

SFRA Mollie LINK Integration

Version 21.1.0



[Table of Contents](#)

1. Summary	4
2. Component Overview	5
<i>Functional Overview</i>	5
<i>Use Cases</i>	6
<i>Limitations, Constraints</i>	6
<i>Compatibility</i>	6
<i>Privacy, Payment</i>	6
3. Implementation Guide	7
<i>Setup of Business Manager</i>	7
Setup Storefront Cartridges	7
Setup Business Manager Cartridges	8
Import data	9
<i>Configuration</i>	10
Configure Mollie Preferences	10
Configure Services	12
Configure Payment Methods	13
Validating payment methods	13
Localizing payment methods	14
Sorting payment methods	15
Description field	16
Pay after delivery payment methods	18
Remaining attributes or settings	18
4. Testing	19
<i>Checkout</i>	20
Checkout as a guest	20
Checkout as an authenticated customer with a new card	22
Checkout as an authenticated customer with an existing card	24
5. Operations, Maintenance	26
<i>Data Storage</i>	26
<i>Availability</i>	27
<i>Support</i>	27
6. User Guide	28
<i>Roles, Responsibilities</i>	28

<i>Business Manager</i>	28
Order overview	28
Advanced filtering	28
Attributes	29
Payment	30
Customer Service Center actions	31
Performing a payment cancel	31
Performing a payment refund	33
Performing a order shipment	34
Request payment link	34
Jobs	36
7. Backwards compatibility	37
8. Known Issues	37
9. Release History	37

1. Summary

This LINK cartridge is the official Mollie Commerce Cloud LINK integration.

You can find more information about Mollie here: <https://www.mollie.com/>. It is required to create an account and fill in the required settings before going live. There is always an option to create a free test account here: <https://www.mollie.com/dashboard/signup?lang=en>.

More information to get started: <https://www.mollie.com/be/developers>.

More information about the JSON API: <https://docs.mollie.com/reference/v2/payments-api/create-payment>.

More information about general integration: <https://github.com/mollie> This is handy to get a general idea of what Mollie is capable of.

The LINK cartridge was build and tested with SFRA version 6.0.0 and B2C Commerce version 21.6 (Compatibility Mode: 21.2)

2. Component Overview

Functional Overview

Mollie provides an easy way to integrate with a wide range of payment methods and wallets. The integration makes use of REST API calls to Mollie. Commerce Cloud will then handle the responses and will process orders.

It is also possible to handle payment cancels, refunds and shipments in the Commerce Cloud Customer Service Center.

The following payment methods are supported by default:

- Bancontact
- Credit card
- PayPal
- iDeal
- Sofort Banking
- Bank transfer
- Belfius
- KBC
- Pay later
- Slice it
- Gift cards
- ING Home'Pay
- Giropay
- Eps
- Przelewy24

The following wallets are supported by default:

- Apple Pay

Use Cases

- As a customer, complete a checkout processes using the Mollie payment methods with the ability to remember your card data when logged in.
- As the merchant, view the Mollie payment details in the Business Manager
- As the merchant, perform custom actions regarding the payment (cancel payment, refund payment, ship order)
- As the merchant, configure multiple settings in the custom site preferences

Limitations, Constraints

The plugin was build to work on the SFRA demo site.

The following Mollie API's are (partially) supported:

- Payment API
- Methods API
- Refunds API
- Orders API
- Shipment API
- Customers API

Compatibility

Sitegenesis: Not supported

SFRA version: 6.0.0 (supports previous versions by limited code changes)

Compatibility mode: 21.2

Privacy, Payment

Credit card data is never processed on the Commerce Cloud side.

New payments will be entered and processed on the Mollie Payment Page.

There is also a possibility to use the Customers API. This feature will allow the customer to remember and reuse the card data entered at a later stage. Card data is always stored on the Mollie environment, never in Commerce Cloud.

3. Implementation Guide

The LINK integration was developed using Visual Studio Code together with the prophet plugin. Open the project follow the steps:

- Make sure that node and npm are installed
- Go to the project root and enter “npm install” in the terminal
- After the install is complete, enter “npm run compile” to compile the css and js
- Upload the cartridges to the Business Manager

Setup of Business Manager

Setup Storefront Cartridges

The first thing to do is to setup the Storefront cartridges. The plugin exists out of 3 storefront cartridges. These cartridges will need to be added to Cartridge Path of the required Storefront Site(s).

Name	Purpose
int_mollie	Contains all the business logic pertaining order and payment management through the Mollie API.
int_mollie_sfra	Contains Payment and Checkout controllers and templates.
mollie_sfra_changes	Contains overwritten SFRA controllers and templates

It is important to add the cartridges in the following order. Insert these cartridges *before* **app_storefront_base** cartridge.

Cartridge List
mollie_sfra_changes:int_mollie_sfra:int_mollie

Setup Business Manager Cartridges

When this is done, it is time to setup the Business Manager cartridges. There are 2 cartridges that you will need to be added to the cartridge path for the Business Manager.

Name	Purpose
int_mollie	Contains all the business logic pertaining order and payment management through the Mollie API.
bm_mollie	<ul style="list-style-type: none">Contains a job to check for orders that have not been completed after 24 hours (configurable) and fails them. If by any chance the payment flow was completed for this order but failed, the order will be set to the complete status.Contains custom Customer Service Centre actions per order. These actions will help maintaining the order.
app_storefront_base	Add this cartridge to provide the necessary business logic to the custom actions in the Customer Service Center

It is important to add the cartridges in the following order.

Cartridge List
bm_mollie:int_mollie:app_storefront_base

Import data

The project also contains a **data** folder. This data folder contains jobs, custom attributes, services, payment processors and payment method required.

To import the data, follow the next steps:

- Site import
 1. Go to **Administration → Operations → Site Import & Export**
 2. Under **Import & Export Files** click on **Upload**
 3. Upload the **mollie-site-export.zip**
 4. Import the uploaded file

Configuration


Configure Mollie Preferences


After importing the data, the Mollie settings dashboard is available. This dashboard contains all global Mollie settings and is located under: **Merchant Tools → Site Preferences → Mollie Settings**.

[Back to Business Manager](#)

Developed by Forward

[More info about Forward](#)

 [Contact Forward](#)

 [Contact Mollie](#)


[More info on Mollie](#)

mollie

Environment*


TEST

API Key Test*




Show

API Key Live



Show

Profile ID*



Show

You can find your Profile ID in your [Mollie Profile](#)

Test API Key

Default Method*

ORDERS API

Click [here](#) to read more about the differences between the Payment and Orders API

Default order expiry days*

50

Default expiry days for orders created with the Orders API

Use Single Click Payments for Credit Cards*

On

Read more about [Single Click Payments](#) and how it improves your conversion.

Use Mollie Components for Credit Cards*

On

Read more about [Mollie Components](#) and how it improves your conversion.

Log category

mollie

Log category used by SFCC. The log category can be selected under: Administration -> Operations -> Custom Log Settings.

[Configure Mollie Payment Methods](#)

Save

These are all the settings that are configurable. Make sure to create an API user in the Mollie back office.

ID	Type	Description
Environment (mollieEnabledMode)	Set of Strings	Environment used (TEST/LIVE). In TEST mode "API Key Test" will be used, in LIVE mode "API Key Live" will be used.
API Key Test (mollieBearerTestToken)	String	This API Key will be used when "Environment" is set to TEST. You can find your API key in your Mollie Profile, it starts with live. https://www.mollie.com/dashboard/org_9306261/developers/api-keys
API Key Live (mollieBearerToken)	String	This API Key will be used when "Environment" is set to LIVE. You can find your API key in your Mollie Profile, it starts with test. https://www.mollie.com/dashboard/org_9306261/developers/api-keys
Profile ID (mollieProfileId)	String	You can find your Profile ID in your Mollie Profile: https://www.mollie.com/dashboard/org_9306261/developers/api-keys
Default Method (mollieDefaultEnabledTransactionAPI)	Set of Strings	The default enabled method API (Orders/Payment). Read more about the differences between the Payment and Orders API: https://docs.mollie.com/orders/why-use-orders
Default order expiry days (mollieDefaultOrderExpiryDays)	Set of Integers	Default expiry days for orders created with the Orders API.
Use Single Click Payments for Credit Cards (mollieEnableSingleClickPayments)	Boolean	Indicates if Single Click Payments are enabled. Read more about Single Click Payments and how it improves your conversion. https://help.mollie.com/hc/en-us/articles/115000671249-What-are-single-click-payments-and-how-does-it-work-
Use Mollie Components for Credit Cards (mollieComponentsEnabled)	Boolean	Indicates if Mollie Components are enabled. Read more about Mollie Components and how it improves your conversion. https://www.mollie.com/en/news/post/better-checkout-flows-with-mollie-components
Log category (mollieLogCategory)	String	Log category used by SFCC. The log category can be selected under: "Administration -> Operations -> Custom Log Settings".

Configure Services

It is necessary to configure the correct Mollie service credentials.

1. Go to **Administration** → **Operations** → **Services**
2. If the import was successful, you should see the following services

Mollie.CancelOrder	HTTP	Mollie
Mollie.CancelOrderLineItem	HTTP	Mollie
Mollie.CancelPayment	HTTP	Mollie
Mollie.CreateCustomer	HTTP	Mollie
Mollie.CreateOrder	HTTP	Mollie
Mollie.CreateOrderRefund	HTTP	Mollie
Mollie.CreatePayment	HTTP	Mollie
Mollie.CreatePaymentRefund	HTTP	Mollie
Mollie.CreateShipment	HTTP	Mollie
Mollie.GetMethod	HTTP	Mollie
Mollie.GetMethods	HTTP	Mollie
Mollie.GetOrder	HTTP	Mollie
Mollie.GetPayment	HTTP	Mollie

3. Go to the **Mollie Credentials**
4. Fill in the correct URL

Configure Payment Methods

Validating payment methods

Validate that the payments methods were imported correctly.

1. Go to **Merchant Tools → Ordering → Payment Methods**
2. There should be a list that contains the following payment methods

MOLLIE_APPLE_PAY	Apple Pay	Yes
MOLLIE_BANCONTACT	Bancontact	Yes
MOLLIE_BANKTRANSFER	Bank transfer	Yes
MOLLIE_BELFIUS	Belfius	Yes
MOLLIE_CREDIT_CARD	Credit card	Yes
MOLLIE_EPS	eps	Yes
MOLLIE_GIFTCARD	Gift cards	Yes
MOLLIE_GIROPAY	Giropay	Yes
MOLLIE_IDEAL	iDEAL	Yes
MOLLIE_ING_HOME_PAY	ING Home'Pay	Yes
MOLLIE_KBC	KBC	Yes
MOLLIE_KLARNA_PAY_LATER	Pay later	Yes
MOLLIE_KLARNA_SLICE_IT	Slice it	Yes
MOLLIE_PAYPAL	PayPal	Yes
MOLLIE_PRZELEWY	Przelewy24	Yes
MOLLIE_SOFORT	SOFORT Banking	Yes

3. These payment methods should be linked to the **MOLLIE_ECOM_DEFAULT** payment processor, if the payment method uses Mollie components use **MOLLIE_ECOM_CREDIT** instead.

Localizing payment methods

Payment methods are localizable, this means that you can, for example, change the payment method name for each locale/language. This can be done by switching the “Language” select to the desired locale/language.

The following fields are localizable:

1. Name
2. Description

Merchant Tools > Ordering > Payment Methods

Payment Methods

Payment methods are managed here. To create a new payment method, click the **New** button. To remove a payment method click the remove icon in the payment method row. The default payment methods can't be removed, and their IDs can't be changed. When you select the CREDIT_CARD payment method, credit/debit cards can be reordered through drag-and-drop.

[New](#) [Sort Order](#) [Credit/Debit Cards](#) [Import/Export](#) Language: **Default**

ID	Name
MOLLIE_APPLE_PAY	Apple Pay
MOLLIE_BANCONTACT	Bancontact
MOLLIE_BANKTRANSFER	Bank transfer
MOLLIE_BELFIUS	Belfius
MOLLIE_CREDIT_CARD	Credit card
MOLLIE_EPS	eps
MOLLIE_GIFTCARD	Gift cards
MOLLIE_GIROPAY	Giropay
MOLLIE_IDEAL	IDEAL
MOLLIE_ING_HOME_PAY	ING HomePay

BANK_TRANSFER Details

Description:

Image: [Select](#)

Payment Processor: **None**

Countries: All [Edit](#)

Currencies: All [Edit](#)

Customer Groups: All [Edit](#)

Min/Max Payment Ranges: **Min/Max Payment Ranges**

X In

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Sorting payment methods

Payment methods can be sorted. This order will be used for displaying the payment methods in the checkout. Take the following steps to change the order of the payment methods:

1. Click on **Sort Order**
2. Drag the payment method to the desired place
3. Click on **Sort Order** again
4. Click on **Apply**

Payment Methods

Payment Methods
Payment methods are managed here. To create a new payment method, click the **New** button. To remove a payment method click the remove icon in the payment method row. The default payment methods can't be removed, and their IDs can't be changed. When you select the CREDIT_CARD payment method, credit/debit cards can be reordered through drag-and-drop.

New **Sort Order** **Credit/Debit Cards** **Import/Export**

ID	Name	Language	Default	Sort Order...
MOLLIE_BANCONTACT	Bancontact	Yes	7	
MOLLIE_CREDIT_CARD	Credit card	Yes	8	
MOLLIE_PAYPAL	PayPal	Yes	9	
MOLLIE_IDEAL	IDEAL	Yes	10	
MOLLIE_SOFORT	SOFORT Banking	Yes	11	
MOLLIE_APPLE_PAY	Apple Pay	Yes	12	
MOLLIE_BANKTRANSFER	Bank transfer	Yes	13	
MOLLIE_BELFIUS	Belfius	Yes	14	
MOLLIE_KBC	KBC	Yes	15	
MOLLIE_KLARNA_PAY_LATER	Pay later	Yes	16	

Payment Method Details
Please select a payment method to view its details.

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Description field

The description field is used to generate a description for payments created with the Payment API. String interpolation is used to generate a unique description for each payment.

ID	Description
{orderNumber}	The Salesforce order number (dw.order.Order.orderNo)
{storeName}	The site name configured under: Administration → Sites → Manage Sites → (Click on site) → Name
{order.reference}	The order reference (dw.order.Order.customerOrderReference)
{customer.firstname}	The billing address first name (dw.order.OrderAddress.firstName)
{customer.lastname}	The billing address last name (dw.order.OrderAddress.lastName)
{customer.company}	The billing address company (dw.order.OrderAddress.companyName)

ID	Name
MOLLIE_BANKTRANSFER	Bank transfer
MOLLIE_BELFIUS	Belfius
MOLLIE_CREDIT_CARD	Credit card
MOLLIE_EPS	eps
MOLLIE_GIFTCARD	Gift cards
MOLLIE_GIROPAY	Giropay
MOLLIE_IDEAL	iDEAL
MOLLIE_ING_HOME_PAY	ING Home'Pay
MOLLIE_KBC	KBC
MOLLIE_KLARNA_PAY_LATER	Pay later

MOLLIE_CREDIT_CARD Details

Description: 

Name: {customer.firstName} {customer.lastName}
Order number: {orderNumber}
Order created for shop: {storeName}

[HTML Editor](#)

Image: [Select](#)

Example order:

- First name: John
- Last name: Doe
- Order number:
- Store name: RefArch

The description can be found under: **Merchant Tools → Ordering → Orders → (select order) → Payment tab.**

[Merchant Tools](#) > [Ordering](#) > [Orders](#) > Order: 00002903(RefArch)

General [Attributes](#) **Payment** [Notes](#) [History](#)

Payment Information for Order '00002903'

Order Total:	€80.84
Amount Paid:	€0.00
Balance Due:	€80.84

Invoice Number:	00008501
Payment Status:	Paid

Payment Method:	MOLLIE_CREDIT_CARD Processor: MOLLIE_ECOM_CREDIT Transaction: 00002903 Amount: €80.84	Billing Address:	John Doe Address City TX 12345 BE
Mollie payment ID: tr_tzRqgzEbz6			
Mollie payment status: paid			
Mollie payment description: Name: John Doe Order number: 00002903 Order created for shop: RefArch			

[Print Invoice](#)

[<< Back to List](#)

Pay after delivery payment methods

Pay after delivery payment methods such as Klarna Pay later or Klarna Slice it require the Orders API and cannot be used with the Payments API. This is because Klarna needs the order information to do a risk assessment.

Remaining attributes or settings

There are also some custom attributes available on the payment methods. **Note that these payment specific attributes overwrite the general settings located under: Merchant Tools → Site Preferences → Mollie Settings**

ID	Type	Description
Payment method ID (molliePaymentMethodId)	String	The payment id from Mollie
Order expiry days (mollieOrderExpiryDays)	Enum-of-strings	expiry days for orders created with the Orders API.
Method (mollieEnabledTransactionAPI)	Enum-of-strings	enabled method API (Orders/Payment). Read more about the differences between the Payment and Orders API: https://docs.mollie.com/orders/why-use-orders

4. Testing

Configure the settings located under **Merchant Tools → Site Preferences → Mollie Settings** accordingly. Make sure the following settings are configured according to your Mollie account:

1. Environment
 - Set to “TEST” when testing with a Mollie test API key, “LIVE” for a production API key
2. API Key Test
 - The test token found on your Mollie dashboard
3. API Key Live
 - The token found on your Mollie dashboard
4. Profile ID
 - The Profile ID found on your Mollie dashboard
5. Default Method
 - The default enabled method API (Orders/Payment)
6. Default order expiry days
 - The default expiry days for orders created with the Orders API
7. Use Single Click Payments for Credit Cards
 - Set to true when you want to enable Single Click payments
8. Use Mollie Components for Credit Cards
 - Set to true when you want to enable Mollie Components
9. Log category
 - Category used by SFCC logs

Checkout

Checkout as a guest

1. Add a product to your cart
2. Continue to payment step
3. Select a payment method and click on **Next: Place Order**

Payment


Billing Address


John Doe Address City TX 12345


[Update Address](#)[Add New](#)


*Email ⓘjohn@doe.com


*Phone Number ⓘ9234567890


Bancontact


SOFORT
Banking


ING Home'Pay


Credit card


Bank transfer


Giropay


PayPal

Belfius

eps

iDEAL

KBC

Przelewy24

Next: Place Order

4. Validate the order and click on **Place Order**

Payment

Edit

Billing Address:

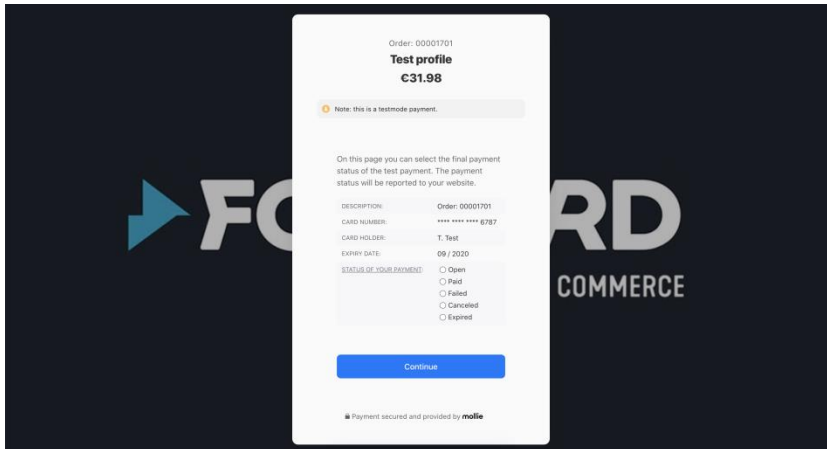
John Doe
Address
City TX 12345

9234567890

Payment:
Method: Credit card

Place Order

- The checkout will now redirect to Mollie



- Fill the details and continue the payment.
- Now an order is created in the Business Manager.

[Merchant Tools](#) > [Ordering](#) > [Orders](#) > Order: 00001702(RefArch)

[General](#) [Attributes](#) [Payment](#) [Notes](#) [History](#)

Payment Information for Order '00001702'

Order Total:	€31.98
<u>Amount Paid:</u>	€0.00
Balance Due:	€31.98
<hr/>	
Invoice Number:	00005001
<u>Payment Status:</u>	Paid
<hr/>	
Payment Method:	MOLLIE_CREDIT_CARD
Processor:	MOLLIE_ECOM_CREDIT
Transaction:	00001702
Amount:	€31.98
Mollie payment ID:	tr_EqDcswfwA8
Mollie payment status:	paid
<u>Billing Address:</u>	John Doe Address City TX 12345 BE

Print Invoice

[<< Back to List](#)

Checkout as an authenticated customer with a new card

1. Add a product to your cart
2. Continue to payment step
3. Select a payment method. If the “Use Mollie Components for Credit Cards” and “Use Single Click Payments for Credit Cards” settings are enabled, the option to save a card for later use will become visible.

Payment

Billing Address

Default address - John Doe Address City, TX 12345


[Update Address](#)[Add New](#)

*Email ⓘ


john@doe.com

*Phone Number ⓘ


9234567890




Bancontact




Credit card




PayPal




iDEAL




SOFORT
Banking




Bank transfer




Belfius




KBC




ING
Home'Pay



Giropay



eps



Przelewy24

*Card holder name

*Credit Card number

*Expiry date

MM / YY

*Security code

☒ Save Card to Account

Next: Place Order

4. Enable the **Save card to Account** option
5. click on Next: **Place Order**

6. Validate the order and click on **Place Order**

Payment

Edit

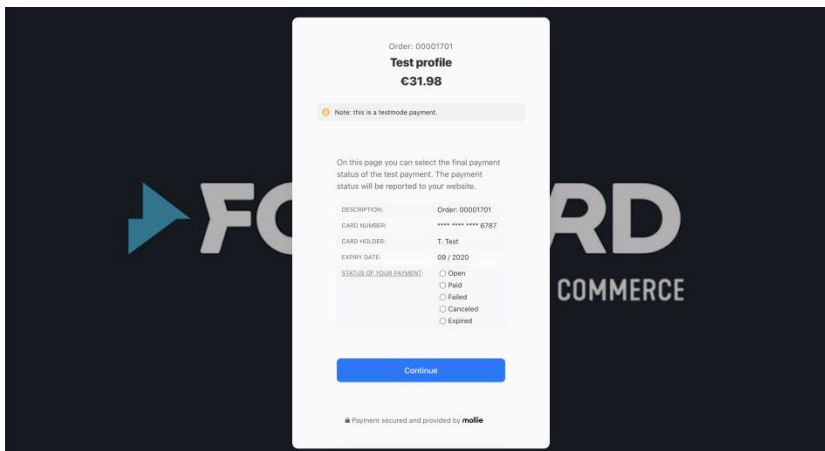
Billing Address:
John Doe
Address
City TX 12345

9234567890

Payment:
Method: Credit card

Place Order

7. The checkout will now redirect to Mollie



Checkout as an authenticated customer with an existing card

1. Add a product to your cart
2. Continue to payment step
3. Select a payment method. If the “Use Mollie Components for Credit Cards” and “Use Single Click Payments for Credit Cards” settings are enabled u can pick your card in the Mollie checkout.

Payment

Billing Address

John Doe Address City TX 12345

[Update Address](#)[Add New](#)

*Email

john@doe.com

*Phone Number

9234567890

Bancontact

Credit card

PayPal

iDEAL

SOFORT Banking

Bank transfer

Belfius

KBC

ING Home'Pay

Giropay

eps

Przelewy24

[Add Payment](#)

[Next: Place Order](#)

4. click on **Next: Place Order**
5. Validate the order and click on **Place Order**

Payment [Edit](#)

Billing Address:

John Doe
Address
City TX 12345

9234567890

Payment:
Method: Credit card

[Place Order](#)

6. The checkout will now redirect to Mollie and you can pick an existing card used on a previous order.

5. Operations, Maintenance

Data Storage

Data is stored on multiple locations.

- System Objects
 - PaymentMethod
 - molliePaymentMethodId – The id of the Mollie payment method
 - mollieOrderExpiryDays – The expiry days for orders created with the Orders API
 - mollieEnabledTransactionAPI – The enabled method API for this payment method
 - PaymentTransaction
 - molliePaymentId – The id of the Mollie payment for orders created with the Payment API
 - molliePaymentStatus – The status of the Mollie payment for orders created with the Payment API
 - mollieIssuerData – Selected issuer data
 - Order
 - mollieOrderId – The id of the Mollie order for orders created with the Orders API
 - mollieOrderStatus – The status of the Mollie order for orders created with the Orders API
 - mollieUsedTransactionAPI – The Mollie method API used for creating the transaction (order/payment)
 - mollieRefundStatus – Contains the status of the refund
 - Profile
 - mollieCustomerId – The id of the Mollie customer (used for single click payments)
 - Product
 - mollieProductCategory – Category used for paying with “voucher” method (eco/meal/gift)
- Order
 - Order History

Communication to and from Mollie will be logged in the Order History. This way the merchant knows exactly what happened with the payment.

Availability

When Mollie services are down the customer will not be able to complete the checkout.
Service availability and performance can be check in the Salesforce backend by the merchant.

Support

TBD

6. User Guide

Roles, Responsibilities

Integration will require a Commerce Cloud developer that is familiar with SFRA and Commerce Cloud code.

Business Manager

Order overview

You can find a list of all orders under: **Merchant Tools → Ordering → Orders**

Advanced filtering

To perform an advanced search, take the following steps:

1. Click on **Advanced**
2. Select the attribute u want to filter on (example custom.mollieOrderId)
3. Select operator (equals, contains)
4. Fill in the attribute value
5. Click **Find**

You're using the new Search service.

This page allows you to search for orders by order number. Select **Advanced** to use more search options. Select **By Number** to search by providing a list of order numbers. Order numbers can be separated by either ',' or ';' or ':' or space or newline. Entered text is treated as case-sensitive; substring matching isn't supported.

Order Search

Selected Site: **RefArch** [Select Site](#)

Simple **Advanced** By Number

Order Attributes

Order Number:

Invoice Number:

Shipment Number:

Customer Attributes

Customer Name:

Customer Number:

Customer Email:

Postal Code:

Order Origin:

Source Code:

Source Code Group:

Business Type:

Channel Type:

Global Party ID:

Order Status

Status: ☒ Created ☒ New ☒ Open ☒ Completed

☒ Failed ☒ Canceled ☒ Replaced

Confirmation:

Shipment:

Payment:

Export:

Merchandise

Product ID:

Manufacturer:

Order Creation

Created By:

Date from: Time: Etc/UTC

Date to: Time: Etc/UTC

Extended Attributes

Mollie order ID (custom.mollieOrderId)

Operator:

Sort By:

Search Results

Number	Order Date	Site	Created By	Registration Status	Customer	Email	Total	Status
00002805	11/12/20 4:42:52 pm Etc/UTC	RefArch	Customer	Registered	John Doe	john@doe.com	€31.98	Open

Showing 1 - 1 of 1 items

Attributes

The **Attributes** tab contains the custom attributes that are related to Mollie payments created with the Orders API.

Merchant Tools > Ordering > Orders > Order: 00002602(RefArch)

General **Attributes** Payment Notes History

Attributes for Order '00002602'

On this page you can edit the attributes of the order. Fields with a red asterisk (*) are mandatory. Click **Apply** to save changes. Click **Reset** to revert your changes.

Mollie

Mollie order ID:

ord_b7f9g

Mollie order status:

authorized

Used Method:

order

Refund status:

REFUND_STATUS_NOTREFUNDED (NOTREFUNDED)

Order is authorized:

☒

Apply Reset

<< Back to List

ID	Type	Description
Mollie order ID (mollieOrderId)	String	Mollie order ID for payments created with the Orders API
Mollie order status (mollieOrderStatus)	String	Mollie order status for payments created with the Orders API
Used Method (mollieUsedTransactionAPI)	String	The used API method to create this payment, this can either be order or payment
Refund status	Enum of strings	The refund status of the order this attribute can contain the following values: <ul style="list-style-type: none">REFUND_STATUS_NOTREFUNDEDREFUND_STATUS_PARTREFUNDEDREFUND_STATUS_REFUNDED
Order is authorized (mollieOrderIsAuthorized)	Boolean	<p>Some payment methods support authorizations. This means that a consumer can authorize a payment, but it will not be executed immediately. It will give us all the needed information to process the payment at a later point. This execution is called a capture.</p> <p>If the payment method supports authorizations, the consumer will authorize a payment when the order is created. If the authorization is successful, the order will have status authorized.</p>

Payment

The **Payment** tab contains the Salesforce payment details and custom attributes that are related to Mollie payments created with the Mollie Payment API.

Merchant Tools > Ordering > Orders > Order: 00002903(RefArch)

General Attributes **Payment** Notes History

Payment Information for Order '00002903'

Order Total:	€80.84
Amount Paid:	€0.00
Balance Due:	€80.84
Invoice Number:	00008501
Payment Status:	Paid
Payment Method:	MOLLIE_CREDIT_CARD Processor: MOLLIE_ECOM_CREDIT Transaction: 00002903 Amount: €80.84 Mollie payment ID: tr_taRgnzEbz6 Mollie payment status: paid Mollie payment description: Name: John Doe Order number: 00002903 Order created for shop: RefArch
Billing Address:	John Doe Address City TX 12345 BE

Print Invoice






ID	Type	Description
Mollie payment ID (molliePaymentId)	String	Mollie payment ID for payments created with the Payment API
Mollie payment status (molliePaymentStatus)	String	Mollie payment status for payments created with the Payment API
Mollie payment description (molliePaymentDescription)	Text	Generated description (explained in Description field section)

Customer Service Center actions

The following actions can only be made on the Customer Service Center page located under: **Merchant Tools → Ordering → Customer Service Center**. These actions cannot be found under the normal order or payment overview located under: **Merchant Tools → Ordering → Orders**.

Make sure to assign the correct user rights to the correct roles.

1. Go to **Administration → Organization → Roles & Permissions**
2. Click on the on a role
3. Go to **Customer Service Center Permissions**
4. Select the specific sites
5. Enable following roles

Customer Service Center Module	Module Description
 Order	
 Cancel payment	Cancel payment
 Request payment link	Request payment link
 Refund payment	Refund payment
 Ship order	Ship order

Performing a payment cancel

Order cancels are managed by custom actions on the order itself.

1. Press the **Find Order** button.
2. Select an order
3. Press the **More** button on the top right corner and select **Cancel payment**.
4. For orders created with the Payment API you can cancel the whole payment.

Payments

Payment: tr_Ut6kyWMfz8

[Cancel](#)

5. For orders created with the Orders API you can choose the products to cancel. (max amount already prefilled)
Some payment methods can be canceled by the merchant for a certain amount of time, usually until the next business day. Or as long as the Mollie payment status is open. Only orders that are CREATED/OPEN/NEW/COMPLETED can be canceled!

Order: ord_rvh9g2

Cancel order

Cancel

Cancel lines

701643343324M - Classic Bermuda Short

Cancelable: 0

Canceled: 0

0

Cancel

- Shipping

Cancelable: 0

Canceled: 0

0

Cancel

- Click on **Cancel** to cancel the order or payment.

Performing a payment refund

Order refunds are managed by custom actions on the order itself.

1. Press the **Find Order** button.
2. Select an order
3. Press the **More** button on the top right corner and select **Refund payment**.
4. For orders created with the Payment API you can choose the amount to refund. (max amount already prefilled)

Only orders that are OPEN/NEW/COMPLETED can be refunded!

Payment: tr_BV7kNgvHxK

Refundable: 31.98 EUR

Refunded: 0.00 EUR

Refund

5. For orders created with the Orders API you can partially or fully refund the order. For each product the maximum quantity already prefilled.

Only orders that are OPEN/NEW/COMPLETED can be refunded!

Order: ord_8tdczm

Refund order

Fully refunded: false

Amount refunded: 0.00

Refund

Refund lines

701643343263M - Classic Bermuda Short

Refundable: 1

Refunded: 0

Refund

- Shipping

Refundable: 1

Refunded: 0

Refund

6. Click on **Refund** to refund the payment or order

Performing a order shipment

Order shipments are managed by custom actions on the order itself.

1. Press the **Find Order** button.
2. Select an order
3. Press the **More** button on the top right corner and select **Ship order**.
4. You can only ship orders that are created with the Orders API. You can partially or fully ship the order. For each product the maximum quantity is already prefilled
Only orders that are OPEN/NEW/COMPLETED

Order: ord_8tdczm

Ship order

Ship

Ship lines

701643343263M - Classic Bermuda Short

Shippable: 1
Shipped: 0

1

Ship

- Shipping

Shippable: 1
Shipped: 0

1

Ship

5. Click on **Ship** to ship the order or products.

Request payment link

Request payment link is managed by custom actions on the order itself.

6. Press the **Find Order** button.
7. Select an order
8. Press the **More** button on the top right corner and select **Request payment link**.
Only orders that are OPEN/NEW/CANCELED/FAILED can be requested for a payment

link.

Send payment link

<https://www.mollie.com/paymentscreen/testmode/?method=mistercash&token=1.cnc1ma>

9. Click on **Send** to send the payment link to the customer.
 - a. Please note that Salesforce does not provide mailing, the integrator needs to implement this by extending / overwrite the *bm_mollie/cartridge/scripts/payment/paymentLink* file

Jobs

There is 1 job available that will handle status updates when Mollie can't reach the SFCC webhook call to update the orders. The job will request the payment status from mollie AAnd update the SFCC order accordingly. Make sure to change the scope to the required sites.

Job: custom.CSComponents.FailExpiredOrders

Parameters:

- ExpireAfterHours
 - The job will collect orders with the CREATED status that are older than the specified number of hours
- IsDisabled
 - Enable to skip the step

7. Backwards compatibility

By doing some minor code changes, the cartridge also supports versions < 6.0.0. The required code changes are marked with comments.

Example:

```
// Uncomment block to support SFRA < 6.0.0
// var orderToken = order.orderToken;
// var url = URLUtils.https('Order-Confirm', 'ID', orderId, 'token', orderToken).toString();

// Comment block to support SFRA < 6.0.0
var url = URLUtils.https('Order-Confirm').toString();
// End block
```

8. Known Issues

No known issues

9. Release History

Version	Date	Changes
21.1.0	2021-05-18	Initial release