SFRA Mollie LINK Integration

*Version 20.1.0*

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# 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 5.0.1 and B2C Commerce version 20.9 (Compatibility Mode: 19.1)

# 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: 5.0.1

Compatibility mode: 19.1

## 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.

# 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 | * 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.

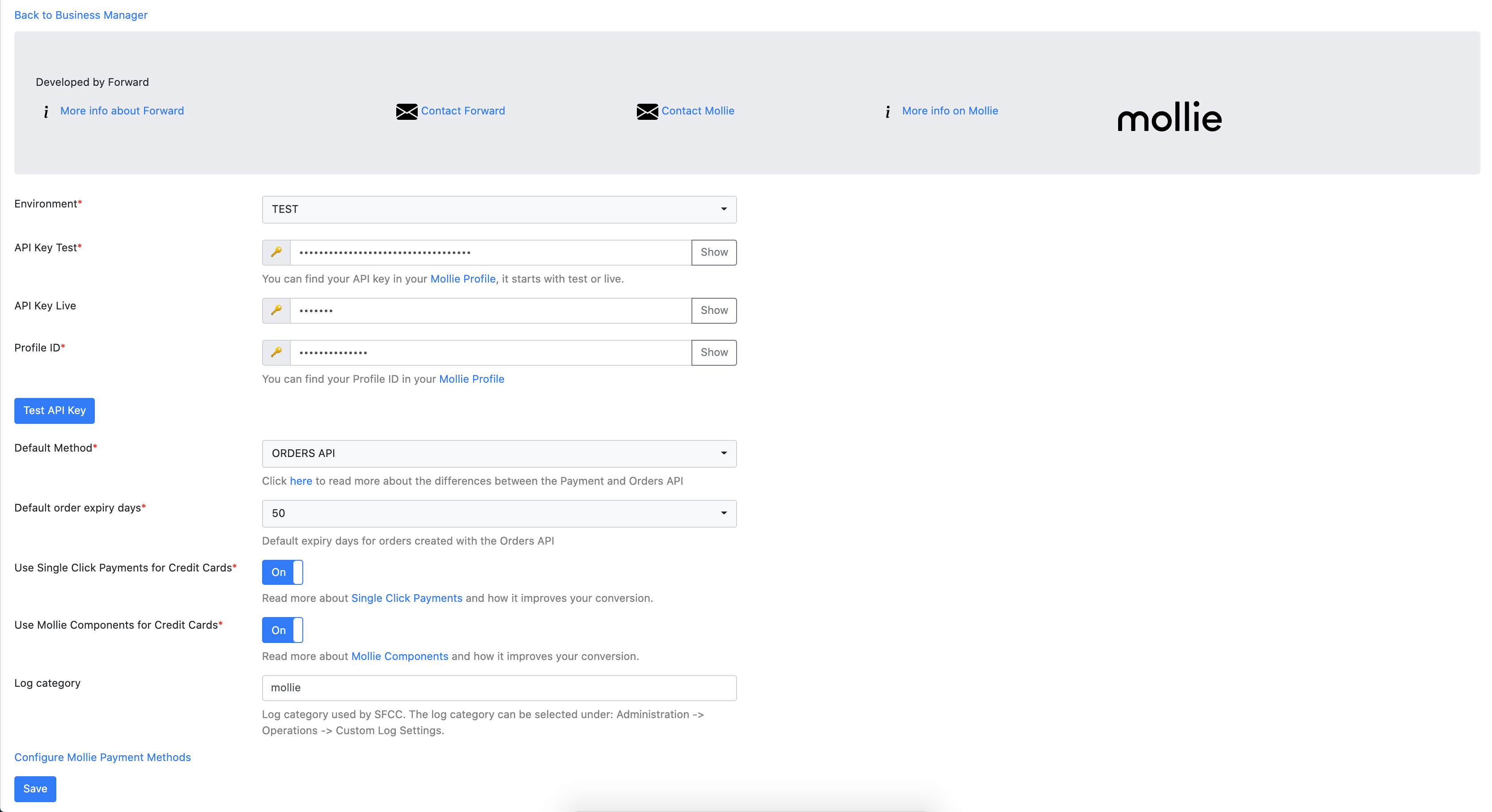
To import the data, follow the next steps:

* 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.**

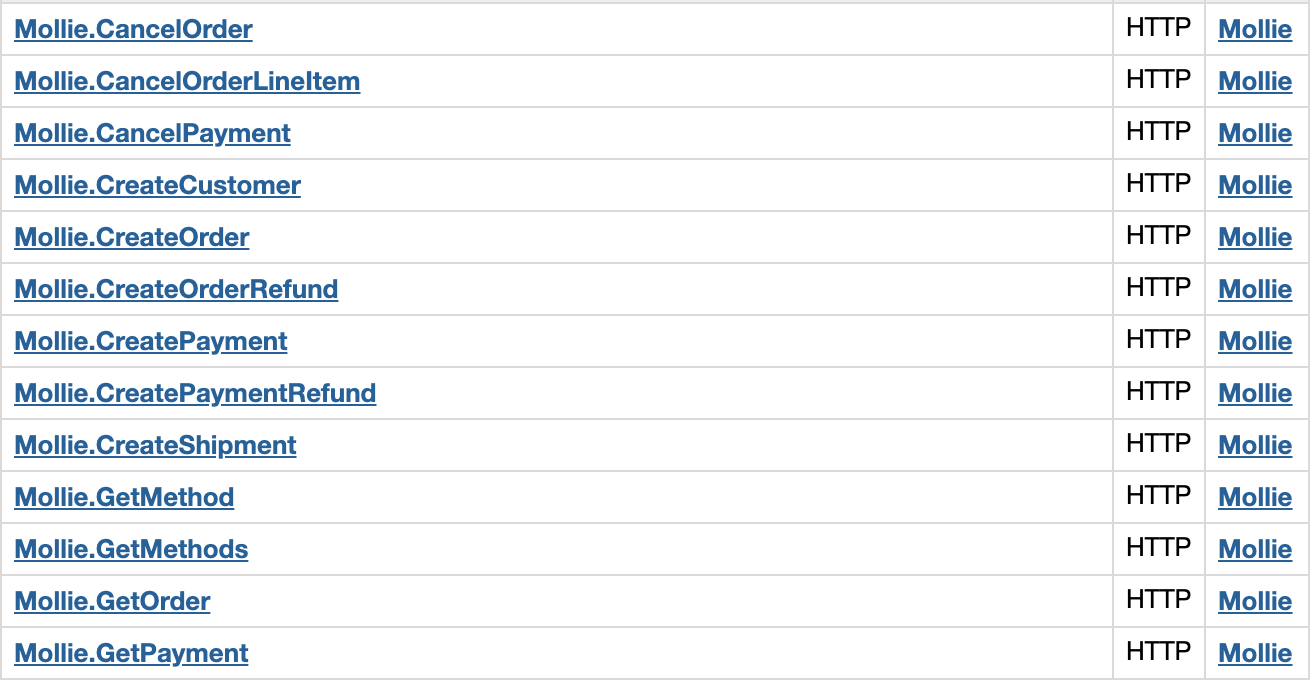


These are all the settings that all configurable. Make sure to create an API user in the Mollie back office.

|  |  |  |
| --- | --- | --- |
| 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

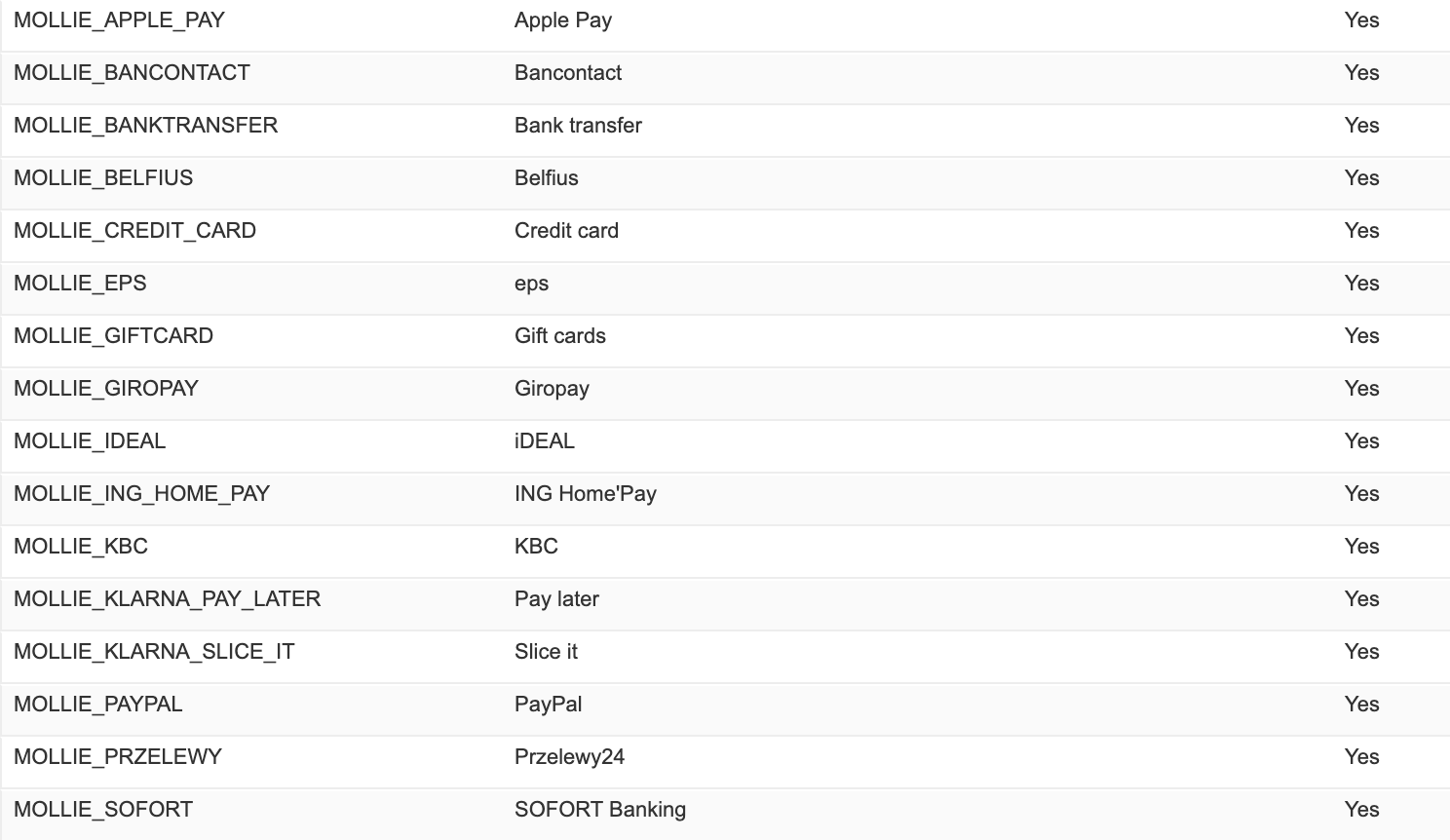
It is necessary to configure the correct Mollie service credentials.

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

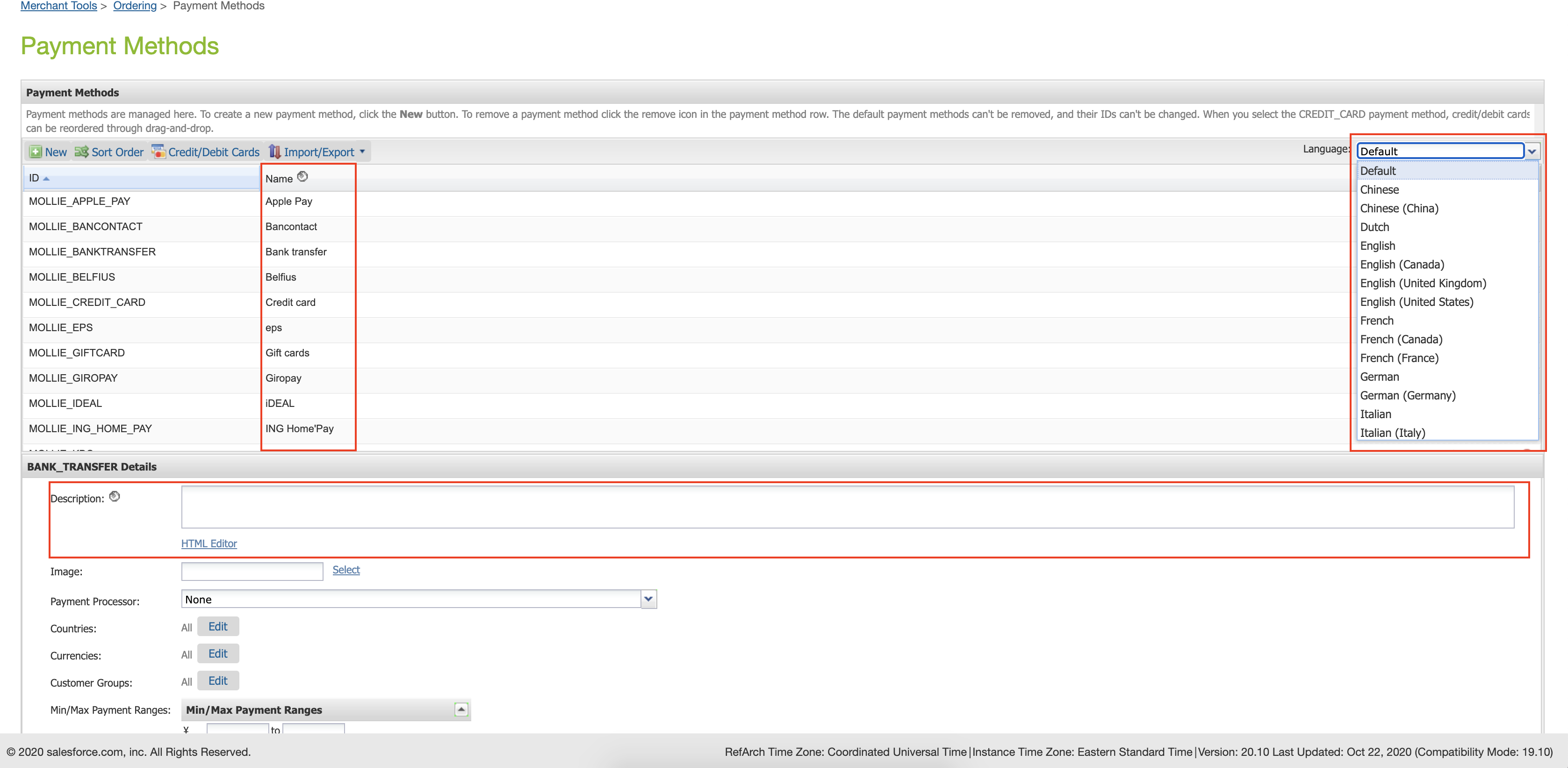
1. Go to **Merchant Tools  Ordering  Payment Methods**
2. There should be a list that contains the following payment methods  
   
3. These payment methods should be linked to the **MOLLIE\_ECOM\_DEFAULT** payment processor, if the payment method uses Mollie components use **MOLLIE\_ECOM\_CREDIT** 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:

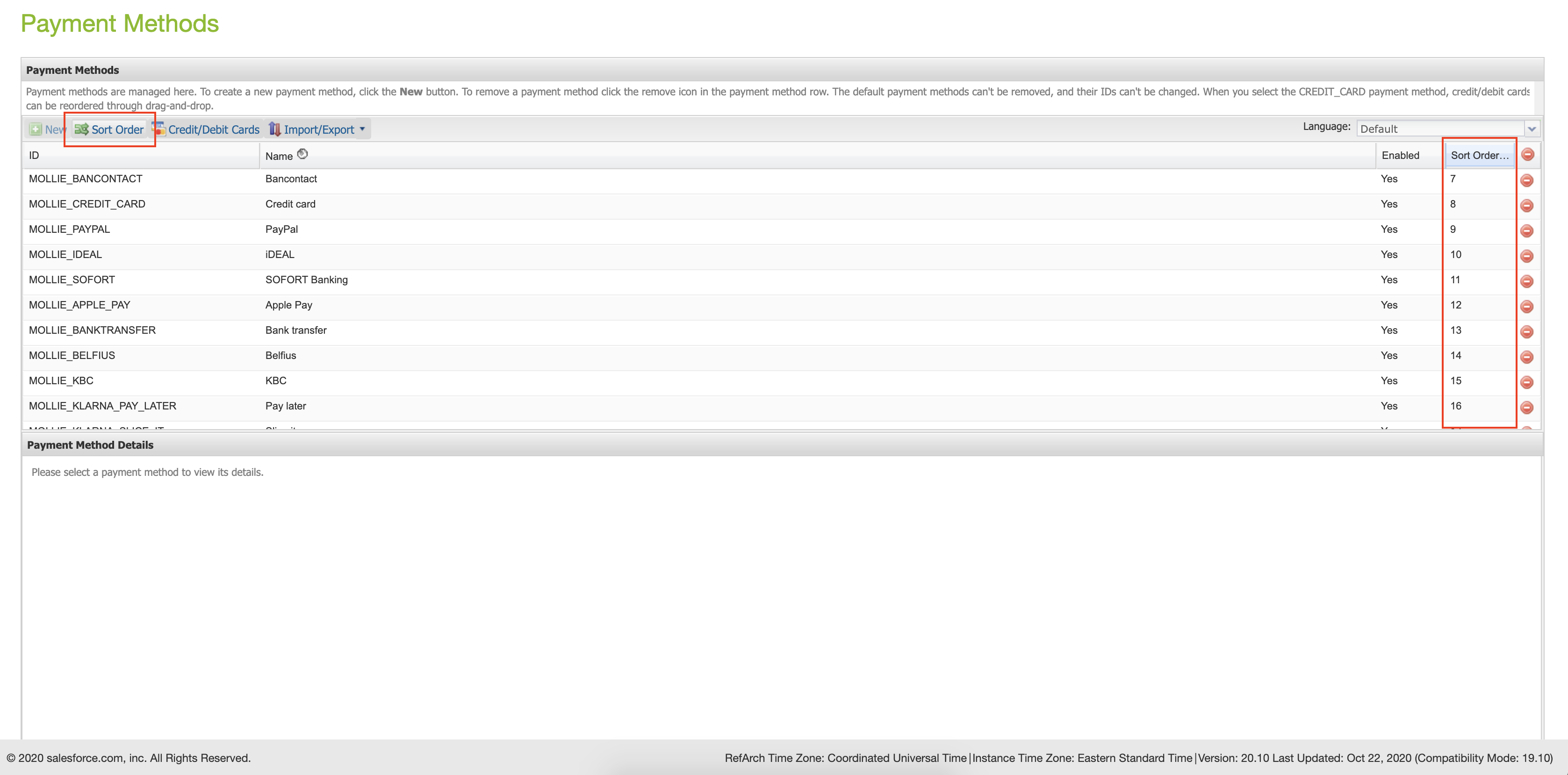
1. Name
2. Description



#### 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:

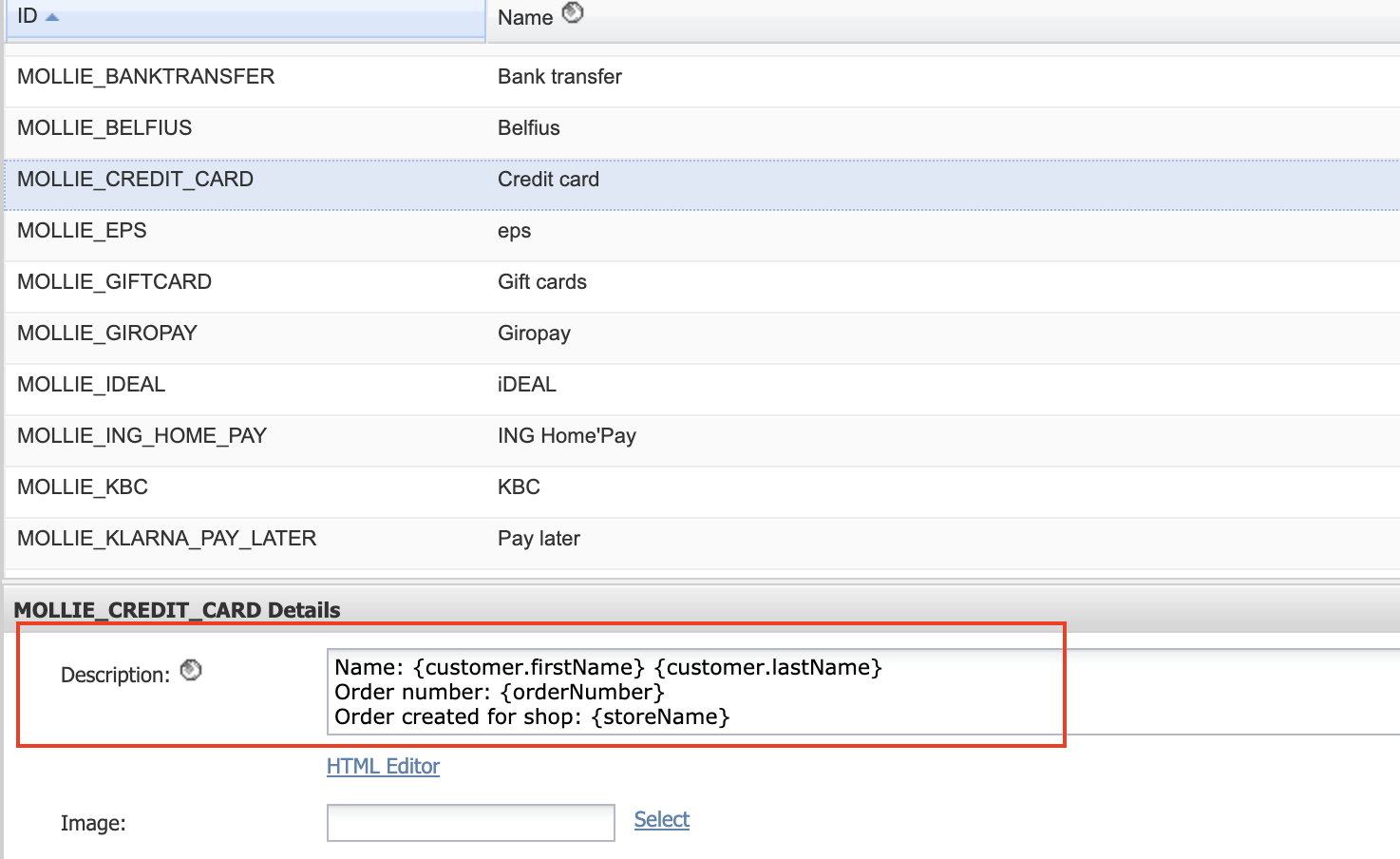
1. Click on **Sort Order**
2. Drag the payment method to the desired place
3. Click on **Sort Order** again
4. Click on **Apply**



#### 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.

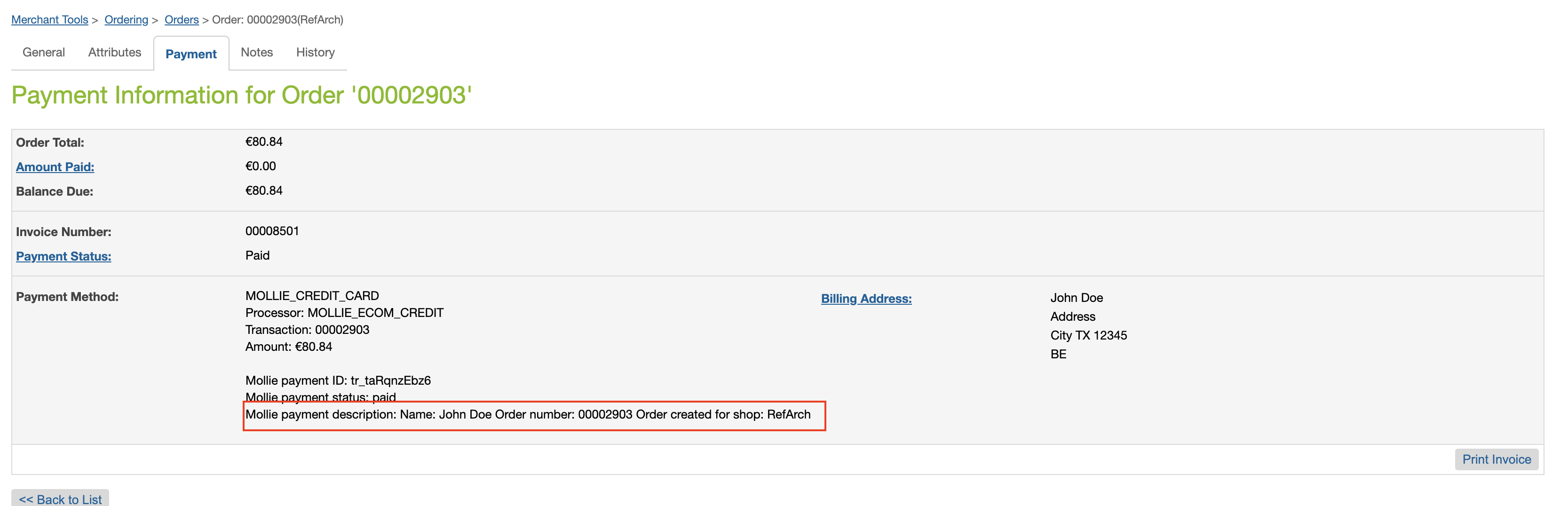
|  |  |
| --- | --- |
| ID | Description |
| {orderNumber} | The Salesforce order number  (dw.order.Order.orderNo) |
| {storeName} | The site name configured under: Administration  Sites  Manage Sites  (Click on site)  Name |
| {order.reference} | The order reference (dw.order.Order.customerOrderReference) |
| {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) |



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.**



#### 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> |

# Testing

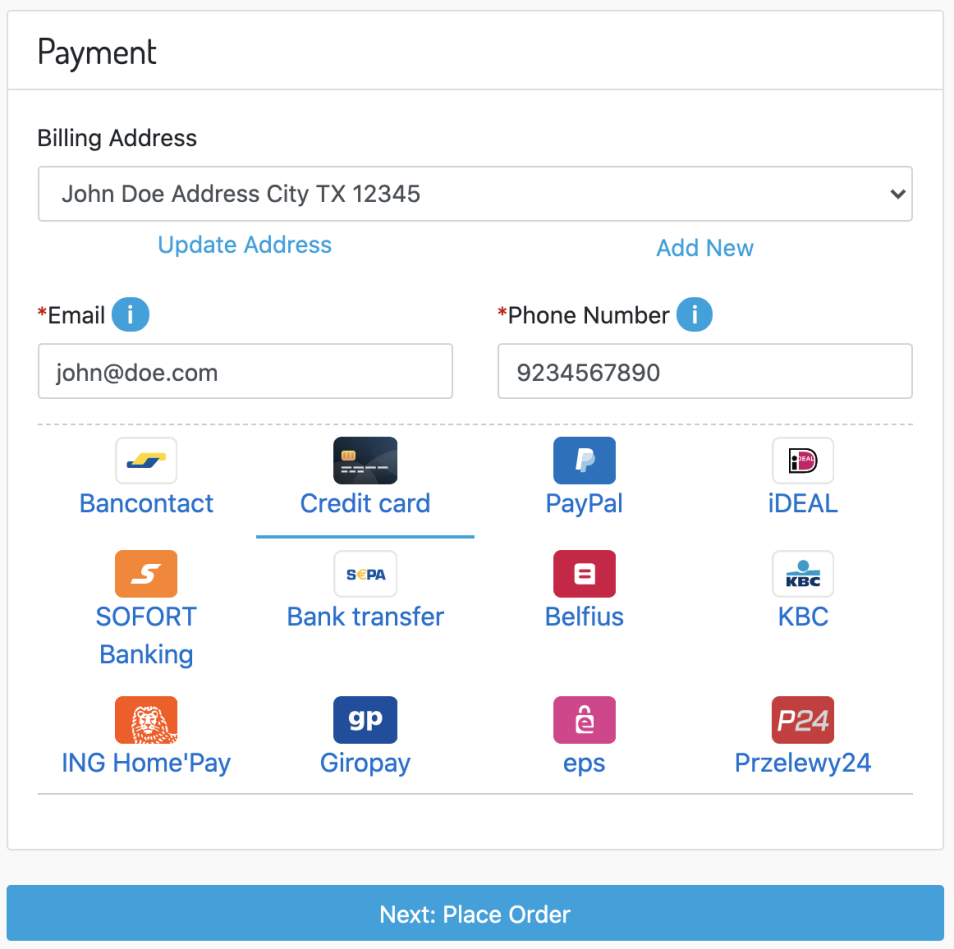
Configure the settings located under **Merchant Tools  Site Preferences  Mollie Settings** accordingly. Make sure the following settings are configured according to your Mollie account:

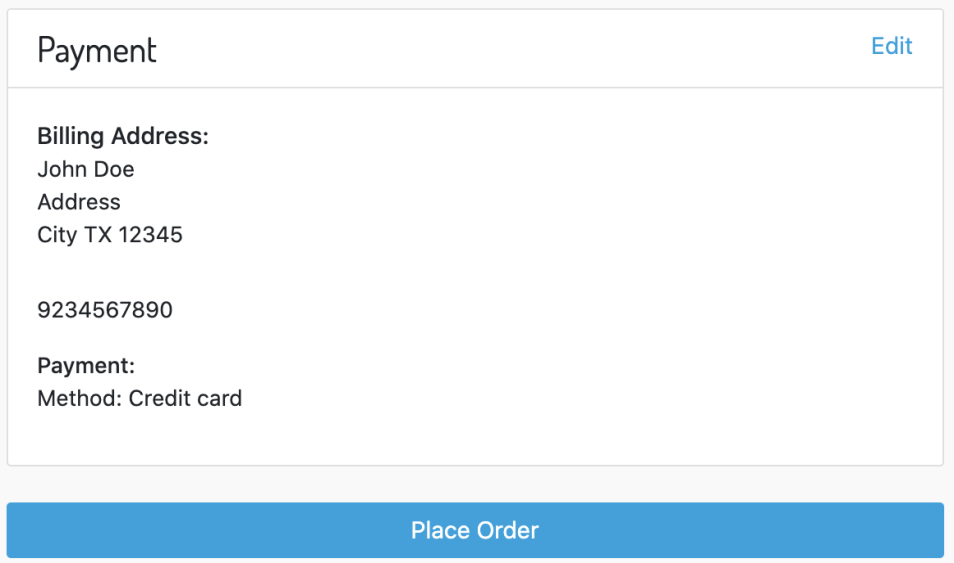
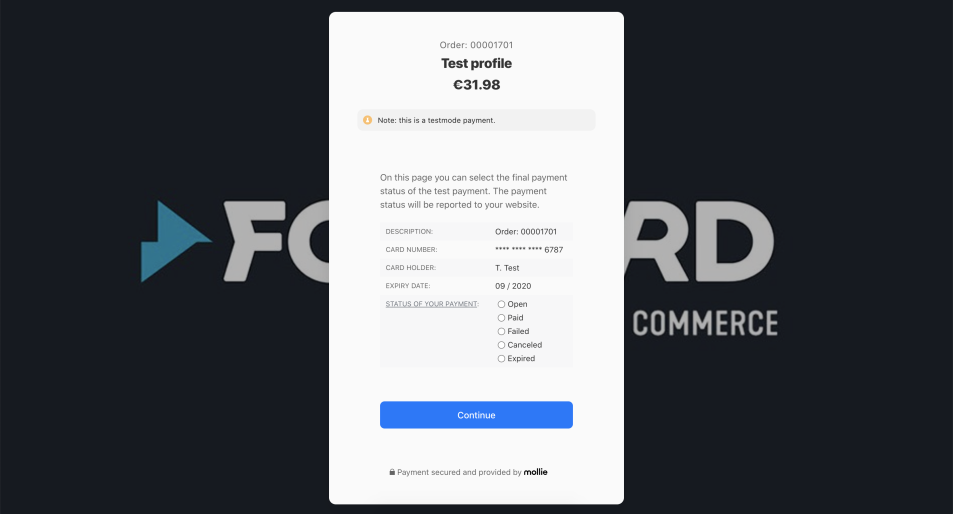
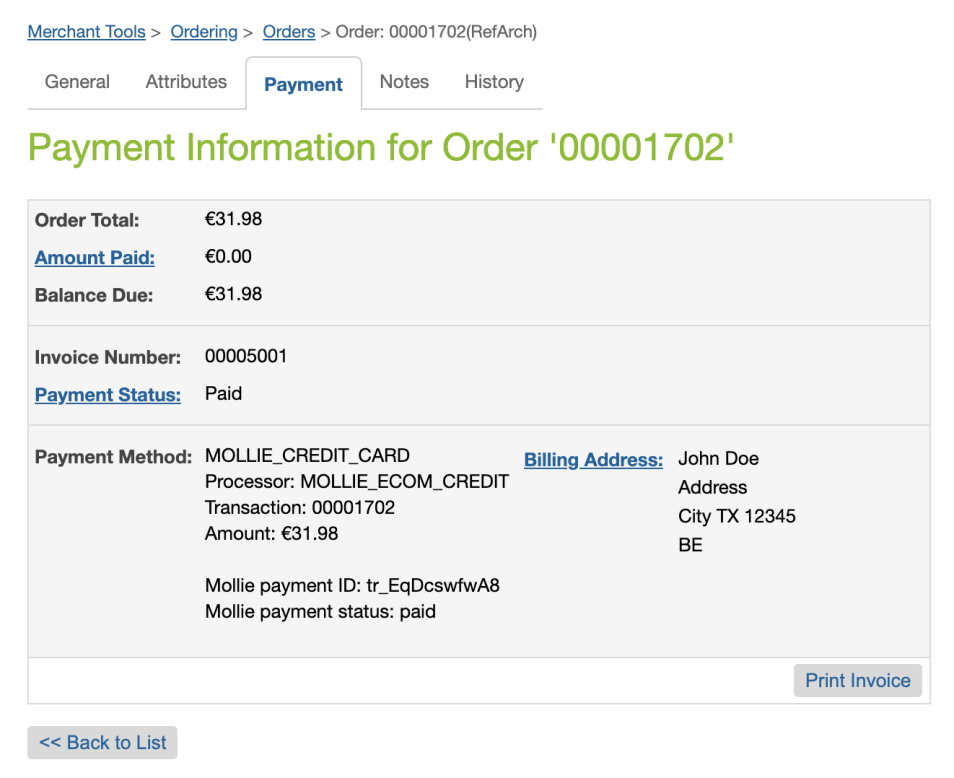
1. Environment
   * Set to “TEST” when testing with a Mollie test API key, “LIVE” for a production API key
2. API Key Test
   * The test token found on your Mollie dashboard
3. API Key Live
   * The token found on your Mollie dashboard
4. Profile ID
   * The Profile ID found on your Mollie dashboard
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

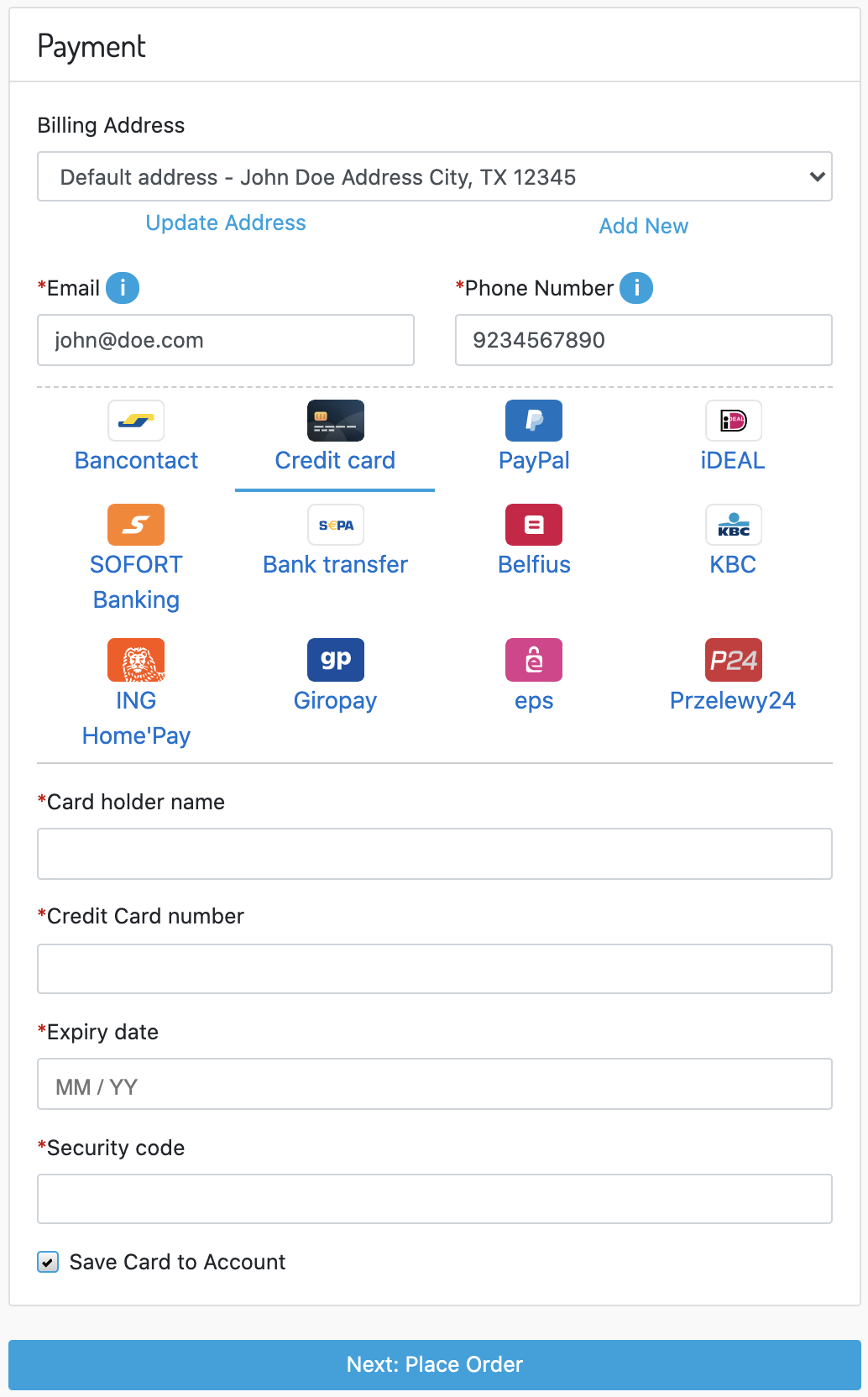
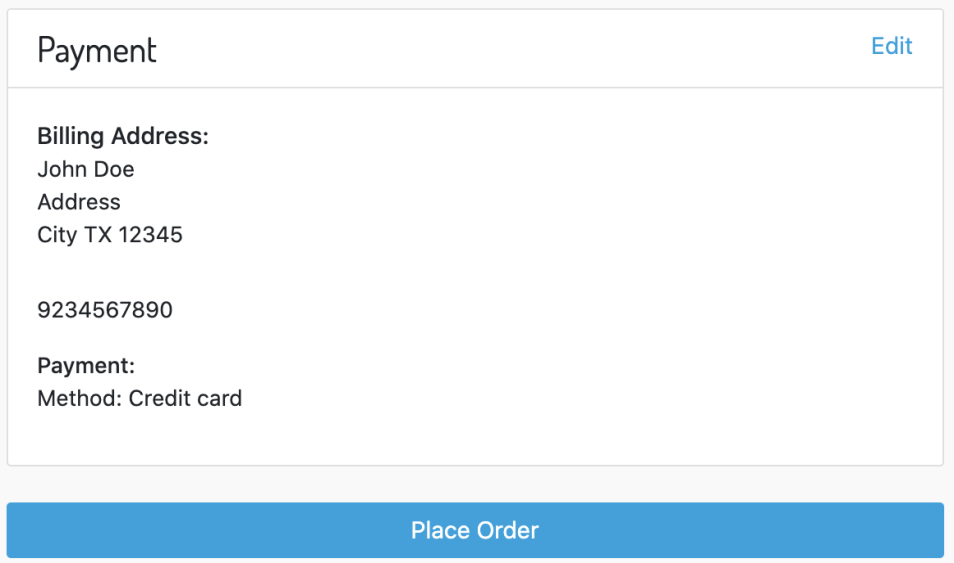
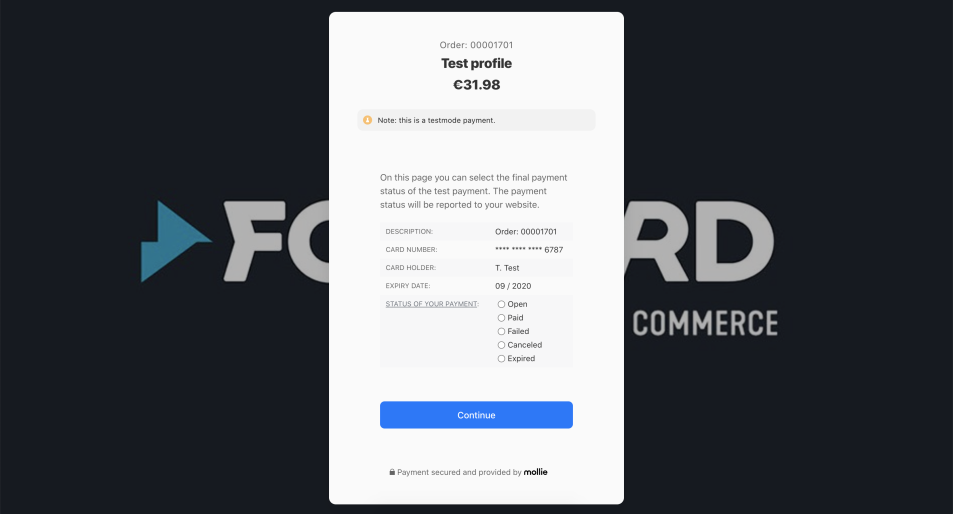
### Checkout as a guest

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

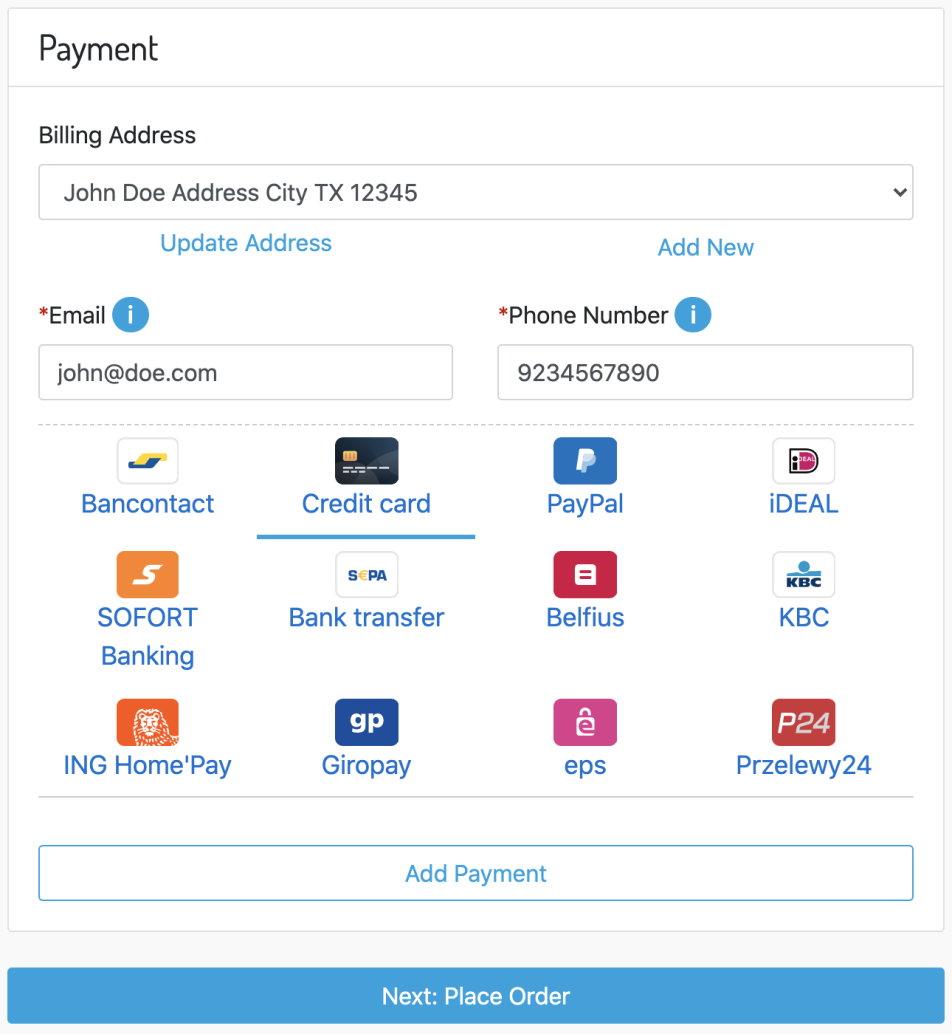
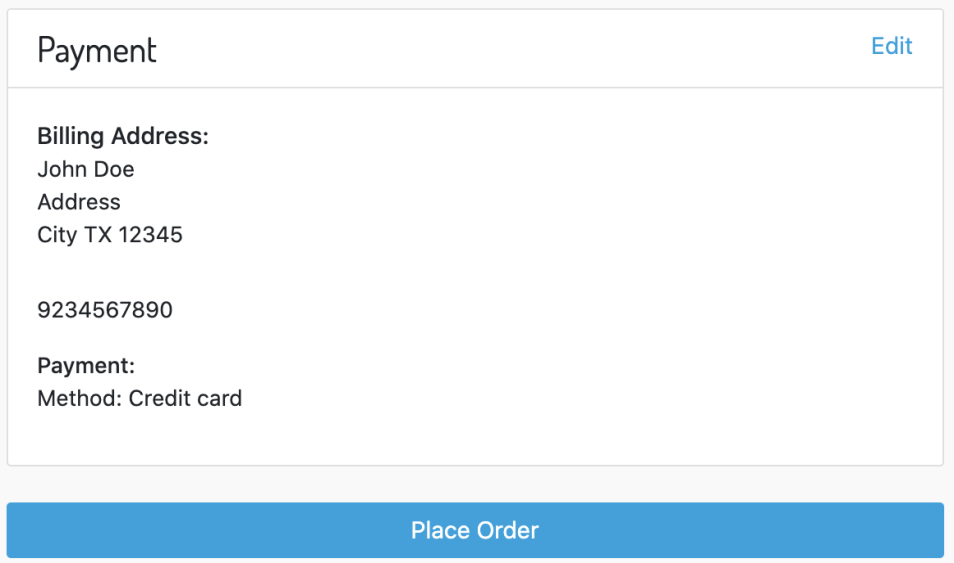


1. Validate the order and click on **Place Order**  
   
2. The checkout will now redirect to Mollie  
   
3. Fill the details and continue the payment.
4. Now an order is created in the Business Manager.   
   

### 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.  
   
4. Enable the **Save card to Account** option
5. click on Next: **Place Order**
6. Validate the order and click on **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.  
   
4. click on **Next: Place Order**
5. Validate the order and click on **Place Order**  
   
6. The checkout will now redirect to Mollie and you can pick an existing card used on a previous order.

# 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

# User Guide

## Roles, Responsibilities

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

## Business Manager

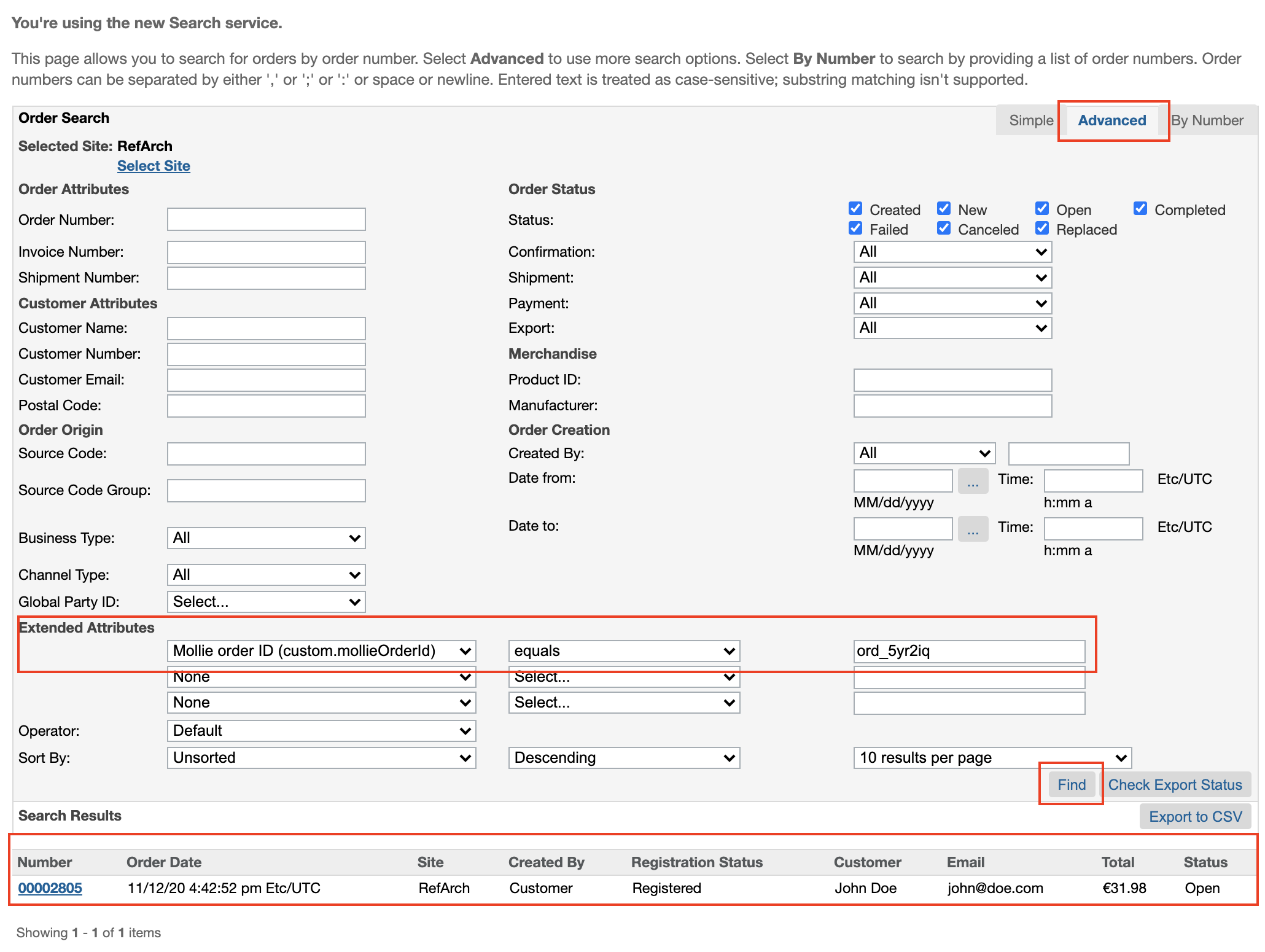
### Order overview

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

#### Advanced filtering

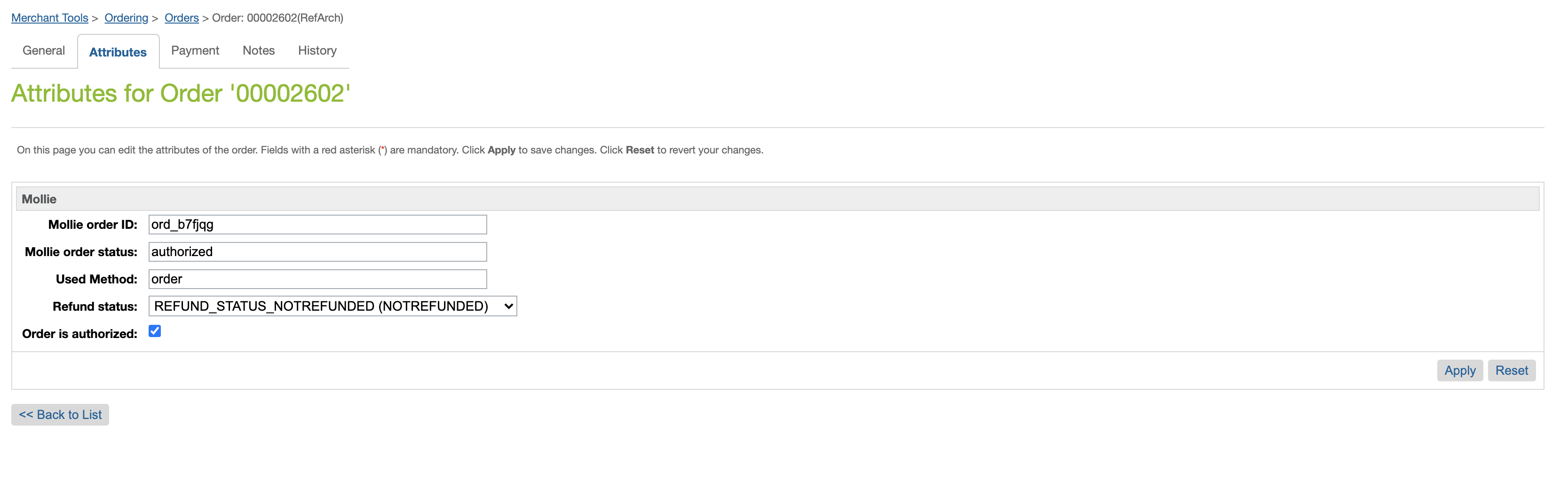
To perform an advanced search, take the following steps:

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**



#### Attributes

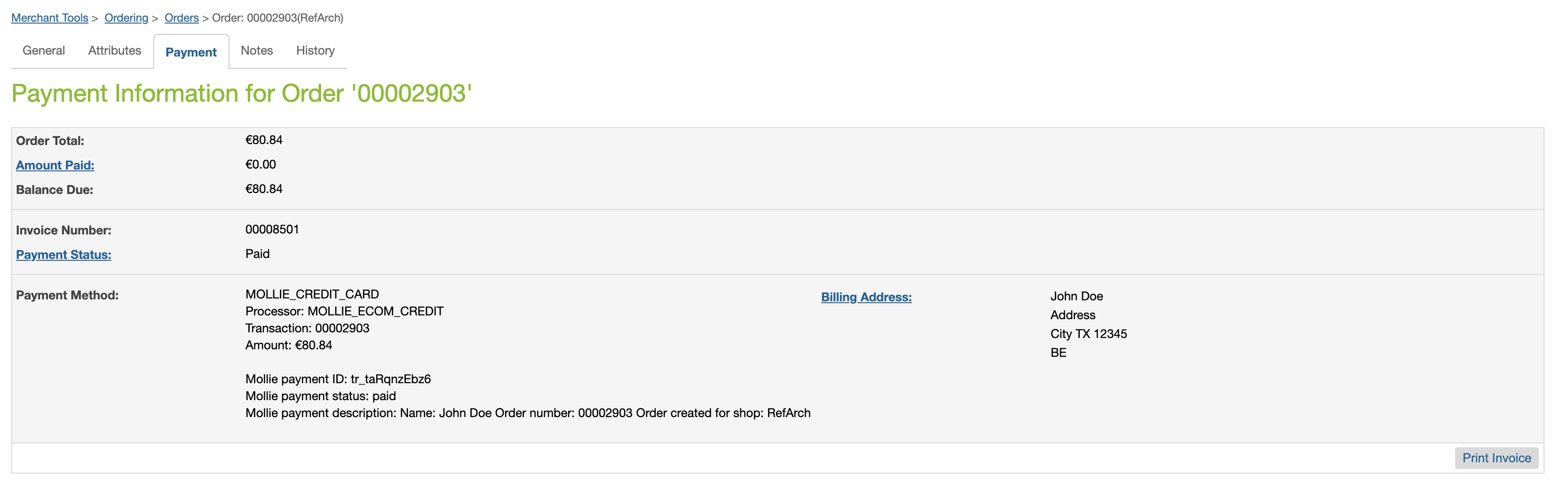
The **Attributes** tab contains the custom attributes that are related to Mollie payments created with the Orders API.



|  |  |  |
| --- | --- | --- |
| 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:   * REFUND\_STATUS\_NOTREFUNDED * REFUND\_STATUS\_PARTREFUNDED * REFUND\_STATUS\_REFUNDED |
| Order is authorized  (mollieOrderIsAuthorized) | Boolean | 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.    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. |

#### Payment

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

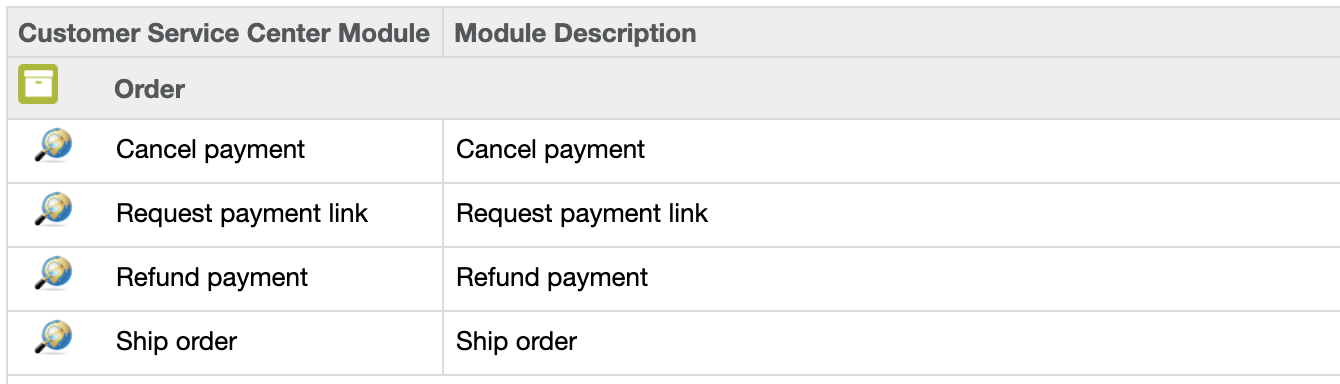


|  |  |  |
| --- | --- | --- |
| ID | Type | Description |
| Mollie payment ID  (molliePaymentId) | String | Mollie payment ID for payments created with the Payment API |
| Mollie payment status (molliePaymentStatus) | String | Mollie payment status for payments created with the Payment API |
| Mollie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

### Customer Service Center actions

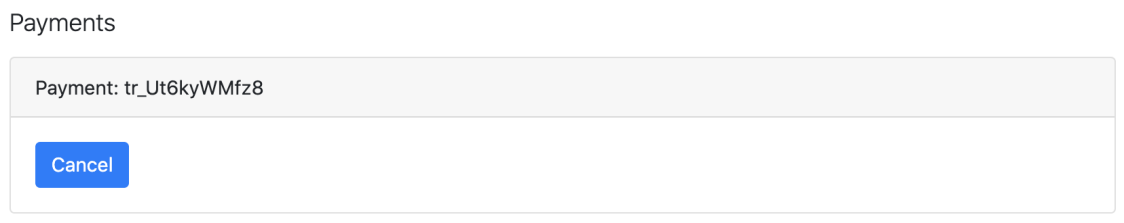
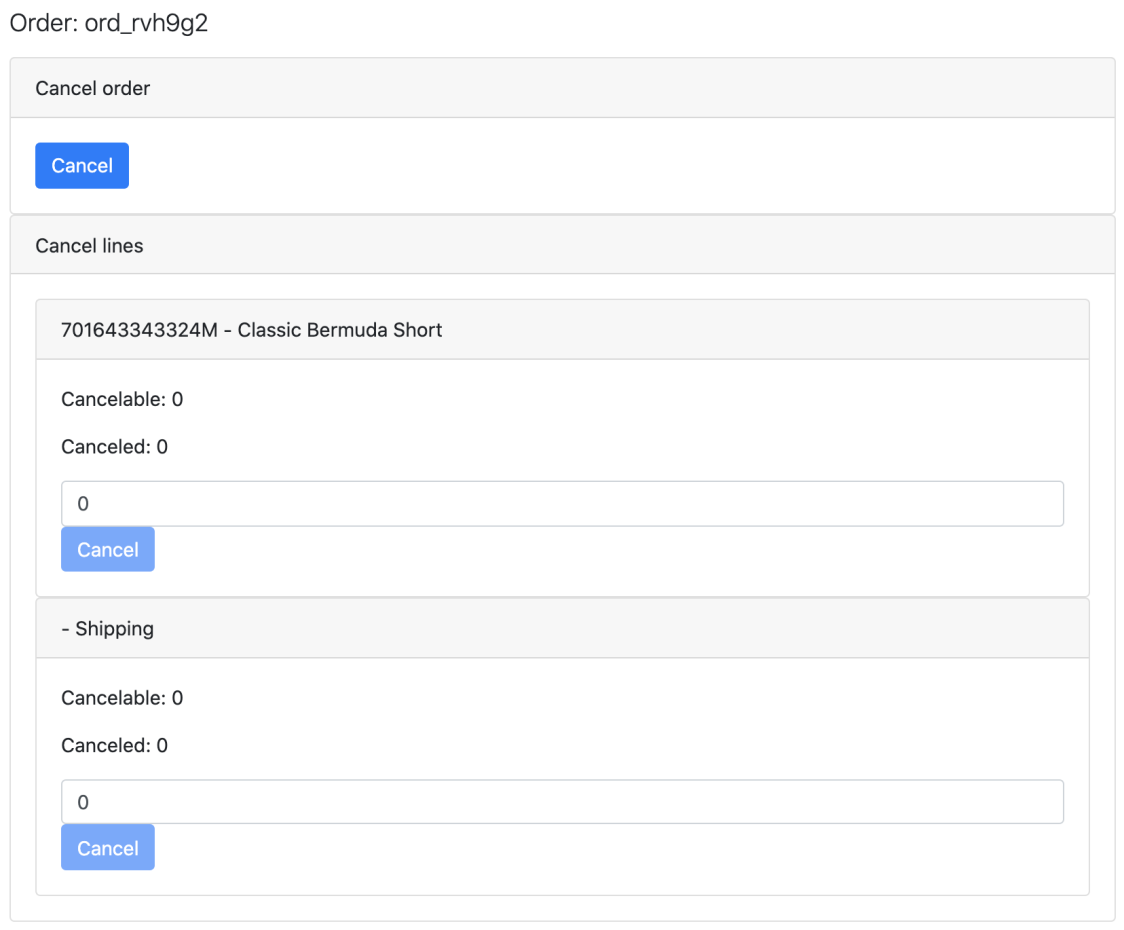
The following actions can only be made on the Customer Service Center page located under:  **Merchant Tools  Ordering  Customer Service Center.** This actions cannot be found under the normal order or payment overview located under: **Merchant Tools  Ordering  Orders.**

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  
   

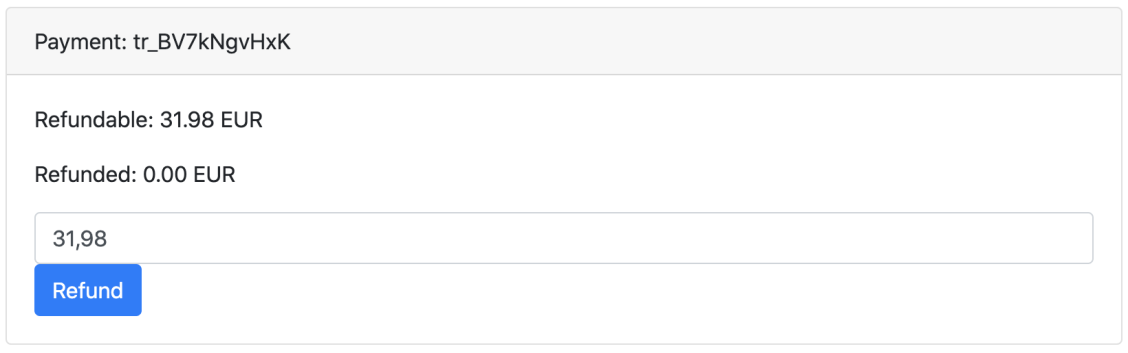
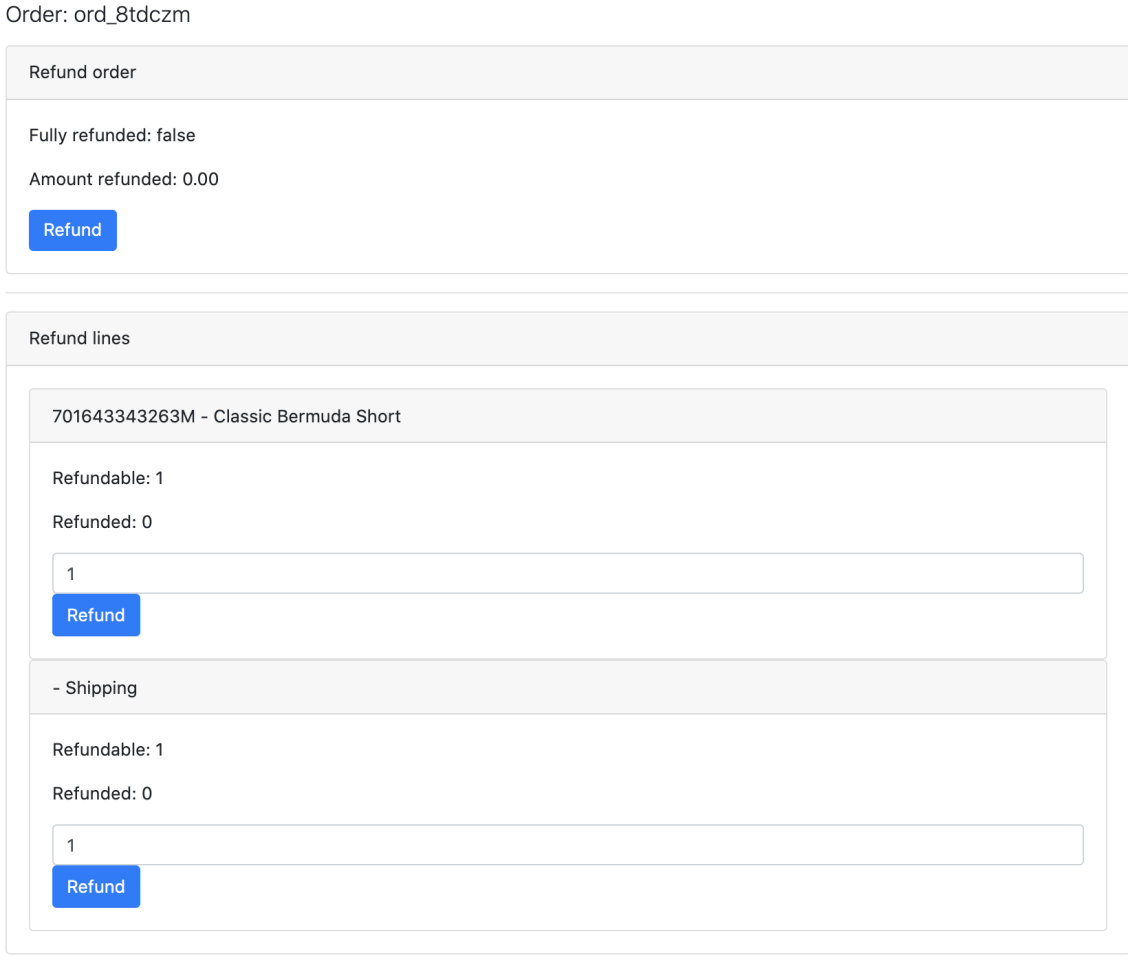
#### Performing a payment cancel

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.  
   
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!  
   
6. Click on **Cancel** to cancel the order or payment.

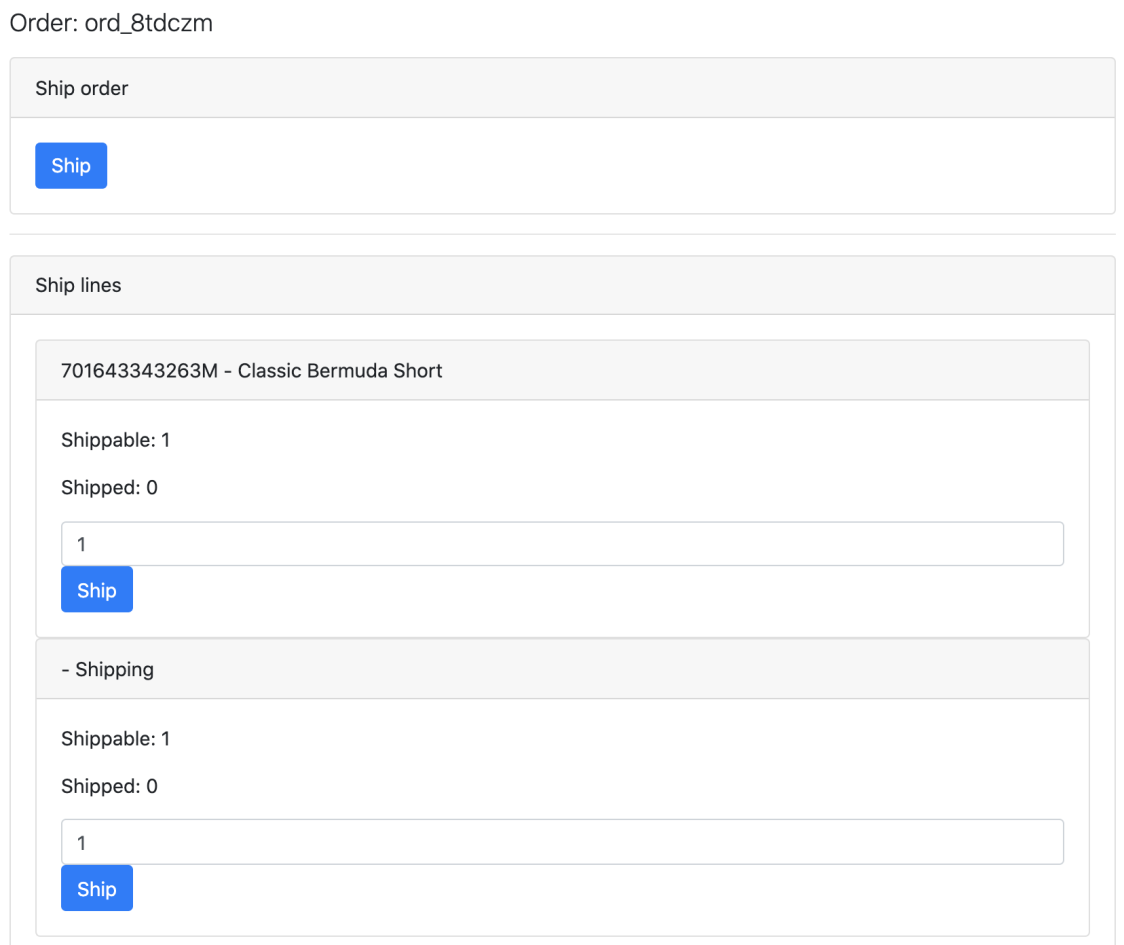
#### Performing a payment refund

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

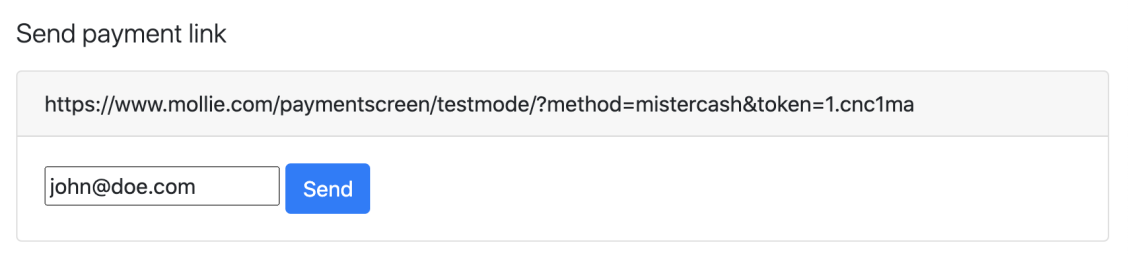
#### Performing a order shipment

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
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.

1. Press the **Find Order** button.
2. Select an order
3. 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.  
   
4. Click on **Send** to send the payment link to the customer.
   1. 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. Make sure to change the scope to the required sites.

A screenshot of a social media post

Description automatically generated

There will be a Job available to check CREATED orders before a given time. The job will request the payment status from Mollie and update the SFCC order accordingly.

There are 2 parameters available:

* 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

# Known Issues

No known issues

# Release History

|  |  |  |
| --- | --- | --- |
| **Version** | **Date** | **Changes** |
| 20.1.0 | 2020-09-24 | Initial release |