

# Worldpay Hybris 6.5 Plugin R1.0 - End User Guide

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## Reader's guide

This documentation will cover the use of Worldpay as a payment provider in both a B2C and B2B context. Sections that only apply to either B2C or B2B will be marked as **B2C only** or **B2B only**

## End User Guide

### Introduction

This guide covers the possible customisations that can be applied to a running system with the Worldpay hybris Commerce Suite AddOn.

- How to configure Alternative Payment Method's (APM's)
- How to configure the payment flow.

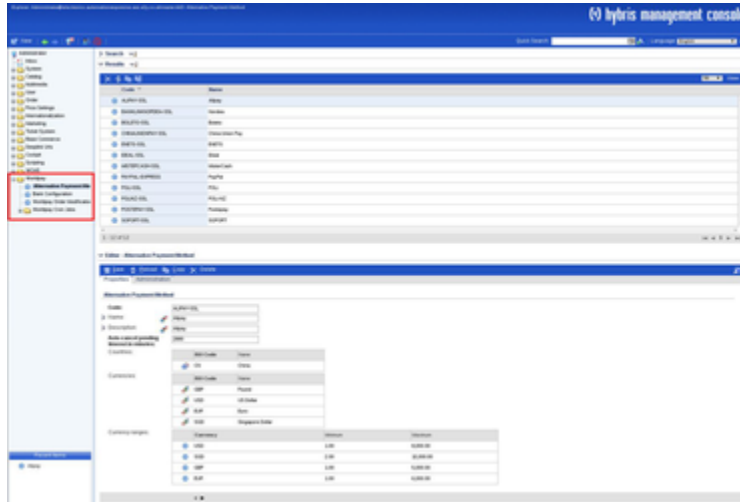
The guide assumes the reader already has familiarity with hybris business tools which predominantly are the hybris Management Console (hMC) and hybris WCMS Cockpit.

### Alternative Payment Methods Configuration - *B2C only*

#### Configuration using hMC - *B2C only*

The available APMs in the system can be configured using the hMC. As shown on the image below, after logging in, the user can open the "Worldpay" group and click on the "Alternative Payment Method" section.

The section will allow users to search, edit and create new APM configuration entries.



### Configuration Attributes - B2C only

Attribute	Required	Description	Notes
code	Yes	This is the APM code which matches Worldpay APM codes (i.e. SOFORT-SSL)	See <a href="#">here</a> for Worldpay payment method codes
name	Yes	This is the localised APM name. The property will be used on the order confirmation / history page as well as in the CS Cockpit	
description	No	Localised APM description.	Currently a content placeholder allowing projects to describe the APM.

autoCancelPendingTimeoutInMinutes	Yes	Timeout in minutes before the order is auto-cancelled. If Worldpay Authorise notification is not received within this time interval, the order will be cancelled.	This is likely to happen because the user has selected a delayed payment method which required further user action and the action has not been take on time.  Default value: 2880 minutes (2 days)
countries	No	Set of delivery countries for which the APM is available.	See APM Availability Rules
currencies	No	Set of currencies for which the APM is available	See APM Availability Rules
currencyRanges	No	Set of currency ranges for which the APM is available capturing the minimum and maximum order values supported by the APM	See APM Availability Rules

### APM Availability Rules - B2C only

The configuration properties such as **countries**, **currencies**, **currencyRanges** and **bank** define whether an APM can be used or not as payment method.

There are four rules which **all** have to be **true** in order to have an APM available to use for payment.

### Country Rule - B2C only

This rule inspects the country of the shipping address and evaluates the rules. The rules are described as follows:

Countries Set	Shipping Country	Result
Empty	N/A	TRUE
Not empty	Not in the Countries Set	FALSE

<b>Countries Set</b>	<b>Shipping Country</b>	<b>Result</b>
Not empty	In the Countries Set	TRUE

#### **Currency Rule - B2C only**

This rule inspects the Cart's currency and evaluates the rule. The rules are described as follows:

<b>Currencies Set</b>	<b>Cart's Currency</b>	<b>Result</b>
Empty	N/A	TRUE
Not empty	Not in the Currencies Set	FALSE
Not empty	In the Currencies Set	TRUE

#### **Currency Ranges Rule - B2C only**

This rule inspects the Cart's total and evaluates the rule. The rules are described as follows:

<b>Currency Range Set</b>	<b>Cart's Currency</b>	<b>Currency Range Boundaries</b>	<b>Cart's Total</b>	<b>Result</b>
Empty	N/A	N/A	N/A	TRUE
Not empty	Not in the Currency Range Set	N/A	N/A	TRUE
Not empty	In the Currency Range Set	No Min, No Max	N/A	TRUE
Not empty	In the Currency Range Set	Min and Max	< Min OR >Max	FALSE
Not empty	In the Currency Range Set	Min and Max	>= Min AND <=Max	TRUE

#### **Bank Transfer Rule - B2C only**

This rule inspects the APM's bank configuration and evaluates the rule. The rules are described as follows:

<b>APM's Bank Indicator</b>	<b>Bank Configuration Set</b>	<b>Result</b>
False	Empty	FALSE
False	Contains active banks	FALSE
True	Empty	FALSE

APM's Bank Indicator	Bank Configuration Set	Result
True	Does not contain active banks	FALSE
True	Contains active banks	TRUE

## Adding Payment Method Buttons using the hybris WCMS Cockpit - B2C only

To provide direct links to APM's on your hybris "Billing & Payments Page", you can use the hybris WCMS Cockpit to add buttons for your preferred payment types.

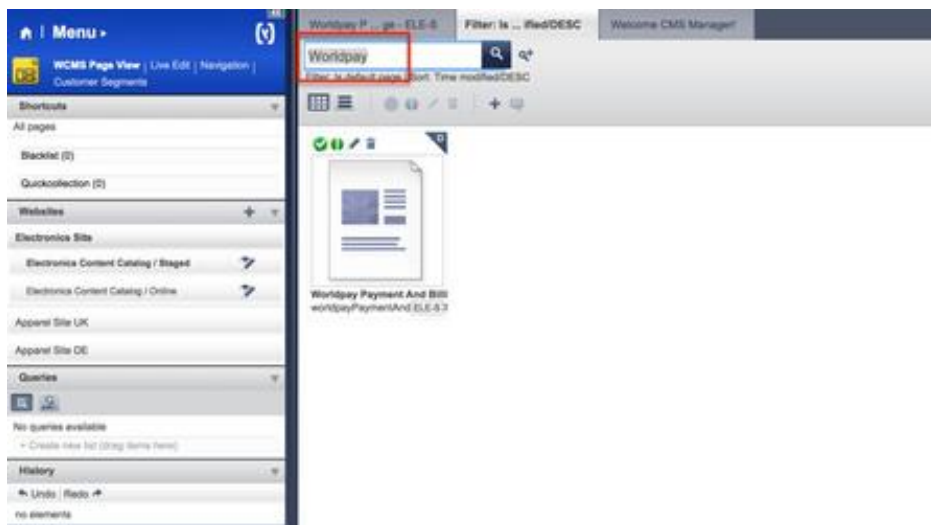
Using the hybris WCMS provides the flexibility for you to promote different APM's for different Storefront's (i.e. different countries or brands).

APM buttons will also not render 'Available', if currency, delivery or order threshold restrictions configured against the APM apply.

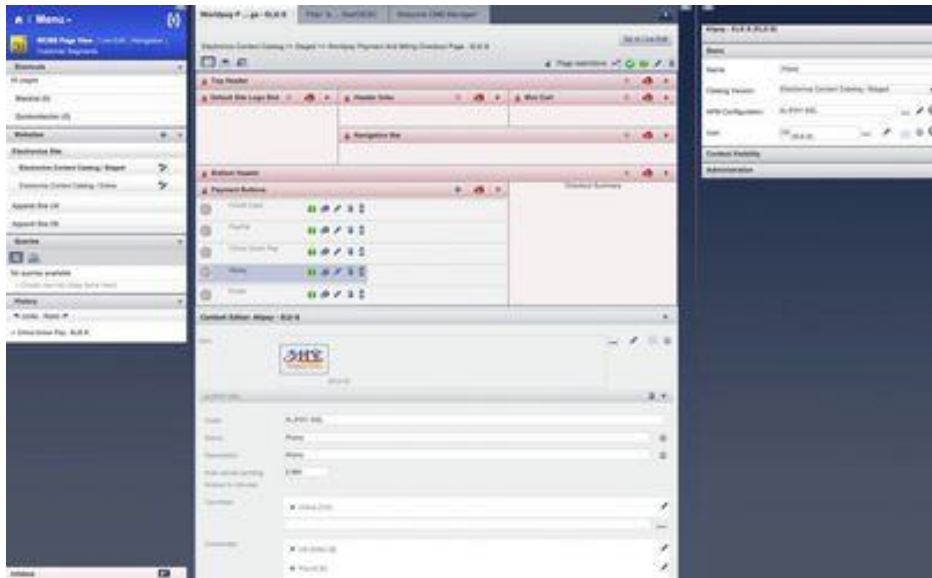
Additionally you can take advantage of hybris Personalisation rules to hide or show APM's according to other personalisation rules such as customer segmentation.

### Step by Step Adding a new APM Button - B2C only

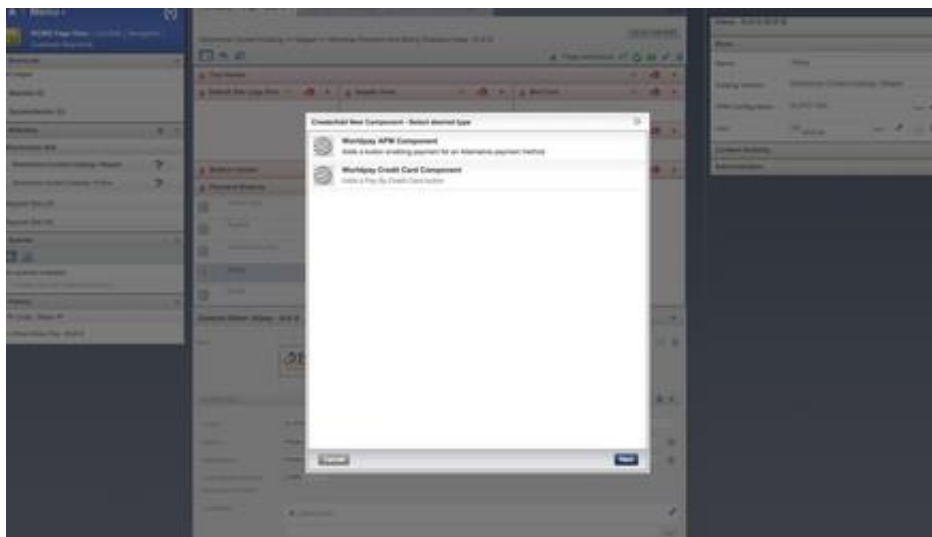
- Find the CMS Page named *Worldpay Payment and Billing Checkout Page* in the Website view of the WCMS Cockpit.



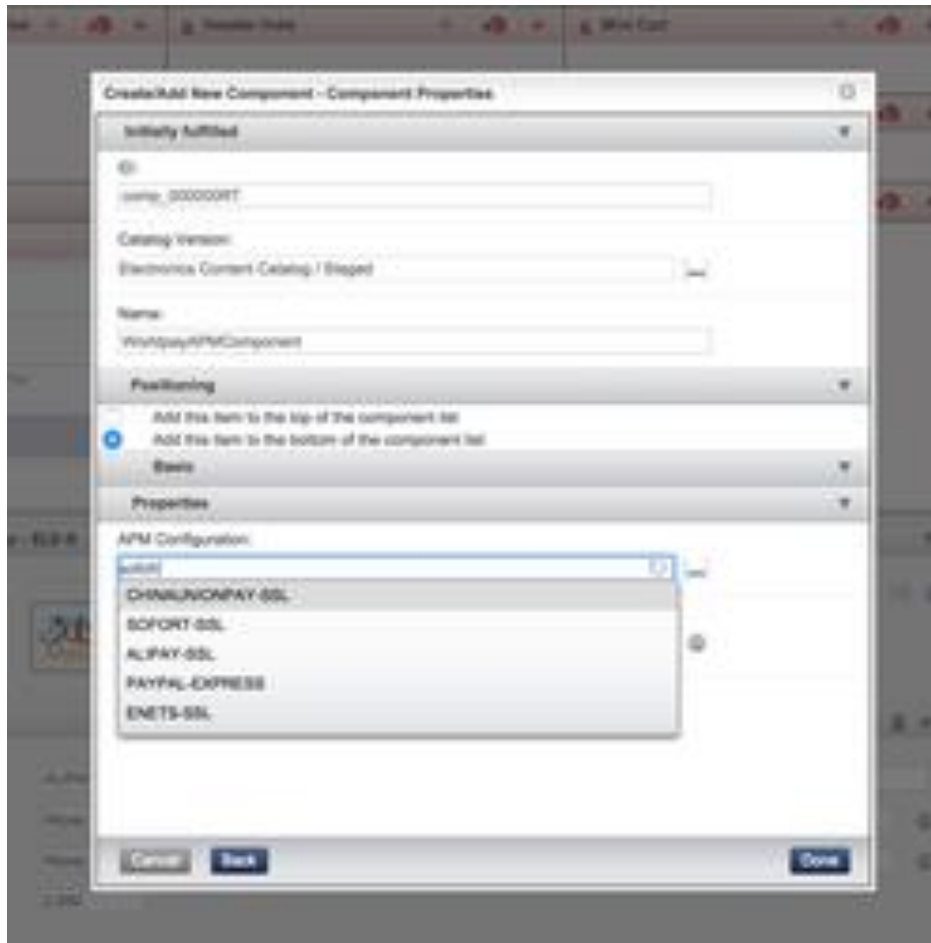
- Unlock the Payment Buttons Slot and Click the Add Component Symbol ( + )



- In the New Item Wizard choose the *Worldpay APM Component*



- If the APM has been pre-configured you can pre-select by typing in the APM Name or using the Search Wizard ( [ ... ] )



- Alternatively you can create an APM inline in the WCMS Cockpit. This is essentially an alternative approach to using the hMC.

Header links: Header links | Mini Cart

### Create/Add Item - Mandatory fields

**Properties**

Code: MASTERCASH-SS

Name: Master Cash

Description: Master Cash/Remcontact is a debit card service available in Belgium. Shoppers can use this service to m...

Auto-cancel pending timeout in minutes: 3,000

Countries: ☒ Belgium (BE)

Currencies: ☒ Euro (€)

Currency ranges: ☒ EUR - 1.0 - 5000.0

Buttons: Cancel | Back | Done

- Back on the APM Component, you should can also configure the icon that will appear on the payment page
- It is possible to configure different icons for different languages



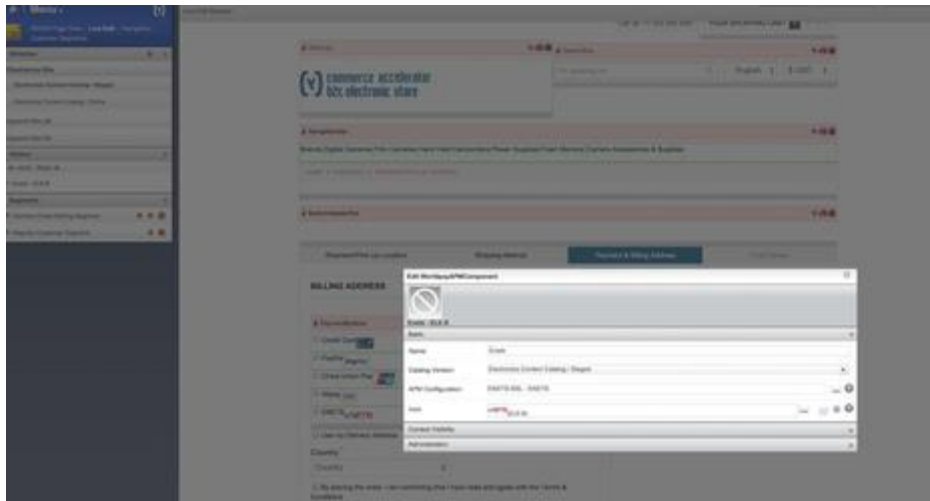


### **Pay By Card - *B2C only***

- There is also a Worldpay CC Component to enable you to add a Pay By Card button and set the image to represent credit cards.

### **Live Edit AddOn Support - *B2C only***

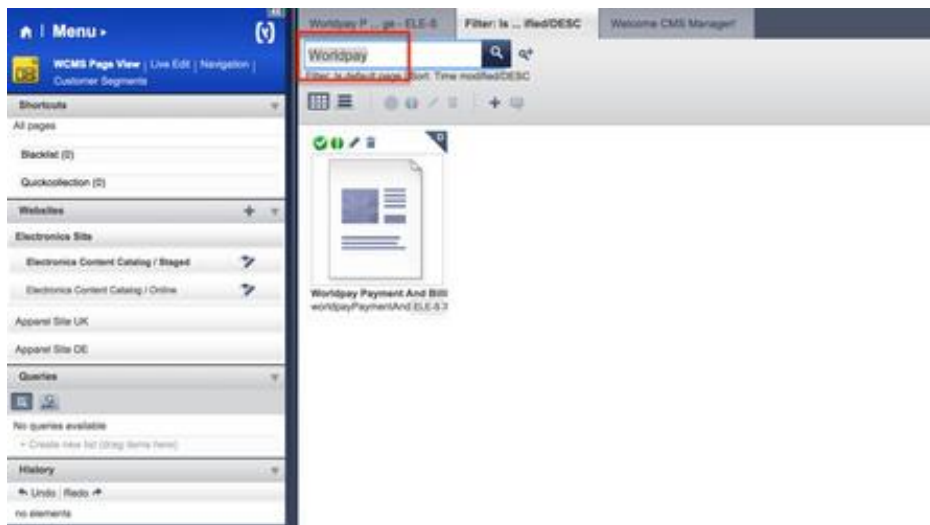
- If you have the liveeditaddon installed you can also perform all the above operations direct on the payment page in Quick Edit mode



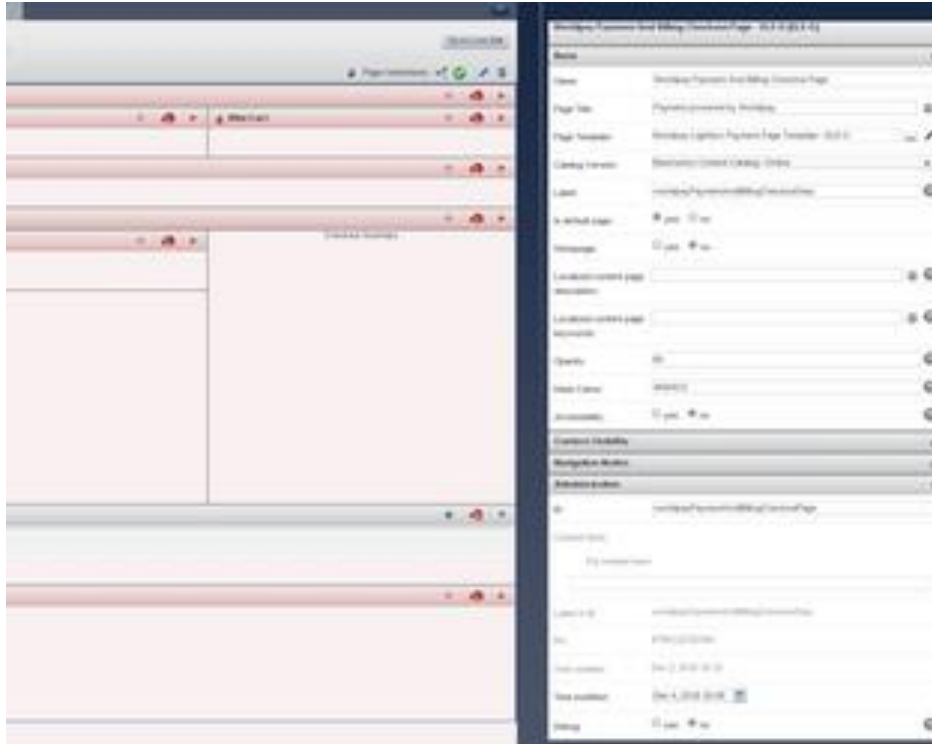
## Configuring the payment flow

To select the payment flow to be used for checkout, it is only necessary to change the page template of the "Worldpay Payment And Billing Checkout Page" and "Worldpay Mobile Payment Page" for the desired catalogs.

To configure the flows, find the CMS Page named *Worldpay Payment and Billing Checkout Page* in the Website view of the WCMS Cockpit.



Click the edit button (pencil icon) of the page and then the three dots next to the Page Template.



This will open up an editorArea where it is possible to select the desired template. The table below shows the uid's of the templates related to the Worldpay AddOn.

Template uid	Flow
WorldpayPaymentAndBillingCheckoutPageTemplate	Hosted Order Page (redirect)
WorldpayCSEPaymentAndBillingCheckoutPageTemplate	Client Side Encryption (direct xml)
WorldpayIframePaymentAndBillingCheckoutPageTemplate	iframe (redirect)

### Enabling debug mode for development - B2C only

The property "debug" in the menu "Administration" allows the developers to see extra information when integrating the Iframe. By default, the value is false.

## Cron Jobs

Multiple Cron Jobs are in place to handle payment fulfilment workflows and to perform housekeeping operations :

Cronjob	Recommended Trigger	Description	HM
orderModificationProcessorJob	Every minute	Processes incoming order notifications from Worldpay. When Order Notifications are received by the <b>worldpayordernotification</b> endpoint, they are stored in the hybris Commerce Suite database until this job picks them up. If a modification is successfully processed, it is marked as processed. The job by default picks up AUTHORISATION, CAPTURE and CANCEL notifications which are the notification supported out of the box by the AddOn.	typeOfPayment
cleanUpProcessedOrderModificationsCronJob	Daily	Cleans up successfully processed order modifications. The amount of days to wait before a modification is cleaned up is configurable on the job (default is 5 days).	daysToWaitBefore
notifyUnprocessedOrderModificationsCronJob	Daily	Creates customer service tickets for order modifications that have not been processed for a configurable amount of days (defaults to 7 days).	unprocessedTime
apmOrderTimeoutCronJob	Every 15 minutes	Finds orders where an APM has been used and no notification has been received (typically because customers have not completed payment) and queues for cancellation.	Time-out specification

paymentInfoInquiryCronJob	Every 10 minutes	Inquires about the payment method used for a transaction if no notification has been received for a configurable amount of minutes (defaults to 15). Also cancels transactions where the payment method is still unknown after a configurable amount of days (defaults to 5).	
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## Order Modifications

Order notifications received from Worldpay are Serialized as a JSON-string on the type Worldpay Order Modification.

Field	Description
Processed	Indicates whether the notification has been processed by the orderModificationProcessorJob. Unsetting this flag forces the transaction to be re-processed.
Notified	Indicates if a ticket was created relating to this order notification.
Defective	Will be set to "true" if an error occurred in any of the steps/jobs for this notification.
Defective reason	Specifies the reason for the notification being marked as defective
Defective count	The amount of total order modifications received with the same defective reason. When an order modification is processed as defective, previous defective records with the same defective reason are removed.

