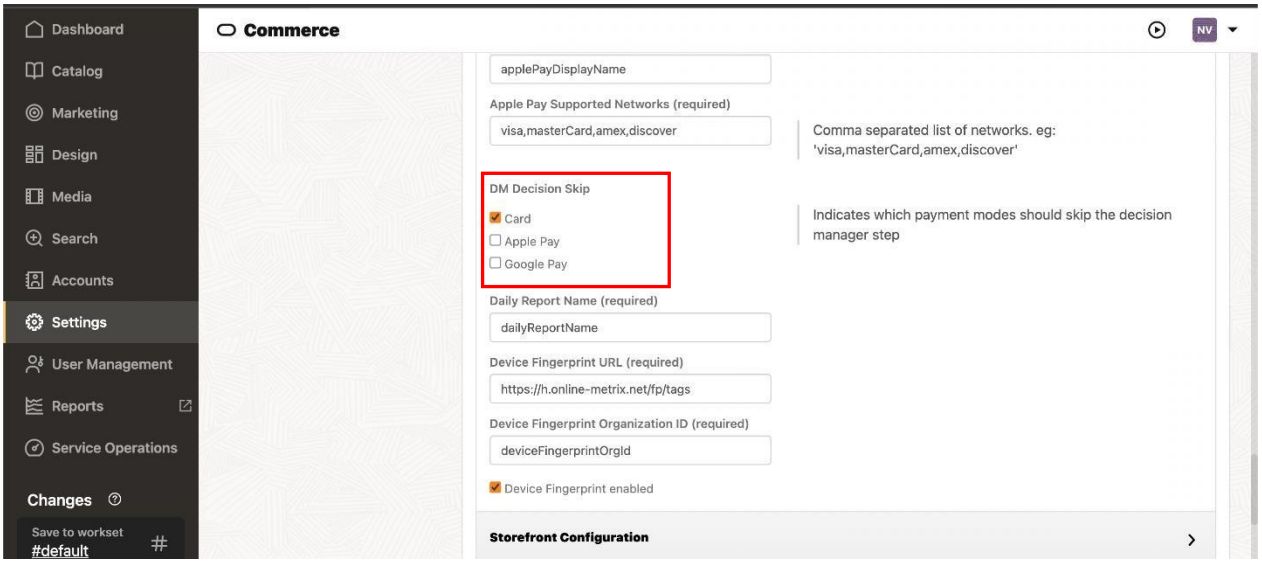

Figure 12: DM Decision Skip

4. Reporting

This section covers the details of the Reports imported from Cybersource to Oracle Commerce Cloud. Following Reports are generated in Cybersource and are imported in Oracle Commerce Cloud:

1. On-demand conversion
2. Daily conversion

4.1. Reporting configuration

This section covers the configuration to be made for Reporting:

The types of Reports supported are:

1. **On-demand conversion:** Daily transaction level report that provides details related to each individual transaction.
2. **Daily conversion:** Report that can be scheduled for daily execution which returns conversion report for a given date.

In settings, give the daily report name as **ConversionDetailReport_Daily_Classic**

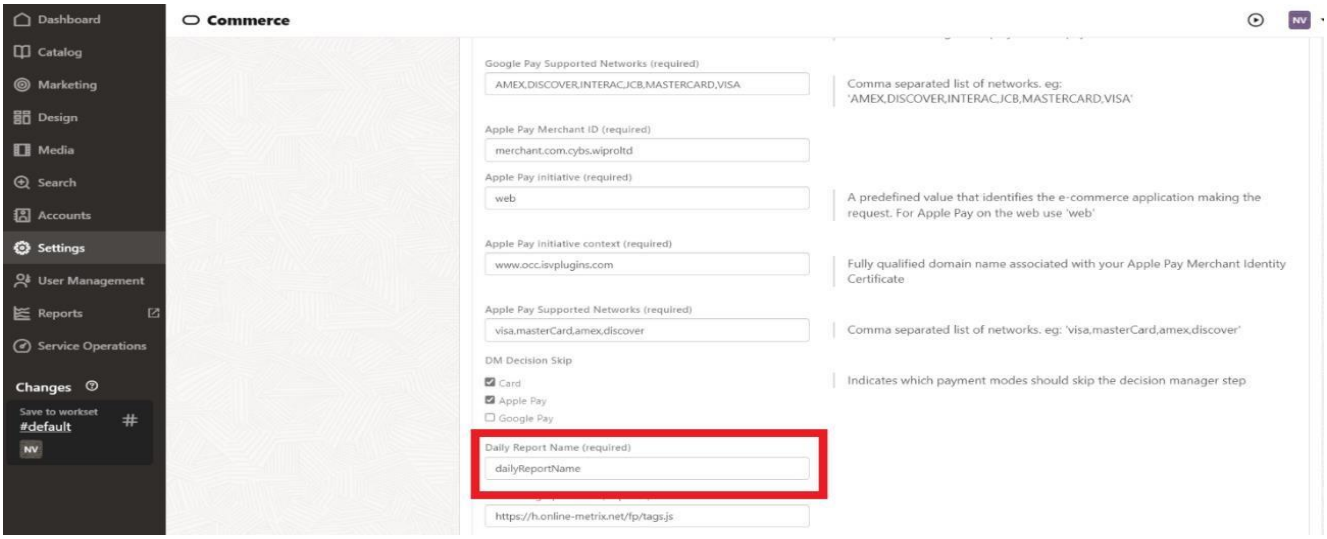

Figure 13: Enter the Daily Report Name

5. Shipping Region

This section covers the details about changing the Shipping Region in OCC Admin

Step 1: Under Settings -> Shipping Methods, click on New Shipping Region

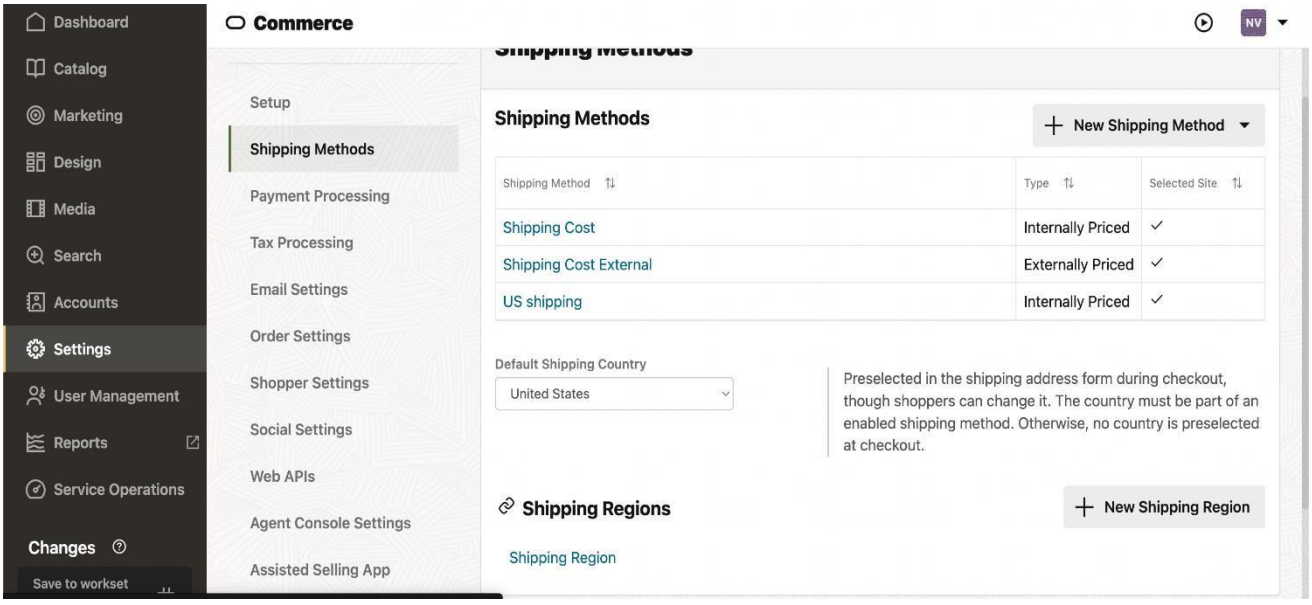

Figure 14: Shipping methods

Step 2: Enter the display name as per your preference and select the shipping country and save

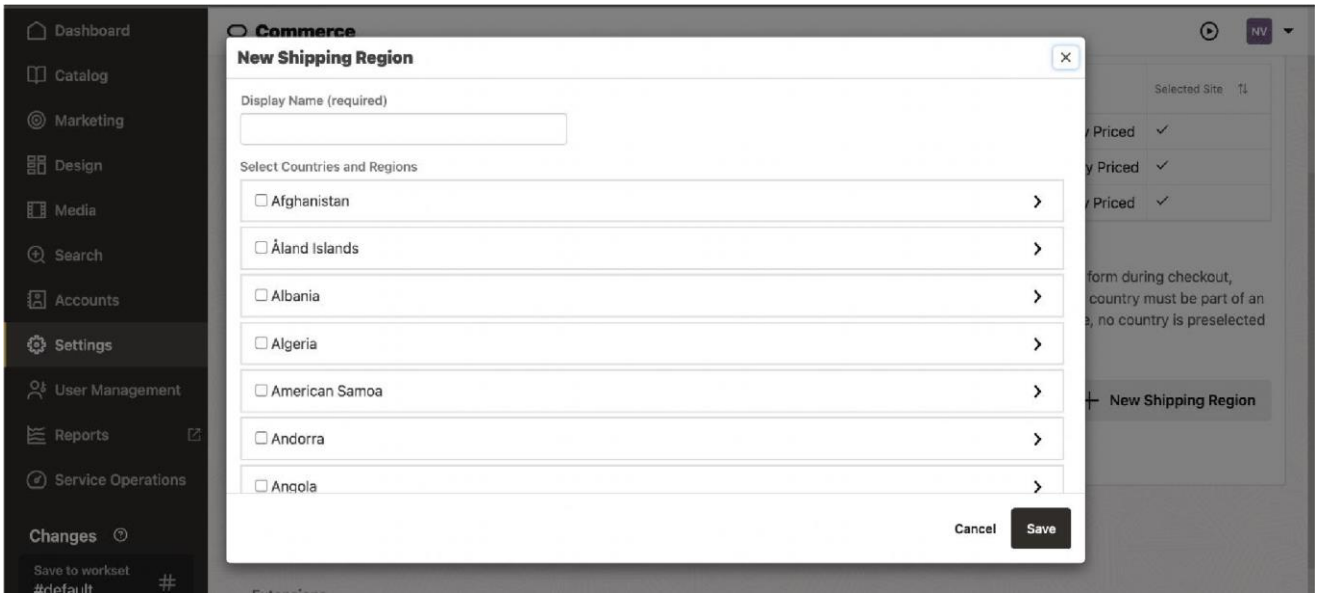

Figure 15: New Shipping Region

6. Placing order from Storefront

6.1. Placing an order from storefront using Credit Card

Step 1: Open the Oracle Commerce Cloud Storefront

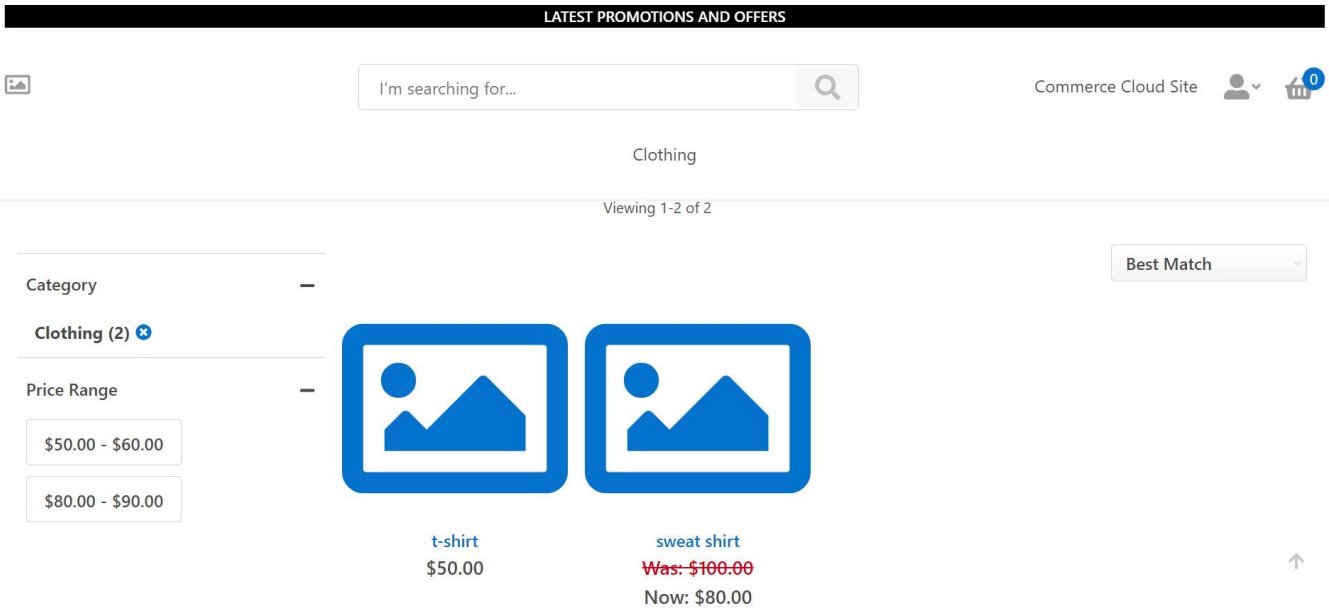

Figure 16: Oracle Commerce Cloud StoreFront

Step 2: Add an item in to cart

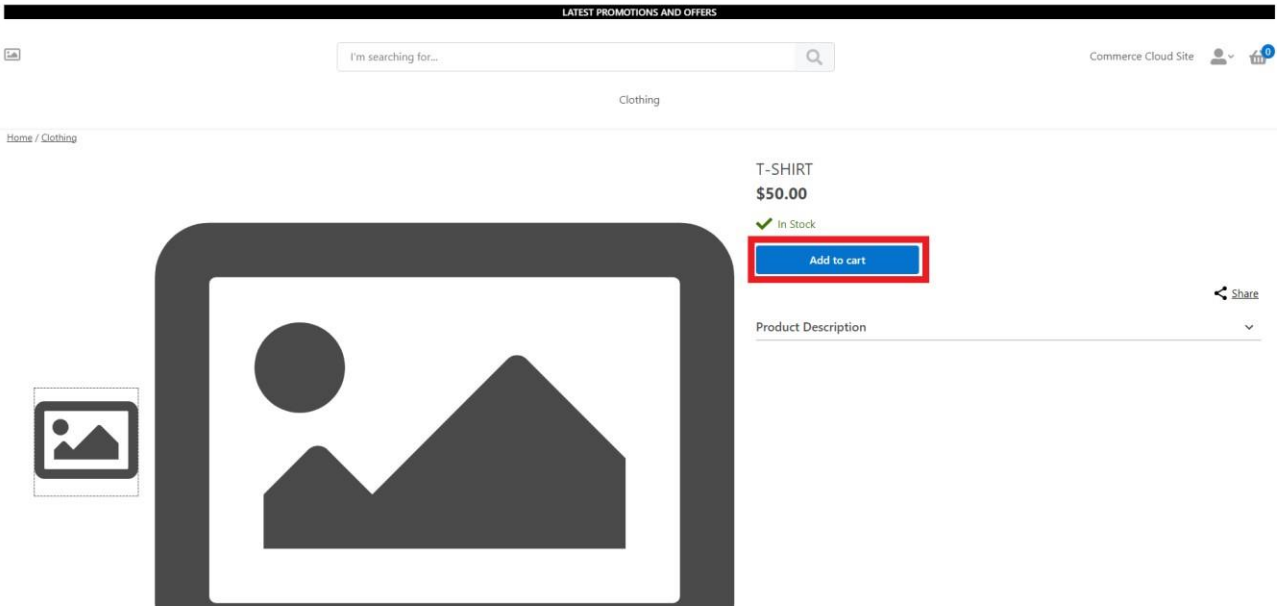

Figure 17: Oracle Commerce Cloud Add to Cart

Step 3: After adding an item to cart, click on "Checkout" option.

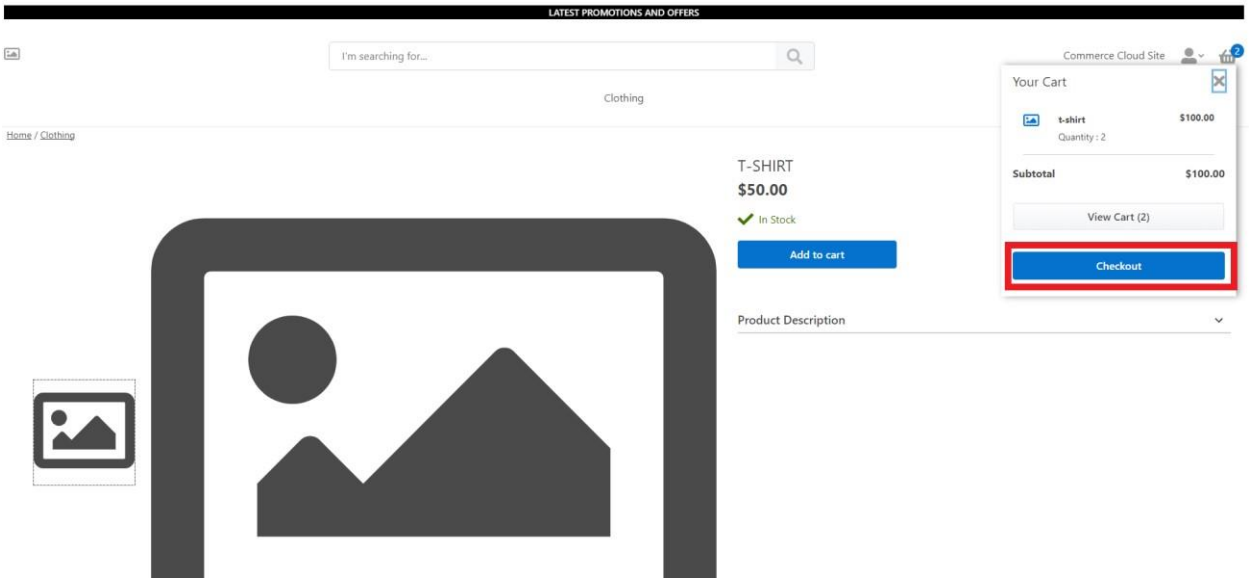

Figure 18: Oracle Commerce Cloud Checkout

Step 4: Click on "Checkout as Guest"

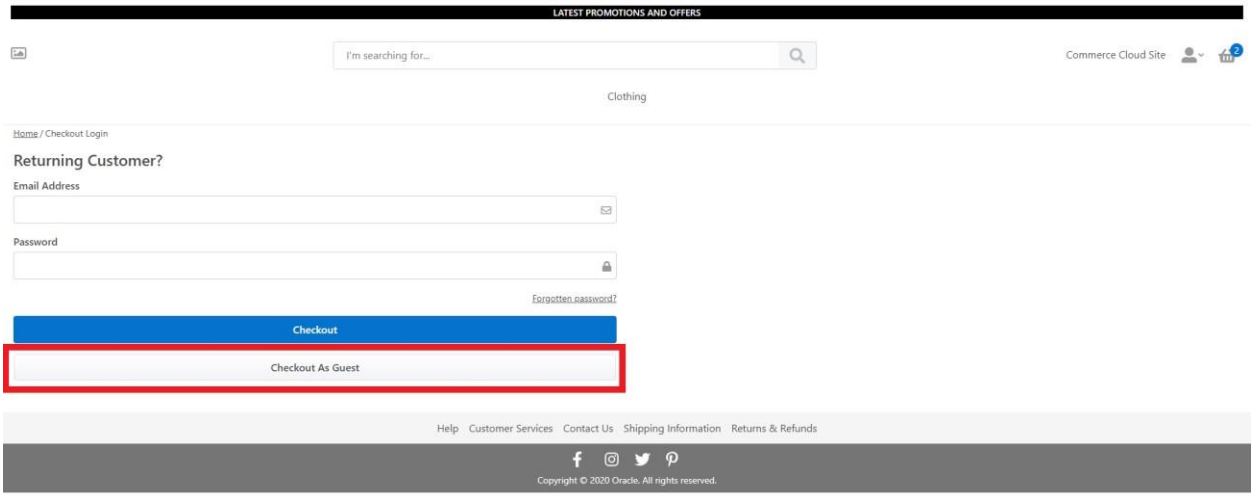

Figure 19: Oracle Commerce Cloud Checkout as Guest

Step 5: Fill in the Shipping details.

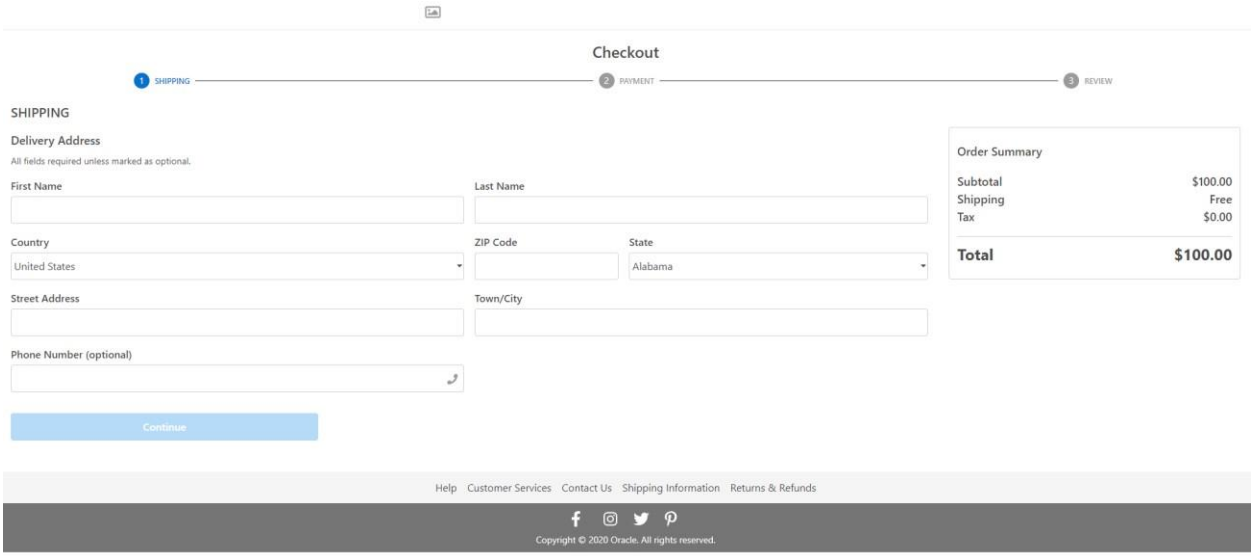

Figure 20: Shipping address

Step 6: Select the desired shipping option & click “Continue to Payment”

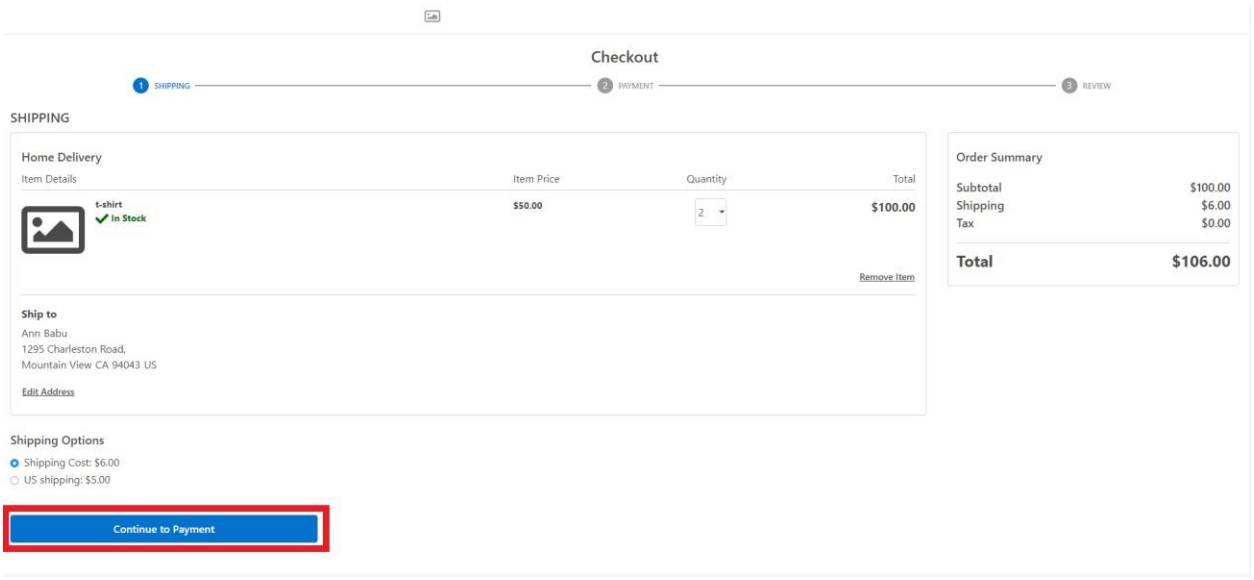

Figure 21: Continue to Payment

Step 7: Select the required Payment method and enter the necessary details. For Credit Card, click on Continue to Review Order button and respective buttons for Google Pay & Apple Pay.

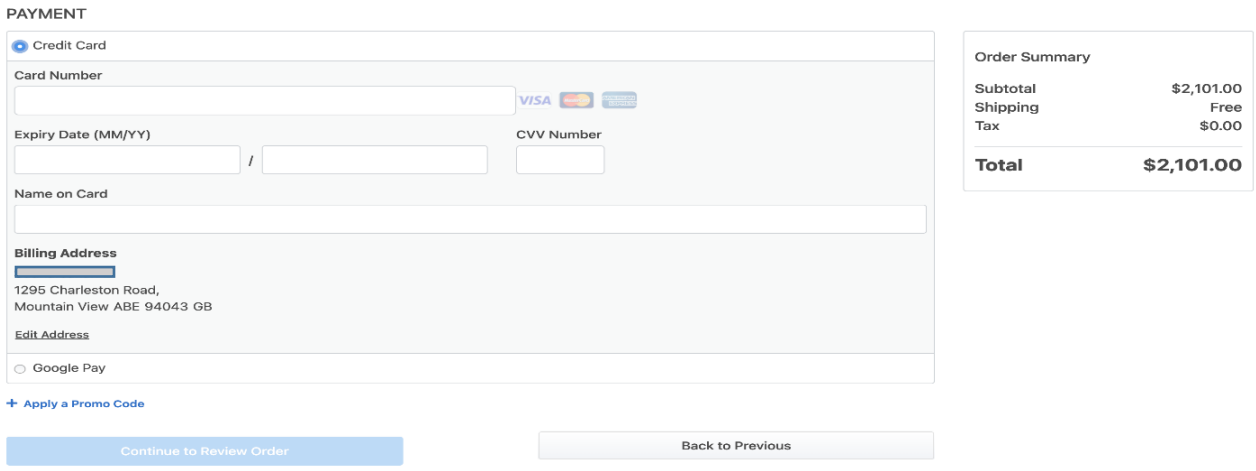

Figure 22.1: Credit Card Payment Method

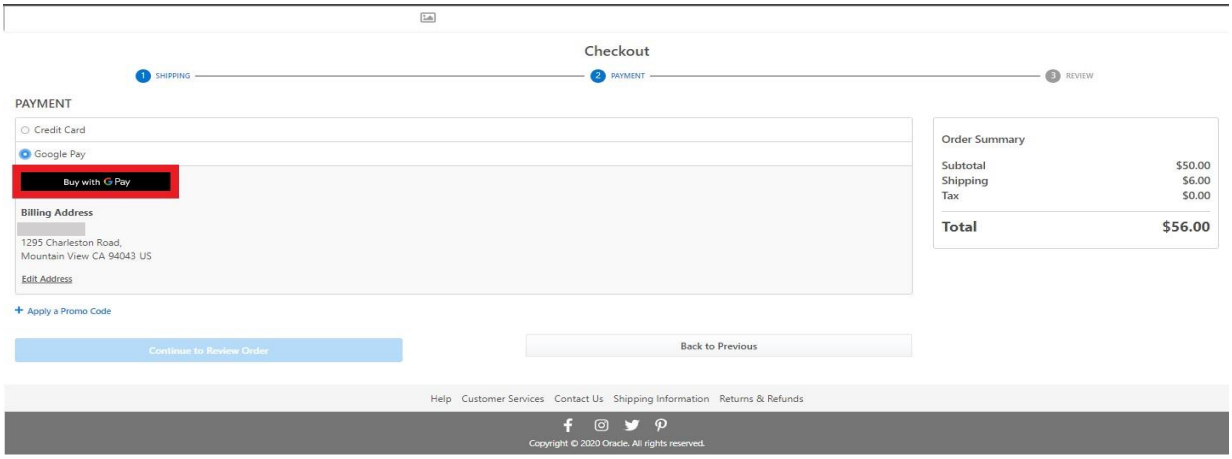

Figure 22.2: Google Pay Payment Method

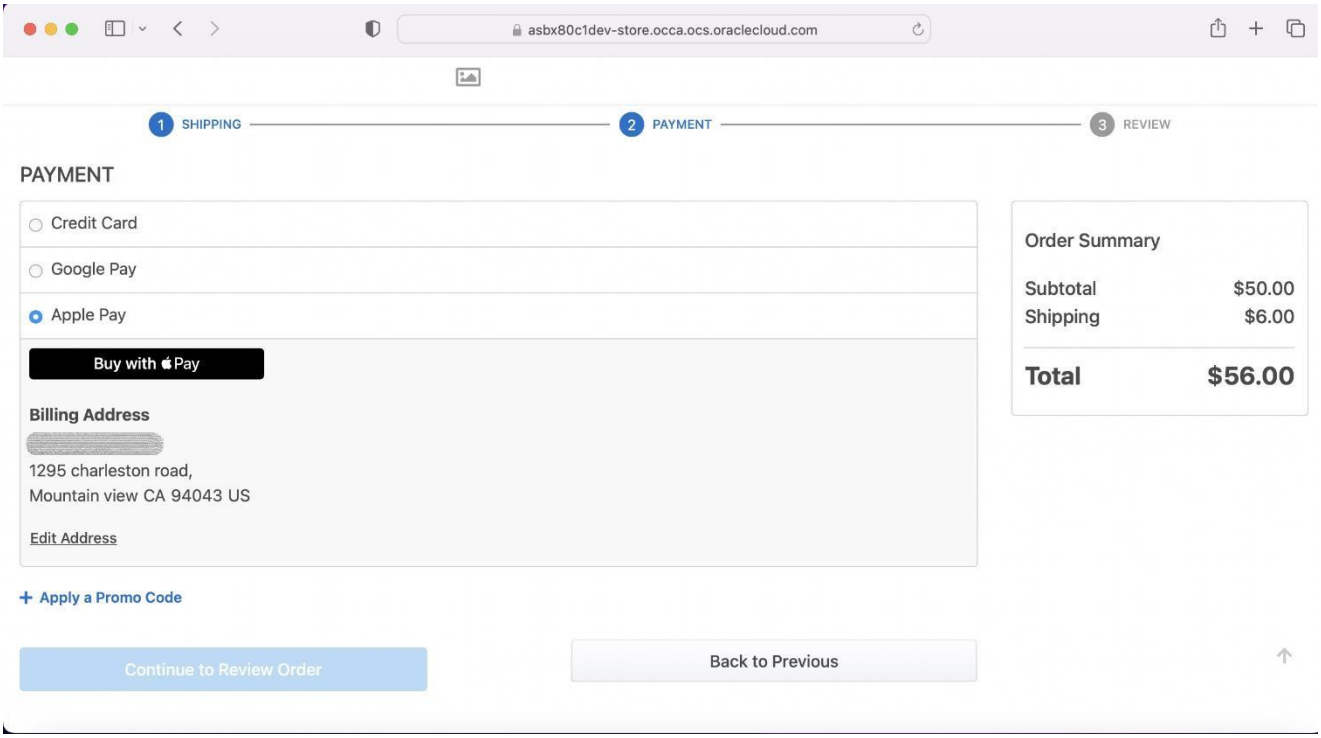

Figure 22.3: Apple Pay Payment Method

Step 8: Enter the email address, click on “Place Order” button

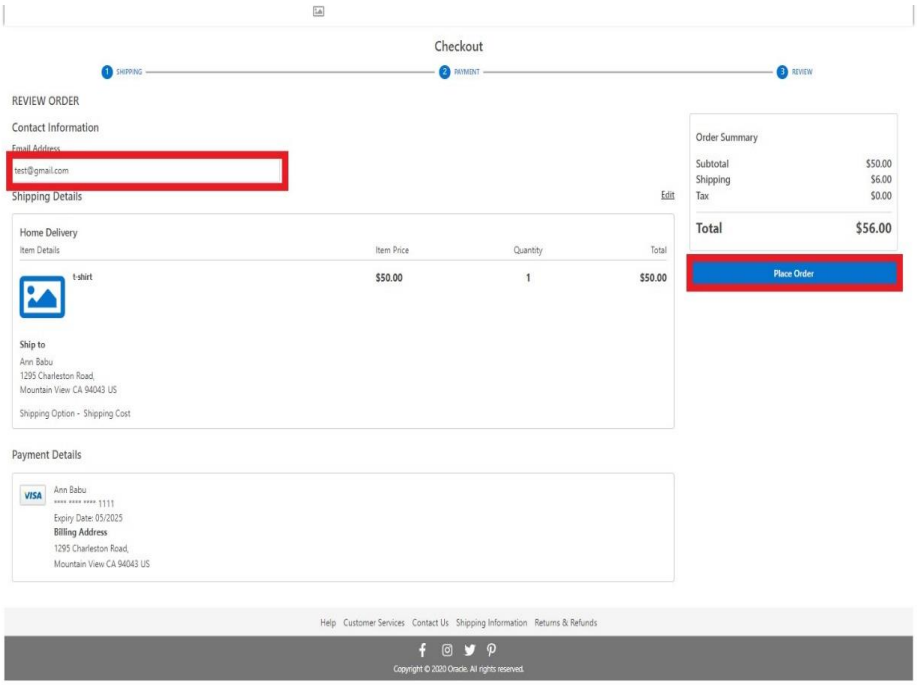

Figure 23: Place Order

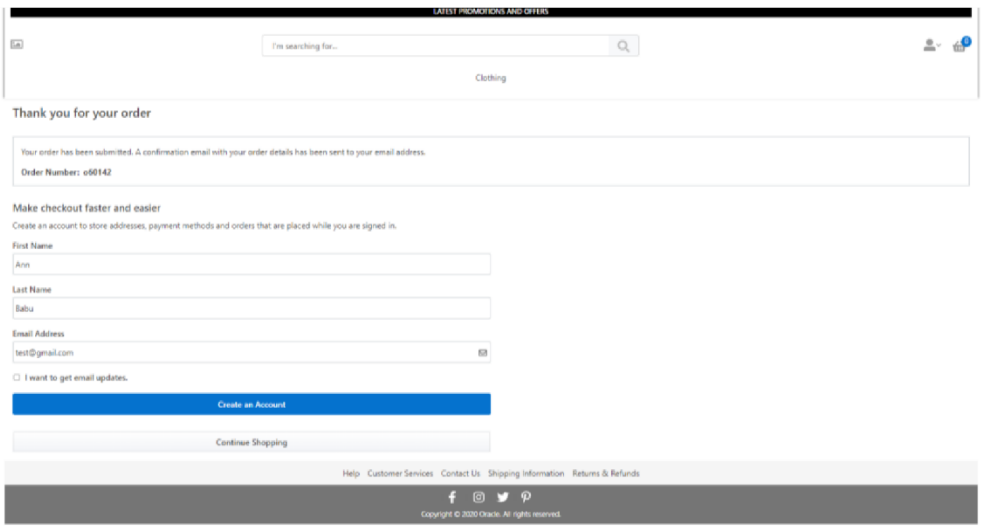

Figure 24: Order placed

7. Oracle Commerce Cloud Storefront Cancel an order

The Customer can cancel the order from Oracle Commerce Cloud.

Step 1: Click on “Agent Console Settings” and then “Remorse Period”.

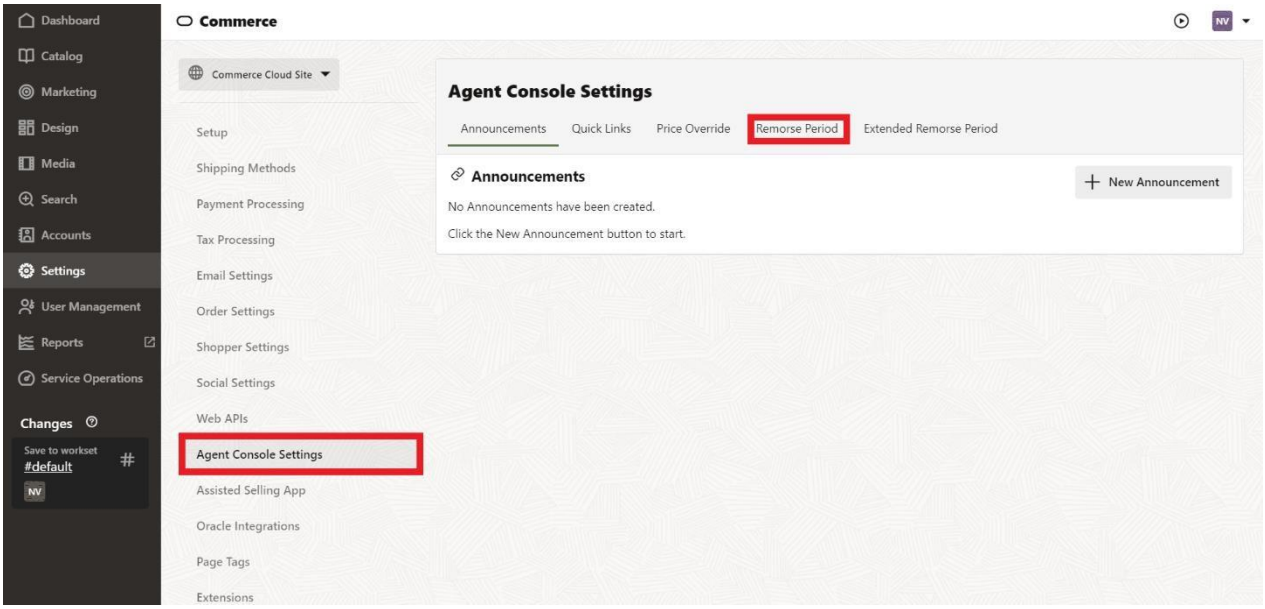

Figure 25: Remorse Period

Step 2: Specify the Time for Remorse Period and save.

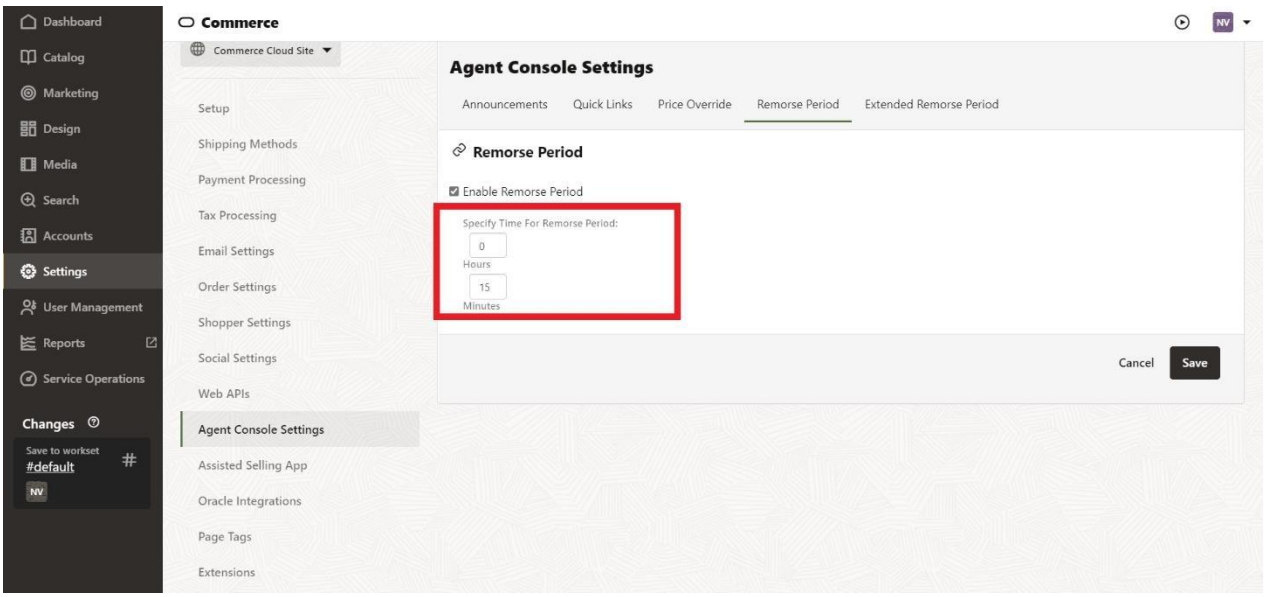

Figure 26: Enable Remorse Period

Step 3: Login into user account and select Order History from the profile

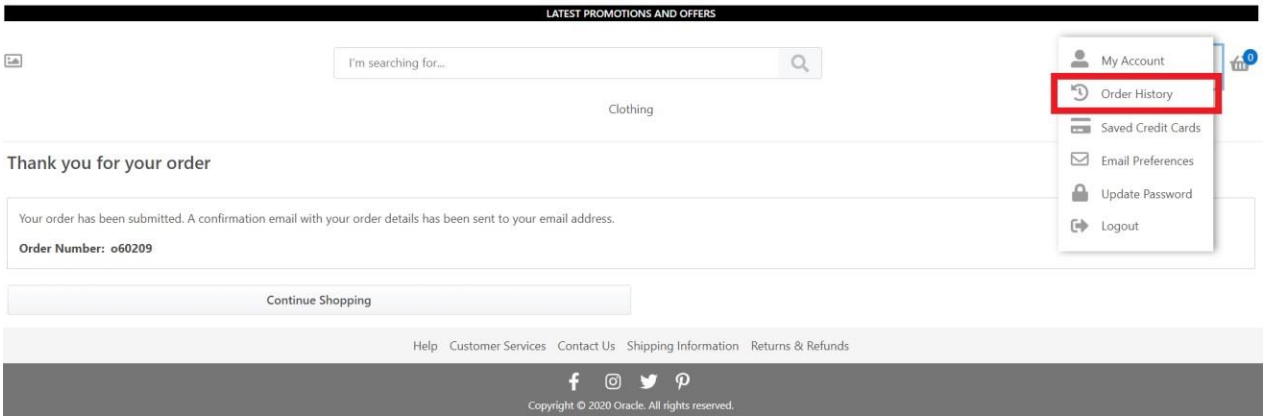

Figure 27: Order History

Step 4: Click on the order to be cancelled

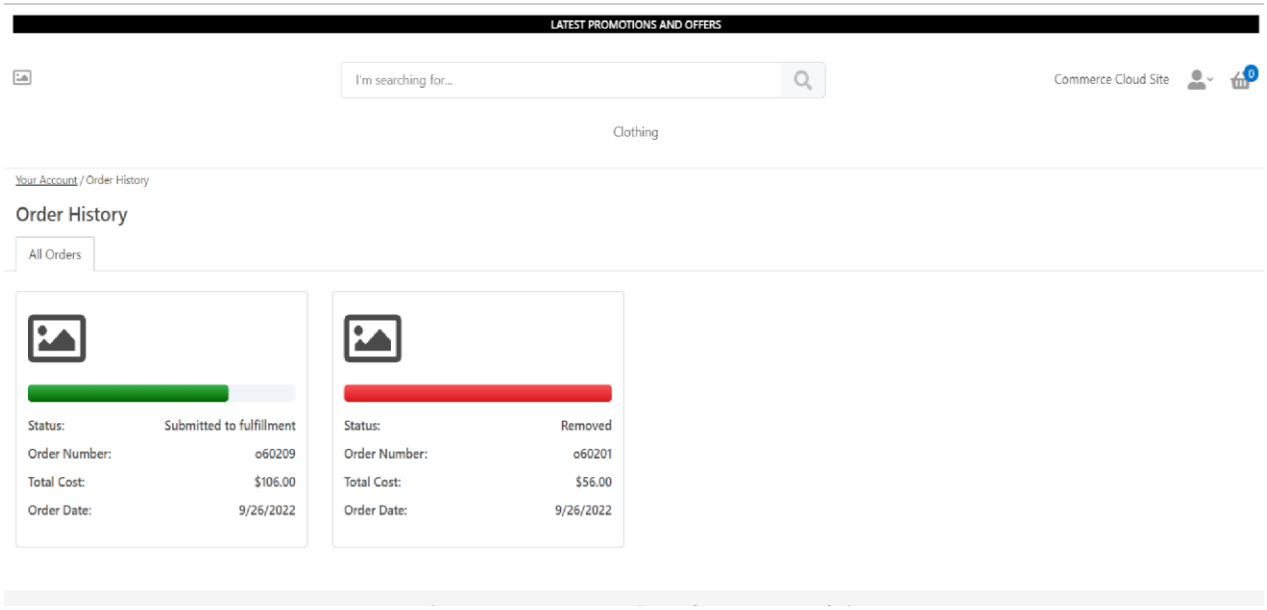

Figure 28: Orders page

Step 5: Click on "Cancel This Order" button

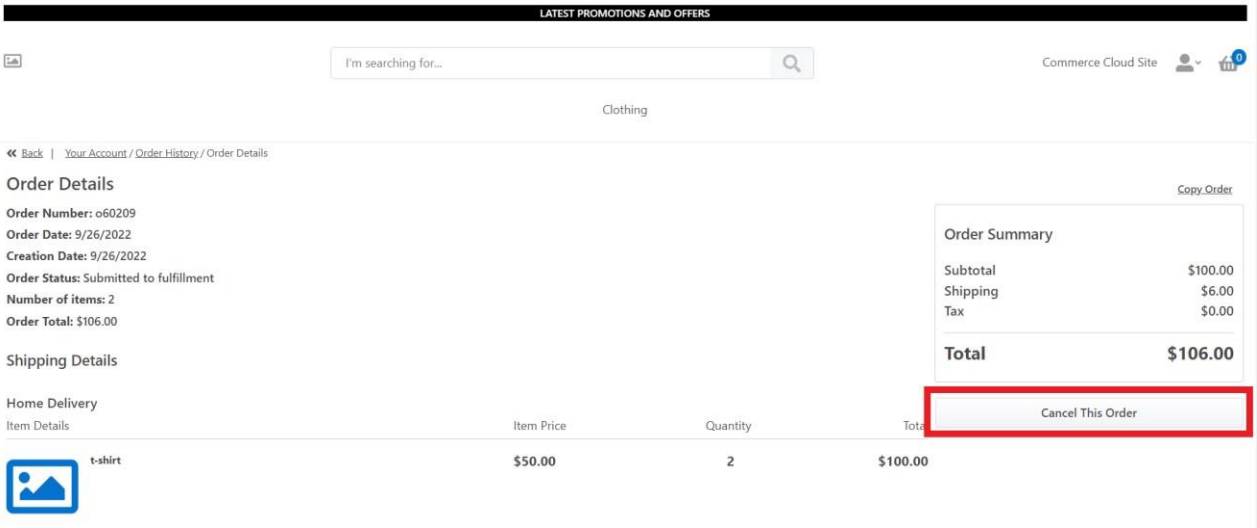

Figure 29: Cancel This order

Step 6: Select the reason for the cancellation & click on "Submit Cancellation"

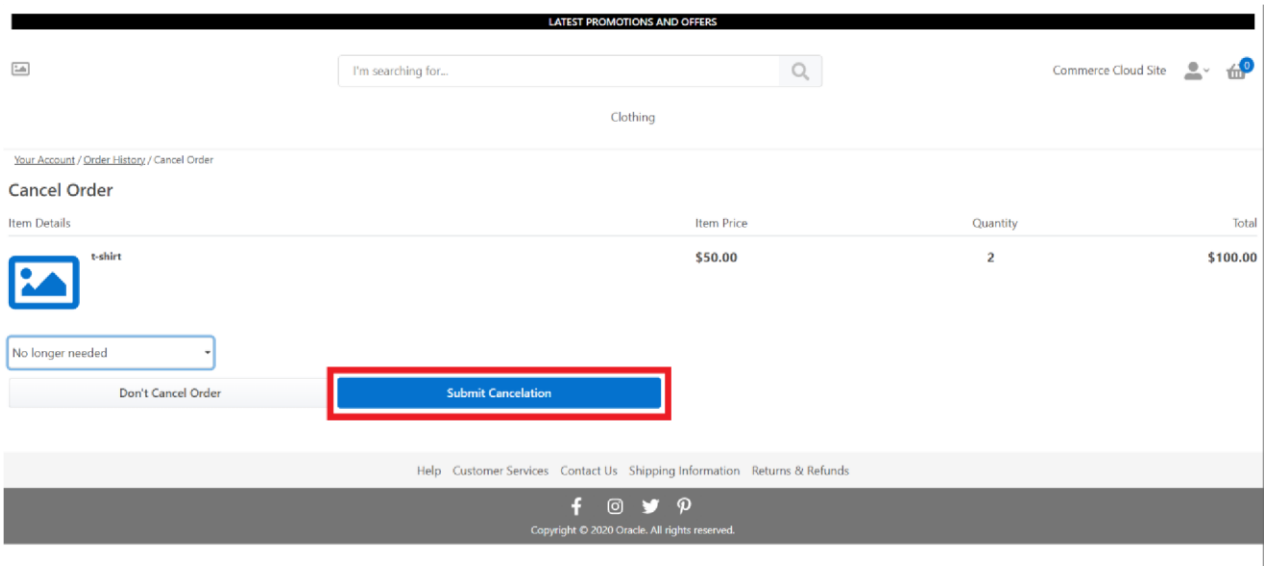

Figure 30: Submit cancelation

Step 7: The Order Cancellation screen.

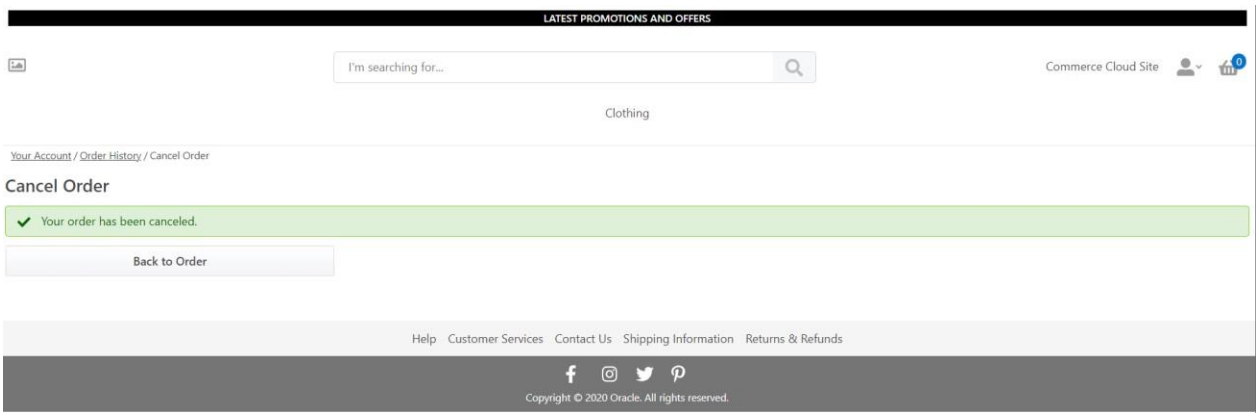

Figure 31: Order Canceled successfully

8. Apple Pay Configuration

In order to use Apple Pay there are few assumptions and prerequisites one should take into consideration.

- You must have an Apple Developer Account.
- All pages that incorporate Apple Pay must be served over HTTPS.
- Your website must comply with the Apple Pay guidelines. Click here for more information.
- Your website must have HTTPS mode enabled. Click here to know more about server requirements

In order to configure Apple Pay added in the ISV OCC Gateway plugin, you need to perform the following actions:

1. Register an Apple Pay Merchant ID
2. Validate your Store domain in Apple Pay.
3. Create a Payment Processing Certificate.
4. Create a Merchant Identity Certificate.

8.1. Create a Merchant ID

Click here to visit Apple's official article

1. Go to Certificates, Identifiers & Profiles page.
2. Select Identifiers from the sidebar. Click the "+" button.
3. Find and select the Merchant IDs from the list.

Figure 32: Register a New Identifier Page

4. Fill in the Description and the Identifier field values. Record the value of the Identifier as it is required in the following configuration process. Click the Continue button.

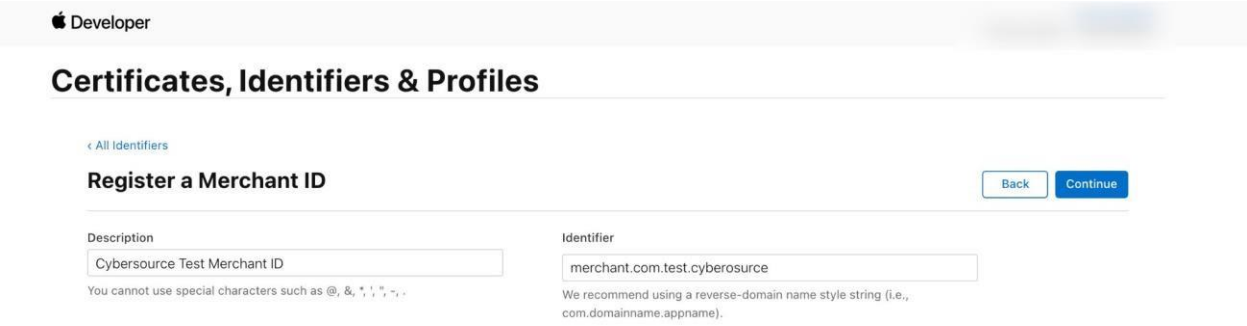

Figure 33: Register a Merchant ID Page

5. Click the Register button to finish the Merchant ID creation process.

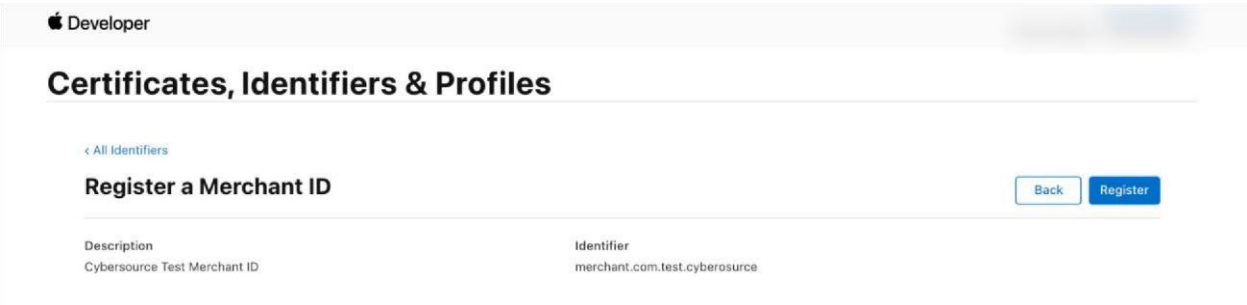

Figure 34: Finishing a New Merchant ID Registration Page

8.2. Create Payment Processing Certificate

A Payment Processing certificate is used to establish secure communication between Apple Pay and Cybersource.

1. Log in to your Cybersource Enterprise Business Center account.
2. On the left navigation panel go to “Payment Configuration” > “Digital Payment Solutions”.
3. Click “Configure” button near “Apple Pay”.
4. Enter the value of your Apple Pay Merchant ID in the Apple Merchant ID field.

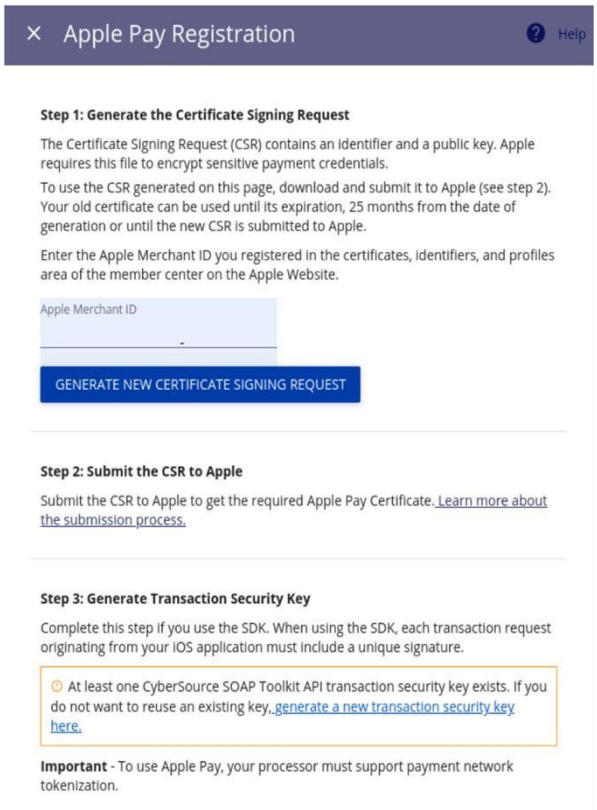

Figure 35: EBC Apple Pay Registration Page

5. Click Generate New Certificate Signing Request button.
6. Save the generated CSR on your disk.
7. Go to Certificates, Identifiers & Profiles page on your Apple Developer portal.
8. Select Identifiers from the sidebar.
9. Select your Merchant ID from the list.
10. Under Apple Pay Payment Processing Certificate click the Create Certificate button.
11. Select the CSR file you have downloaded from EBC in the previous step.

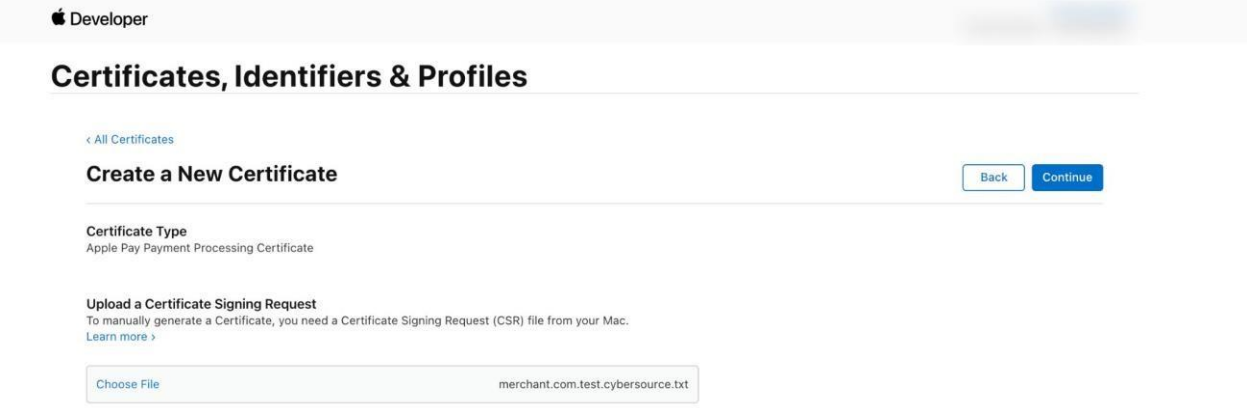

Figure 36: Uploading Payment Processing Certificate Request

12. Click Continue button.
13. Click Download button.

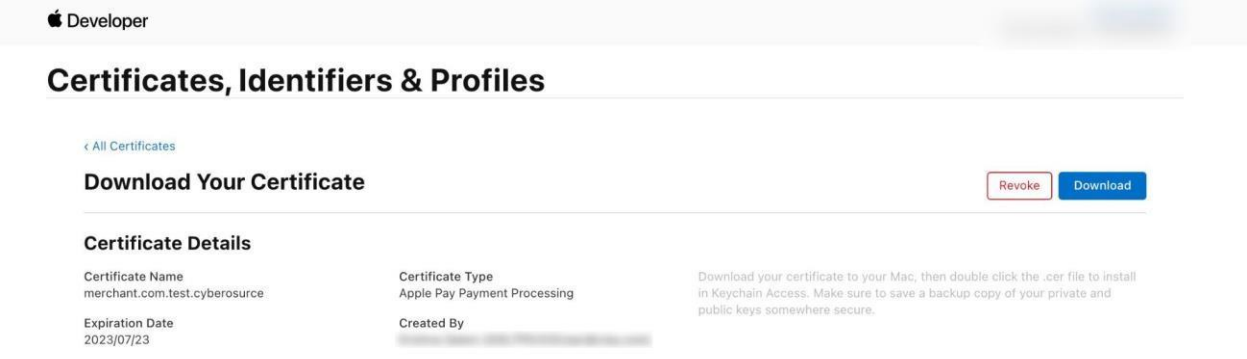

Figure 37: Downloading Payment Processing Certificate Request

8.3. Domain Validation

1. Go to Certificates, Identifiers & Profiles page on your Apple Developer portal.
2. Select your Merchant ID from the list.
3. Click Add Domain button under Merchant Domains.

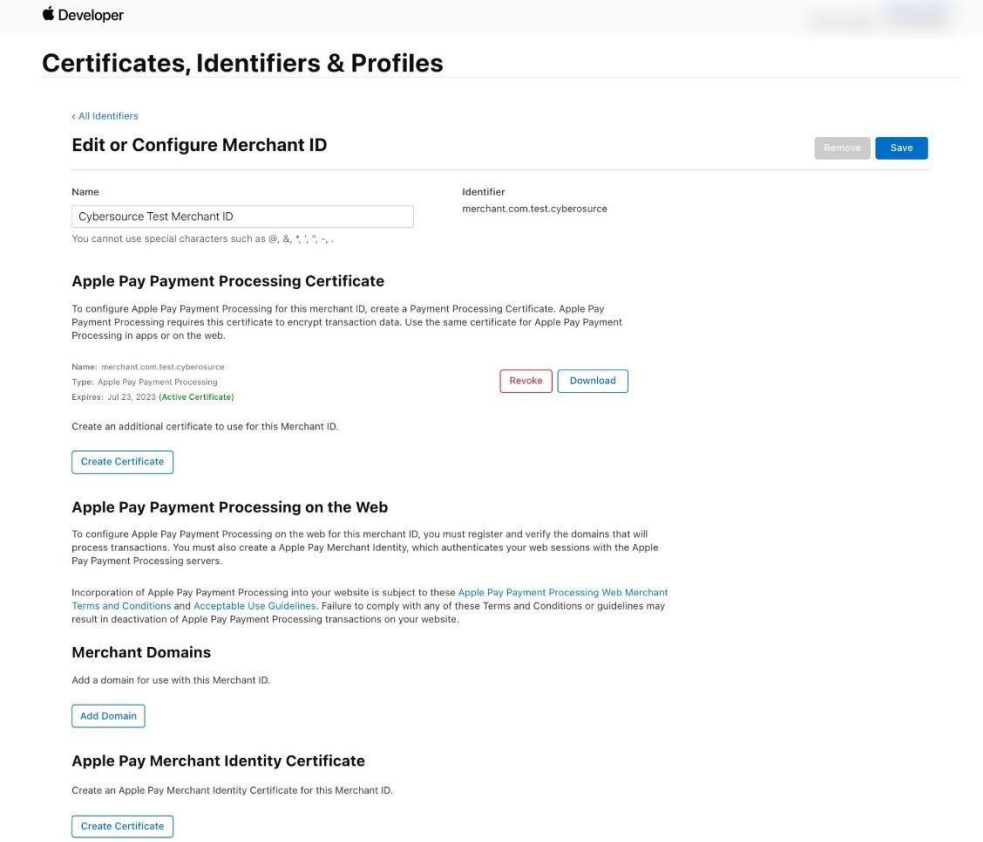

Figure 38: Configure Apple Pay Merchant ID Page.

4. Enter your Admin domain name into the field.

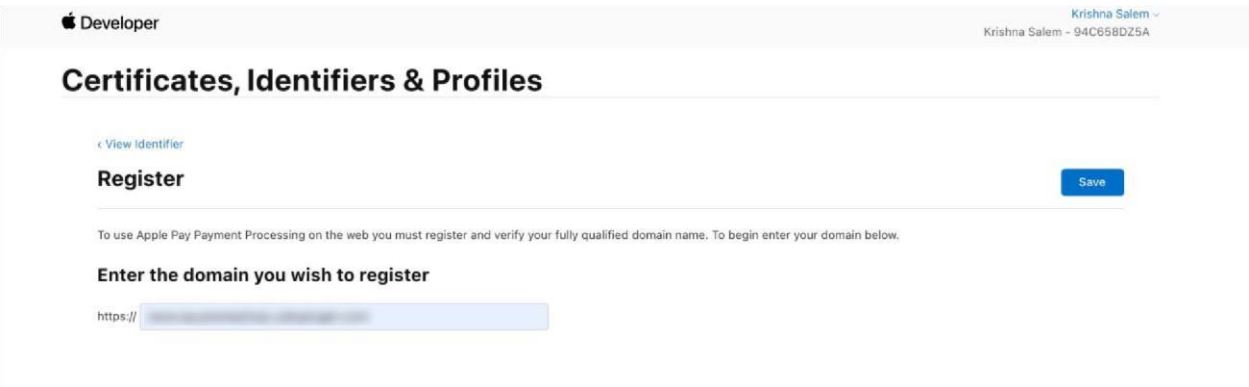

Figure 39: Domain Registration Page.

5. Click Save button.
6. Download the validation file and save on your disk.

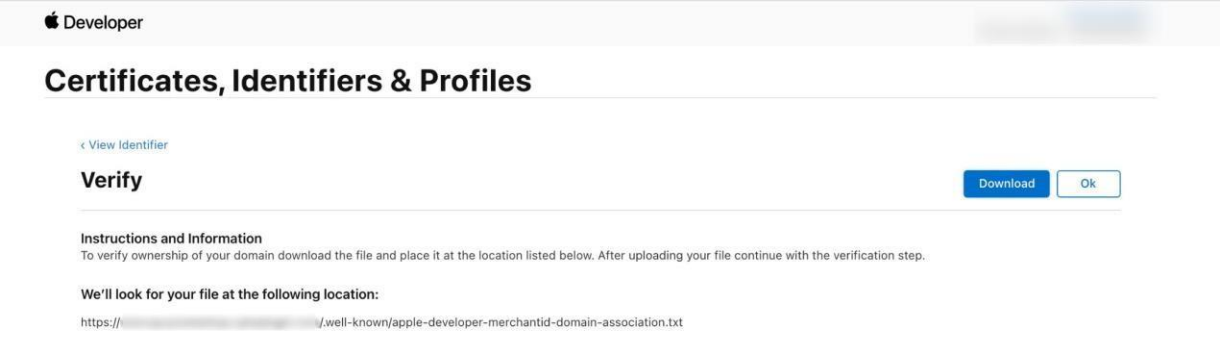

Figure 40: Domain Verification Page

7. The Upload an Apple Pay merchant identity certificate guide can be used in order to setup Apple Pay for testing in the sandbox environment. **`yarn occ`** CLI tool has a command for your convenience which can upload domain association file for you:

   yarn occ upload-apple-domain-association -u ${OCC_ADMIN_HOST} -k ${APPLICATION_KEY} <appledeveloper-merchantid-domain-association>

   Where

   - `APPLICATION_KEY` - Application Key created in Settings -> Web APIs -> Registered Applications `OCC_ADMIN_HOST` - your OCC specific environment, e.g. `asbx80c1dev-admin-{env}. oraclecloud.com`
   - `apple-developer-merchantid-domain-association` - domain association file downloaded from ApplePay dev account

8. When you verify domain make sure it is accessible from ApplePay network. OCC Admin (e.g. `https:// asbx80c1dev-admin-{env}.oraclecloud.com/thirdparty/.well-known/apple-developer-merchantiddomain-association`) is often protected by basic authentication which might fail the domain verification process. You can use updateBasicAuthConfiguration to update your storefront access control settings by removing basic authentication or whitelisting Apple Pay IP Range.
9. Click the Ok button to finish the Domain Validation process.

8.4. Create Merchant Identity Certificate

Merchant Identity certificate is used to authenticate your sessions on Apple Pay servers. The certificate and its private key files must be uploaded to your server and full paths to these files must be entered in Cybersource Official add-on settings.

1. Go to Certificates, Identifiers & Profiles page on your Apple Developer portal.
2. Select your Merchant ID from the list.

3. Generate your CSR following Apple Developer Help article.
4. Click Create Certificate under Apple Pay Merchant Identity Certificate.

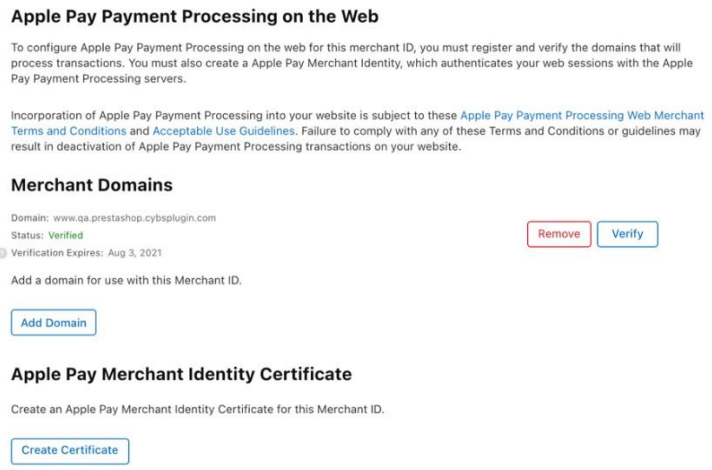

Figure 41: Create Merchant Identity Certificate Page.

5. Upload the CSR and click Continue.

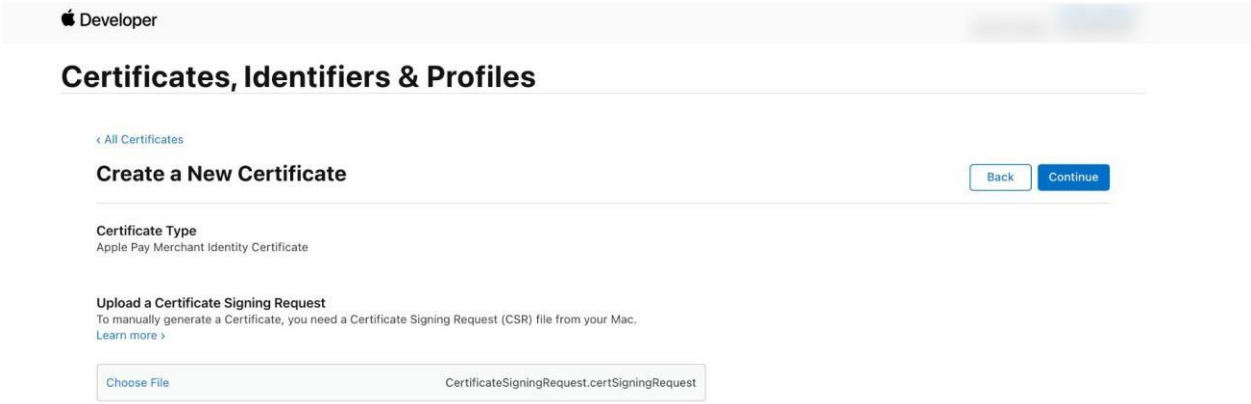

Figure 42: Create a New Merchant Identity Certificate Page.

6. Click the Download button and save the Certificate on your disk.

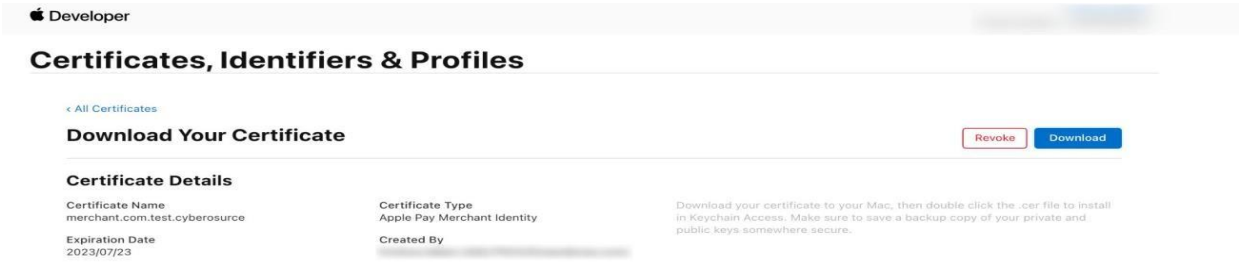

Figure 43: Download Merchant Identity Certificate Page.

7. Convert the Certificate into PEM format.

```
openssl x509 -inform der -in merchant_id.cer -out merchant_id.pem
```

8. Install the certificate by double clicking on it. Certificate will be available under Keychain Access.

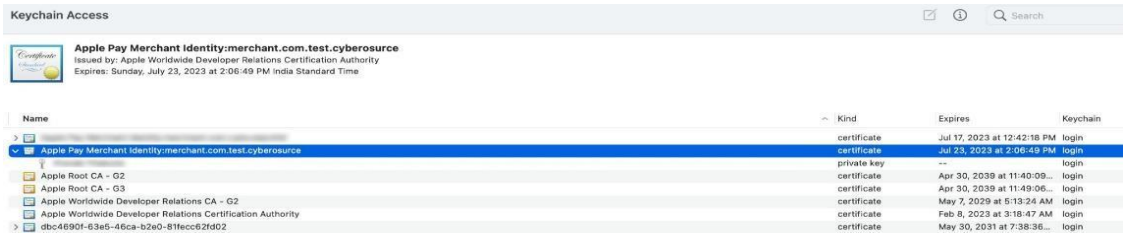

Figure 44: Certificates Under Keychain Access.

9. Right click on the private key file and export as merchant_id.p12
10. Convert your private key into KEY format.

```
openssl pkcs12 -in merchant_id.p12 -out merchant_id.key -nodes
```

11. Identity certificate file is located in packages/server-extension/certs/applePayIdentityCert.pem. Private key file is located in packages/server-extension/certs/applePayIdentityKey.key. **Please make sure you update the file with identity certificate downloaded from your Apple dev account.**

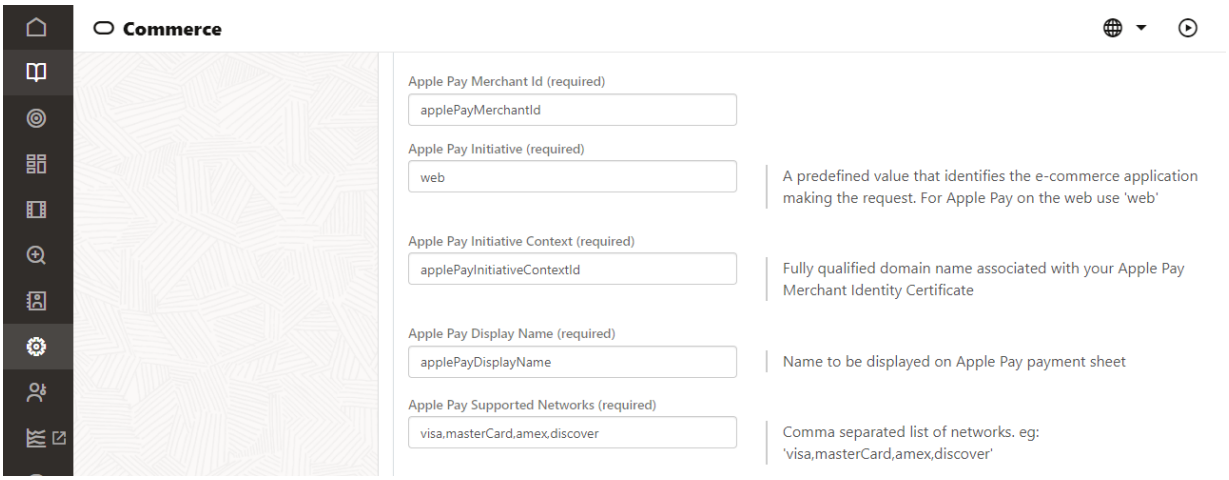

Figure 45: ISV OCC Gateway Payment Processing Page.

9. Network Tokenization

A Network Token is a card scheme generated token, that represents customer card information for secure transactions that references a customer's actual PAN.

Before a MID can be enabled for Network Tokenization, it must be provisioned with a Token Requestor ID (TRID) for each card scheme.

The ISV OCC payment plugin needs to subscribe to the necessary webhook notifications and ingest them for changes to the card. A Network Token subscription is created automatically when an Authorization is processed, while the Webhook Subscription feature is enabled in the Backoffice configuration.

The following Token updates are processed in Oracle Commerce Cloud:

- Expiry month
- Expiry year
- Card suffix

This section covers information on how to enable the Network Tokenization Service. Under Payment Gateways -> "ISV OCC Gateway", select the Network Token Updates checkbox to enable the Network Tokenization. Save the changes.

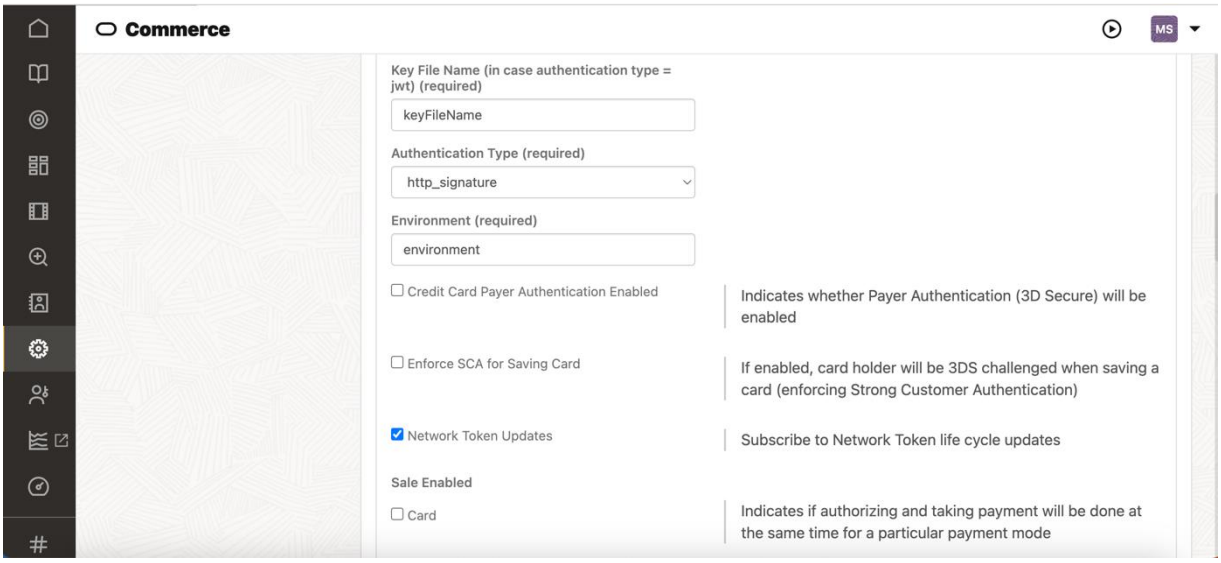

Figure 46: Enabling Network Tokenization

10. Support

If you require support with this software, please contact **GlobalPartnerSolutionsCS@visa.com** and provide the following details:

- Summary of the issue
- Steps to reproduce the issue
- Oracle Commerce Cloud Platform version: You can find Oracle Commerce Cloud Platform Version in Oracle Commerce Cloud Backoffice dashboard.

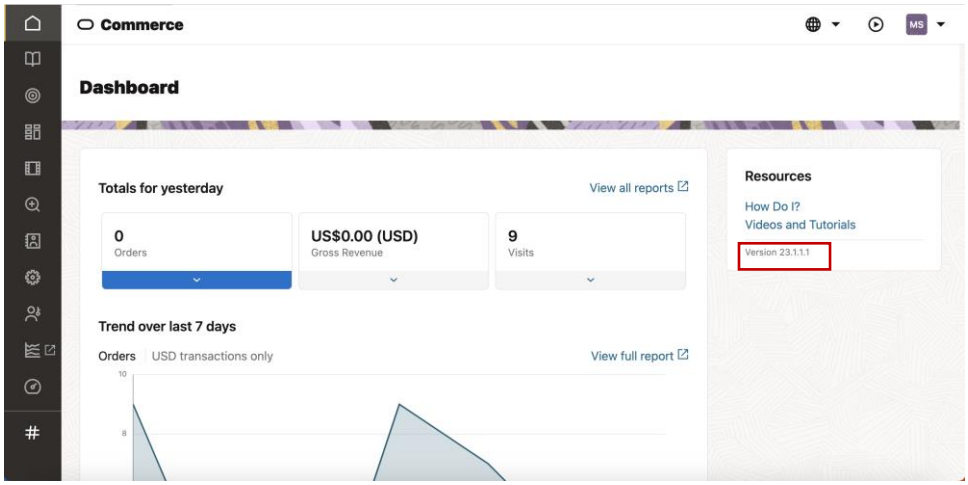

Figure 47: ISV OCC Gateway Payment Processing Page.

- Plugin/ Extension version: Under Settings->Extension, find the version of the installed ISV Payment Gateway extension.

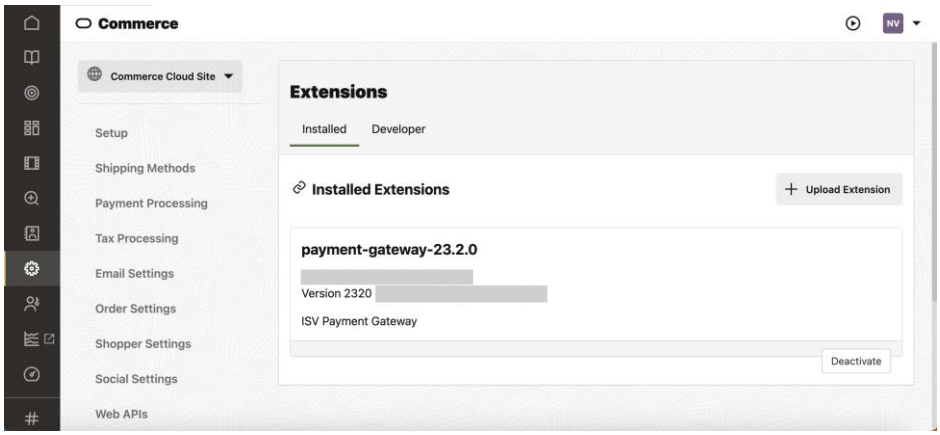

Figure 48: ISV OCC Gateway Extension Page.

- Cybersource Merchant ID: Under Settings->Payment Processing, Select the ISV OCC Payment from the Service Type dropdown, find the Merchant Id.

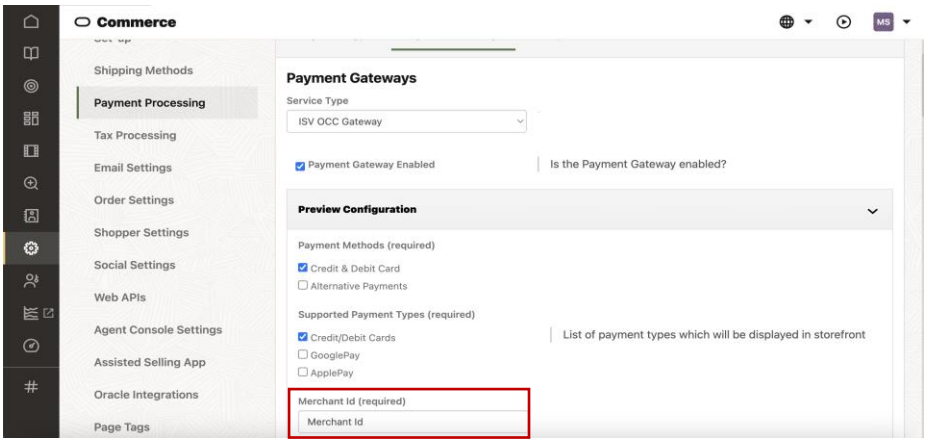

Figure 49: ISV OCC Gateway Payment Processing Page.

- Order ID/ Merchant Reference Number: Order ID can be found in Order Confirmation Page or Order History.
- Configuration screenshots: Please provide screenshots of ISV OCC Gateway Configurations.
- Log file and other relevant data: Download the **debug** and **error** logs from Oracle Commerce Cloud using getExtensionServerLogs admin endpoint.

11. Abbreviations

This section covers the full form of all the abbreviations used in the document.

Abbreviation	**Full Form**
MID	Merchant ID
EBC	Enterprise Business Center
Org ID	Organization ID
API	Application Programming Interface
PCI	Payment Card Industry

Table 2: Abbreviations