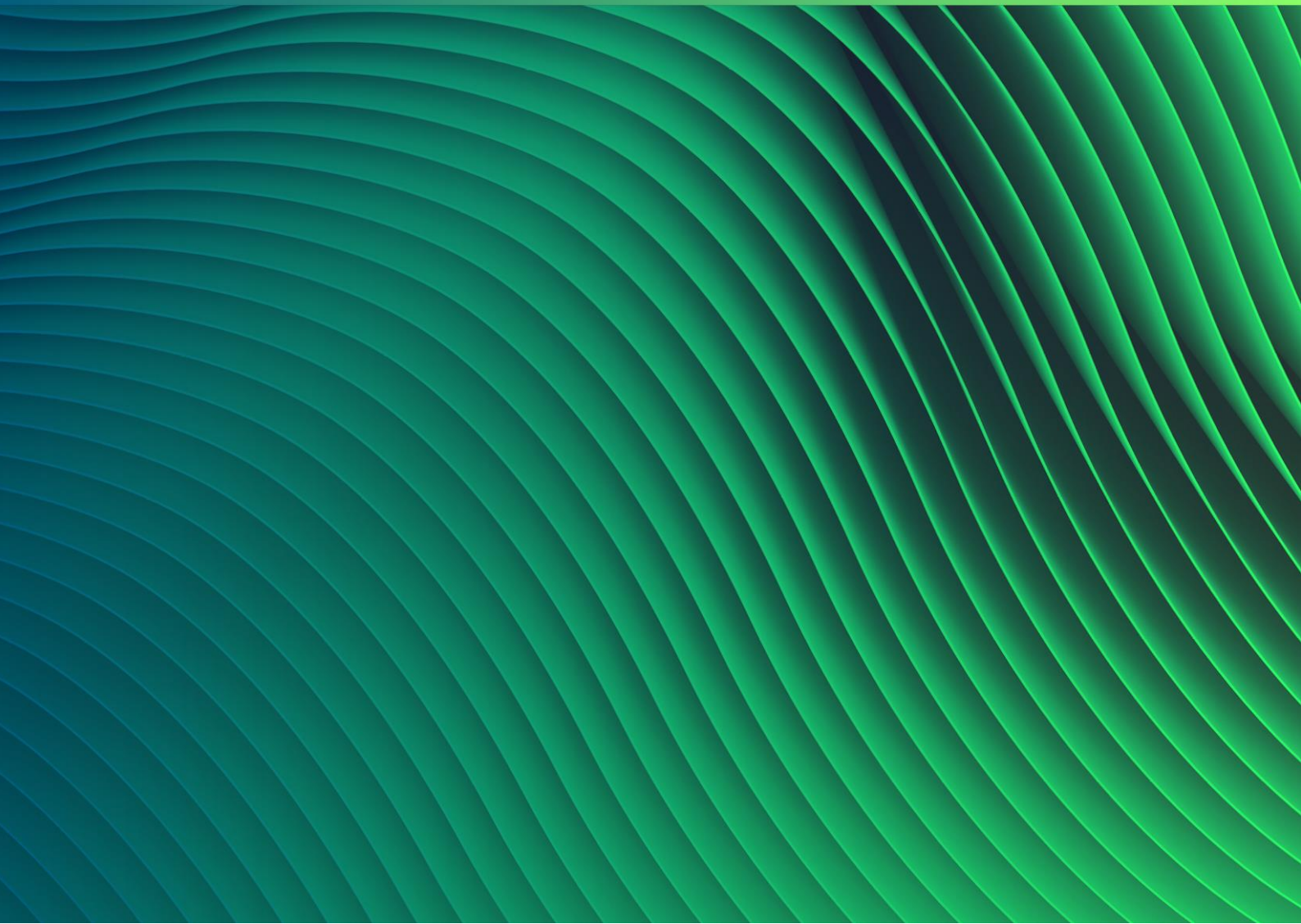


# **Salesforce Access Worldpay**

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.

The screenshot shows the Salesforce Merchant Tools interface. The top navigation bar includes 'Sandbox - zzkv MobileFirst', 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. The main content area displays a table of payment methods. The 'WEB\_CHECKOUT\_SDK' method is highlighted with a green box. Below the table, the 'WEB\_CHECKOUT\_SDK Details' section is visible. The 'Payment Processor' dropdown is set to 'Worldpay <Worldpay>' and is highlighted with a green box. Other fields like 'Description', 'Image', 'Countries', 'Currencies', and 'Customer Groups' are also visible.

Payment Method	Processor	Status
SOLO-SSL	Nordea	Yes
WEB_CHECKOUT_SDK	WEB SDK	No
WECHATPAY-SSL	Wechatpay	Yes
Worldpay	Credit Card - Redirect	Yes
YANDEXMONEY-SSL	Yandex	Yes

**WEB\_CHECKOUT\_SDK Details**

Description:

Image:  [Select](#)

Payment Processor:

Countries: All [Edit](#)

Currencies: All [Edit](#)


Customer Groups: All [Edit](#)

Min/Max Payment Ranges: [Min/Max Payment Ranges](#)

¥  to

€  to

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	<a href="#">Edit Across Sites</a>
Web Checkout SDK Script* (webCSDKScript) (String)	https://try.access.worldpay.com/access-checkout/v1/checkout.js	<a href="#">Edit Across Sites</a>
Credit Card Security Model (ccSecurityModel)	WEB_SDK (WEB_SDK)  WEB_SDK	<a href="#">Edit Across Sites</a>



## End User Checkout Flow:

Applicable for both guest and registered users.

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Checkout

Need Help? Call [1-800-555-0199](tel:1-800-555-0199)

Shipping

Shipping Address:

Murthy M  
500 Howard St  
SANFRANCISCO CA 94118  
8122797246

Shipping Method:

Ground ( 7-10 Business Days ) \$5.99

Edit

Payment

Billing Address

Murthy M 500 Howard St SANFRANCISCO CA 94118

Update Address

Add New

CREDIT

Google Pay

\*Email

\*Phone Number

8122797246

\*Name

Name

\*Card Number

Card number

\*Expiration date

MM/YY

\*CVV

CVV

There will be a low value authorisation check made against your card (usually zero), any funds held for this purpose will be returned by your bank a few days after the check.

VERIFY NOW

Order Summary

Subtotal ..... \$33.99  
Shipping ..... \$5.99  
Sales Tax ..... \$2.00  
**Total ..... \$41.98**

1 Items ..... \$33.99

Classic Bermuda Short

Color: Tan & Ivory Stone  
Size: 4  
In Stock

Each	Quantity	Total
<del>\$49.00</del> \$33.99	1	\$33.99

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.

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# Checkout

## Shipping

[Edit](#)

**Shipping Address:**  
Murthy M  
500 Howard St  
SAN FRANCISCO CA 94118  
8122797246

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

Need Help? Call [1-800-555-0199](tel:1-800-555-0199)

## Order Summary

Subtotal ..... \$33.99

Shipping ..... \$5.99

Sales Tax ..... \$2.00

**Total ..... \$41.98**

## Payment

**Billing Address**

Murthy M 500 Howard St SAN FRANCISCO CA 94118

[Update Address](#) [Add New](#)

**\*Email**  
test@gmail.com

**\*Phone Number**  
8122797246

**\*Name**  
Tester

**\*Card Number (visa)**  
4444333322221111

**\*Expiration date**  
02/22

**\*CVV**  
738

There will be a low value authorisation check made against your card (usually zero), any funds held for this purpose will be returned by your bank a few days after the check.

**VERIFY NOW**

**1 Items ..... \$33.99**

**Classic Bermuda Short**

Color: Tan & Ivory Stone  
Size: 4  
In Stock

Each	Quantity	Total
<del>\$49.00</del> <b>\$33.99</b>	<b>1</b>	<b>\$33.99</b>

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.

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# Checkout


## Shipping

**Shipping Address:**  
Murthy M  
500 Howard St  
SANFRANSISCO CA 94118  
8122797246

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

## Payment

**Billing Address**  
Murthy M 500 Howard St SANFRANSISCO CA 94118  
[Update Address](#) [Add New](#)

 [Google Pay](#)

**\*Email**  **\*Phone Number**


The Verification of the card with your bank is successful. Please Click on Next:  
[Review Order](#) button to continue.  
OR, Click on [Change Payment Card](#) to Proceed with new Card Details.  
[Change Payment Card](#)

[Need Help? Call 1-800-555-0199](#)

## Order Summary

Subtotal .....	\$39.60
Shipping .....	\$5.99
Sales Tax .....	\$2.28
<b>Total .....</b>	<b>\$47.87</b>

**1 Items .....** **\$39.60**

**Platinum V Neck Suit Dress**  
 **Color:** Black  
**Size:** 8  
**In Stock**

Each	Quantity	Total
<del>\$99.00</del>	<b>1</b>	<del>\$99.00</del>
<b>\$39.60</b>		<b>\$39.60</b>

Next: Review Order

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


## Payment

Billing Address

Murthy M 500 Howard St SANFRANSISCO CA 94118

Update Address

Add New



Google Pay

\*Email

test@gmail.com

\*Phone Number

8122797246

\*Name

Tester

\*Card Number(visa)

4444333322221111

\*Expiration date

02/22

\*CVV

738

There will be a low value authorisation check made against your card (usually zero), any funds held for this purpose will be returned by your bank a few days after the check.

VERIFY NOW

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.

The screenshot shows the Salesforce Merchant Tools interface. The top navigation bar includes 'Sandbox - zzkv MobileFirst', 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. The user is logged in as 'Devidas Aniyath'. The breadcrumb trail is 'Merchant Tools / Site Preferences / Custom Site Preference Groups'. The page title is 'Access World Pay General configurations'. There are buttons for 'Cancel', 'Apply to Other Sites', and 'Save'. The 'Instance Type' is set to 'Sandbox'. A search bar is labeled 'Search by ID'. A table lists configurations:

Name	Value	Default Value
Credit Card Security Model (ccSecurityModel)	DIRECT (DIRECT)	WEB_SDK
Web Checkout State Identity (webCSDKIdentity) (String)	8d4cbbb0-66f8-4ec5-9a21-19b55dc663ab	

Each row has an 'Edit Across Sites' link. The table shows 1-6 of 6 items.

## End User Interaction Flow:

Applicable to both guest and registered users.



## Checkout

## Edit

Murthy M  
500 Howard St  
SAN FRANCISCO CA 94118  
8122797246

Ground ( 7-10 Business Days ) .....	<b>\$5.99</b>
-------------------------------------	---------------

Murthy M 500 Howard St SANFRANCISCO CA 94118

[Add New](#)

test@gmail.com

8122797246

test

5204 2452 5000 1496



2022

534

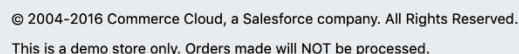
☐ Save Card to Account

**Total** ..... **\$83.98**



Each	Quantity	Total
<del>\$99.00</del>	1	<b>\$73.99</b>
<b>\$73.99</b>		

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## Checkout

## Shipping

[Edit](#)

## Shipping Address:

Murthy M  
500 Howard St  
SAN FRANCISCO CA 94118  
8122797246

## Shipping Method:

Ground ( 7-10 Business Days ) ..... **\$5.99**

## Payment

[Edit](#)

## Billing Address:

Murthy M  
500 Howard St  
SAN FRANCISCO CA 94118  
test@gmail.com  
8122797246

## Payment:

Credit MasterCard  
\*\*\*\*\*1496  
Ending 11/2022

Need Help? Call [1-800-555-0199](tel:1-800-555-0199)

## 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
<del>\$99.00</del>	1	<b>\$73.99</b>

[Place Order](#)

## 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



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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**.

Administration / Operations / Job Schedules /

## OrderNotificationUpdatesJob

General Schedule and History Resources Step Configurator Notification Failure Handling

ID\*

OrderNotificationUpdatesJob

Description

Batch job for reading Custom Objects of Order Notifications and updating Order Statuses

Priority

☒ Normal ☐ High

Global Parameters

Scope: **Marketing**

OrderNotificationUpdatesJob

Select and configure step

ExecuteScriptModule

Executes a function exported by a script module. The module ID has to be configured at parameter 'ExecuteScriptModule.Module'.

ID\*

OrderNotificationUpdatesJob

Description

Batch job for reading Custom Objects of Order Notifications and updating Order Statuses

ExecuteScriptModule.Module\*

artridge/scripts/jobs/OrderNotificationUpdatesJob.js

Global Parameters

ExecuteScriptModule.FunctionName

orderNotificationUpdatesJob

Global Parameters

☒ ExecuteScriptModule.Transactionall

Global Parameters

ExecuteScriptModule.TimeoutInSeconds

Back Assign

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	<ul style="list-style-type: none"> <li>Shows if the job schedule is enabled or not. If enabled, it shows the frequency of the schedule</li> <li>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</li> </ul>

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	<ul style="list-style-type: none"><li>• Gives you the option to enable or disable notifications</li><li>• Enables you to select the events (success, failure, retry, long running) you want to receive notification about</li><li>• From, To, CC and BCC sections to provide notification contacts</li></ul>

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.

[Merchant Tools](#) > [Ordering](#) > Payment Methods

### Payment Methods

Payment Methods

Payment methods are managed here. To create a new payment method, click the **New** button. To remove a payment method click the remove icon in the payment method row. The default payment methods can't be removed, and their IDs can't be changed. When you select the CREDIT\_CARD payment method, credit/debit cards can be reordered through drag-and-drop.

[New](#) [Sort Order](#) [Credit/Debit Cards](#) [Import/Export](#) Language: **Default**

ID	Name	Enabled	Sort Order
New Payment Method - 1/25/19 5:49:28 am			
		No	12
New Payment Method - 3/16/20 7:20:41 am			
		No	14
PAYPAL-EXPRESS	Pay Pal	Yes	15
PAYWITHGOOGLE-SSL	Google Pay	Yes	35
POLI-SSL	Poli	Yes	32
POLINZ-SSL	Poli	Yes	33
PRZELEWY-SSL	Przelewy24	Yes	30
QIWI-SSL	QIWI	Yes	21
SEPA_DIRECT_DEBIT-SSL	SEPA	Yes	36
SOFORT-SSL	Sofort	Yes	19
SOFORT_CH-SSL	Sofort	Yes	16

**PAYWITHGOOGLE-SSL Details**

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

Screenshot for test environment is given below.

Access World Pay Mobile wallets configurations

Instance Name: **Sandbox**

Search by ID

Name	Value	Default Value
Google Pay Environment (AWPGooglePayEnvironment)	TEST (TEST)	TEST
Google Merchant ID (AWPGooglePayMerchantID) (String)		gPayMerchantID
Google Merchant Name (AWPGoogleMerchantName) (String)		gPayMerchant
Gateway Merchant Id (AWPGatewayMerchantId) (String)	627392fb1cafcb1	gatewayMerchantId
Gateway Merchant Name (AWPGatewayMerchantName) (String)		worldpay



## 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.

The screenshot displays a payment form for Google Pay. At the top, there is a tab labeled "Google Pay". Below the tab, there are two input fields: "\*Email" and "\*Phone Number". The "\*Phone Number" field contains the text "3333333333". Below these fields is a black button with the text "Buy with Google Pay". At the bottom of the form, there is a large blue button labeled "Place Order".

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:

The screenshot displays the Salesforce Business Manager interface. At the top, there's a navigation bar with 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. A table lists various payment methods, including 'CHINAUNIONPAY-SSL', 'CREDIT\_CARD', 'DW\_ANDROID\_PAY', 'DW\_APPLE\_PAY' (highlighted), 'EBETALNING-SSL', 'ELV-SSL', 'ENETS-SSL', 'GIFT\_CERTIFICATE', and 'GIROPAY-SSL'. Each row has columns for status (Yes/No) and a count. Below the table, the 'DW\_APPLE\_PAY Details' section is expanded, showing configuration options for Payment Processor (Worldpay <Worldpay>), Countries (All), Currencies (All), Customer Groups (All), and Min/Max Payment Ranges (Min/Max Payment Ranges). The 'Custom' section is also visible, with fields for Merchant Code, User Name, Type (set to DIRECT), Password, and Confirm. At the bottom right, there are 'Apply' and 'Cancel' buttons.

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.

Merchant Tools > Site Preferences > Apple Pay  
Cache Search Indexes Code Versions Cartridge Path Search with ease...

## Apple Pay

Please enter your site information below. Fields marked with an asterisk (\*) are mandatory. Click Submit when you've finished updating your configuration.

Instance Type: Sandbox/Development

Apple Pay Enabled? ☒

### Onboarding

Apple Merchant ID:\*

Apple Merchant Name:\*

Country Code:\* US

Merchant Capabilities:\* ☒ 3DS ☐ EMV ☒ Credit ☒ Debit

Supported Networks:\* ☒ Amex ☒ China UnionPay ☒ Discover ☐ Interac ☒ MasterCard ☒ Private Label ☒ Visa

Required Shipping Address Fields: ☒ Email ☒ Name ☒ Phone ☒ Postal Address

Required Billing Address Fields: ☒ Name ☒ Postal Address

### Storefront Injection

Inject Apple Pay Button on Mini Cart? ☐

Inject Apple Pay Button on Cart Page? ☐

Redirect Pages to HTTPS? ☐

### Payment Integration

Use Commerce Cloud Apple Pay Payment API? ☐

Payment Provider URL:\*

Payment Provider Merchant ID:\*

API Version:\* v1

Use Basic Authorization? ☐

Payment Provider User:\*

Payment Provider Password:\*

Use JWS? ☒

JWS Private Key Alias:\*

Delete Submit

## 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).

Import Private Key or Certificate

File\*

merchant.com.publicissapiient.ecom\_merch\_identity.p12

Select...

Type

Private Key

Alias\*

Example: www.sitegenesis.com

Source Password

Hostnames

Example: www.sitegenesis.com Add

Cancel Save

## Complete the domain registration for the environment

### Domain Registration

You must register the domain for your site with Apple in order to use Apple Pay.

The currently configured domain for this site is zzkv-001.sandbox.us01.dx.commercecloud.salesforce.com.

#### Apple Sandbox

Registered Sandbox Domains zzkv-001.sandbox.us01.dx.commercecloud.salesforce.com

zzkv-009.sandbox.us01.dx.commercecloud.salesforce.com

Unregister Apple Sandbox


Register Apple Sandbox

## The shopper's experience

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

Update Address

Add New




Google Pay

Apple Pay

\*Email

\*Phone Number

9090909090



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.

Sites-MobileFirst-Site | Salesforce Commerce Cloud | 4.4.1

Sites-Mobi


Shipping

Shipping Address:  
anitha mani  
1700 street  
linden NE 07064  
9090909090

Shipping Method:  
Ground ( 7-10 Business Days )

Payment


Billing Address  
anitha mani 1700 street linden NE 07064



Google Pay

\*Email


test@gmail.com



Apple Pay

Cancel

CARD & BILLING



MASTERCARD REWARDS CARD (•••• 14...  
1700 JERRYS RD STREET MD 21154 UNI...

SHIPPING

ANITHA MANI  
170 STREET ROAD  
LINDEN  
UNITED KINGDOM  
07064  
UNITED KINGDOM

METHOD

GROUND  
ORDER RECEIVED WITHIN 7-10 BUSINESS DAYS

CONTACT

ANITHAAA@MANIII@GMAIL.COM  
(989) 898-9898

MERCHANDISE

\$54.99

GROUND


\$5.99

TAX

\$3.05

PAY

MERCHANT.COM.PUBLICISSAPIENT.ECOM \$64.03



Use keyboard to complete purchase

Color: Admira

Size: 6

n Stock

Quanti

1

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 facelID).

**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*

Instance Name: Sandbox - zzkv MobileFirst

Merchant Tools Administration Storefront Toolkit

Cache Search Indexes Code Versions Cartridge Path Search with ease...

Merchant Tools / Site Preferences / Custom Site Preference Groups /

Access World Pay Account On File configurations

Instance Name: Sandbox

Search by ID

Name	Value	Default Value
Enable CC Tokenization (AWPEnableCCTokenization)	Yes	No

1-1 of 1

Edit Across Sites

## 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*

Name	Value	Default Value
Is Disclaimer Mandatory? (AWPisDisclaimerMandatory)	Yes	Yes
Show Disclaimer in the Frontend (AWPshowDisclaimer)	Yes	Yes

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**.

Is Disclaimer Mandatory?	No	Yes	<a href="#">Edit Across Sites</a>
Show Disclaimer in the Frontend	Yes	Yes	<a href="#">Edit Across Sites</a>

Rendering Template:

Custom CSS File:

Content

Body: Do You Want To Save The Card?

Year:

Download Apply Reset

## 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.

Google Pay Credit Card - Redirect

\*Email

\*Phone Number

\*Name on Card

\*Card Number

\*Expiration Month

\*Expiration Year

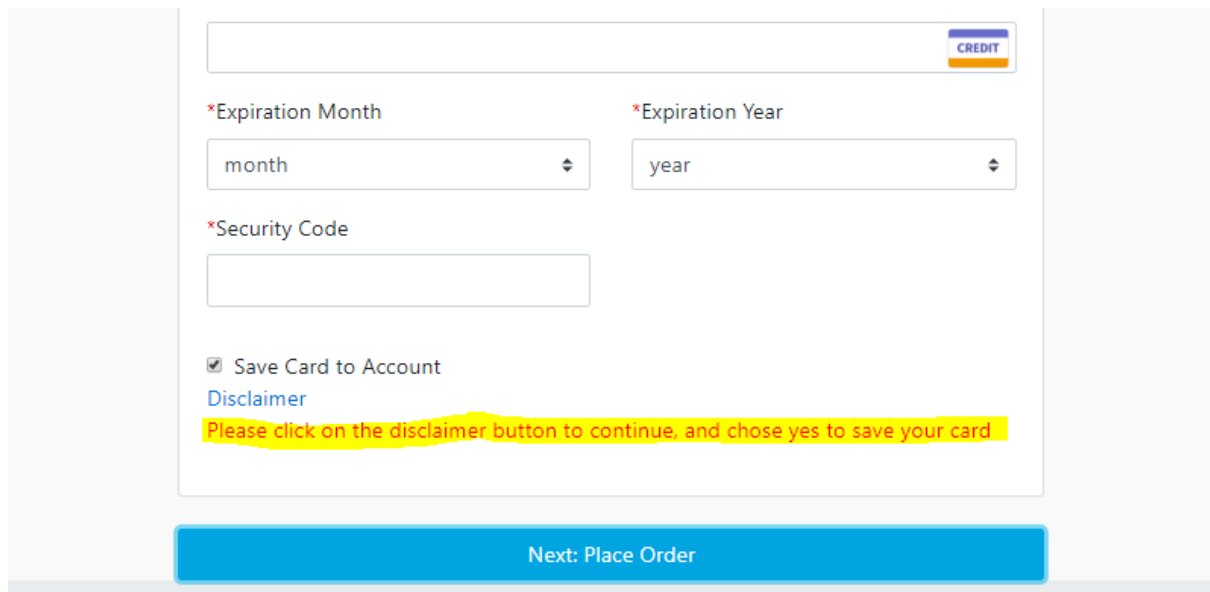
\*Security Code

☒ Save Card to Account

[Disclaimer](#)

### 2. When "Is Disclaimer Mandatory?" is enabled

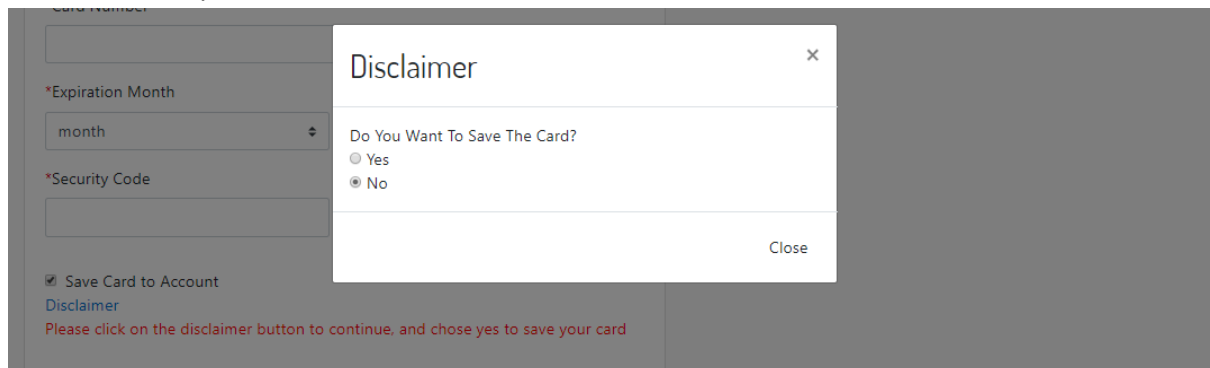
When the disclaimer is mandatory, your shoppers see a window like the one below. To place an order, shoppers select any of the options (Agree/Disagree). If shoppers do not do this, an error message appears – see the yellow sentence on the screen below.



The screenshot shows a payment form with the following fields and elements:

- Card Number field with a "CREDIT" icon.
- \*Expiration Month dropdown menu (selected: month).
- \*Expiration Year dropdown menu (selected: year).
- \*Security Code text input field.
- ☒ Save Card to Account.
- [Disclaimer](#) link.
- Yellow highlighted text: "Please click on the disclaimer button to continue, and chose yes to save your card".
- Next: Place Order button.

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:



The screenshot shows the same payment form as above, but with a "Disclaimer" modal open. The modal contains the following text and options:

- Disclaimer
- Do You Want To Save The Card?
- ☐ Yes
- ☒ No
- Close button.

The background form is dimmed, showing the "Save Card to Account" checkbox is still checked, the "Disclaimer" link is present, and the yellow highlighted text is still visible.

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

The screenshot shows a checkout form with the following fields and elements:

- \*Email**: Text input with value "jnishikant@sapient.com".
- \*Phone Number**: Text input with value "3333333333".
- \*Name on Card**: Text input.
- \*Card Number**: Text input with a "CREDIT" icon on the right.
- \*Expiration Month**: Dropdown menu with "month" selected.
- \*Expiration Year**: Dropdown menu with "year" selected.
- \*Security Code**: Text input.
- ☒ **Save Card to Account**
- [Disclaimer](#) (blue link)
- A yellow highlighted text box containing: "Your Card will be saved only when you chose yes option from disclaimer, else your card will not be saved".

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*

The screenshot shows the Salesforce Merchant Tools interface. The breadcrumb trail is: Merchant Tools / Site Preferences / Custom Site Preference Groups / Access World Pay secure transactions configurations. The page has buttons for Cancel, Apply to Other Sites, and Save. Below the breadcrumb, there is a search bar and a table of configurations.

Name	Value	Default Value	
3DS Type (AWPdstype)	two3d (two3d)	one3d	<a href="#">Edit Across Sites</a>
Challenge Preference (AWPchallengePreference)	None	noPreference	<a href="#">Edit Across Sites</a>
Challenge Window Size (AWPchallengeWindowSize)	None	390x400	<a href="#">Edit Across Sites</a>
Include Risk Data (AWPRiskData)	None	No	<a href="#">Edit Across Sites</a>
Enable Magic Values (enableMagicValues)	Yes	No	<a href="#">Edit Across Sites</a>

## 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).

Administration > Organization > Roles > Administrator - Customer Service Center Permissions

General Users Business Manager Modules Functional Permissions WebDAV Permissions Locale Permissions Price Adjustment Limits **Customer Service Center Permissions**

### Administrator - Customer Service Center Permissions

This list shows all Customer Service Center permissions which can be granted. Click Select Context to specify for which context you'd like to modify permissions. Available context options are the organization, one site, or multiple sites.

Select the checkboxes and use the Update button at the bottom of the page to grant permissions. Deselect the checkboxes and use the Update button to revoke permissions.

When multiple contexts are selected with different permissions, you can view detailed information by clicking in the "Details" column.

Selected Context: **MobileFirst, MobileFirstGlobal**  
[Select Context](#)

Customer Service Center Module	Module Description		Details
Order		<input type="checkbox"/>	
Cancel Order	Cancel Order	<input type="checkbox"/>	...
Settle Order	Settle Order	<input type="checkbox"/>	...
Partial Settle Order	Partial Settle Order	<input type="checkbox"/>	...
Refund Order	Refund Order	<input type="checkbox"/>	...
Partial Refund Order	Partial Refund Order	<input type="checkbox"/>	...

[<< Back to List](#) [Reset](#) [Update](#)

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

<input type="checkbox"/>	<a href="#">awpCancelUrl</a>	AWP Cancel URL	String		<a href="#">0</a>	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">awpCurrencyCode</a>	awpCurrencyCode	String		<a href="#">0</a>	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">awpPartialRefundAmount</a>	AWP Partial Refund Amount	String		<a href="#">0</a>	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">awpPartialRefundUrl</a>	AWP Partial Refund URL	String		<a href="#">0</a>	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">awpPartialSettleAmount</a>	AWP Partial Settle Amount	String		<a href="#">0</a>	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">awpPartialSettleUrl</a>	AWP Partial Settle URL	String		<a href="#">0</a>	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">awpRefundReference</a>	AWP Refund Reference	Set of Strings		<a href="#">0</a>	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">awpRefundUrl</a>	AWP Refund URL	String		<a href="#">0</a>	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">awpSettleReference</a>	AWP Settle Reference	Set of Strings		<a href="#">0</a>	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">awpSettleUrl</a>	awpSettleUrl	Text		<a href="#">0</a>	<a href="#">Edit</a>



## End User Interaction (CSC Agent) Flow:

**ORDER SUMMARY**

Order No.: DZ00002426  
 Creation Date: 7/20/2020 1:39 pm  
 Source Code:

Order Status: Status: NEW  
 Confirmation Status: CONFIRMED  
 Export Status: NOTEXPORTED  
 Shipping Status: NOTSHIPPED  
 Payment Status: NOTPAID  
 Is A Gift: ☹

**SHIPMENT 1**

Ship To: dummy ca  
 sss  
 United States 12345  
 ss HI

**Name**

**Ribbed Pleated Skirt**  
 Color: Laurel  
 Size: L  
 701643037582

**Multiple Partial Capture**

**Partial Settle Order**

**Add Note**

**Close**

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

**ORDER SUMMARY**

Order No.: DZ00002426  
 Creation Date: 7/20/2020 1:39 pm  
 Source Code:

Order Status: Status: NEW  
 Confirmation Status: CONFIRMED  
 Export Status: NOTEXPORTED  
 Shipping Status: NOTSHIPPED  
 Payment Status: NOTPAID  
 Is A Gift: ☹

**SHIPMENT 1**

Ship To: dummy ca  
 sss  
 United States 12345  
 ss HI

**Name**

**Ribbed Pleated Skirt**  
 Color: Laurel  
 Size: L  
 701643037582

**Multiple Partial Capture**

**Success This order is partially settled successfully**

**Add Note**

**Close**

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:

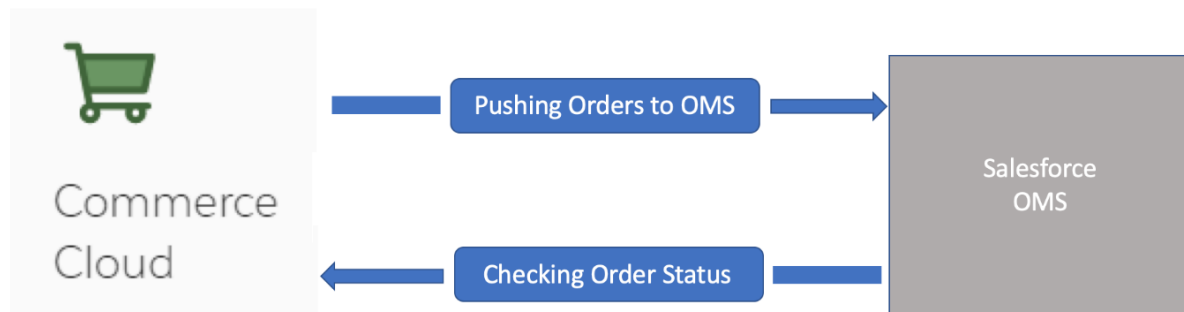
- <https://developer.worldpay.com/docs/access-worldpay/payments/manage-payments>

## 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.

The screenshot shows a configuration page with the following sections:

- B2C Status Mapping** (b2cStatusMapping): A JSON editor containing:
 

```
{
    "Waiting to Fulfill": "Ordered",
    "Approved": "Received your Order",
    "Completed": "Delivered",
    "PickPack": "Packed",
    "Fulfilled": "Shipped",
    "Created": "Ordered"
  }
```
- Override OMS Statuses** (overrideOMSStatusValues): A toggle switch set to "Yes". Description: "Enable this toggle in case of displaying a custom status value than OMS status value".
- Enable Fallback OrderStatus** (enableFallbackOrderStatus): A toggle switch set to "Yes". Description: "When this is enabled, in case the order is not found in OMS it shows b2c status to the shopper".

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.

[Administration](#) > [Operations](#) > [Services](#) > oms auth - Details

## oms auth

Fields with a red asterisk (\*) are mandatory. Click **Apply** to save the details. Click **Reset** to revert to the last saved state.

These credentials are used by 2 services.

The screenshot shows the configuration form for 'oms auth' with the following fields:

- Name:** oms auth
- URL:** https://login.salesforce.com/services/oauth2/token
- User:** [Redacted]
- Password:** [Redacted] Secure token should be appended to password
- Order Management Connector Attributes:**
  - Consumer Key:** [Redacted]
  - Consumer Secret:** [Redacted] Consumer Key and Consumer Secret should be passed here
  - Confirm Consumer Secret:** [Redacted]

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 screenshot shows the 'Manage MobileFirst' configuration page in Salesforce. The breadcrumb trail at the top is 'Merchant Tools > Custom Objects > Custom Objects > MobileFirst - General'. The page title is 'Manage MobileFirst (orderManagementAuthToken)'. A note states: 'Fields with a red asterisk (\*) are mandatory. You can view and edit the name and description in other languages, if required. Click Apply to save the details.' The form is titled 'SSCAuthToken' and contains the following fields: 'Last Modified' (02/23/2021 8:59 am), 'Token' (a large text area containing a JSON string: {"access\_token": "...", "OEM": "...", "issued": "1614070760499", "expires": "1614074360499"}), 'Creation Date' (02/22/2021 9:59 am), and 'siteID' (MobileFirst). 'Apply' and 'Reset' buttons are at the bottom right.

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:

[Home](#) / [My Account](#)

## Order History

Last Six Months

Order No. ZZKVELEVEN00016607

[View](#)

Date Ordered: 2/22/21

Shipped to: Murthy M

[Check Order Status](#)

Ordered



Total items

1

Total

\$86.08

Order No. ZZKVELEVEN00016606

[View](#)

Date Ordered: 2/22/21

Shipped to: Murthy M

[Check Order Status](#)

Total items

1

Total

\$86.08

## Job-failure email notifications

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

EnableJobMailerService	<input type="text" value="No"/>	<a href="#">Edit Across Sites</a>
(EnableJobMailerService)	EnableJobMailerService	
© 2020 salesforce.com, inc. All Rights Reserved. MobileFirst Time Zone: Coordinated Universal Time   Instance Time Zone: Eastern Daylight Time   Version: 20.7 Last Updated: Jun 22, 2020 (Compatibility Mode: 18.10)		
(NotifyJobMailCC)	<input type="text" value="achpay1@yopmail.com"/>	<a href="#">Edit Across Sites</a>
(String)		
NotifyJobMailFrom	<input type="text"/>	<a href="#">Edit Across Sites</a>
(NotifyJobMailFrom)		
(String)		
NotifyJobMailTo	<input type="text"/>	<a href="#">Edit Across Sites</a>
(NotifyJobMailTo)		
(String)		

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.

EnableJobMailerService	<div>Yes</div>
NotifyJobMailCC	<div>admin@worldpay.com</div>
NotifyJobMailFrom	<div>admin@worldpay.com</div>
NotifyJobMailTo	<div>admin@worldpay.com</div>

## 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:

Administration / Operations / Job Schedules /

### InitiateCancelOrderJobs

General Schedule and History Resources Step Configurator Notification Failure Handling

ID\*

InitiateCancelOrderJobs

Description

Initiate a Call to worldpay to cancel an order.

Priority

☒ Normal ☐ High

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

Administration / Operations / Jobs /

### InitiateCancelOrderJobs

General Schedule and History Resources Job Steps Failure Handling Notification

Job Parameters

Scope: 2 Sites Assigned

InitiateCancelOrderJobs

Select and Configure Step

ExecuteScriptModule

ID\*

InitiateCancelOrderJobs

Description

Initiate a Call to worldpay to cancel an order.

ExecuteScriptModule.Module\*

int\_worldpay\_core/cartridge/scripts/jobs/InitiateCan Job Parameters

ExecuteScriptModule.FunctionName

InitiateCancelOrder Job Parameters

☐ ExecuteScriptModule.Transactionat Job Parameters

ExecuteScriptModule.TimeoutInSeconds

Job Parameters

☐ Always execute on restart

Back Assign

## Country currency mapping

Countries are mapped against the following currencies:

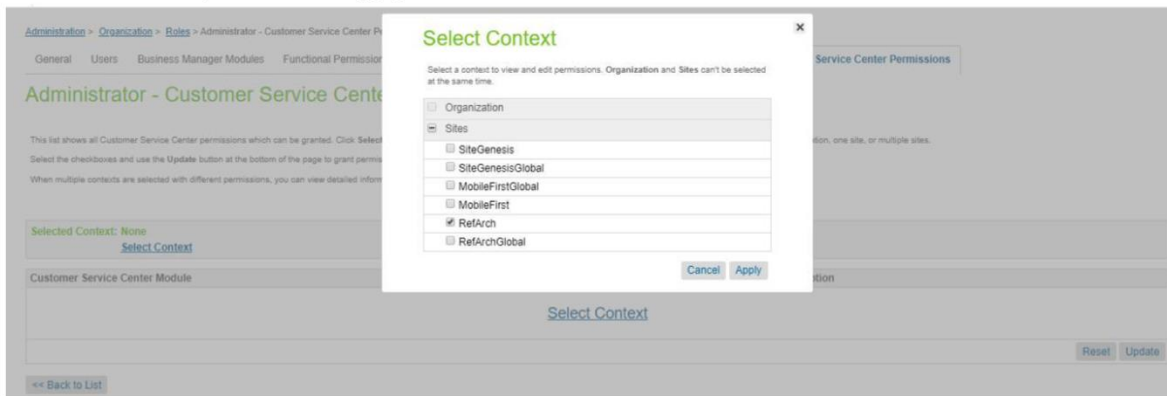
Country	Currency
USA	US dollar
United Kingdom	Pound sterling
Germany	Euro
France	Euro
Belgium	Euro
Italy	Euro
Sweden	Swedish krona
Canada	Canadian dollar
Australia	Australian dollar
China	Yuan Renminbi
Japan	Japanese yen
Singapore	Singapore dollar
Russian Federation	Russian ruble



## 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

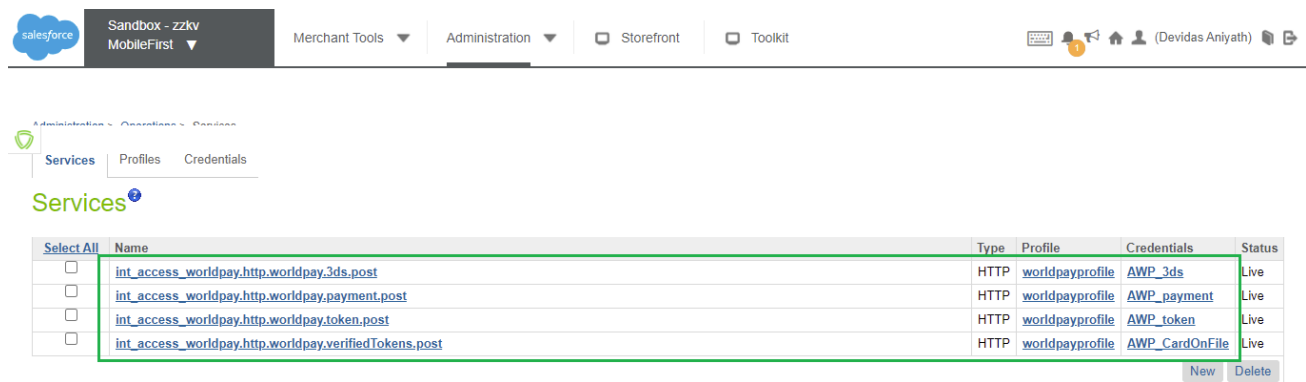
All imported assets are in the site import folder (metadata) in the cartridge installation pack.

**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:



The screenshot shows the Salesforce interface with the following components:

- Header:** Salesforce logo, Sandbox - zzkv MobileFirst, Merchant Tools, Administration, Storefront, Toolkit, and user profile (Devidas Aniyath).
- Breadcrumbs:** Administration > Operations > Services
- Navigation:** Services, Profiles, Credentials
- Services Table:**

Select All	Name	Type	Profile	Credentials	Status
<input type="checkbox"/>	<a href="#">int_access_worldpay.http.worldpay.3ds.post</a>	HTTP	worldpayprofile	AWP_3ds	Live
<input type="checkbox"/>	<a href="#">int_access_worldpay.http.worldpay.payment.post</a>	HTTP	worldpayprofile	AWP_payment	Live
<input type="checkbox"/>	<a href="#">int_access_worldpay.http.worldpay.token.post</a>	HTTP	worldpayprofile	AWP_token	Live
<input type="checkbox"/>	<a href="#">int_access_worldpay.http.worldpay.verifiedTokens.post</a>	HTTP	worldpayprofile	AWP_CardOnFile	Live
- Footer:** © 2021 salesforce.com, inc. All Rights Reserved. MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Standard Time | Version: 21.1 Last Updated: Dec 22, 2020 (Compatibility Mode: 19.10)

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.



The screenshot shows the details for the AWP\_CardOnFile service profile in the Salesforce interface:

- Breadcrumbs:** Administration > Operations > Services > AWP\_CardOnFile - Details
- Section Header:** AWP\_CardOnFile
- Fields:**
  - Name: AWP\_CardOnFile
  - URL: <https://try.access.worldpay.com/verifiedTokens/cardOnFile>
  - User: tnebv86bc0yp4on1
  - Password: [Masked]
- Buttons:** Apply, Reset
- Footer:** << Back to List

## 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

### Contact Us

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