

**worldpay**

# **Shopify Access Worldpay technical guide**

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April 2024

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# 1. Introduction

The Worldpay payments app for Shopify is an offsite or redirect app that enables you to quickly and simply integrate Worldpay payments within your Shopify stores. It gives you a comprehensive suite of payment options with security features and partial refunds included, and has been designed to integrate easily into your business thanks to:

- **Fast installation:** Clear, succinct documentation speeding up development time
- **Lowest possible PCI DSS burden:** Reach and maintain PCI compliance with minimum effort
- **24/7 support:** Payment incident support is available 24/7, and support is available 24/5 for most other issues. Contact your Worldpay support representative or our customer service team on 0800 096 3997

## 1.1 Overview of Worldpay plugin features

The table below lists the main features of our plugin:

Features	Description
<b>Supported credit cards</b>	Visa, MasterCard, Maestro, American Express, Discover*, JCB*, Carte Bancaire*, Carte Bleue*
<b>Supported 3DS credit cards</b>	Visa, MasterCard, Maestro, American Express
<b>Access checkout Web SDK</b>	Take payments and still qualify for SAQ-A – the lowest PCI compliance level – with Worldpay Web SDK
<b>3DS authentication</b>	3D secure authentication (strong customer authentication)

**Note:** The list of features offered by the Worldpay payment app is determined by the newly launched Shopify payment API and we will add more features as Shopify APIs support them.

Please note that Discover/Diners, JCB, Carte Bancaire and Carte Bleue are not supported by 3DS within Access Worldpay yet.

## 1.2 Prerequisite

You must have installed the payment app and correctly set up your Shopify store. If you want to use manual capture, then please disable auto capture from your Shopify store admin. If you have any problems with your payment app set-up, visit [Shopify Payment app support](#).

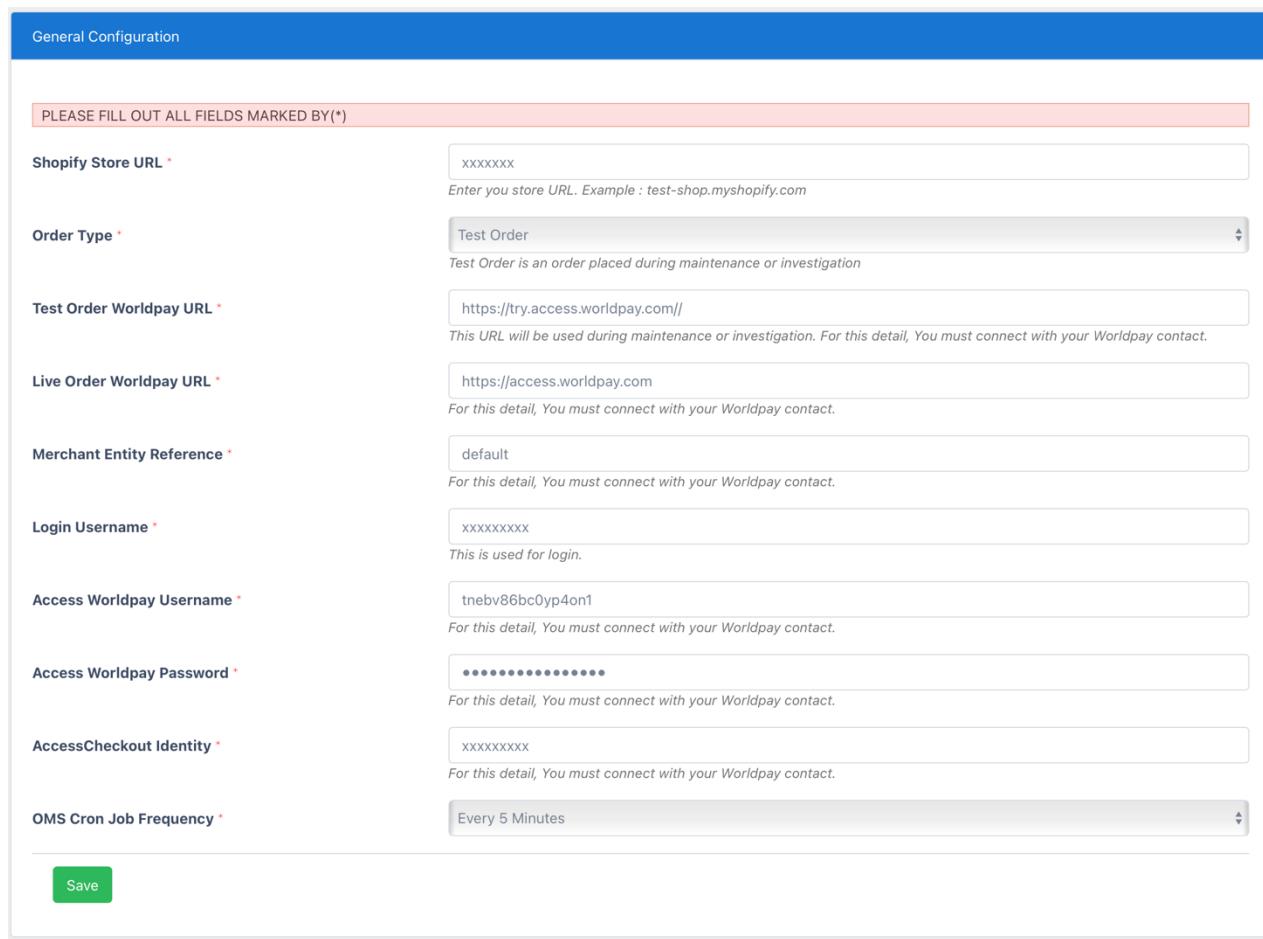
## 1.3 How to get started

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

- An Access Worldpay JSON username and password for the authorisation header within the API request
- A merchant entity reference for use with every transaction
- An AccessCheckout identity for every credit card payment request
- A username and password for the [Worldpay Merchant Administration Interface](#)
- A username and password (header authorisation credentials) for the Worldpay app admin panel for the following environments:
  - Live environment: <https://liveapp.access-worldpay.com/admin-ps-awp-lr-shpy-21/>
  - For test and staging environment details, please contact your Worldpay Implementation Manager

## 1.4 Basic configuration

After you've logged in to the Worldpay app's administration interface, follow this menu path to start configuration: Configuration/General.



General Configuration

PLEASE FILL OUT ALL FIELDS MARKED BY(\*)

**Shopify Store URL \*** XXXXXXX Enter you store URL. Example : test-shop.myshopify.com

**Order Type \*** Test Order Test Order is an order placed during maintenance or investigation

**Test Order Worldpay URL \*** https://try.access.worldpay.com// This URL will be used during maintenance or investigation. For this detail, You must connect with your Worldpay contact.

**Live Order Worldpay URL \*** https://access.worldpay.com For this detail, You must connect with your Worldpay contact.

**Merchant Entity Reference \*** default For this detail, You must connect with your Worldpay contact.

**Login Username \*** XXXXXXXX This is used for login.

**Access Worldpay Username \*** tnebv86bc0yp4on1 For this detail, You must connect with your Worldpay contact.

**Access Worldpay Password \*** \*\*\*\*\* For this detail, You must connect with your Worldpay contact.

**AccessCheckout Identity \*** XXXXXXXX For this detail, You must connect with your Worldpay contact.

**OMS Cron Job Frequency \*** Every 5 Minutes

**Save**

The table below describes the fields, and what you'll need to input to complete a basic configuration.

Features	Description
<b>Shopify Store URL</b>	Shopify Store domain name
<b>Order Type</b>	For the production environment app (payments via Access Worldpay), both test and live modes are available, and orders can be placed depending on the selection.
<b>Test Order Worldpay URL</b>	The Worldpay test environment's URL. The environment mode is test mode
<b>Live Order Worldpay URL</b>	The Worldpay production environment's URL. The environment mode is live mode.
<b>Merchant entity reference</b>	To get your Access Worldpay credentials, contact your Worldpay Implementation Manager. For test environments, you can set this to "Default".
<b>Login Username</b>	This is used to log in and will be auto populated
<b>Access Worldpay Username</b>	You will need these in the authorization header for API requests. This will be auto populated
<b>Access Worldpay Password</b>	This is used for login and API requests. You'll need to enter your password in the authorisation header for API requests. This will be auto populated.
<b>Access Checkout Identity</b>	To get your Access Worldpay credentials, contact your Worldpay Implementation Manager. This is a mandatory field for all credit card payments.
<b>OMS Cron Job Frequency</b>	To set the frequency of a programming job that synchronizes the order status for capture, cancel and refund.  The recommended frequency is every 5 minutes due to high number of transactions

Once the basic configuration is completed, you must set up the AccessCheckout integration to begin accepting credit card payments. Details on this are in the next section in the Main Configuration.

## 1.5 Credit/debit card integration

This lets you take payments and still qualify for SAQ-A (the lowest PCI compliance level) using the Worldpay Web SDK.

## 2. Main configuration

Go to Configuration/Credit Card Configuration and complete the following details:

Credit Card Using Access Checkout

PLEASE FILL OUT ALL FIELDS MARKED BY(\*)

Integration Mode *	AccessCheckout (Web SDK) <div style="border: 1px solid #ccc; padding: 2px; margin-top: 5px;"> <a href="#">https://try.access.worldpay.com/access-checkout/v1/checkout.js</a> </div> <p><i>This URL will load the secure credit card from using Worldpay's SDK. For this detail, You must connect with your Worldpay contact.</i></p>
Test WebSDK URL *	<div style="border: 1px solid #ccc; padding: 2px; margin-top: 5px;"> <a href="#">https://access.worldpay.com/access-checkout/v1/checkout.js</a> </div> <p><i>This URL will load the secure credit card from using Worldpay's SDK. For this detail, You must connect with your Worldpay contact.</i></p>
Live WebSDK URL *	<div style="border: 1px solid #ccc; padding: 2px; margin-top: 5px;"> <a href="#">https://access.worldpay.com/access-checkout/v1/checkout.js</a> </div> <p><i>This URL will load the secure credit card from using Worldpay's SDK. For this detail, You must connect with your Worldpay contact.</i></p>

The table below describes the fields, and what you'll need to input to complete credit card configuration:

Credit card configuration	Description
Integration Mode	<b>AccessCheckout (Web SDK) integration mode</b> The shopper's card information is saved and captured at the Worldpay end. This integration qualifies for SAQ-A – the lowest PCI compliance level.
Test WebSDK Url	This URL will load the secure credit card from using Worldpay's SDK. You must connect with your Worldpay contact for this information.
Live WebSDK Url	This URL will load the secure credit card from using Worldpay's SDK. You must connect with your Worldpay contact for this information.

### 2.1 The shopper's experience

Shoppers can place an order using credit or debit cards on the checkout page.

#### 2.1.1 Payment journey for shopper

For a guest or registered shopper, the payment form appears as below:

The screenshot shows a payment form for 'worldpay'. On the left, a sidebar says 'Pay By Credit Card'. The main area has fields for 'Cardholder Name', 'Card Number', 'MM/YY', and 'CVV'. Below these is a row with 'PAY NOW' (in green) and 'Cancel' buttons. To the right is a 'YOUR LOGO HERE' placeholder and a 'Order Summary' section. The summary shows 'Name: John Doe', 'Total Amount: GBP £49.99', and a 'Ship To' address: 'john Doe, 3872 Atha Drive, Bakersfield, Dallas Texas, 75217 United States'.

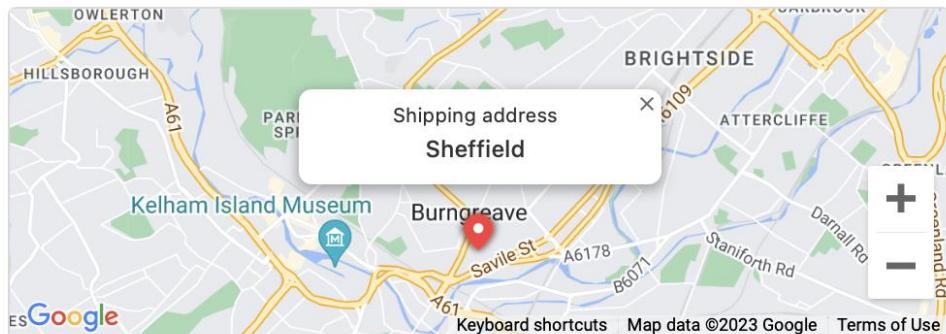
1. The shopper enters their card details and clicks the **PAY NOW** button.

This screenshot is similar to the one above, showing the payment form for 'worldpay'. The card details are filled in: 'John' for the name, '4444333322221111' for the card number, '12/35' for the expiration date, and '123' for the CVV. The 'PAY NOW' button is green, while 'Cancel' is grey. A VISA logo is positioned next to the card number field. The 'Order Summary' and 'Ship To' sections are identical to the first screenshot.

2. If the transaction is successful, the shopper is redirected to a success page, as below.

Order #1174

Thank you!



Your order is confirmed

You'll receive a confirmation email with your order number shortly.

[Track order with Shop](#)

Email me with news and offers

## Order details

### Contact information

Sam@test.com

### Payment method

- £34.99

### Shipping address

Sam  
Tesco Extra  
Sheffield  
S4 7UD  
United Kingdom  
442074999000

### Billing address

Sam  
Tesco Extra  
Sheffield  
S4 7UD  
United Kingdom  
442074999000

### Shipping method

Standard

Need help? [Contact us](#)

[Continue shopping](#)

## 3. 3DS2 authentication

3DS Flex is the most advanced product on the market for 3D secure 2 (3DS2). It provides greater payment security and helps to increase issuer approvals for transactions covered by PSD2. Certain regions require 3DS2 in order to process, if you are unsure if your region requires this please contact your Worldpay representative.

### 3.1 Main 3DS2 configuration

To use 3DS2 authentication, you must enable and configure 3DS2 both with Worldpay and in the app. To configure with Worldpay let your Worldpay representative know that you wish to use 3DS2 and they will enable it on your account. To configure within the app go to [Admin/Configuration/Credit Card with 3DS2](#).

Credit Card 3DS Configuration

PLEASE FILL OUT ALL FIELDS MARKED BY(\*)

Activate 3DS Authentication *	<input type="button" value="Yes"/> <small>If No -- Make sure that your merchant account is support for non 3DS flow, For this detail, You must connect with your Worldpay contact</small>
Challenge Window Type *	<input type="button" value="Full Page"/>
Merchant Entity Reference	<input type="button" value="default"/> <small>An optional field which would override the Merchant entity reference ID defined under general configuration.</small>

3DS Configuration	Description
<b>Activate 3DS Authentication</b>	Yes: activate 3DS validation for the store. No: deactivate 3DS validation for the store.
<b>Challenge Window Type</b>	Full page: This will render 3DS validation in a full-page window. Iframe: This will render 3DS validation window in an iframe.
<b>Merchant Entity Reference</b>	This optional field will override the merchant entity reference ID that was defined in the general configuration of the store.

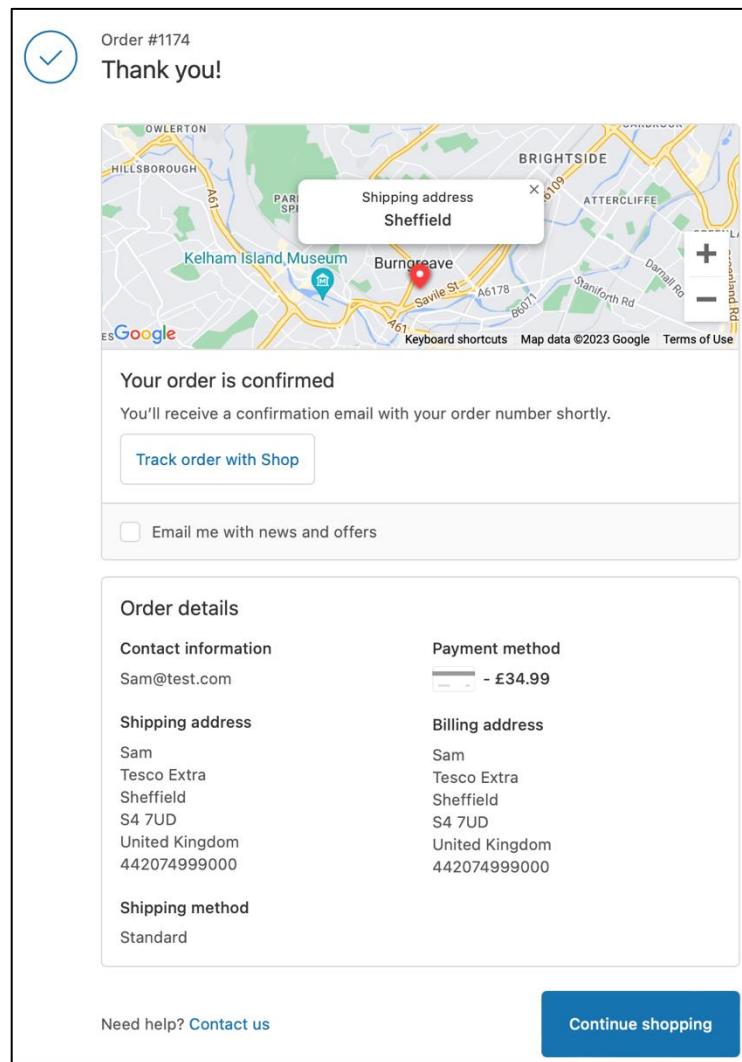
## 3.2 Sample 3DS Flex challenge page

This is a challenge window press OK

OK

Note: This image is of a test order and for live order a different challenge page may appear.

Finally, shoppers will see the order-success page, as in the screenshot below.



You can see the order in your [Worldpay Merchant Admin Interface](#).

## 4. The retry policy

A retry policy helps to keep the order status consistent between the payment app, Worldpay and Shopify.

If the Worldpay payment app does not receive an acknowledgment of a GraphQL request to Shopify (HTTP 200 status code), then we retry the request according to an incremental strategy. (See the example below). We'll retry up to 18 times over 24h.

Example – [0 seconds, 5 seconds, 10 seconds, 30 seconds, 45 seconds, 1 minute, 2 minutes, 5 minutes, 12 minutes, 38 minutes, 1 hour, 2 hours] + [4 hours] \* 5.

## 5. Order management

### 5.1 Manual order capture

Once an order is authorised, you can use the Shopify Store Admin to manually complete the order capture.

To do this log in to the store admin and click the **Orders** menu on the left. You will see a similar list of orders with their status.

**Note:** *We strongly recommend you initiate the capture from the Shopify admin panel to ensure end-to-end synchronization. Currently, the Shopify capture process restricts the chance of initiating capture request from external applications.*

Orders										Export	More actions	Create order	
Today		Total orders		Ordered items over time		Returns		Fulfilled orders over time		Delivered orders over time		Time to fulfill	
		0 —		0 —		0 —		0 —		0 —		0 min —	
All	Unfulfilled	Unpaid	Open	Archived	+								
<input type="checkbox"/>	Order	Date	Customer	Total	Payment status	Fulfillment status	Items	Delivery status	Delivery method	Tags			
<input type="checkbox"/>	#1298	Today at 10:27	Test	\$70.00	Payment pending	Unfulfilled	1 item		Standard				
<input type="checkbox"/>	#1297	Today at 10:26	Test	\$75.00	Payment pending	Unfulfilled	1 item		Standard				
<input type="checkbox"/>	#1296	Today at 10:08	Peter Kong	\$70.00	Payment pending	Unfulfilled	1 item		Standard				
<input type="checkbox"/>	#1295	Thursday at 14:19	Peter Kong	\$80.00	Paid	Unfulfilled	1 item		Standard				
<input type="checkbox"/>	#1294	Thursday at 13:44	Peter Kong	\$70.00	Paid	Unfulfilled	1 item		Standard				
<input type="checkbox"/>	#1293	Thursday at 13:26	Peter Kong	\$80.00	Paid	Unfulfilled	1 item		Standard				
<input type="checkbox"/>	#1292	Thursday at 12:58	Peter Kong	\$57.56	Expired	Unfulfilled	1 item		Standard				
<input type="checkbox"/>	#1291	Thursday at 12:14	Peter Kong	\$57.56	Expired	Unfulfilled	1 item		Standard				
<input type="checkbox"/>	#1290	Thursday at 12:05	Peter Kong	\$80.00	Expired	Unfulfilled	1 item		Standard				
<input type="checkbox"/>	#1289	Thursday at 12:02	Peter Kong	\$80.00	Paid	Unfulfilled	1 item		Standard				
<input type="checkbox"/>	#1288	Thursday at 11:29	Peter Kong	\$57.56	Paid	Unfulfilled	1 item		Standard				

To send multiple capture requests, select the orders and click **Capture order payments** in the menu:

The screenshot shows the Shopify Admin Orders page with a modal overlay. The modal title is "Capture all order payments". The description within the modal states: "This will capture payments for all selected orders." At the bottom right of the modal are two buttons: "Cancel" and "Capture order payments".

Order ID	Created At	Customer Name	Total	Status	Actions		
#1298	Today at 10:27	Test	\$70.00	Payment pending	Unfulfilled	1 item	Standard
#1297	Today at 10:26	Test	\$75.00	Payment pending	Unfulfilled	1 item	Standard
#1296	Today at 10:08	Peter Kong	\$70.00	Payment pending	Unfulfilled	1 item	Standard
#1295	Thursday at 14:19	Peter Kong	\$80.00	Paid	Unfulfilled	1 item	Standard
#1294	Thursday at 13:44	Peter Kong					Standard
#1293	Thursday at 13:26	Peter Kong					Standard
#1292	Thursday at 12:58	Peter Kong					Standard
#1291	Thursday at 12:14	Peter Kong					Standard
#1290	Thursday at 12:05	Peter Kong	\$80.00	Paid	Unfulfilled	1 item	Standard
#1289	Thursday at 12:02	Peter Kong					Standard

You can also send capture requests by opening the order details page.

Unfulfilled (1) ...

Blue Silk Tuxedo	\$70.00 × 1	\$70.00
------------------	-------------	---------

[Fulfill item](#) [Create shipping label](#)

Authorized

Subtotal	1 item	\$70.00
Shipping	Standard (0.0 lb: Items 0.0 lb, Package 0.0 lb)	\$0.00
<b>Total</b>		<b>\$70.00</b>
Paid		\$0.00
Balance		\$70.00

[Collect payment](#) ▼  
[Mark as paid](#)  
[Capture payment](#)

**Timeline**

Leave a comment...

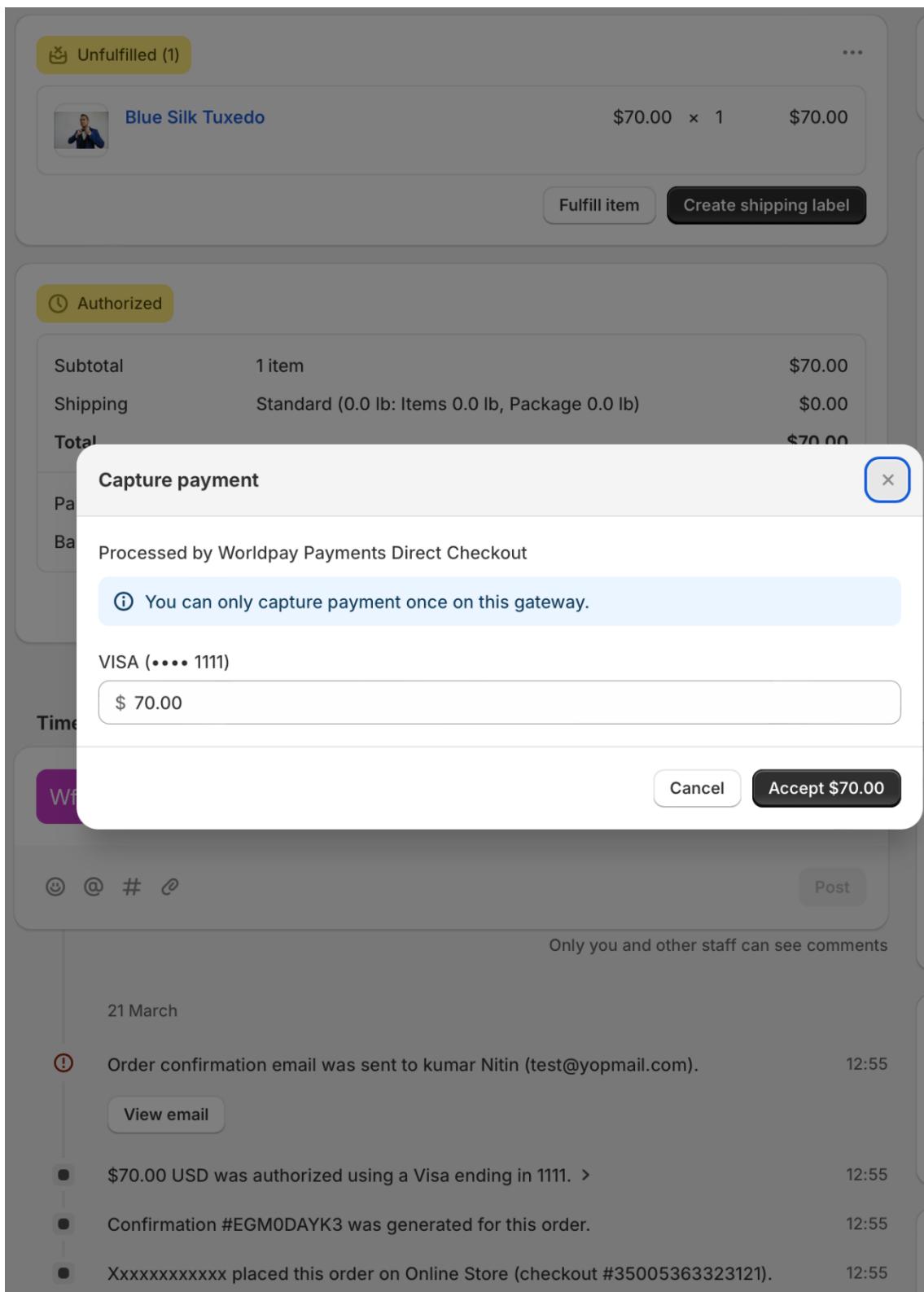
[Post](#)

Only you and other staff can see comments

21 March

- ! Order confirmation email was sent to kumar Nitin (test@yopmail.com). 12:55 [View email](#)
- \$70.00 USD was authorized using a Visa ending in 1111. > 12:55
- Confirmation #EGM0DAYK3 was generated for this order. 12:55
- Xxxxxxxxxxxxx placed this order on Online Store (checkout #35005363323121). 12:55

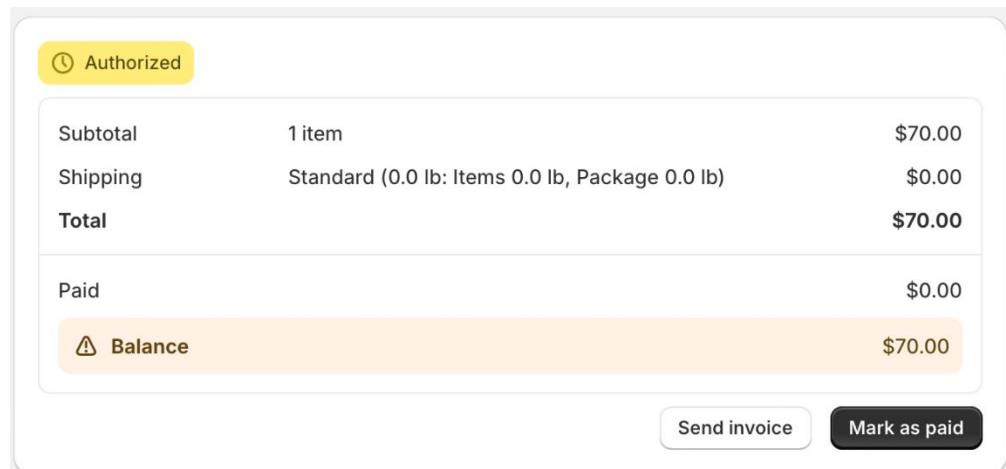
Once you click the **Capture payment**, button you then need to wait for confirmation from the Worldpay apps admin account.



The screenshot shows the Shopify Admin interface with an order summary for "Blue Silk Tuxedo" priced at \$70.00. Below the order summary are buttons for "Fulfill item" and "Create shipping label". A modal window titled "Capture payment" is displayed, containing the message "Processed by Worldpay Payments Direct Checkout" and a note: "You can only capture payment once on this gateway." It shows a VISA card ending in 1111 and a total amount of \$70.00. At the bottom of the modal are "Cancel" and "Accept \$70.00" buttons. In the background, there's a comment section with a post from "kumar Nitin" about an order confirmation email sent to "test@yopmail.com" at 12:55. Another comment shows a \$70.00 USD authorization using a Visa card ending in 1111. The timestamp for this comment is 12:55.

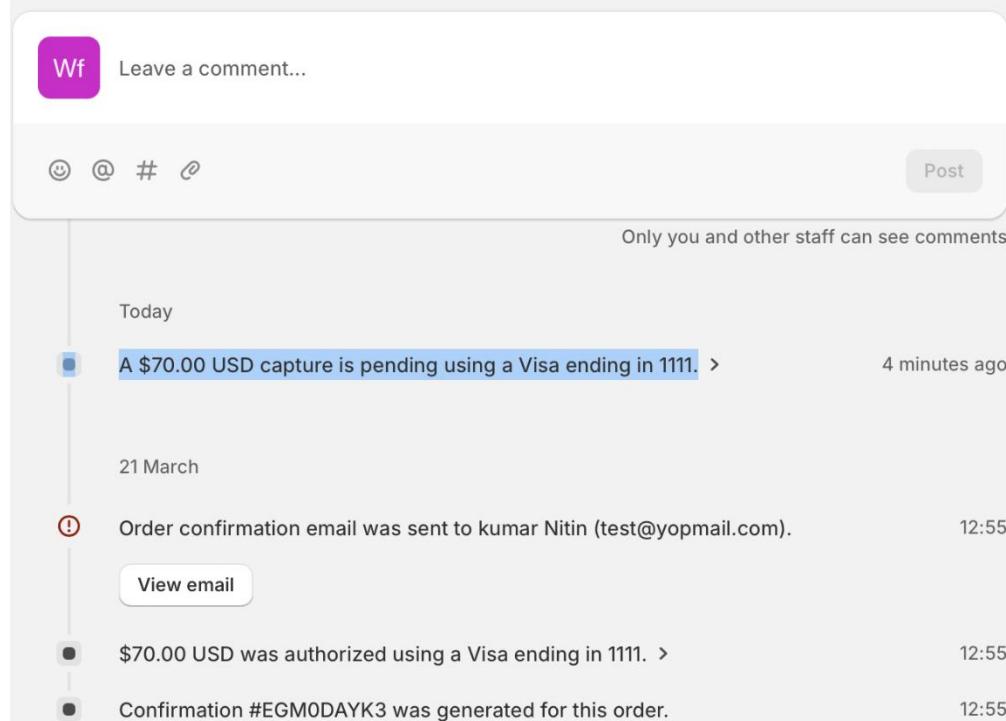
Once you accept the capture request, the request is sent to the Worldpay app's admin account. This is where we collect all capture requests by batch. They are sent for capture approval every five minutes.

Once your capture request is approved by the Access Worldpay Gateway, we will immediately update the order status in the Worldpay app's admin account and in the Shopify Store admin.



The screenshot shows the Shopify Order Details page for an order with a total of \$70.00. The status is 'Authorized'. The payment section shows a balance of \$70.00. Buttons for 'Send invoice' and 'Mark as paid' are visible.

## Timeline



The screenshot shows the Shopify Order Timeline. It includes a comment from 'Wf' and a pending capture event from today. Previous events from March 21 include an order confirmation email and a successful capture.

Date	Event	Time
Today	A \$70.00 USD capture is pending using a Visa ending in 1111.	4 minutes ago
21 March	Order confirmation email was sent to kumar Nitin (test@yopmail.com).	12:55
21 March	\$70.00 USD was authorized using a Visa ending in 1111.	12:55
21 March	Confirmation #EGM0DAYK3 was generated for this order.	12:55

In the order timeline above, the capture request has been sent and is waiting for confirmation. Once a capture is complete, the order status appears as in the screenshot below:

Paid

Subtotal	1 item	\$70.00
Shipping	Standard (0.0 lb: Items 0.0 lb, Package 0.0 lb)	\$0.00
<b>Total</b>		<b>\$70.00</b>
Paid		\$70.00

## Timeline

Leave a comment...

Leave a comment...

Post

Only you and other staff can see comments

21 March



Pending payment success email was sent to xxxxxxxxx (test@test.com).

19:04

[View email](#)



A \$70.00 USD payment was processed using a Visa ending in 1111. >

19:04



Order confirmation email was sent to xxxxxxxx(test@test).

18:58

[View email](#)



A \$70.00 USD payment is pending using a Visa ending in 1111. >

18:58



Confirmation #NV0LVKDGY was generated for this order.

18:58

You can also see the order capture status (Sent for Settlement) in the Worldpay app's admin account. To do this, log in to your admin account and open the order:

Order ID	Purchase Date ↑	Ship to Name	Bill to Name	Email	Phone No	Grand Total	Status	Action
w3iXnkVANEwlSu1jVLsH-TwT	06-10-2021 21:04:18	Harry Tasker	Harry Tasker	HarryTasker@test.com		GBP 43.00	Captured	<a href="#">View</a>

You can check the order status in Worldpay app's administration **Interface/Orders**.

Orders							
Search by Bill to Name		Search	640 records found		Filters	10	per page
Order ID	Purchase Date ↑	Bill to Name	Email	Grand Total	Payment Method	Status	Action
defau-r1m9vc461jB19GhiTs2iJXkUq	02-04-2024 04:57:35	Test	test@test.com	USD 70	Direct	Sending to Authorized	<button>View</button>
defau-rhZPoUGPms3gqY0my6dvZBH6L	02-04-2024 04:55:55	Test	test@test.com	USD 75	Direct	Authorized	<button>View</button>
defau-rt85gYMmTdnEbN2EeyG0dFdf1	02-04-2024 04:38:17	Peter Kong	peter19@yopmail.com	USD 70	Direct	Sent for Settlement	<button>View</button>
defau-rPF5VwQJ9YDPAHTGxH3VvNuf4	28-03-2024 08:49:41	Peter Kong	peter19@yopmail.com	USD 80	Redirect	Sent for Settlement	<button>View</button>
defau-rhwPQJ5utqJ40TkcsfJYuhYZ6	28-03-2024 08:14:02	Peter Kong	peter19@yopmail.com	USD 70	Redirect	Sent for Settlement	<button>View</button>
defau-r2f7EMwU4H5bPQ48XZFAvDjcJ	28-03-2024 07:56:16	Peter Kong	peter19@yopmail.com	USD 80	Redirect	Sent for Settlement	<button>View</button>
defau-rYtNX7smssroiEG0KGJnWsbQ	28-03-2024 07:28:07	Peter Kong	peter19@yopmail.com	USD 57.56	Redirect	Authorized	<button>View</button>
defau-r6C1vtQjT1k6HQIm3NU3vIEOZ	28-03-2024 06:44:19	Peter Kong	peter19@yopmail.com	USD 57.56	Redirect	Authorized	<button>View</button>
defau-riYMYs69bpnv6Xo9vMHloHoN	28-03-2024 06:35:11	Peter Kong	peter19@yopmail.com	USD 80	Redirect	Authorized	<button>View</button>
defau-rpuOj99cGJ3djknL5V7PoLyF1	28-03-2024 06:32:07	Peter Kong	peter19@yopmail.com	USD 80	Redirect	Sent for Settlement	<button>View</button>
						< 1 of 64 >	

Order Information		Account Information	
Order Date:	02-04-2024 04:57:35	Customer Name:	Test
Payment Method:	Direct	Email:	test@test.com
Order Status:	Sending to Authorized	Phone No:	
Order Type:	Test Order		
Merchant Name:	AWPSAPIENT		
Merchant Entity Reference:	default		
Shopify Store URL:	xxxxxxxxxxxxxxxxxxxxxxxxxxxx		
Shopify Payment ID:	r1m9vc461jB19GhiTs2iJXkUq		
Shopify GID:	gid://shopify/PaymentSession/r1m9vc461jB19GhiTs2iJXkUq		
Payment Capture:	Automatic		

Billing Address		Shipping Address	
Family Name:	Test	Family Name:	Test
Address 1:	Testwood Lakes	Address 1:	Testwood Lakes
City:	Southampton	City:	Southampton
Postal Code:	SO40 2RX	Postal Code:	SO40 2RX
Province:	England	Province:	England
Country:	GB	Country:	GB

Timeline	
⌚ Payment initiated	02-04-2024 04:57:36

## 5.2 Auto capture/settle

**Note:** Before you start configuring the auto settlement feature in Shopify Store admin, please get in touch with your Worldpay technical representative to enable it on the AccessWorldpay gateway.

First you must enable the auto capture option from your Shopify Store admin.

Log in to Shopify Store admin, click on **Setting** in the left-hand menu then click on **Payments**. You will see the page below.

**WD1** **Worldpay Demo 1**  
worldpay-demo-1.myshopify.com

- Store details
- Plan
- Billing
- Users and permissions
- Payments**
- Checkout
- Customer accounts
- Shipping and delivery
- Taxes and duties
- Locations
- Gift cards
- Markets
- Apps and sales channels
- Domains
- Customer events
- Brand
- Notifications
- Custom data
- Languages
- Customer privacy
- Policies
- Store activity log

## Payments

**⚠ Development stores can only process test payments**

Activate the [test payment provider](#), or set your payment provider to test mode. Learn more about [testing in development stores](#).

**Worldpay Payments Direct\_Checkout**  
0% transaction fee • Card rates set by Worldpay Payments Direct\_Checkout

**Manage**

**⚠ Test mode is on for Worldpay Payments Direct\_Checkout. [Turn off test mode](#)**

[Switch to Shopify Payments](#) to manage all your payments within Shopify. [Learn more](#)

**Additional payment methods**  
Payment methods that are available with one of Shopify's approved payment providers

**PayPal**  
0% transaction fee

[Activate PayPal](#)

**Amazon Pay**  
0% transaction fee

[Activate Amazon Pay](#)

**Worldpay Payments AWP\_Test**  
0% transaction fee

[Test Mode](#) >

**⚠ Your customers can't make payments with Worldpay Payments AWP\_Test while test mode is active.**

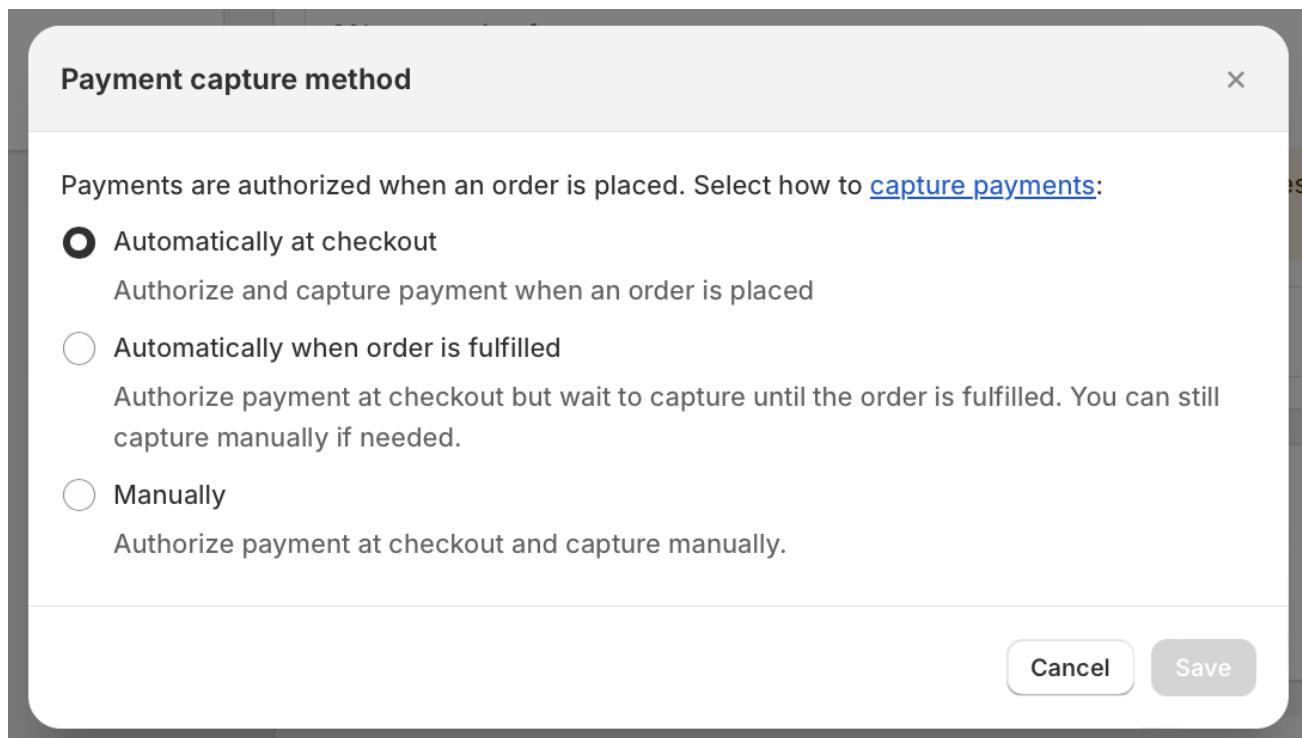
[+ Add payment method](#)

**Payment capture method** Automatic at checkout  
Authorize and capture payment when an order is placed

**Manage**

default setup for capture? Manual or auto, if it is auto then this should come b

Click the **Manage** button under **Payment Capture**. You will now see a pop-up page:



Select **Automatic Capture** and **Save**. Now your order will be captured immediately after authorisation.

### 5.3 Order cancellation

You can cancel an order once it has been authorized. You cannot cancel an order if it has already been captured. Cancelling an order helps to avoid associated costs from refunding.

To access the cancel option, click the “More actions” option at the top of the order details page.

← #1298 Expired Unfulfilled

2 April 2024 at 10:27 from [Online Store](#)

**⚠ Test order**

Your payment gateway is in test mode.

[View payment settings](#)

Unfulfilled (1)

	Blue Silk Tuxedo	\$70.00 × 1	\$70.00
--	------------------	-------------	---------

[Fulfill item](#) [Create shipping label](#)

Expired

Subtotal	1 item	\$70.00
Shipping	Standard (0.0 lb: Items 0.0 lb, Package 0.0 lb)	\$0.00
<b>Total</b>		<b>\$70.00</b>
Paid		\$0.00
<span style="background-color: orange; border-radius: 50%; padding: 2px 5px;">⚠ Balance</span>		<b>\$70.00</b>

[Send invoice](#) [Mark as paid](#)

**More actions** ...

- Duplicate
- Cancel order
- Archive
- Print order page
- Print packing slips
- View order status page

**Notes**

No notes from customer

**Customer** ...

**Test**

No orders

**Contact information**

test@test.com Edit  
No phone number

**Shipping address**

Test  
Testwood Lakes  
Southampton  
SO40 2RX  
United Kingdom  
[View map](#)

**Billing address**

Same as shipping address

Once you click the **Cancel order** option, you'll see a pop-up confirmation screen, as below:

**Cancel order #1298?**

**Cancel transactions**

Cancel \$70.00 USD pending

**Select**

Customer changed or canceled order

Payment declined

Fraudulent order

Items unavailable

Staff error

Other

Restock inventory

Send a [notification](#) to the customer

[Keep order](#) [Cancel order](#)

Click the **Cancel order** button to send a cancellation request to Worldpay's public app admin account.

In the Worldpay public app admin account, we collect all order-cancellation requests by batch and send them to Access Worldpay for approval for every five minutes.

Once your cancellation request is approved by Access Worldpay, we will immediately update the order status both in Worldpay's public app admin account and in the Shopify Store admin.

If you have opted for the refund option, then the refund process will be initiated. You can also complete the refund process separately.

Order ID	Purchase Date ↑	Ship to Name	Bill to Name	Email	Phone No	Grand Total	Status	Action
1R1pcuaEKPosDPmtlsMCy6OZ	07-10-2021 14:01:19	Harry Tasker	Harry Tasker	Harrytasker@test.com		GBP 43.00	Cancelled	<button>View</button>

← #1287 Canceled • Voided ○ Unfulfilled Archived

22 March 2024 at 13:37 from [Online Store](#)

**⚠ Test order**

Your payment gateway is in test mode.

[View payment settings](#)

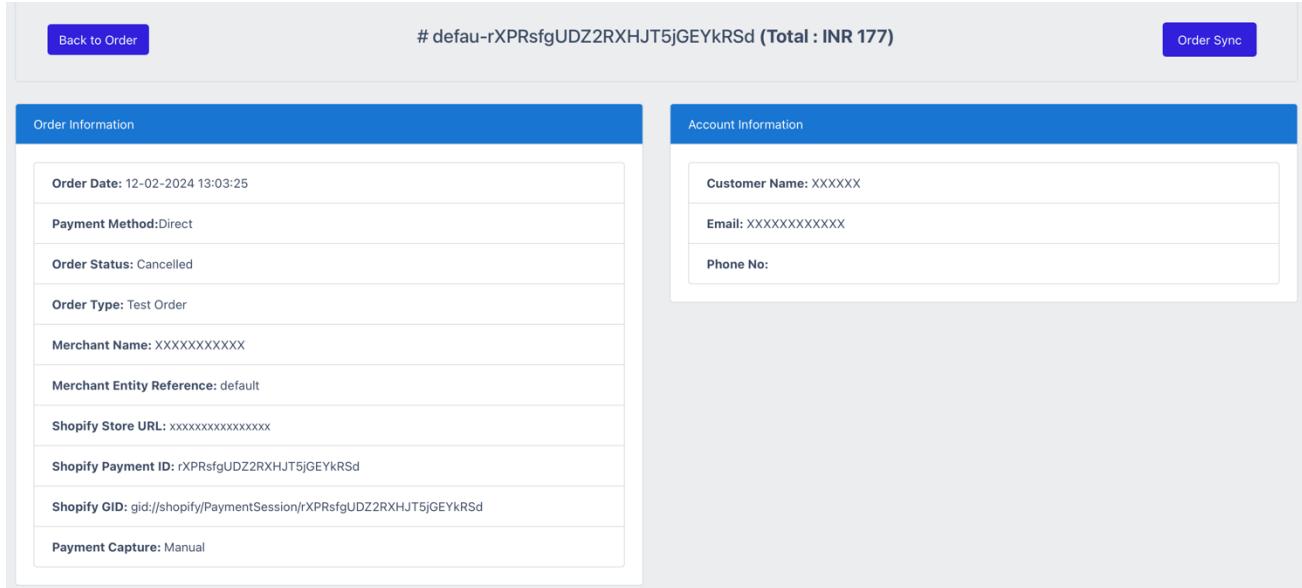
**Removed (1)**

	<a href="#">Classic Leather Jacket</a>	\$80.00 × 1	\$80.00
• Restocked at Science Park, 270 Milton Rd,			

**Voided**

Original order	March 22, 2024	\$80.00
Subtotal	0 items	\$0.00
Shipping	Standard (0.0 lb: Items 0.0 lb, Package 0.0 lb)	\$0.00
<b>Total</b>		<b>\$0.00</b>
Paid		\$0.00
<b>Net payment</b>		<b>\$0.00</b>

Plus, you can check the order status in the Shopify payment app. Go to [Portal/Orders/Open your cancelled order.](#)



The screenshot shows the Shopify Order Details page for order # defau-rXPRsfgUDZ2RXHJT5jGEYkRSd (Total : INR 177). The Order Information section contains the following details:

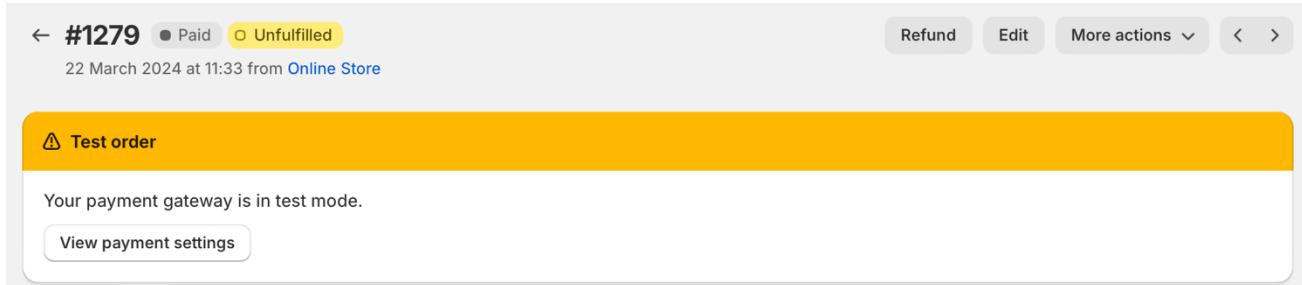
- Order Date: 12-02-2024 13:03:25
- Payment Method: Direct
- Order Status: Cancelled
- Order Type: Test Order
- Merchant Name: XXXXXXXXXX
- Merchant Entity Reference: default
- Shopify Store URL: XXXXXXXXXXXXXXXX
- Shopify Payment ID: rXPRsfgUDZ2RXHJT5jGEYkRSd
- Shopify GID: gid://shopify/PaymentSession/rXPRsfgUDZ2RXHJT5jGEYkRSd
- Payment Capture: Manual

The Account Information section contains the following fields:

- Customer Name: XXXXXX
- Email: XXXXXXXXXXXX
- Phone No:

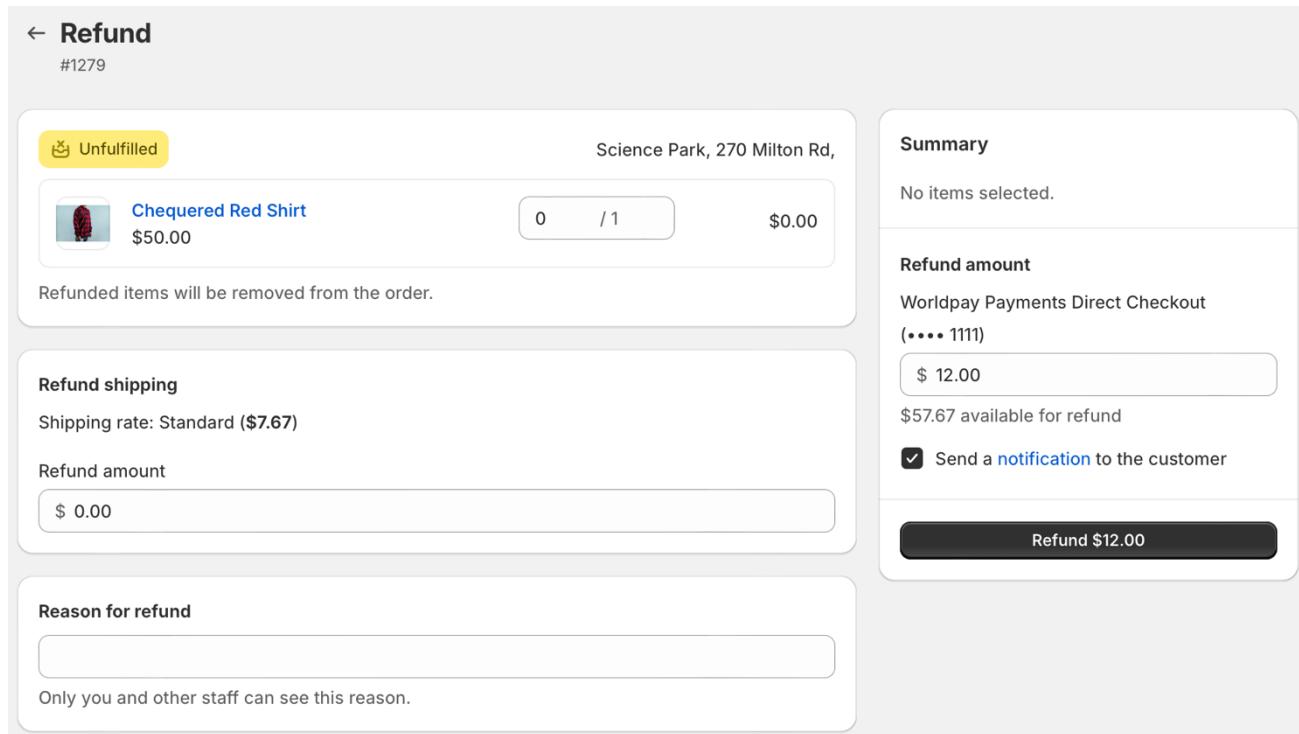
## 5.4 Order refund

You can only refund an order once it has been captured. To start a refund, click on **Refund option** at the top of the order details page:



The screenshot shows the Shopify Order Details page for order #1279. The order status is Paid (Unfulfilled). The payment gateway is in test mode. A yellow banner at the top of the order details section states: "⚠️ Test order". Below the banner, a message says: "Your payment gateway is in test mode." and a "View payment settings" button is available.

After you've clicked the **Refund** option you will see the page below:



← **Refund**  
#1279

**Unfulfilled** Science Park, 270 Milton Rd,

 **Chequered Red Shirt**  
\$50.00      0 / 1      \$0.00

Refunded items will be removed from the order.

**Refund shipping**  
Shipping rate: Standard (**\$7.67**)

Refund amount  
\$ 0.00

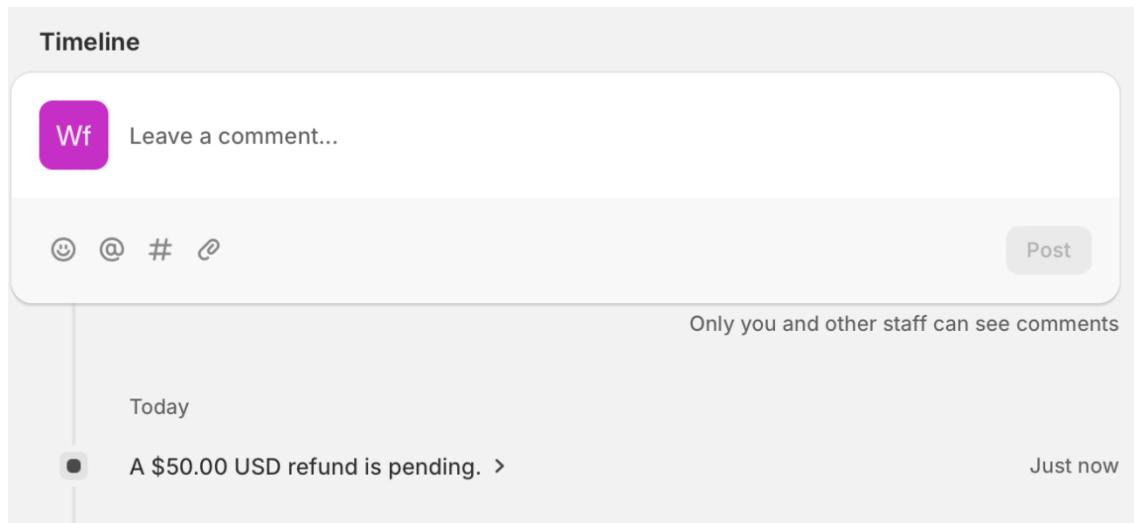
**Reason for refund**  
Only you and other staff can see this reason.

**Summary**  
No items selected.

**Refund amount**  
Worldpay Payments Direct Checkout  
(\*\*\*\* 1111)  
\$ 12.00  
\$57.67 available for refund  
 Send a [notification](#) to the customer

**Refund \$12.00**

Once the refund request has been submitted, it is sent to the Worldpay public app's admin account. You can see the refund request status in the order details page:



**Timeline**

 Leave a comment...

Only you and other staff can see comments

Today

A \$50.00 USD refund is pending. > Just now

In the Worldpay public app's admin account, we collect all refund requests by batch and send them to Access Worldpay for refund approval every five minutes.

Once your refund request is approved by Access Worldpay, we will immediately update the order status in the Worldpay public app's admin account and in the Shopify store admin.

Order ID	Purchase Date ↑	Ship to Name	Bill to Name	Email	Phone No	Grand Total	Status	Action
1R1pcuaEKPosDPmtlsMCy6OZ	07-10-2021 14:01:19	Harry Tasker	Harry Tasker	Harrytasker@test.com		GBP 43.00	Refunded	<button>View</button>

← #1278  Refunded  Unfulfilled

22 March 2024 at 10:40 from [Online Store](#)

**Test order**

Your payment gateway is in test mode.

[View payment settings](#)

**Removed (1)**



[Chequered Red Shirt](#)

\$50.00 × 1

\$50.00

- Restocked at Science Park, 270 Milton Rd,

Refunded

Original order

March 22, 2024

\$57.67

Subtotal

0 items

\$0.00

Shipping

Standard (0.0 lb: Items 0.0 lb, Package 0.0 lb)

\$7.67

**Total**

**\$0.00**

Paid

\$57.67

Refunded

Reason: —

-\$57.67

**Net payment**

**\$0.00**

You can also check the order status in the Worldpay app's administration interface. Go to [Orders/Open your refunded order](#).

[Back to Order](#)
# defau-rXPRsfgUDZ2RXHJT5jGEYkRSd (Total : INR 177)
[Order Sync](#)

**Order Information**

Order Date:	12-02-2024 13:03:25
Payment Method:	Direct
Order Status:	Sent for Refund
Order Type:	Test Order
Merchant Name:	XXXXXXXXXXXX
Merchant Entity Reference:	default
Shopify Store URL:	xxxxxxxxxxxxxxxxxx
Shopify Payment ID:	rXPRsfgUDZ2RXHJT5jGEYkRSd
Shopify GID:	gid://shopify/PaymentSession/rXPRsfgUDZ2RXHJT5jGEYkRSd
Payment Capture:	Manual

**Account Information**

Customer Name:	XXXXXX
Email:	XXXXXXXXXXXX
Phone No:	

## 5.5 Order sync

Order status will be updated as per the cron frequency field configured in Configuration/General/Cron Job Frequency, as below:

Cron Job Frequency

Select Cron Job Frequency

- Every 5 Minutes
- Every 10 Minutes
- Every 15 Minutes
- Every 30 Minutes
- Every 1 Hour

We recommend you set the frequency to “Every 5 minutes” if your order volume is high.

You can sync the order status between the Worldpay Merchant Administration Interface and the Worldpay app's administration interface by clicking the **Order sync** button in the order detail page. Once you click the button a confirmation pop-up will appear. If you select **OK** then the sync will go ahead and you'll see a success message as below:

[Back to Order](#)
# oi08yGAZLfPSRo5LKfuMhFaO (Total : GBP 23.00)
[Order Sync](#)

Order Sync Successfully

## 6. Cron job dashboard

You can track cron job activities for all payments in the Cron Job Dashboard.

Capture Request Cron Job			
18 Capture Request Totally in store	LAST CRON EXECUTED AT 2022-02-15 15:40:02	NEXT SCHEDULE AT 0:01:24	As per the last executed Cron
		Pending Request 0	Executed records 0 Resolve a payment 0 Reject a payment 0 Pending a payment 0 Failed request 0
Refund Request Cron Job			
19 Refund Request Totally in store	LAST CRON EXECUTED AT 2022-02-15 15:40:02	NEXT SCHEDULE AT 0:01:24	As per the last executed Cron
		Pending Request 0	Executed records 0 Resolve a Refund 0 Reject a Refund 0 Pending a Refund 0 Failed request 0
Void Request Cron Job			
4 Void Request Totally in store	LAST CRON EXECUTED AT 2022-02-15 15:40:02	NEXT SCHEDULE AT 0:01:24	As per the last executed Cron
		Pending Request 0	Executed records 0 Resolve a void request 0 Reject a void request 0 Pending a void request 0 Failed request 0

## 7. Troubleshooting with logs

We capture all transactions in logs for debugging purposes. You can see them in the Worldpay public app Admin account by clicking **Logs** in the left-hand menu.

Current Log	
Log	Action
live-fisworldpay	<a href="#">View</a> <a href="#">Download</a>

Archive Logs	
Log	Action
live-fisworldpay_2022-12-31.log	<a href="#">View</a> <a href="#">Download</a>
live-fisworldpay_2022-12-19.log	<a href="#">View</a> <a href="#">Download</a>
live-fisworldpay_2022-12-07.log	<a href="#">View</a> <a href="#">Download</a>
live-fisworldpay_2022-04-19.log	<a href="#">View</a> <a href="#">Download</a>
live-fisworldpay_2022-04-04.log	<a href="#">View</a> <a href="#">Download</a>

After six months log will be deleted automatically.

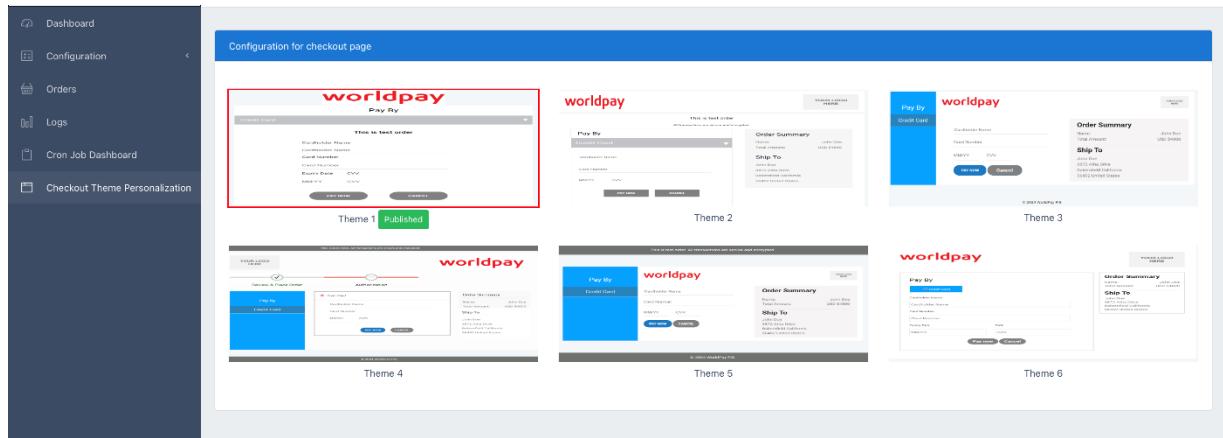
In the **Current Log** section, the log file holds recent transactions. You can read and download the requests and responses from Shopify and Access Worldpay.

In the **Archive Log** section, the log files hold old transactions. They are listed date-wise. You can read and download the requests and responses from Shopify and Access Worldpay.

We do not capture any details about users' credit cards.

## 8. Checkout theme personalization

You can personalise your checkout page to your requirements. There are five different themes you can select and configure it to your needs.

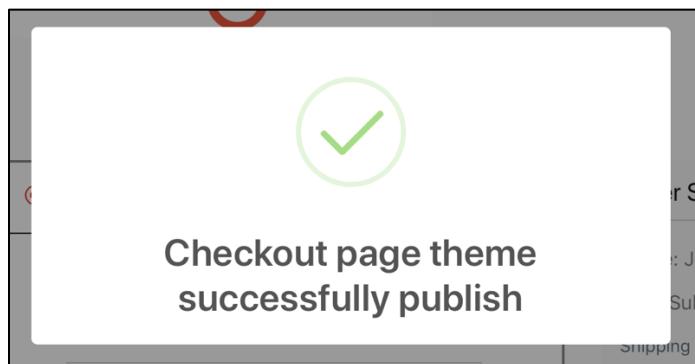
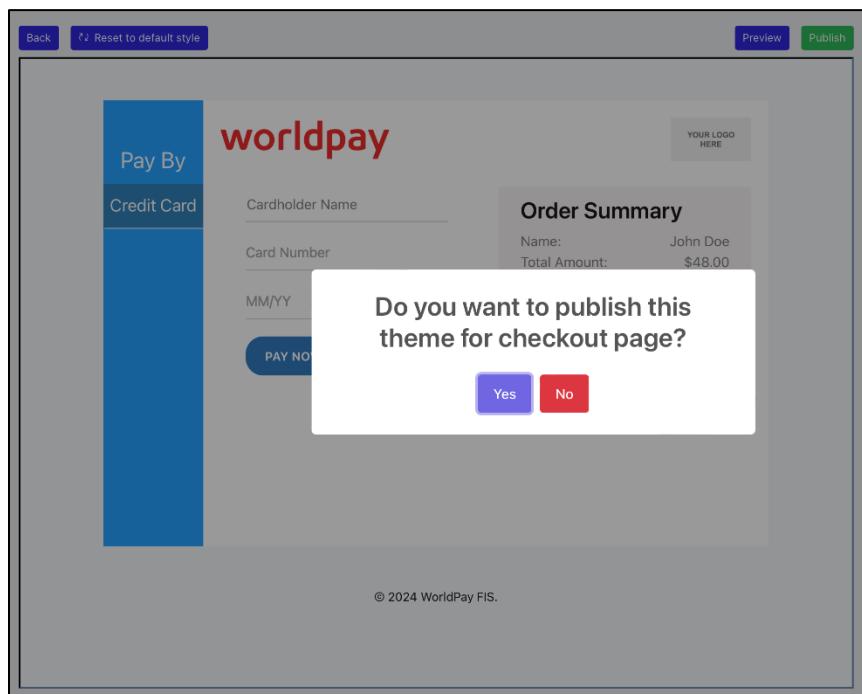


When you open a theme, you'll see a configuration page, as below:

You can customise your store logo, change the background colour and alter the in-text content using the field forms on the right-hand side. You must save changes before you can see a preview of your new checkout page. However, you cannot modify or remove the Worldpay from FIS logo.

The theme must be published before going live. You can reset the theme configuration to default by clicking the **Reset to default** button in the left-side top corner.

You can publish your theme by clicking the “Publish” button in the right-side top corner. A pop-up success message will appear as below:



## 9. Worldpay API security alerts

This feature enables you to receive API security alerts and report incidents to Worldpay.

To enable this feature, log in to the Worldpay app's administration interface and go to

## Configuration/Worldpay API security alerts:

Worldpay API security alerts

PLEASE FILL OUT ALL FIELDS MARKED BY(\*)

**Enable Worldpay Security Alerts**

Yes

This feature enables you to receive the API security alerts and report the incident to Worldpay (if set to "Yes" below).

**Recipient Email(s) \***

test1@gmail.com,test2@gmail.com, test3@gmail.com

Multiple emails can be added using comma separated(i.e abc@example.com,xyz@example.com)

**Do you want to report the error(if appears) to worldpay?**

No

Note: If set to "Yes", this setting will send the security incident report to Worldpay.

**Worldpay Team Email**

paymentsviaAccessWorldpay@fisglobal.com

**Save**

Security alert configuration	Description
<b>Enable Worldpay Security Alerts</b>	<b>Yes:</b> Will enable security alerts settings. <b>No:</b> Will disable security alerts settings.
<b>Recipient Email(s)</b>	Comma-separated email addresses which will be notified.
<b>Do you want to report the error (if it appears) to Worldpay?</b>	Yes: Will enable reporting to Worldpay. No: No report will be sent to Worldpay.
<b>Worldpay Team Email</b>	Worldpay email address that will get receive the report email.