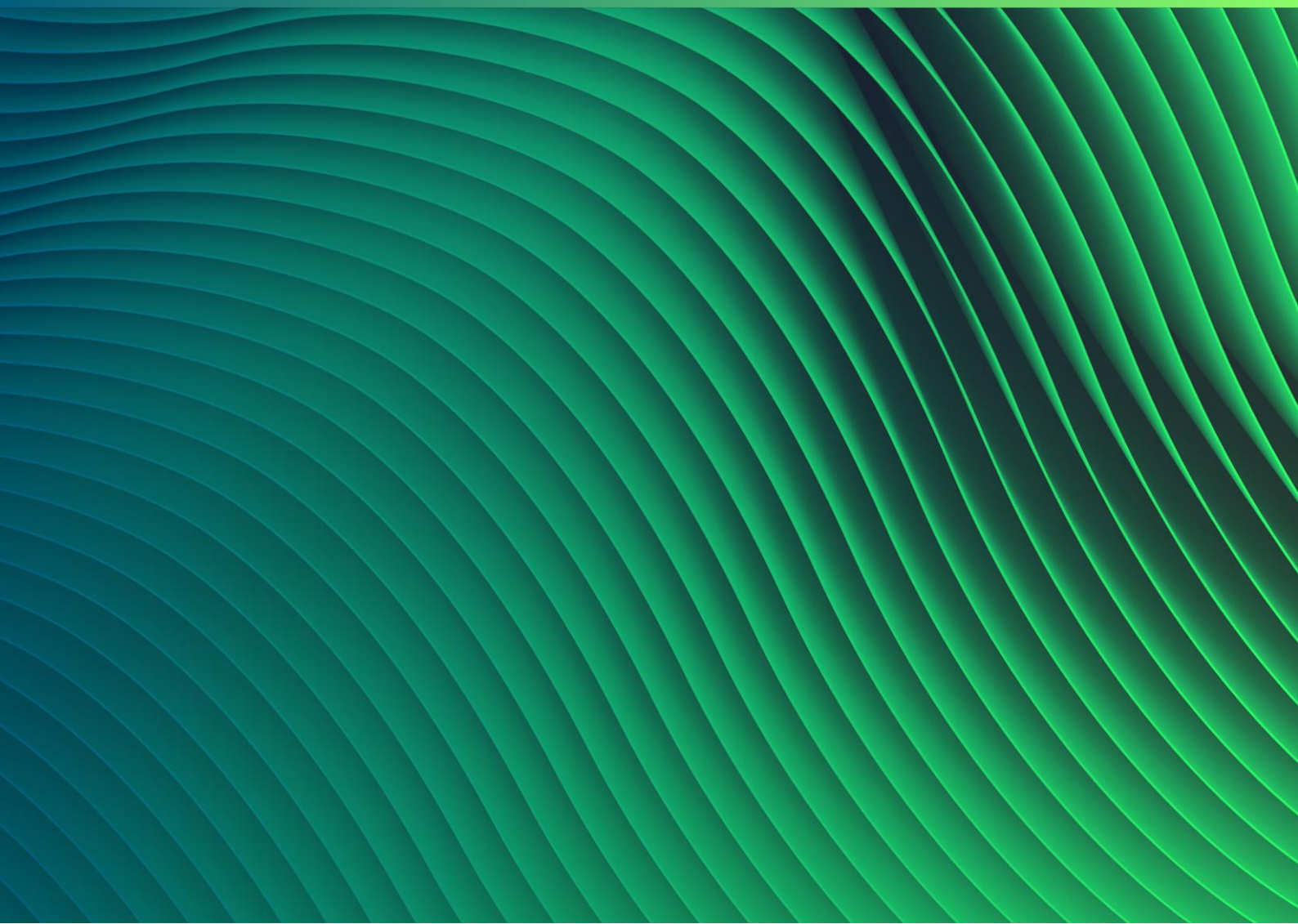
worldpay
from FIS

Salesforce Access Worldpay

Technical integration guide

Version 21.1.0 – March 2021



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Introduction

This technical guide covers a brief introduction of the product features from Worldpay for Access Worldpay. We provide information on how to enable/disable the individual features, and customization details available in the payment integration cartridge and optional shopper journeys. There are also troubleshooting steps, limitations and other important notes.

Please use this guide together with the Access Worldpay *SalesForce Installation and Overview guide*.

Contact Worldpay if you want to add new functionality or payment methods. This is so a Worldpay representative can make any required changes to support the new functions and/or payment methods.

Functional overview

Integration methods

There are two broad categories of integration method: Web SDK and Direct.

Access Checkout - Web SDK

Create your own uniquely styled and branded checkout form, by integrating our SDK into your website. The SDK provides the ability to create uniquely styled and branded checkout forms. Integrate the Checkout Web SDK to keep customer's card details secure whilst still qualifying for the lowest PCI compliance level.

Take payments and still qualify for SAQ-A – the lowest PCI compliance level.

Direct

If you collect and store shoppers' payment details on your platform, you can use the Direct integration method. This integration method allows you to collect both the order and payment details and then send the payment details of each order to Worldpay for processing.

The Direct method only permits a select range of online payment methods that do not involve shopper interaction. Given the cost involved in establishing appropriate security measures (PCI Compliance), the Direct method is only suitable if your store has high transaction volumes.

Payment methods	Region
Credit card, Direct (3DS/non-3DS)	Global
Google Pay	Global
Apple Pay	Global

OMS – B2C Integration (Optional)

This optional integration displays the order status from OMS instead of showing the B2C order status (from Business Manager) in a Salesforce OMS connected environment.

The order status for each order is available in the shopper's My Account section. This order status information is retrieved from the OMS.

Note: This feature is only available to merchants who have opted for the Salesforce OMS integration and integrated OMS within their environment.

Configuration requirements

To integrate the Worldpay cartridge with the SFCC Storefront, please be aware of the information below. There is also some best practice advice, so you get the best from your integration:

- The placement of the street number in addresses varies between different countries. The cartridge does not have a parsing mechanism for the street number, as this would be very application specific. To avoid errors, set the parsing of street numbers during the integration installation. If you ignore this step, the shopper must enter their street number on the Worldpay payment page
- The *Thank you* page appears in both **Successful** and **Pending** open scenarios. So, display a message to the shopper on the thank you page with a suitable disclaimer that explains both scenarios
- You must implement order settlement and refunds
- You can enable/disable the site preference that allows shoppers to submit their CVV for security in the tokenization service for saved cards. This feature is restricted to direct checkout
- Ensure that the SFCC service framework configurations are set up and configured in accordance with your contract with Worldpay that specifies service availability
- You can modify the jobs templates according to your needs
- Images of credit-card logos are available in the static folder; you can modify them if you want
- Because of code restrictions, you must enable the credit card payment method

Limitations and constraints

To integrate the Worldpay cartridge with the SFCC Storefront, be aware of these limitations and constraints. There is also some best practice advice, so you get the best from your integration:

- At present you cannot detect session timeouts while the shopper enters payment details into Worldpay forms. If there is a delay longer than the session timeout, the basket's contents are lost. Typically, the default session timeout is set at 30 minutes
- The web service timeout that is set in the service profile is common across all the web service calls that are made to Worldpay
- The cartridge updates the order status and export status when it receives *Authorized*, *Captured*, or *Refund* notifications. If orders have any other status, the cartridge does not take any action

- The shopper sequence number may contain alphanumeric characters and underscores but must not exceed 64 characters
- The notification feature only uses the IP address provided by Worldpay
- Gift certificates are out of scope

Implementation guide

Access Checkout Web SDK

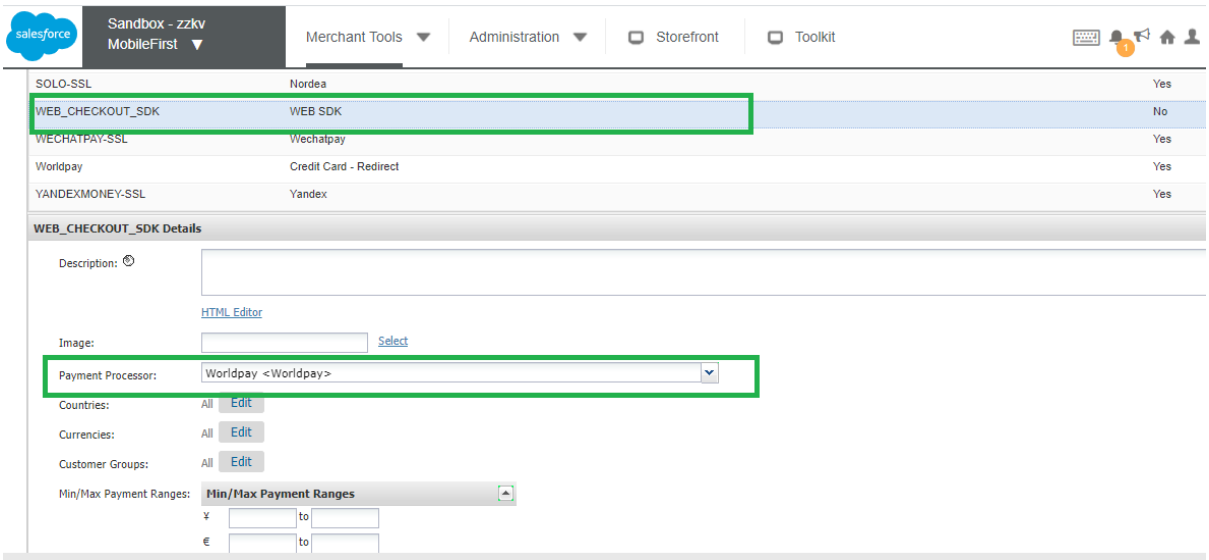
Worldpay secures customer payment details by creating a session, followed by creating a token with the card details and optionally the CVC (for direct CC mode) to take a payment.

To get the Worldpay SDK, you must include the following script in your webpage (configurable in BM):

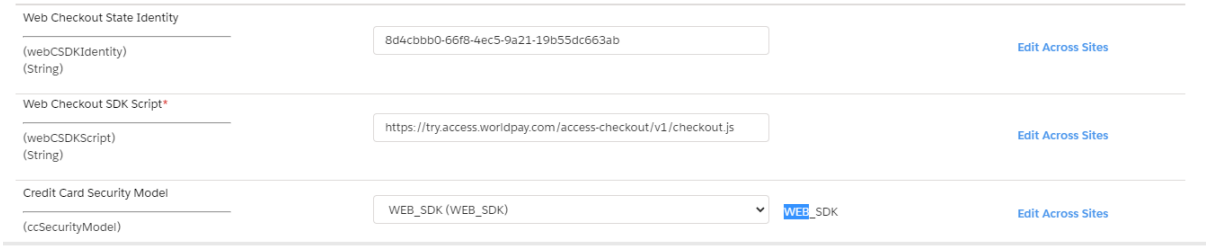
To deploy the Worldpay SDK, you must include the following script in your webpage (configurable in BM):

<script src="https://try.access.worldpay.com/access-checkout/v1/checkout.js"></script>

1. Go to *Merchant Tools/Ordering/Payment Methods*.
2. Verify that WEB_SDK is present as a payment method.
3. Click on WEB_SDK.
4. Ensure that the Worldpay processor is associated to the payment method.

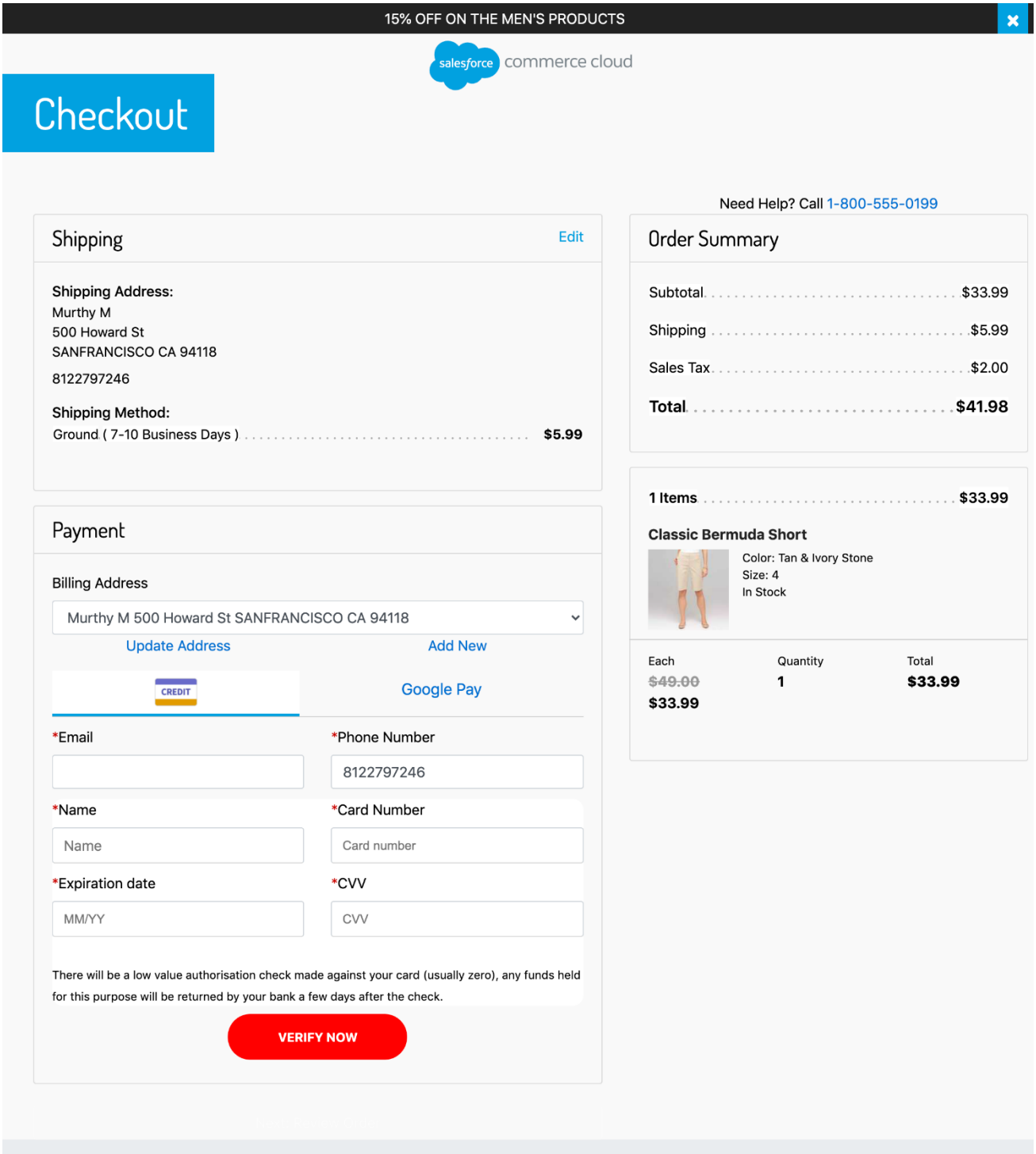


5. Go to *Merchant Tool/Site Preferences/Custom Preferences*.
6. Click **AccessWorldpay-General**.
7. Ensure that WEB_SDK is selected in *Credit Card Security Model*.


Web Checkout State Identity
(webCSDKIdentity)
(String)
8d4cbbb0-66f8-4ec5-9a21-19b55dc663ab
Edit Across Sites
Web Checkout SDK Script*
(webCSDKScript)
(String)
https://try.access.worldpay.com/access-checkout/v1/checkout.js
Edit Across Sites
Credit Card Security Model
(ccSecurityModel)
WEB_SDK (WEB_SDK)
WEB_SDK
Edit Across Sites

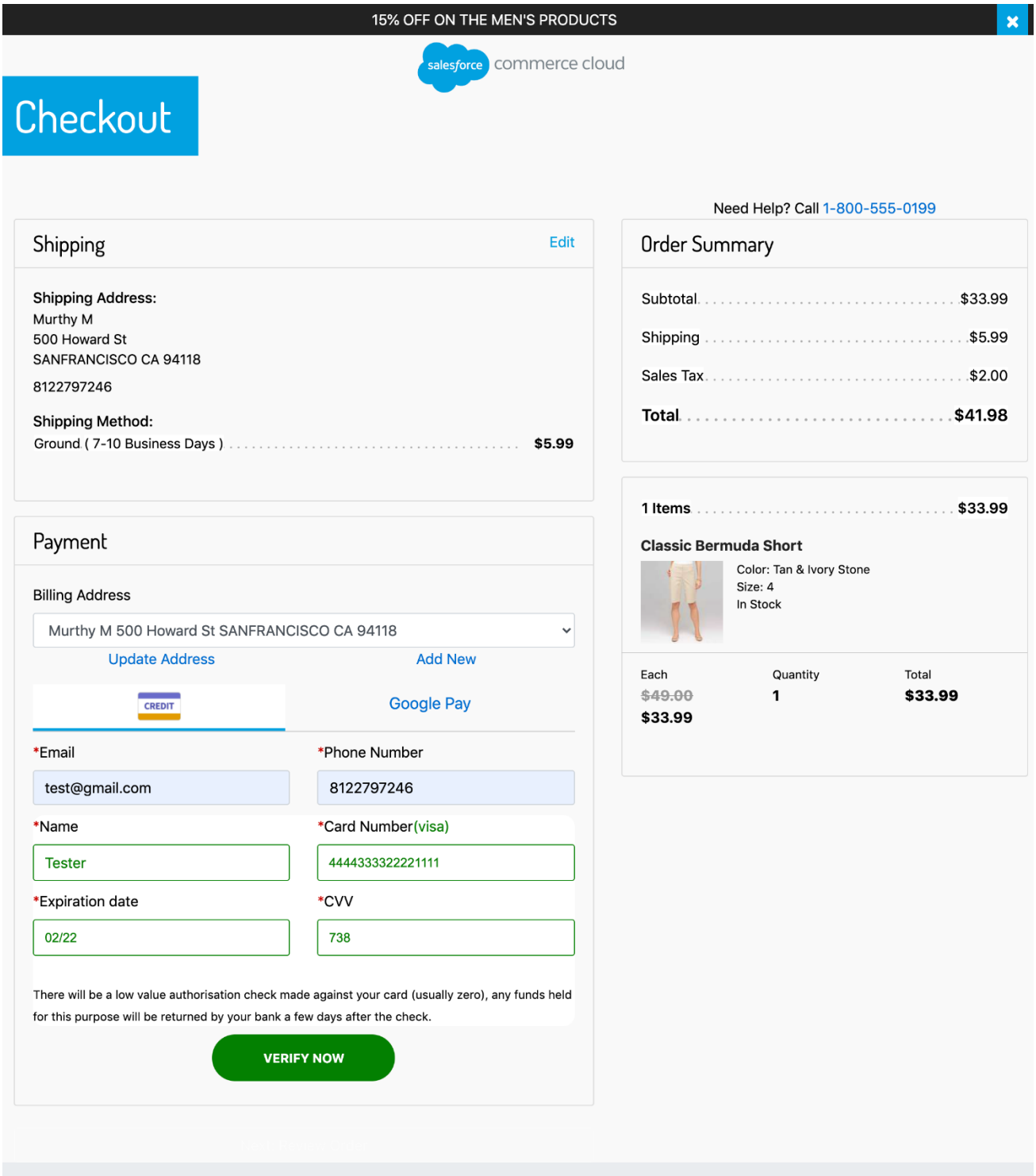
End User Checkout Flow:

Applicable for both guest and registered users.



Click the **Verify Now** button after filling all the details to generate the verified token.

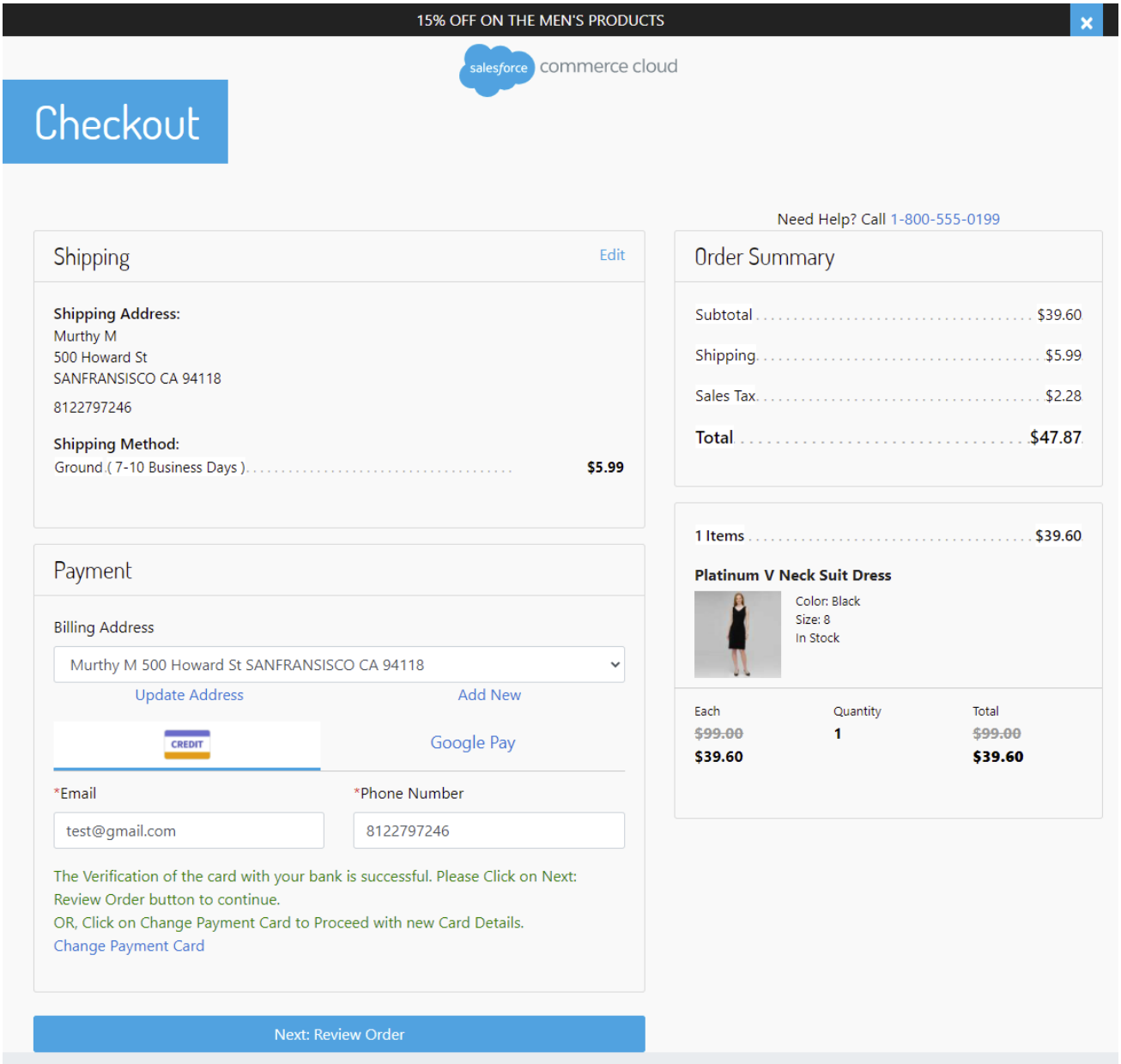
The shopper cannot proceed until they have a verified token from Worldpay.



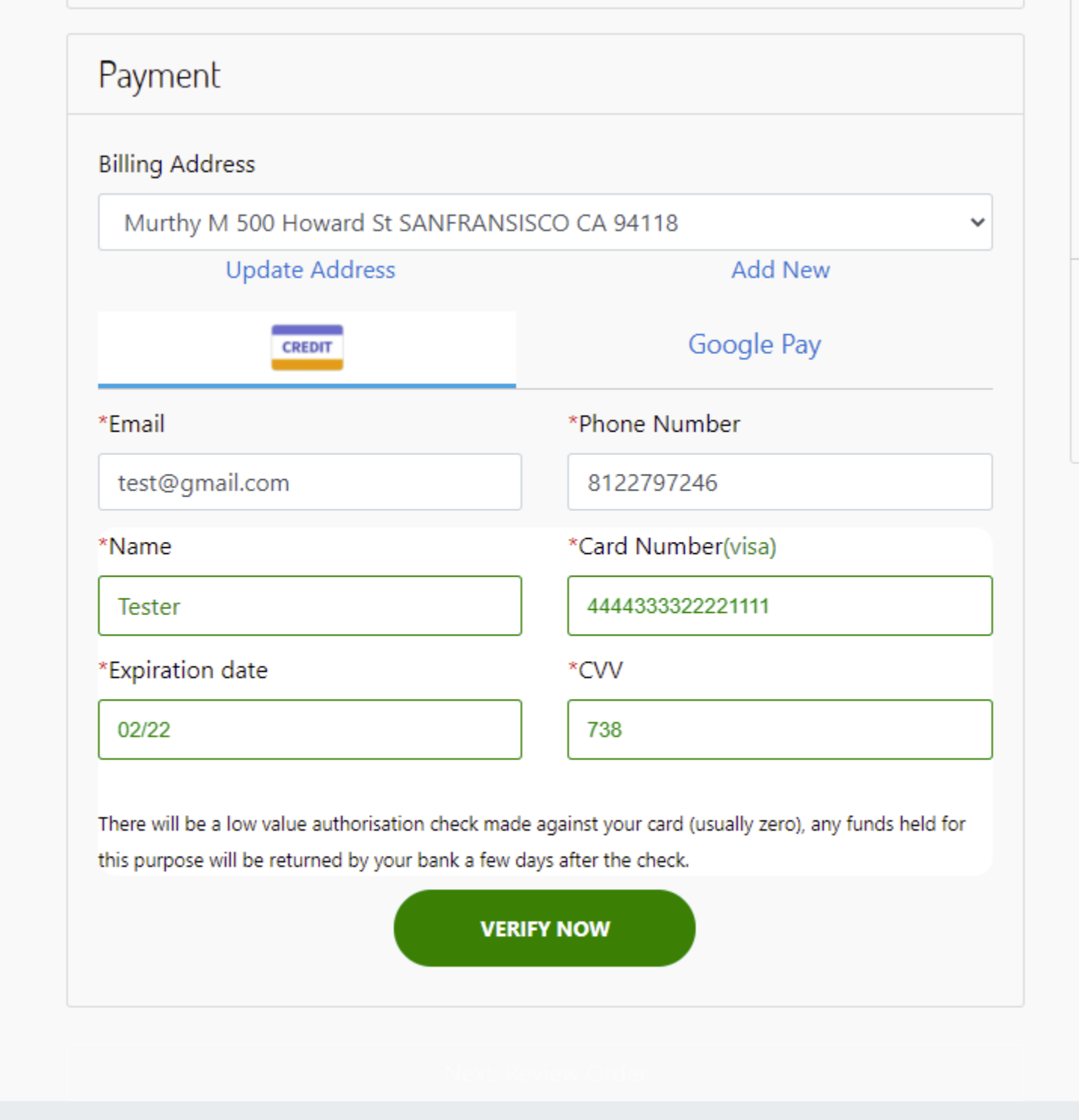
Once all the details are filled in, the color of the button changes to green. You can customize the label and color. You can use the Resource Bundle to change the label. See the link below for customization of styles information.

https://developer.worldpay.com/docs/access-worldpay/checkout/web/styles

Once you click on the **Verify Now** button, the verified token is generated successfully.



When clicked, the link restores the Web SDK form. The shopper must then generate a *new* token to proceed. See the screenshot below.



The **Review Order** button is enabled again, once the shopper generates the new token.

See the document links below for more details.

Worldpay documentation

https://developer.worldpay.com/docs/access-worldpay/checkout/web

https://developer.worldpay.com/docs/access-worldpay/verified-tokens

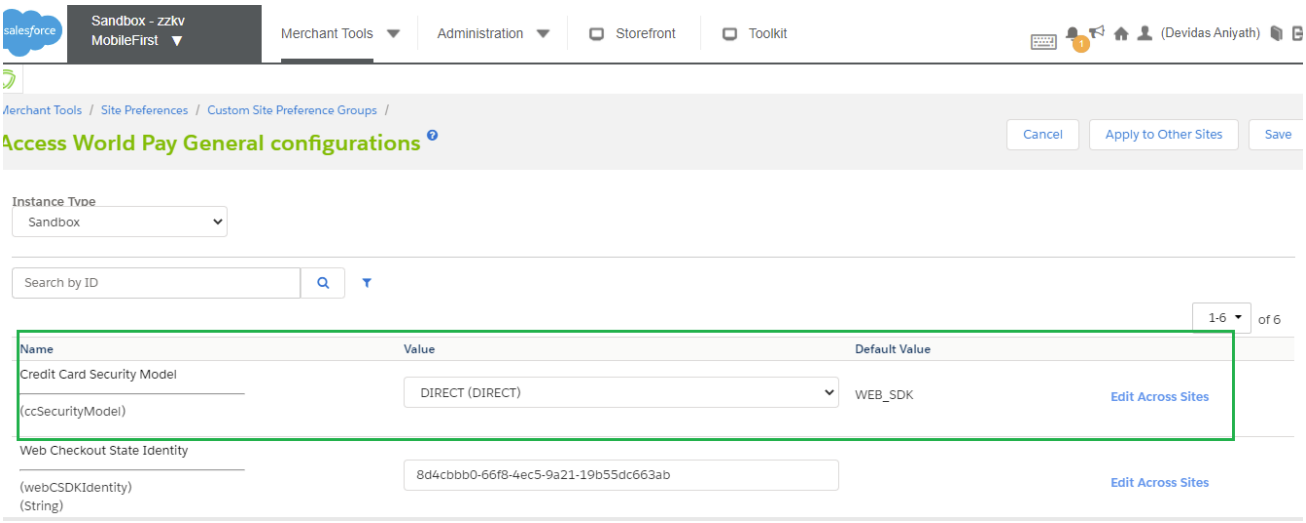
Direct

This integration is where credit card payments are not redirected to a hosted payment page.

Note: We strongly recommend you use Web SDK instead of Direct to take payments and still qualify for SAQ-A – the lowest PCI compliance level.

Do the following:

1. Go to *Merchant Tool/Site Preferences/Custom Preferences*.
2. Click **AccessWorldpay-General**.
3. Ensure that DIRECT is selected in Credit Card Security Model.



End User Interaction Flow:

Applicable to both guest and registered users.

15% OFF ON THE MEN'S PRODUCTS

salesforce commerce cloud

Checkout

Need Help? Call 1-800-555-0199

Shipping

Edit

Shipping Address:
Murthy M
500 Howard St
SANFRANCISCO CA 94118
8122797246

Shipping Method:
Ground (7-10 Business Days) **$5.99**

Payment

Billing Address

Murthy M 500 Howard St SANFRANCISCO CA 94118

Update Address | Add New

CREDIT | Google Pay

*Email: test@gmail.com

*Phone Number: 8122797246

*Name on Card: test

*Card Number: 5204 2452 5000 1496

*Expiration Month: 11

*Expiration Year: 2022

*Security Code: 534

☐ Save Card to Account

Next: Review Order

Order Summary

Subtotal $73.99
Shipping $5.99
Sales Tax $4.00
Total **$83.98**

1 Items **$73.99**

Belted Pencil Skirt

Color: Laurel
Size: 8
In Stock

Each	Quantity	Total
~~$99.00~~ **$73.99**	**1**	**$73.99**

Locate Store

The Store Locator is designed to help you find the closest store near you.

Account
My Account
Check Order
Wish List
Gift Registry

Customer Service
Contact Us
Gift Certificates
Help
Site Map

About
About Us
Privacy
Terms
Jobs

© 2004-2016 Commerce Cloud, a Salesforce company. All Rights Reserved.
This is a demo store only. Orders made will NOT be processed.

15% OFF ON THE MEN'S PRODUCTS

salesforce commerce cloud

Checkout

Need Help? Call 1-800-555-0199

Shipping

Edit

Shipping Address:
Murthy M
500 Howard St
SANFRANCISCO CA 94118
8122797246

Shipping Method:
Ground (7-10 Business Days) **$5.99**

Payment

Edit

Billing Address:
Murthy M
500 Howard St
SANFRANCISCO CA 94118
test@gmail.com
8122797246

Payment:
Credit MasterCard
**********1496
Ending 11/2022

Place Order

Order Summary

Subtotal $73.99
Shipping $5.99
Sales Tax $4.00
Total **$83.98**

1 Items **$73.99**

Belted Pencil Skirt

Color: Laurel
Size: 8
In Stock

Each	Quantity	Total
~~$99.00~~ **$73.99**	**1**	**$73.99**

Locate Store

The Store Locator is designed to help you find the closest store near you.

Account
My Account
Check Order
Wish List
Gift Registry

Customer Service
Contact Us
Gift Certificates
Help
Site Map

About
About Us
Privacy
Terms
Jobs

© 2004-2016 Commerce Cloud, a Salesforce company. All Rights Reserved.
This is a demo store only. Orders made will NOT be processed.

Order Events

You must set up order events for the cartridge to work properly.

To do this, go to the Merchant Administration Interface (MAI) and configure this URL to receive order events:

https://mechantsandbox/Worldpay-Notify

Order events are captured from the Worldpay payment service when a payment reaches one of the following statuses:

- sentForAuthorization
- authorized
- cancelled
- sentForSettlement
- expired
- sentForRefund
- refundFailed
- refused
- settled

When the payment status changes, Worldpay use the configured URL to push the order status to SFCC.

The secure route function is called Worldpay-Notify. It provides the path that SFCC uses to receive order notifications. When a payment status changes at Worldpay, SFCC receives an HTTPS message through Worldpay-Notify.

SFCC sends an HTTP 200 (OK) response to Worldpay to acknowledge receipt of the notification. For each order notification received, SFCC creates a custom object with the order number and order notification XML captured. Then the SFCC job runs (manually or scheduled), to process those custom objects and update the orders that correspond to each order notification.

If Worldpay does not receive the notification acknowledgement, there is a retry mechanism. For the first notification, Worldpay waits an hour for the acknowledgement from SFCC before it starts to send the notification again at five-minute intervals. This continues for a week until SFCC acknowledges the notification.

For more details on configuring order notifications using the MAI, see the Worldpay Merchant Admin Interface guide.

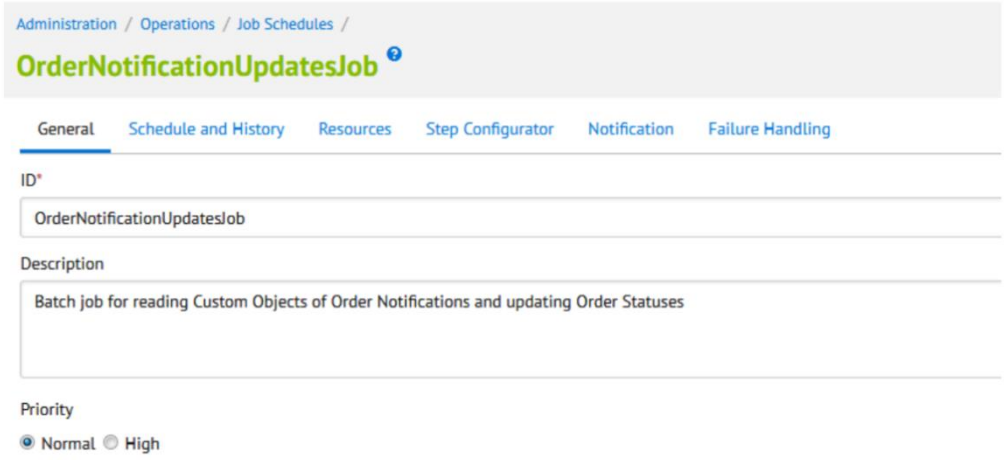
Order notification batch job

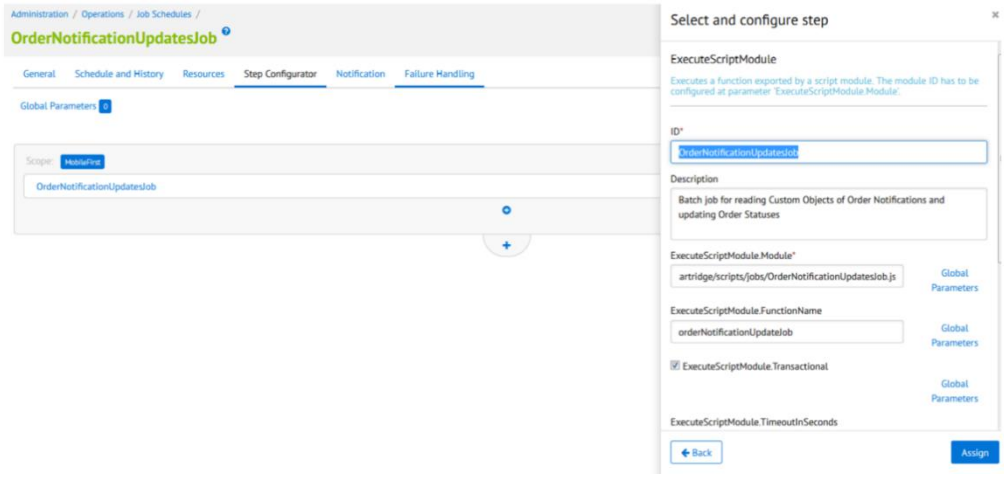
The *OrderNotificationUpdatesJob* is a batch job you can run manually or schedule at specific intervals. For example, every two minutes, five minutes, and so on. The job consists of a four-stage process:

1. Pick the details stored in custom objects in the same order in which they were created. SFCC creates the custom objects as part of the notification process.

2. Read the custom objects one by one and update their statuses in the Business Manager (order status, payment status, confirmation status) depending on the notification status.
3. Update the token details for the shopper's credit card.
4. The final task is to remove the custom object once the steps above are complete.

To manage the Order notification batch job, go to *Admin/Operations/Jobs* and click **OrderNotificationUpdatesJob.**





There are several tabs in the screen above. See the table for a description of these tabs:

Tab	Description
General	Provides the general information about the ID and description of the job.
Schedule and History	• Shows if the job schedule is enabled or not. If enabled, it shows the frequency of the schedule • Shows the job-run history such as execution scope, status (success or failure), start and end time, duration, and a link to download the log file

Resources	Enables you to specify system or custom resources to be locked by the job so that other jobs will not modify them.
Job Steps	Shows the logical tasks involved in the overall job.
Failure Handling	Enables you to specify what your job does if it fails. For example, continue as scheduled, retry or stop-on-error.
Notification	• Gives you the option to enable or disable notifications • Enables you to select the events (success, failure, retry, long running) you want to receive notification about • From, To, CC and BCC sections to provide notification contacts

The tabs above are present in all the jobs listed in this guide. You can find details of each job in the Business Manager.

Notification update service

The service used by SFCC retrieves the status of an individual order status, which is reflected in the order history of shopper account.

The notification update service returns a JSON object. The service can either pull the latest status or the complete status history. If the order number or status history is not found, the service returns an error JSON.

Worldpay-GetNotificationUpdates is the route used to get the history of notifications received about a particular order. This service takes two http parameters, they are:

- `orderNo`
- `allupdates`

If `allupdates` is true, all notifications received for the order are returned as a JSON response. If `allupdates` is false, only the latest notifications received for the order are returned as a JSON response.

All values for `allupdates` (i.e, `true`, `TRUE`, `True`) are considered as true. Any value other than these is considered false.

Here is an example of the JSON response when `allupdates` is true:

```
{"statusList":

      [{"status":"AUTHORISED:Mon Nov 10 2014 08:11:24 GMT-0000 (GMT)"},

      {"status":"CANCELLED:Mon Nov 11 2014 08:11:24 GMT-0000 (GMT)"}

      ]

}
```

Here is an example of the JSON response when `allupdates` is false:

```
{"latestStatus":

[{"Status":" CANCELLED:Mon Nov 11 2014 08:11:24 GMT-0000 (GMT)"}]

      }
```

Google Pay

Google Pay is a digital wallet platform and online payment system developed by Google. It is one of the simplest and fastest ways to pay for something.

Disclaimer: The Google Pay solution does not support 3DS2. Worldpay expects development to enable 3DS2 to begin in the second half of 2021. Until then remember this limitation as there are several countries that currently have 3DS2 mandates in place.

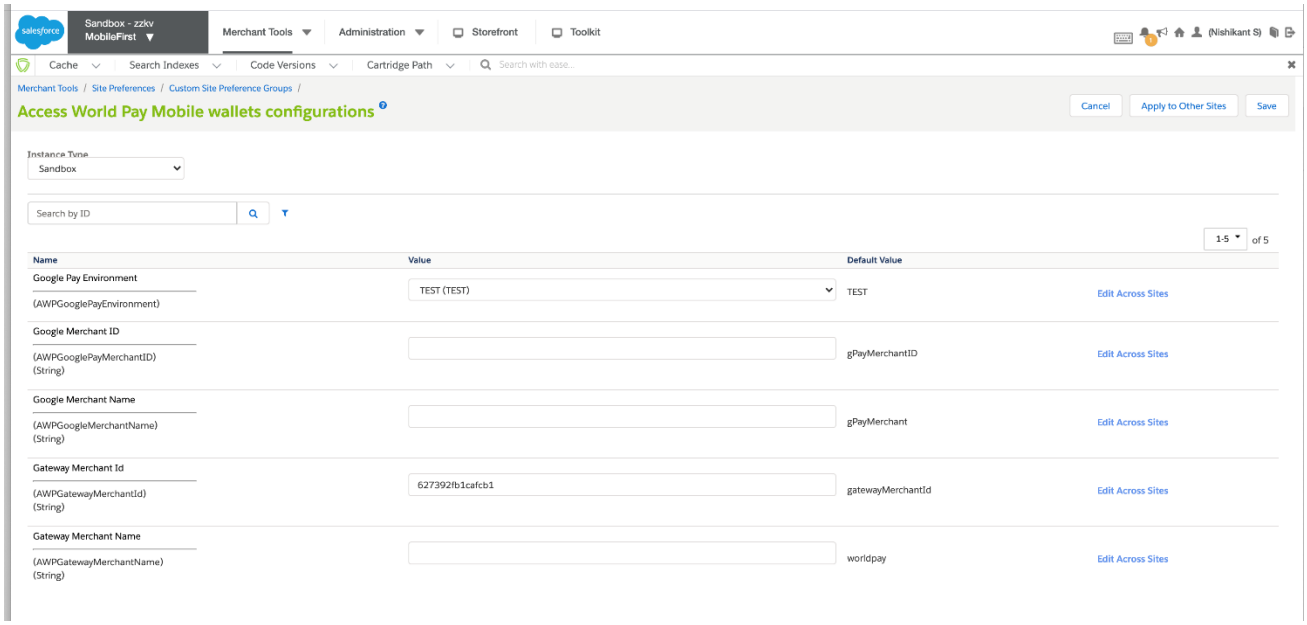
Business Manager Configuration

To enable Google Pay payment method, In Business Manager:

1. Go to *Merchant Tools/Ordering/Payment Methods.*
2. Select *PAYWITHGOOGLE-SSL* and enable.

3. Go to *Merchant Tools > Site Preferences > Custom Site Preference Groups > Worldpay-MobileWallets*.

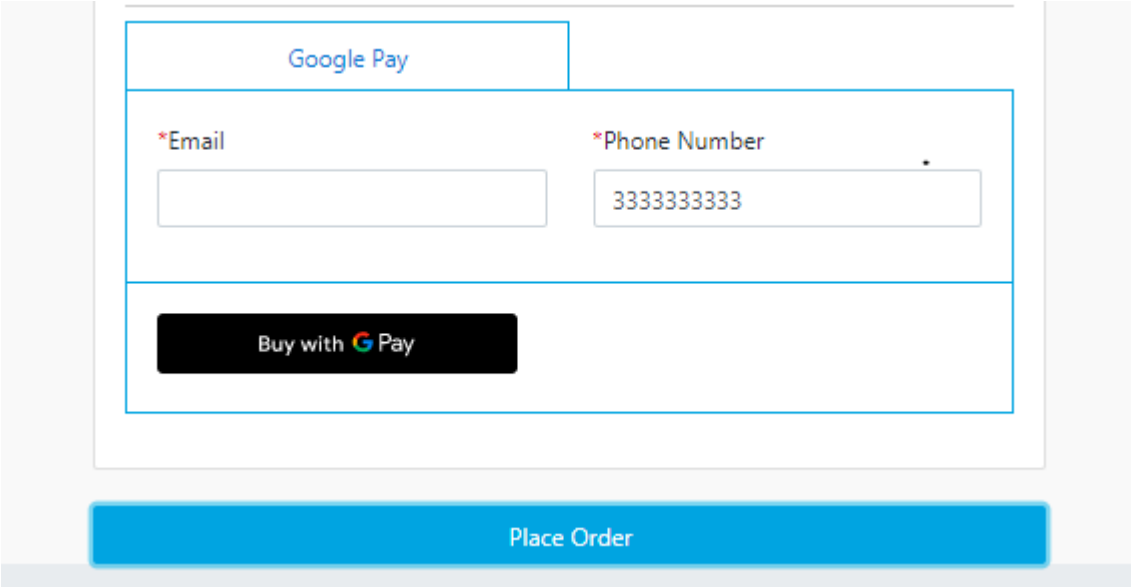
Screenshot for test environment is given below.



The shopper's experience

Here is a typical successful shopper journey.

1. Payment Method – Choose Google Pay as the payment method and submit the payment.



2. Review and place the order.

Worldpay documentation

- https://developer.worldpay.com/docs/access-worldpay/mobile-wallets#google-pay

Apple Pay

Apple Pay is a mobile payment and digital wallet service by Apple Inc. that allows users to make payments in person, in iOS apps, and on the web.

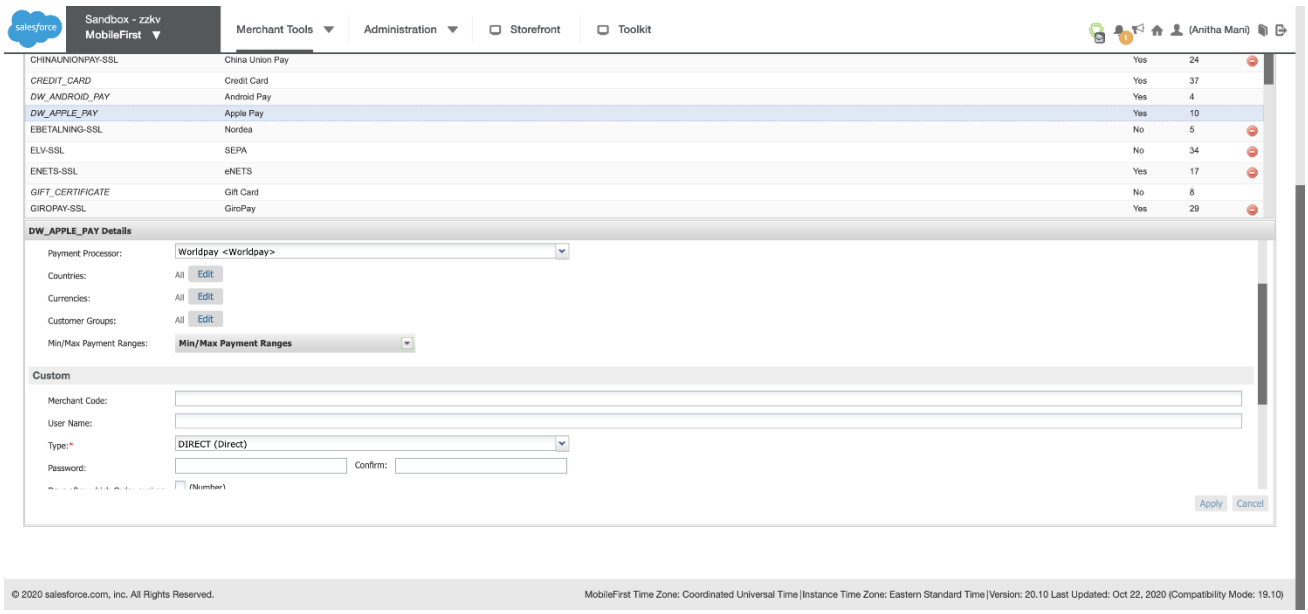
This feature allows shoppers to select Apple Pay as a payment method from the billing page. The Apple Pay wallet contains saved card details. This makes Apple Pay a quick and secure payment method.

A payment token generated from the shopper's device is used in the payment authorization request. The authorization response contains a series of links for the next available actions.

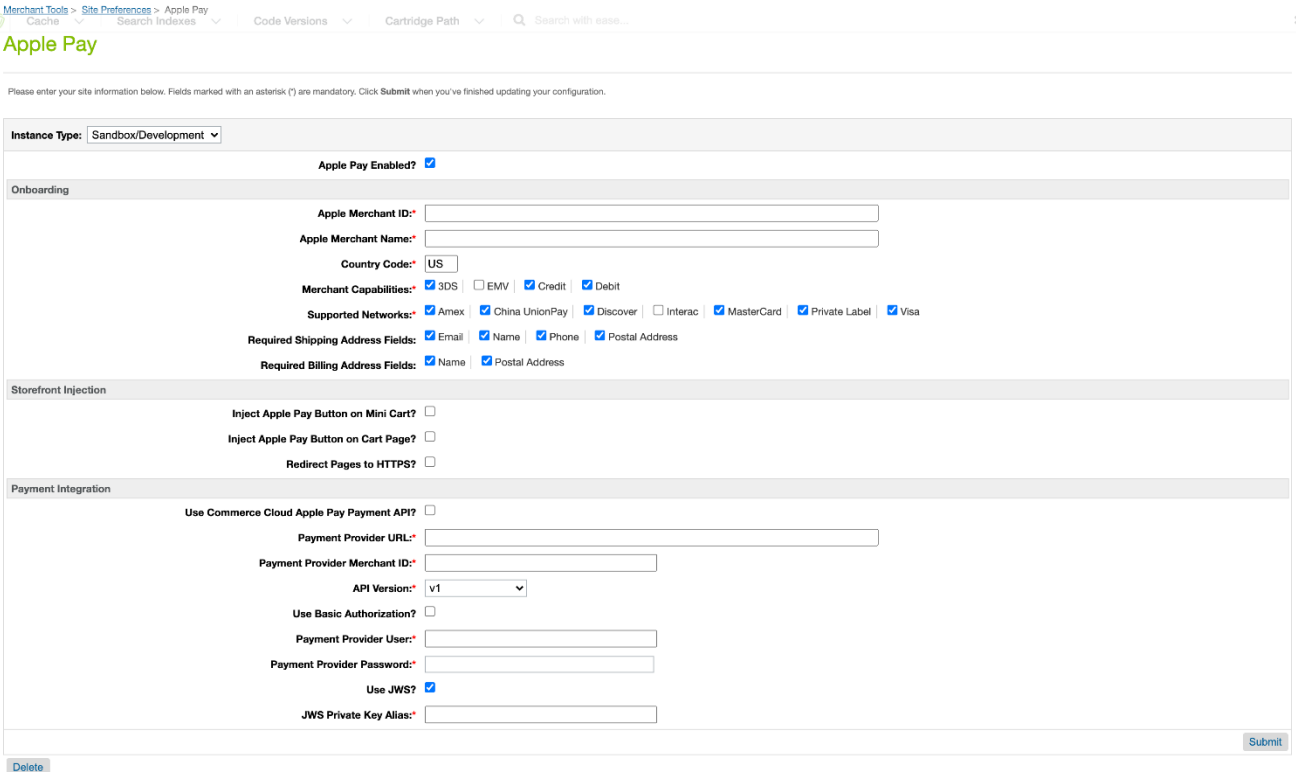
1. Go to *Merchant Tools/Ordering/Payment Methods*.
2. Enable the Payment Method with the IDDW_APPLE_PAY.
3. Select the Payment Processor WorldPay.
4. Under custom section, select the type as DIRECT, see below screenshot.

Business Manager Configuration

To configure Business Manager, do the following:



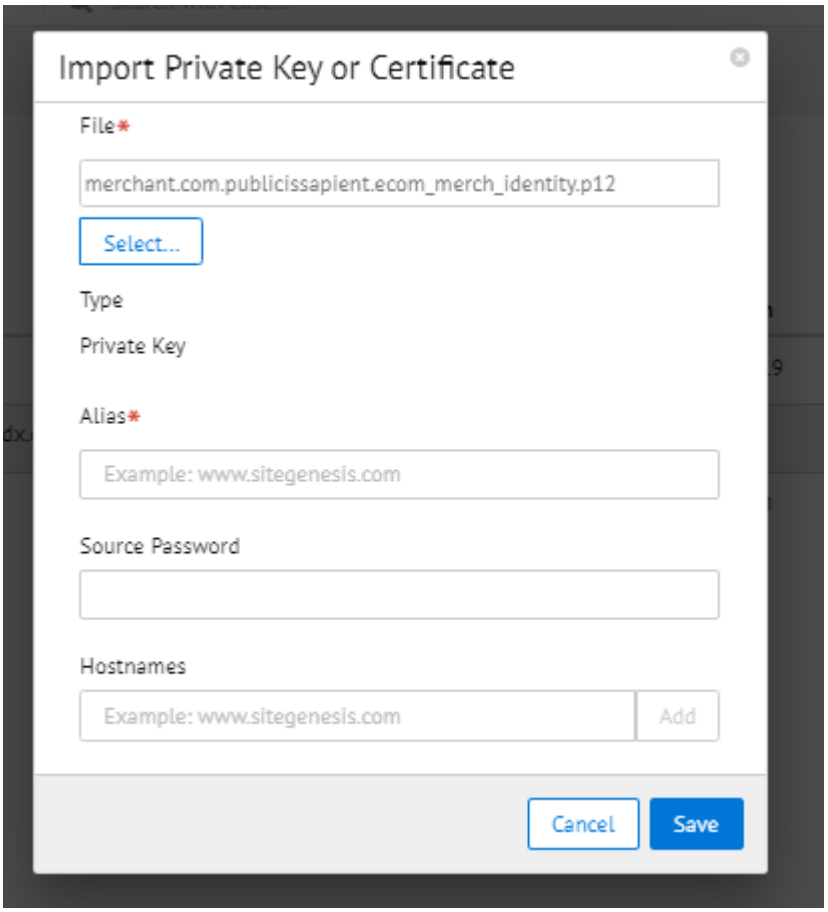
1. Go to *Merchant Tools*/ Site Preferences/*Apple Pay*.
2. Fill in the form as shown below – the sample screenshot is given below.
3. Provide values for merchant ID and Merchant name as provided by Worldpay.



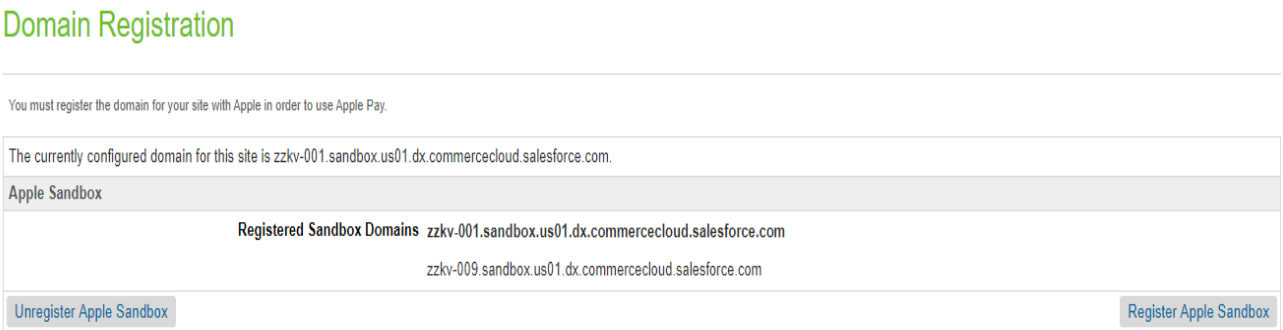
Configure the Private Key

1. Go to *Administration/Operations/Private Keys and Certificates*
2. Click on Import and complete the form details.
3. Give the alias name to match the JWT Private Key Alias.
4. Provide the Source Password.
5. Leave *Hostname* blank.

Once you have done the above steps, the Apple Pay button appears on the Billing Page (Mac, Safari browser with touch bar enabled/latest iPhone, iPad).

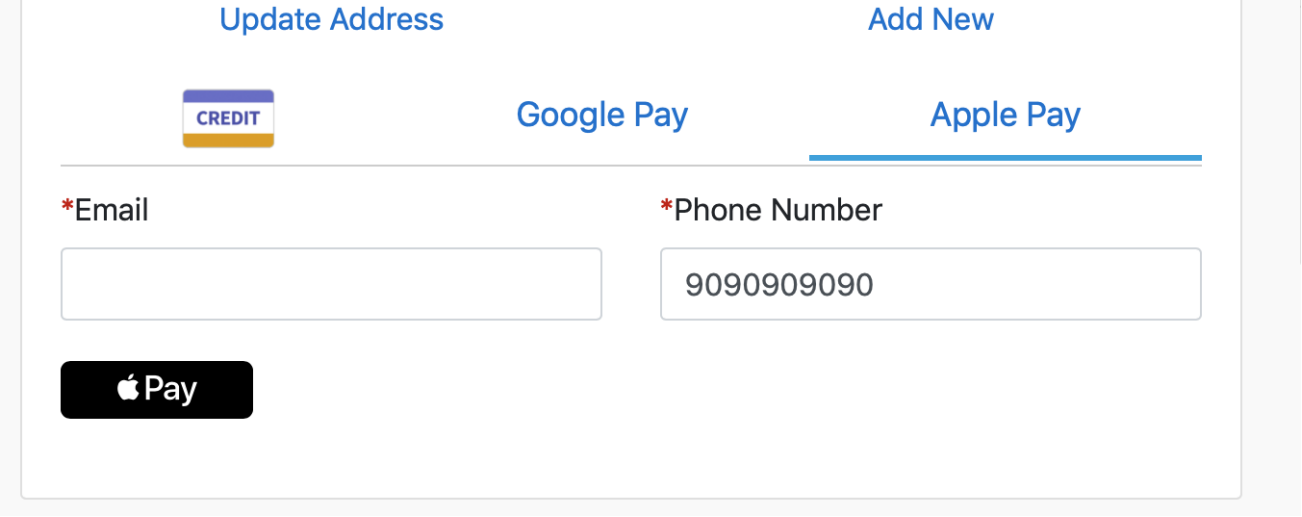


Complete the domain registration for the environment

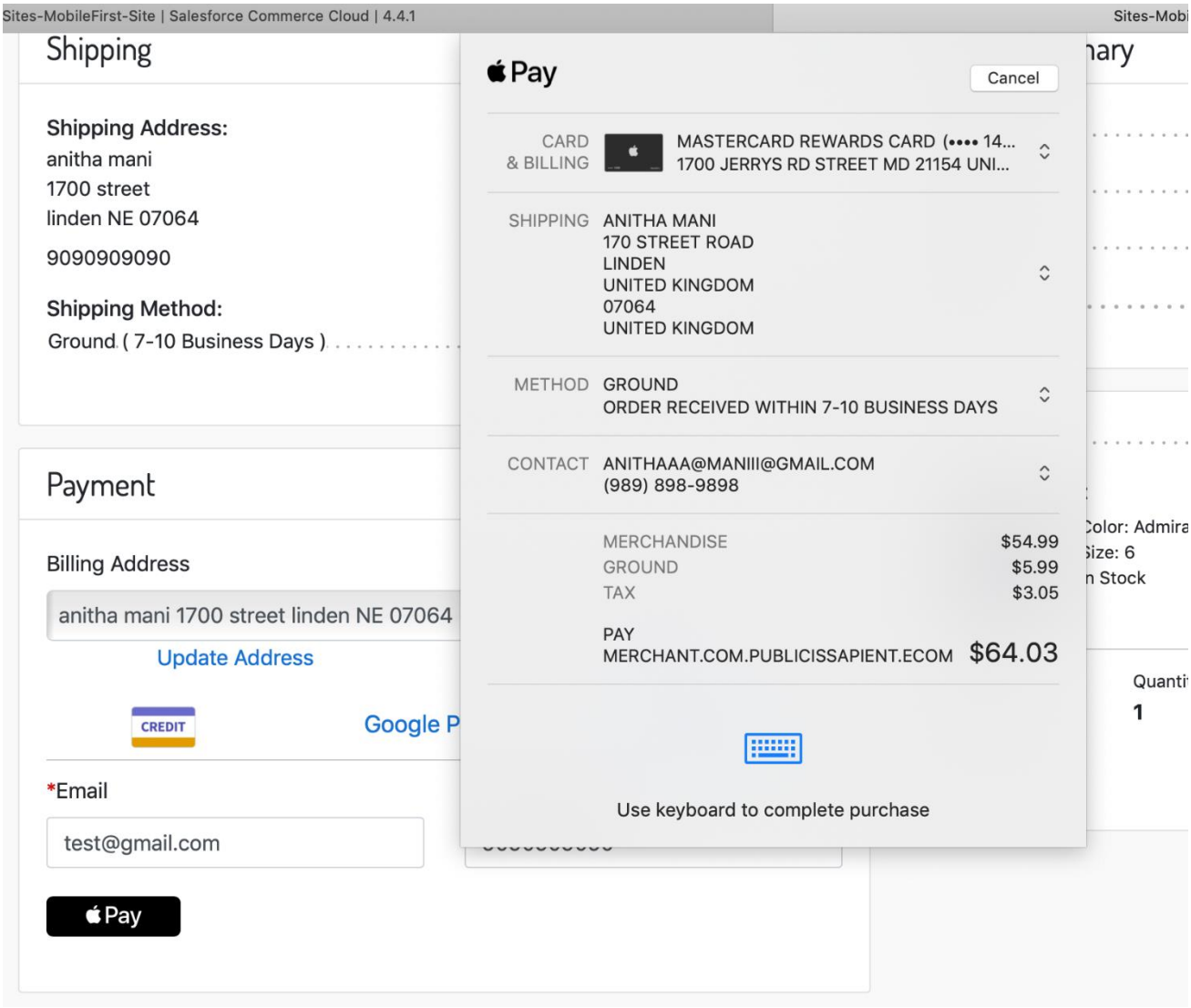


The shopper's experience

1. When a shopper enters the checkout flow under the billing section, the Apple Pay payment method is available.



2. The shopper enters their email, phone number and then clicks the Apple Pay button. A payment overlay pops up with the card details stored in the wallet.



3. The shopper can then select an existing card or add a new card.
4. Then the shopper can add or select a shipping/billing address, shipping method, and contact number.
5. An Apple Pay order is placed when the shopper enters their password or authenticates using biometrics (fingerprint or faceID).

Note: Typical errors that may occur during this payment process are errors in shipping address/billing address or payment failure. If an error does occur, the shopper is redirected to the cart page with an error message.

Worldpay documentation

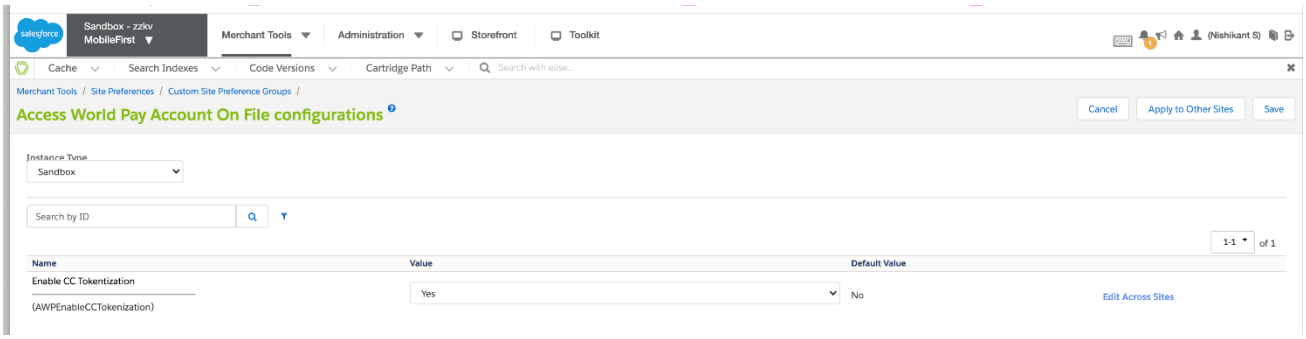
https://developer.worldpay.com/docs/access-worldpay/mobile-wallets#apple-pay

Tokenization

Tokenization is the process of protecting sensitive data including the shopper's card/ number by replacing it with a secure identifier called a token. When tokenization is enabled, the payment processing is carried out using this token instead of sharing card/PAN (Primary Account Number) details over the network. Payments using tokens are PCI level SAQ-A compliant.

To enable / disable this feature:

- *In Business Manager, navigate to Site/Merchant Tool/Site Preferences/Custom Preferences/ AccessWorldpay-AccountOnFile*
- *Turn on WorldpayEnableTokenization*



Worldpay documentation

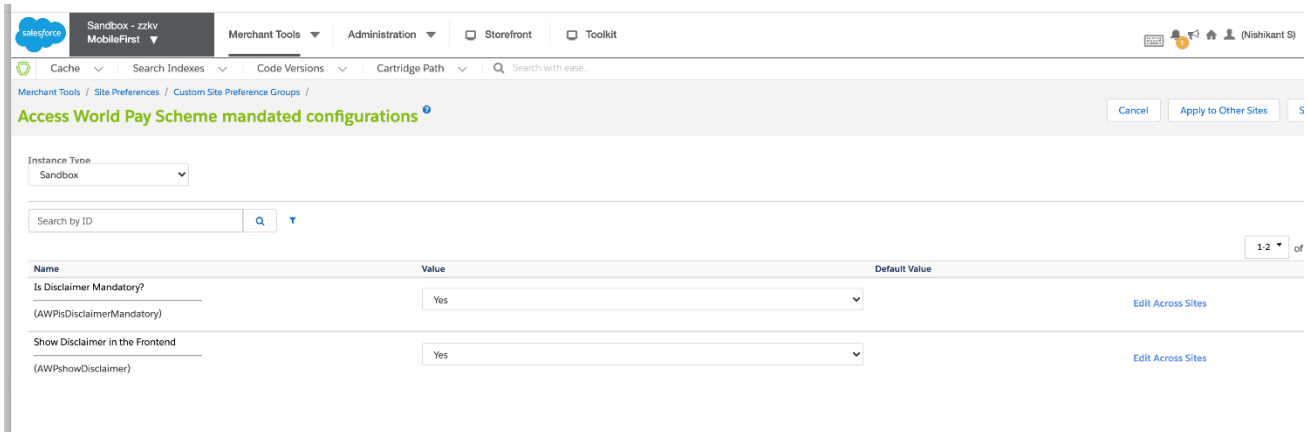
https://developer.worldpay.com/docs/access-worldpay/verified-tokens

Show Stored Credentials Disclaimer

Worldpay supports stored credentials for credit cards. This feature complies with scheme mandates for storing (and subsequently using) card payment details for cardholder and merchant-initiated transactions. If you are using tokenization, in most cases you should enable this feature. If you are not sure if you need this feature, contact your Worldpay support team for advice.

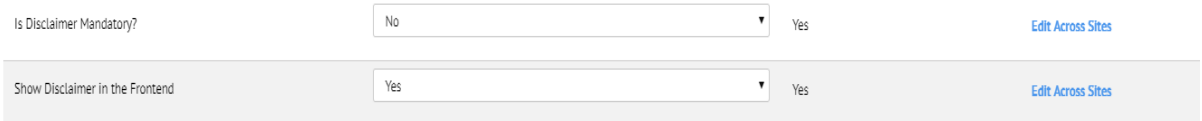
To enable / disable this feature

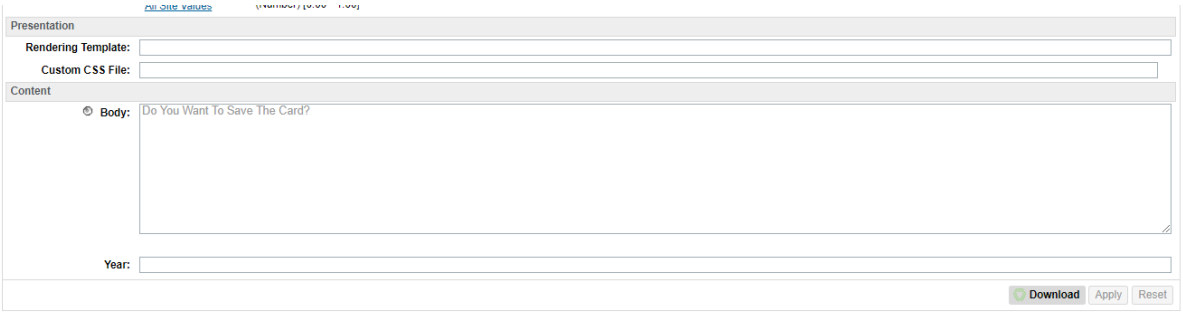
- *In Business Manager, navigate to Site/Merchant Tool/Site Preferences/Custom Preferences/ AccessWorldpay-SchemeMandated*
- *Turn on Show Disclaimer in the Frontend*



For the scheme-mandated configuration, you have an option to show a disclaimer message. To show a disclaimer message, do the following:

1. Go to *Merchant Tools/Custom Preferences/Worldpay-SchemeMandated.*
2. Select the show/hide disclaimer button and enter the disclaimer message in the *Content-Asset* field.
3. Select the following options:
    a. *Show disclaimer in store front* - Select **Yes** to display the disclaimer pop up link to the shopper.
    b. *Is Mandatory for store view* – Select **Yes** to make the shopper agreeing with the disclaimer message mandatory, to place the order and save the payment card details.
4. Go to *Merchant Tools/Content/Content Assets/ saveCardDisclaimer.*
5. Write or edit the disclaimer text in the *Body* field and click **Download**.

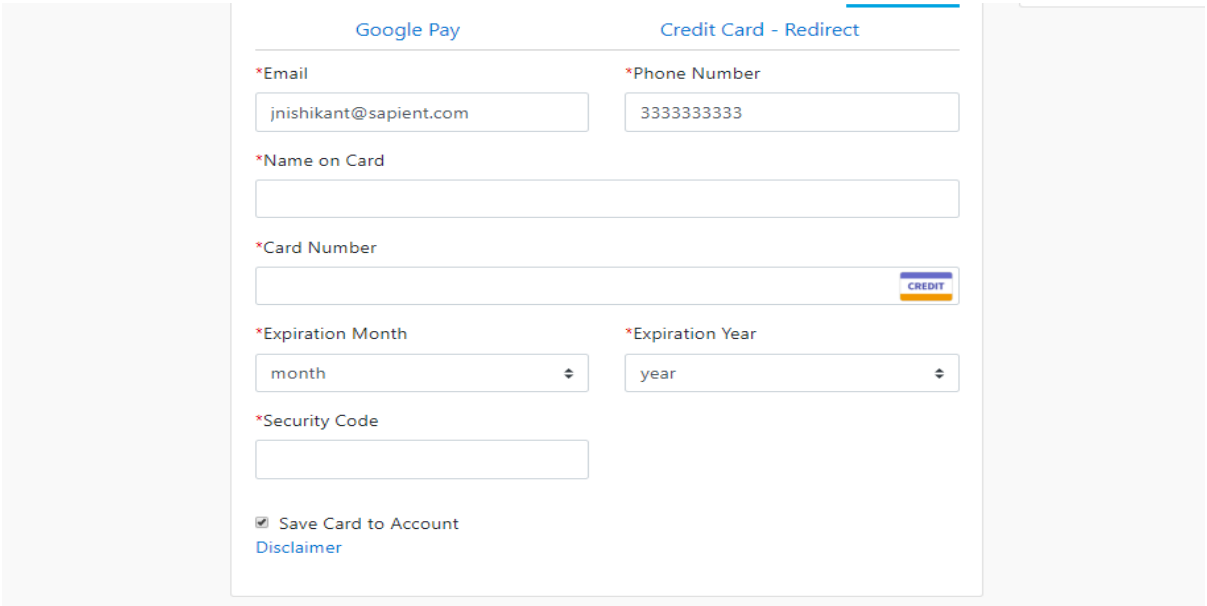




The shopper's experience:

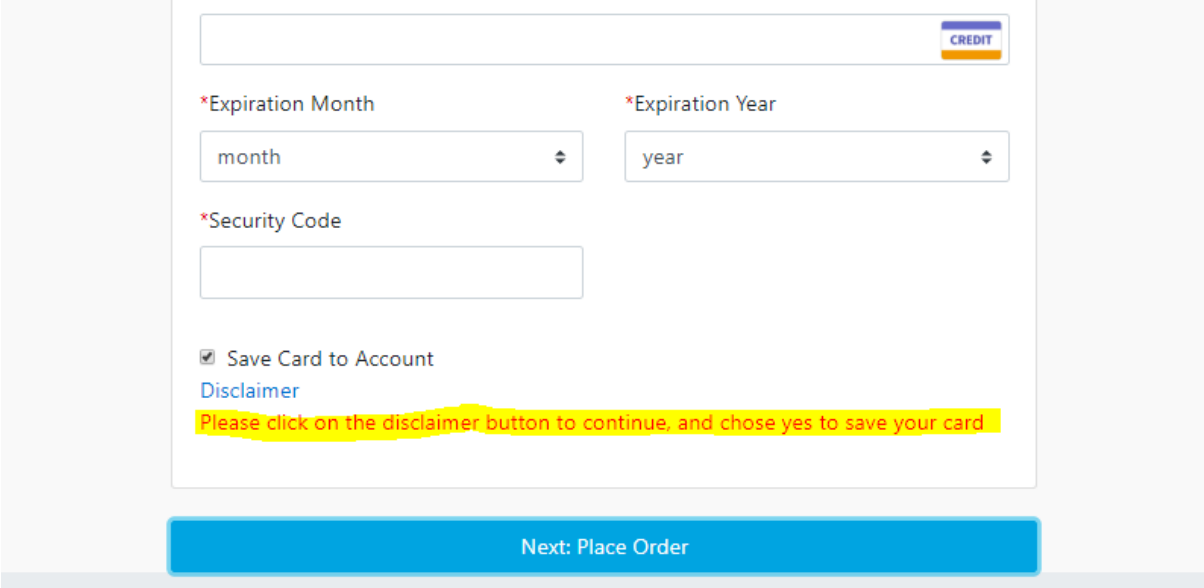
1. Show Disclaimer in the Frontend

The screenshot below shows the *Disclaimer* link at the lower left corner of the window below the *Save Card to Account* checkbox. This link does not appear if you disable the disclaimer in the front end.

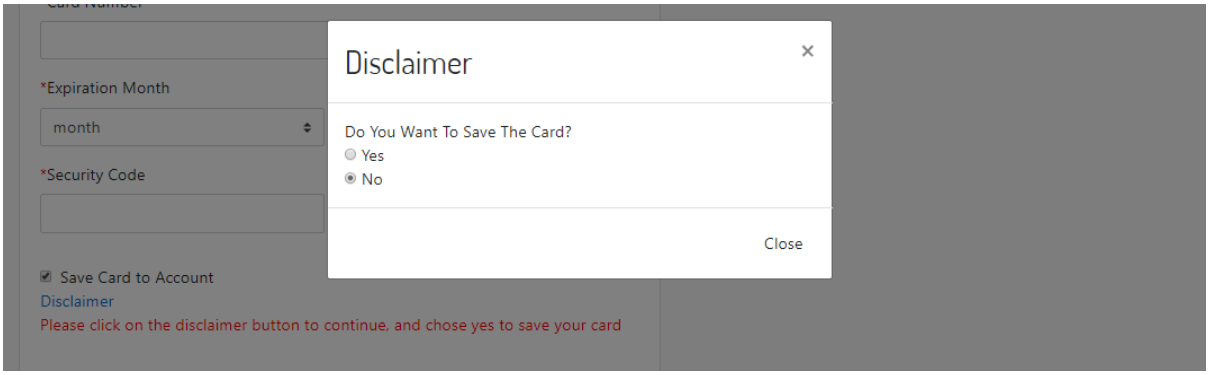


2. When"Is Disclaimer Mandatory?" is enabled

When the disclaimer is mandatory, your shoppers see a window like the one below. To place an order, shoppers select any of the options (Agree/Disagree). If shoppers do not do this, an error message appears – see the yellow sentence on the screen below.

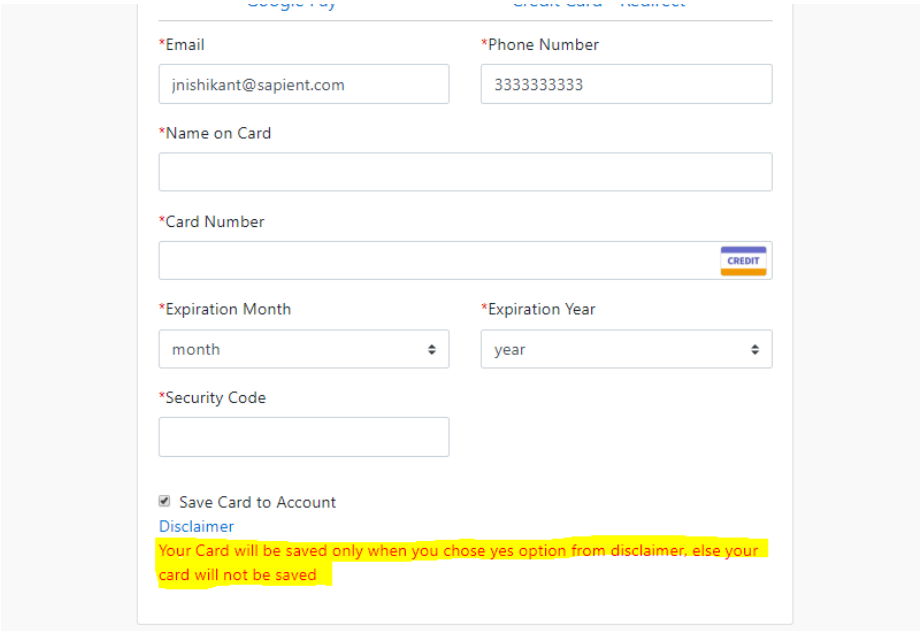


If the shopper views the disclaimer and clicks **Yes** to save the card, the system saves the card details and the order is placed. See screenshot below:



If the shopper selects **No**, the system does not save the card details and the *Save card* checkbox automatically unchecks. The order is placed as normal.

3. When “is Disclaimer Mandatory” is disabled



If the shopper clicks the disclaimer link and selects **Yes**, the system saves the card details and the order is placed.

If the shopper selects **No** the card details are not saved. The *Save card* checkbox is unchecked but the order is placed.

If the shopper did not open the disclaimer or did not select any option, the system defaults to the **No** option. Card details are not saved, but the order is placed.

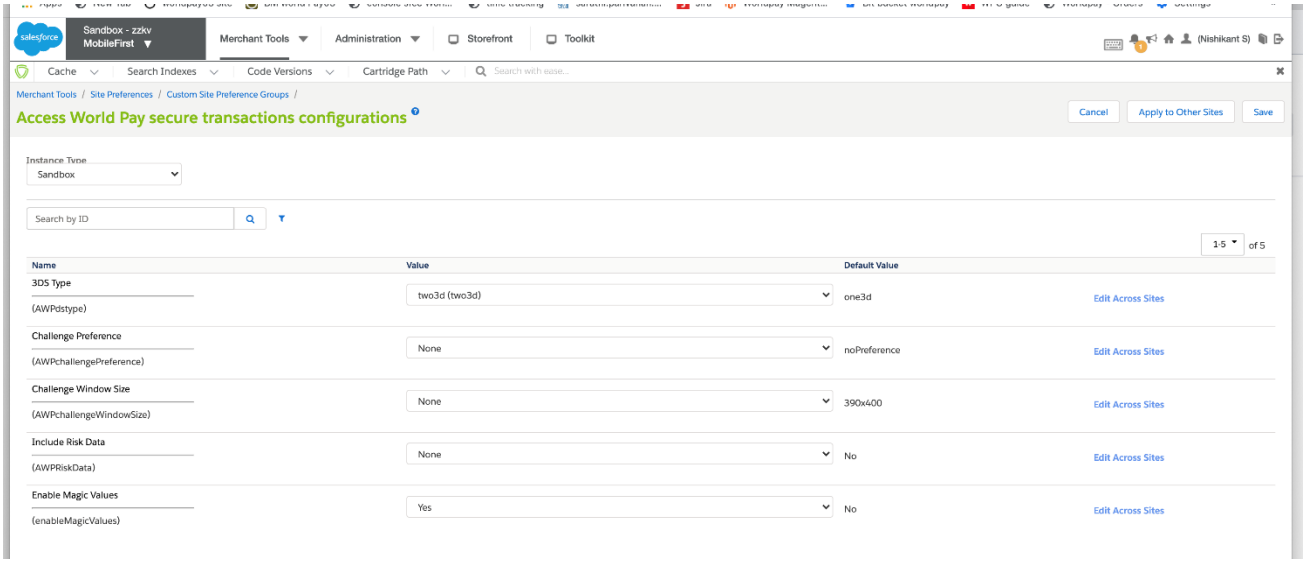
Note: If the shopper does not give the mandatory card details, or the format is wrong, the system does not save the card details. This occurs even though the Stored Credentials option is enabled.

3DS and 3DS Flex

3DS Flex is the most advanced 3DS product on the market, it provides your transactions with additional security. It combines the new standard of 3DS2 with traditional 3DS allowing for a single integration.

To enable 3DS and 3DS Flex, do the following:

1. Go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ AccessWorldpay-SecureTransaction*



Worldpay documentation

Follow the link for information on the 3DS:

- https://developer.worldpay.com/docs/access-worldpay/3ds/web/get-started

CSC: Partial & Multiple Capture

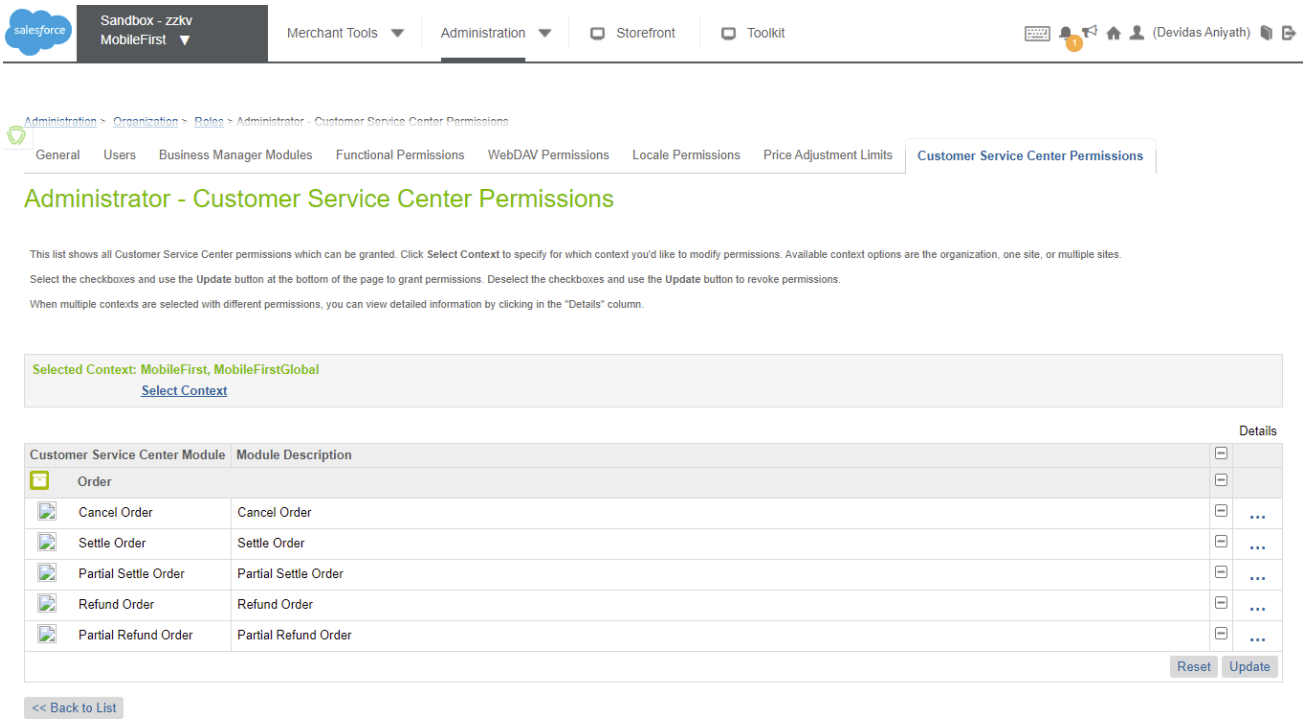
This feature enables merchants to do multiple partial capture from the Customer Service Centre (CSC).

Configurations

You must grant the Customer Service Centre (CSC) permission to do multiple partial captures.

To do this, you need to change the Admin Configuration. Do the following:

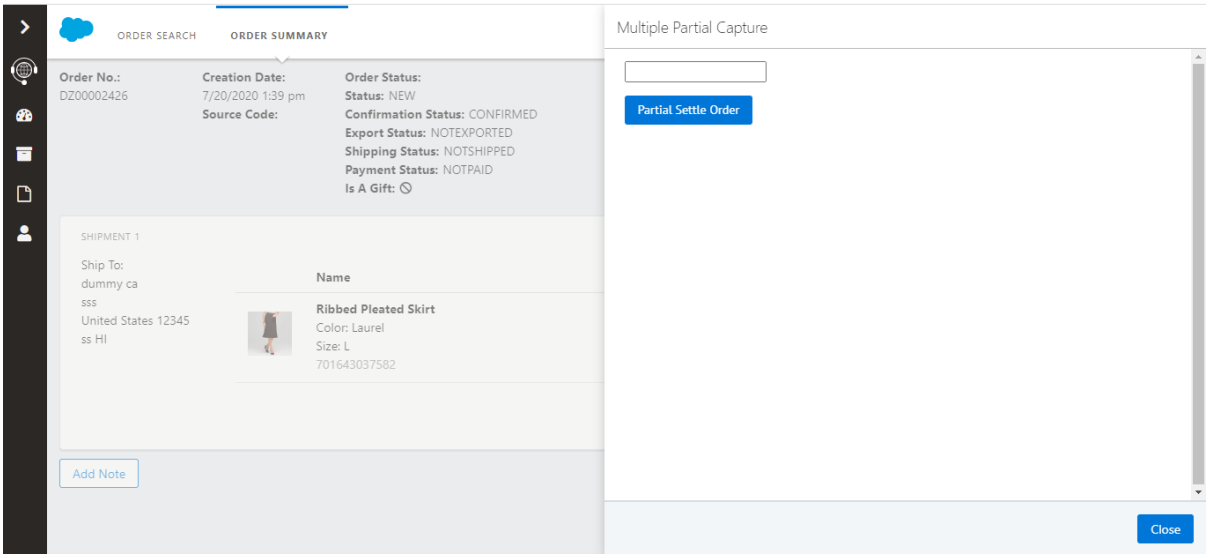
1. Go to *Administration/ Organization/Roles & Permissions.*
2. Click *Administrator.*
3. Click the *Customer Service Center Permissions* tab and give permission to the Site(s).



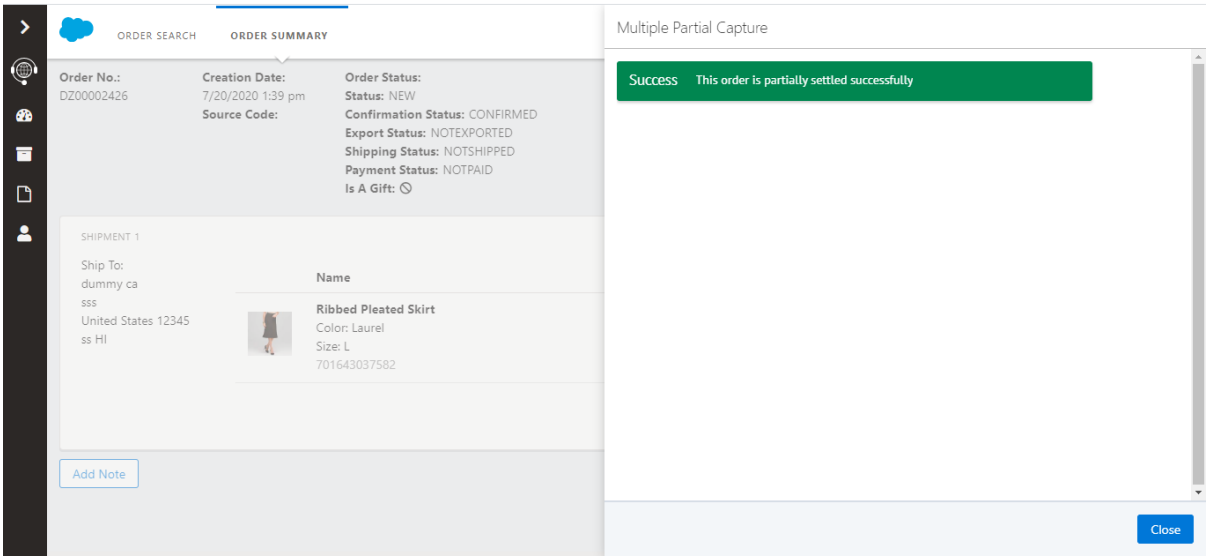
4. Go to *Administration/Site Development/System Object Types/Order - Attribute Groups/custom.*
5. Create the following system object types if not present already - *awpPartialSettleAmount*, and *awpSettleReference.*

☐		awpCancelUrl	AWP Cancel URL	String		0	Edit
☐		awpCurrencyCode	awpCurrencyCode	String		0	Edit
☐		awpPartialRefundAmount	AWP Partial Refund Amount	String		0	Edit
☐		awpPartialRefundUrl	AWP Partial Refund URL	String		0	Edit
☐		awpPartialSettleAmount	AWP Partial Settle Amount	String		0	Edit
☐		awpPartialSettleUrl	AWP Partial Settle URL	String		0	Edit
☐		awpRefundReference	AWP Refund Reference	Set of Strings		0	Edit
☐		awpRefundUrl	AWP Refund URL	String		0	Edit
☐		awpSettleReference	AWP Settle Reference	Set of Strings		0	Edit
☐		awpSettleUrl	awpSettleUrl	Text		0	Edit

End User Interaction (CSC Agent) Flow:



Then enter a value and click *Partially Settle Order* after validation you get a success message.



If you run the *OrderInquiriesUpdateJob*, the job picks up the latest order status after partial capturing.

Worldpay documentation:

Follow the link for information on managing payments:

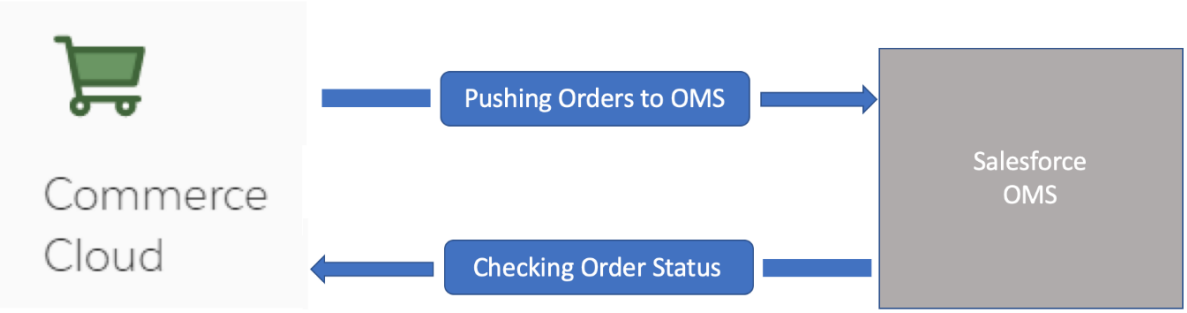
- https://developer.worldpay.com/docs/access-worldpay/payments/manage-payments

Salesforce OMS – B2C Integration

This optional feature enables merchants to get the order status from Salesforce OMS in B2C Commerce.

Note: The feature is applicable only for merchants who have opted for Salesforce OMS integration and has integrated OMS with their environment

Functional Diagram



Design Principle

Order status is retrieved by making a request a for single order. An authenticated shopper sees a link for every order in the Order History page, except for orders with the status FAILED/CREATED.

Once the OMS integration is in place, as per Salesforce:

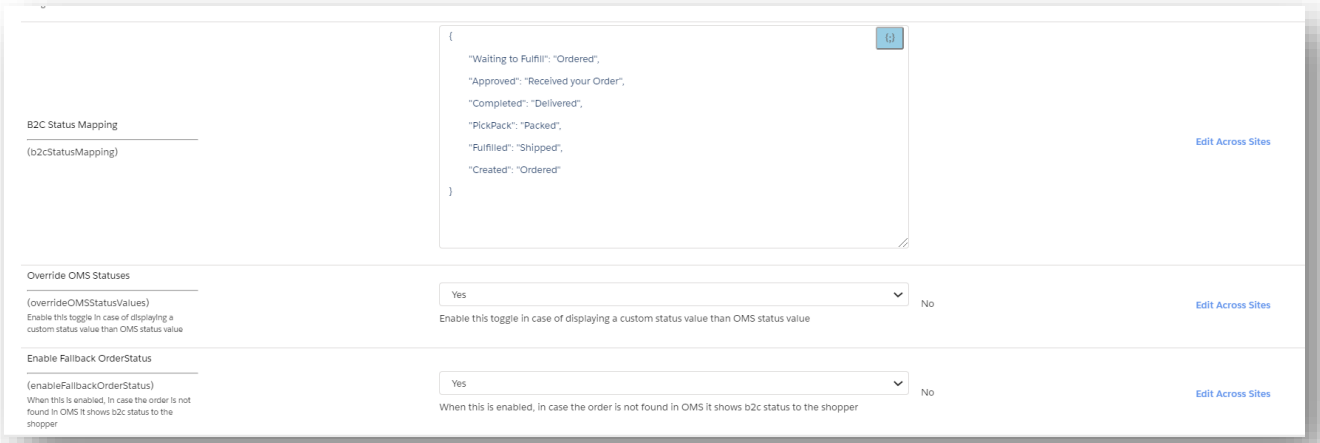
- If an order is present in OMS, the order status is displayed to the shopper
- If the order is not present in OMS – there are two possible messages for the shopper. These are controlled by the site preference value *Enable Fallback OrderStatus*
    - If set to No, a custom error message appears to the shopper
    - If set to Yes, the B2C order status appears to shopper

Business Manager Configuration

Pre-requisite: You should have the **consumer key**, **consumer secret** and **secure token** be ready as generated from the OMS. See the oms-b2c-integration-guide for more details.

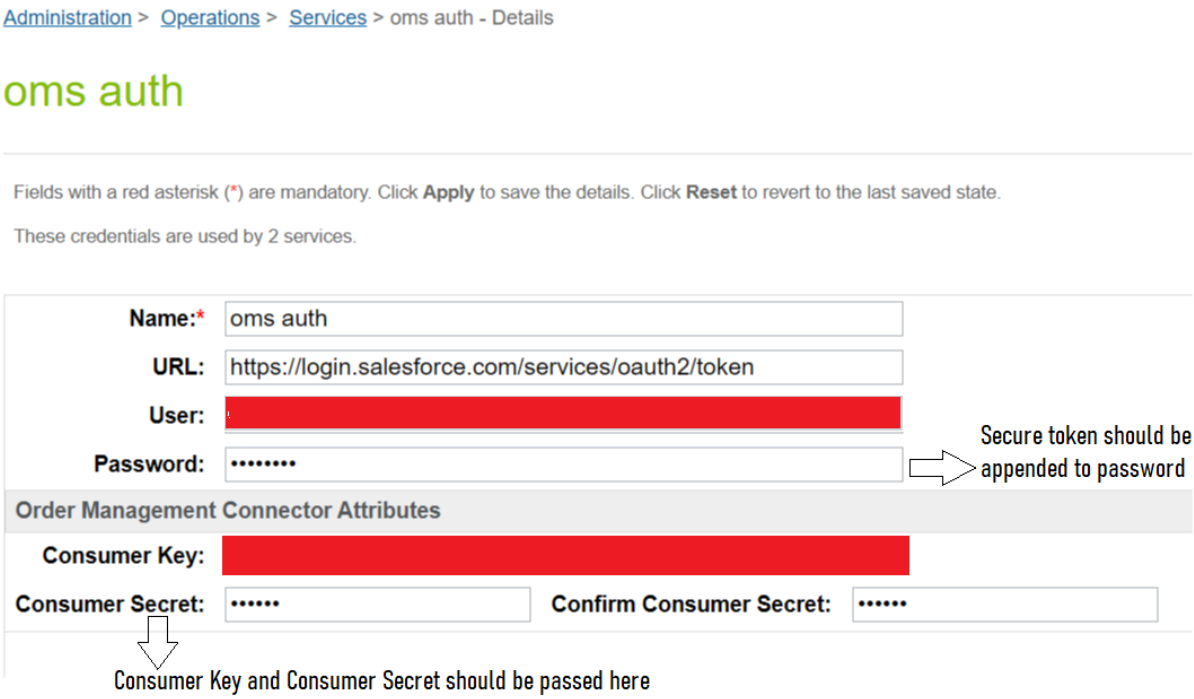
1. Go to Site/Merchant Tool/Site Preferences/Custom Preferences/ AccessWorldpay- SalesforceOMS.
2. Enable the Override OMS Statuses.
3. Provide mapping for B2C Status Mapping.

4. Enable the flag Enable Fallback OrderStatus if you want to display B2C order status instead of custom error message whenever the order is not available in OMS.

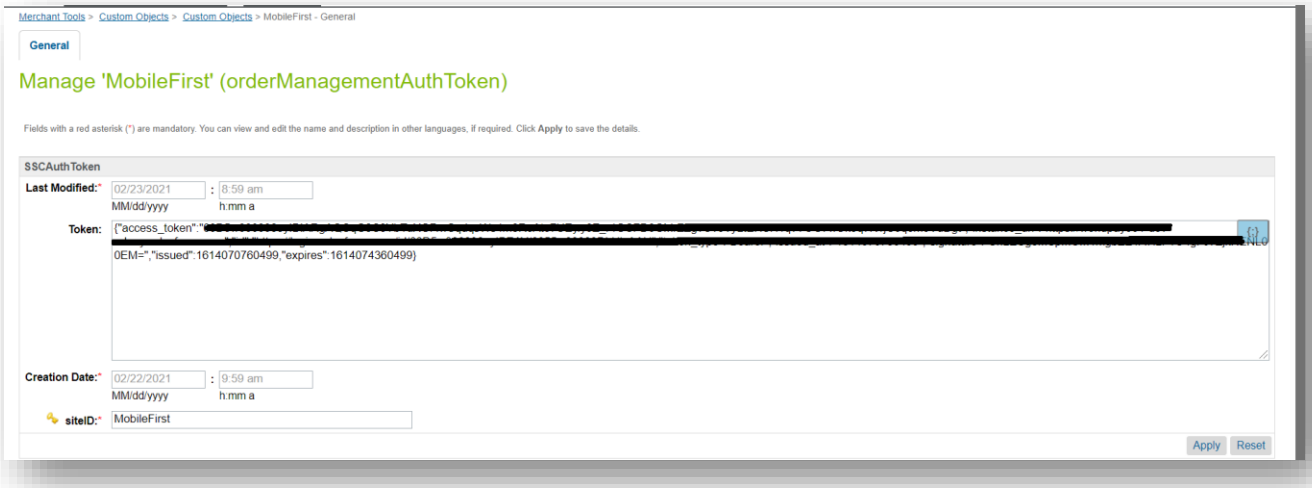


1. In Business Manager, go to *Administration/Services*.
2. Click on the credentials tab.
3. Click on *oms auth.*
4. Append this secure token with the password. The format would be password appended with secure token. Please fill in the consumer key, consumer secret and secure token.

See the screenshot below from Business Manager for service credential configuration.

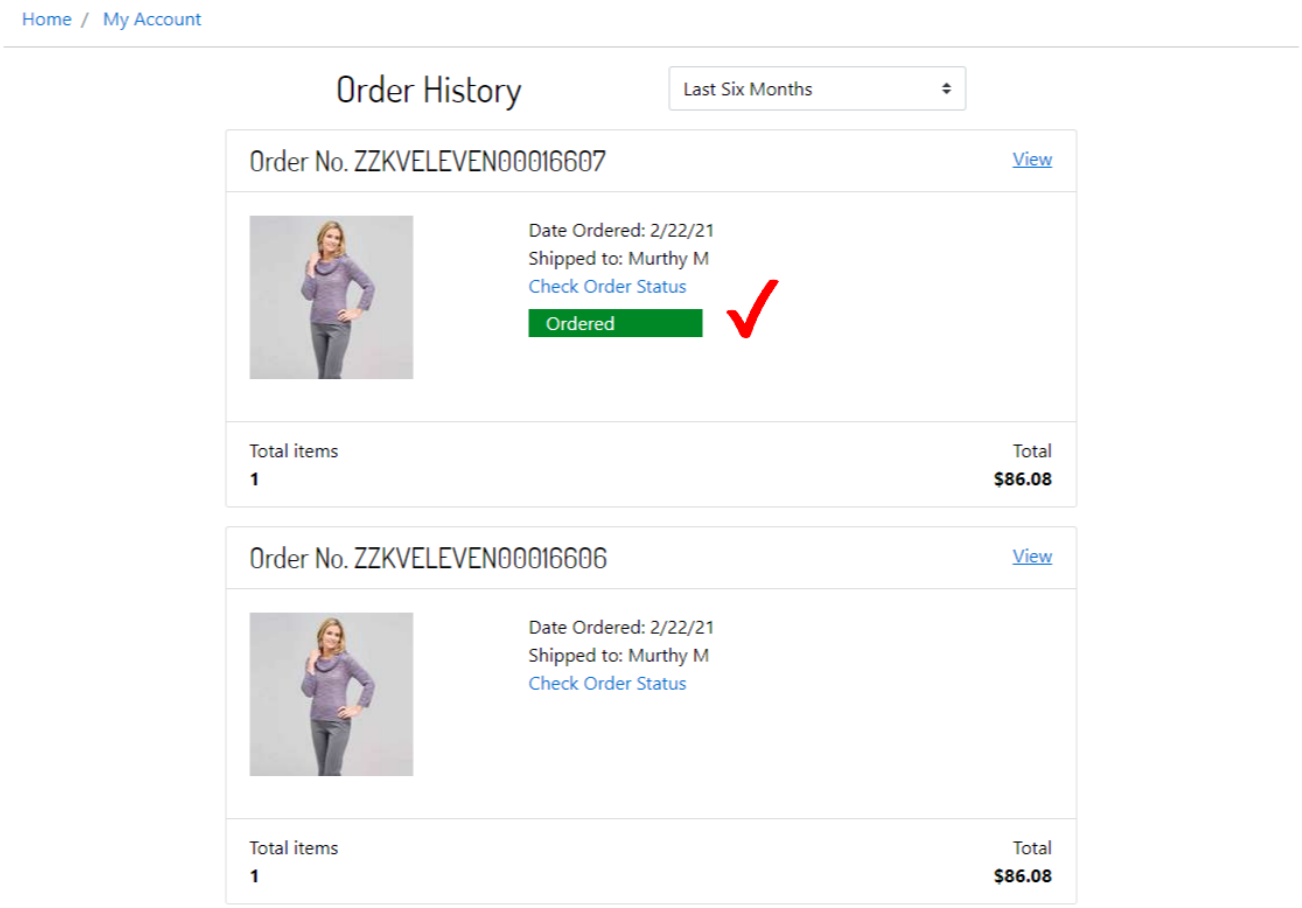


This implementation requires the custom object *orderManagementAuthToken* to store the auth key information. For each authentication, the auth token along with its expiry timestamp is written into the custom object. The successive calls to OMS use the store token in case it is not expired.



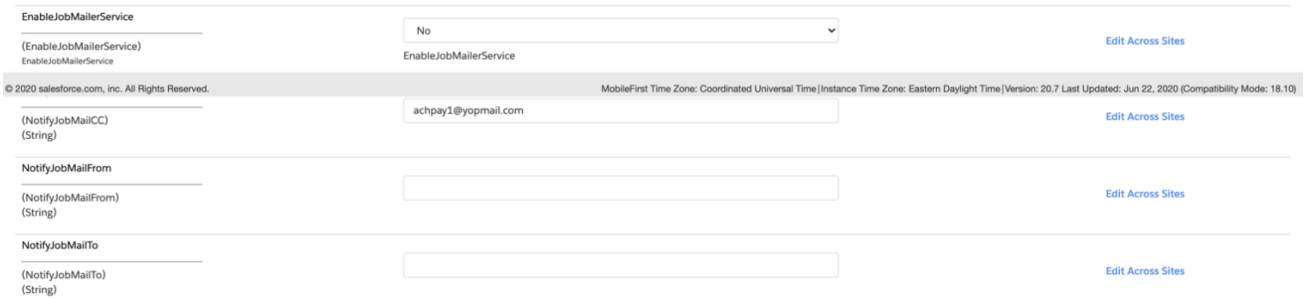
The cartridge code creates the services in BM using the API methods. But the required metadata considering the demo site name as “MobileFirst” was already given in meta data section. See *services.xml* in the cartridge code base.

The shopper's experience:



Job-failure email notifications

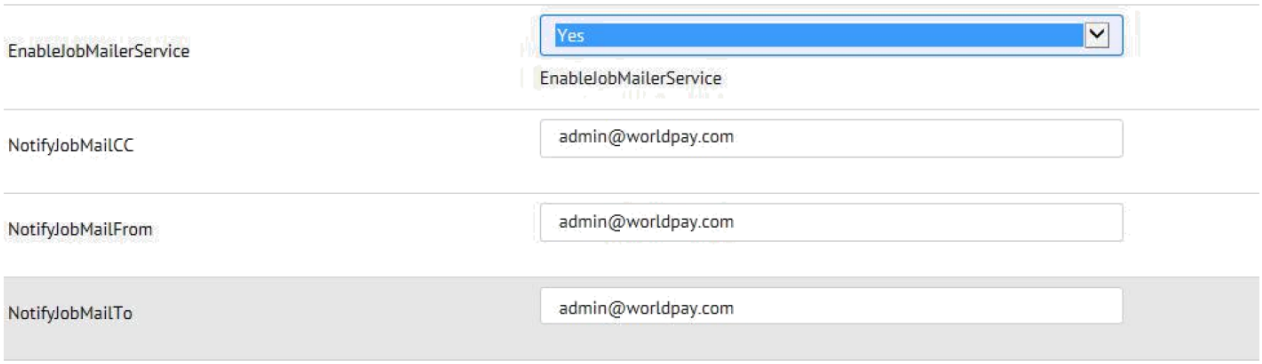
If a failure is reported in an order notification, the system can send an email to the shopper.



To enable this job, do the following:

1. Go to *Administration/Operations/Jobs* and click `OrderNotificationUpdatesJob`.
2. Click the **Schedule and History** tab.
3. Click the checkbox to enable the job.
4. Select the **Notifications** tab.
5. Click on the checkbox to enable the email notification for the job.

The next step is to select the site, go to *Merchant Tools/Site Preferences/Custom Preferences* and select **Yes** from the dropdown for `EnableJobMailerService`. You can see this in the screenshot below, along with the site preferences you must set.



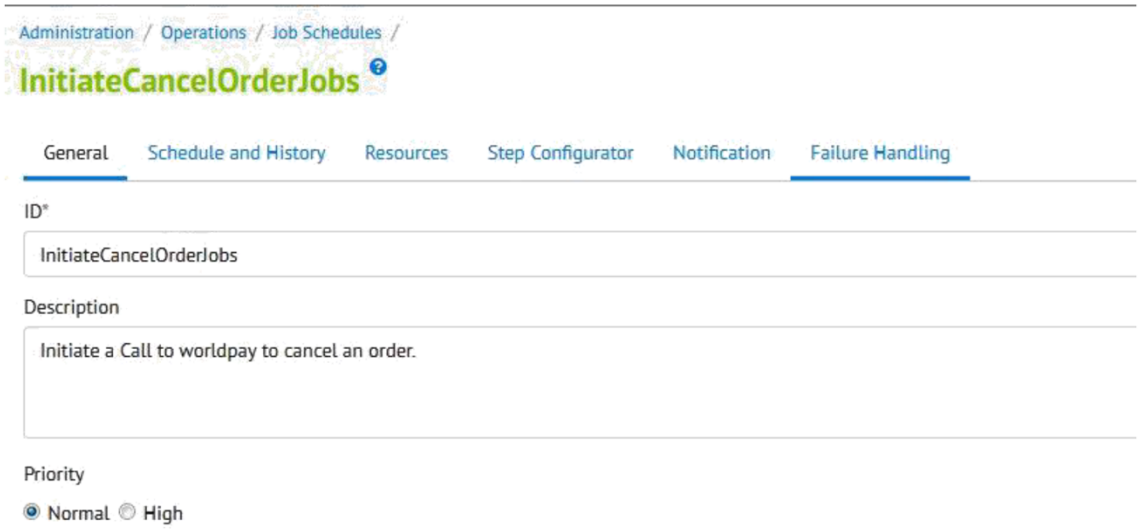
Initiate the cancel order job

This job cancels or refunds all failed orders that have the Worldpay *MAC Missing* attribute.

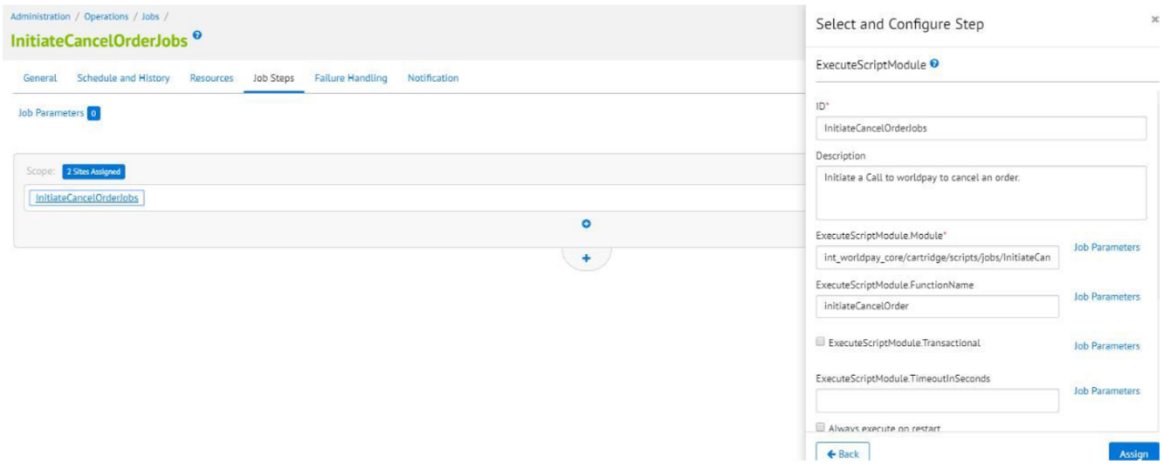
Note: In some cases, the Message Authentication Code (MAC) missing attribute is true. This occurs in a credit card response URL redirect when there has been a MAC error due to authentication failure. The same thing happens to an APM response URL redirect. See the Client Side Encryption guide for more details.

To set a schedule for running the job, and the time interval for selecting orders, go to Business Manager: *Administration/Operations/Jobs* and click `InitiateCancelOrderJobs`. Click the *Schedule* and *History* tab and schedule the time interval for running the job.

The job will also trigger an email, sent to your chosen recipients. The email has a list of orders that have failed because of a Worldpay Mac Missing status. The screenshot below shows you the control section for this job in Business Manager:



The screenshot below shows the functions and configuration settings for the job:



Country currency mapping

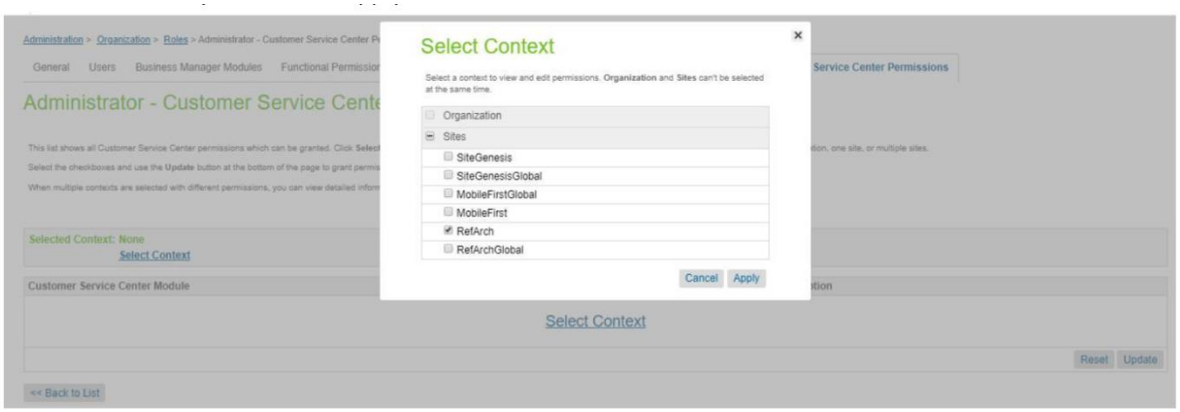
Countries are mapped against the following currencies:

Country	Currency
USA	US dollar
United Kingdom	Pound sterling
Germany	Euro
France	Euro
Belgium	Euro
Italy	Euro
Sweden	Swedish krona
Canada	Canadian dollar
Australia	Australian dollar
China	Yuan Renminbi
Japan	Japanese yen
Singapore	Singapore dollar
Russian Federation	Russian ruble

Managing the customer service center

To manage the customer service center, the Business Manager administrator should do the following:

1. Go to *Administration/Organization/Roles/Administrator* – Customer Service Center Permissions. This is enabled for CSC users.
2. Select the context of your site and click **Apply**:



Managing content assets

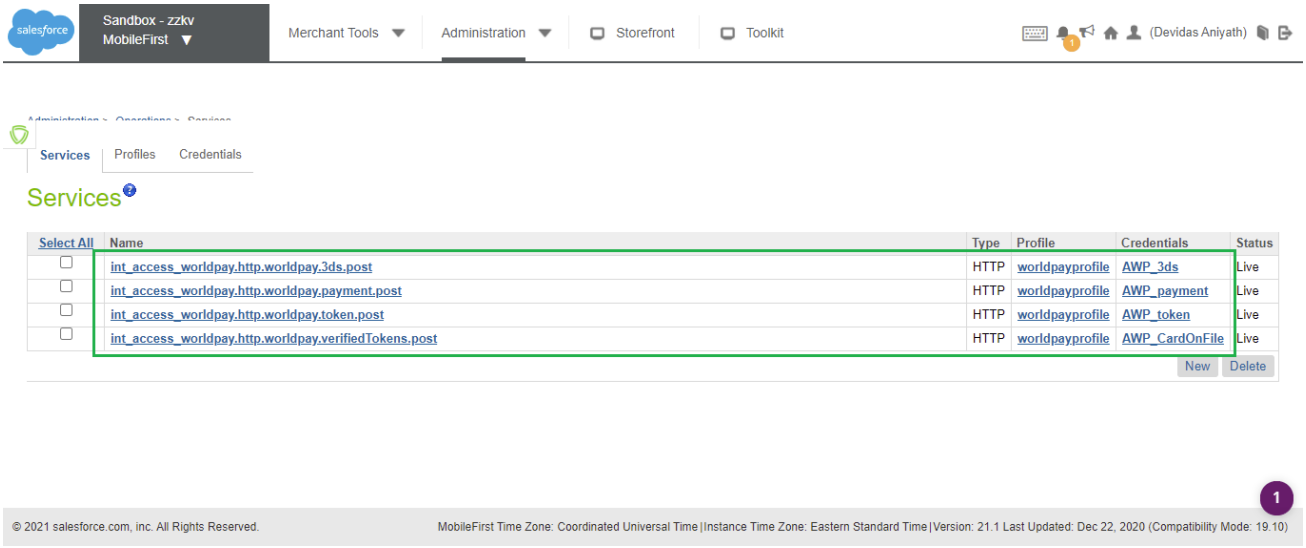
All imported assets are in the site import folder (metadata) in the cartridge installation pack.

Note: Ensure that content assets in the import have the appropriate library ID of the XML import site.

To manage content assets, go to *Merchant Tools/Content/Content Asset*. Ensure that assets with the IDs *worldpayhelper*, *saveCardDisclaimer* and *worldpay-elv-consent* are added.

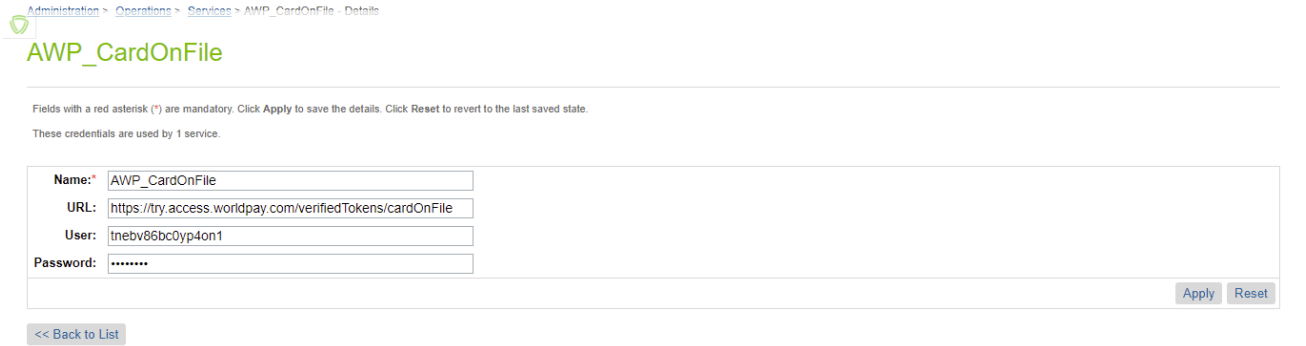
Managing your Worldpay Service profile

To manage your Worldpay profile, go to *Administration/Operations/Services* and click the associated credentials of the service:



Configuration information is in the table:

Profile	Description
Name	The Credential name.
URL	The web service URL that is invoked when calling the Worldpay service.
User	The username associated with the merchant ID.
Password	The password associated with the merchant ID.



Production set-up

To set up the production service in Business Manager:

1. Go to *Administration/Operations/Services.*
2. Click **Credentials**.
3. Create new credentials by inputting the merchant code, production service URL, username and password that Worldpay has sent you.

Operations and maintenance

Data storage

Data-level attributes

The attributes below are stored in the *Order* object. Custom attributes 3 to 6 are passed to OMS as a part of OMS integration. This enables the order management system to use the custom attributes for further processing.

Sr. No.	Additional Custom Fields	Attribute ID	Description
1	Transaction Status	`AWPtransactionStatus`	This field maintains the history of the order status. It is an array, and whenever an order status is changed, the transaction status will be updated by an order notification.
2	Worldpay Last Event	`WorldpayLastEvent`	The last transaction status that occurred on a Worldpay order.
3	Cancel URL	`oms_worldpay__awpCancelUrl`	OMS uses this URL for cancellation.
4	Currency Code	`oms_worldpay__awpCurrencyCode`	Currency code stored and to be used by OMS.
5	Partial Settle URL	`oms_worldpay__awpPartialSettleUrl`	OMS uses this URL for partial settlement.
6	Settle URL	`oms_worldpay__awpSettleUrl`	OMS uses this URL for full settlement.

Order notification custom object

The attributes for the custom Object `OrderNotifyUpdatesForAWP` are defined in the table below. The system creates a new custom object every time a notification is received with all these attributes. The custom object is kept until the Notification Job deletes it.

Sr. No.	Additional Custom Fields	Description
1	Order No	orderNo
2	JSONString	JSONString
3	Custom Object ID	ID
4	Time Stamp	timestamp

Availability

Please contact your Worldpay Relationship Manager (RM) or Worldpay Support for:

- The expected availability/uptime (in percentage) of services and interfaces
- Current information on the availability and reliability of services
- Information on any unplanned outage

Failover / Recovery

- For any service outage your storefront will display "service not available / error in connection / payment error" message
- For recovery, please reach out to your Worldpay contacts

Contact Us

Please contact your Worldpay Relationship Manager or Worldpay Support (0800 096 3997).