



Payments Plugin for Magento 2

User guide

Version 2.3.7-p30622 June 2022

Contents

| | |
|--|-----------|
| Introduction..... | 5 |
| Version compatibility and merchant support | 5 |
| Overview of features | 5 |
| Before you start | 6 |
| How to get started | 6 |
| If you need support..... | 7 |
| Basic configuration | 8 |
| Main configurations..... | 11 |
| Credit card configurations | 11 |
| <i>Order notifications</i> | 12 |
| <i>Intelligent Account Verification (IAV)</i> | 13 |
| How to configure 3DS | 18 |
| Activate 3DS | 18 |
| <i>Credit card configurations</i> | 22 |
| <i>Previously saved card not working after 3DS2 activation</i> | 22 |
| US and Canadian domestic acquiring | 23 |
| <i>Issuer Insights</i> | 23 |
| <i>ACH Direct Debit (USA Only)</i> | 24 |
| <i>Prime Routing (USA Only)</i> | 31 |
| Latin American payments..... | 36 |
| <i>Latin America configurations</i> | 37 |
| <i>The shopper's experience</i> | 39 |
| <i>Recommendation for Brazil only</i> | 40 |
| Exemption engine..... | 41 |

| | |
|--|----|
| <i>How to configure the Exemption Engine</i> | 41 |
| FraudSight..... | 42 |
| <i>Configure FraudSight</i> | 42 |
| <i>FraudSight Response</i> | 42 |
| <i>Order Review</i> | 44 |
| <i>Errors</i> | 44 |
| <i>Capture</i> | 45 |
| Tokenization and stored credentials | 47 |
| <i>How to configure tokenization and stored credentials</i> | 47 |
| <i>The shopper's experience with stored credentials enabled</i> | 49 |
| Hosted payment page | 52 |
| <i>Hosted payment page with 3D Secure</i> | 55 |
| Mobile Wallets | 57 |
| <i>Apple Pay</i> | 57 |
| <i>Google Pay</i> | 62 |
| <i>Samsung Pay</i> | 66 |
| Chrome Pay: payment request API..... | 74 |
| <i>The Chrome Payment services API supports strong customer authentication 3DS2.</i> | 77 |
| MOTO payments | 78 |
| Alternative payment methods..... | 80 |
| <i>Dynamic narratives</i> | 80 |
| <i>The shopper's experience</i> | 80 |
| <i>Payment XML changes</i> | 81 |
| How to configure instant purchase..... | 82 |
| <i>How to set up Instant Purchase</i> | 82 |
| <i>Instant page checkout supports Strong Customer Authentication 3DS2</i> | 84 |
| Multiple partial capture | 84 |
| <i>Implementing multiple partial capture</i> | 84 |

| | |
|--|------------|
| <i>How to execute partial capture from Magento</i> | 85 |
| Merchant profile override | 88 |
| How to synchronize order status with Worldpay | 89 |
| <i>Executing the cron job for Worldpay-specific orders</i> | 90 |
| <i>How to set up cron jobs in periodic time</i> | 90 |
| Dynamic currency exponents | 91 |
| <i>How to setup dynamic exponent.....</i> | 91 |
| <i>How to setup currency code exponents.....</i> | 91 |
| Subscriptions and recurring payments..... | 93 |
| How to configure subscription and payment plans | 93 |
| The shopper's experience | 96 |
| Recurring orders..... | 97 |
| Country-code spoofing | 98 |
| How does it work? | 98 |
| Configurable alert messages | 99 |
| How to set up configurable alerts | 99 |
| The shopper's experience | 101 |
| Extended response codes | 102 |
| How to customize Worldpay response messages | 102 |
| The shopper's experience | 103 |
| Configurable labels | 104 |
| Checkout Labels..... | 104 |
| My account labels..... | 105 |
| Admin labels | 105 |
| How to report bugs..... | 108 |

Introduction

The Worldpay Payments Plugin for Magento 2 is highly customisable and offers a comprehensive suite of payment and admin features, and we built it with your integration and business needs in mind. It features:

- **Quick and easy installation.** Clear, succinct documentation enables developers to be as productive as possible
- **Lowest possible PCI DSS burden.** 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 they're not available, call our customer service team on 0800 096 3997.

Version compatibility and merchant support

| Magento version | Supported Worldpay plugin version |
|----------------------|-----------------------------------|
| Magento 2.3.4 | 2.3.4-p0721 |
| Magento 2.3.5 | 2.3.5-p0721 |
| Magento 2.3.7 | 2.3.7-rc0921 |

Important:

- We will only provide technical support for the versions listed when we release our plug-in version. Technical support includes merchant integration support, production support and integration/bug fixes. Please note that Magento versions not listed above are not on our development roadmap and we have no plans to support them
- None of our Magento 2.3 plugin supports lower Magento versions such as Magento 2.2, 2.1 and 2.0
- None of our Magento 2.3 plugin supports higher Magento versions like Magento 2.4
- We stopped offering support for our plugin versions [2.3.4-p0721](#) and below, and we strongly recommend that you upgrade the plugin to the currently supported versions, [2.3.5-p0721](#) and [2.3.7-rc0921](#). Please refer [Worldpay marketplace link](#).

Overview of features

The table below lists the main features of our plugin.

| Features | Description |
|---|--|
| Supported credit cards | Visa, MasterCard, Maestro, American Express, Diners, Discover, JCB, Carte Bancaire, Carte Bleue, Dankort |
| 3DS authentication | 3D Secure authentication (strong customer authentication) for direct credit card integration and hosted payment pages. |
| Exemption engine | Request real-time risk analysis of transactions to exempt as many as possible from strong customer authentication. |
| Tokenization | Token creation for sending authorization requests with stored card details that are PCI compliant. |
| Stored credentials | With detailed ways of improving authorisation rates and ensuring compliance. |
| Stored credentials: disclaimer message | Ask for shoppers' consent before saving their card during checkout. |
| Hosted payment page | Redirection to the PCI-compliant payment page that Worldpay hosts. |
| Apple Pay and Google Pay | Process Apple Pay and Google Pay payments. |
| Google Chrome: payment service API | A payment service API for Chrome that helps shoppers with express checkout. |
| MOTO | Your customer service team can make mail orders and telephone orders using the Create Order interface in Magento. |
| Supported APMs | PayPal, Klarna, Union Pay, IDEAL, Qiwi, Yandex, GiroPay, Boleto Bancairo, AliPay, SEPA, P24, Mistercash/Bancontact, Sofort/Pay.Now |
| Instant page checkout | Express checkout |
| Multiple partial capture | Support for multiple partial capture with Worldpay, allowing you to ship goods as they are available and capture only the funds required at that time. |
| Merchant profile override | Override your merchant profile so you can (for example) support different payment methods in different stores using one merchant ID. |
| Repeat payments | Support for regular payments (such as subscriptions) and for recurring orders. |

Before you start

Prerequisite: You need to have installed and correctly set up your Magento 2 store. If you have any problems with your Magento set-up, please visit the [Magento support centre](#).

How to get started

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

- A merchant code (or codes)
- A username and password for the [Worldpay Merchant Administration Interface](#)

Once you receive your login credentials to login to the [Merchant Administration Interface](#), follow the steps below to configure your XML connection credentials:

1. Click **ACCOUNT**, then select **Profile** from the top menu.
2. Note your new username for the connection.
3. Click the pencil icon next to **XML Password**.
4. Enter your new password and click **Save XML Password**.

If you need support

Please get in touch with your Worldpay support contact. If they're not available, call our customer service team on 0800 096 3997.

Basic configuration

After you've installed the extension, follow this menu path to configure it:

Stores/Configuration/Sales/Worldpay

The screenshot shows the Magento 2 Admin Configuration interface. On the left is a vertical sidebar with icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The 'SALES' icon is highlighted. The main area has a header 'Configuration' and a 'Save Config' button. The left sidebar under 'SALES' includes options like Sales, Sales Emails, PDF Print-outs, Tax, Checkout, Shipping Settings, Multishipping Settings, Shipping Methods, Google API, Payment Methods, Worldpay (which is selected and highlighted in orange), and Fraud Protection. The right panel lists configuration sections: General Configuration, Credit Cards, Credit Card 3DS Authentication, Exemption Engine, Tokenization / Stored Credentials, Hosted Payment Page, Mobile Wallets, Google Chrome Payment service API, MOTO, Alternative Payment Method, Quick checkout, Multiple Partial Capture, Merchant Profile Override Configuration, Subscription Settings, Order Cleanup, and Miscellaneous. Each section has a 'Save' icon to its right.

General Configuration

| | |
|--|--|
| Enable Worldpay [store view] | Yes |
| Environment Mode [store view] | Test Mode |
| Test URL [store view] | https://secure-test.worldpay.com/jsp/merchant/xml/paymentSer |
| Live URL [store view] | https://secure.worldpay.com/jsp/merchant/xml/paymentService. |
| Merchant Code [store view] | XXXXXX |
| XML Username [store view] | XXXXXX |
| XML Password [store view] | |
| Enabled Logging [store view] | Yes |
| Auto Invoice [store view] | Yes |
| Payment Method Selection [store view] | Radio Buttons |
| Description [store view] | WorldPay Order |

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

| Features | Description |
|-------------------------|--|
| Enable Worldpay | When set to Yes , shoppers will be able to process transactions using the Worldpay Payment Gateway at checkout. |
| Environment Mode | Toggles between test and live modes. Set it to Live after testing is completed and before production launch. |
| Test URL | The Worldpay test environment's URL. |
| Live URL | The Worldpay production environment's URL. |
| Merchant Code | Your Worldpay merchant code, which your Worldpay support contact provides. |
| XML Username | Your Worldpay XML username, which you will find in the Worldpay Merchant Admin Interface . |
| XML Password | Your Worldpay XML password, which you can set in the Worldpay Merchant Admin Interface . |

| | |
|---------------------------------|--|
| Enable Logging | If this is enabled, all requests and responses, along with other debug information, are logged at the Magento2Root/var/log/worldpay.log file. You should disable logging on production and enable it on staging for debugging. If you are troubleshooting, you might be asked to enable this feature. |
| Auto Invoice | If set to Yes , Magento automatically creates an invoice. This occurs so long as Worldpay authorises the transaction and sends a Capture request. If set to No , an invoice will not be created until a capture order notification is received. |
| Payment Method Selection | This has two options: payment methods can either be displayed as radio buttons or dropdowns in the payment section. |

Main configurations

Credit card configurations

The screenshot and the table below it describe your options for setting credit card configurations. The blue highlighted fields in the screenshot below show that you can select multiple items.

| | |
|---|--|
| Enabled [store view] | Yes |
| Title [store view] | Credit Cards |
| Integration Mode [store view] | Direct |
| Set Hosted payment page by selecting Redirect | |
| Payment Methods [store view] | <ul style="list-style-type: none">American ExpressVisaMasterCardCarte BancaireCarte BleueDankortDinersDiscoverJapanese Credit BankMaestro |
| Client Side Encryption Enabled [store view] | Yes |
| Public Key [store view] | <pre>1#10001#974e5d91f60afeeb06fa8d8f936717d19f842a344f052 94cf05e8f0ae7ece7113c970bf6f9d5090421c5122408ac8b2933 35fdd72202534227bf71d7d6bbec984be8ce4f743f6d32bdc7254 0ca8f0f847153ad9cbc421e56321790c4ad60e080d76857b89489 e1b368bc3922b59cc14d0831b72581a9ee9759fbf61b0455fda07 1#10001#974e5d91f60afeeb06fa8d8f936717d19f842a344f052 94cf05e8f0ae7ece7113c970bf6f9d5090421c5122408ac8b2933 35fdd72202534227bf71d7d6bbec984be8ce4f743f6d32bdc7254 0ca8f0f847153ad9cbc421e56321790c4ad60e080d76857b89489 e1b368bc3922b59cc14d0831b72581a9ee9759fbf61b0455fda07</pre> |
| Require CVC [store view] | Yes |

| Credit card configuration | Description |
|---------------------------------------|---|
| Enabled | When set to Yes , credit card payments are available to shoppers at checkout. |
| Title | The title that appears above the credit card payment section at checkout. |
| Integration Mode | <p>There are two integration modes for credit cards:</p> <ol style="list-style-type: none"> 1. Direct integration mode <p>Card information is saved at the Magento online store and passed to Worldpay by server-to-server transfer in XML format. No card information is saved by the Worldpay plugin. This integration requires the highest level of PCI DSS compliance.</p> <ol style="list-style-type: none"> 2. Redirect integration mode <p>The shopper will be redirected to the Worldpay payment page, and their card information will be captured at the Worldpay end. This integration requires the lowest level of PCI DSS compliance.</p> |
| Payment Methods | Select which credit cards are available to shoppers at checkout. |
| Client Side Encryption Enabled | If enabled, all card details are securely transferred to Worldpay in encrypted format. This is only required when using the direct integration mode. Using CSE with direct integration reduces the level of PCI DSS compliance that's required. |
| Public Key | Only required if client-side encryption is enabled. You can get this key from the Worldpay Merchant Admin Interface . If you do not see the option for it, contact your Worldpay representative for help. |
| Require CVC | If enabled, a mandatory CVC form field appears in the card-detail entry form. |

Order notifications

Note: You must set up order notifications to make sure this plugin works properly.

Order notifications are transaction-status updates that Worldpay pushes to the Magento store.

To enable your Magento store to receive order notifications, you need to enter the URL below in your Worldpay merchant profile:

<https://<brand url>/worldpay/notification/index>

The screenshot shows the 'Merchant Channel' configuration page. It has tabs for Configuration Details, Merchant Environment, Merchant Channel (highlighted in red), Installations, 3DS Flex, Client Side Encryption, Apple Pay, Android Pay, and Samsung Pay. The 'Merchant Channels (Production)' section contains three rows for email, http, and shopper email. The 'Merchant Channels (Test)' section contains three rows for email, http, and shopper email, with a note below stating 'test uses the same messages and content settings as production'.

| Protocol | Active | Content | Address | Method | Response | Client Certificate | Send Idempotency Key |
|---------------|---|---------|--|--------|-------------------|---|---|
| email | <input checked="" type="radio"/> yes <input type="radio"/> no | cgi | mgulati@sapient.com;rhuta.patel@worldpay.com | | | | |
| http | <input checked="" type="radio"/> yes <input type="radio"/> no | xml | https://wpmage.uk/worldpay/notification/index/ | POST | [OK] | <input type="radio"/> yes <input checked="" type="radio"/> no | <input type="radio"/> yes <input checked="" type="radio"/> no |
| shopper email | <input type="radio"/> yes <input checked="" type="radio"/> no | text | Configure AUTHORISED | | Configure REFUSED | | |

| Protocol | Active | Content | Address | Method | Client Certificate | Send Idempotency Key |
|---------------|---|--|--|--------|---|---|
| email | <input checked="" type="radio"/> yes <input type="radio"/> no | cgi | enatarajan1@sapient.com;nsatyaj | | | |
| http | <input checked="" type="radio"/> yes <input type="radio"/> no | xml | https://wpgqa.wpmage.uk/worldpay/notification/index/ | POST | <input type="radio"/> yes <input checked="" type="radio"/> no | <input type="radio"/> yes <input checked="" type="radio"/> no |
| shopper email | <input type="radio"/> yes <input checked="" type="radio"/> no | test uses the same messages and content settings as production | | | | |

If transactions are being processed asynchronously, you may notice some details of the transaction among your Magento order details.

The fully updated order details (Sales/Orders/Order View/Information) appear after Magento has received the order notification from Worldpay. Under **Payment Information** you should see:

Payment Information

Alternative Payment methods

The order was placed using GBP.

Worldpay Order Id **000000051-1583918751**
 Payment Status **SENT_FOR_AUTHORISATION**
 Payment Model **Redirect**
 Payment Method **KLARNA-SSL**
 Card Number
 AVS Result
 CVC Result
 Basic Risk Score

Shipping & Handling Information

Flat Rate - Fixed £5.00

Intelligent Account Verification (IAV)

Intelligent Account Verification (IAV) is a feature to validate a credit card.

Cardholders submit a zero or nominal value (a payment with a value greater than zero) while Worldpay determine the amount with the best chance of approval. Any value above zero is automatically reversed following verification.

The processing of a nominal value (or zero) is an important part of verifying that an account is real and set up for transactions. Contact Worldpay Support to enable IAV for your company or organization.

How to configure IAV

Follow the steps below:

1. Go to Admin > Configuration->Sales->Worldpay->Credit Cards->Enable Intelligent Account Verification. The screen should appear similar to the screenshot below.

Credit Cards



| | |
|---|--------------|
| Enabled [store view] | Yes |
| Enable Intelligent Account Verification [store view] | Yes |
| Title [store view] | Credit Cards |

The shopper can save a new card through Intelligent Account Verification or through zero-authorization.

All form validations are handled through Custom labels and Custom Alert messages.

To configure alerts/show customized messages, do the following:

1. Go to Store/Settings/Configuration/Sales/Worldpay Exception Codes.
2. The default alert messages are under *Customize Account Level Messages*. You can customize these messages and the custom message box.

| | | |
|------------|--|--|
| IAVMA1 | Please verify the Billing Address in your Address Book before adding new card | |
| IAVMA2 | Are you sure you want to delete the card? Once the card is deleted, subscriptions associated with it will be cancelled | |
| IAVMA3 | The card has been added | |
| IAVMA4 | Your card could not be saved | |
| Add | | |

3. Click **Save Config** after updating the configurations.

Use the information in the table below to add the configurations above.

| Message Code | Actual Message | Custom Message |
|--------------|---|----------------|
| IAVMA1 | Please verify the Billing Address in your Address Book before adding new card | |
| IAVMA2 | Are you sure you want to delete the card? Once the card is deleted, subscriptions associated with it will be cancelled | |
| IAVMA3 | The card has been added | |
| IAVMA4 | Your card could not be saved | |

Manage/Customize labels

To manage/customize labels do the following:

1. Go to Store/Settings/Configuration/Sales/Worldpay Custom Labels.
2. The default labels are under *My Account Labels*, you can customize these labels as well as the custom message box.

| | | |
|------------|-------------------------|---|
| IAVAC1 | Add New Card |  |
| IAVAC2 | Card type |  |
| IAVAC3 | Default Billing Address |  |
| Add | | |

3. Click **Save Config** after updating the configurations.

Use the information in the table below to add or update the above configurations.

| Message Code | Actual Message | Custom Message |
|--------------|----------------|----------------|
|--------------|----------------|----------------|

| | | |
|---------------|-------------------------|--|
| IAVAC1 | Add New Card | |
| IAVAC2 | Card type | |
| IAVAC3 | Default Billing Address | |

Shopper experience

A new form is added for saving new credit cards under Login->My Account->Saved cards->Add new card.
See the screenshot below.

- My Account
- My Orders
- Order by SKU
- My Downloadable Products
- My Wish List

- Address Book
- Account Information
- Store Credit
- Stored Payment Methods
- Gift Card

- Reward Points
- Gift Registry
- My Product Reviews
- Newsletter Subscriptions
- My Invitations
- Saved Card
- My Subscriptions

Add New Card

Card Information

Credit Card Type *

Card Number

Card Holder Name

Expiry Month/Year

CVV *

(Important Disclaimer!)

Default Billing Address

Dienststelle Jena
Dismach Tech
Postfach 10 01 65
Berlin, Amazonas, 14390
Brazil
T: +493020259323

Key XML update

16

Worldpay IAV with zero authorisation amount for saving new card.

```
<paymentDetails action="ACCOUNTVERIFICATION">  
<amount currencyCode="EUR" exponent="2" value="0"/>
```

The card is saved if ((lastEvent == 'AUTHORISED') || ((lastEvent == 'CANCELLED') &&

(riskScore[value] < 100 || riskScore[finalScore]< 100))) else, card is not saved in shoppers account.

Note: IAV works with AVS, CVC, 3DS, and checks made by a Worldpay fraud detection service, where available.

How to configure 3DS

3DS Flex is the most advanced product on the market for 3-D Secure (3DS). It helps to increase issuer approvals for transactions affected by PSD2. For full details, and to download the user PDF, visit the [3DS Flex web page](#).

To use 3DS authentication, you must enable and configure 3DS at

Admin/Stores/Configuration/Sales/Worldpay

Under the Credit Card 3DS Authentication tab you will see the following 3DS configuration panel:

Credit Card 3DS Authentication

| | |
|---|--|
| Activate 3DS Authentication [store view] | <input type="text" value="No"/> ▼ |
|---|--|

Activate 3DS

1. Set **Activate 3DS Authentication** to **Yes** or **No**.

Credit Card 3DS Authentication

| | |
|---|---|
| Activate 3DS Authentication [store view] | <input type="text" value="Yes"/> ▼ |
| Enable 3DS1 Authentication [store view] | <input type="text" value="No"/> ▼ |
| Enable 3DS2 Authentication [store view] | <input type="text" value="No"/> ▼ |

2. If **Activate 3DS Authentication** is set to **Yes**, then set **Enable 3DS1 Authentication** to **Yes** or **No**.

Credit Card 3DS Authentication

| | |
|---|---|
| Activate 3DS Authentication [store view] | <input type="text" value="Yes"/> ▼ |
| Enable 3DS1 Authentication [store view] | <input type="text" value="Yes"/> ▼ |
| Enable 3DS2 Authentication [store view] | <input type="text" value="No"/> ▼ |

3. If **Activate 3DS Authentication** and **Enable 3DS1 Authentication** are both set to **Yes**, then set **Enable 3DS2 Authentication** to **Yes** or **No**.

Credit Card 3DS Authentication

| | | |
|---|---|---|
| Activate 3DS Authentication <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="Yes"/> | <input style="width: 15px; height: 15px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/> |
| Enable 3DS1 Authentication <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="No"/> | <input style="width: 15px; height: 15px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/> |
| Enable 3DS2 Authentication <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="Yes"/> | <input style="width: 15px; height: 15px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/> |

4. If Activate 3DS Authentication is set to Yes, Enable 3DS1 Authentication is set to No, and Enable 3DS2 Authentication is set to Yes, you can then configure 3DS2.

Note: If you enable both 3DS1 and 3DS2, the Worldpay gateway will detect the right authentication for the credit card.

Configure 3DS2

| | | |
|--|--|---|
| JWT Event URL <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="https://secure-test.worldpay.com"/> | <input style="width: 15px; height: 15px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="For Live Use Cardinal Commerce URL, For Test Use https://secure-test.worldpay.com"/> |
| JWT Api key <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="fa2daee2-1fbb-45ff-4444-52805d5cd9e0"/> | |
| JWT Issuer <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="5bd9e0e4444dce153428c940"/> | |
| Organisational Unit Id <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="5bd9b55e4444761ac0af1c80"/> | |
| Test DDC URL <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="https://secure-test.worldpay.com/shopper/3ds/ddc.html"/> | |
| Production DDC URL <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="https://centinelapi.cardinalcommerce.com/V1/Cruise/Collect"/> | |
| Risk Data <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="Yes"/> | <input style="width: 15px; height: 15px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/> |
| Authentication Method <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="None"/> | <input style="width: 15px; height: 15px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/> |
| Test Challenge URL <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="https://secure-test.worldpay.com/shopper/3ds/challenge.htm"/> | |
| Production Challenge URL <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="https://centinelapi.cardinalcommerce.com/V2/Cruise/StepUp"/> | |
| Challenge Preference <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="None"/> | <input style="width: 15px; height: 15px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/> |
| Challenge Window Size <small>[store view]</small> | <input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="Iframe"/> | <input style="width: 15px; height: 15px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/> |

See the sample values in the image above to configure 3DS2. After configuration, you must clear the Magento cache: `php bin/magento cache:clean`

| Configuration | Description |
|---|--|
| Enable 3DS2 Authentication | This enables or disables the 3DS2 feature. If 3DS2 is disabled, orders will be placed by 3DS1 (if 3DS has been enabled). If both are disabled then the order will be placed by normal credit card authorisation. |
| JWT Event URL | This is for capturing the session ID from the domain. For production mode, please use: https://centinelapi.cardinalcommerce.com . For test mode, please use: https://secure-test.worldpay.com |
| JWT API Key, JWT Issuer and Organisational Unit ID | Worldpay supplies these values. You must contact your Worldpay representative to register you for 3DS2. |
| Test DDC (Device Data Collection) URL | This is for creating the JWT session ID. For test mode, use: https://secure-test.worldpay.com/shopper/3ds/ddc.html . |
| Production DDC URL | To create the JWT session ID in production mode, use: https://centinelapi.cardinalcommerce.com/V1/Cruise/Collect |
| Risk Data* | If this is enabled, the plugin provides additional information to Worldpay to reduce the chances that the shopper is challenged. |
| Authentication Method | This is added as risk data. It is a mechanism to authenticate shoppers: <code>guestCheckout</code> : the shopper is not authenticated <code>localAccount</code> : you authenticate the shopper using your own systems <code>federatedAccount</code> : you authenticate the shopper using a Federated ID <code>fidoAuthenticator</code> : you authenticate the shopper using FIDO Authenticator <code>issuerCredentials</code> : you authenticate the shopper using issuer credentials <code>thirdPartyAuthentication</code> : you authenticate the shopper using third-party authentication. |
| Test Challenge URL | This is the URL for the challenge page. For test mode, please use: https://secure-test.worldpay.com/shopper/3ds/challenge.html |
| Production Challenge URL | This is the URL for the challenge page. For production mode, please use: https://centinelapi.cardinalcommerce.com/V2/Cruise/StepUp |
| Challenge Preference | <code>noPreference</code> : You have no preference about whether a challenge is performed. <code>noChallengeRequested</code> : You prefer that no challenge is performed. <code>challengeRequested</code> : You prefer a challenge to be performed. <code>challengeMandated</code> : There are local or regional mandates that mean that a challenge must be performed. This is an optional field. |

Challenge Window Type

The 3DS2 challenge form redirects shoppers either to a full page or an iframe. The *Full Page* redirects them to either Worldpay or Cardinal. The *Iframe* challenge form appears in the same page.

Note: 3DS2 works with both Direct and Redirect modes. You can enable the integration mode at Stores/Configuration/Sales/Credit Cards. Please see Main configurations.

Credit card configurations

For a detailed view of risk data, go to Sales/Orders/Order View/Information and look under Payment Information:

Payment & Shipping Method

Payment Information

Alternative Payment methods

The order was placed using USD.

| | |
|---------------------------|-------------------------------|
| Worldpay Order Id | 000000008-1582891513 |
| Payment Status | SENT_FOR_AUTHORISATION |
| Payment Model | Redirect |
| Payment Method | SEPA_DIRECT_DEBIT-SSL |
| Card Number | |
| AVS Result | |
| CVC Result | |
| Basic Risk Score | |
| Advanced Risk Provider | |
| Advanced Risk Score | |
| Advanced Risk Threshold | |
| Advanced Risk Final Score | |
| Advanced Risk Id | |
| AAV Address Result Code | |
| AAV Postcode Result Code | |
| AAV Telephone Result Code | |
| AAV Email Result Code | |
| AAV Cardholder Name | |
| Result Code | |
| Interaction Type | ECOM |

Shipping & Handling Information

Flat Rate - Fixed \$75.00

Previously saved card not working after 3DS2 activation

If a shopper has saved their card before 3DS2 activation, they must update the card details in their My Account section. This is because the token created earlier may not work with 3DS2:

- My Account
- My Orders
- Order by SKU
- My Downloadable Products
- My Wish List
- Address Book
- Account Information
- Store Credit

My Saved Card

| Card Brand # | Card Number | Card Holder Name | Card Expiry Month | Card Expiry Year | Update | Delete |
|--------------|---------------|------------------|-------------------|------------------|------------------------|------------------------|
| ECMC | 5454*****5454 | Satya | 3 | 2023 | Update | Delete |
| ECMC | 5555*****4444 | Nitin | 2 | 2027 | Update | Delete |
| VISA | 4111*****1111 | Avishek | 2 | 2022 | Update | Delete |
| AMEX | 3434*****3434 | 3D | 6 | 2025 | Update | Delete |

Note: Card details are not saved. Only the token is saved at the Magento level.

US and Canadian domestic acquiring

This section covers features that only apply to merchants in the US and Canada.

Issuer Insights

This section describes the additional data available once Issuer Insights is enabled by WorldPay.

To view Issuer Insights, do the following:

1. Go to Sales/Order, and click **View**.

Orders

The screenshot shows the WorldPay Order View page. At the top, there are buttons for 'Go to Archive' and 'Create New Order'. Below the header is a search bar and a toolbar with filters, default view, columns, and export options. The main area displays a table of orders with columns for ID, Purchase Point, Purchase Date, Bill-to Name, Ship-to Name, Grand Total (Base), Grand Total (Purchased), Status, Action, Signifyd Guarantee Decision, and Allocated sources. One order is selected, showing details like ID #000000628, Purchase Point Main Website, Purchase Date Oct 13, 2020 10:20:44 AM, and Status Pending. The 'Action' column for this order contains a 'View' link. Below the table, the order details are expanded:

| Payment Information | | Shipping & Handling Information | |
|---------------------------------|-------------------------|---------------------------------|--|
| Credit Cards | | Flat Rate - Fixed \$5.00 | |
| The order was placed using USD. | 000000628-1602602442 | | |
| Worldpay Order Id | AUTHORISED | | |
| Payment Status | Direct | | |
| Payment Model | YES | | |
| Client side encryption | ECMC-SSL | | |
| Payment Method | 5454*****5454 | | |
| Card Number | NOT CHECKED BY ACQUIRER | | |
| AVS Result | NOT SENT TO ACQUIRER | | |
| CVC Result | | | |
| Basic Risk Score | | | |
| Advanced Risk Provider | | | |
| Advanced Risk Score | | | |
| Advanced Risk Threshold | | | |
| Advanced Risk Final Score | 0 | | |
| Advanced Risk Id | | | |
| AAV Address Result Code | UNKNOWN | | |
| AAV Postcode Result Code | UNKNOWN | | |
| AAV Telephone Result Code | UNKNOWN | | |
| AAV Email Result Code | UNKNOWN | | |
| AAV Cardholder Name Result Code | UNKNOWN | | |
| Interaction Type | ECOM | | |
| Issuer Insights | | | |
| Source Type | PREPAID | | |
| Available Balance | 2000 | | |
| Reloadable | YES | | |
| Prepaid Card Type | PAYROLL | | |
| Affluence | | | |
| Issuer Country | GB | | |
| Card Product Type | COMMERCIAL | | |
| Virtual Account Number | FALSE | | |
| Account Range Id | 11 | | |

ACH Direct Debit (USA Only)

This section describes how to configure ACH Direct Debit (USA domestic wire transfer) to your integrations.

Note: This is applicable only for the USA. You must have a US domestic bank account to use this feature.

To configure the system for ACH pay, do the following:

1. Go to Store/Settings/Configuration/Sales/Worldpay.

Alternative Payment Method



| | |
|-----------------------------------|---|
| Enabled [store view] | <input type="text" value="Yes"/> ▼ |
| Payment Methods [store view] | PayPal SoFort EU GiroPay Boleto Bancairo AliPay SEPA (One off transactions) Klarna (Redirect) P24 Mistercash/Bancontact ACH Pay |
| ACH Account Types [store view] | Checking Savings Corporate Corp Savings |
| Title [store view] | <input type="text" value="Alternative Payment Methods"/> |

2. Use the information in the table below to complete the configuration.

| Configuration | Description |
|--------------------------|--|
| Enabled | Set to Yes , this will enable alternative payment method. |
| Payment Methods | Select ACH Pay from the options provided. This feature is only available for USA. |
| ACH Account Types | Configure the available bank account types. |

3. You can add the configuration to manage alerts/show customized messages by following below steps.
 - a. Go to Store/Settings/Configuration/Sales/Worldpay Exception Codes

- b. Under *Customize Admin Worldpay Configuration Messages*, click the **Add** button and then add the below configurations.

The screenshot shows a configuration interface for Worldpay messages. It consists of three main sections: a header row, a data row, and a footer row.

- Header Row:** Contains two columns: "Message code" (AACH01) and "Actual message" (Void Sale Action Failed!!!). There is also an empty third column.
- Data Row:** Contains two columns: "Message code" (AACH02) and "Actual message" (Void Sale executed Successfully!!! Please run Sync Status after sometime.). There is also an empty third column.
- Footer Row:** Contains a single "Add" button.

You must click **Add** after you add the configurations.

Use the table below to add the configurations in the screenshot above.

| Message code | Actual message | Custom message |
|---------------|---|----------------|
| AACH01 | Void Sale action failed | |
| AACH02 | Void Sale executed Successfully. Please run Sync Status after sometime. | |

Under *Customize Checkout Messages*, you must click the **Add** button and then add the below configurations.

| | | |
|------------|---------------------------------------|--|
| CACH03 | Maximum allowed length of 17 exceeded | |
| CACH04 | Required length should be 8 or 9 | |
| CACH05 | Maximum allowed length of 15 exceeded | |
| CACH06 | Maximum allowed length of 40 exceeded | |
| Add | | |

You must click **Add** after adding the configurations.

Use the information in the table below to add the above displayed configurations:

| Message code | Actual message | Custom message |
|---------------|---------------------------------------|----------------|
| CACH03 | Maximum allowed length of 17 exceeded | |
| CACH04 | Required length should be 8 or 9 | |
| CACH05 | Maximum allowed length of 15 exceeded | |
| CACH06 | Maximum allowed length of 40 exceeded | |

4. In some cases, you may wish to void a sale request, this must be done within the same US business day as the sale request.
 - a. To void a sale request, go to Sales/Orders
 - b. Search for the order id shared by the shopper (For ex: 000000504.)

Orders

The screenshot shows the 'Orders' grid interface. At the top right are buttons for 'Go to Archive' and 'Create New Order'. Below the header are search, filter, and export options. The main grid displays a single row for order #000000625, which was placed on Oct 13, 2020, at 9:36:46 AM. The customer information shows 'Dienststelle Jena' for both Bill-to and Ship-to names. The total amount is \$50.00. The status is 'Pending' and there is a 'View' link. The 'Allocated sources' column is empty.

| ID | Purchase Point | Purchase Date | Bill-to Name | Ship-to Name | Grand Total (Base) | Grand Total (Purchased) | Status | Action | Signifyd Guarantee Decision | Allocated sources |
|-----------|--|-------------------------|-------------------|-------------------|--------------------|-------------------------|---------|----------------------|-----------------------------|-------------------|
| 000000625 | Main Website Main Website Store Default Store View | Oct 13, 2020 9:36:46 AM | Dienststelle Jena | Dienststelle Jena | \$50.00 | \$50.00 | Pending | View | | |

- c. Click **View**, and the page below appears with option to void sale request.

The screenshot shows the 'Order View' page for order #000000625. The top navigation bar includes links for Back, Sync Status, Void Sale, Cancel, Send Email, Hold, Invoice, Ship, Reorder, and Edit. The left sidebar has sections for Information, Invoices, Credit Memos, and Shipments. The main content area displays 'Order & Account Information' for the order. It shows the order number, date, status, purchased from, and placed from IP. On the right, there is 'Account Information' for the customer, including name, email, and group. A 'Void Sale' button is visible in the top right of the main content area.

Note: The **Void Sale** button is visible within the same US business day as the sale request and only for ACH Pay orders.

If you choose to void the sale request, please do not send out a refund request from MAI site.

- d. You must click the **Void Sale** button in order to void a particular sale request. You will receive below message on successful execution of void sale request.

The screenshot shows the 'Order View' page for order #000000625 after a void sale. A yellow banner at the top indicates 'Void Sale executed Successfully!!! Please run Sync Status after sometime.' The main content area shows the order details and account information. The 'Void Sale' button is no longer visible, indicating it has been executed. The status of the order is now 'Pending'.

This indicates that the request was executed successfully, following which after some time you must run the sync status, which will reflect the current state of order status as well as payment status.

#000000625

nitin ▾

← Back Sync Status Send Email Reorder

| Order View | | Order & Account Information | |
|---|--|--|----------------|
| Information | | Order # 000000625 (The order confirmation email is not sent) | |
| Invoices | Order Date | Oct 13, 2020, 9:36:46 AM | Customer Name |
| Credit Memos | Order Status | Closed | Email |
| Shipments | Purchased From | Main Website Store Main Website Store Default Store View | Customer Group |
| Comments History | Placed from IP | 49.37.81.64 | General |
| Transactions | Address Information | | |
| | Billing Address Edit | Shipping Address Edit | |
| | Dienststelle Jena Dismach Tech Postfach 10 01 65 Berlin, Federated States Of Micronesia, 14390 United States T: 03020259323 | Dienststelle Jena Dismach Tech Postfach 10 01 65 Berlin, Federated States Of Micronesia, 14390 United States T: 03020259323 | |
| Payment & Shipping Method | | | |
| Payment Information | | Shipping & Handling Information | |
| Alternative Payment methods | | Flat Rate - Fixed \$5.00 | |
| The order was placed using USD. Worldpay Order Id 000000625-1602599804 | | | |
| Payment Status VOIDED | | | |
| Payment Model Direct | | | |
| Client side encryption YES | | | |
| Payment Method ACH_DIRECT_DEBIT-SSL | | | |
| Card Number | | | |
| AVS Result | | | |
| CVC Result | | | |
| Basic Risk Score 0 | | RiskManagement | |
| Advanced Risk Provider | | 0.0000 | |
| Advanced Risk Score | | | |
| Advanced Risk Threshold | | | |
| Advanced Risk Final Score -1 | | | |
| Advanced Risk Id | | | |
| AAV Address Result Code | | | |
| AAV Postcode Result Code | | | |
| AAV Telephone Result Code | | | |
| AAV Email Result Code | | | |
| AAV Cardholder Name Result Code | | | |
| Interaction Type ECOM | | | |

If you click the **Void Sale** button after the request has been voided, you get the error message below:

#000000504

admin ▾

← Back Sync Status Void Sale Send Email Ship Reorder

Void Sale Action Failed!!: The void action is not available. Possible reason this was already executed for this order. Please check Payment Status below for confirmation.

| Order View | | Order & Account Information | |
|--------------------|--------------|--|--|
| Information | | Order # 000000504 (The order confirmation email is not sent) | |
| Invoices | Order Date | Aug 7, 2020, 1:53:43 AM | Customer Name |
| | Order Status | Complete | Email |
| | | | Veronica Costello roni_cost@example.com |
| | | | Customer Group |
| | | | General |

Note: The alert messages may vary depending on the availability of custom messages from the configuration.

If the **Void Sale** button is unavailable or if the request fails, you'll need to submit a refund request.

The shopper's experience

Once you have configured your system, it has the following effects on your shoppers:

Shoppers see seven new fields in the alternative payment methods section on selecting ach pay:

- Bank Account Types
- Account Number
- Routing Number
- Check Number
- Company Name
- Email Address
- Purpose of transaction text box

Alternative Payment Methods

We Accept



Bank Account Types *

Select Account Type

Account Number *

Routing Number *

Check Number

Company Name

Email Address

Purpose of transaction

Purpose of transaction will reflect on your statement, only if it is supported by the selected payment method.

Purpose of transaction will be validated by the payment method before processing.

Please adhere to the **Statement Narrative** guidelines of the selected payment method before entering the **Purpose of transaction**.

The ACH Pay-specific fields appear once the admin has enabled them, and if the billing address is US.

| ACH Pay-specific field | Storefront validation |
|---------------------------|--|
| Bank Account Types | Select box will appear. Values for selection will depend on account types configured by admin. |
| Account Number | Accepts only digits up to 17. |
| Routing Number | Accepts only digits with minimum length 8 and maximum length 9. |
| Check Number | Accepts only digits up to 15. |
| Company Name | Accepts string with maximum length of 40 characters. |
| Email Address | Accepts standard email validation. |

| | |
|-------------------------------|---|
| Purpose of transaction | Accepts alphanumeric characters which will be truncated to 15 characters while sending the request. |
|-------------------------------|---|

Note: ACH Pay is available only in direct integration mode.

Prime Routing (USA Only)

This section describes how to configure Prime Routing to your integrations.

Note: This is applicable only for USA and works only in direct integration mode. Once Prime Routing is enabled, the request is treated as a Sales request.

To configure prime routing, do the following:

1. Go to Store/Settings/Configuration/Sales/Worldpay.

Prime Routing

| | |
|---|---|
| Enable Prime Routing [store view] | Yes |
| Enable Advanced Prime Routing [store view] | Yes |
| Routing Preference [store view] | pinlessDebitOnly |
| Debit Networks [store view] | Accel AFFN CU24 Jeanie NYCE Pulse Shazam Star SouthEast Star West Star NorthEast |
| <input type="checkbox"/> Use system value | |

2. Use the information in the table below to complete the configuration:

| Configuration | Description |
|--------------------------------------|--|
| Enable Prime Routing | Set to Yes , this enables the prime routing feature. |
| Enable Advanced Prime Routing | Set to Yes , this allows you to configure the routing preference and debit networks. |
| Routing Preference | This lets you configure the routing preference to specify how a particular transaction should be routed. |
| Debit Networks | This lets you configure the debit networks to specify how a particular transaction should be routed. |

3. You can add the configuration to manage alerts/show customized messages by following below steps.

- A. Go to Store/Settings/Configuration/Sales/Worldpay Exception Codes.
- B. Under Customize Admin Worldpay Configuration Messages, you must click on the **Add** button and then add the below configurations.

| | | |
|------------------------------------|---|--|
| AACH01 | Void Sale Action Failed!!! | |
| AACH02 | Void Sale executed Successfully!!! Please run Sync Status after sometime. | |
| <input type="button" value="Add"/> | | |

You must click **Save Config** after adding the configurations.

Use the below table for adding the above displayed configurations.

| Message code | Actual message | Custom message |
|---------------|--|----------------|
| AACH01 | Void Sale action failed | |
| AACH02 | Void Sale executed Successfully Please run Sync Status after sometime. | |

- C. Under Customize Checkout Messages, you must click the **Add** button and then add the below configurations.

| | | |
|------------------------------------|--|--|
| CPR01 | Merchant is not enabled for prime routing. | |
| <input type="button" value="Add"/> | | |

You must click **Save Config** after adding the configurations.

Use the below table for adding the above displayed configurations.

| Message code | Actual message | Custom message |
|--------------|--|----------------|
| CPR01 | Merchant is not enabled for prime routing. | |

4. In some cases, you may wish to void a sale request, this must be done within the same US business day as the sale request.
 - a. To void a sale request, go to Sales/Orders
 - b. Search for the order ID shared by the shopper (e.g: 000000713.)

Orders

| Actions | ID | Purchase Point | Purchase Date | Bill-to Name | Ship-to Name | Grand Total (Base) | Grand Total (Purchased) | Status | Action | Signifyd Guarantee Decision | Allocated sources |
|--------------------------|-----------|--|--------------------------|-------------------|-------------------|--------------------|-------------------------|---------|----------------------|-----------------------------|-------------------|
| <input type="checkbox"/> | 000000627 | Main Website Main Website Store Default Store View | Oct 13, 2020 10:07:03 AM | Dienststelle Jena | Dienststelle Jena | \$50.00 | \$50.00 | Pending | View | | |

- c. Click on view, and you will be shown the below page with option to void sale request.

#000000627

| Information | Order & Account Information | Account Information |
|--------------|--|-----------------------------------|
| Information | Order # 000000627 (The order confirmation email is not sent) | Edit Customer |
| Invoices | Order Date Oct 13, 2020, 10:07:03 AM | Customer Name Instant Purchase |
| Credit Memos | Order Status Pending | Email ip@yahoo.com |
| Shipments | Purchased From Main Website Main Website Store Default Store View | Customer Group General |
| | Placed from IP 49.37.81.64 | |

The **Void Sale** button is visible within the same US business day as the sale request and only for Sale Requests (Prime Routing requests) and ACH Pay orders.

If you want to void the sale request, please do not send out a refund request from the MAI site.

- d. You must click the **Void Sale** button to void a particular sale request. You will receive the message below when the void sale request process is successful.

#000000627

nitin ▾

Void Sale executed Successfully!!! Please run Sync Status after sometime.

| ORDER VIEW | | Order & Account Information | | Account Information Edit Customer | |
|--------------|--|-----------------------------|--|---|------------------|
| Information | Order # 000000627 (The order confirmation email is not sent) | Order Date | Oct 13, 2020, 10:07:03 AM | Customer Name | Instant Purchase |
| Invoices | | Order Status | Pending | Email | ip@yahoo.com |
| Credit Memos | | Purchased From | Main Website Main Website Store Default Store View | Customer Group | General |
| Shipments | | Placed from IP | 49.37.81.64 | | |

This indicates that the request was executed successfully. After some time run the sync status; this status shows the current state of the order status as well as the payment status.

#000000627

nitin ▾

| ORDER VIEW | | Order & Account Information | | Account Information Edit Customer | |
|------------------|--|-----------------------------|--|---|------------------|
| Information | Order # 000000627 (The order confirmation email is not sent) | Order Date | Oct 13, 2020, 10:07:03 AM | Customer Name | Instant Purchase |
| Invoices | | Order Status | Closed | Email | ip@yahoo.com |
| Credit Memos | | Purchased From | Main Website Main Website Store Default Store View | Customer Group | General |
| Shipments | | Placed from IP | 49.37.81.64 | | |
| Comments History | | | | | |
| Transactions | | | | | |

Address Information

| Billing Address Edit | Shipping Address Edit |
|--------------------------------------|---------------------------------------|
| United States T: [REDACTED] | United States T: [REDACTED] |

Payment & Shipping Method

| Payment Information | Shipping & Handling Information |
|---|---|
| Credit Cards The order was placed using USD. Worldpay Order Id Payment Status Payment Model Client side encryption | Flat Rate - Fixed \$5.00 [REDACTED] VOIDED Direct YES |

- If you click the **Void Sale** button after the request has been voided, you get the error message below.

#000000713

admin ▾

[← Back](#) [Sync Status](#) [Void Sale](#) [Send Email](#) [Ship](#) [Reorder](#)

Void Sale Action Failed!!!: The void action is not available. Possible reason this was already executed for this order. Please check Payment Status below for confirmation.

| ORDER VIEW | | Order & Account Information | |
|--------------|--|-----------------------------|-----------------------|
| Information | Order # 000000713 (The order confirmation email is not sent) | | |
| Invoices | Order Date | Sep 3, 2020, 2:00:24 AM | |
| Credit Memos | Order Status | Complete | |
| | Purchased From | Main Website | Main Website Store |
| | | Customer Name | Veronica Costello |
| | | Email | roni_cost@example.com |
| | | Customer Group | General |

Note: The alert messages may vary depending on the availability of custom messages from the configuration.

If the **Void Sale** button is unavailable or if the request fails, must submit a Refund request.

Note: Prime Routing is available only in direct integration mode and if enabled the request is treated as a SALES request.

Latin American payments

This section describes how to add Latin American payments to your integrations, including payments by instalment.

Prerequisite: You must have a legal entity in each Latin American country that you want to trade in.

Note: Please contact your Worldpay representative to set up the appropriate routing for the countries you want to trade in.

List of countries:

The plugin supports payments from these countries:

- Argentina
- Bolivia
- Brazil
- Central America (Costa Rica, Nicaragua, El Salvador, Honduras, Panama, Guatemala)
- Chile
- Colombia
- Ecuador
- Mexico
- Peru
- Uruguay

Latin America configurations

- To begin the configuration: Go to Store/Settings/Configuration/Sales/Worldpay.

Latin America Payments

Enable CPF/CNPJ [store view]

You must enable CPF/CNPJ for only Brazil as billing country

Enable Instalment [store view]

If set to "Yes", This will enable shopper to select installment before making their payment for Latin America country only.

| Instalment Configuration | Instalment Type | Country | Action |
|--------------------------|--------------------|---|--------|
| [store view] | Type 1 Installment | Argentina Belize Brazil Chile | |
| | Add | | |

The following are the Instalment types:

- Type1-Up to 12 instalment is applicable to AR and BR.
- Type2-Up to 18 instalment in sequence: 3; 6; 9; 10; 12; 15 is applicable to MX.
- Type3-Up to 36 instalments in sequence: 3; 6; 9; 10; 12; 18; 24; 36; is applicable to CO.
- Type4-Up to 48 instalments in sequence: 3; 6; 9; 10; 12; 18; 24; 36; 48: is applicable to BZ,CL,CR,SV,GT,HN,NI,PA,PE.

- Use the information in the table below to complete the configuration.

| Configuration | Description |
|---------------------------------|--|
| Enable CPF/CNPJ | Set to Yes , a shopper is only required to submit their CPF (Cadastro de Pessoas Físicas) and CNPJ (Cadastro Nacional da Pessoa Jurídica) ID number for payments originating in Brazil.* |
| Enable Instalment | Set to Yes , shoppers can pay in instalments. If set to No , instalments are not available. This feature is only available for Latin American countries. |
| Instalment Configuration | This enables you to do instalment-type mapping for Latin American countries. |
| Instalment Type | Type1 up to 12 instalments are applicable to Argentina and Brazil. Type2 up to 18 instalments (3, 6, 9, 10, 12, 15) are applicable to Mexico. Type3 up to 36 instalments (3, 6, 9, 10, 12, 18, 24, 36) are applicable to Colombia. |

| | |
|--|---|
| | Type4 up to 48 instalments (3, 6, 9, 10, 12, 18; 24; 36; 48: are applicable to Brazil, Chile, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, Panama and Peru. |
|--|---|

* You must only enable CPF for Brazilian payments.

3. Administrators can use the **Instalment** configuration to map countries with instalment types, and must apply the configurations in the table below:

| Country | Permitted types of instalments |
|---------------------------------|---|
| Brazil and Argentina | Up to 12 instalments. |
| Mexico | Up to 18 sequential instalments: 3, 6, 9, 10, 12, 15, 18. |
| Columbia | Up to 12 instalments without interest. Up to 48 instalments with interest. Sequential instalments: 3, 6, 9, 10, 12, 18, 24, 36, 48. |
| Peru and Central America | Up to 48 sequential instalments: 3, 6, 9, 10, 12, 18, 24, 36, 48. |

The shopper's experience

Once you have configured your system, it has the following effects on your shoppers:

Shoppers see three new fields in the credit-card payment section:

- CPF/CNPJ text box (only for Brazil)
- Instalments-type dropdown (only for LatAm countries)
- Purpose of transaction text box

Credit Cards We Accept



Credit Card Type *

Diners Club INTERNATIONAL      

Use Saved Card

Credit Card Number 

Card Holder Name

Month  Year 

CVV 

Save This Card ([Important Disclaimer!](#))

CPF/CNPJ *

Instalment *

Instalment 

Purpose of transaction *

The Latin America-specific fields (**CPF/CNPJ, Instalment and Purpose of transaction**) appear once the admin has enabled them, and if the billing address is in one of the Latin American countries.

| LatAm-specific field | Storefront validation |
|-------------------------------|---|
| CPF | Accepts only digits up to 11. |
| CPNJ | Accepts only digits up to 14. |
| Instalment | Select box will appear. Values for selection will depend on selected billing country. |
| Purpose of transaction | Accepts a maximum of 13 alphanumeric characters. |

Recommendation for Brazil only

There are three variations of fields that should be visible for payments from Brazil:

1. Only CPF is enabled. (The **CPF** and **Purpose of Transaction** fields are visible.)
2. Only Instalments is enabled. (The **Instalment** and **Purpose of Transaction** fields are visible.)

Both CPF and Instalments are enabled. (The **CPF**, **Instalment** and **Purpose of Transaction** fields are visible.)

Exemption engine

The Exemption Engine enables frictionless checkout during 3DS2 using transactional data to predict issuer behaviour. The engine requests real-time risk analysis of transactions to exempt as many as possible from SCA (strong customer authentication).

How to configure the Exemption Engine

Go to Stores/Configuration/Sales/Worldpay/Exemption Engine:

Exemption Engine

| | |
|--|--|
| Enable Exemption Engine <small>[store view]</small> | <input type="text" value="Yes"/> ▼ |
| Exemption Placement <small>[store view]</small> | <input type="text" value="OPTIMISED"/> ▼ |
| Optimised applies the exemption placement that has the highest probability of issuer acceptance as determined by the Exemption Engine. | |
| Exemption Types <small>[store view]</small> | <input type="text" value="OP - Optimised exemption"/> ▼ |
| OP has the highest probability of issuer acceptance determined by the Exemption Engine. | |

| Configuration | Description |
|--------------------------------|--|
| Enable Exemption Engine | If set to Yes , transactions can be exempted from SCA, based on real-time risk analysis. |
| Exemption Placement | AUTHORISATION: Applies exemption in the authorization flow. AUTHENTICATION: Applies exemption in the authentication flow. OPTIMISED: Applies the exemption placement that has the highest probability of issuer acceptance as determined by the Exemption Engine. |
| Exemption Types | LV: Low-value exemption (less than 30 EUR) LR: Low-risk exemption. OP: Optimised exemption (highest probability of issuer acceptance determined by the Exemption Engine). |

Additional information:

- In some cases the exemption might not be accepted by the issuing bank. If this occurs the shopper is required to go through authentication
- If an exemption is allowed, the liability for the transaction rests with you and not the issuing bank

Optimised is the recommended *Placement and Types*

FraudSight

Fraudsight combines unparalleled data insights, industry leading technology, and fraud prevention expertise. The result enables you to predict and prevent fraud.

Contact Worldpay Support to get FraudSight enabled on your system.

Configure FraudSight

Once FraudSight is enabled on your account it is automatically activated in your Magento plugin. To manage the Fraud related cases, the information in this section is important.

Manage alerts and messages

To manage alerts/show customized messages do the following:

1. Go to Store/Settings/Configuration/Sales/Worldpay Exception Codes.
2. Under Customize Admin Worldpay Configuration Messages, click the **Add** button and then add the configurations below.

The screenshot shows a configuration interface for Worldpay exception codes. It displays two entries in a table-like format:

| | | |
|-------|--|--|
| AFR01 | Cancel Action Failed | ✖ |
| AFR02 | Order cancelled successfully. Please run Sync Status after sometime. | ✖ |

Below the table is a large 'Add' button.

3. Click **Save Config** after you add the configurations.

Use the information in the table below to add to the above configurations.

| Message Code | Actual Message | Custom Message |
|--------------|---|----------------|
| AFR01 | Cancel Action Failed | |
| AFR02 | Order cancelled successfully Please run Sync Status after some time. | |

FraudSight Response

Fraudsight response has one of the following messages:

- low-risk

- review
- high-risk

To see this message, go to Sales/Orders, and the message appears under *FraudSight Message*.

| | ID | Purchase Point | Purchase Date ↑ | Bill-to Name | Ship-to Name | Grand Total (Base) | Grand Total (Purchased) | Status | Action | Signifyd Guarantee Decision | Allocated sources | Worldpay FraudSight Message |
|--------------------------|-----------|--|-------------------------|--------------|--------------|--------------------|-------------------------|---------|----------------------|-----------------------------|-------------------|-----------------------------|
| <input type="checkbox"/> | 000001930 | Main Website Main Website Store Default Store View | Dec 15, 2020 9:00:05 AM | QA User | QA User | €38.00 | €38.00 | Pending | View | | | LOW-RISK |
| <input type="checkbox"/> | 000001929 | Main Website Main Website Store Default Store View | Dec 15, 2020 8:56:13 AM | Test Test | Test Test | €32.00 | €32.00 | Pending | View | | | REVIEW |

When the message is received it is “in review.” The message is highlighted in red, to show that you need to take action on this order. For more information, see Order Review.

You can also click **View** to see FraudSight data. The Advance Risk Provider is FraudSight and under *FraudSight Data*, you can see the message, score and reason codes if they are available.

Payment Information

Credit Cards

The order was placed using EUR.

| | |
|---------------------------------|--------------------------------|
| Worldpay Order Id | 000001841-1608005320 |
| Payment Status | AUTHORISED |
| Payment Model | Redirect |
| Payment Method | MAESTRO-SSL |
| Card Number | 6799*****0019 |
| AVS Result | NOT SENT TO ACQUIRER |
| CVC Result | NOT SUPPLIED BY SHOPPER |
| Basic Risk Score | 0 |
| Advanced Risk Provider | FraudSight |
| Advanced Risk Score | 0.0000 |
| Advanced Risk Threshold | |
| Advanced Risk Final Score | 0 |
| Advanced Risk Id | |
| AAV Address Result Code | UNKNOWN |
| AAV Postcode Result Code | UNKNOWN |
| AAV Telephone Result Code | UNKNOWN |
| AAV Email Result Code | UNKNOWN |
| AAV Cardholder Name Result Code | UNKNOWN |
| Interaction Type | ECOM |

Issuer Insights

| | |
|------------------------|--|
| Source Type | |
| Available Balance | |
| Reloadable | |
| Prepaid Card Type | |
| Affluence | |
| Issuer Country | |
| Card Product Type | |
| Virtual Account Number | |
| Account Range Id | |

FraudSight Data

| | |
|------------------------|---------------|
| FraudSight Message | review |
| FraudSight Score | |
| FraudSight ReasonCodes | |

Shipping & Handling Information

Flat Rate - Fixed €5.00

Order Review

When the message received is “in review”, you may want to cancel the order or start a capture request.

Cancel an order

To cancel the order, do the following:

1. Go to Sales/Orders
2. Click the checkbox next to the order which has a message in review.

| Orders | | | | | | | | | | | |
|--------------------------|-----------|--|------------------------|--------------|--------------|--------------------|-------------------------|---------|----------------------|-----------------------------|---|
| | ID | Purchase Point | Purchase Date | Bill-to Name | Ship-to Name | Grand Total (Base) | Grand Total (Purchased) | Status | Action | Signifyd Guarantee Decision | Fraudsight Message |
| <input type="checkbox"/> | 000000179 | Main Website Main Website Store Default Store View | Oct 1, 2020 3:09:35 AM | QA Test | QA Test | \$50.00 | \$50.00 | Pending | View | | LOW-RISK |
| <input type="checkbox"/> | 000000175 | Main Website Main Website Store | Oct 1, 2020 2:25:18 AM | QA Test | QA Test | \$50.00 | \$50.00 | Pending | View | | REVIEW |

3. Click the **Cancel** button to send a cancel request to Worldpay. The screenshot below shows an example of the message you receive after a successful cancellation.

| ← Back Sync Status Cancel Void Sale Send Email Hold Invoice Ship Reorder Edit | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|----------------|-------------------------|--|--|--|--------------------|--|--|--|--|--|--|--|--|----------|------------|--------------------------|--|--|---------------|-----------------|--|--|--|--------------|--------------|---------|--|--|-------|-------------------------|--|--|--|-----------|----------------|--|--|--|----------------|---------|--|--|--|--|----------------|---------------|--|--|--|--|--|--|--|
| ✓ Order cancelled successfully!!! Please run Sync Status after sometime. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ORDER VIEW | | Order & Account Information <hr/> <table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">Information</td> <td colspan="3">Order # 000001930 (The order confirmation email is not sent)</td> <td colspan="5">Account Information Edit Customer</td> </tr> <tr> <td>Invoices</td> <td>Order Date</td> <td colspan="3">Dec 15, 2020, 9:00:05 AM</td> <td>Customer Name</td> <td colspan="4">fraudsight user</td> </tr> <tr> <td>Credit Memos</td> <td>Order Status</td> <td colspan="3">Pending</td> <td>Email</td> <td colspan="4">fraudsight1@yopmail.com</td> </tr> <tr> <td>Shipments</td> <td>Purchased From</td> <td colspan="3">Main Website Main Website Store Default Store View</td> <td>Customer Group</td> <td colspan="4">General</td> </tr> <tr> <td></td> <td>Placed from IP</td> <td colspan="3">157.45.174.40</td> <td></td> <td colspan="4"></td> </tr> </table> | | | | | | | | Information | Order # 000001930 (The order confirmation email is not sent) | | | Account Information Edit Customer | | | | | Invoices | Order Date | Dec 15, 2020, 9:00:05 AM | | | Customer Name | fraudsight user | | | | Credit Memos | Order Status | Pending | | | Email | fraudsight1@yopmail.com | | | | Shipments | Purchased From | Main Website Main Website Store Default Store View | | | Customer Group | General | | | | | Placed from IP | 157.45.174.40 | | | | | | | |
| Information | Order # 000001930 (The order confirmation email is not sent) | | | Account Information Edit Customer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Invoices | Order Date | Dec 15, 2020, 9:00:05 AM | | | Customer Name | fraudsight user | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Memos | Order Status | Pending | | | Email | fraudsight1@yopmail.com | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Shipments | Purchased From | Main Website Main Website Store Default Store View | | | Customer Group | General | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Placed from IP | 157.45.174.40 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

4. After some time run the sync status, this shows the current order status as well as payment status.

Errors

If you click the Cancel button after the request has been cancelled, you get the error message in the screenshot below.

[← Back](#)
[Sync Status](#)
[Cancel](#)
[Reorder](#)

| Order View | | | |
|--|---|--|--|
| Information Invoices Credit Memos Shipments Comments History Transactions | Order & Account Information | | |
| | Order # 000001803 (The order confirmation email was sent) | | |
| | Order Date | Dec 14, 2020, 5:31:12 AM | |
| | Order Status | Canceled | |
| | Purchased From | Main Website Main Website Store Default Store View | |
| | Placed from IP | 157.45.183.239 | |
| Address Information | | | |
| Billing Address Edit Uma s 2002 Edmund Halley Reston, Virginia, 21091 United States T: 5544332211 | | Shipping Address Edit Uma s 2002 Edmund Halley Reston, Virginia, 21091 United States T: 5544332211 | |
| Payment & Shipping Method | | | |
| Payment Information Wallets The order was placed using EUR. Worldpay Order Id: 000001803-1607945471 Payment Status: CANCELLED Payment Model: Direct | | Shipping & Handling Information Free Shipping - Free €0.00 | |

[← Back](#)
[Sync Status](#)
[Cancel](#)
[Reorder](#)

✖ Cancel Action Failed!!!: Cancel operation was already executed on this order. Please check Payment Status or Order Status below for confirmation.

| Order View | | | |
|--|---|--|--|
| Information Invoices Credit Memos Shipments Comments History Transactions | Order & Account Information | | |
| | Order # 000001803 (The order confirmation email was sent) | | |
| | Order Date | Dec 14, 2020, 5:31:12 AM | |
| | Order Status | Canceled | |
| | Purchased From | Main Website Main Website Store Default Store View | |
| | Placed from IP | 157.45.183.239 | |
| Address Information | | | |
| Billing Address Edit Uma s 2002 Edmund Halley Reston, Virginia, 21091 United States T: 5544332211 | | Shipping Address Edit Uma s 2002 Edmund Halley Reston, Virginia, 21091 United States T: 5544332211 | |

The alert messages may vary depending on the availability of custom messages from the configuration.

Capture

To send a capture request:

1. Click *Invoice* and select *Capture Online* to send a capture request.

If you have a Redirect integration and FraudSight is enabled, use different methods to get FraudSight data. These methods are to use either order-notification, or to send order-inquiry requests. For order-inquiry requests run *Sync Status*.

Tokenization and stored credentials

Magento does not save credit card details. Instead, Worldpay creates a token against each card and sends it to Magento. When a shopper tries saving a card, the token generated by Worldpay is saved in the Magento database and this token is used for future authorizations. The shopper needs to save the card again when the token expires, and Worldpay then issues a new token.

How to configure tokenization and stored credentials

You can enable tokenization at Stores/Configuration/Sales/Worldpay/Tokenization:

Tokenization / Stored Credentials

| | |
|---------------------------|------------------------------------|
| Save Card [store view] | <input type="text" value="Yes"/> ▼ |
|---------------------------|------------------------------------|

Saved card will work only if, at least one from Tokenization or Stored credentials is enabled.

| | |
|-------------------------------------|------------------------------------|
| Enable Tokenization [store view] | <input type="text" value="Yes"/> ▼ |
|-------------------------------------|------------------------------------|

| | |
|---|-----------------------------------|
| Enable Stored Credentials [store view] | <input type="text" value="No"/> ▼ |
|---|-----------------------------------|

Do the following:

1. Set **Save Card** to **Yes** or **No**. -Card-saving will work only if either *Tokenization* or *Stored Credentials* is enabled. Set **Enable Tokenization** to **Yes** or **No**.

Tokenization / Stored Credentials

| | |
|---------------------------|------------------------------------|
| Save Card [store view] | <input type="text" value="Yes"/> ▼ |
|---------------------------|------------------------------------|

Saved card will work only if, at least one from Tokenization or Stored credentials is enabled.

| | |
|-------------------------------------|------------------------------------|
| Enable Tokenization [store view] | <input type="text" value="Yes"/> ▼ |
|-------------------------------------|------------------------------------|

| | |
|---|------------------------------------|
| Enable Stored Credentials [store view] | <input type="text" value="Yes"/> ▼ |
|---|------------------------------------|

⊕ Configure Disclaimer

- Set *Enable Stored Credentials* to **Yes** or **No**. If *Stored Credentials* is enabled, the required *usage* attribute is added, with values like FIRST and USED. This will also add the *transactionIdentifier* value of the FIRST response as *schemeTransactionIdentifier* in the USED request.

Read the [Worldpay online documentation](#) for more details about stored credentials.

| Configuration | Description |
|----------------------------------|---|
| Save Card | If set to Yes , the save card function is enabled so long as either Tokenization or Stored credentials is enabled. |
| Enable Tokenization | Write the message that shoppers see. |
| Enable Stored Credentials | If set to Yes , stored credentials are enabled and a token with long expiry time is created. |

Additional information:

- A maximum of 16 cards can be saved under each authenticated shopper ID
- Tokenization/stored credentials must be enabled to ensure compliance when storing card details

You can configure a disclaimer that shoppers must accept during checkout to save their card:

ⓘ Configure Disclaimer

Disclaimer Message
[store view]

Show / Hide Editor

Show Disclaimer in Store Front
[store view]

Yes ▾

Important Disclaimer Mandatory
[store view]

Yes ▾

| Configuration | Description |
|---------------------------------------|--|
| Enable Stored Credentials | If set to Yes, stored credentials is enabled. |
| Disclaimer Message | Write the message that shoppers see. |
| Show Disclaimer In Store Front | If set to Yes, a pop-up link to the disclaimer message appears on the checkout page. |

Important Disclaimer Mandatory

If set to Yes, the shopper must agree the disclaimer before they can save their card details.

Note: See the [Worldpay support centre](#) for more details about disclaimers.

The shopper's experience with stored credentials enabled

Once stored credentials and a disclaimer are configured, the shopper enters a flow in which they can save the card after verifying the disclaimer. See the two screenshots below:

The screenshot shows the Worldpay payment interface. At the top, there is a heading "Credit Cards Section" with a radio button next to it. To its right, the text "We Accept" is followed by logos for various payment methods: Diners Club International, Mastercard, VISA, American Express, Discover, CB (Carte Bleue), Maestro, and JCB. Below this section, there is a heading "Credit Card Type *". Underneath it, there is a row of radio buttons next to logos for Diners Club International, Mastercard, VISA, American Express, Discover, CB, and Carte Bleue. Below this row, there is another row of radio buttons next to logos for Maestro and JCB. Further down, there are input fields for card number (containing the number 4111111111111111), expiration date (02 - February 2022), and CVV (123). A "Save This Card" checkbox is checked, and a note at the bottom says "Please, Verify the disclaimer! before saving the card".

Credit Cards Section We Accept












Credit Card Type *

Credit Card Number



Card Holder Name

Month

Year

CVV



Save This Card ([Important Disclaimer!](#))

If a shopper tries to place the order without verifying the disclaimer, they see a prompt to verify the disclaimer so that their card details can be saved. Also, If the disclaimer is not accepted, a token should not be created for future use.

Payment Method

All transactions are secure and encrypted.



Check / Money order

Credit Cards

We Accept



Credit Card Type *

Diners Club
INTERNATIONAL



Use Saved Card

5555555555554444



John

02 - February

2027

123



Save This Card ([Important Disclaimer!](#))

My billing and shipping address are the

EE DemoUAT

777 Brockton Avenue, Golden Street, Palm Dei

Abington, California 26155

United States

3044556555

[Edit](#)

Disclaimer!

Card detail storage information will be displayed here as provided in disclaimer message section.

Detail on what this should contain can be found here -
<http://support.worldpay.com/support/kb/gg/stored-credentials-overview/>

[Agree](#)

[Disagree](#)

[PLACE ORDER](#)

When the shopper clicks the **Important Disclaimer** link, they have the option to agree or disagree to the disclaimer. To both place order and save the card, the shopper must agree to the disclaimer.

If the shopper chooses to disagree to the disclaimer, the *Save This Card* option is unchecked and the order proceeds without any saved card details.

Hosted payment page

Shoppers can be redirected to a payment page hosted by Worldpay. To enable this, follow these steps:

Credit Cards

| | |
|---|--|
| Enabled [store view] | <input type="text" value="Yes"/> ▼ |
| Title [store view] | <input type="text" value="Credit Cards"/> |
| Integration Mode [store view] | <input type="text" value="Redirect"/> ▼ |
| Set Hosted payment page by selecting Redirect | |

1. Go to Stores/Configuration/Sales/Worldpay/Credit Cards. Set Enabled to Yes and Integration Mode to Redirect.

Hosted Payment Page

| | |
|--|--|
| Enabled [store view] | <input type="text" value="No"/> ▼ |
| Installation Id [store view] | <input type="text"/> |
| Hide address [store view] | <input type="text" value="No"/> ▼ |
| Hosted Payment page Integration [store view] | <input type="text" value="Iframe"/> ▼ |

2. Go to Stores/Configuration/Sales/Worldpay/Hosted Payment Page. Set **Enabled** to **Yes** and enter your Worldpay Installation ID.

| Configuration | Description |
|------------------------|--|
| Enabled | When set to Yes, a redirection to the hosted payment page is available at checkout. |
| Installation Id | Enter the installation ID you should have received from Worldpay and that looks like: 1111111. |
| Hide address | Choose whether to hide the billing address of the shopper on the hosted payment page. |

Hosted payment page integration

Choose whether the hosted payment page appears as an iframe or a complete page.

Once the hosted payment page is configured, shoppers can use this method as described below.

Payment Method

All transactions are secure and encrypted.

 Credit Cards Section

Save This Card ([Important Disclaimer!](#))

My billing and shipping address are the same

QA Test

27 RUE PASTEUR, 52 RUE DES FLEURS

CABOURG, Ain 14390

France

+33143124865

[Edit](#)

[PLACE ORDER](#)

worldpay

Test Mode - This is not a live transaction.

✓ Order summary

Reference: 000000828-1595445610
Description: Merchant Token
Amount (EUR): €105.00

Cardholder authentication



Change payment method

Please do not click the refresh or back button as this may interrupt or terminate your transaction.

To increase the security of online transactions, card issuers have introduced 3D secure. You have chosen a card that is part of 3D secure scheme so you will need to authenticate yourself with your bank.

This is a challenge window press OK

OK

Cancel

When you submit your transaction for processing by Worldpay you confirm your acceptance of [Worldpay's privacy policy](#).

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1. The shopper selects their card type and continues to the Worldpay hosted payment page.
2. The hosted payment page appears in an iframe within the Magento application and requests payment details. The shopper completes the details and makes the payment.

Hosted payment page with 3D Secure

The shopper can complete the 3D Secure authentication on the hosted payment page as shown below:

Test Mode - This is not a live transaction.

Order summary

| | |
|---------------|----------------------|
| Reference: | 000000731-1595353076 |
| Description: | Merchant Token |
| Amount (EUR): | €66.00 |

Payment details

* Indicates a required field

| | |
|------------------------|---|
| Card number * | Cardholder's name * ✓ |
| 5555555555554444 | 3DS_V1_CHALLENGE_IDENTIFIED |
| Expiry date * ✓ | Security code |
| 02 / 27 | 123 Last 3 digits on the back of card |

Instalments

Select

Cancel **Make Payment**

1. The hosted payment page opens in an iframe within the Magento application. The shopper can complete the details of 3D secure authentication and make the payment. This screenshot shows the magic value used to simulate 3D secure authentication.

worldpay

Test Mode - This is not a live transaction.

✓ Order summary

| | |
|---------------|----------------------|
| Reference: | 000000828-1595445610 |
| Description: | Merchant Token |
| Amount (EUR): | €105.00 |

Cardholder authentication

  Change payment method

Please do not click the refresh or back button as this may interrupt or terminate your transaction.

To increase the security of online transactions, card issuers have introduced 3D secure. You have chosen a card that is part of 3D secure scheme so you will need to authenticate yourself with your bank.

This is a challenge window press OK

OK

Cancel

When you submit your transaction for processing by Worldpay you confirm your acceptance of [Worldpay's privacy policy](#).

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As the shopper has chosen a card that is part of 3D Secure scheme, they must authenticate it with the bank using the challenge window.

Mobile Wallets

Apple Pay

The Apple Pay mobile payment and digital wallet service enables customers to make payments in person, in iOS apps, and on the web. It is supported on the iPhone, Apple Watch, iPad and Mac.

Prerequisites

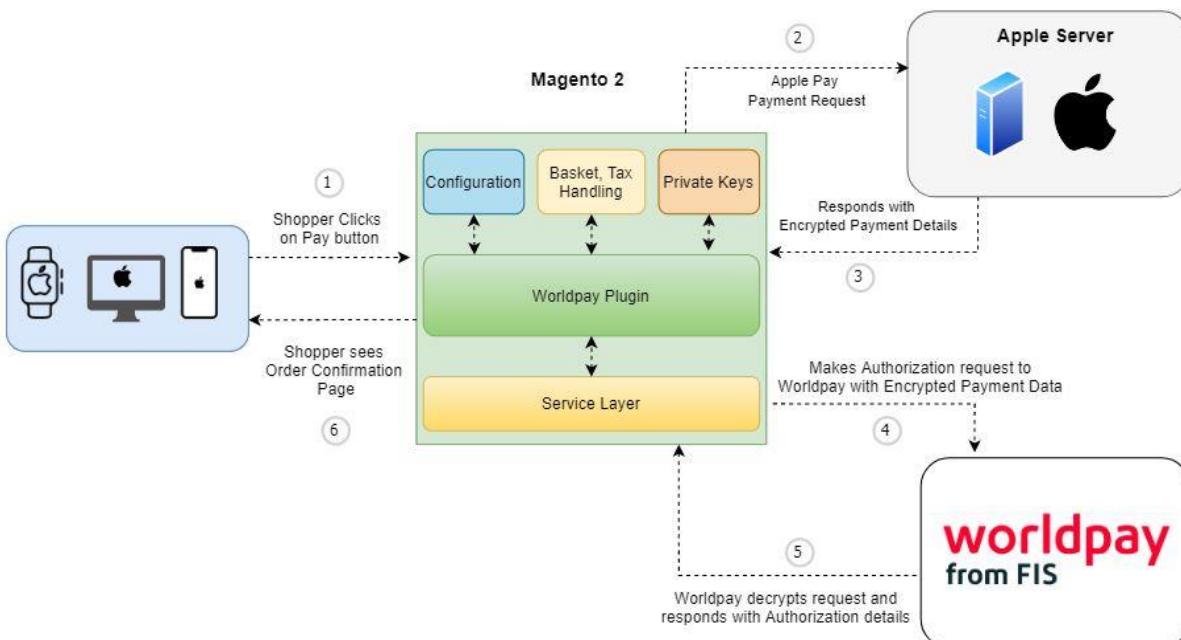
To enable Apple Pay for your customers, you'll need an Apple Developer account that is associated either with the Apple Developer Program or the Apple Developer Enterprise Program.

Your shoppers can only see Apple Pay as a payment option if they:

- Use an Apple Pay-compatible device
- Use Safari if they are paying on the web
- Are located in a country or region where Apple Pay is available

How it works

You can see the transactional flow in the diagram below:



1. The shopper places the order.
2. Magento requests the encrypted payload from Apple Pay.
3. Apple Pay returns the encrypted payload after authentication.
4. Magento sends an XML Direct request for authorization to Worldpay, containing the encrypted Apple Pay data.
5. Worldpay sends the payment response to Magento.
6. The Magento plugin informs the shopper of the outcome.

Implementation steps

1. [Create your merchant ID](#) (eg, *merchant.com.worldpay.merchantAccount*) then log in to your Worldpay merchant account.
2. Switch to the mode you'll be using (test or production), select **Integration** from the left-hand menu and **Apple Pay** in the top menu. You can see these details in the screenshot below:

The screenshot shows the Worldpay Integration interface with the following navigation bar:

- Configuration Details
- Merchant Environment
- Merchant Channel
- Installations
- 3DS Flex
- Client Side Encryption
- Apple Pay** (highlighted with a red arrow)
- Android Pay

The main content area displays the following information:

Apple Pay - Key Management for SAPIENTNITROECOMMERCEV1

Current CSRs

| Creation Date | Apple Merchant ID | Certificate Sign Request | Change Status | Delete | Linked merchants |
|---------------------|--|-----------------------------------|-------------------------|------------------------|------------------------|
| 2020-01-09 10:28:29 | merchant.com.publicissapient.ecom | Download csr file | Enable | Delete | Manage |
| 2020-03-04 10:35:34 | merchant.com.publicissapient.ecom.live | Download csr file | Disable | Delete | Manage |

3. Enter your Apple merchant ID and click the **Generate** button (if not generated already). Now you can see the certificate signing request (CSR) that you generated. Download that file so you can create your payment-processing certificate.
4. [Enable Apple Pay](#) on the Apple developer website.
5. [Create a payment processing certificate](#) on the Apple developer website, but please note the following:
 - Make sure you enter the Apple merchant ID you created in step 1
 - Skip the step in which you create an Apple-generated CSR
 - Instead, select the Worldpay CSR you generated step 1
 - Download and save the payment processing certificate you generated (.cer file)
6. When you have completed the steps on the Apple developer website, send the payment processing certificate you downloaded to Worldpay. You'll then need to wait until Worldpay confirms that the certificate is activated.
7. [Register and validate your merchant domain](#) with Apple, making sure to use the Apple merchant ID you created in step 1.
8. [Create a merchant identity certificate](#)

For each transaction you must request a session from Apple using your merchant identity certificate. Please note the following when you create your Apple merchant identity certificate:

- When asked for your merchant ID, make sure you enter the Apple merchant ID you created in step 1
- Follow the instructions from Apple for creating a CSR yourself

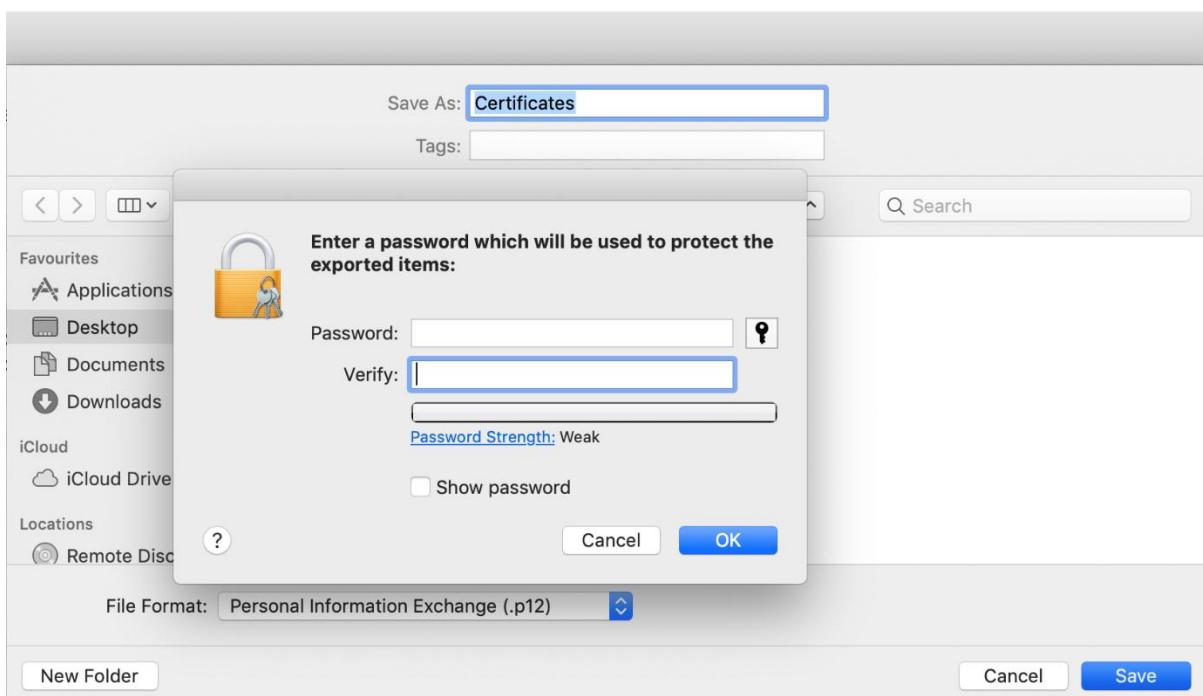
Note: The CSR you generated from Worldpay can't be used for creating a merchant ID certificate. So generate a CSR of your own and use that to generate the merchant ID certificate:

1. Download and save the generated merchant ID certificate (.cer file).
2. When you have completed the instructions from Apple, add the merchant ID certificate to your keychain.

3. When you create your own CSR, you might also get a private key. Add that file too in your keychain app.
4. Export the merchant ID certificate from your keychain as a p12 file (see screenshot below).



5. Make a note of the password you entered in the field shown below



6. You must now convert your p12 file to a PEM file using the following command:

```
openssl pkcs12 -in ApplePayMerchantIdentity_and_privatekey.p12 -out
ApplePay.crt.pem -clcerts -nokeys
```

```
openssl pkcs12 -in ApplePayMerchantIdentity_and_privatekey.p12 -out
ApplePay.key.pem -nocerts
```

7. When you generate these files you may be asked for your password. If so, use the password you used in step 5. Upload both files to your server: eg, /var/www/html/apple-certs/
8. Use the following commands to verify the files:

```
openssl x509 -noout -modulus -in ApplePay.crt.pem | openssl md5
```

```
openssl rsa -noout -modulus -in ApplePay.key.pem | openssl md5
```

9. The output of both commands should be the same. You can check this in the section below.

- If the output of both commands is not the same, please double-check that you have followed all the previous steps accurately. If both outputs are the same, then you have enabled Apple Pay successfully.

How to configure Apple Pay

Go to Magento Admin/Stores/Configurations/Sales/Worldpay

You should see the Apple Pay configuration in the Wallets section. Complete and save these configurations, as shown below, and customers will now be able to use Apple Pay at checkout.

Apple Pay

| | |
|--|--|
| Enabled [store view] | Yes |
| Certification Key [store view] | /var/www/html/webroot-apple/publicis_ecom_live_mei |
| Location of the ApplePay.key.pem. eg. /var/www/html/cert/. Files should be have read access by the webserver | |
| Certification Path [store view] | /var/www/html/webroot-apple/publicis_ecom_live_mei |
| Location of the ApplePay.crt.pem. eg. /var/www/html/cert/. Files should be have read access by the webserver | |
| Certification Password [store view] | ***** |
| Merchant Name [store view] | merchant.com.publicissapient.ecom.live |
| eg. merchant.com.myshop | |
| Domain Name [store view] | wpmage.uk |
| eg. mydomain.com | |

| Configuration | Description |
|---------------------------------|---|
| Wallet Enabled and Title | If set to Yes , the wallet section is available at checkout to enable payment by Apple Pay, Google Pay, etc. The shopper sees the title you enter as the heading for the Mobile Wallet section. |
| Enabled | When set to Yes , Apple Pay is available at checkout. |
| Certification Key | The path of the certification key (pem) file in the server. |
| Certification Path | The path of the certification CRT (pem) file in the server. |
| Certification Password | Your certificates password. |
| Merchant Name | Your Apple merchant ID. |
| Domain Name | The domain name you registered with Apple. |

Note: CSR keys are unique for test and production environments, and for each Merchant ID.

At checkout, customers see the Apple Pay option in the format in the screenshot below:

Payment Method

All transactions are secure and encrypted.

worldpay

Check / Money order

Credit Cards

We Accept



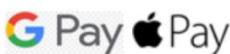
Alternative Payment Methods

We Accept



Wallets

We Accept



My billing and shipping address are the same

QA Test

27 RUE PASTEUR, 52 RUE DES FLEURS

CABOURG, Ain 14390

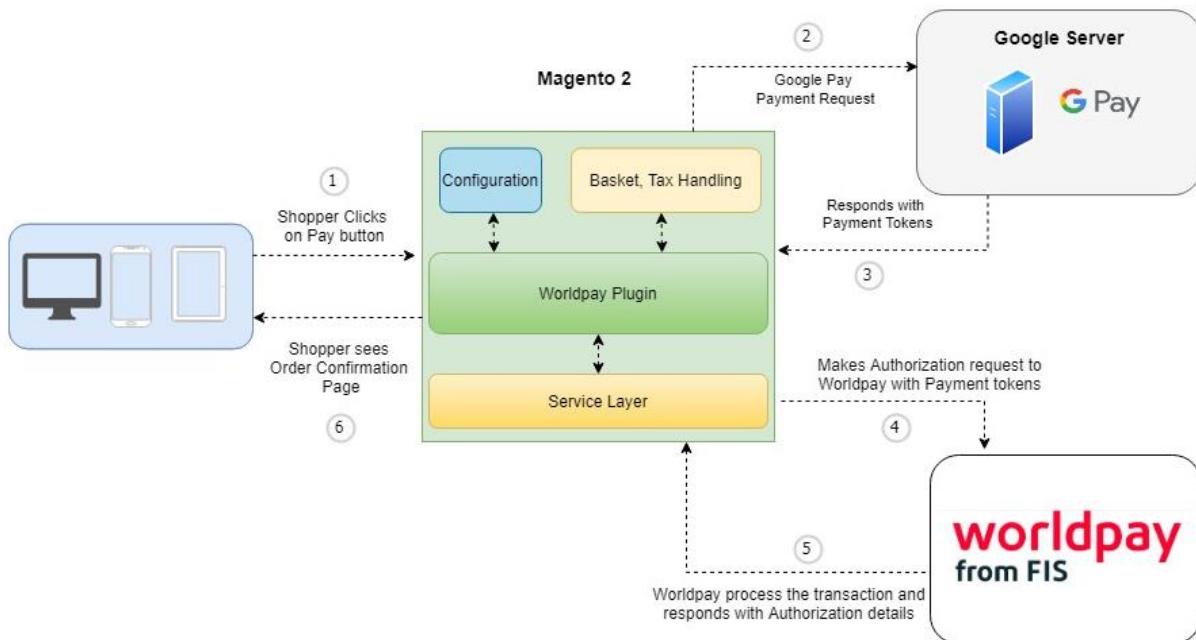
France

+33143124865

PLACE ORDER

Google Pay

Google Pay lets your customers pay with a single click, using payment methods saved in their Google account.



1. The shopper places the order.
2. Magento requests the payment token from Google Pay.
3. Google Pay returns the payment token.
4. Magento sends an XML Direct request for authorization to Worldpay, containing the payment token.
5. Worldpay sends the payment response to Magento.
6. The Magento plugin informs the shopper of the outcome.

You can enable Google Pay payments, as seen in the screenshot below, at Admin/Stores/Configuration/Sales/Worldpay/Mobile Wallets

④ Google Pay

| | |
|--|--------------------------------------|
| Enabled [store view] | Yes |
| Payment Methods [store view] | American Express Visa Discover |
| Auth Methods [store view] | Pan Only Cryptogram 3ds |
| Gateway Name [store view] | worldpay |
| Gateway MerchantId [store view] | b21b1d14ba43077 |
| Google MerchantId [store view] | |
| This field only required for production mode. This can be generated from merchant's Google account | |
| Google MerchantName [store view] | worldpay |

The highlighted fields indicate that you can select multiple items.

Note: In order to use production mode, you must first submit a request to Google to have your account activated.

You will also need to set the configurations shown in the screenshot above:

| Configuration | Description |
|-------------------------------|--|
| Enabled | When set to Yes, Google Pay is available at checkout. |
| Payment Methods | Supported credit cards. |
| Authentication Methods | PAN_ONLY: Personal account number. CRYPTOGRAM_3DS:3D Secure authentication. |
| Gateway Name | Set this to worldpay |
| Gateway MerchantId | Your Worldpay merchant ID. |
| Google MerchantId | Your Google merchant ID. |
| Google MerchantName | You can configure this in your Google merchant account. |

To change between test and production environments, go to the General Configuration section:

General Configuration

| | |
|----------------------------------|---|
| Enable Worldpay [store view] | Yes |
| Environment Mode [store view] | <input checked="" type="radio"/> Test Mode <input type="radio"/> Live Mode |
| Test URL [store view] | https://secure-test.worldpay.com/jsp/merchant/xml/payn |
| Live URL [store view] | https://secure.worldpay.com/jsp/merchant/xml/payment |

The shopper's experience

Once Google Pay is enabled, shoppers see it as an option at checkout:

Wallets



My billing and shipping address are the same

Veronica Costello

6146 Honey Bluff Parkway

Calder, Michigan 49628-7978

United States

(555) 229-3326

Place Order

After clicking the **Place Order** button, the shopper sees their saved card details in their Google account, if they have already signed in to their Google account. If they haven't signed in, Google asks them to.

If the shopper doesn't have a saved card in their Google account, they are asked to enter their card details.

If the payment is approved by Google and Worldpay, the customer sees a success page:

Google Pay supports Strong Customer Authentication [3DS2](#).

Samsung Pay

Introduction:

Samsung Pay is distinguished both by cutting edge technology as well as backward compatibility that makes acceptance easy for everyone. Apple Pay, Google Pay and Samsung Pay are all digital wallets that use NFC, which stands for near-field communications. NFC makes secure data transmission from a mobile device to a point of sale (POS) system possible.

Pre-requisites

- User should have Samsung Pay enabled mobile device, even for PC payments
- Acquirer/Issuer must support tokenized transactions for In-App as per card network specifications
- The domain name and development IP address should be whitelisted from the Samsung server
- Worldpay to enable Samsung Pay on your account

Facts

- Support for PC and mobile browser-based payments, using cards tokenized on mobile device user identification and device binding. This is based on Samsung account ID (email ID)
- Require server-to-server integration between Samsung and the partner's backend server
- User authentication and payment credential generation occurs in the user device

Payment through PC Web

You can provide a *Samsung pay* option for payment on your web site. The user selects *Samsung pay* option to pay. The payment requesting push message arrives in the user's device and the payment can be confirmed by user authentication. The generated payment cryptogram and data is passed to your system. Then it is passed to the PG (Payment Gateway) and card network side for transaction approval.

Integration preparation

For onboarding as a new partner of the Samsung Pay web checkout service, give the information below to the Samsung Pay team so that they can register it at the admin portal. After registration, the Samsung Pay team will give you your "service ID." Use the service ID to integrate with the Samsung Pay web checkout APIs and web checkout UI.

Service Name:

Give PG or Merchant service name.

Domains:

This is used for verifying the server-to-server API call. The Samsung web checkout API server uses this field to compare the domain or IP that calls the API. If they do not match, the transaction creation fails.

CSR:

Give the CSR (Public) file to the Samsung Pay team. If you have separate files for both the development and production environment, give these two files together. The Samsung Pay team use the admin portal to register it. Payment credential data is encrypted using this CSR.

Development server Ips:

Give your development server IPs – this is to register them in the firewall exception list in the Samsung dev. environment. Once registered, the Web UI and web checkout API server in the Samsung development environment are opened for these IP addresses.

Production server Ips:

Give your production server IPs – this is to register them in the firewall exception list in the Samsung production environment for server-to-server connection. Once registered, the Web checkout API server is opened for these IP addresses.

Developer Ips:

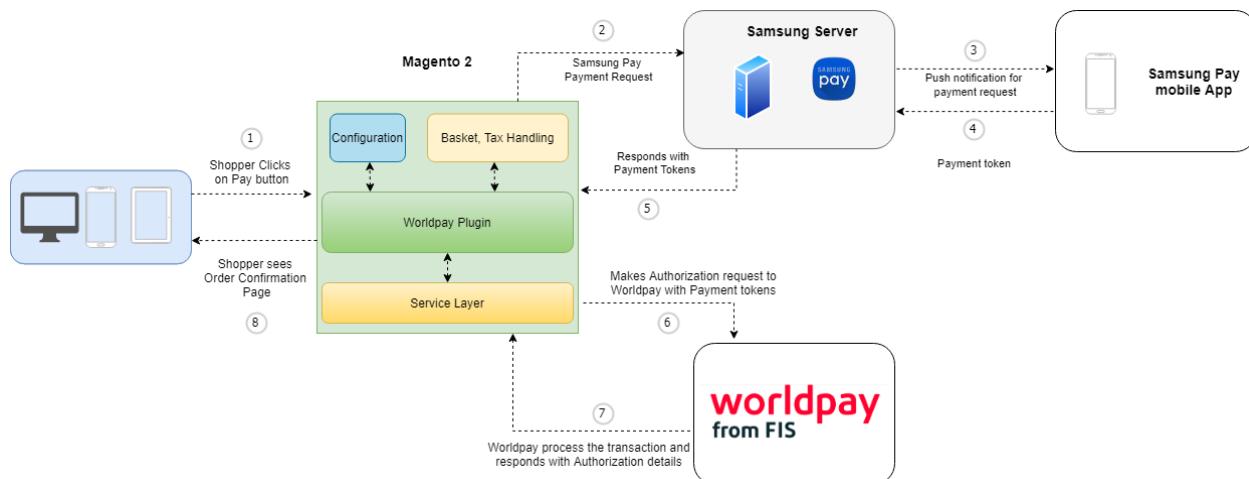
For testing, developers must manually call web checkout APIs. To support this, Samsung need the developers' IP addresses from your side. These should be external IP addresses such as proxy server IP. Then Samsung team will also register them.

After doing this registration task, the Samsung team will give you your **service ID** for the web checkout service. Service ID is very important because it is used for the whole flow of web checkout service. The Samsung team will give two service IDs, one is for development environment and the other one is for production environment.

Service ID:

Unique identifier for identifying your system in Samsung web checkout service. It is used for the whole flow of the web checkout service. Read this document for information and keep it for reference.

Architectural Diagram:



1. Web checkout initiates the Samsung Pay wallet.
2. Samsung Pay returns the encrypted payload following shopper authentication.

3. The plugin sends the encrypted payload to your server.
4. The plugin sends an XML Direct request to Worldpay containing the encrypted Samsung Pay data.
5. Worldpay sends the Authorization response.
6. The plugin informs the shopper of the outcome (order success / failure).

Admin Configuration:

You can find the Samsung Pay admin configuration under mobile wallets in Admin/Store/Configuration/Sales/Worldpay/Mobile Wallet/Samsung Pay

⌚ Samsung Pay

| | |
|---|---|
| Enabled [store view] | <input type="text" value="Yes"/> |
| Service Id [store view] | <input type="text" value="4ddf389a8702a24e33a878"/> |
| Samsung Merchant Shop Name [store view] | <input type="text" value="Worldpay Shop"/> |
| Samsung Order Description [store view] | <input type="text" value="Test Samsung Order"/> |
| Samsung Merchant Shop URL [store view] | <input type="text" value="dev.myshop.com"/> |

You can enable/disable from the above configuration

Note: Limited Card Brands (Visa and MasterCard) supported by Worldpay plugin currently.

Test / Live mode:

You can change the environment in General Configuration section,

General Configuration

| | |
|--|---|
| Enable Worldpay [store view] | <input type="text" value="Yes"/> |
| If set to "Yes", Worldpay will be available as a payment method. | |
| Environment Mode [store view] | <input checked="" type="radio"/> Test Mode <input type="radio"/> Live Mode |

You don't need to change the API URL, it will be changed based on this selection.

The Shopper experience

1. Place order using Samsung Pay from the Magento checkout page.

Payment Method
All transactions are secure and encrypted.

Check / Money order

Credit Cards We Accept       

Alternative Payment Methods We Accept   

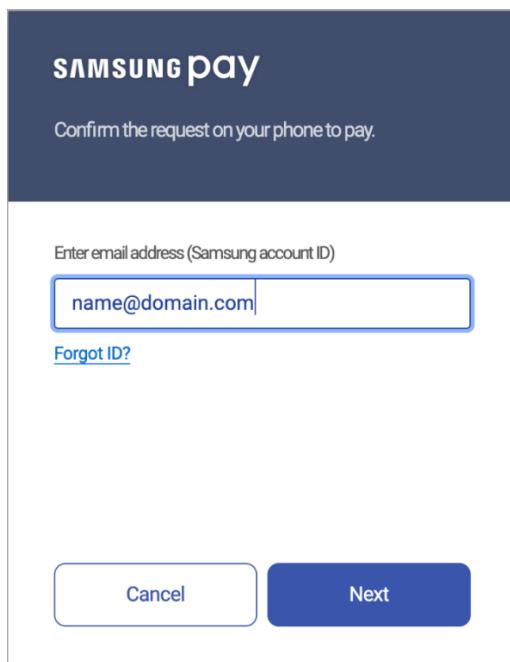
Wallets We Accept   

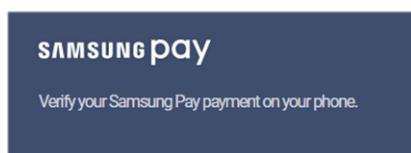
My billing and shipping address are the same
Veronica Costello
6146 Honey Bluff Parkway
Calder, Michigan 49628-7978
United States
(555) 229-3326

PLACE ORDER

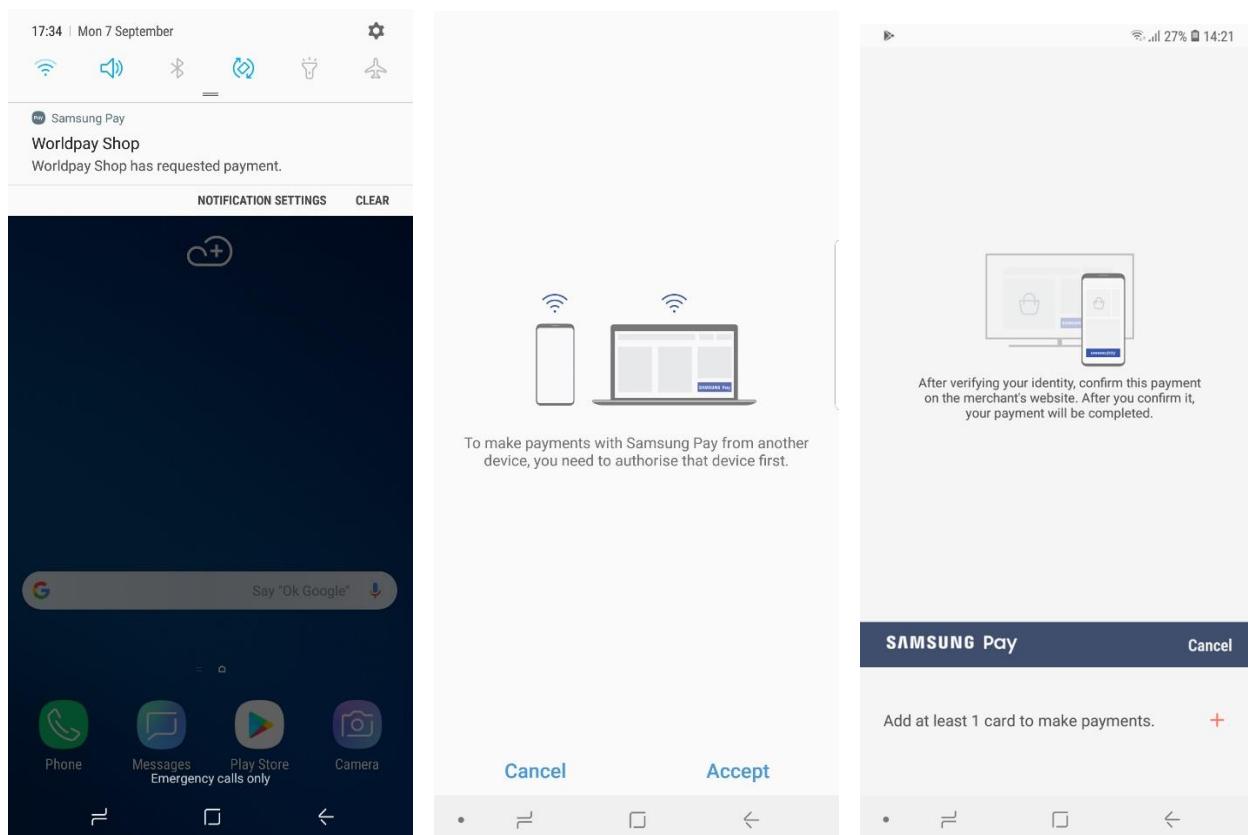
2. Once authentication is successful, the shopper is redirected to Samsung Pay page.



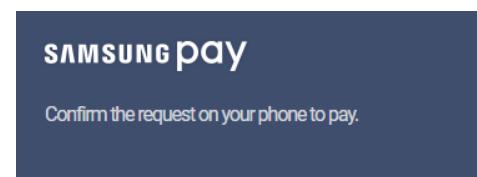
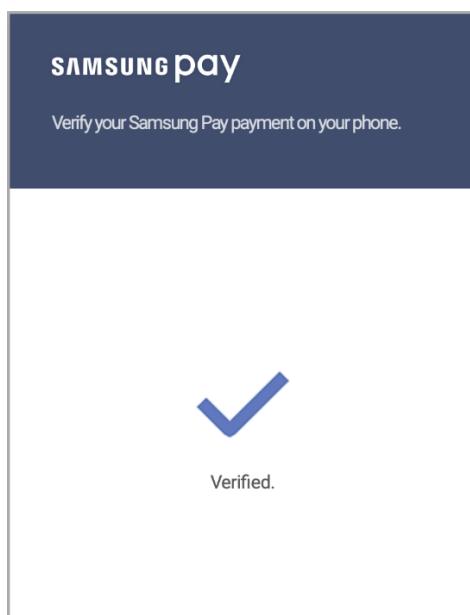
3. After submitting Samsung account ID, Samsung checks for the registered device under that account ID and triggers a push notification to that device. The User has to accept/reject the payment in 5 minutes before this expires.



4. a: Push notification triggered to Samsung phone.
b: Need to authorize the device on Samsung phone.



5. Add a card to make the payment and if a card is already available please continue with the payment using Samsung Pay PIN. Supported card brands are Visa and MasterCard.
6. Payment can be accepted and verified or it can be rejected.



The payment will be cancelled.

[Return to store](#)

- The payment is verified now so the user is redirected to the shop page with a success message,



LUMA

What's New Women ▾ Men ▾ Gear ▾ Training ▾ Sale

Thank you for your purchase!

Your order number is: **000000121**.

We'll email you an order confirmation with details and tracking info.

[Continue Shopping](#)

- You can see the order in Magento admin in Sales/order,

Payment Information

Wallets

The order was placed using USD.

| | |
|------------------------|-------------------------------|
| Worldpay Order Id | 000000121-1600774886 |
| Payment Status | SENT_FOR_AUTHORISATION |
| Payment Model | Direct |
| Client side encryption | YES |
| Payment Method | SAMSUNGPAY-SSL |
| Card Number | |

- For any reasons the payment is not done due to authentication failed/if user clicked cancel order button/if user clicked Return to Store button, from Samsung Payment page, then user is redirected to the shop cart page URL and that order will be cancelled, and the same cart is restored.

Shopping Cart

⚠ Order #000000136 Cancelled

| Item | Price | Qty | Subtotal |
|---|--------|-----|----------|
| Push It Messenger Bag  | \$1.00 | 1 | \$1.00 |

[Move to Wishlist](#)

[Update Shopping Cart](#)

[Proceed to Checkout](#)

| Summary | |
|---|---------------|
| Estimate Shipping and Tax | ▼ |
| Subtotal | \$1.00 |
| Shipping (Free Shipping - Free) | \$0.00 |
| Tax | \$0.08 |
| Order Total | \$1.08 |

Reference:

1. <https://pay.samsung.com/developers/resource/guide>
2. <https://developer.worldpay.com/docs/wpg/mobilewallets/samsungpay>

Chrome Pay: payment request API

To speed up the checkout process, Chrome Pay collects saved data from the Google Chrome browser and displays that data within checkout forms.

Shoppers see a single pop-up window that they use to confirm or change their details (billing and shipping address, and their choice of saved credit cards).

To configure Chrome Pay, go to Store/Configuration/Sales/Worldpay/Google Chrome Payment Request API.

Google Chrome Payment service API

Enable Chrome Pay

[store view]

No



Chrome Pay Button Name

[store view]

Buy Now

| Configuration | Description |
|-------------------------------|---|
| Enable Chrome Pay | If set to Yes , Chrome Pay is available in the shopper's cart. |
| Chrome Pay Button Name | Customize the Button label to access Chrome Pay. |

Note: The Chrome Payment Request API only works if the integration mode is set to Direct at Store/Configuration/Sales/Worldpay/Credit Cards

Once Chrome Pay is enabled, shoppers see a **Buy Now** button in their cart, as shown below:

Shopping Cart

| Item | Price | Qty | Subtotal | Summary |
|---|---------|-----|----------|--|
| Rival Field Messenger  | €100.00 | 1 | €100.00 | Estimate Shipping and Tax Subtotal €100.00 Shipping (Flat Rate - Fixed) €5.00 Order Total €105.00 |
| Move to Wishlist   | | | | Proceed to Checkout Buy Now |
| Update Shopping Cart | | | | |

When the shopper clicks **Buy Now**, the Chrome payment request API displays the pop-ups shown below:

Review your payment

| | | |
|---------------|------------------------------------|----------------------|
| Order Summary | Erika Running Short | €45.00 |
| | Advanced Pilates & Yoga (Streng... | €18.00 |
| | 3 more items | |
| | Total | EUR €68.00 |

Delivery Address Sayanit PVT LTD, 27 RUE ... and 9 more [Choose](#)

Payment Visa •••• 1111  satya

Contact Info QA Test
+33 1 43 12 48 65
User736273279@yahoo.com

You can manage cards and addresses in [Settings](#).

[Cancel](#)[Pay](#)

Review your payment

| | | |
|---------------|------------------------------------|----------------------|
| Order Summary | Erika Running Short | €45.00 |
| | Advanced Pilates & Yoga (Streng... | €18.00 |
| | 3 more items | ▶ |
| | Total | EUR €68.00 |

| | | |
|------------------|--|---|
| Delivery Address | QA Test Sayanit PVT LTD, 27 RUE PASTEUR, 52 RUE DES F... +33 1 43 12 48 65 | ▶ |
|------------------|--|---|

| | | |
|-----------------|--------------------|---|
| Delivery Method | Flat Rate €5.00 | ▶ |
|-----------------|--------------------|---|

| | | |
|---------|-------------------------|--|
| Payment | Visa •••• 1111 satya |  ▶ |
|---------|-------------------------|--|

| | | |
|--------------|------------------------------|---|
| Contact Info | QA Test +33 1 43 12 48 65 | ▶ |
|--------------|------------------------------|---|

 chrome

[Cancel](#)

[Pay](#)

← Enter the CVC for Visa •••• 1111

Once you confirm, your card details will be shared with this site.



[Confirm](#)

Shoppers must:

1. Choose their shipping address and shipping method, then choose the payment method.
2. Click the **Pay** button to complete the order.
3. Enter their CVC details to confirm the payment.

Chrome Pay 3DS-2

The Chrome Payment services API supports strong customer authentication [3DS2](#).

MOTO payments

This feature enables call center staff to place mail-order and telephone orders on behalf of shoppers. It only supports direct credit card integration, with no 3D secure authentication.

MOTO

| | |
|--|------------------------------|
| Enabled [store view] | <input type="checkbox"/> Yes |
| Payment Methods [store view] | |
| American Express Visa MasterCard Carte Bancaire Carte Bleue Dankort Diners Discover Japanese Credit Bank Maestro | |
| Title [store view] | Moto |

Note: MOTO payments support hosted payment pages, which have a high level of PCI DSS compliance. However, the current version does not support client-side encryption or 3DS for direct integration, which have a low level of PCI DSS compliance.

| Configuration | Description |
|------------------------|--|
| Enabled | If set to Yes, MOTO payments are available for order processing in the Magento admin area. |
| Payment Methods | Select the credit cards that are available to admin users in a dropdown. |
| Title | Write the title that admin users see in the admin panel. |

In the Magento admin area, in-store staff can generate MOTO payments as follows.

Payment Method

[Get available payment methods](#)

1. When you select the billing country in the billing address, click **Get available payment methods**.

Payment Method

- Check / Money order
 Moto

2. You can then select *MOTO* from the available payment methods.

Payment Method

- Check / Money order
 Moto

Credit Card Type *

 Card type

Card Holder name *

Credit Card Number *

Expiration Date *

| | |
|-------|----------------------------------|
| Month | <input type="button" value="▼"/> |
| Year | <input type="button" value="▼"/> |

CVV *

Save card

After you select **Moto**, the credit card payment processing form opens and the staff member can place the order.

Alternative payment methods

This section shows you how to configure alternative payment methods.

Alternative Payment Method

The screenshot shows the 'Alternative Payment Method' configuration screen. At the top left, there is a dropdown menu labeled 'Enabled [store view]' with 'Yes' selected. Below it, a list of payment methods is displayed in a scrollable area. Several methods are highlighted in blue: Union Pay, IDEAL, Qiwi, Yandex.Money, PayPal, SoFort EU, GiroPay, Boleto Bancario, AliPay, and SEPA (One off transactions). Other methods listed in white include iDEAL, Giropay, and Bancontact. At the bottom left, there is a 'Title [store view]' field containing 'Alternative Payment Methods'.

| Configuration | Description |
|------------------------|--|
| Enabled | If set to Yes, shopper can use alternative payment methods at checkout. |
| Payment Methods | The alternative payment methods you select are available for payment processing during checkout. |

Note: The blue highlighted payment methods in the screenshot above show that you can select multiple payment methods.

| Configuration | Description |
|------------------------|--|
| Enabled | If set to Yes, shopper can use alternative payment methods at checkout. |
| Payment Methods | The alternative payment methods you select are available for payment processing during checkout. |

Dynamic narratives

Statement narrative is added to all the APMs that Worldpay supports. It is the narrative that appears on the shopper's statement, as well as the web page of some banks.

The shopper's experience

There is a new text area where the shopper can add a narrative (max 255 characters) under the label *Purpose of transaction:*

Alternative Payment Methods

We Accept

Purpose of transaction

Purpose of transaction will reflect on your statement, only if it is supported by the selected payment method.
Purpose of transaction will be validated by the payment method before processing.
Please adhere to the **Statement Narrative** guidelines of the selected payment method before entering the **Purpose of transaction**.

My billing and shipping address are the same

Uma s
3002 Sammamish Valley
Bellevue, Washington 98005
United States



Payment XML changes

Worldpay supports 13 APMs:

PayPal, IDEAL, Klarna, Mistercash/Bancontact, Union Pay, P24, Yandex.Money, AliPay, SoFort EU, GiroPay, Boleto Bancario, SEPA (one-off transactions), and Qiwi.

They all have the following element added to the order node in the payment service request xml:

```
<statementNarrative>MERCHANT STATEMENT NARRATIVE</statementNarrative>
```

The *Ideal* APM expects the narrative to be passed in the description node within the order node, limited to a maximum of 35 characters.

How to configure instant purchase

Use this feature to enable Instant Purchase on product-detail pages. This feature is for credit and debit cards only on the Worldpay gateway.

How to set up Instant Purchase

1. Go to Stores/Configuration/Sales/Instant Purchase and enable the default Magento option for Instant Purchase:

Instant Purchase

| | | |
|---|---|--|
| Enabled [store view] | <input type="text" value="Yes"/> | <input checked="" type="checkbox"/> Use system value |
| Payment method with vault and instant purchase support should be enabled. | | |
| Button Text [store view] | <input type="text" value="Instant Purchase"/> | <input checked="" type="checkbox"/> Use system value |

2. Go to Stores/Configuration/Sales/Worldpay/Quick checkout and enable *Instant Page Checkout*.

Instant Purchase with Worldpay

| | | |
|--|----------------------------------|--------------------------|
| Enable Instant Page Checkout [store view] | <input type="text" value="Yes"/> | <input type="checkbox"/> |
| If set to "Yes", Worldpay as payment method will be available during Instant purchase. | | |

The shopper's experience

1. If the shopper has saved their credit card in the *My Account* section based on previously placed orders, go to Store front/login/Product Details Page.
2. Once on the page, click **Instant Purchase**.

Olivia 1/4 Zip Light Jacket

Be the first to review this product

As low as
€77.00

IN STOCK
SKU#: WJ12

Size



Color



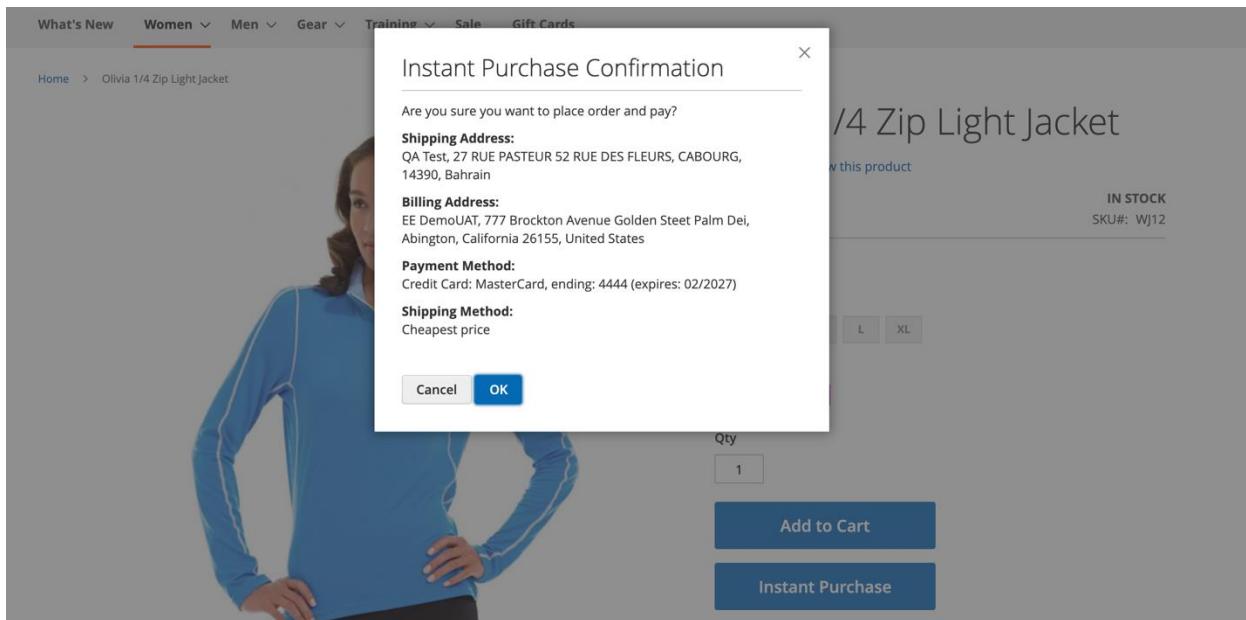
Qty

Add to Cart

Instant Purchase

ADD TO WISH LIST | ADD TO COMPARE

3. An Instant Purchase window opens, with the shipping and billing addresses set as default, along with the payment method.



4. The order is placed directly from the product-detail page:

Home > Olivia 1/4 Zip LightJacket

 Your order number is: 000000830.



Olivia 1/4 Zip Light Jacket

Be the first to review this product

€77.00

IN STOCK

SKU#: WJ12

Size S

XS  M L XL

Color Blue

Black  Magenta

Qty

1

Instant page checkout supports Strong Customer Authentication [3DS2](#).

Multiple partial capture

Worldpay supports partial payment capture for credit card and mobile wallet orders and PayPal.

In general, a payment can only have funds captured once, and that applies to partial captures too. If you make a partial capture, the rest of the authorization is cancelled. To capture the remaining amount, you must submit a new order to the Worldpay payment service for authorization.

Prerequisite: Worldpay supports one-time partial captures by default. For multiple partial captures you must ask Worldpay to enable multiple partial capture for your account.

Implementing multiple partial capture

You can enable or disable multiple partial capture in Stores/Configuration/Sales/Worldpay.

1. Go to Stores/Configuration/Sales/Worldpay/General Configuration and set Auto Invoice to No. (If it is set to Yes, a full capture request is sent to Worldpay automatically from the Magento side).

General Configuration

| | |
|----------------------------------|--|
| Enable Worldpay [store view] | Yes |
| Environment Mode [store view] | Test Mode |
| Test URL [store view] | https://secure-test.worldpay.com/jsp/merchant/xm |
| Live URL [store view] | https://secure.worldpay.com/jsp/merchant/xml/pay |
| Merchant Code [store view] | SAPIENTNITROECOMMERCEV1 |
| XML Username [store view] | MHAF6P5ABWKKIMAKLYXM |
| XML Password [store view] | |
| Enabled Logging [store view] | Yes |
| Auto Invoice [store view] | No |

2. Go to Stores/Configuration/Sales/Worldpay/Multiple Partial Capture and set *Partial Capture* to **Yes**. This enables partial captures to be made multiple times at the line-item level within a single order.

How to execute partial capture from Magento

Go to Sales/Orders:

| | ID | Purchase Point | Purchase Date | Bill-to Name | Ship-to Name | Grand Total (Base) | Grand Total (Purchased) | Status ↓ |
|--------------------------|-----------|--|-------------------------|-------------------|-------------------|--------------------|-------------------------|----------|
| <input type="checkbox"/> | 000000008 | Main Website Main Website Store Default Store View | Feb 28, 2020 6:05:15 AM | Magent upgrade | Magent upgrade | \$653.40 | \$653.40 | Pending |
| <input type="checkbox"/> | 000000030 | Main Website Main Website Store Default Store View | Mar 4, 2020 3:01:44 AM | Magent upgrade | Magent upgrade | \$68.00 | \$68.00 | Pending |

1. Click and open an order with *Pending* status. Click **Invoice** to prepare for partial or full capture:

| | | | | | | | | | |
|------------------------|-------------|--------|------------|------|------|----------------|------|---------|----------------------|
| ← Back | Sync Status | Cancel | Send Email | Void | Hold | Invoice | Ship | Reorder | Edit |
|------------------------|-------------|--------|------------|------|------|----------------|------|---------|----------------------|

Items Ordered

| Product | Item Status | Original Price | Price | Qty | Subtotal | Tax Amount | Tax Percent | Discount Amount | Row Total |
|-----------------------------|-------------|----------------|---------|-----------|----------|------------|-------------|-----------------|-----------|
| Olivia 1/4 Zip Light Jacket | Ordered | \$77.00 | \$77.00 | Ordered 4 | \$308.00 | \$0.00 | 0% | \$61.60 | \$246.40 |
| SKU: WJ12-S-Blue | | | | | | | | | |
| Size: S | | | | | | | | | |
| Color: Blue | | | | | | | | | |

Notice that the **Qty** (quantity) **Ordered** is 4 but that the **Qty to Invoice** is an editable field. This is for partial capture and invoicing.

| | | |
|-------------|------------------------|-----------------------|
| New Invoice | ← Back | Reset |
|-------------|------------------------|-----------------------|

Items to Invoice

| Product | Price | Qty | Qty to Invoice | Subtotal | Tax Amount | Discount Amount | Row Total |
|-----------------------------|---------|-----------|----------------|----------|------------|-----------------|-----------|
| Olivia 1/4 Zip Light Jacket | \$77.00 | Ordered 4 | 4 | \$308.00 | \$0.00 | \$61.60 | \$246.40 |
| SKU: WJ12-S-Blue | | | | | | | |
| Size: S | | | | | | | |
| Color: Blue | | | | | | | |

Below, the **Qty to Invoice** is updated to 2 and the **Update Qty's** button is enabled:

| New Invoice | ← Back | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|------------------------|-----------|----------------|----------------|------------|-----------------|-----------------|-----------|-----------------------------|---------|-----------|---|----------|--------|---------|----------|------------------|--|--|--|--|--|--|--|---------|--|--|--|--|--|--|--|-------------|--|--|--|--|--|--|--|------------------|---------|-----------|---|----------|--------|---------|----------|--------------|--|--|--|--|--|--|--|-----------------|---------|-----------|---|----------|--------|---------|----------|--------------|--|--|--|--|--|--|--|-----------------------|---------|-----------|---|----------|--------|---------|----------|--------------|--|--|--|--|--|--|--|------------------------------|
| <table border="1"> <thead> <tr> <th>Product</th> <th>Price</th> <th>Qty</th> <th>Qty to Invoice</th> <th>Subtotal</th> <th>Tax Amount</th> <th>Discount Amount</th> <th>Row Total</th> </tr> </thead> <tbody> <tr> <td>Olivia 1/4 Zip Light Jacket</td> <td>\$77.00</td> <td>Ordered 4</td> <td>2</td> <td>\$308.00</td> <td>\$0.00</td> <td>\$61.60</td> <td>\$246.40</td> </tr> <tr> <td colspan="8">SKU: WJ12-S-Blue</td></tr> <tr> <td colspan="8">Size: S</td></tr> <tr> <td colspan="8">Color: Blue</td></tr> <tr> <td>Overnight Duffle</td> <td>\$45.00</td> <td>Ordered 3</td> <td>3</td> <td>\$135.00</td> <td>\$0.00</td> <td>\$27.00</td> <td>\$108.00</td> </tr> <tr> <td colspan="8">SKU: 24-WB07</td></tr> <tr> <td>Voyage Yoga Bag</td> <td>\$32.00</td> <td>Ordered 4</td> <td>4</td> <td>\$128.00</td> <td>\$0.00</td> <td>\$25.60</td> <td>\$102.40</td> </tr> <tr> <td colspan="8">SKU: 24-WB01</td></tr> <tr> <td>Crown Summit Backpack</td> <td>\$38.00</td> <td>Ordered 4</td> <td>4</td> <td>\$152.00</td> <td>\$0.00</td> <td>\$30.40</td> <td>\$121.60</td> </tr> <tr> <td colspan="8">SKU: 24-MB03</td></tr> </tbody> </table> | Product | Price | Qty | Qty to Invoice | Subtotal | Tax Amount | Discount Amount | Row Total | Olivia 1/4 Zip Light Jacket | \$77.00 | Ordered 4 | 2 | \$308.00 | \$0.00 | \$61.60 | \$246.40 | SKU: WJ12-S-Blue | | | | | | | | Size: S | | | | | | | | Color: Blue | | | | | | | | Overnight Duffle | \$45.00 | Ordered 3 | 3 | \$135.00 | \$0.00 | \$27.00 | \$108.00 | SKU: 24-WB07 | | | | | | | | Voyage Yoga Bag | \$32.00 | Ordered 4 | 4 | \$128.00 | \$0.00 | \$25.60 | \$102.40 | SKU: 24-WB01 | | | | | | | | Crown Summit Backpack | \$38.00 | Ordered 4 | 4 | \$152.00 | \$0.00 | \$30.40 | \$121.60 | SKU: 24-MB03 | | | | | | | | Update Qty's |
| Product | Price | Qty | Qty to Invoice | Subtotal | Tax Amount | Discount Amount | Row Total | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Olivia 1/4 Zip Light Jacket | \$77.00 | Ordered 4 | 2 | \$308.00 | \$0.00 | \$61.60 | \$246.40 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SKU: WJ12-S-Blue | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Size: S | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Color: Blue | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Overnight Duffle | \$45.00 | Ordered 3 | 3 | \$135.00 | \$0.00 | \$27.00 | \$108.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SKU: 24-WB07 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Voyage Yoga Bag | \$32.00 | Ordered 4 | 4 | \$128.00 | \$0.00 | \$25.60 | \$102.40 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SKU: 24-WB01 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Crown Summit Backpack | \$38.00 | Ordered 4 | 4 | \$152.00 | \$0.00 | \$30.40 | \$121.60 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SKU: 24-MB03 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Shown below, with the quantity to be invoiced/captured updated to 2, the corresponding *Subtotal*, *Discount Amount* and *Row Total* also automatically update. The **Submit Invoice** button is enabled to start the invoice/capture.

Payments plugin for Magento 2

worldpay
from FIS

Items to Invoice

| Product | Price | Qty | Qty to Invoice | Subtotal | Tax Amount | Discount Amount | Item Total |
|--|---------|------------|----------------|----------|------------|-----------------|------------|
| Oliver 1/4 Zip Light jacket SKU: W1725-Blue Size: S Color: Blue | \$77.00 | Ordered: 4 | 2 | \$154.00 | \$0.00 | \$30.80 | \$123.20 |
| Overnight Duffle SKU: 24-WB07 | \$45.00 | Ordered: 3 | 3 | \$135.00 | \$0.00 | \$27.00 | \$108.00 |
| Voyage Yoga Bag SKU: 24-WB01 | \$32.00 | Ordered: 4 | 4 | \$128.00 | \$0.00 | \$25.60 | \$102.40 |
| Crown Summit Backpack SKU: 24-MB03 | \$38.00 | Ordered: 4 | 4 | \$152.00 | \$0.00 | \$30.40 | \$121.60 |

[Update Qty's](#)

Order Total

| | | | | | | | | | |
|--|--|----------|----------|---|-----------|--|---------|--|-----------------|
| Invoice History | Invoice Totals | | | | | | | | |
| Invoice Comments | <table border="1"> <tr> <td>Subtotal</td> <td>\$569.00</td> </tr> <tr> <td>Discount</td> <td>-\$113.80</td> </tr> <tr> <td>Shipping & Handling</td> <td>\$75.00</td> </tr> <tr> <td>Grand Total</td> <td>\$536.20</td> </tr> </table> | Subtotal | \$569.00 | Discount | -\$113.80 | Shipping & Handling | \$75.00 | Grand Total | \$536.20 |
| Subtotal | \$569.00 | | | | | | | | |
| Discount | -\$113.80 | | | | | | | | |
| Shipping & Handling | \$75.00 | | | | | | | | |
| Grand Total | \$536.20 | | | | | | | | |
| | <table border="1"> <tr> <td>Amount</td> <td></td> </tr> <tr> <td><input type="button" value="Capture Online"/></td> <td></td> </tr> <tr> <td><input type="checkbox"/> Append Comments</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Email Copy of Invoice</td> <td></td> </tr> </table> | Amount | | <input type="button" value="Capture Online"/> | | <input type="checkbox"/> Append Comments | | <input type="checkbox"/> Email Copy of Invoice | |
| Amount | | | | | | | | | |
| <input type="button" value="Capture Online"/> | | | | | | | | | |
| <input type="checkbox"/> Append Comments | | | | | | | | | |
| <input type="checkbox"/> Email Copy of Invoice | | | | | | | | | |
| | Submit invoice | | | | | | | | |

Note: Worldpay supports partial capture for payments made by credit card (Direct/HPP), PayPal, Google Pay and Apple Pay.

Merchant profile override

This enables you to override the global merchant profile (Worldpay Merchant code) based on payment method. If the override is not set, then Magento uses the global merchant profile for all transactions.

To configure these settings, go to Stores/Configuration/Sales/Worldpay/Merchant Profile Override Configuration:

Merchant Profile Override Configuration

| Merchant Profile Configuration [store view] | | Payment Method | Merchant Code | Merchant Username | Merchant Password | Action |
|--|----------------------------------|----------------------|----------------------|----------------------|----------------------|---|
| AliPay | <input type="button" value="▼"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |  |
| PayPal | <input type="button" value="▼"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |  |
| <input type="button" value="Add"/> | | | | | | |

This enables you to use a different merchant code to process PayPal and AliPay orders.

How to synchronize order status with Worldpay

To synchronize order status with Worldpay, use the following configurations:

| Configuration | Description |
|-------------------------------|--|
| Sync Order With Status | You must select the Magento order status to be available for status synchronization with Worldpay status. |
| Time Window | You must set <i>n Number of hours</i> . All orders placed in last n number of hours are considered for this synchronization. |

Synchronize Order Status

Sync Order With Status
[store view]

Pending
Processing
Canceled
Complete

Time window
[store view]

24

Orders placed within the entered hours will be considered for synchronization.

Note: This job will synchronize the order status with Worldpay for all orders placed in past 24 hours except those been placed in past 30 minutes:

Job Group: *worldpay_orders*

Job Name: *order_sync_status*

During a rare fail-over of the notification channel update, Magento might not update orders as expected. You can set up a cron job to update them as a fail-over mechanism.

Cron jobs can update and synchronise any type of order (direct, redirect, MOTO, etc) on the Worldpay server. This is provided that the order was placed during the past 24 hours. However, you cannot update cancelled orders with a cron job.

Executing the cron job for Worldpay-specific orders

During normal operation, Magento includes plenty of cron jobs. You can run all the cron groups, or you can run single groups. To avoid running all the groups, run the Worldpay_orders group. This updates Worldpay orders only. Run the command below to execute the script that will update only Worldpay orders:

```
php bin/magento cron:run --group="worldpay_orders"
```

When the job is done you see the results in the CLI screen:

```
magento@ip-172-31-28-8:/var/www/html/webroot$ php bin/magento cron:run --group="worldpay_orders"
Ran jobs by schedule.
magento@ip-172-31-28-8:/var/www/html/webroot$ % Total    % Received % Xferd  Average Speed   Time   Time   Time Current
          Dload  Upload Total Spent   Left Speed
100  2678  100  2355  100  323    2029   278  0:00:01  0:00:01 ---:-- 2030
          % Total    % Received % Xferd  Average Speed   Time   Time   Time Current
          Dload  Upload Total Spent   Left Speed
100  1636  100  1313  100  323    2035   500  --:--:--:--:--:-- 2035
          % Total    % Received % Xferd  Average Speed   Time   Time   Time Current
          Dload  Upload Total Spent   Left Speed
100   929  100   465  100   464     752   750  --:--:--:--:--:-- 751
```

For more details about order inquiries, please visit the [Worldpay support site](#).

How to set up cron jobs in periodic time

To schedule cron jobs in periodic time, you must set them up on your server. First, use this command line to configure cron:

```
crontab -e
```

You can use the following command to execute a Worldpay cron job every minute (adding in your php.ini file path where indicated).

```
* / * * * * php -c {php.ini_path} {magento_path}/bin/magento cron:run --
group="worldpay_orders"
```

You can adjust the time setting to suit your requirements.

Dynamic currency exponents

Use this feature to configure the expected exponent value for different currencies. This value applies when sending requests to Worldpay.

Note: The exponent value determines how many decimal places there are when processing a currency. For example GBP has an exponent value of 2.

How to setup dynamic exponent

Go to Stores/Configuration/Sales/Worldpay/Miscellaneous:

Miscellaneous

Country Codes
[store view]

Note: Map the refused country code with accepted country code. e.g. JE-GB, JE (Jersey) is refused country code by worldpay and it is mapped to GB (Great Britain).

Global Currency Exponent
[store view]

Use system value

Override Global Currency Exponent
[store view]

Note: Enabling this option allows you to override the global currency exponent for a particular currency code using the below grid.

| Currency Code Exponents | [store view] | Currency Code | Currency | Exponent | Action |
|-------------------------|--------------|---------------|-----------------|----------|--------|
| | | BEF | Belgian Franc | 0 | |
| | | XOF | CFA Franc BCEAO | 0 | |
| | | XAF | CFA Franc BEAC | 0 | |

| Configuration | Description |
|--|---|
| Global Currency Exponent | You can define a global value that applies to all currencies. |
| Use system value | The default exponent defined at the Worldpay end is 2. Select this option, to define the global value as 2. |
| Override Global Currency Exponent | Enable this option to override the global exponent value for any particular currency. |
| Currency Code Exponents | Use this feature to configure exponents to various currencies. This configuration is applied only when <i>Override Global Currency Exponent</i> is enabled. Currency which is not added to this list will take global exponent value 2. |

How to setup currency code exponents

Go to Stores/Configuration/Sales/Worldpay/Miscellaneous/ Currency Code Exponents

Currency Code Exponents
[store view]

| Currency Code | Currency | Exponent | Action |
|---------------|-------------------|----------|--------|
| BEF | Belgian Franc | 0 | |
| XOF | CFA Franc BCEAO | 0 | |
| XAF | CFA Franc BEAC | 0 | |
| XPF | CFP Franc | 0 | |
| KMF | Comoro Franc | 0 | |
| GRD | Greek Drachma | 0 | |
| GNF | Guinea Franc | 0 | |
| HUF | Hungarian Forint | 0 | |
| IDR | Indonesian Rupiah | 0 | |

| Configuration | Description |
|----------------------|---|
| Currency Code | A unique ISO currency code, used by the worldwide payment gateway. |
| Currency | A unique ISO currency name, used by the worldwide payment gateway. |
| Exponent | This enables you to configure the exponent value for each currency. |
| Action | If you need to add a new currency code exponent during future development, a delete icon appears so you can delete the incorrect new value. |

Note: For more details, [read the online guide to currency exponents](#).

Subscriptions and recurring payments

You can use the plugin to configure different subscription plans (weekly/monthly/quarterly, etc) at a product level. Your shoppers can then place orders by subscribing to the associated payment plans.

How to configure subscription and payment plans

Prerequisite: Ask Worldpay to activate recurring payments on your merchant code.

To configure subscriptions:

1. Go to Stores/Configuration/Sales/Worldpay/Subscription Settings and set *Subscriptions Enabled* to Yes.

Subscription Settings



| | |
|---|---|
| Subscriptions Enabled [store view] | <input type="text" value="Yes"/> ▼ |
| Before enabling, make sure you connect with Worldpay contact. | |
| End Date Enabled [store view] | <input type="text" value="Yes"/> ▼ |
| Enable Recurring Email [store view] | <input type="text" value="No"/> ▼ |
| Main Label for Subscription [store view] | <input type="text" value="Subscribe and Save"/> |
| Subscription Checkbox Label [store view] | <input type="text" value="Add the product to Subscription"/> |
| Start Date Label [store view] | <input type="text" value="Start Date"/> |
| End Date Label [store view] | <input type="text" value="End Date"/> |

2. Go to Catalog/Products. Open a product and expand the *Subscriptions* section:

The screenshot shows the Magento 2 admin interface. On the left is a dark sidebar with icons and labels: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, and CONTENT. The main area displays a product page for "Kenobi Trail Jacket-XS-Black". The top navigation bar has "Gift Options" and "Subscriptions" tabs, with "Subscriptions" currently selected. Under "Subscriptions", there are two configuration options: "Enabled [website]" (set to Yes) and "Allow Selectable Start Date [website]" (set to Yes). Below this is a "Payment Plans" section with a "Add Payment Plan" button.

| Configuration | Description |
|------------------------------------|--|
| Enabled | If set to Yes, subscription is enabled at product level. |
| Allow Selectable Start Date | If set to Yes, the shopper can set a start date for the subscription to begin. |
| Add Payment Plan | Click to add payment plans for the shopper to subscribe to. |

3. Click **Add Payment Plan** to create a payment plan the shopper can subscribe to:

Add Payment Plan

Active Yes

Code *

Automatically prepended with product id plus underscore to help with uniqueness, total length should not exceed 25 characters.

Description

Maximum 100 chars.

Recurring Cycle *

Recurring Amount *

Website

| Configuration | Description |
|-------------------------|---|
| Active | If set to Yes, the subscription is enabled at product level. |
| Code | The code retains the payment plan's uniqueness. If the code entered is a monthly plan then the final sample code is Product ID_monthly-plan to maintain uniqueness. |
| Description | An optional field to describe the payment plan. |
| Recurring Cycle | Select a cycle (weekly / monthly / quarterly / semiannually / annually). Future orders and payment capture are executed based on the cycle. |
| Recurring Amount | The recurring amount overrides the product price if the shopper opts for subscriptions. |
| Website | This payment plan is applicable to the whole website. (Default option.) |

4. After you create the payment plan, the plan appears in the *Subscription* section. To change the order of payment plans, use Magento's drag-and-drop feature.

Subscriptions

Enabled Yes

Allow Selectable Start Date Yes

Payment Plans

| Code | Description | Recurring Cycle | Recurring Amount | Website | Active |
|----------------|----------------|-----------------|------------------|--------------------|-------------------------------------|
| 5_Monthly Plan | Recurring Plan | Monthly | 40.00 | All Websites [EUR] | <input checked="" type="checkbox"/> |

[Add Payment Plan](#)

The shopper's experience



Push It Messenger Bag

3 Reviews [Add Your Review](#)

\$15.00

IN STOCK

SKU#: 24-WB04

Subscribe and Save

- Add the product to Subscription
- \$15.00 paid monthly

Start Date *

End Date *

[Add to Cart](#)

[ADD TO WISH LIST](#)

[ADD TO COMPARE](#)

Shopping Cart

| Item | Price | Qty | Subtotal | Summary | | | | | | |
|---|--------------|-----|----------|---|----------|-------|-----|-------|--------------------|--------------|
| Push It Messenger Bag <small>Subscription Details: paid weekly Subscription Start Date: 15-12-2020 Subscription End Date: 22-12-2020</small> | €5.00 | 1 | €5.00 | Estimate Shipping and Tax <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td>Subtotal</td> <td>€5.00</td> </tr> <tr> <td>Tax</td> <td>€0.00</td> </tr> <tr> <td>Order Total</td> <td>€5.00</td> </tr> </table> <p>Proceed to Checkout</p> | Subtotal | €5.00 | Tax | €0.00 | Order Total | €5.00 |
| Subtotal | €5.00 | | | | | | | | | |
| Tax | €0.00 | | | | | | | | | |
| Order Total | €5.00 | | | | | | | | | |
| Move to Wishlist | | | | Update Shopping Cart | | | | | | |
| Gift options | | | | Check Out with Multiple Addresses | | | | | | |
| Apply Discount Code | | | | | | | | | | |

On the product-detail page, the shopper can select a payment plan. If the shopper selects Add a Payment Plan, all the active payment plans created under How to configure subscription and payment plans will be available.

The product price is updated based on the selected plan (as you can see above), and the shopper can set the subscription start date/end date if this is enabled. (How to configure subscription and payment plans). The shopper can then complete the subscription after adding the product to their cart.

The shopper can see their subscription orders in My Account/My Subscriptions, where they can edit or cancel subscriptions and update their address.

- My Account
- My Orders
- Order by SKU
- My Downloadable Products
- My Wish List
- Address Book
- Account Information
- Store Credit
- Stored Payment Methods
- Gift Card
- Reward Points
- Gift Registry
- My Product Reviews
- Newsletter Subscriptions
- My Invitations
- Saved Card
- My Subscriptions**

My Subscriptions

| Original Order # | Original Order Date | Product | Amount | Interval | Start Date | End Date | Status | Actions |
|------------------|---------------------|-----------------------|--------|----------|------------|----------|--------|---|
| 000001931 | 12/15/20 | Push It Messenger Bag | €5.00 | Weekly | 12/15/20 | 12/22/20 | Active | Edit Cancel |
| 000000710 | 9/4/20 | Compete Track Tote | €15.00 | Weekly | 9/29/20 | 9/29/20 | Active | Edit Cancel |

2 Item(s)

Show **10** per page

Recurring orders

When a subscription order is placed using stored credentials/tokenization, then all future orders and transactions related to that subscription are handled as recurring orders.

Shoppers cannot place a subscription order unless they select the Save Your Card option. This prompts Worldpay to create an authorization token. Magento saves this token for future recurring orders.

My Orders

| Order # | Date | Ship To | Order Total | Status | Action |
|-----------|---------|-------------------|-------------|---------|----------------------------|
| 000001297 | 6/24/20 | Veronica Costello | €34.00 | Pending | View Order |
| 000001295 | 6/24/20 | Veronica Costello | €34.00 | Pending | View Order |
| 000001294 | 6/24/20 | Veronica Costello | €34.00 | Pending | View Order |

To set up recurring orders:

1. You must set up the cron job `worldpay_recurring_transactions` to run every 24 hours.

This cron job checks all the subscriptions whose start date or next order date are queued over the next five days. The job creates recurring orders for all the subscriptions.

Once Magento creates a recurring order, it sends an authorization request to Worldpay and, if successful, follow-up capture requests are triggered. After successful capturing/invoicing, recurring orders are fulfilled.

Country-code spoofing

Worldpay payments are based on country codes, and if a country's code is not accepted by Worldpay, then no payment methods appear in the checkout page. To overcome this, there is a country-code spoofing option.

Use this option to override a refused country code by mapping it to an accepted country code.

How does it work?

Magento assigns a country code to orders based on the customer's billing address. Worldpay then fetches the accepted payment methods for that country code.

Because Worldpay does not recognize country codes for areas such as Jersey (JE) and the Isle of Man (IM), you can opt to implement country-code spoofing. This ensures that a refused country code is mapped to an accepted country code.

To configure this, go to: Stores/Configuration/Sales/Worldpay/Miscellaneous:

Miscellaneous

| | |
|---|-------|
| Country Codes [store view] | JE-GB |
| <small>Note: Map the refused country code with accepted country code. e.g. JE-GB, JE (Jersey) is refused country code by worldpay and it is mapped to GB (Great Britain).</small> | |

As shown above, enter the text **JE-GB** where JE is the refused code and GB is the code you want to map. To enter multiple country-code spoofs, separate your entries with commas.

If an order is placed with a refused country code, the shopper sees the error message below:

 paymentOptionsInquiry: countryCode 'JE' is not supported

Payment Method

Check / Money order

Credit Cards

Save This Card ([Important Disclaimer!](#))

Configurable alert messages

With this feature you can customize various alert messages that appear during checkout and in the My Account and Admin sections.

How to set up configurable alerts

Go to Stores/Configuration/Sales/Worldpay Exception Codes to choose the types of alerts you want to customize:

-
- Customize Account Level Messages (v)
 - Customize Admin Worldpay Configuration Messages (v)
 - Customize Checkout Messages (v)
-

- **Customize Account Level Messages:** Customize the messages shoppers see in their My Account section
- **Customize Admin Worldpay Configuration Messages:** Customize admin-level messages
- **Customize Checkout Messages:** Customize the messages shoppers see during checkout

These three sections have identical configuration panels:

Customize Account Level Messages (v)

| Configurable Alert Messages <small>[store view]</small> | | | |
|---|---|----------------|--------|
| Message Code | Actual Message | Custom Message | Action |
| MCAM0 | You should login or register to buy a subscription. | | |
| MCAM1 | Choose any of the plan! | | |
| MCAM2 | Choose plan start date! | | |

Customize Admin Worldpay Configuration Messages

| Configurable Alert Messages [store view] | Message Code | Actual Message | Custom Message | Action |
|---|--------------|---|----------------|--------|
| | ACAM0 | Something went wrong, please reload the page | | |
| | ACAM1 | Plan code should not exceed 25 characters. | | |
| | ACAM2 | Plan with such code already exists | | |

Customize Checkout Messages

| Configurable Alert Messages [store view] | Message Code | Actual Message | Custom Message | Action |
|---|--------------|---|----------------|--------|
| | CCAM0 | The card number entered is invalid. | | |
| | CCAM1 | Card number should contain between 12 and 20 numeric characters. | | |
| | CCAM2 | This card number cannot be used to place 3DS2 order now, please go and update this from My account first. | | |

| Configuration | Description |
|-----------------------|---|
| Message Code | A unique code used within the script to assign the alert message. This is a mandatory field. |
| Actual Message | The default message that the plugin displays. This is a mandatory field. |
| Custom Message | Enter the text that will replace the default message. This is an optional field but it does not accept entries made of white spaces (space or tab). |
| Action | If you need to add a different message in future, a delete icon appears so that you can delete the current, incorrect message. |

The shopper's experience

Go to Storefront>Login/Add to Cart/Proceed to checkout:

Actual message

Credit Cards

Credit Card Type *

   Use Saved Card

Card Holder Name *

veronica

Credit Card Number *

4111111111111111

The card number entered is invalid.

Custom message

Credit Cards

Credit Card Type *

   Use Saved Card

Card Holder Name *

veronica

Credit Card Number *

4111111111111111

Invalid credit card!!!

Note: This feature only applies to the Worldpay plugin. Magento messages are not affected.

Extended response codes

If Worldpay has enabled them for you, these are the extended response codes you can get if Worldpay is your acquirer. There is also a feature at plugin level to override/customize the messages you receive from Worldpay.

How to customize Worldpay response messages

Go to Stores/Configuration/Sales/Worldpay Exception Codes:

| Response Codes [store view] | Error Code | Worldpay Response | Custom Response | Action |
|--------------------------------|------------|---|-----------------|--------|
| | 1 | Refer to card issuer OR Referred, Call Authorisation Center | | |
| | 2 | Refer to card issuer, special condition | | |

1. In the Extended Response Codes, you can review and customize the messages triggered by various response codes:

| Configuration | Description |
|--------------------------|--|
| Error Code | The unique ISO code within the response sent by Worldpay. |
| Worldpay Response | The messages sent by Worldpay with each ISO code. |
| Custom Response | This enables you to override the messages Worldpay sends. |
| Action | If a new message is needed during any future development, a Delete icon appears so you can delete any old or incorrect messages. |

The shopper's experience

Go to Store front/login/Add to Cart/Proceed to Checkout.

In the screenshot below, the magic code REFUSED5 returns this gateway response message from Worldpay:

Credit Cards

Credit Card Type *

Diners Club American Express VISA EuroCard/MasterCard Discover Maestro JCB Use Saved Card

Card Holder Name *

REFUSED5

Credit Card Number *

5454545454545454

Expiration Date *

01 - January 2021

Card Verification Number *

456

Save This Card (Important Disclaimer!)

✖ Order 000000371 has been declined, Gateway Error: Declined

In the screenshot below, the magic code REFUSED13 returns this custom gateway response message from Worldpay:

Credit Cards

Credit Card Type *

Diners Club American Express VISA EuroCard/MasterCard Discover Maestro JCB Use Saved Card

Card Holder Name *

REFUSED13

Credit Card Number *

5454545454545454

Expiration Date *

01 - January 2021

Card Verification Number *

456

Save This Card (Important Disclaimer!)

✖ Order 000000373 has been declined, Gateway Error: Invalid amount OR Invalid amount (currency conversion overflow)

See the online [Test Values](#) and [Useful Tables](#) guides for more details, and to access more codes.

Configurable labels

This section describes how to customize labels shown to the user and shows developers how to implement these messages in the plugin.

1. To begin the configuration, go to Store/Settings/Configuration/Sales/Worldpay Custom Labels.

Checkout Labels 

My Account Labels 

Admin Labels 

You can configure labels as per the three sections provided; checkout labels, my account labels and admin labels.

Checkout Labels

Use this screen to configure checkout labels:

Checkout Labels 

| Checkout Label [store view] | Label Code | Actual Label | Custom label | Action |
|--------------------------------|------------|--------------------|--------------|--------|
| | CO1 | Credit Card Type | | |
| | CO2 | We Accept | | |
| | CO3 | Credit Card Number | | |

My account labels

Use this screen to configure My account labels:

My Account Labels



| Label Code [store view] | Actual Label | Custom label | Action |
|----------------------------|-------------------|--------------|--------|
| AC2 | Card Brand # | | |
| AC3 | Card Number | | |
| AC4 | Card Expiry Month | | |

Admin labels

Use this screen to configure Admin labels:

Admin Labels



| Admin Label [store view] | Label Code | Actual Label | Custom label | Action |
|-----------------------------|------------|---------------|--------------|--------|
| | AD3 | Payment Plans | | |
| | AD4 | Code | | |
| | AD5 | Description | | |

| Configuration | Description |
|---------------------|---|
| Label Code | It is a unique code number assigned to labels. |
| Actual Label | This displays the default label description already available from Worldpay |
| Custom Label | This enables you to add a custom label description against actual label and this label will be displayed to the user. |

| | |
|--------|--|
| Action | If new configuration is to be added by clicking the add button, there is an option to delete this configuration before clicking on save. |
|--------|--|

You can add a new configuration at the end of each section using the **ADD** button provided, once the admin/developer adds new configuration, as a developer you can further use it in the plugin.

Example

As an example, consider the scenario below, the default label for credit card type as per our configuration is – *Credit Card Type*.

If you have not provided any custom label against this then the default label appears to the user.

Checkout Labels

| Checkout Label [store view] | Label Code | Actual Label | Custom label | Action |
|--------------------------------|------------|------------------|--------------|--------|
| | CO1 | Credit Card Type | | |



Credit Cards

We Accept









Credit Card Type *

- 
- 
- 
- 
- 
- 
- Use Saved Card

**Saved Card feature will be available only if enabled by Merchant.*

My billing and shipping address are the same

Uma s

3902 Edmund Valley
Beaumont, Virginia 24421

United States

XXXXXXXXXXXX

PLACE ORDER

If you have provided a custom label, then this custom label is shown to the user.

Checkout Labels



| Checkout Label [store view] | Label Code | Actual Label | Custom label | Action |
|--------------------------------|------------|------------------|-------------------------|--------|
| | CO1 | Credit Card Type | Credit Card Type-Custom | |

Credit Cards
We Accept

Credit Card Type-Custom *

-
-
-
-
-
-
-
-
-
-
-
-
-
-

Use Saved Card

*Saved Card feature will be available only if enabled by Merchant.

My billing and shipping address are the same

D Nihy

United States

PLACE ORDER

Note: These configurations are only applicable for default labels provided by Worldpay and not for the labels provided by Magento.

How to report bugs

Please [report any bugs on GitHub.](#)