



Merchant BigCommerce Worldpay Payment Gateway guide

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The Worldpay Payment Gateway Connector for BigCommerce is a customizable Payment Facilitator Plugin that offers a comprehensive suite of payment and admin features. We built it with your integration and business needs in mind. It features:	3
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Introduction

The Worldpay Payment Gateway Connector for BigCommerce is a customizable Payment Facilitator Plugin that offers a comprehensive suite of payment and admin features. We built it with your integration and business needs in mind. It features:

- **Quick and easy installation.** Clear, succinct documentation designed to enable developers to be productive as quickly as possible
- **Lowest possible PCI DSS burden (SAQ-A).** We'll help you reach and maintain compliance with minimum effort
- **Full support whenever you need it.** Our support teams are there for you – 24/7 for payment incident support and 24/5 for any other issues. Please get in touch with your Worldpay support contact. If you do not know who your support contact is do not worry, you can call our customer service team on 0800 096 3997.

Overview of Worldpay Plugin Features

The table below lists the main features of our plugin.

Features	Description
Supported credit cards	Visa, MasterCard, Maestro, etc.
Hosted Payment Page (HPP)	Take payments and still qualify for SAQ-A – the lowest PCI compliance level – with Worldpay Hosted Page SDK.

How to get started

- You must contact your implementation manager to gather the following required credentials from WorldPay, they will be able to guide you through these steps:
 - For all Worldpay payments requests, we require a Merchant Code and associated xml username and password
 - For HPP payment flows, we require Installation Id.
- You must have onboarded one merchant code and added the general configuration for the particular merchant on the dashboard.
- A username and password for the [Worldpay Merchant Administration Interface](#)
- A username and password for the Worldpay App admin panel for the following environments:
 - Testing Environment - <https://bigcommerce-wpg-test.worldpay.com>
 - Live Environment - <https://bigcommerce-wpg.worldpay.com>

If you need support

Contact your Worldpay support contact. If they're not available, call our customer service team on 0800 096 3997.

Onboarding:

You will be onboarded from the Admin Interface by a Super Admin user.

While onboarding you will be required to provide the admin with a preferred name and email address, a WPG XML Merchant Code, WPG XML Username and a WPG XML Password.

The window below will not be available to you, but to the admin onboarding you.

The screenshot shows a modal window titled "Add Merchant". It contains five input fields: "Name", "Email", "WPG XML Merchant Code", "WPG XML Username", and "WPG XML Password". At the bottom are two buttons: "SAVE" (blue) and "BACK" (white).

Add Merchant	
Name	
Email	
WPG XML Merchant Code	
WPG XML Username	
WPG XML Password	
<input type="button" value="SAVE"/>	<input type="button" value="BACK"/>

Logging in:

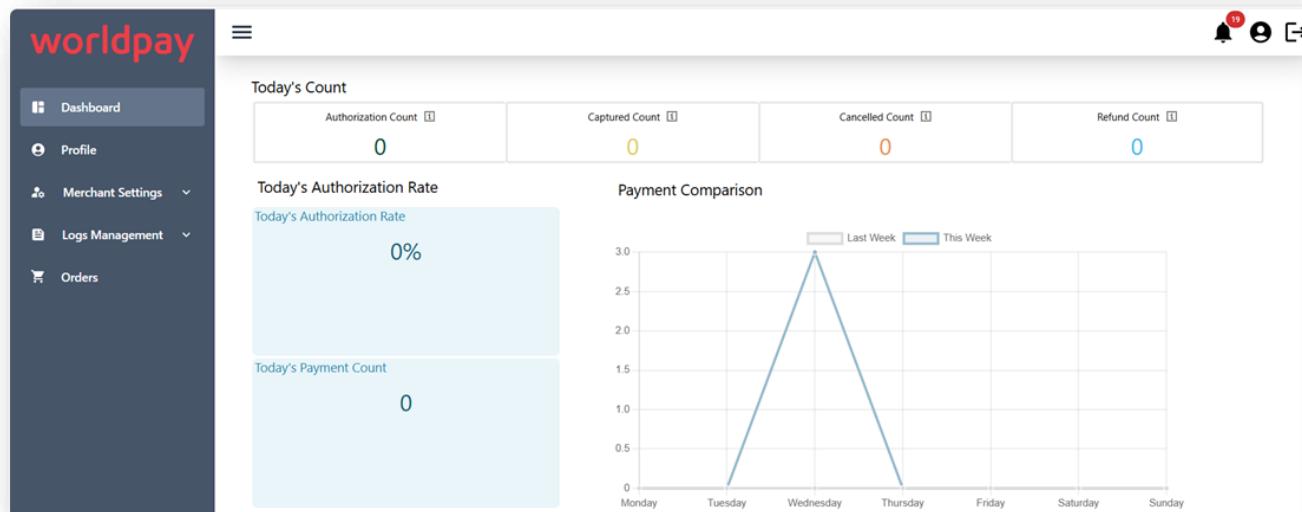
Merchant Login Interface: this is what you will be presented with when you first access the plugin. You will be required to input your Role: Merchant, Username and Password.

The screenshot shows a login form with the following fields:

- Role: Merchant
- Username *: MHA6P5ABWKKIMAKLYXM
- Password *: (Masked)
- SIGN IN (Blue button)
- Forgot Password? (Link)

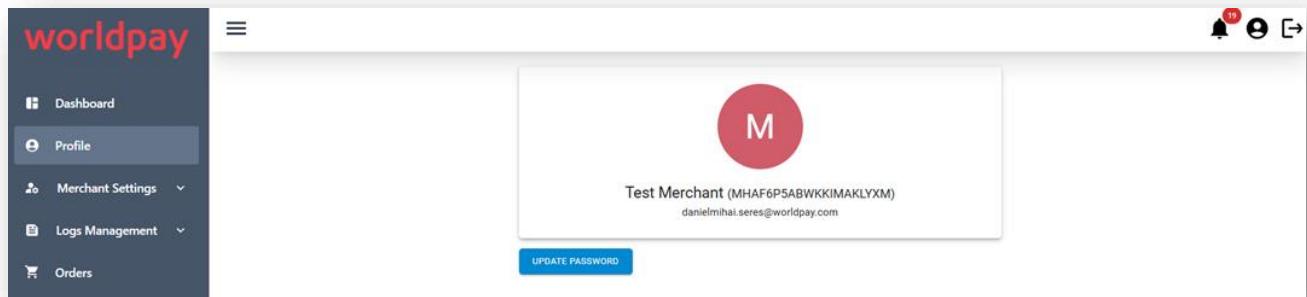
Merchant Interface:

Once logged in you will be presented by default with the plugin Dashboard menu, showing various information about the daily authorization rate and payment count, and a graphical view of the past and current week. In the left-side column there are all the menus available to any merchant user.



The Profile menu:

Once logged in, this is the second menu from the top and it's the one that displays details about your user (created by the admin above), and the option to update your password.



To update the user password, use the button on the page above and follow the instructions.

A modal window titled 'Update Current Password'. It contains a text input field labeled 'New Password *' and a blue 'CHANGE PASSWORD' button at the bottom.

Merchant Settings menu:

Once logged in, this is the third menu from the top and it has two sub-menus:

- Merchant Settings > Merchant Code

Displays your available merchant codes, allows you to search through them, edit or delete them, and add new ones.

By default, when your merchant user is created, only the one merchant code that you provided to the admin in the onboarding process is displayed on this page.

As you add more merchant codes (see instructions below) you have the option to choose how many of them will be shown at once on this page.

In the Merchant Code menu (above), you can use the delete button next to the merchant code that you don't need anymore.

The screenshot shows the 'Merchant Codes' section of the worldpay interface. On the left, there's a sidebar with links: Dashboard, Profile, Merchant Settings (with Merchant Code selected), Stores Config, Logs Management, and Orders. The main area has a header 'Merchant Codes' with a search bar and a '+ Add Merchant Code' button. A table lists merchant codes, with one entry visible: ID 1, MERCHANT CODE SAPENTNITROECOMMERCEV1, XML USERNAME MHAF6P5ABWKKIMAKLYXM, XML PASSWORD (redacted), PURPOSE (redacted), STATUS (redacted), and ACTIONS (edit and delete buttons). Navigation buttons like <<, <, >, >>, and 'Show 10' are at the bottom.

In the Merchant Code menu (above), you can also use the modify button next to the merchant code you want to update, to change the entity reference, the WPG XML username or the WPG XML password.

The screenshot shows the 'Update Merchant Code' form. The sidebar on the left is identical to the previous screenshot. The main form has fields for Merchant Entity Reference (SAPENTNITROECOMMERCEV1), WPG XML Username (MHAF6P5ABWKKIMAKLYXM), WPG XML Password (Sapient@123), and Purpose (empty). At the bottom are 'SAVE' and 'BACK' buttons.

In the Merchant Code menu (above), you can also add a new merchant code by selecting the corresponding button and following the instructions.
You will need to fill in a merchant code, a WPG XML username and password, and a purpose.

The screenshot shows a 'Merchant Settings' section with a 'Merchant Code' sub-section. The 'Add Merchant Code' form contains four input fields: 'Merchant Code', 'WPG XML Username', 'WPG XML Password', and 'Purpose'. Below the fields are 'SAVE' and 'BACK' buttons.

- Merchant Settings > Stores Config

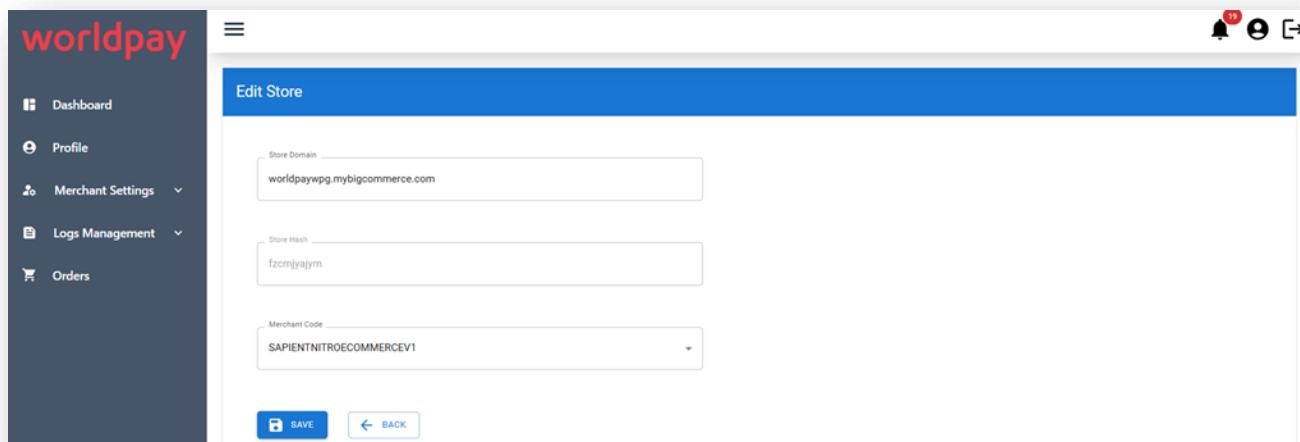
Displays your available stores and their details (merchant codes, store domain and store hash).

Within this page you have the options to search through your stores, edit their settings, check their lists of Cron's, change the payment settings and choose the number of stores this page displays at once.

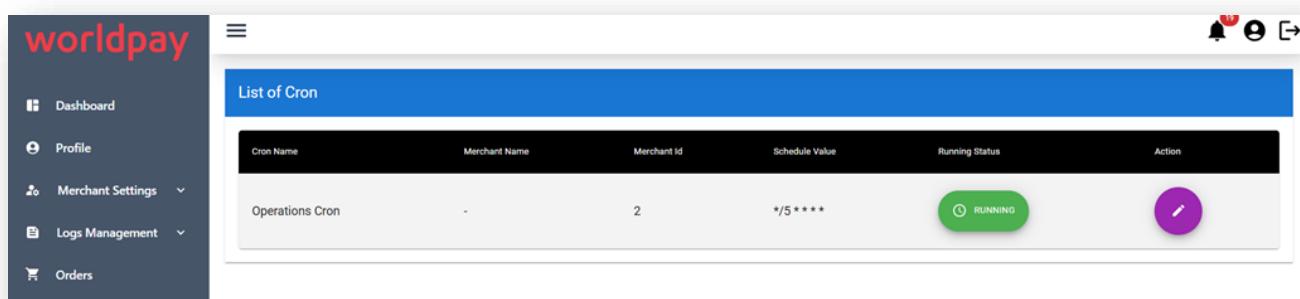
The screenshot shows a 'Stores Config' page with a table of stores. The columns are Id, Merchant Code, Store Domain, and Store Hash. Each row has an 'Actions' column with three icons: a pencil, a circular arrow, and a gear. A search bar is at the top, and a pagination bar at the bottom shows 'Page 1 of 1'.

Store List				
Q: Search anything in table...				
Id	Merchant Code	Store Domain	Store Hash	Actions
1	SAPIENTNITROECOMMERCEV1	test-u48.mybigcommerce.com	spbejwlgm	
2	SAPIENTNITROECOMMERCEV1	worldpaywpg.mybigcommerce.com	fzcmijyajym	

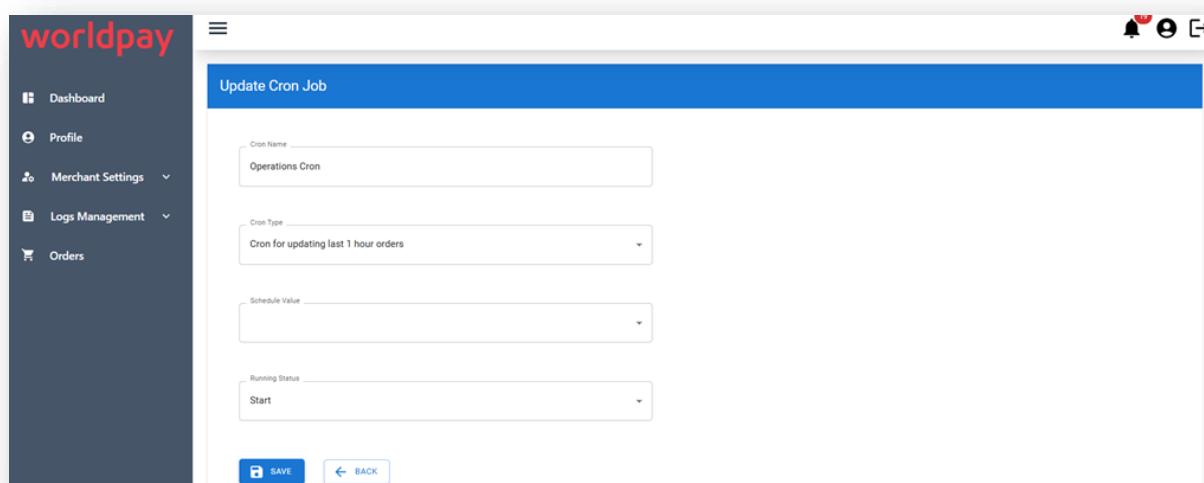
In the Stores Config page, you can click the Edit button next to a store and change its details.



In the Stores Config page, you can click on the Cron jobs button next to a store to see its list of Crons. From here you can see details about each Cron, change their statuses or edit each of them.

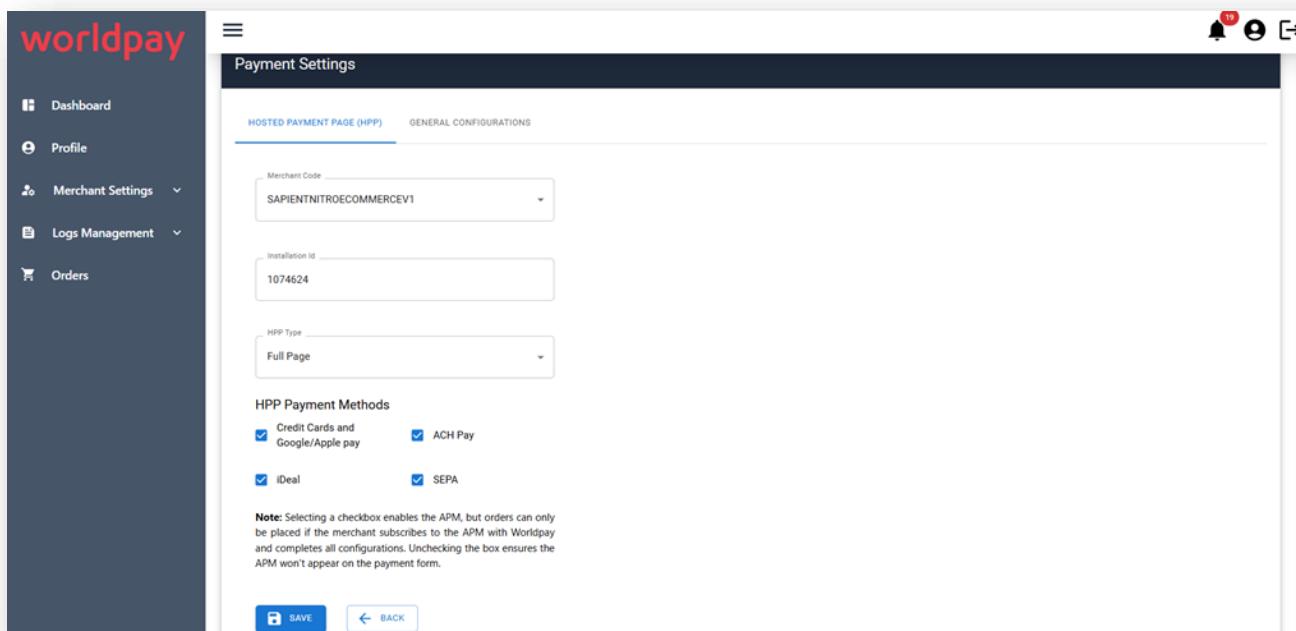


If you click the edit button next to any Cron, a new page will be displayed, allowing you to customize it.

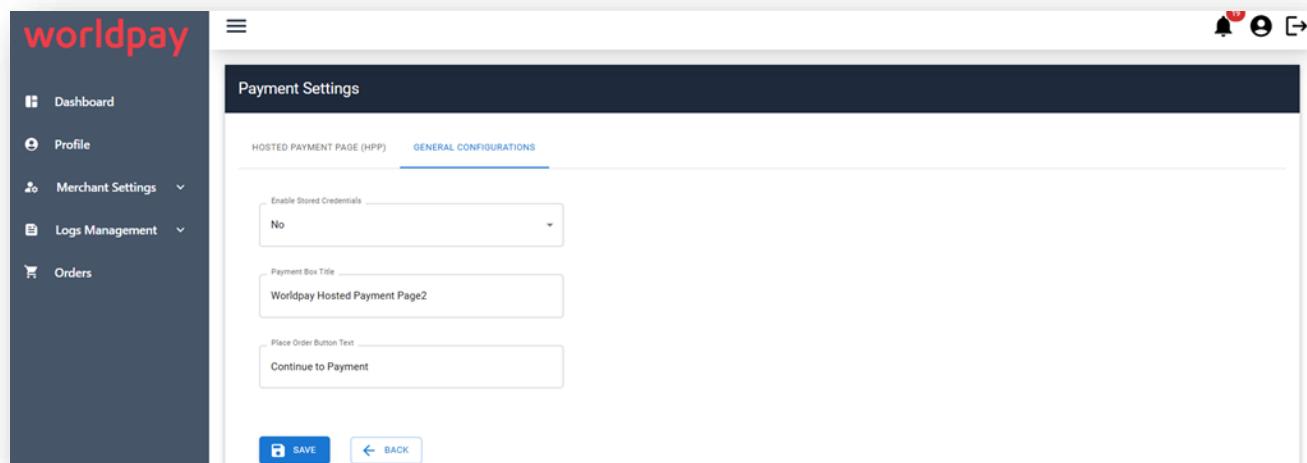


In the Stores Config page, you can click the Payment Settings button next to each store. This will bring you to a page where you can make various configuration changes. This page has two tabs:

- The Hosted Payment Page (HPP) – where you can configure the Installation Id, HPP Type and HPP Payment Methods per each merchant code



- The General Configurations – where you can change the enablement of Store Credentials, Payment Box Title and Place Order Button Text.



Logs Management menu:

Once logged in, the fourth menu from the top and its sub-menu (Merchant Logs) will display a list of logs related to your user, with details about when it was created, updated or if it was archived already. You have the option to search through them, download it locally or view it within this interface.

The screenshot shows the 'Merchant Logs' section of the worldpay payment connector. On the left, there's a dark sidebar with the worldpay logo and navigation links: Dashboard, Profile, Merchant Settings (with a dropdown arrow), Log Management (with a dropdown arrow), Merchant Logs (selected and highlighted in blue), and Orders. The main area has a header 'Merchant Logs' with a search bar. Below is a table with columns: ID, FILE PATH, CREATED AT, UPDATED AT, IS ARCHIVE, and ACTIONS. The table lists seven log files from July 30, 2025:

ID	FILE PATH	CREATED AT	UPDATED AT	IS ARCHIVE	ACTIONS
10	merchant.2025-07-30.log	2025-07-30T13:39:13.228Z	2025-07-30T13:39:13.228Z	false	Download Edit
9	merchant.2025-07-29.log	2025-07-29T13:06:51.336Z	2025-07-29T13:06:51.336Z	false	Download Edit
8	merchant.2025-07-18.log	2025-07-18T08:01:17.545Z	2025-07-18T08:01:17.545Z	false	Download Edit
7	merchant.2025-07-15.log	2025-07-15T11:43:28.240Z	2025-07-15T11:43:28.240Z	false	Download Edit
6	merchant.2025-07-14.log	2025-07-14T01:10:06.947Z	2025-07-14T01:10:06.947Z	false	Download Edit
5	merchant.2025-07-11.log	2025-07-11T09:48:52.726Z	2025-07-11T09:48:52.726Z	false	Download Edit
4	merchant.2025-07-11.log	2025-07-11T07:50:25.454Z	2025-07-11T07:50:25.454Z	false	Download Edit

The screenshot shows a detailed log entry from the 'Merchant Logs' section. The sidebar is identical to the previous screenshot. The main area shows a single log entry with a 'BACK' button above it. The log entry is a JSON object with multiple nested objects representing payment initialization requests:

```
{
  "message": "paymentInit req: {\"cardHolder\":\"\", \"sessionState\":\"\", \"store\":\"2\", \"cardid\":\"26698e60-8879-4a6a-8aa4-e5ebfc945b2\", \"selectedType\":\"SEPA_DIRECT_DEBIT-SSL\", \"selectedCard\":{}, \"level\": \"debug\", \"timestamp\": \"Jul 30th 2025, 1:39:13 PM\"}",
  "message": "paymentInit",
  "level": "info",
  "timestamp": "Jul 30th 2025, 1:39:13 PM"
}
{
  "message": "paymentInit req: {\"cardHolder\":\"\", \"sessionState\":\"\", \"store\":\"2\", \"cardid\":\"26698e60-8879-4a6a-8aa4-e5ebfc945b2\", \"selectedType\":\"ONLINE\", \"selectedCard\":{}, \"level\": \"debug\", \"timestamp\": \"Jul 30th 2025, 1:39:26 PM\"}",
  "message": "paymentInit",
  "level": "info",
  "timestamp": "Jul 30th 2025, 1:39:26 PM"
}
```

The Orders menu:

The fifth and last menu available to you will display your list of orders, broken by stores. It will show details like Order Id, Created At, WP Order Id, Total Amount and Status for each order. In the drop-down menu on the top of the page you can select the store that you want to check.

The screenshot shows the Worldpay application interface. On the left is a dark sidebar with the Worldpay logo at the top and a navigation menu containing: Dashboard, Profile, Merchant Settings (with a dropdown arrow), Logs Management (with a dropdown arrow), and Orders (which is currently selected). The main area has a header with a store dropdown set to "worldpaywpg.mybigcommerce...", a search bar, and three icons. Below the header is a table titled "Order List" with the following columns: Order Id, Created At, WP Order Id, Total Amount, Status, and Actions. The table contains six rows of order data.

Order Id	Created At	WP Order Id	Total Amount	Status	Actions
120	2025-07-30T14:04:29.805Z	Pfvs_ea422b6a-364c-4e2e-a60f-2c1e4045874e	29.75	AUTHORISED	
119	2025-07-30T13:53:14.966Z	3IG8_abf0f694-3467-4e38-9dc2-5deb6e92d0b	267.75	AUTHORISED	
118	2025-07-30T13:46:31.119Z	SAZT_26698e60-8879-4a6a-8aa4-e5ebbf945b2	267.75	AUTHORISED	
116	2025-07-18T08:12:10.611Z	5Vja_ce7f8610-677b-462c-ae7a-7eb6fd89550f	54.68	CAPTURED	
115	2025-07-18T08:01:30.313Z	X947_8f93e208-4117-4983-8352-a89678878972	267.75	CAPTURED	
114	2025-07-14T22:30:07.268Z	z0qv_1ae3732d-69bb-4a0b-bdab-a7bd49cbec4	535.5	CAPTURED	

You can also search through the list, order it or open a specific order to see more details.

The screenshot shows the "Order Details" page for Order ID 120. The sidebar on the left is identical to the previous screenshot. The main content area displays detailed information about the order, including Order Id, Transaction Id, Worldpay Order Id, Order Status, Purchase Date, Billing Name, Billing Address, Total Amount, Order Type, Risk Score, Risk Message, and Payment Method. At the bottom left is a "BACK" button.

Order Details	
Order Id	120
Transaction Id	
Worldpay Order Id	Pfvs_ea422b6a-364c-4e2e-a60f-2c1e4045874e
Order Status	AUTHORISED
Purchase Date	2025-07-30T14:04:29.805Z
Billing Name	Adrian Iulian
Billing Address	Adrian Iulian, ASfsf, 22, London, , Germany (SG5 2LG)
Total Amount	29.75
Order Type	Authentication
Risk Score	Null
Risk Message	Null
Payment Method	Credit Cards and Google/Apple pay

BigCommerce Worldpay Application Features

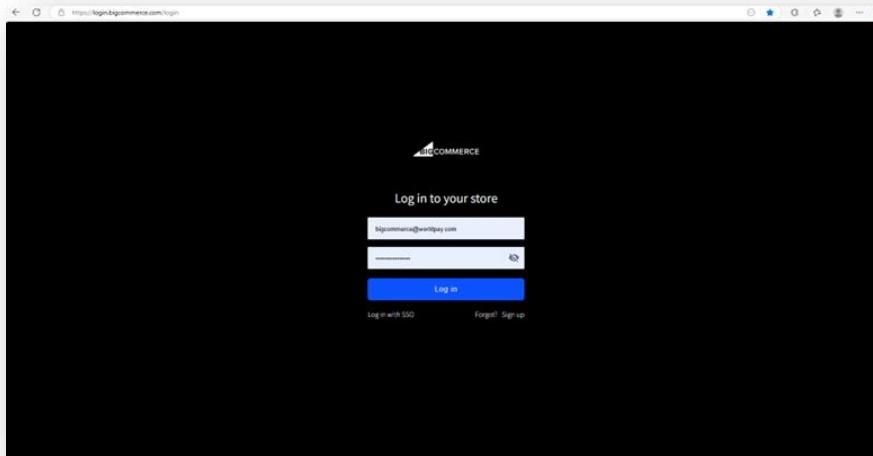
How to get started:

Make sure your Implementation Manager or support contact has given you:

- Worldpay Application previously installed on your store as described in the installation manual.

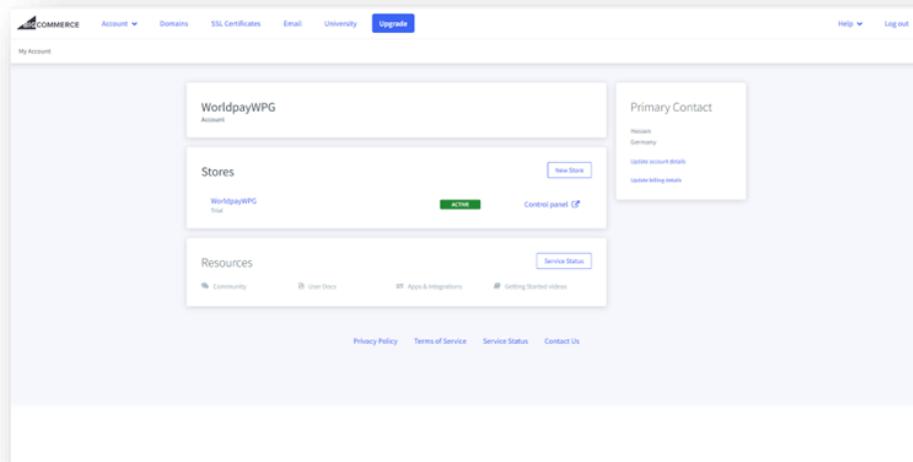
Logging in:

- Logging into BigCommerce Partners portal .

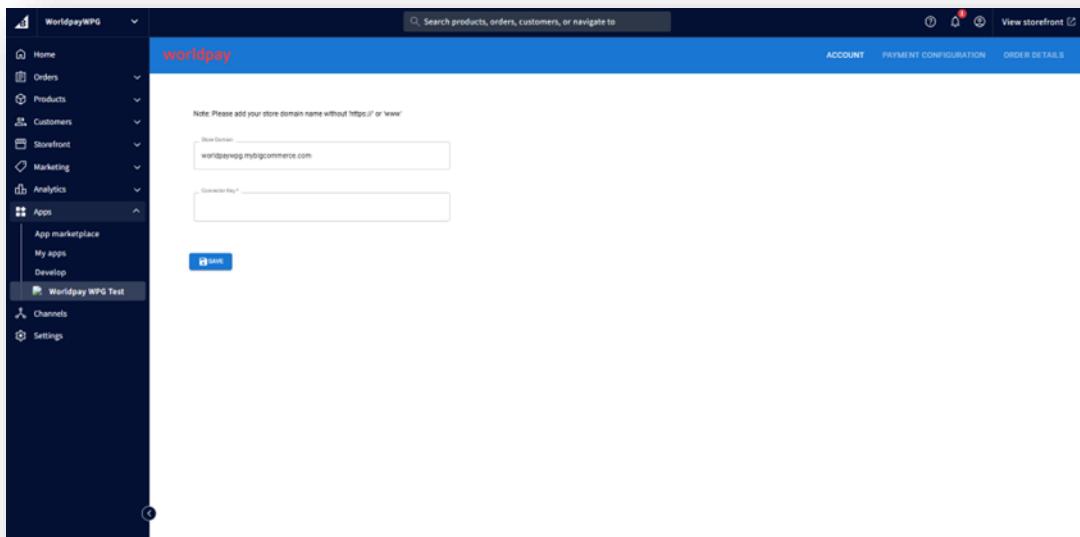


Access the application:

- Access the store where Worldpay Application is installed and configured.



- On the store page extend the Apps dropdown and select your installed Worldpay Application, you should be presented Worldpay logo in the left corner and three tabs in the right corner: account, payment configuration and order details.



Account page:

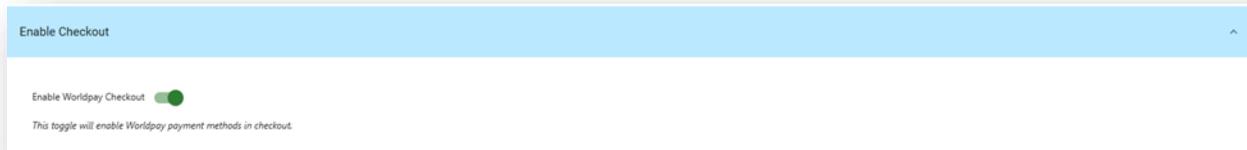
- As depicted in the picture shown at the last paragraph the presence of the store domain field autocompleted means that the application is already configured and tied to the specified store

Payment Configuration page:

- This is a configuration page and is split into 3 sections: Enable Checkout, General Configurations and Hosted Payment Page (HPP) each of them is detailed in the sections below.

Enable Checkout page:

- Enable checkout allows you to enable/disable Worldpay configured payment methods present in store checkout page.



General Configurations section:

General Configurations

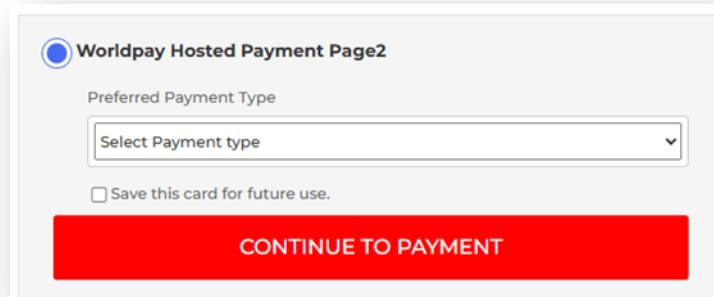
Enable Stored Credentials
No

Payment Box Title
Worldpay Hosted Payment Page2

Place Order Button Text
Continue to Payment

SAVE

- Enable Stored Credentials dropdown allows the merchant to save the payment method in order to use it again for a future payment, note this option is available only for payments made using a registered account.
- Payment Box Title is a field that allows you to input the desired name for your HPP payment method to be shown in store checkout page. Example: Worldpay Hosted Payment Page2
- Place Order Button Text is a field that allows you to input the desired name for Order Button present in HPP payment window in store checkout page. Example: Continue to Payment



Hosted Payment Page section:

Hosted Payment Page (HPP)

Merchant Code: SAPIENTNITROECommerceV1

Installation Id: 1074624

HPP Type: Full Page

HPP Payment Methods:

- Credit Cards and Google/Apple pay
- ACH Pay
- iDeal
- SEPA

Note: Selecting a checkbox enables the APM, but orders can only be placed if the merchant subscribes to the APM with Worldpay and completes all configurations. Unchecking the box ensures the APM won't appear on the payment form.

SAVE

- Merchant Code is a dropdown that allows you to select an already configured merchant code.
 - Installation Id is a text field where you enter the installation id given by implementation manager.
 - HPP Type is a dropdown that allows you to select HPP configuration type between Full Page and IFrame.
 - HPP Payment Methods are different checkboxes that can be configured as alternative payment methods.
- Note that some APM's are available in certain countries and are subject to configuration.

Order Details page:

The screenshot shows the Worldpay WPG interface with the 'Order Details' tab selected. The main area displays a table titled 'Order List' with the following columns: Purchase Date, Order Id, Transaction Id, Order Status, Currency, Total Amount, and Actions. The table contains ten rows of transaction data. The 'Actions' column includes buttons for 'Capture' and 'Cancel' for most entries, and 'Refund' for the last two entries.

Purchase Date	Order Id	Transaction Id	Order Status	Currency	Total Amount	Actions
2025-07-30T14:04:29.805Z	120		AUTHORISED	EUR	29.75	<button>Capture</button> <button>Cancel</button>
2025-07-30T13:53:14.966Z	119		AUTHORISED	EUR	267.75	<button>Capture</button> <button>Cancel</button>
2025-07-30T13:46:31.118Z	118		AUTHORISED	EUR	267.75	<button>Capture</button> <button>Cancel</button>
2025-07-18T08:12:10.611Z	116		CAPTURED	EUR	54.68	<button>Refund</button>
2025-07-18T08:01:30.313Z	115		CAPTURED	EUR	267.75	<button>Refund</button>
2025-07-14T22:58:07.266Z	114		CAPTURED	EUR	535.5	<button>Refund</button>
2025-07-14T17:21:26.807Z	113		PARTIALLY-CAPTURED	EUR	535.5	<button>Capture</button>
2025-07-14T12:32:32.761Z	112		CAPTURED	EUR	41.59	<button>Refund</button>
2025-07-14T07:26:53.575Z	111		CANCELLED	EUR	267.75	
2025-07-14T01:10:18.964Z	109		AUTHORISED	EUR	267.75	<button>Capture</button> <button>Cancel</button>
2025-07-11T09:49:03.097Z	108		CAPTURED	EUR	267.75	<button>Refund</button>

- This page will display your list of orders, you can also search through the list on any of the table fields: Purchase Date, Order Id, Transaction Id, Order Status, Currency, Total Amount.
- The user also has the option to Capture or Cancel an AUTHORISED order.

Order List						
Purchase Date	Order Id	Transaction Id	Order Status	Currency	Total Amount	Actions
2025-07-30T14:04:29.805Z	120		AUTHORISED	EUR	29.75	<button>Capture</button> <button>Cancel</button>
2025-07-30T13:53:14.966Z	119		AUTHORISED	EUR	267.75	<button>Capture</button> <button>Cancel</button>
2025-07-30T13:46:31.119Z	118		AUTHORISED	EUR	267.75	<button>Capture</button> <button>Cancel</button>
2025-07-14T01:10:18.964Z	109		AUTHORISED	EUR	267.75	<button>Capture</button> <button>Cancel</button>

- When the user presses the Capture button is asked to enter the Capture Amount by default the entire value of the order is autocompleted if you want to make a Partial capture a checkbox is present and when checked you can enter a smaller or equal amount than the entire value of the order.

Capture

Capture Amount

Partial Capture

CANCEL **SUBMIT**

- After submitting the Capture request the order will be placed in PENDING-CAPTURE status until the cronjob is run.

Order List						
Search anything in table...						
Purchase Date	Order Id	Transaction Id	Order Status	Currency	Total Amount	Actions
2025-07-30T14:04:29.805Z	120		PENDING-CAPTURE	EUR	29.75	C Capture in progress

- After the cronjob handles the capture request the order status will be placed in CAPTURE-SENT status.

Purchase Date	Order Id	Transaction Id	Order Status	Currency	Total Amount	Actions
2025-07-30T14:04:29.805Z	120		CAPTURE-SENT	EUR	29.75	

- After WPG has handled the capturing request order will be placed in CAPTURED status and the user will have the option to request a refund.

Order List						
<input type="text"/> CAPTURED						
Purchase Date	Order Id	Transaction Id	Order Status	Currency	Total Amount	Actions
2025-07-18T08:12:10.611Z	116		CAPTURED	EUR	54.68	<button>Refund</button>

- When the user presses the Refund button is asked to enter the Refund Amount by default the entire value of the order is autocompleted if you want to make a Partial refund a checkbox is present and when checked you can enter a smaller or equal amount than the entire value of the order.

Refund

Refund Amount
41.59

Partial Refund

CANCEL SUBMIT

- After submitting the Refund request the order will be placed in PENDING-REFUND status.

Order List						
<input type="text"/> pending						
Purchase Date	Order Id	Transaction Id	Order Status	Currency	Total Amount	Actions
2025-07-18T08:12:10.611Z	116		PENDING-REFUND	EUR	54.68	Refund in progress

- After WPG handles the refund request order will be placed in REFUNDED status.

Order List						
<input type="text"/> 41						
Purchase Date	Order Id	Transaction Id	Order Status	Currency	Total Amount	Actions
2025-07-14T12:32:32.761Z	112		REFUNDED	EUR	41.59	

- When the user cancels an authorized order, the status will be moved to PENDING-CANCEL until the cronjob runs.

Order List						
<input type="text"/> cancel						
Purchase Date	Order Id	Transaction Id	Order Status	Currency	Total Amount	Actions
2025-07-30T13:46:31.119Z	118		PENDING-CANCEL	EUR	267.75	 Cancel in progress

- After WPG handles the cancelation request order will be placed in CANCELED status.

Order List						
<input type="text"/> cancel						
Purchase Date	Order Id	Transaction Id	Order Status	Currency	Total Amount	Actions
2025-07-30T13:46:31.119Z	118		CANCELLED	EUR	267.75	