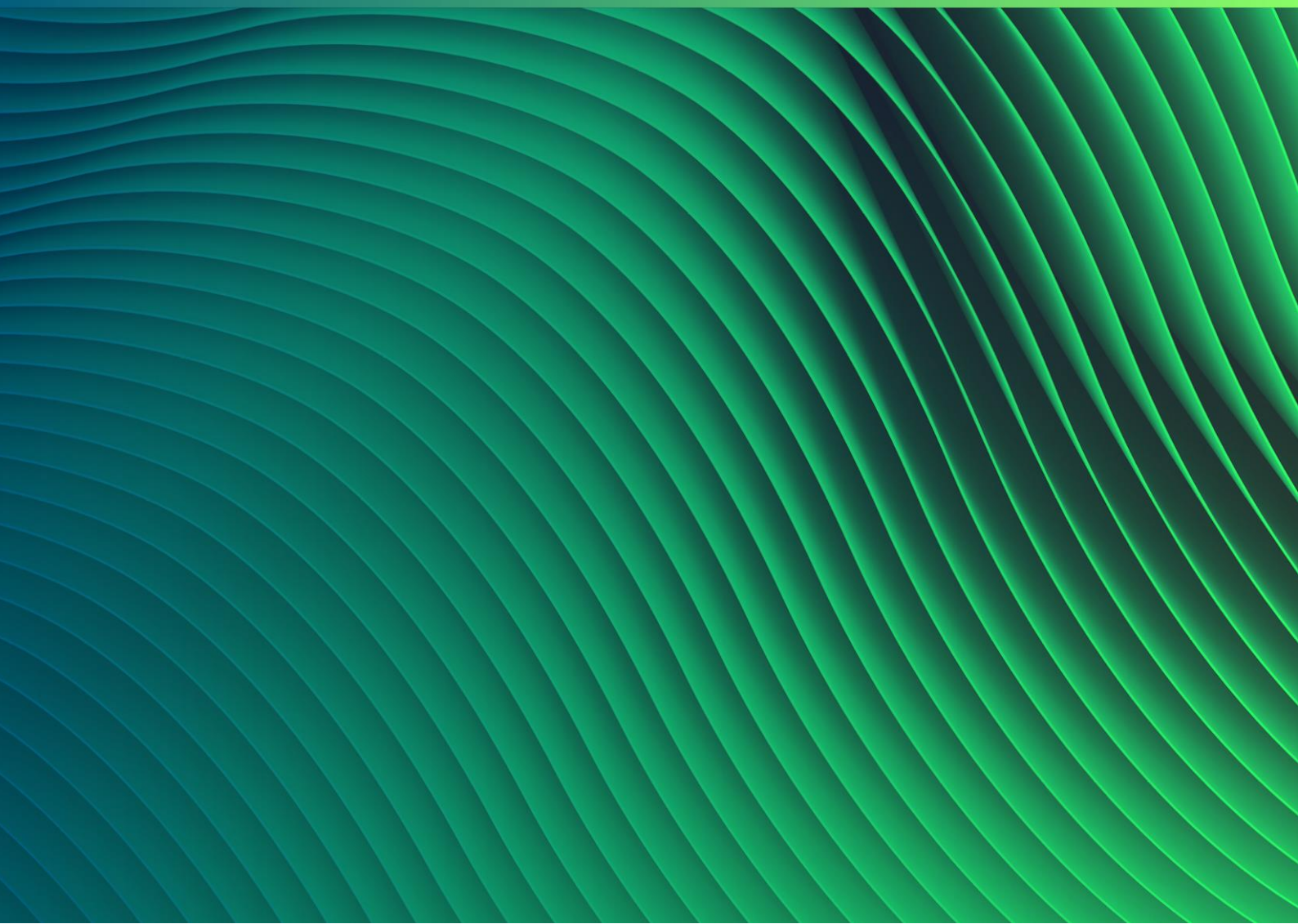
worldpay
from FIS

Salesforce SFCC Access Worldpay

Installation and overview guide

Version 22.1.0 – February 2022



Contents

Introduction **4**

Features overview 4

Payment methods *4*

3DS and 3DS Flex *4*

Account on file *5*

OMS B2C integration (optional) *5*

Configurable labels and alerts *5*

Compatibility *5*

Before you start 6

Prerequisites *6*

Access the system *6*

Install the Salesforce cartridge **7**

Add the cartridge in the Salesforce Commerce Cloud 7

Activate the cartridge in Business Manager 8

Configurations **10**

Importing metadata with a single site import 10

Provide your IP address 11

Verify your payment processors 12

Managing custom site preferences 13

Configuration tables and screens 14

General configuration table *14*

Mobile wallet configuration table *16*

Account on file configurations table *18*

Secure-transaction configuration table *20*

Notification configuration table *22*

OMS – B2C Integration configuration table (optional) *23*

Checkout feature configuration table *24*

Service credential configuration for OMS *25*

Payment methods 26

How to enable and manage credit cards *26*

Managing jobs 28

Associate jobs with sites *28*

Payments through call centre 29

Appendix A: Payment mapping table 30

Appendix B: Disabling and enabling the Worldpay integration 31

Appendix C: Integration checklist 32

Ensure the cartridge paths are correct 32

Check that the payment processor with Worldpay ID is available 33

Ensure that payment methods have been enabled and have Worldpay set as their processor 34

Check that the Worldpay service is available 35

Final checks 36

Check that content assets have been added *36*

Check for site preferences group availability *36*

Check that the Worldpay debug is on *36*

Contact us 37

Introduction

This guide gives you a summary of the overall features and advice on installing the Worldpay payment cartridge for use with Access Worldpay. There are details of the various configurations and a final checklist, to make sure that you have properly installed and configured the cartridge. To enable all the features within this cartridge, use this guide along with the Access Worldpay Technical Integration guide.

The Salesforce cartridge is designed with your payment needs in mind. It covers:

- **Quick and easy installation** - Clear, succinct documentation enabling developers to be as productive as possible
- **Lowest possible PCI DSS burden** - Helps you reach full compliance with minimum effort
- **Full support whenever you need it**. Our support teams are there for you – 24/7 for emergency payment support and 24/5 for other issues

Features overview

Payment methods

Cards

Visa, Mastercard, American Express, Maestro, Diners, Discover, JCB, Carte Bancaire, Carte Bleue, Dankort, Laser, Airplus

Mobile wallets

Apple Pay

Google Pay

Disclaimer: The Google Pay solution does not support 3DS2. Development to enable 3DS2 should begin in the second half of 2021. Until then please keep this limitation in mind as there are several countries that currently have 3DS2 mandates in place.

Ach Pay

Payment pages

- **Access Checkout Web SDK** - Worldpay Web SDK keeps customers' card details secure whilst still qualifying for the lowest PCI compliance level. Access Checkout uses hosted fields to achieve this
- **Direct payment** - Direct credit card payments without redirection to a hosted payment page or use of hosted fields. This requires the highest level of PCI compliance

Note: We recommend that you use the Web SDK instead of Direct payment as this offers a seamless shopper journey and you will still qualify for SAQ-A – the lowest PCI compliance level.

3DS and 3DS Flex

3DS Flex is the most advanced 3DS product on the market. It provides additional security to your transactions. It combines the new standard of 3DS2 with traditional 3DS in a single integration. 3DS Flex is supported in both the Web SDK and direct integrations.

Account on file

Tokenization: Tokens are created to send authorization requests using stored card details. This process is PCI compliant.

OMS B2C integration (optional)

This optional feature 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 is retrieved from OMS.

NOTE: The feature above applies only to merchants who have opted for the Salesforce OMS integration and have integrated OMS within their environment

Limitations

The following features are not currently supported:

- Cancellation from my account
- Returns from my account

Configurable labels and alerts

This feature gives you the flexibility to configure the values for labels and alerts in Business Manager. It works if you enable *EnableConfigurableLabels* in custom preferences. Labels and alerts will then pick values from Business Manager.

Once configurable labels and alerts are enabled in custom preferences, labels and alerts can be configured as custom objects (*ConfiguredLabels*). Every element of this custom object is in form of key value pair as it is present in the resource bundle.

The default value – that is, the value the from resource bundle (properties file in codebase) – is picked under the following conditions:

- If *EnableConfigurableLabels* is not enabled
- If the key value pair is not added in custom object, *ConfiguredLabels*
- The key is present in custom object but has no value

Compatibility

This cartridge is compatible with SFRA version 6.0.0 and compatibility mode 21.7.

The cartridge is verified in an en_US locale.

Before you start

Prerequisites

You need to have installed and correctly set up your Salesforce store. If you have any problems with your Salesforce set-up, see the Salesforce support centre.

If you haven't already done so, contact Worldpay for the account details you'll need for implementation. Ask for the following:

- A merchant code (or codes)
- A Merchant Administration Interface username and password
- Access Worldpay credentials

Make sure you have installed and correctly set up your SFRA site in Business Manager. Use your GitHub credentials to download SFRA and see the Salesforce B2C Commerce guide for more details.

Access the system

Once you have the system setup and your credentials to login to the Merchant Administration Interface, follow these steps to configure your XML connection credentials:

1. Log in to the test Merchant Administration Interface.
2. Click **ACCOUNT**, then select **Profile** from the top menu.
3. Make a note of your new username for the connection.
4. Click the pencil icon next to XML Password.
5. Enter your new password, click **Save XML Password** and you are ready to begin installation.
6. If you need help, see the Merchant Administration Interface user guide.

Install the Salesforce cartridge

Add the cartridge in the Salesforce Commerce Cloud

Do the following:

1. In the *int_access_worldpay_sfra* folder, find the cartridge subfolder.
2. Open *package.json*.
3. Ensure the base path is correctly resolved to `app_storefront_base`, as shown below.

```
"paths": {
    "base": "…/storefront-reference-architecture/cartridges/app_storefront_base/"
}
```

4. Check that node.js 8.9.4 or above is installed
5. Open the command prompt and run `npm install`.
6. Run `npm run compile:js` followed by `npm run compile:scss`.
7. Create the *dw.json* file in the same location where you downloaded the source code for the cartridge, as shown below:

```
{
    "hostname": "your-sandbox-hostname.demandware.net",
    "username": "your login",
    "password": "your pwd",
    "code-version": "version_to_upload_to"
}
```

Activate the cartridge in Business Manager

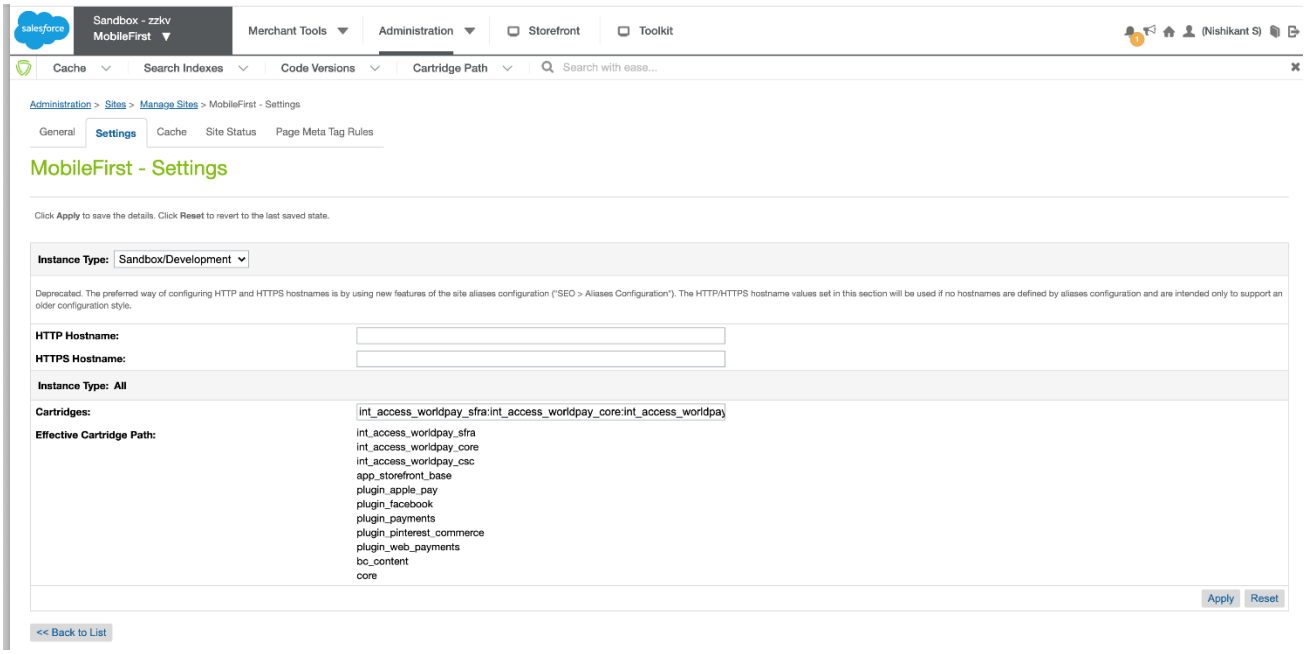
To make the Worldpay functionality available to the reference architecture, you must add a cartridge to the cartridge path of the site in question. Do the following:

1. Log in to Business Manager.
2. Go to *Administration/Sites/Manage Sites*.
3. Click on the site name. The default tab is *General*. Go to the *Settings* tab.
4. In the Cartridges text box add:
   `int_access_worldpay_sfra:int_access_worldpay_core:int_access_worldpay_csc:app_storefront_base`

NOTE: If you are a merchant with the optional OMS – B2C integration functionality, then Step 4 has an extra entry. This extra entry is **`int_access_worldpay_oms`** in the cartridge path. As a pre-requisite you should select Salesforce OMS integration and integrate the OMS with your environment.

The full cartridge path is:

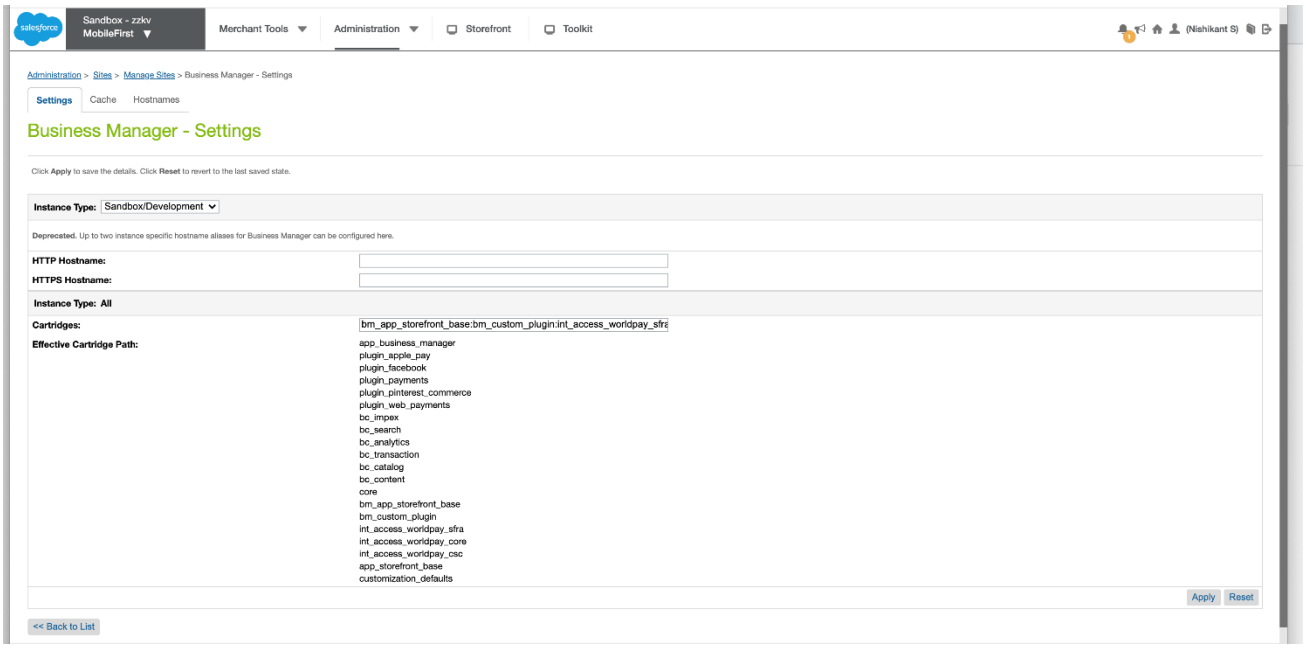
> **`int_access_worldpay_oms`**`:int_access_worldpay_sfra:int_access_worldpay_core:int_access_worldpay_csc:app_storefront_base`



5. Click **Apply**.

NOTE: To activate the cartridge for sandbox use, select the appropriate instance from the *Instance Type* dropdown menu. Then repeat steps 4 and 5 above.

6. Repeat steps 2 to 5 for each site that will use Worldpay.
7. To run the job in the Worldpay cartridge, go to *Administration/Sites/Manage Sites*.
8. Go to *Manage the Business Manager site*.
9. In the Cartridges text field, enter:
   `bm_app_storefront_base:bm_custom_plugin:int_access_worldpay_sfra:int_access_worldpay_core:int_access_worldpay_csc:app_storefront_base` as shown below:


Sandbox - zzkv
MobileFirst
Merchant Tools
Administration
Storefront
Toolkit
(Nishikant S)
Administration > Sites > Manage Sites > Business Manager - Settings
Settings
Cache
Hostnames
Business Manager - Settings
Click Apply to save the details. Click Reset to revert to the last saved state.
Instance Type: Sandbox/Development
Deprecated. Up to two instance specific hostname aliases for Business Manager can be configured here.
HTTP Hostname:
HTTPS Hostname:
Instance Type: All
Cartridges:
bm_app_storefront_base:bm_custom_plugin:int_access_worldpay_sfra
Effective Cartridge Path:
app_business_manager
plugin_apple_pay
plugin_facebook
plugin_payments
plugin_pinterest_commerce
plugin_web_payments
bc_impex
bc_search
bc_analytics
bc_transaction
bc_catalog
bc_content
core
bm_app_storefront_base
bm_custom_plugin
int_access_worldpay_sfra
int_access_worldpay_core
int_access_worldpay_csc
app_storefront_base
customization_defaults
Apply
Reset
<< Back to List

Configurations

Importing metadata with a single site import

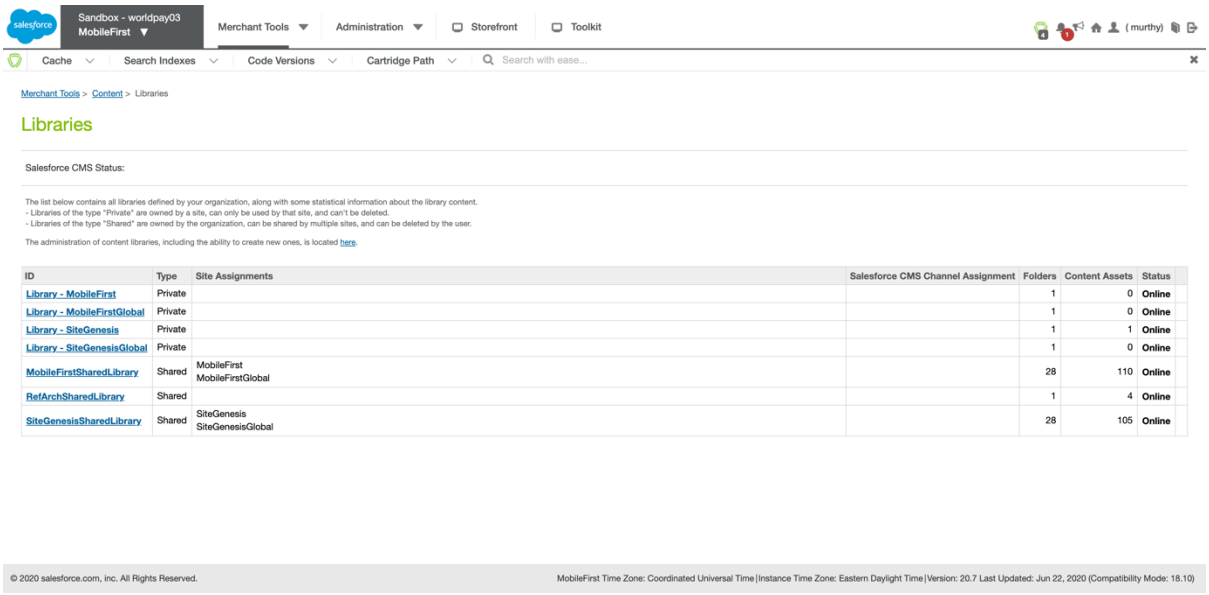
All the import files are in the import folder (metadata) in the cartridge installation pack.

NOTE: The cartridge pack is the location where you have downloaded the source code from GitHub. The relative path looks like this:

```
link_access_worldpay/metadata
```

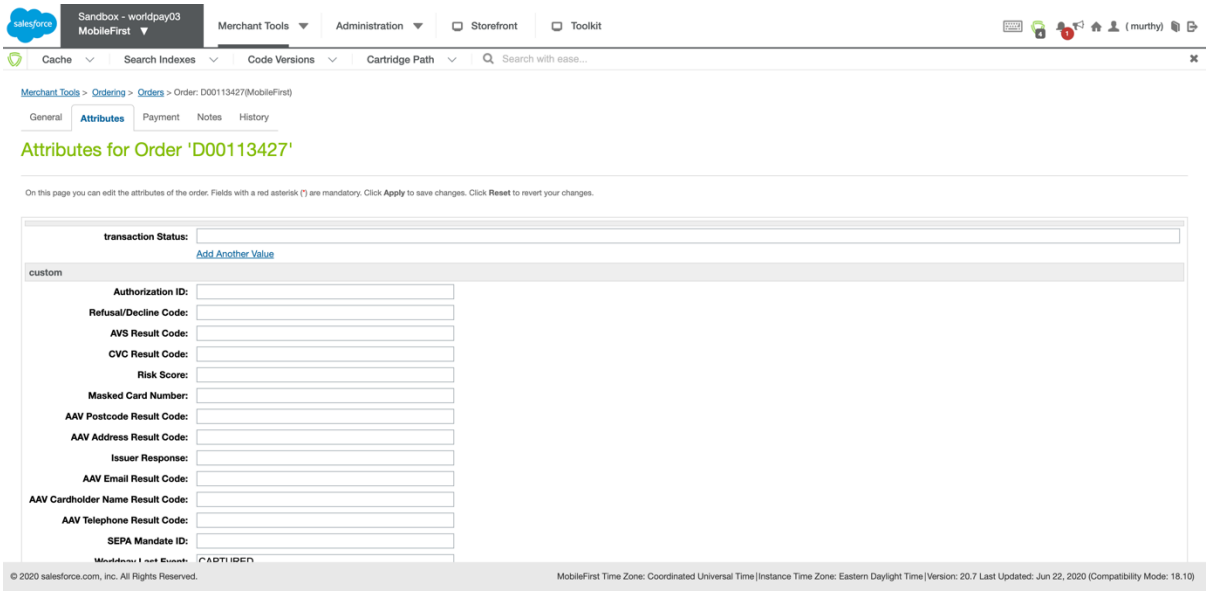
To import all the necessary Worldpay settings:

1. Open the metadata folder from the repository structure `open jobs.xml`.
2. Change the references in *RefArch* to your site ID (in this case *worldpayDemo*).
3. Ensure that the content assets in the import have the appropriate library ID of the site where the XML is imported. To do this in Business Manager:
    a. Go to *Merchant Tools > Content > Libraries.*
    b. Check the library ID assignment to your site (in the screenshot, for *RefArch*, the library assignment is *RefArchSharedLibrary*):



4. Open the metadata folder from the repository structure open sites, then change the folder name according to the site ID to which your site is assigned.
5. Open the metadata folder from the repository structure open libraries, then change the folder name according to the library ID to which your site is assigned. In Business Manager, for *RefArch* the assigned library is *RefArchSharedLibrary*. Open the library.xml and change the reference of *RefArchSharedLibrary* according to your site assignment.
6. Open the preference.xml file and add attributes and values to *previousPluginUpgradeDates* and *previousCartridgeVersion*. See the plugin tracker section of the Technical Guide for the same procedure.
7. Zip the metadata folder in the repository structure.
8. Log in to Business Manager and go to *Administration/Site Development/Site Import & Export*.
9. Click the **Upload** button to upload the zipped metadata folder.

10. Select the uploaded file and click the **Import** button After a successful import, all the cartridge configurations are available to you, according to your Worldpay account data.
11. Verify the order-level attributes in Business Manager. To do this go to *Site/Ordering/Order*. Open any order and go to the *Attributes* tab. It should look similar to the screenshot below:



Provide your IP address

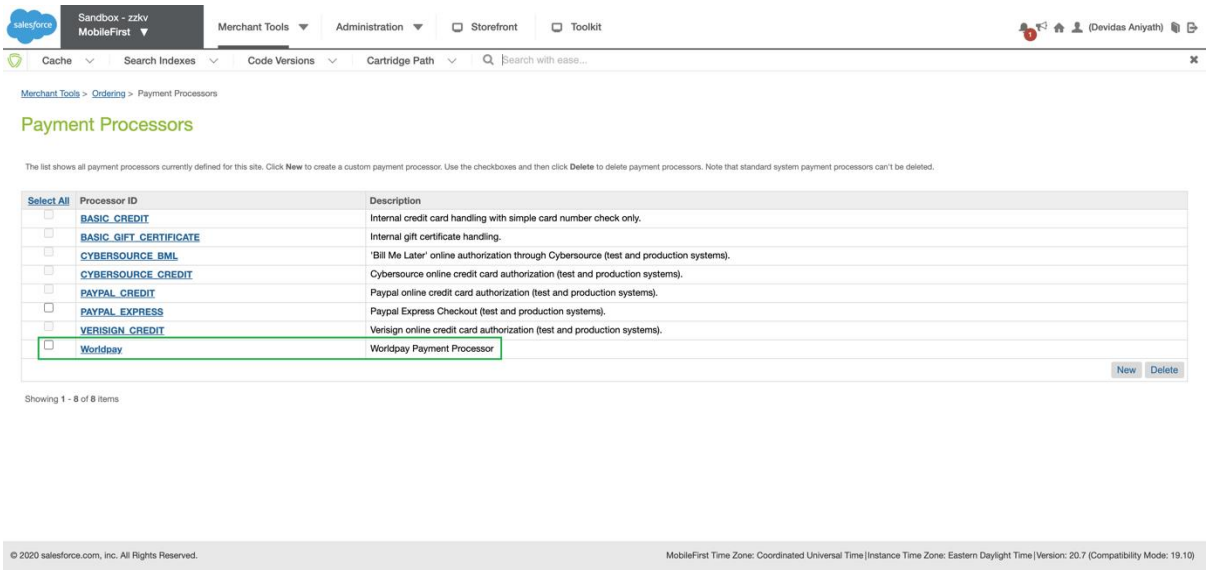
You must provide the outgoing IP address of your client in order to whitelist your IP. If you do not provide the outgoing IP address, some payment attempts are marked as fraudulent. To provide the outgoing IP address of your client:

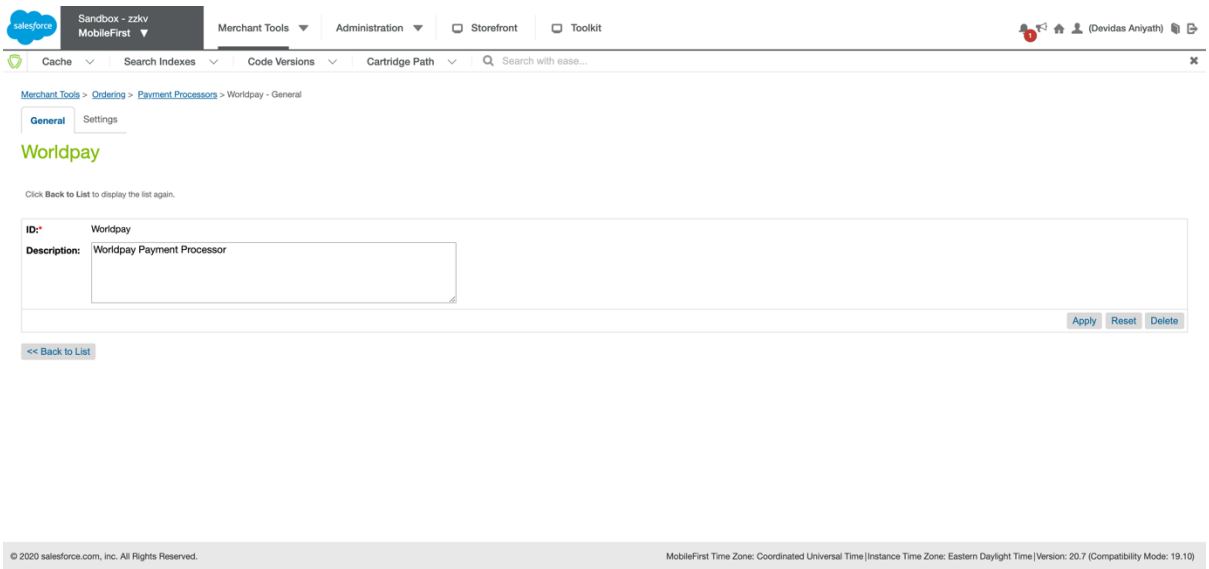
1. Go to *Site/Merchant Tool/Site Preferences/Custom Preferences*, a custom site preference group appears, *AccessWorldpay-Notifications:*

Verify your payment processors

After you have uploaded the metadata, all your payment-processor details are updated automatically. You must now verify these payment processors. To do this:

1. In Business Manager, select the site you want to configure from the dropdown and go to *Merchant Tools/Ordering/Payment Processors*.
2. Check that the *Worldpay* processor is listed. See the screenshots below:

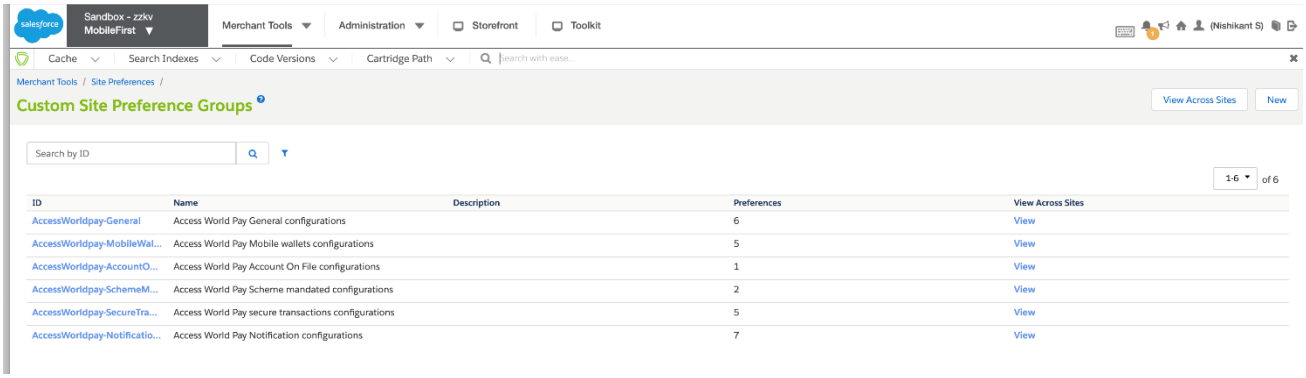




Managing custom site preferences

Custom preferences enable site developers to make properties of the system modules configurable. Use the Business Manager configure these properties.

To manage your custom site preferences, in Business Manager, go to *Site/Merchant Tool/Site Preferences/Custom Preferences*, where you will see a list of custom site preference groups:



Configuration tables and screens

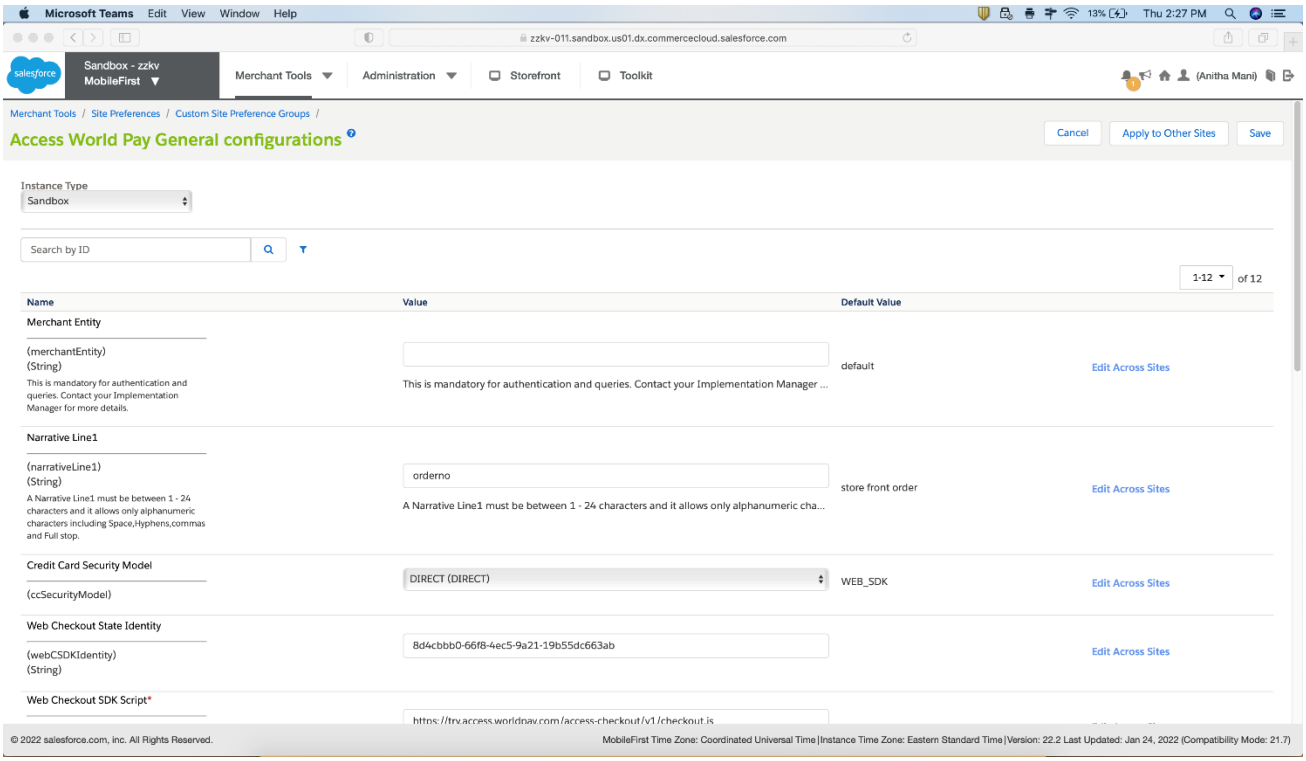
This section shows each area of configuration within the plugin, with details of what can be customized and what is set as default. If you want to enable a feature or configuration, see the Access Worldpay Technical integration guide for the information you want.

General configuration table

This table contains details of configurations for the overall integration to Worldpay.

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ AccessWorldpay-General.*

Site preference	Description	Default values
Credit Card Security Model	You can choose from two models (WEB_SDK and DIRECT) for credit card payments. Worldpay recommends using WEB_SDK mode.	**"WEB_SDK"**
Web Checkout State Identity	Worldpay provides this ID for the web SDK mode of payments.	Provided by Worldpay
Web Checkout SDK Script*	If you opt for web-checkout SDK mode, you must include this script on your webpage.	Provided by Worldpay
Worldpay Disable CVV	If set to **Yes**, the CVV check is disabled when the shopper uses a saved card at checkout.	**"No"**
API Endpoints JSON	The endpoints for different services URLs.	N/A
Currency Exponent	The number of decimal places that appear in the order amount.	**"2"** (currencies such as EUR, GBP and USD use this value), but you can specify this.
Enable Configurable Labels	If set to **Yes**, the configurable labels and alerts feature is enabled	**"No"**
Merchant Entity	Mandatory attribute for authentication and other requests	**default**
Narrative line1	An attribute that describes/narrates the purpose of the transaction	**Storefront order**
Enable configurable labels	Flag to enable or disable configurable lables	**N/A**
Merchant ID	The merchant Id	**N/A**


Microsoft Teams Edit View Window Help
Thu 2:27 PM
zzkv-011.sandbox.us01.dx.commercecloud.salesforce.com
Sandbox - zzkv MobileFirst
Merchant Tools
Administration
Storefront
Toolkit
(Anitha Mani)
Merchant Tools / Site Preferences / Custom Site Preference Groups /
Access World Pay General configurations
Cancel
Apply to Other Sites
Save
Instance Type
Sandbox
Search by ID
1-12 of 12
Name
Value
Default Value
Merchant Entity
(merchantEntity)
(String)
This is mandatory for authentication and queries. Contact your Implementation Manager for more details.
This is mandatory for authentication and queries. Contact your Implementation Manager ...
default
Edit Across Sites
Narrative Line1
(narrativeLine1)
(String)
A Narrative Line1 must be between 1 - 24 characters and it allows only alphanumeric characters including Space,Hyphens,commas and Full stop.
orderno
A Narrative Line1 must be between 1 - 24 characters and it allows only alphanumeric cha...
store front order
Edit Across Sites
Credit Card Security Model
(ccSecurityModel)
DIRECT (DIRECT)
WEB_SDK
Edit Across Sites
Web Checkout State Identity
(webCSDKIdentity)
(String)
8d4cbbb0-66f8-4ec5-9a21-19b55dc663ab
Edit Across Sites
Web Checkout SDK Script*
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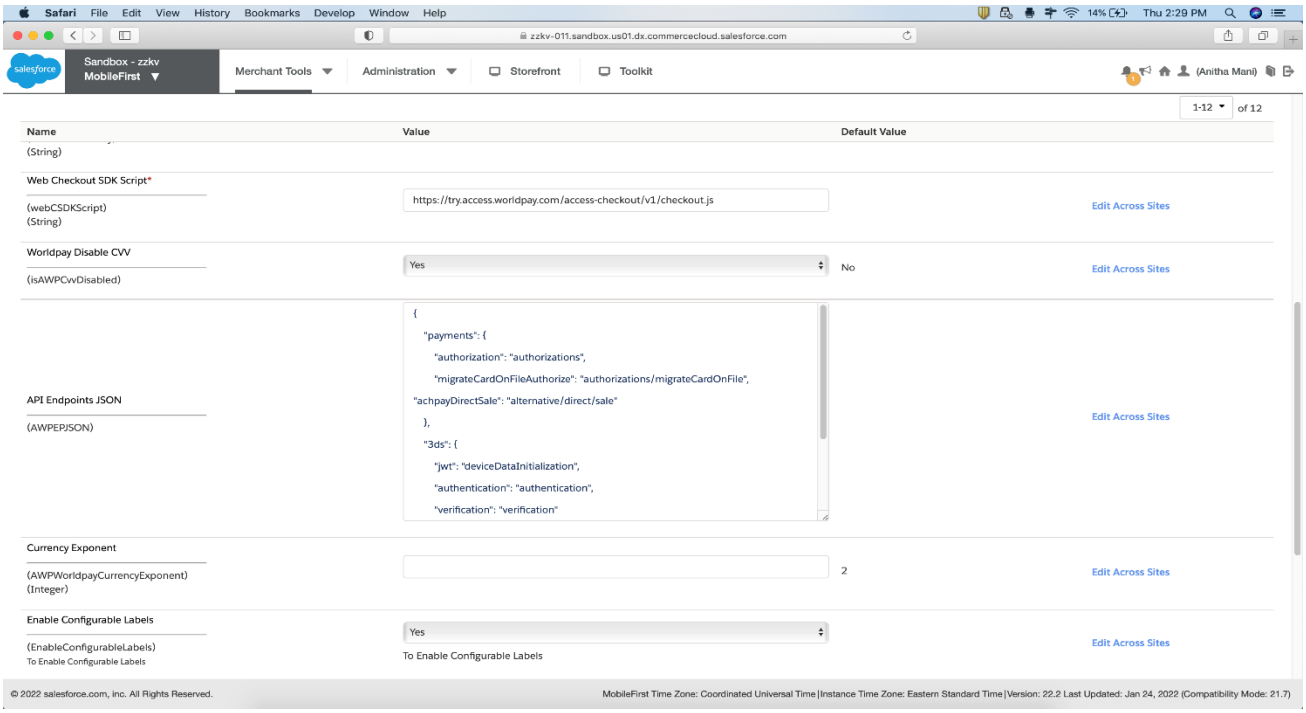
MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Standard Time | Version: 22.2 Last Updated: Jan 24, 2022 (Compatibility Mode: 21.7)


Safari File Edit View History Bookmarks Develop Window Help
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zzkv-011.sandbox.us01.dx.commercecloud.salesforce.com
Sandbox - zzkv MobileFirst
Merchant Tools
Administration
Storefront
Toolkit
(Anitha Mani)
1-12 of 12
Name
Value
Default Value
(String)
Web Checkout SDK Script*
(webCSDKScript)
(String)
https://try.access.worldpay.com/access-checkout/v1/checkout.js
Edit Across Sites
Worldpay Disable CVV
(isAWPCvvDisabled)
Yes
No
Edit Across Sites
API Endpoints JSON
(AWPEPJSON)
{
"payments": {
"authorization": "authorizations",
"migrateCardOnFileAuthorize": "authorizations/migrateCardOnFile",
"achpayDirectSale": "alternative/direct/sale"
},
"3ds": {
"jwt": "deviceDataInitialization",
"authentication": "authentication",
"verification": "verification"
Edit Across Sites
Currency Exponent
(AWPWorldpayCurrencyExponent)
(Integer)
2
Edit Across Sites
Enable Configurable Labels
(EnableConfigurableLabels)
To Enable Configurable Labels
Yes
To Enable Configurable Labels
Edit Across Sites
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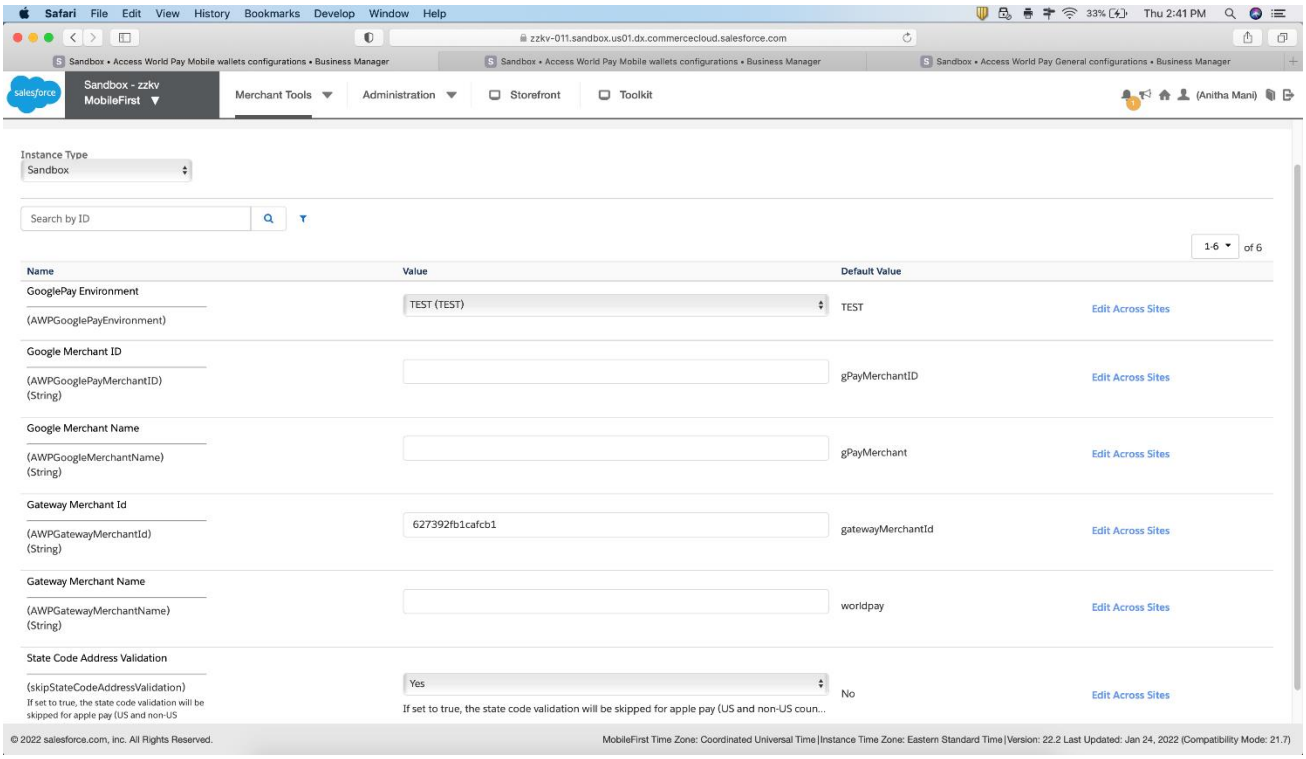
MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Standard Time | Version: 22.2 Last Updated: Jan 24, 2022 (Compatibility Mode: 21.7)

Mobile wallet configuration table

This table shows details of configurations for the Google Pay integration to Worldpay.

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ AccessWorldpay-MobileWallets.*

Site preference	Description	Default values
Google Pay Environment	The Worldpay sandbox supports Google Pay when testing. Use this test environment for test transactions. Use the production environment for production transactions.	"**Test"**
Google Merchant ID	The merchant ID is specific to the environment used for transactions.	Provided by Worldpay. Once set up, it appears in the Merchant Administration Interface.
Google Merchant Name	The merchant name registered with Google.	The merchant name registered with your Google Account
Gateway Merchant Id	The merchant ID provided by Worldpay.	N/A
Gateway Merchant Name	The merchant name provided by Worldpay.	"**worldpay"**
State code address validation	If set to true, the state code validation will be skipped for apple pay (US and non US countries)	No


Safari File Edit View History Bookmarks Develop Window Help
Thu 2:41 PM
zzkv-011.sandbox.us01.dx.commercecloud.salesforce.com
Sandbox - zzkv
MobileFirst
Merchant Tools
Administration
Storefront
Toolkit
(Anitha Mani)
Instance Type
Sandbox
Search by ID
1-6 of 6
Name
Value
Default Value
GooglePay Environment
(AWPGooglePayEnvironment)
TEST (TEST)
TEST
Edit Across Sites
Google Merchant ID
(AWPGooglePayMerchantID)
(String)
gPayMerchantID
Edit Across Sites
Google Merchant Name
(AWPGoogleMerchantName)
(String)
gPayMerchant
Edit Across Sites
Gateway Merchant Id
(AWPGatewayMerchantId)
(String)
627392fb1cafcb1
gatewayMerchantId
Edit Across Sites
Gateway Merchant Name
(AWPGatewayMerchantName)
(String)
worldpay
Edit Across Sites
State Code Address Validation
(skipStateCodeAddressValidation)
If set to true, the state code validation will be skipped for apple pay (US and non-US
Yes
No
Edit Across Sites
If set to true, the state code validation will be skipped for apple pay (US and non-US coun...
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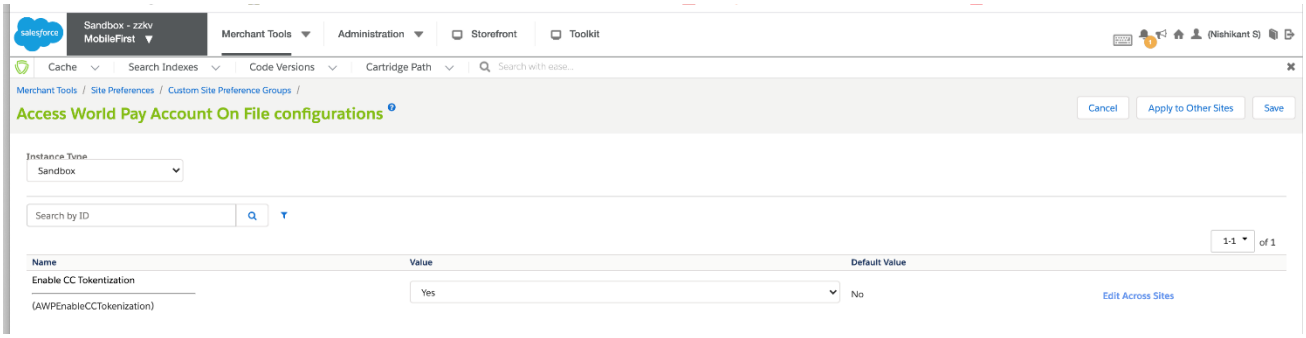
MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Standard Time | Version: 22.2 Last Updated: Jan 24, 2022 (Compatibility Mode: 21.7)

Account on file configurations table

This table shows the configuration needed to enable tokenization.

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ AccessWorldpay-AccountOnFile.*

Site preference	Description	Default values
WorldpayEnableTokenization	If set to **Yes**, tokenization is enabled for accounts on file transactions.	**"No"**

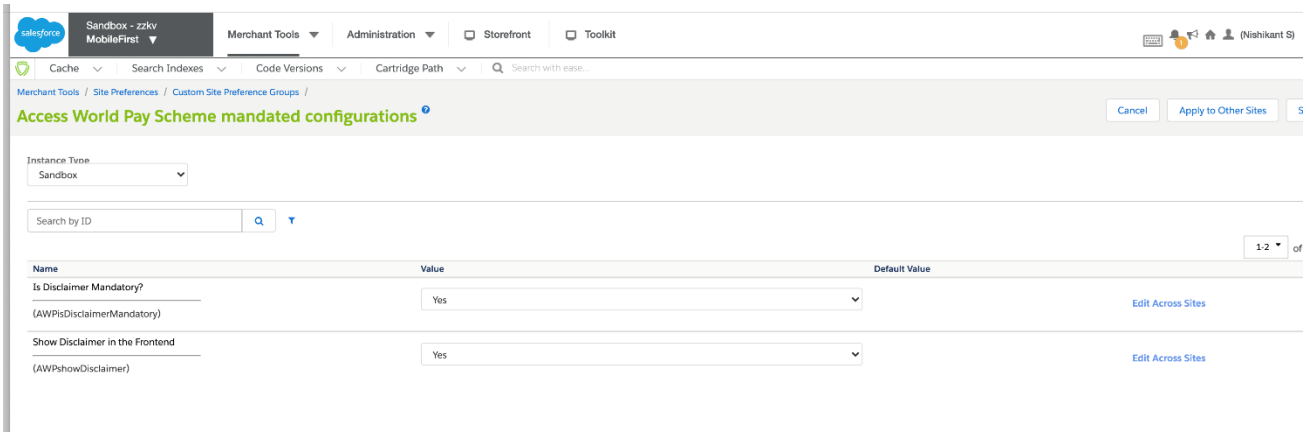


Scheme-mandated configuration table

This table shows details of configurations related to scheme mandates when saving a credit card to a shopper's profile.

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ AccessWorldpay-SchemeMandated.*

Site preference	Description	Default values
Is Disclaimer Mandatory*	If set to **Yes**, the shopper must view the disclaimer text before proceeding.	**"Yes"**
Show Disclaimer in the Frontend*	If set to **Yes**, the disclaimer pop-up link is visible at check-out.	**"Yes"**



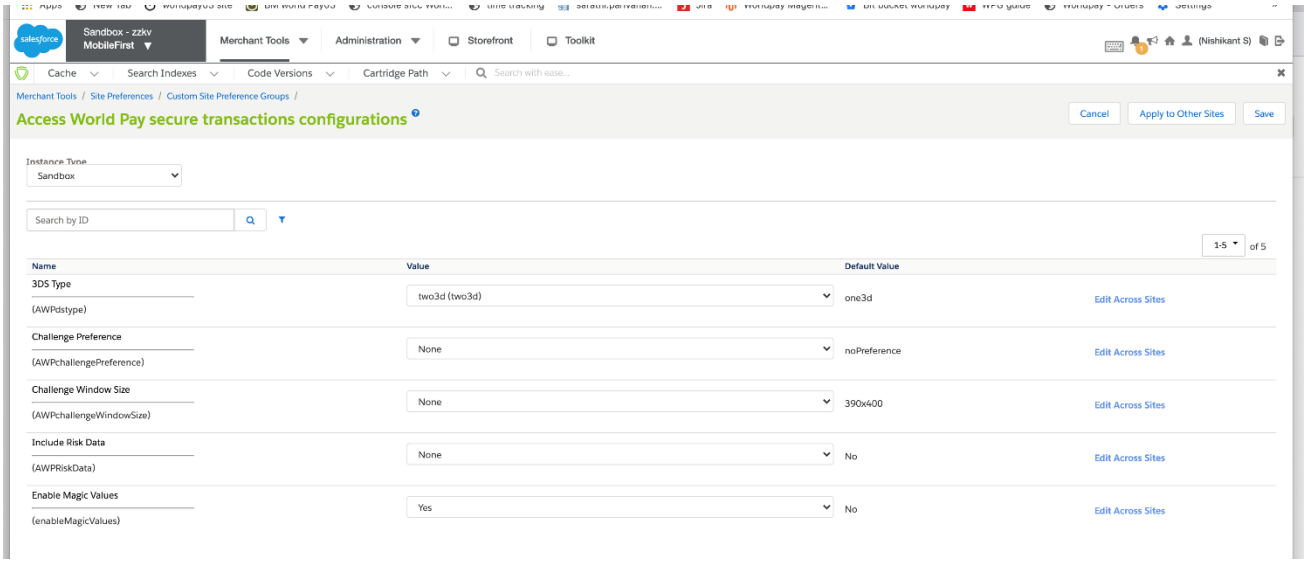
NOTE: Worldpay strongly recommends you always set the above preference as "Yes".

Secure-transaction configuration table

This table shows details of the configuration of the 3DS integration to Worldpay.

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ AccessWorldpay-SecureTransaction.*

Site preference	Description	Default values
3DS Type	Specifies if 3DS is enabled or disabled.	"**two3d"**
Challenge Preference	Possible values: **noPreference**: You have no preference about whether to challenge. This is the default. **noChallengeRequested**: You prefer that no challenge is made. **challengeRequested**: You prefer to challenge. **challengeMandated**: There are local or regional mandates that mean you must challenge. **NOTE**: The interpretation of this field varies from issuer to issuer. Worldpay cannot guarantee any particular action or behaviour as a result of this field.	You set this preference.
Challenge Window Size	The issuer uses this window to display the challenge.	You set this preference.
Include Risk Data	If set to **Yes**, you provide additional details about the shopper's payment to Worldpay. These details are used in 3DS2 transactions. This increases the chances that the shopper is not challenged.	"**No"**
Enable Magic Values	If set to **Yes**, enable the magic value testing for 3DS in lower environment. This should be set to **No** in live.	"**No"**


Sandbox - zzkv
MobileFirst
Merchant Tools
Administration
Storefront
Toolkit
(Nishikant S)
Cache
Search Indexes
Code Versions
Cartridge Path
Merchant Tools / Site Preferences / Custom Site Preference Groups /
Access World Pay secure transactions configurations
Cancel
Apply to Other Sites
Save
Instance Type
Sandbox
Search by ID
1-5 of 5
Name
Value
Default Value
3DS Type
(AWPdstype)
two3d (two3d)
one3d
Edit Across Sites
Challenge Preference
(AWPchallengePreference)
None
noPreference
Edit Across Sites
Challenge Window Size
(AWPchallengeWindowSize)
None
390x400
Edit Across Sites
Include Risk Data
(AWPRiskData)
None
No
Edit Across Sites
Enable Magic Values
(enableMagicValues)
Yes
No
Edit Across Sites

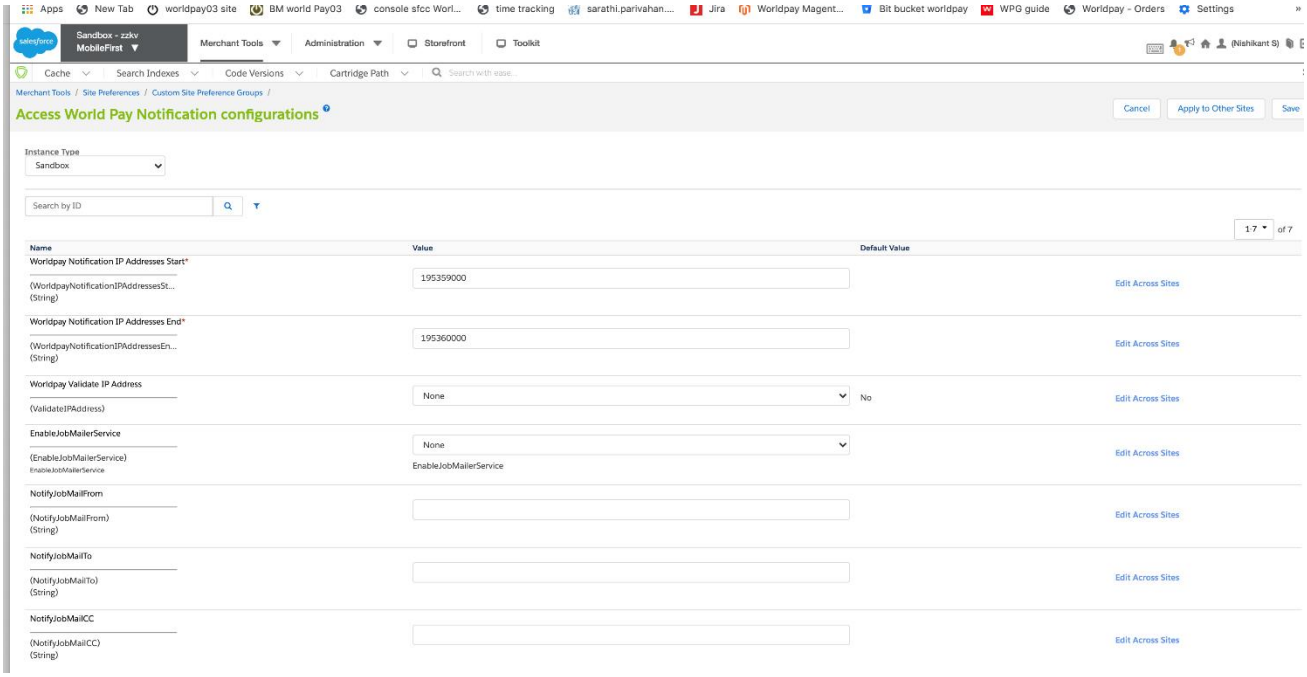
Notification configuration table

This table shows details of configurations for notifications received from Worldpay.

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ AccessWorldpay-Notifications.*

* = Mandatory field.

Site preference	Description	Default values
Worldpay Notification IP Addresses Start*	The first Worldpay IP address in the range that sends notifications.	Provided by Worldpay.
Worldpay Notification IP Addresses End*	The last Worldpay IP address in the range that sends notifications.	Provided by Worldpay.
Worldpay Validate IP Address	If set to **True**, you validate the IP addresses that send notifications.	**"False"**
EnableJobMailerService	Use this field to switch the email service on or off. The emails are triggered if the cartridge logic fails to handle the order notification or enquiry. Or, if it fails to update its status in the order transaction field.	You set this.
NotifyJobMailFrom	The email address/addresses that shows the recipients of job status notifications, where the email was sent from. *You can add multiple addresses separated by semicolons.*	You set this.
NotifyJobMailTo	The email address/addresses to be added as "To" for receiving the notify job status update. *You can add multiple addresses separated by semicolons.*	You set this.
NotifyJobMailCC	The email address/addresses to be kept in CC for receiving the order notify job status update. *You can add multiple addresses separated by semicolons.*	You set this.



OMS – B2C Integration configuration table (optional)

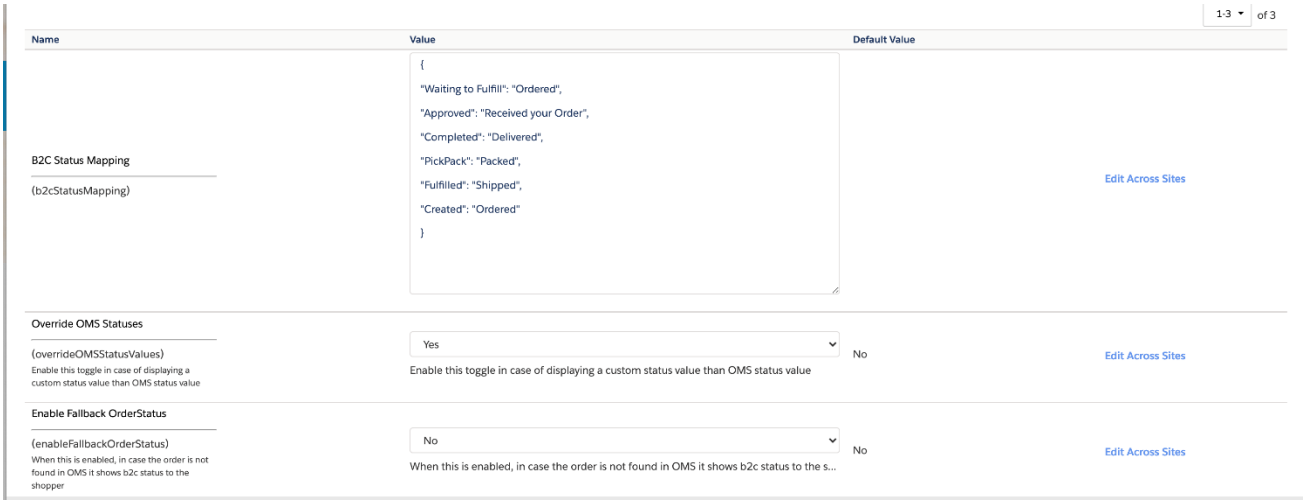
This table shows details of configurations for the optional OMS – B2C integration feature.

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/* AccessWorldpay- SalesforceOMS.

Site preference	Description	Default values
Override OMS Statuses	Set this to **Yes** to show shopper-friendly order status values. Once this is turned on, the **B2C Status Mapping** configuration would be referred to look up the mapping statues. Set this to **No** to display the actual status as it is in OMS.	**"No"**
B2C Status Mapping	This is to display a shopper-friendly order status text. Configure this mapping if there is a need to display a custom value	**Keys**: Denote status name in OMS **Values**: Denote custom order status value Example: { "Waiting to Fulfill": "Ordered", "Approved": "Received your Order", "Completed": "Delivered",

		"PickPack": "Packed", "Fulfilled": "Shipped", "Created": "Ordered" }
Enable Fallback OrderStatus	Set this to **Yes** to display the B2C order status instead of the OMS status if the order is not present in OMS or did not return results from OMS. If set to **No**, displays the error message configured if the order is not present in OMS or did not return results from OMS.	**"No"**

NOTE: The configurations above only apply if you have opted for Salesforce OMS integration and have integrated Salesforce OMS with your environment.

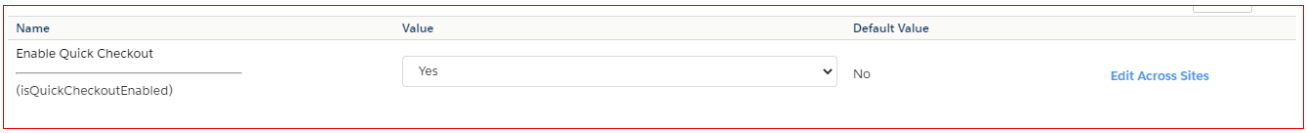


Checkout feature configuration table

This table shows details of the configuration of the Quick Checkout integration to Worldpay.

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ AccessWorldpay-SecureTransaction.*

Site preference	Description	Default values
Enable Quick Checkout	Set this to **Yes**, to switch on the feature that enables shoppers to place orders instantly.	**"No"**



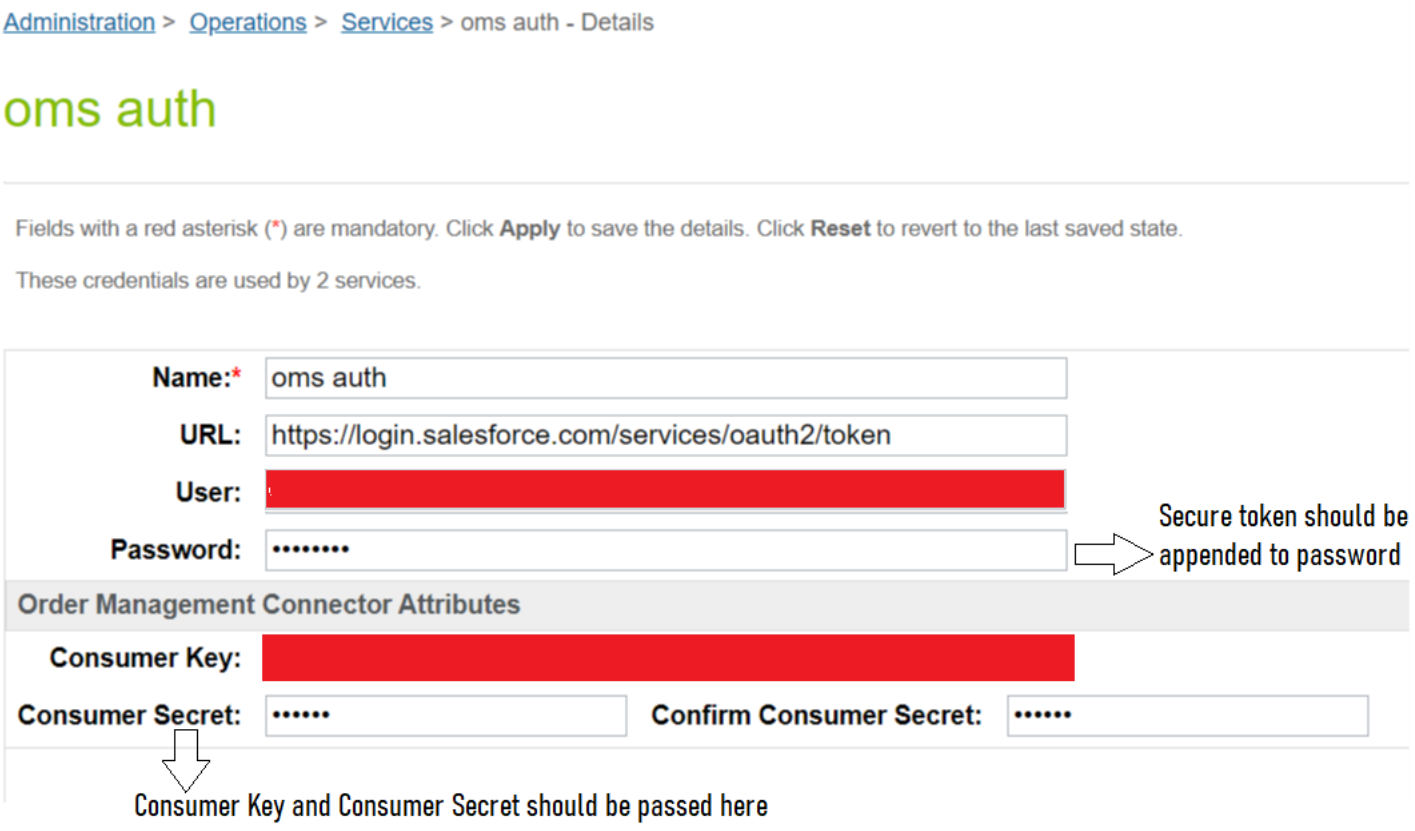
Service credential configuration for OMS

Pre-requisite: You should have the consumer key, consumer secret and secure token ready as generated from the OMS. See the Worldpay-OMS-Payment-Adapter guide in app exchange for more details.

In Business Manager, go to *Administration/Services:*

1. Click on the Credentials tab.
2. Click on *oms auth*.
3. This secure token should be appended with the password. The format is password-appended with a secure token. Please fill in the consumer key, consumer secret and secure token.

The screenshot below from Business Manager shows the service credential configuration:



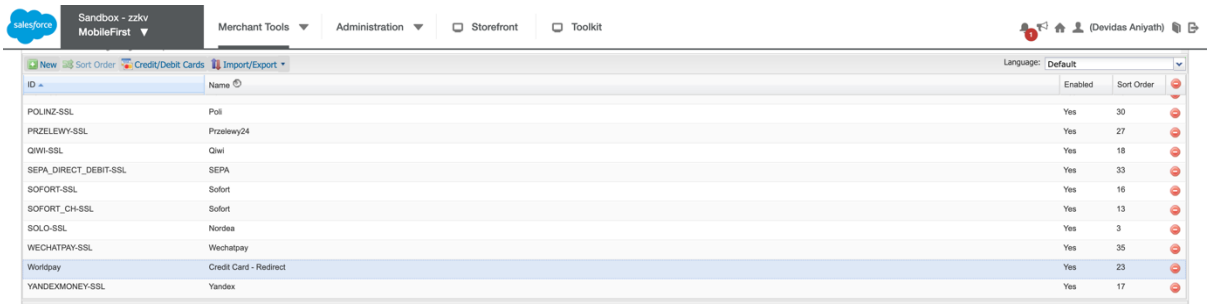
NOTE: The configuration above is only available if you have opted for Salesforce OMS integration and have integrated OMS with your environment.

Payment methods

In the integration package, a payment-method definition is provided in the file *payment-methods.xml* within the metadata folder that you have already imported.

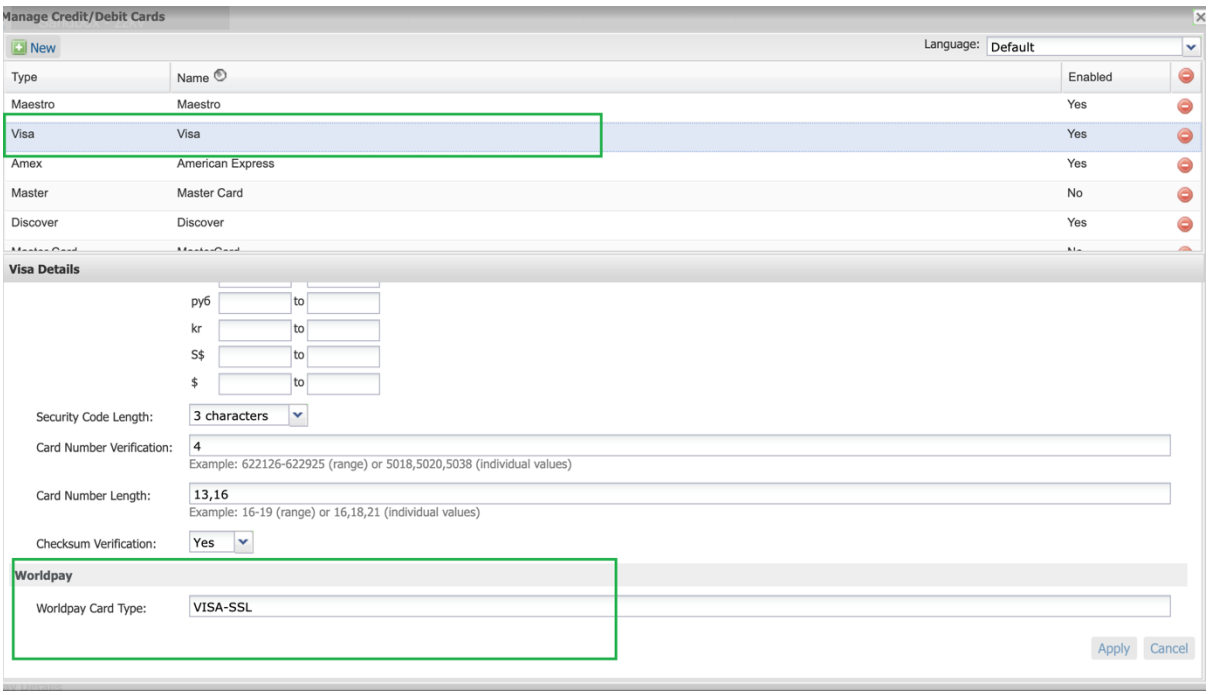
To enable the payment method(s):

1. Go to Merchant *Tools/Ordering/Payment Methods* and enable the payment method(s) as required.



How to enable and manage credit cards

To enable and manage card details, go to *Payment Method/Credit/Debit Cards*:



Use this screen to enable credit and debit cards.

NOTE: Ensure that the *Worldpay Card Type* field, at the bottom of the screen above, is populated. For example, for VISA it is *VISA-SSL*. You must do this for all the cards you want to support on your site.

All the card-detail fields on this screen are optional:

Card attribute	Description
Security Code Length	The maximum length of security code for each card type.
Card Number Verification	The card verification numbers: For example: 622126-622925 (range) or 5018, 5020, 5038 (individual values).
Card Number Length	The maximum length of card numbers allowed (the range is 13-16) for each type of card.
Checksum Verification	Want the system to do a checksum verification? **Yes** or **No**.

Managing jobs

Jobs automate routine tasks or long-running processes, such as importing and exporting data, replicating data or code, or building a search index. Jobs can use out-of-the-box system steps, or a developer can create custom job steps. You can run jobs manually as needed, schedule them to run at a specific time, or on a recurring basis.

A job definition is provided in *jobs.xml*.

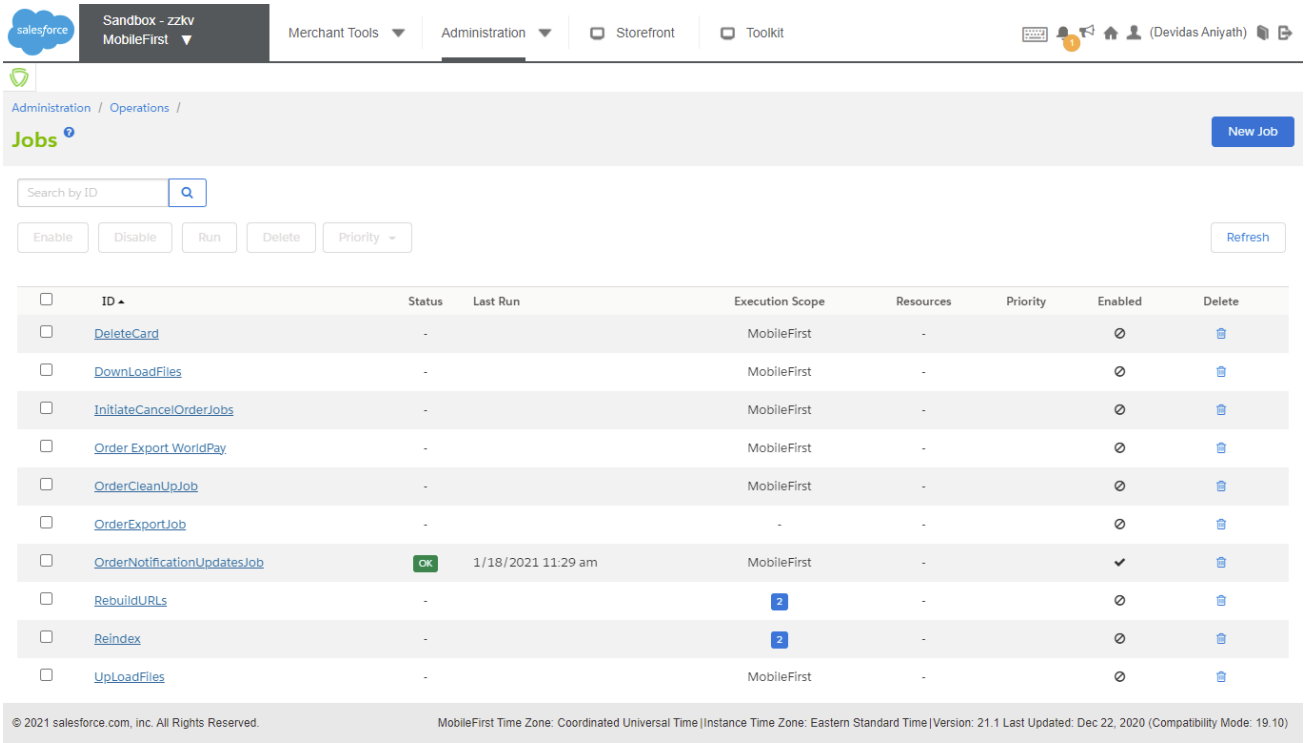
Below is a list of the jobs associated with the cartridge. Please read the Access Worldpay Technical integration guide for more details about each job.

Jobs	Description
OrderNotificationUpdatesJob	Picks the details stored in custom objects as part of the order notification flow from Worldpay. The job sorts the details in order of creation time. The job then reads the custom objects one by one and updates their statuses (*Order Status*/*Payment Status*/*Confirmation Status*) in Business Manager.

Associate jobs with sites

Make sure you associate jobs with each of your sites. To do this:

1. In Business Manager, go to *Administration/Operations/Jobs*. All the jobs including the one present in out of the box are listed here. The table above lists the jobs that are part of the Worldpay cartridge.



In the screenshot above you can see all the jobs listed. You can see if the jobs are enabled, the last run time, status of the last run, priority and execution scope. You can also use this screen to delete a job.

Go to individual jobs to enable or disable them, change their schedules, etc. You can find more details about jobs in the Salesforce Technical Guide.

Payments through call centre

With Worldpay's Mail Order Telephone Order (MOTO) feature, your customer service team can do post order processing for the orders placed through storefront by shoppers.

Note: Due to security constraints, we strongly recommend that you do not use a CSC (Customer Service Centre) application to place the order on behalf of the shopper. Conversely, there is no issue with using a CSC for post-order operations such as cancellations and refunds on behalf of the shopper.

Appendix A: Payment mapping table

Payment method	Key value
Credit card (direct)	CREDIT_CARD
Apple Pay	DW_APPLE_PAY
Google Pay	GooglePay
ACH Pay	ACH_DIRECT_DEBIT-SSL

Appendix B: Disabling and enabling the Worldpay integration

To disable the Worldpay integration:

1. Go to *Merchant Tools/Ordering/Payment Methods.*
2. Disable all Worldpay-specific payment methods.
3. Cross-check one by one the processor type that the payment method uses. To do this:
    a. Click a payment method (for example, *CREDIT_CARD*) and check the payment processor. If it is Worldpay, change it to another processor. For example, for *CREDIT_CARD*, change it to *BASIC_CREDIT*.
4. Enable the payment methods you want to use with each type of processor.

To enable Worldpay again:

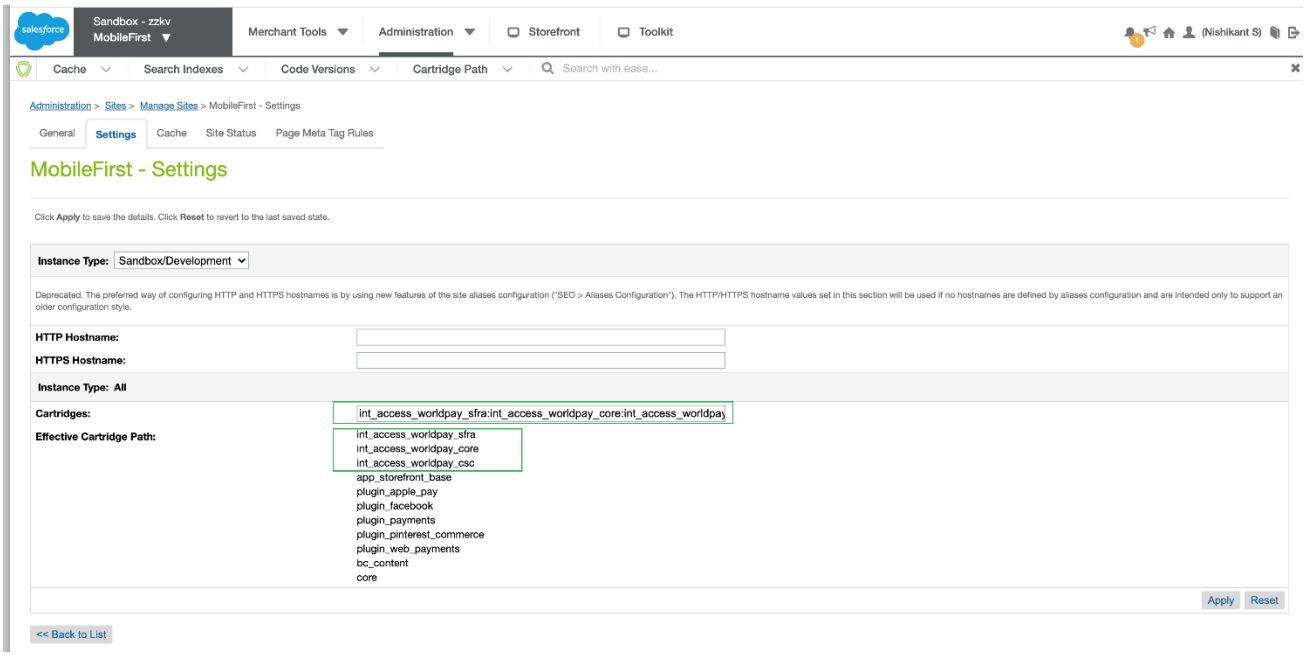
1. Change the processor type back to Worldpay.

Appendix C: Integration checklist

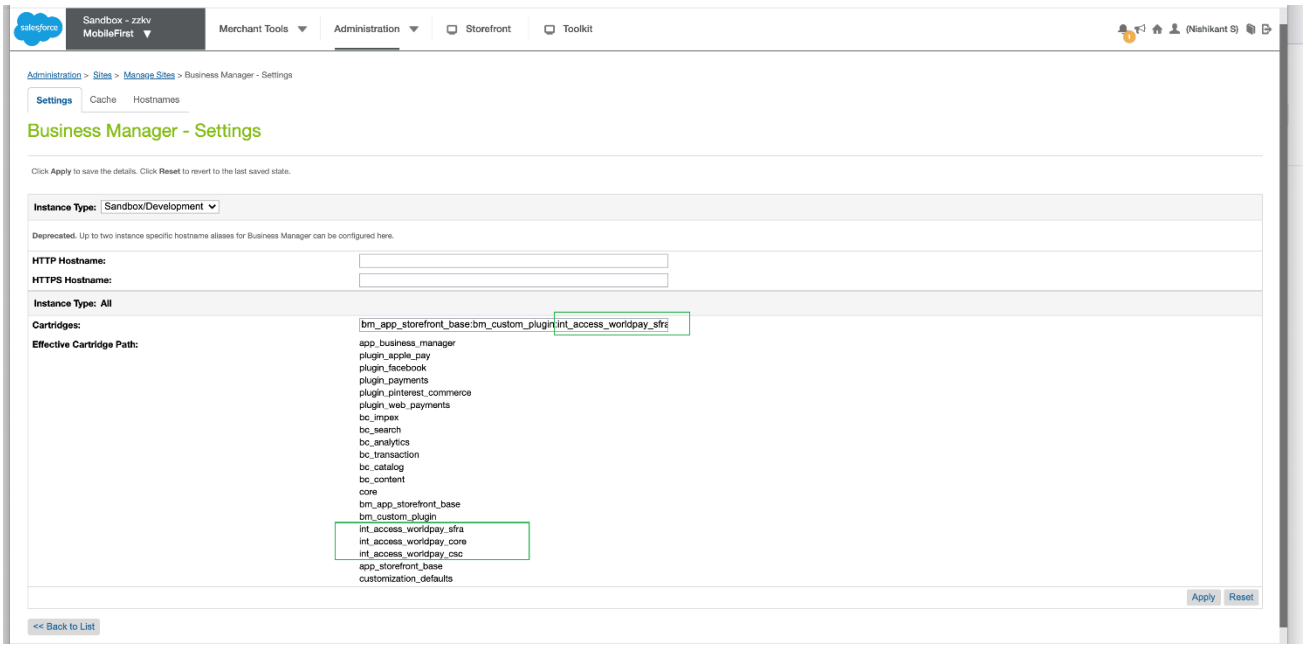
Use this section to check that all Business Manager configurations are in place and you're ready to handle transactions.

Ensure the cartridge paths are correct

1. Go to *Administration/Sites/Manage Sites/[Your site]Settings*:

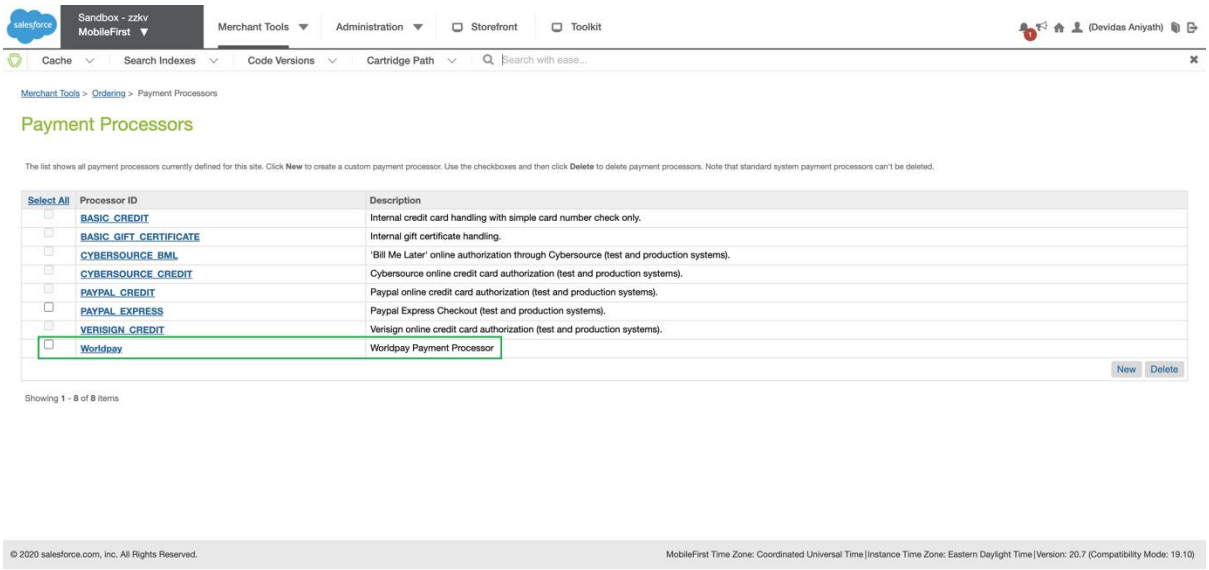


2. Go to *Administration/Sites/Manage Sites/Business Manager – Settings* and check that the system has added your Worldpay cartridges, as shown in the screenshot below:



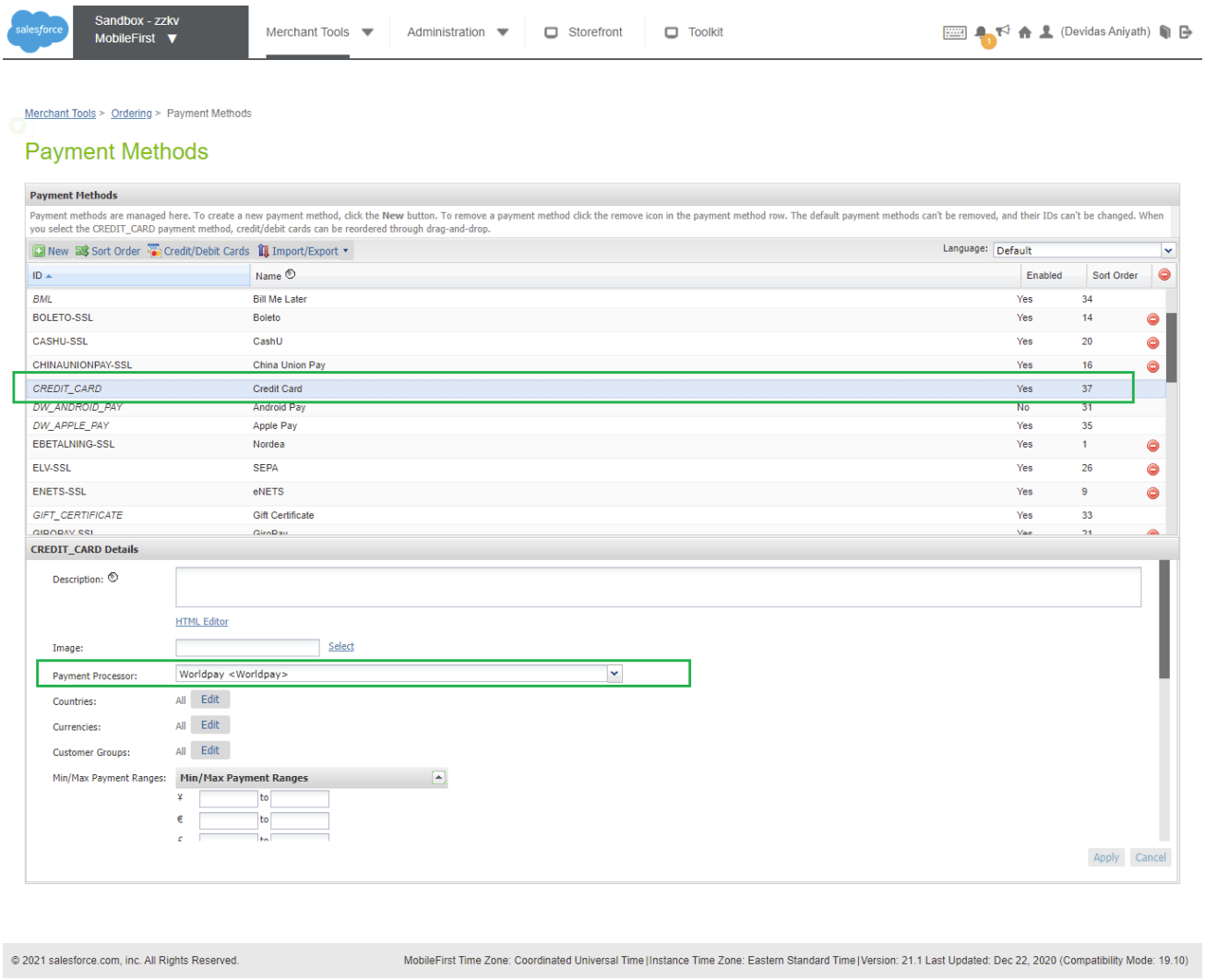
Check that the payment processor with Worldpay ID is available

1. Go to *Merchant Tools/Ordering/Payment Processors*. The Worldpay ID should be visible as shown in the screenshot below:



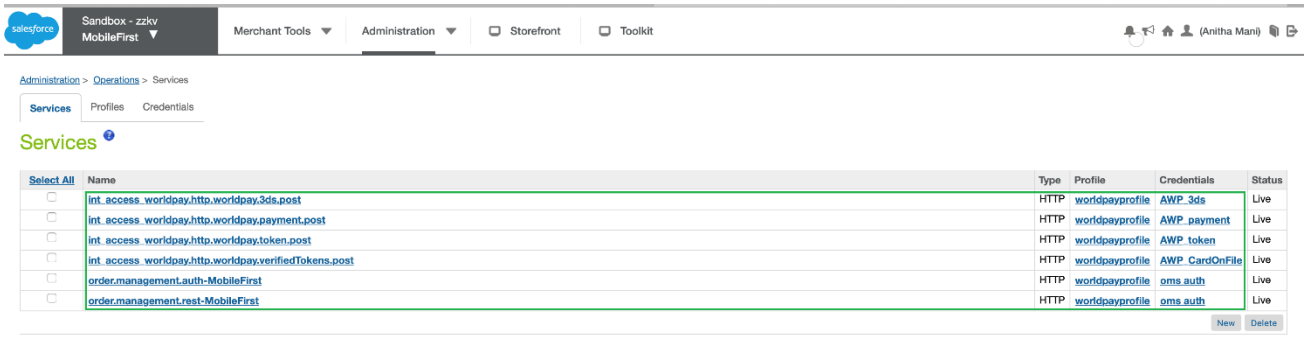
Ensure that payment methods have been enabled and have Worldpay set as their processor

1. Go to *Merchant Tools/Ordering/Payment Methods* and check the availability of payment methods.
2. Open each payment method and verify that the processor is Worldpay. See the screenshot below:



Check that the Worldpay service is available

1. Go to *Administration /Operations/Services* and see whether the service is available, as shown in the screenshot below:



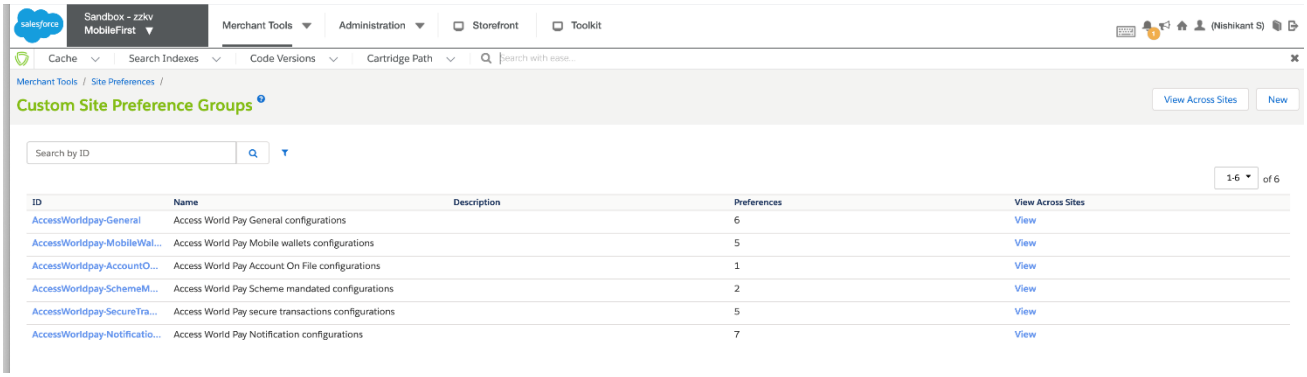
Final checks

Check that content assets have been added

1. Go to *Merchant Tools/Content/Content Assets* and make sure that the content assets with the IDs `worldpayhelper`, `saveCardDisclaimer` and `worldpay-elv-consent` are there.

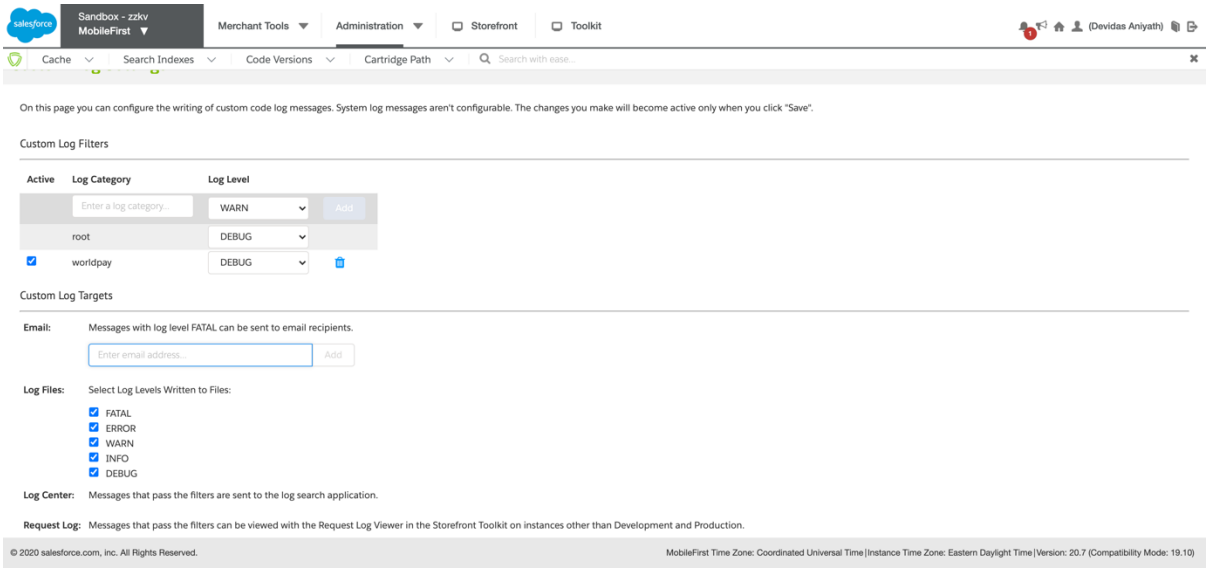
Check for site preferences group availability

1. Go to *Merchant Tools/Site Preferences/Custom Preferences* and check that the various groups are visible.
2. Open each group to see if the preferences are available for all groups.



Check that the Worldpay debug is on

1. Go to *Administration/Operations/Custom Log Settings* and verify that the Worldpay debug is on:



If you have completed the steps above, you are ready to start the integration.

Contact us

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