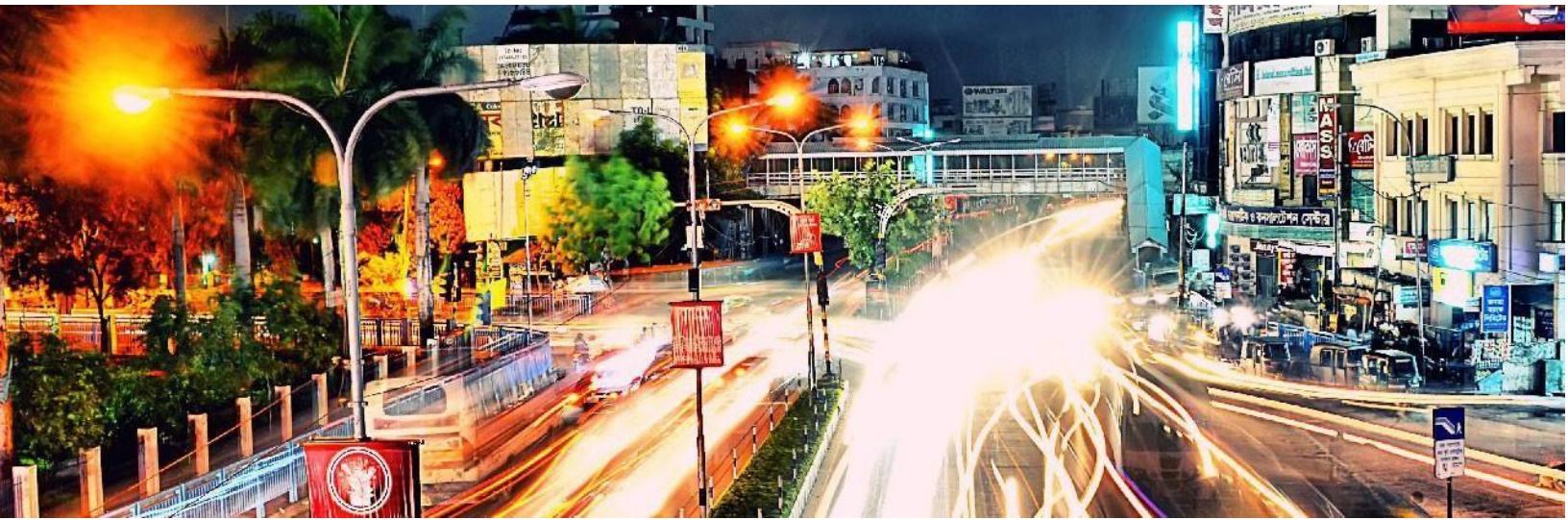


Cybersource®



Cybersource Official for Oracle Commerce Cloud

May 2025



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Release: May 2025

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1. Introduction

This document contains the details of configuring the Cybersource Official 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 Cybersource Official 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.

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Step 1: Go to [Cybersource.com](#) and then login to the 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.

Cybersource Official - Oracle Commerce Cloud User Installation Guide

The screenshot shows the Oracle Commerce Cloud Back Office Dashboard. On the left is a dark sidebar with various icons. The main area has a title 'Commerce' and 'Dashboard'. It displays 'Totals for yesterday' with 8 Orders, \$830.00 (USD) Gross Revenue, and 16 Visits. Below that is a chart titled 'Trend over last 7 days' showing 'Orders | USD transactions only' with values 9 and 8. To the right is a 'Resources' sidebar with links for 'How Do I?', 'Videos and Tutorials', and 'Version 22.3.1'.

Figure 1: Oracle Commerce Cloud Back Office Dashboard

Step 2: In settings, click on “Extension” button.

The screenshot shows the Oracle Commerce Cloud Extension settings page. The sidebar on the left has an 'Extensions' button highlighted with a red box. The main area shows 'Payment Types' with logos for VISA, MasterCard, American Express, Discover, Diners Club, Elo, and CartaSi. It also shows 'Billing Countries' with a dropdown for 'Default Billing Country' set to 'No Selection'. A note says 'The storefront will only accept payments from these countries. If none selected, you cannot accept payments.' At the bottom are 'Cancel' and 'Save' buttons.

Figure 2: Extension button

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

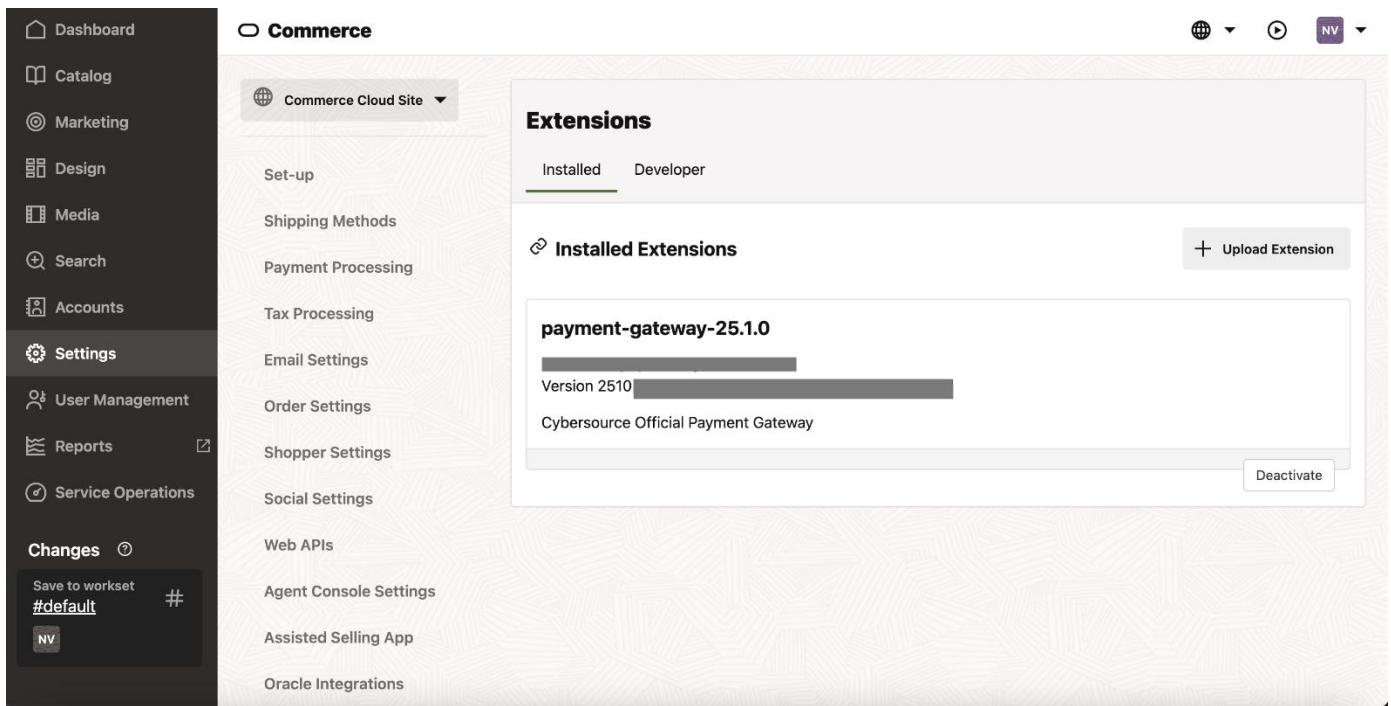


Figure 3: Upload Extension

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-oraclecommerce/plugins into the plugin's directory of your storefront (OSF workspace) code.

Cybersource Official - Oracle Commerce Cloud User Installation Guide

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

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```
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 and mount the widgets to checkout layout.

yarn occ deploy

2. Version History

This section gives details on the release notes of the Cybersource Official.

Version 25.2.0

1. Oracle Commerce Cloud Multi -Site Support
2. Disable Card BIN for Transient Token
3. Removal of user input (Security Code) for saved token transactions

Compatible with OSF: v5.4.0

OCC Version: v25.03

Version 25.1.1

1. Client Library upgrade for Microform v2

Compatible with OSF: v5.4.0

OCC Version: v24.11

Version 25.1.0

1. Message Level Encryption Support

Compatible with OSF: v5.4.0

OCC Version: v24.08.02

Version 24.1.2

1. SSRF Vulnerability Fix for Apple Pay

Compatible with OSF: v5.4.0

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OCC Version: v24.08.02

Version 24.1.1

1. Auto Auth Reversal for DM Reject
2. Cybersource rest client upgrade
3. Code optimization changes
4. Replaced superagent and superagent-proxy libraries
5. Addressed Checkmarx issues

Compatible with latest OSF: v5.4.0

OCC Version: v23.11

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 Tokens
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”.

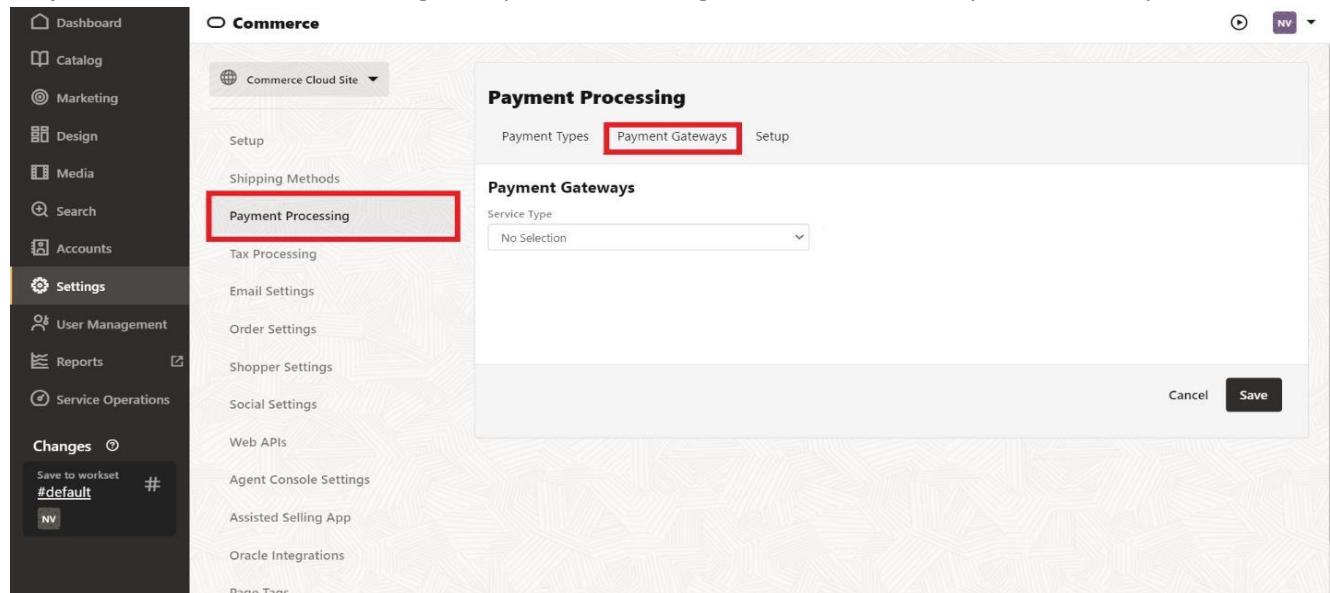


Figure 4: Payment Gateways

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

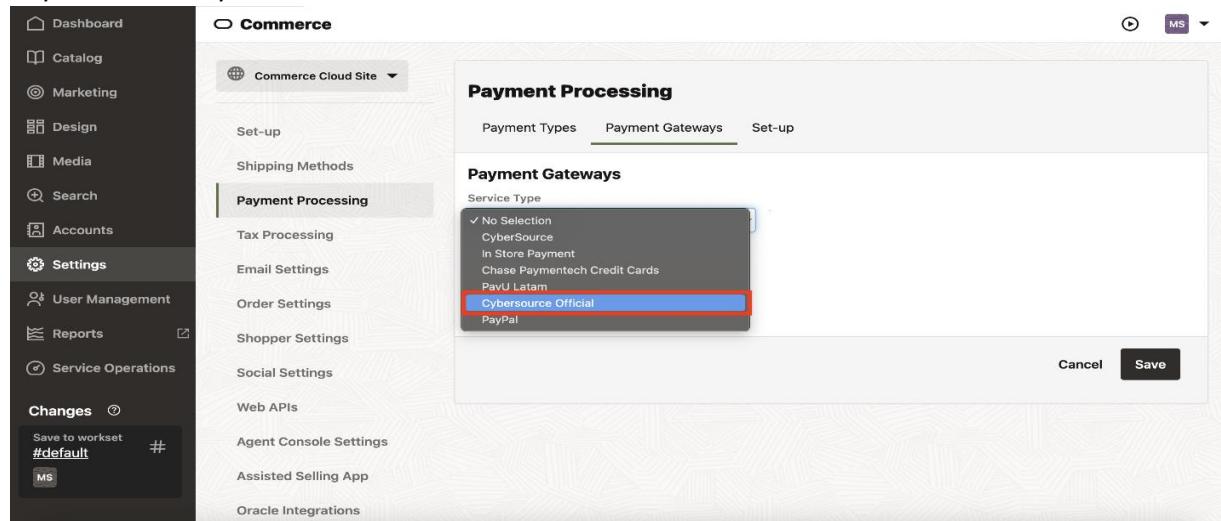


Figure 5: Cybersource Official Gateway

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Step 3: Under Cybersource Official 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
Enable Message Level Encryption	Select Yes from the dropdown to enable Message Level Encryption
Key alias	Key Alias (in case authentication type = jwt)
Key Store Password	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.

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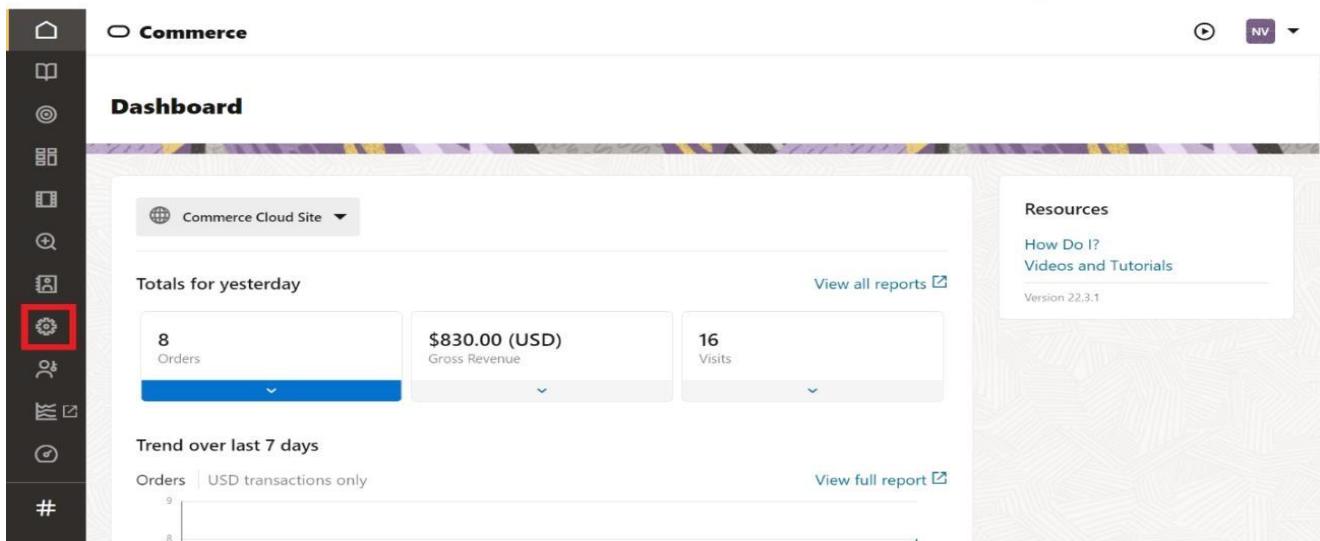


Figure 7: Enabling Payer Authentication

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

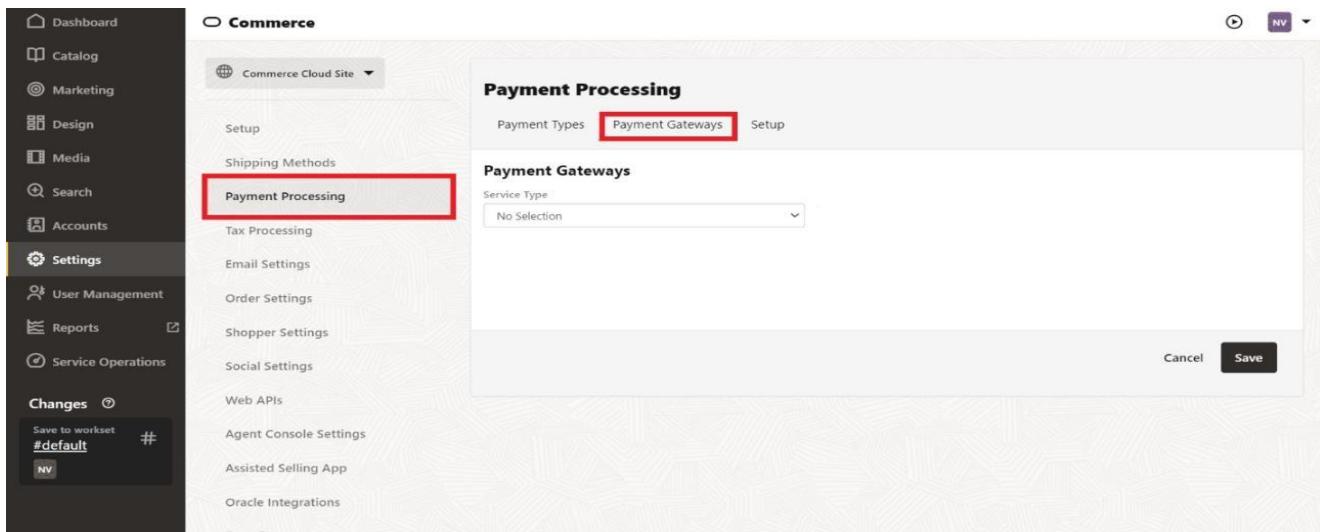


Figure 8: Payment Gateways

Step 3: Under Payment Gateways, select the Service Type “Cybersource Official”. Select the Credit Card Payer Authentication Enabled checkbox. Save the changes.

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

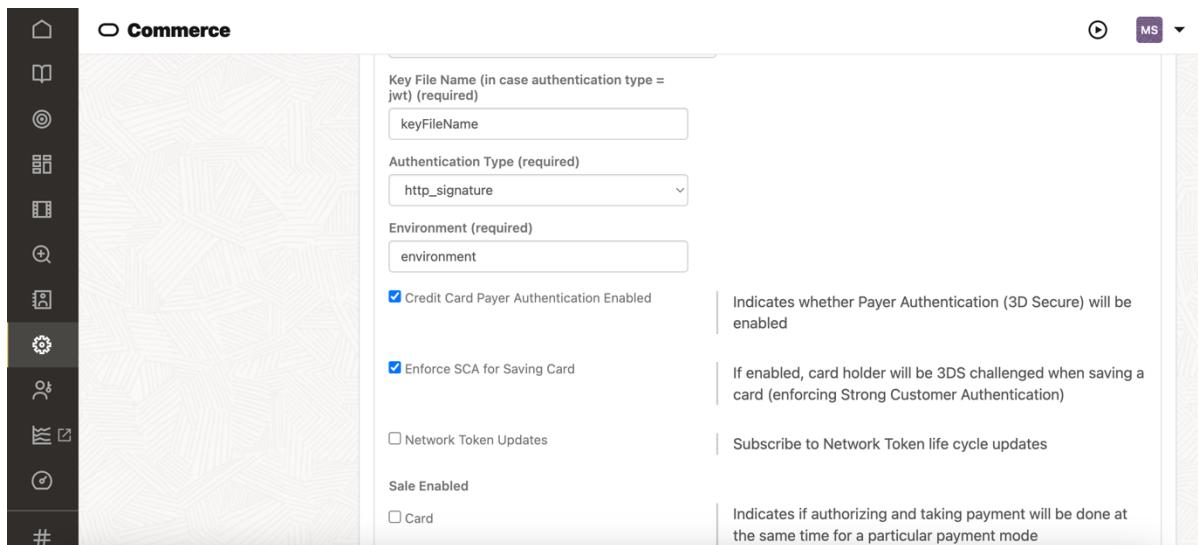


Figure 9: Enabling Payer Authentication

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 -> "Cybersource Official", select the Enforce Strong Customer Authentication checkbox to enable the Strong Customer Authentication. Save the changes.

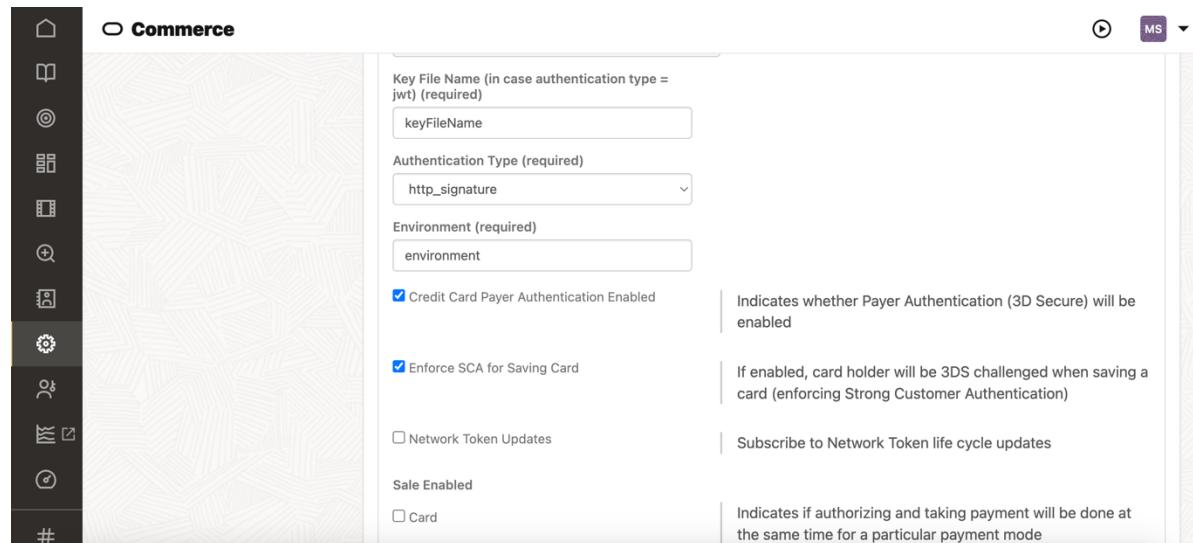


Figure 10: Enabling Strong Customer Authentication

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 -> “Cybersource Official”, 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.

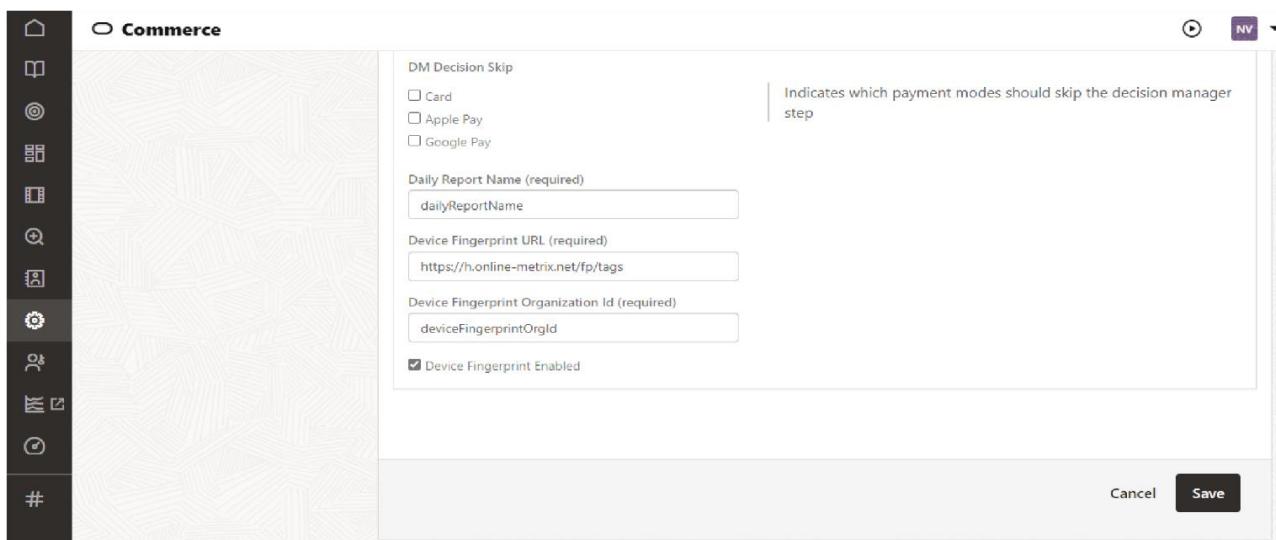


Figure 11: Enabling Device fingerprint

3.2.4. Advanced Fraud Screening with Decision Manager

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

Under Payment Gateways -> “Cybersource Official”, uncheck the DM Decision Skip to enable Decision Manager for the desired Payment Service.

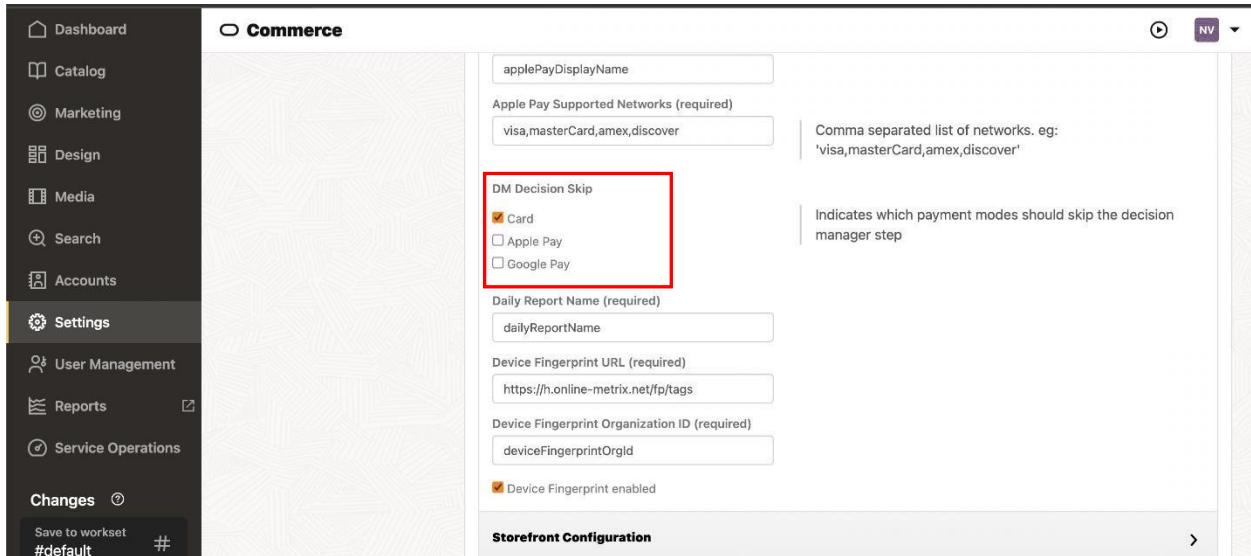


Figure 12: DM Decision Skip

Note: For the transactions with DM enabled and rejected after authorization, an Authorization Reversal will be triggered automatically.

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**

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The screenshot shows the Oracle Commerce Cloud Admin interface under the Commerce section. On the left is a sidebar with various icons. The main area is titled 'Commerce' and contains several configuration fields:

- 'applePayMerchantId': web
- 'Apple Pay Initiative (required)': web
- 'A predefined value that identifies the e-commerce application making the request. For Apple Pay on the web use 'web''
- 'Apple Pay Initiative Context (required)': www.occ.isvplugins.com
- 'Fully qualified domain name associated with your Apple Pay Merchant Identity Certificate'
- 'Apple Pay Display Name (required)': CloudLake
- 'Name to be displayed on Apple Pay payment sheet'
- 'Apple Pay Supported Networks (required)': visa,masterCard,amex,discover
- 'Comma separated list of networks. eg: 'visa,masterCard,amex,discover'
- 'DM Decision Skip':
 - Card
 - Apple Pay
 - Google Pay
- 'Indicates which payment modes should skip the decision manager step'
- 'Daily Report Name (required)': dailyReportName
- 'Device Fingerprint URL (required)': https://h.online-metrix.net/fp/tags

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

The screenshot shows the Oracle Commerce Cloud Admin interface under the Commerce section. The left sidebar has a 'Settings' section selected. The main area is titled 'Shipping Methods' and contains the following:

- A table of 'Shipping Methods':

Shipping Method	Type	Selected Site
Shipping Cost	Internally Priced	✓
Shipping Cost External	Externally Priced	✓
US shipping	Internally Priced	✓
- 'Default Shipping Country': United States
- A note: 'Preselected in the shipping address form during checkout, though shoppers can change it. The country must be part of an enabled shipping method. Otherwise, no country is preselected at checkout.'
- 'Shipping Regions':
 - 'New Shipping Region' button
 - 'Shipping Region'

Figure 14: Shipping methods

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

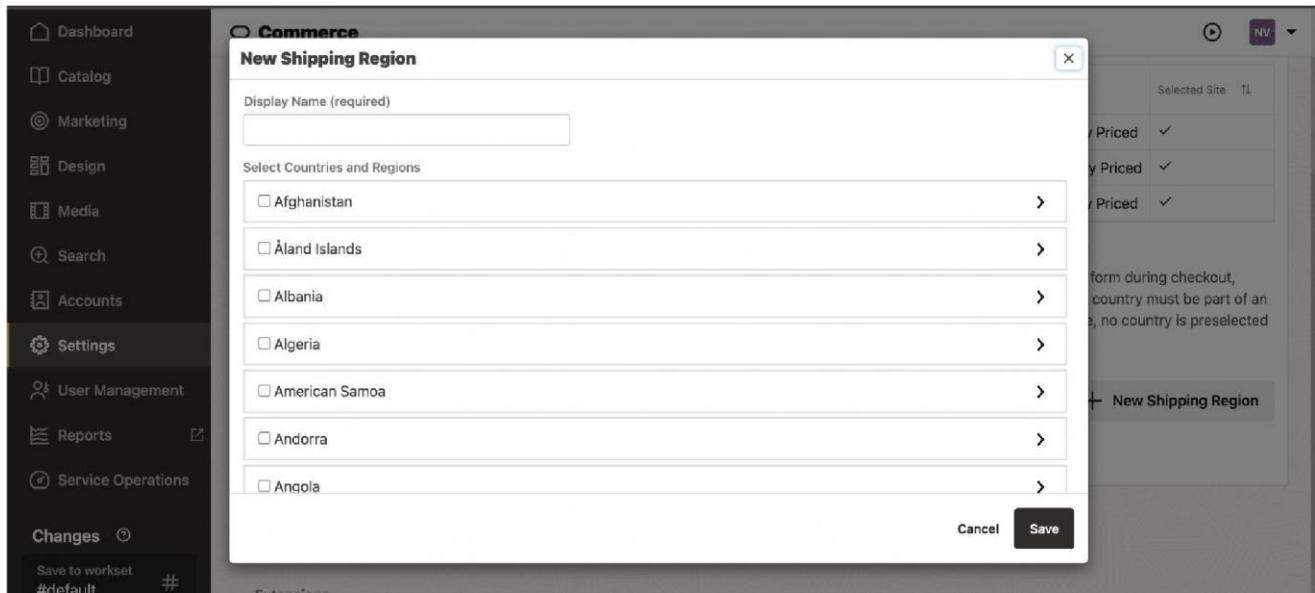


Figure 15: New Shipping Region

6. Placing order from Storefront

This section provides the steps for placing order from Storefront.

Step 1: Open the Oracle Commerce Cloud Storefront

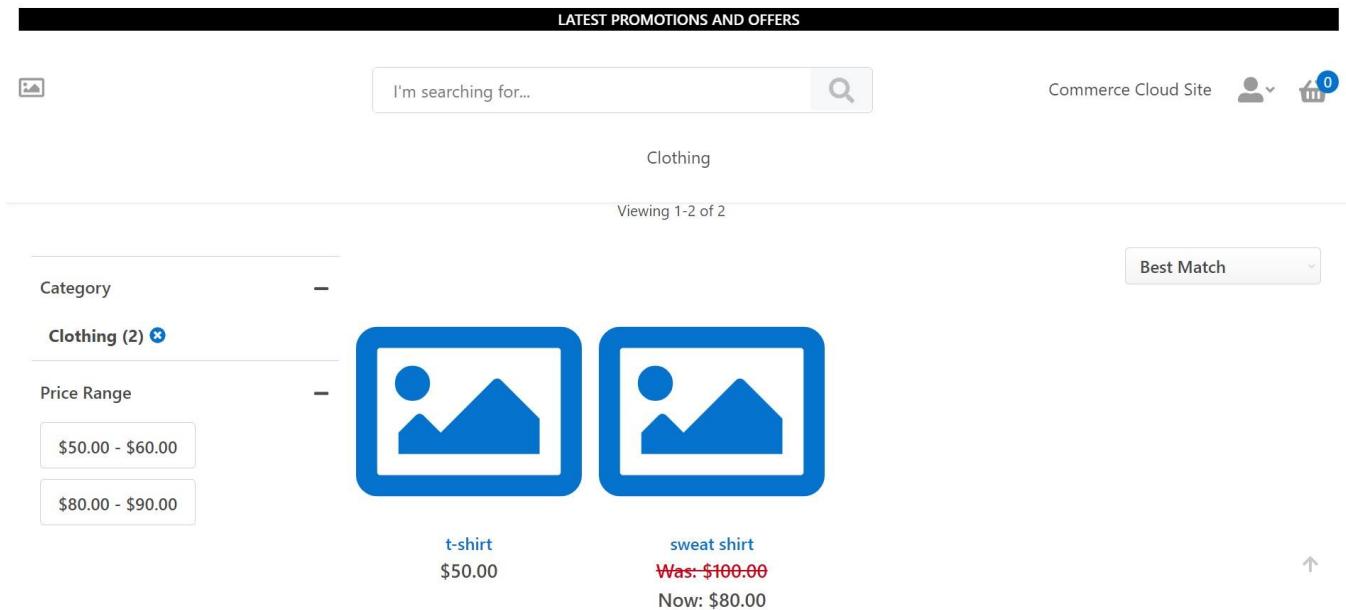


Figure 16: Oracle Commerce Cloud StoreFront

Step 2: Add an item in to cart

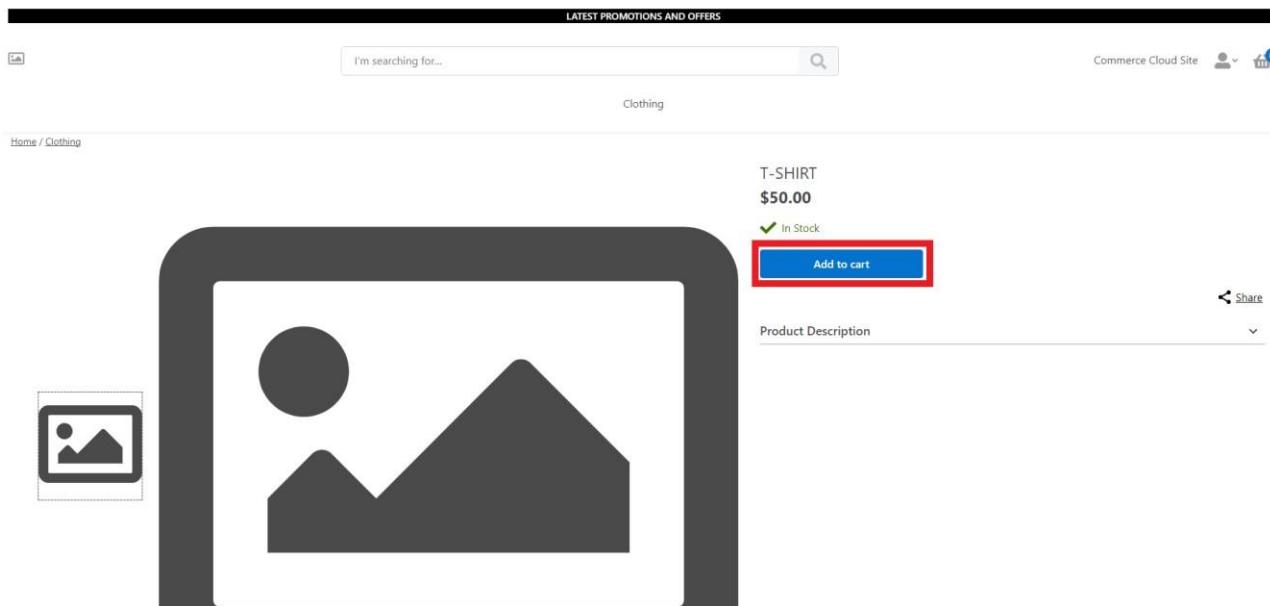


Figure 17: Oracle Commerce Cloud Add to Cart

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

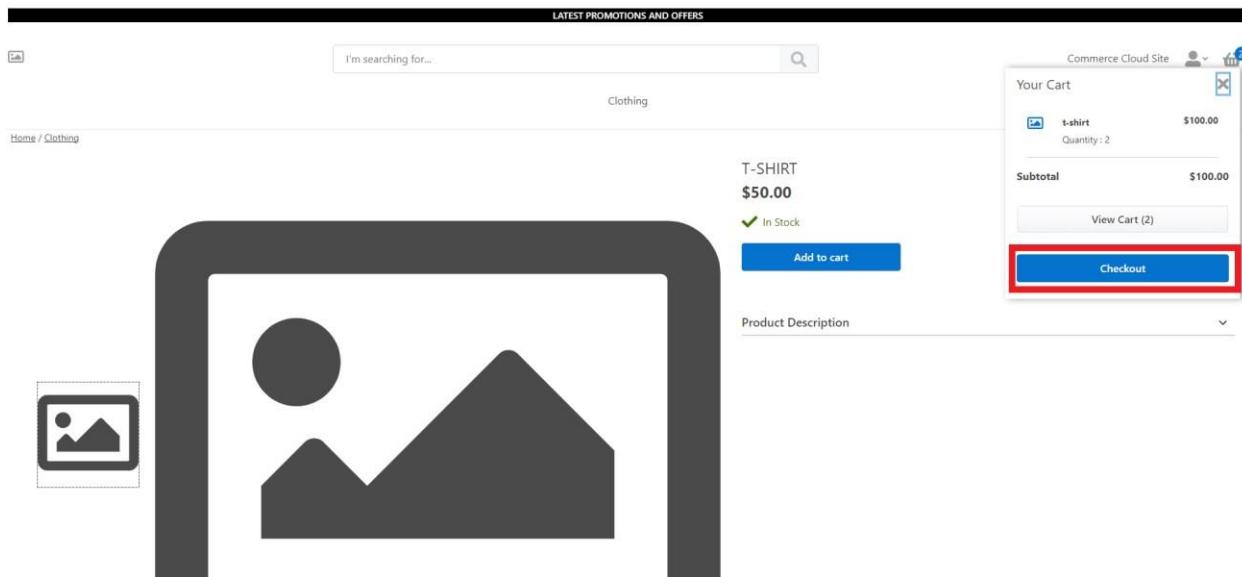


Figure 18: Oracle Commerce Cloud Checkout

Step 4: Click on “Checkout as Guest”

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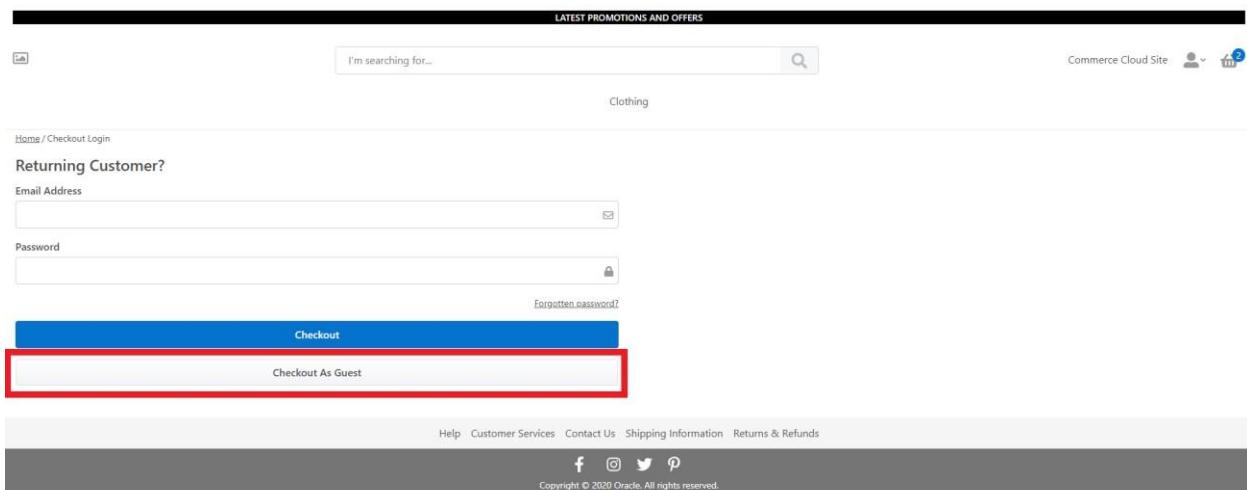


Figure 19: Oracle Commerce Cloud Checkout as Guest

Step 5: Fill in the Shipping details.

A screenshot of the Oracle Commerce Cloud 'Checkout' process, specifically the 'SHIPPING' step. The page title is 'Checkout' with three steps: 1 SHIPPING, 2 PAYMENT, and 3 REVIEW. On the left, a 'SHIPPING' section asks for a 'Delivery Address'. It includes fields for 'First Name' (with placeholder 'John'), 'Last Name' (placeholder 'Doe'), 'Country' (selected 'United States'), 'ZIP Code' (placeholder '12345'), 'State' (selected 'Alabama'), 'Street Address' (placeholder '123 Main St'), 'Town/City' (placeholder 'Anytown'), and 'Phone Number (optional)' (placeholder '(555) 123-4567'). To the right is an 'Order Summary' table:

Subtotal	\$100.00	
Shipping	Free	
Tax	\$0.00	
Total	\$100.00	

At the bottom, a blue 'Continue' button is visible, and the footer contains links for 'Help', 'Customer Services', 'Contact Us', 'Shipping Information', and 'Returns & Refunds', along with social media icons.

Figure 20: Shipping address

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

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Checkout

1 SHIPPING ————— 2 PAYMENT ————— 3 REVIEW

SHIPPING

Home Delivery

Item Details	Item Price	Quantity	Total
t-shirt ✓ In Stock	\$50.00	2	\$100.00

[Remove Item](#)

Ship to

Ann Babu
1295 Charleston Road,
Mountain View CA 94043 US

[Edit Address](#)

Shipping Options

- Shipping Cost: \$6.00
- US shipping: \$5.00

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.

PAYMENT

Credit Card

Card Number VISA

Expiry Date (MM/YY) / CVV Number

Name on Card

Billing Address
1295 Charleston Road,
Mountain View ABE 94043 GB

[Edit Address](#)

Google Pay

[+ Apply a Promo Code](#)

Order Summary

Subtotal	\$2,101.00
Shipping	Free
Tax	\$0.00
Total	\$2,101.00

Continue to Review Order **Back to Previous**

Figure 22.1: Credit Card Payment Method

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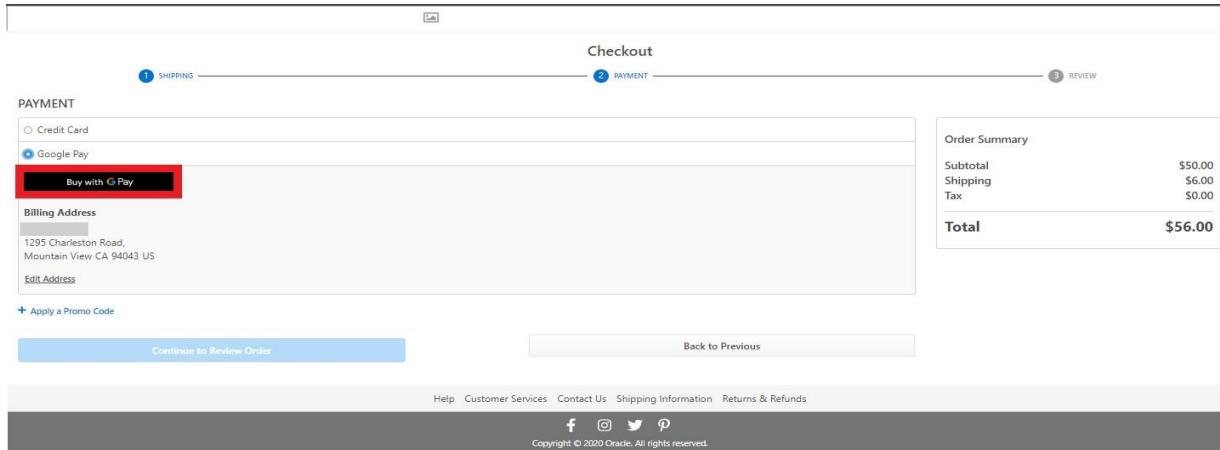


Figure 22.2: Google Pay Payment Method

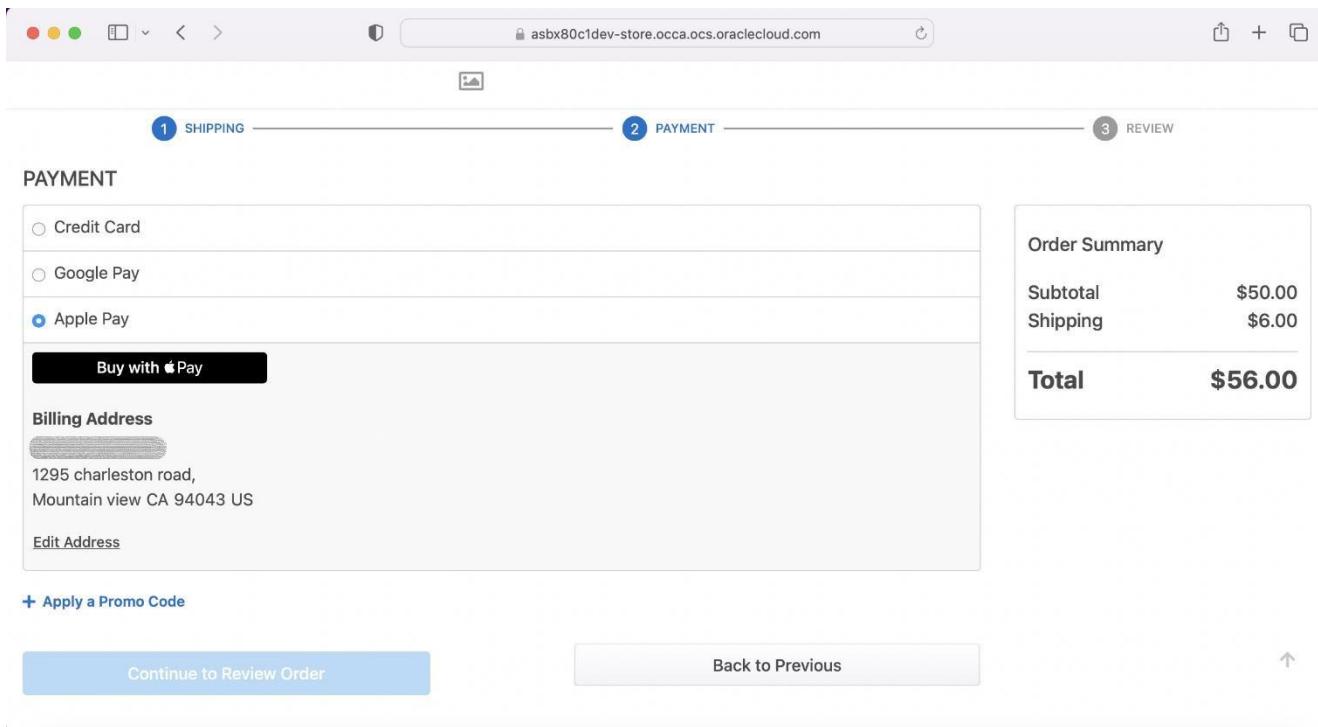


Figure 22.3: Apple Pay Payment Method

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

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The screenshot shows the 'Checkout' process at step 3: REVIEW. The 'REVIEW ORDER' section includes 'Contact Information' and 'Email Address' (test@gmail.com). The 'Shipping Details' section shows a single item: 'Home Delivery' of a 't-shirt' (\$50.00) with quantity 1 and total \$50.00. The 'Order Summary' table shows Subtotal \$50.00, Shipping \$5.00, Tax \$0.00, and Total \$56.00. The 'Place Order' button is highlighted with a red box. The 'Payment Details' section shows a VISA card with number ending in 1111, expiration 05/2025, and billing address matching the shipping address. The footer includes links for Help, Customer Services, Contact Us, Shipping Information, Returns & Refunds, and social media icons for Facebook, Instagram, Twitter, and Pinterest.

Figure 23: Place Order

The screenshot shows the 'Thank you for your order' confirmation page. It states that the order has been submitted and a confirmation email has been sent. The Order Number is 060142. Below this, there's a section for creating an account with fields for First Name (Ann), Last Name (Babu), Email Address (test@gmail.com), and a checkbox for 'I want to get email updates'. A 'Create an Account' button is present. There's also a 'Continue Shopping' link. The footer includes links for Help, Customer Services, Contact Us, Shipping Information, Returns & Refunds, and social media icons for Facebook, Instagram, Twitter, and Pinterest.

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”.

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The screenshot shows the Oracle Commerce Cloud interface. On the left, there's a navigation sidebar with various menu items like Dashboard, Catalog, Marketing, Design, Media, Search, Accounts, Settings, User Management, Reports, and Service Operations. Below these are sections for Changes (with a save button) and Agent Console Settings. The main content area is titled "Agent Console Settings" and has tabs for Announcements, Quick Links, Price Override, Remorse Period (which is highlighted with a red box), and Extended Remorse Period. Under the Remorse Period tab, there's a section for "Announcements" which says "No Announcements have been created. Click the New Announcement button to start." A "New Announcement" button is visible on the right. The rest of the page lists other settings like Shipping Methods, Payment Processing, etc.

Figure 25: Remorse Period

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

This screenshot shows the same Oracle Commerce Cloud interface as Figure 25, but with a modal dialog box open over the "Remorse Period" section. The dialog is titled "Remorse Period" and contains a checkbox labeled "Enable Remorse Period". Below it is a section titled "Specify Time For Remorse Period:" with two input fields: "Hours" (set to 0) and "Minutes" (set to 15). The entire "Specify Time For Remorse Period:" section is highlighted with a red box. At the bottom right of the dialog are "Cancel" and "Save" buttons.

Figure 26: Enable Remorse Period

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

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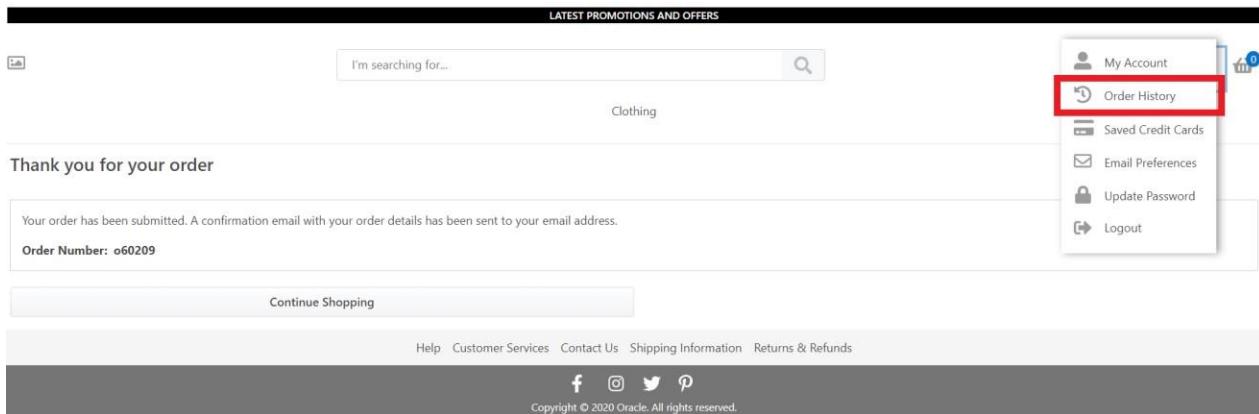


Figure 27: Order History

Step 4: Click on the order to be cancelled

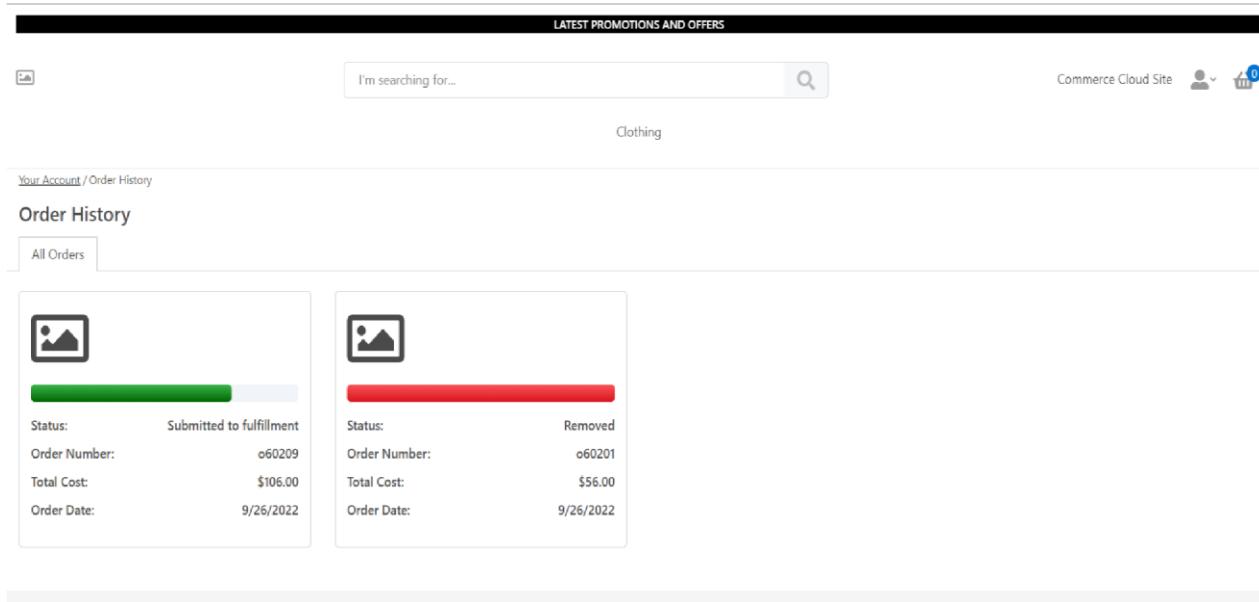


Figure 28: Orders page

Step 5: Click on “Cancel This Order” button

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The screenshot shows the Oracle Commerce Cloud Order Details page. At the top, there's a navigation bar with a search bar containing "I'm searching for...". Below the search bar is a breadcrumb trail: "Back | Your Account / Order History / Order Details". The main content area is titled "Order Details". It displays the following order information:

Order Number:	060209
Order Date:	9/26/2022
Creation Date:	9/26/2022
Order Status:	Submitted to fulfillment
Number of items:	2
Order Total:	\$106.00

Below this, there's a section titled "Shipping Details" with a "Home Delivery" option selected. A table shows item details:

Item Details	Item Price	Quantity	Total
t-shirt	\$50.00	2	\$100.00

On the right side, there's a "Copy Order" button and a "Cancel This Order" button, which is highlighted with a red box.

Figure 29: Cancel This order

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

The screenshot shows the Oracle Commerce Cloud Cancel Order page. At the top, there's a navigation bar with a search bar containing "I'm searching for...". Below the search bar is a breadcrumb trail: "Your Account / Order History / Cancel Order". The main content area is titled "Cancel Order". It displays the following item details:

Item Details	Item Price	Quantity	Total
t-shirt	\$50.00	2	\$100.00

Below the table, there's a dropdown menu set to "No longer needed". At the bottom of the page, there are two buttons: "Don't Cancel Order" and "Submit Cancellation", with "Submit Cancellation" highlighted with a red box.

At the very bottom, there's a footer with links to "Help", "Customer Services", "Contact Us", "Shipping Information", and "Returns & Refunds". There are also social media icons for Facebook, Instagram, Twitter, and Pinterest. The footer also includes the text "Copyright © 2020 Oracle. All rights reserved."

Figure 30: Submit cancellation

Step 7: The Order Cancellation screen.

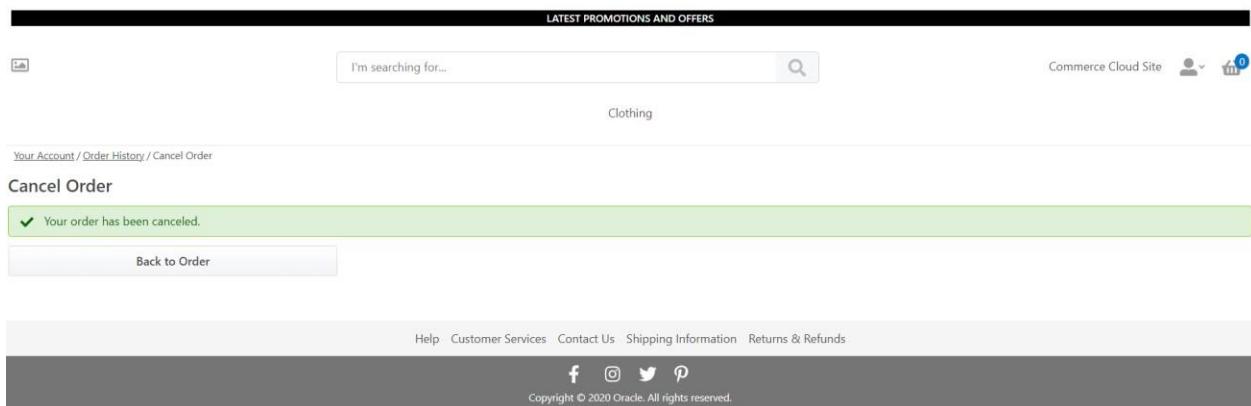


Figure 31: Order Canceled successfully

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 Cybersource Official 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.

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The screenshot shows the 'Certificates, Identifiers & Profiles' section of the Apple Developer portal. Under 'Identifiers', it says 'Register a new identifier'. A radio button for 'App IDs' is selected, with a detailed description below: 'Register an App ID to enable your app, app extensions, or App Clip to access available services and identify your app in a provisioning profile. You can enable app services when you create an App ID or modify these settings later.' Other options like 'Services IDs', 'Pass Type IDs', etc., are listed with their descriptions. A 'Continue' button is at the top right.

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.

The screenshot shows the 'Certificates, Identifiers & Profiles' section of the Apple Developer portal. Under 'Identifiers', it says 'Register a Merchant ID'. It has fields for 'Description' (Cybersource Test Merchant ID) and 'Identifier' (merchant.com.test.cyberosource). Below the identifier field is a note: 'We recommend using a reverse-domain name style string (i.e., com.domainname.appname).'. Buttons for 'Back' and 'Continue' are at the top right.

Figure 33: Register a Merchant ID Page

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

The screenshot shows the 'Certificates, Identifiers & Profiles' section of the Apple Developer portal. Under 'Identifiers', it says 'Register a Merchant ID'. The previously filled fields are now displayed: 'Description' (Cybersource Test Merchant ID) and 'Identifier' (merchant.com.test.cyberosource). A 'Register' button is at the top right.

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.

The screenshot shows the "Apple Pay Registration" page. At the top, there's a header bar with a close button (X), the title "Apple Pay Registration", and a "Help" link. Below the header, there are three main sections: "Step 1: Generate the Certificate Signing Request", "Step 2: Submit the CSR to Apple", and "Step 3: Generate Transaction Security Key".

Step 1: Generate the Certificate Signing Request
The CSR contains an identifier and a public key. Apple requires this file to encrypt sensitive payment credentials. To use the CSR generated on this page, download and submit it to Apple (see step 2). Your old certificate can be used until its expiration, 25 months from the date of generation or until the new CSR is submitted to Apple.
Enter the Apple Merchant ID you registered in the certificates, identifiers, and profiles area of the member center on the Apple Website.

Apple Merchant ID
GENERATE NEW CERTIFICATE SIGNING REQUEST

Step 2: Submit the CSR to Apple
Submit the CSR to Apple to get the required Apple Pay Certificate. [Learn more about the submission process.](#)

Step 3: Generate Transaction Security Key
Complete this step if you use the SDK. When using the SDK, each transaction request originating from your iOS application must include a unique signature.

At least one CyberSource SOAP Toolkit API transaction security key exists. If you do not want to reuse an existing key, [generate a new transaction security key here.](#)

Important - To use Apple Pay, your processor must support payment network tokenization.

Figure 35: Business Centre 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 Business Centre in the previous step.

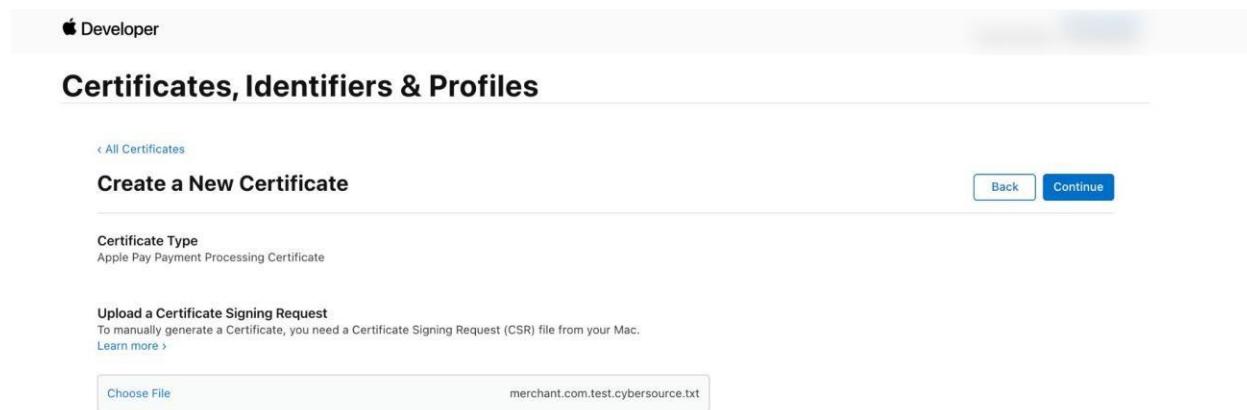


Figure 36: Uploading Payment Processing Certificate Request

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

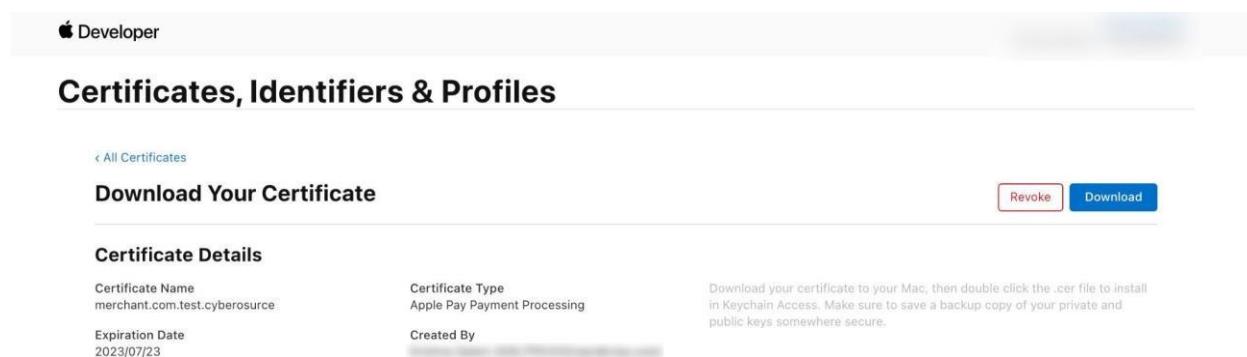


Figure 37: Downloading Payment Processing Certificate Request

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.

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The screenshot shows the 'Certificates, Identifiers & Profiles' section under 'Edit or Configure Merchant ID'. A 'Name' field contains 'Cybersource Test Merchant ID' and an 'Identifier' field contains 'merchant.com.test.cyberosource'. Below these fields is a note about special characters. A 'Save' button is visible. The 'Apple Pay Payment Processing Certificate' section follows, showing a certificate entry for 'merchant.com.test.cyberosource' with a type of 'Apple Pay Payment Processing' and an expiration date of 'Jul 23, 2023 (Active Certificate)'. Buttons for 'Revoke' and 'Download' are present. A link to 'Create an additional certificate' is provided, along with a 'Create Certificate' button. The 'Apple Pay Payment Processing on the Web' section includes a note about web merchant terms and conditions, followed by a 'Merchant Domains' section with an 'Add Domain' button. The 'Apple Pay Merchant Identity Certificate' section has a 'Create Certificate' button.

Figure 38: Configure Apple Pay Merchant ID Page.

4. Enter your Admin domain name into the field.

The screenshot shows the 'Certificates, Identifiers & Profiles' section under 'Register'. A note states that to use Apple Pay Payment Processing on the web, a domain must be registered and verified. An input field for 'Enter the domain you wish to register' contains 'https://'. A 'Save' button is visible.

Figure 39: Domain Registration Page.

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

The screenshot shows the 'Certificates, Identifiers & Profiles' section of the Apple Developer portal. It includes instructions for verifying ownership of a domain by uploading a file to a specific URL. A 'Download' button and an 'Ok' button are visible.

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-merchantid-domain-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.

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3. Generate your CSR following [Apple Developer Help article](#).
4. Click Create Certificate under Apple Pay Merchant Identity Certificate.

Apple Pay Payment Processing on the Web

To configure Apple Pay Payment Processing on the web for this merchant ID, you must register and verify the domains that will process transactions. You must also create a Apple Pay Merchant Identity, which authenticates your web sessions with the Apple Pay Payment Processing servers.

Incorporation of Apple Pay Payment Processing into your website is subject to these [Apple Pay Payment Processing Web Merchant Terms and Conditions](#) and [Acceptable Use Guidelines](#). Failure to comply with any of these Terms and Conditions or guidelines may result in deactivation of Apple Pay Payment Processing transactions on your website.

Merchant Domains

Domain: www.qa.prestashop.cybsplugin.com

Status: **Verified**

[Remove](#)

[Verify](#)

Verification Expires: Aug 3, 2021

Add a domain for use with this Merchant ID.

[Add Domain](#)

Apple Pay Merchant Identity Certificate

Create an Apple Pay Merchant Identity Certificate for this Merchant ID.

[Create Certificate](#)

Figure 41: Create Merchant Identity Certificate Page.

5. Upload the CSR and click Continue.

apple developer

Certificates, Identifiers & Profiles

[All Certificates](#)

Create a New Certificate

[Back](#)

[Continue](#)

Certificate Type

Apple Pay Merchant Identity Certificate

Upload a Certificate Signing Request

To manually generate a Certificate, you need a Certificate Signing Request (CSR) file from your Mac.
[Learn more >](#)

[Choose File](#)

CertificateSigningRequest.certSigningRequest

Figure 42: Create a New Merchant Identity Certificate Page.

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

apple developer

Certificates, Identifiers & Profiles

[All Certificates](#)

Download Your Certificate

[Revoke](#)

[Download](#)

Certificate Details

Certificate Name:

merchant.com.test.cyberosource

Expiration Date:

2023/07/23

Certificate Type:

Apple Pay Merchant Identity

Created By:

Download your certificate to your Mac, then double click the .cer file to install in Keychain Access. Make sure to save a backup copy of your private and public keys somewhere secure.

Figure 43: Download Merchant Identity Certificate Page.

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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. Before deploying, place the certificate and private key files in the specified paths with exact file names as follows:

1. Identity Certificate: packages/server-extension/certs/applePayIdentityCert.pem
2. Private Key: packages/server-extension/certs/applePayIdentityKey.key

A screenshot of the Cybersource payment processing configuration page. The left sidebar has a 'Commerce' icon. The main area is titled 'Apple Pay' and contains several configuration fields:

- 'Apple Pay Merchant Id (required)': Input field containing 'applePayMerchantId'.
- 'Apple Pay Initiative (required)': Input field containing 'web'. A tooltip explains it is a predefined value for web-based Apple Pay requests.
- 'Apple Pay Initiative Context (required)': Input field containing 'applePayInitiativeContextId'. A tooltip explains it is a fully qualified domain name associated with the merchant identity certificate.
- 'Apple Pay Display Name (required)': Input field containing 'applePayDisplayName'. A tooltip says it is the name displayed on the payment sheet.
- 'Apple Pay Supported Networks (required)': Input field containing 'visa,masterCard,amex,discover'. A tooltip says it is a comma-separated list of networks.

Figure 45: Cybersource Official Payment Processing Page - Apple Pay configuration

9. Network Tokens

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 Tokens, it must be provisioned with a Token Requestor ID (TRID) for each card scheme. Please contact your Cybersource representative or reseller to arrange for Network Tokens to be enabled on your Cybersource account.

Plug-in would need to subscribe to the necessary webhook notifications and ingest them for changes to the card. Webhook subscription to the Network Token life cycle updates is created when Authorization is processed, while the Network Token Updates is enabled in the back office.

The following Token updates are processed in Oracle Commerce Cloud:

- Expiry month
- Expiry year
- Card suffix

This section covers information on how to enable Network Token service. Under Payment Gateways -> “Cybersource Official”, select the Network Token Updates checkbox to enable Network Tokens. Save the changes.

The screenshot shows the Oracle Commerce Cloud configuration interface. On the left is a vertical toolbar with various icons. The main area is titled 'Commerce'. It contains several input fields and checkboxes. One checkbox, 'Network Token Updates', is checked and highlighted with a blue border. A tooltip to the right of this checkbox states: 'Subscribe to Network Token life cycle updates'. Other fields include 'Key File Name (in case authentication type = jwt) (required)' with a placeholder 'keyFileName', 'Authentication Type (required)' set to 'http_signature', 'Environment (required)' set to 'environment', and two unchecked checkboxes for 'Credit Card Payer Authentication Enabled' and 'Enforce SCA for Saving Card'. There is also an unchecked checkbox for 'Sale Enabled' and another for 'Card'.

Figure 46: Enabling Network Tokens

10. Message Level Encryption

Use Enable Message-Level Encryption in order for personally identifiable information, such as payment information, to be returned unmasked by TMS. If the Enable Message Level Encryption is set to 'Yes' you should have the authentication type as JWT.

Under Payment Gateways -> “Cybersource Official”, select Yes in the Enable Message Level Encryption dropdown to enable Message Level Encryption (MLE). Save the changes.

In case authentication type is JWT you should place p12 key file in packages/server-extension/certs directory, the **Key File Name** setting should be equal to the file name without 'p12' extension. **Key Alias** and **Key Store Password** should be updated accordingly (usually same value as MID).

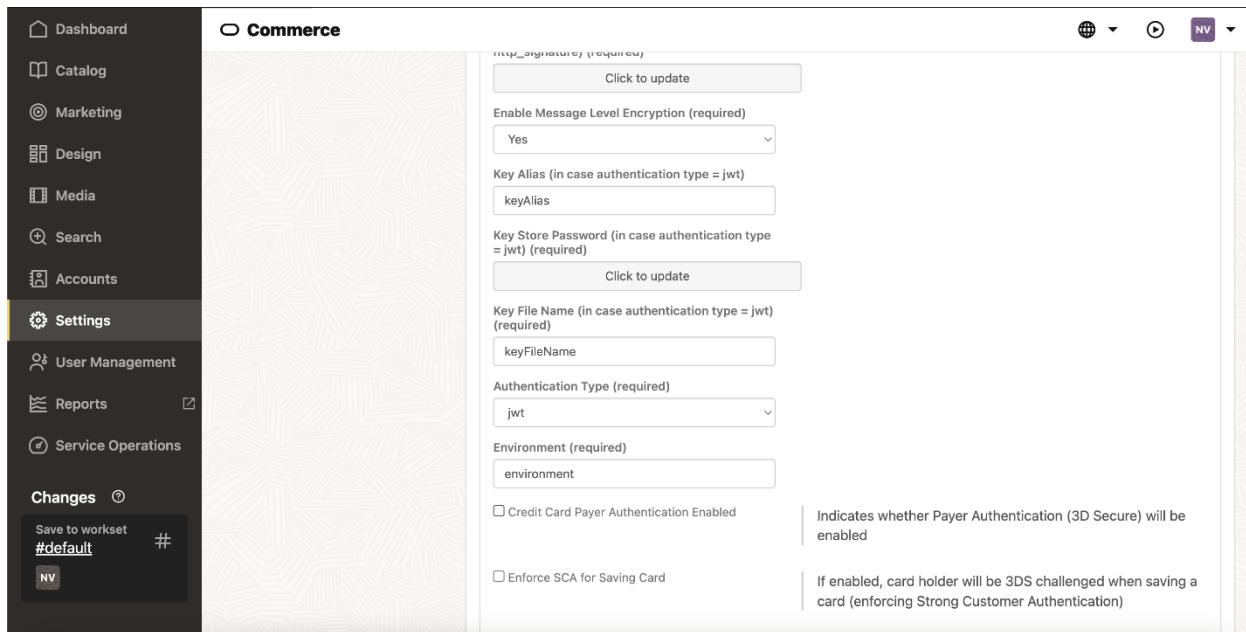


Figure 46: Enabling Message Level Encryption

11. Uninstallation Steps

This section provides the steps to uninstall the extension and unmount the widgets from the OCC environment.

11.1. Deleting Payment Gateway

This section provides the steps to delete payment gateway extension from OCC environment.

Step 1: Go to OCC Admin -> Settings -> Extension -> Installed Extension.

Step 2: Click on the deactivate button to deactivate the Cybersource Official Payment extension.

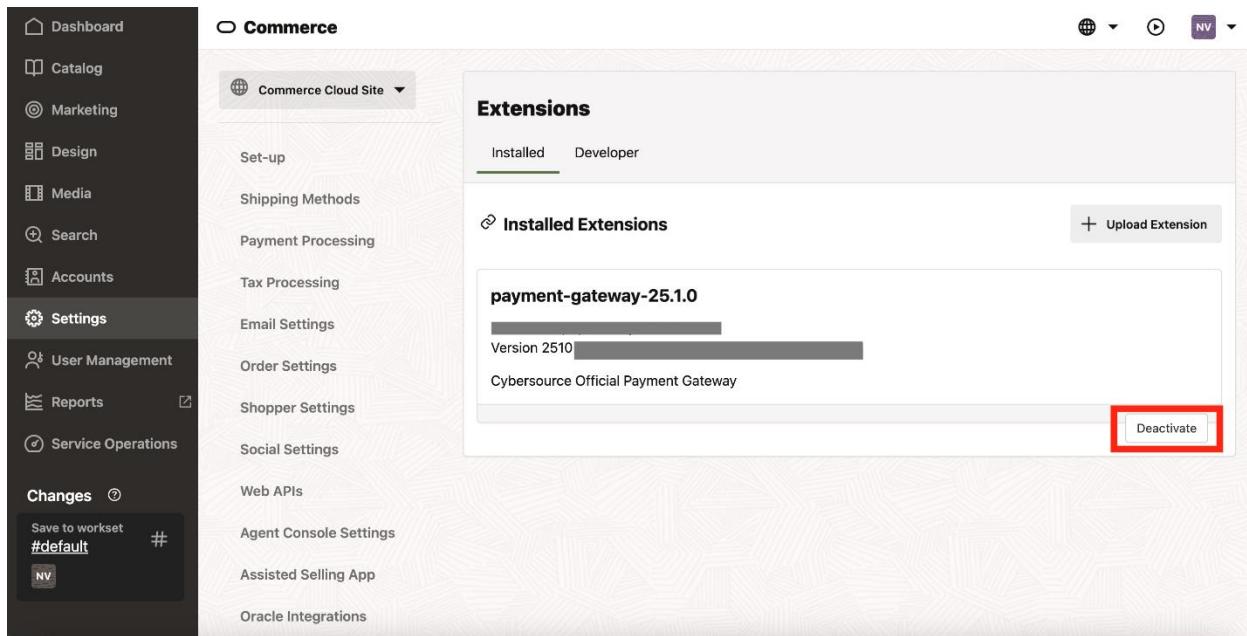


Figure 47: Deactivate Extension

Step 3: After deactivating the extension, click on the delete button to delete the extension.

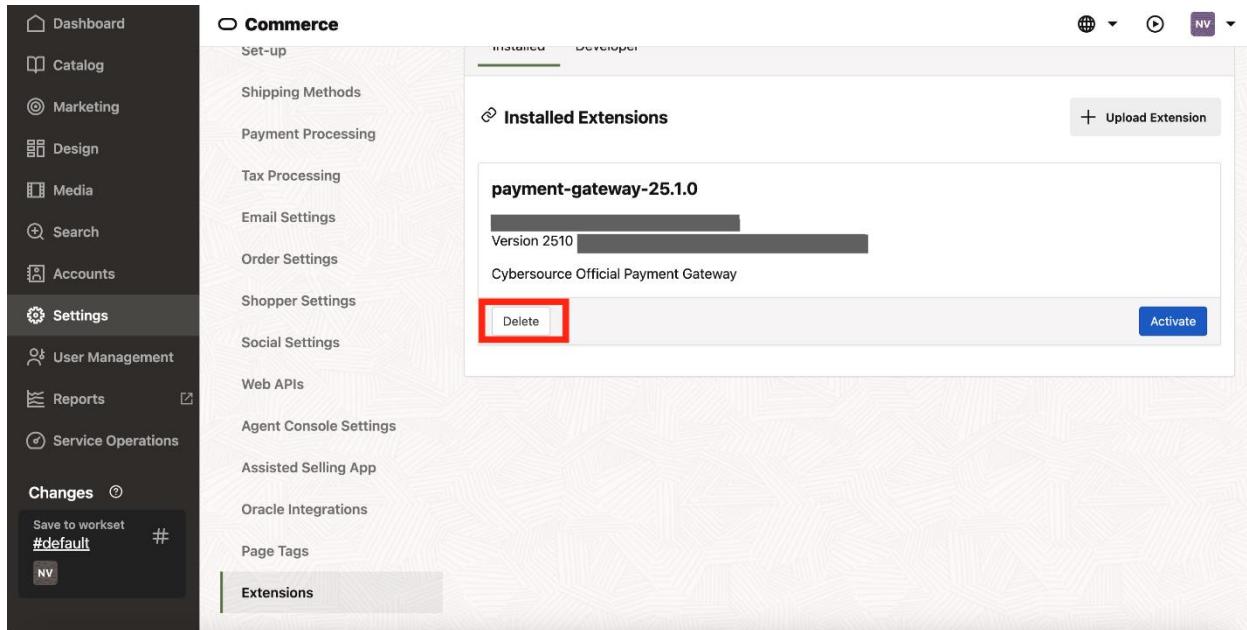


Figure 48: Deleting Payment Gateway

11.2. Deleting Server-Side extension

This section provides the details of removing the SSE from the OCC environment before installing the new SSE.

- To remove Server-Side Extension (SSE), trigger a post request to below mentioned endpoint from postman.
URL: '{ENV_URL}}/ccadmin/v1/serverExtensions/deleteFiles'
- After successful deletion of server-side extension, 204 response will be returned.

The screenshot shows a Postman interface with the following details:

- Method:** POST
- URL:** {{ENV_URL}}/ccadmin/v1/serverExtensions/deleteFiles
- Body:** JSON (selected)
- Request Body Content:**

```

1 {
2   ...
3     "paths": [
4       ...
5     ]
6 }
```
- Response Status:** 204 No Content
- Response Time:** 908 ms
- Response Size:** 559 B
- Buttons:** Send, Cookies, Beautify, Save as example, etc.
- View Options:** Pretty, Raw, Preview, Visualize, Text, etc.

Figure 49: Deleting Server-Side Extension

11.3. Unmounting Storefront Widgets

This section provides the details of unmounting the widgets before deploying the new plugin.

- Login to the OCC admin dashboard, navigate to the Design tab and unmount the **IsvCheckoutContinueToReviewOrderButton** component from the checkout-payment page. [Layouts > Checkout Payment - Default > checkout-payments-container](#)
- Unmount the **IsvPaymentMethod** component from the checkout payments container layout [Layouts > Checkout Payment - Default > checkout-payments-container > checkout-payment-methods-container \(shared\)](#)
- Remove the **IsvCheckoutPlaceOrderButton** component from the checkout-review-order container [Layouts > Checkout Review Order - Default > checkout-review-order-container](#)
- Publish the changes

12. 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.

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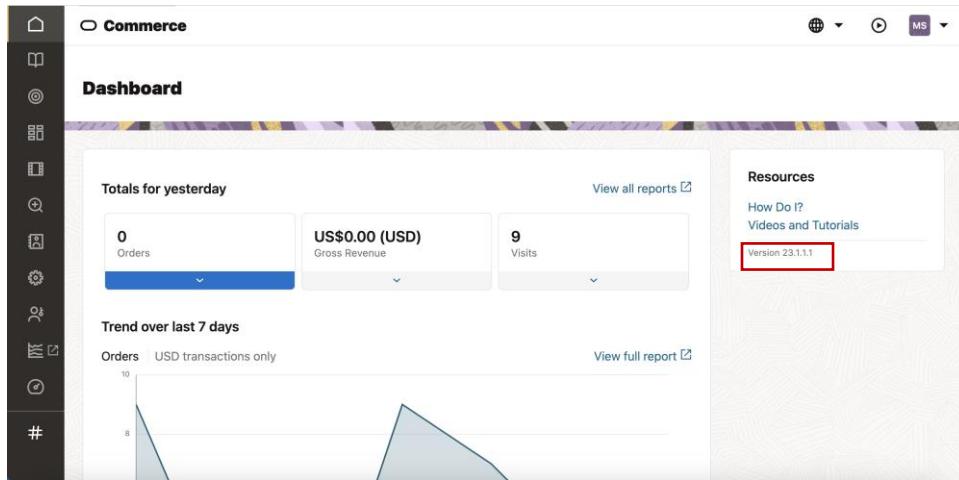


Figure 50: Cybersource Official Payment Processing Page.

- Plugin/ Extension version: Under Settings->Extension, find the version of the installed Cybersource Official extension.

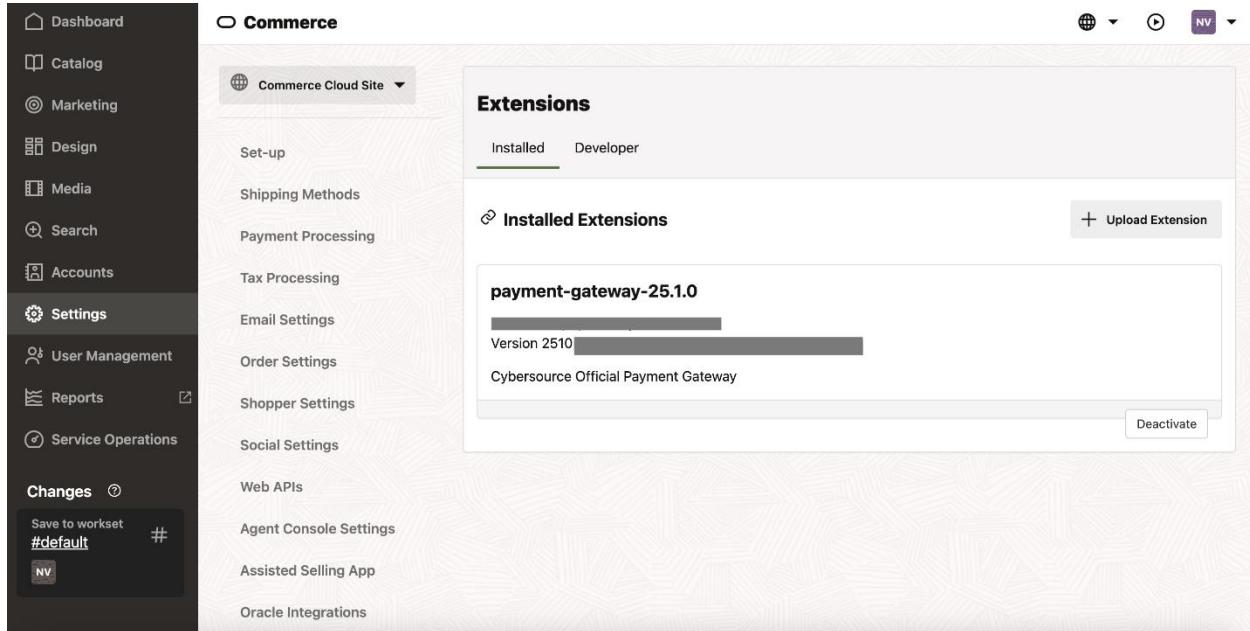


Figure 51: Cybersource Official Extension Page.

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

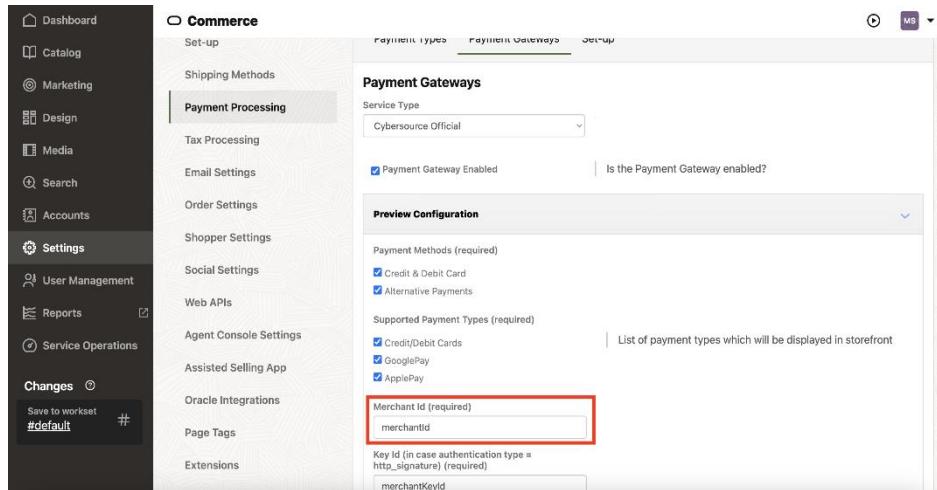


Figure 52: Cybersource Official Payment Processing Page.

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

13. Abbreviations

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

Abbreviation	Full Form
MID	Merchant ID
Org ID	Organization ID
API	Application Programming Interface
PCI	Payment Card Industry
JWT	JSON Web Token
TMS	Token Management Service

Table 2: Abbreviations