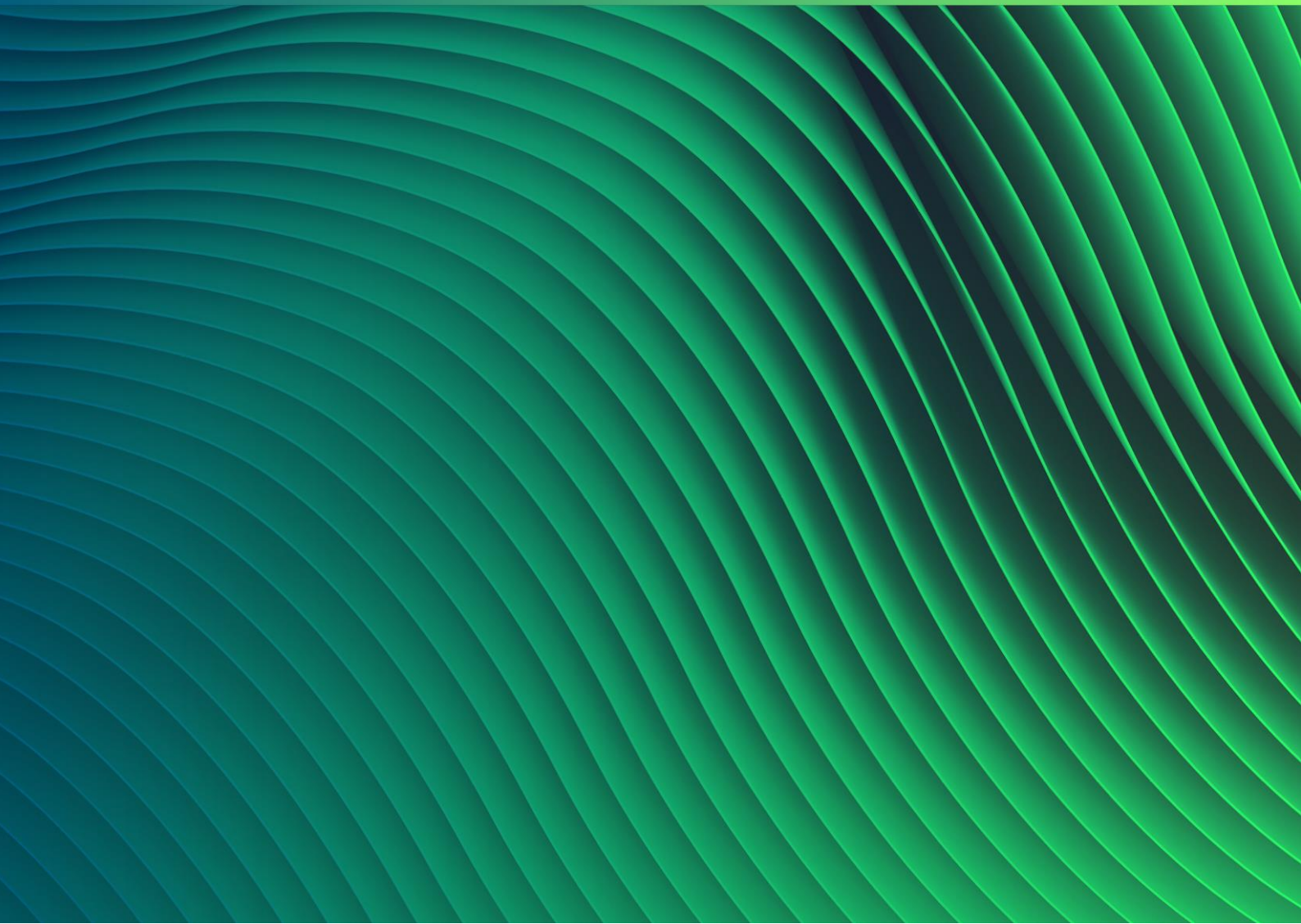


Salesforce SFCC Access Worldpay

Installation and overview guide

Version 21.1.0 – March 2021



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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.

Payment pages

- **Access Checkout Web SDK** - Worldpay Web SDK keeps customer's 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 above feature applies only to merchants who have opted for the Salesforce OMS integration and have integrated OMS within their environment

Limitations

These features are not currently supported:

- Cancellation from my account
- Returns from my account

Compatibility

This cartridge is compatible with SFRA version v5.1.0 and 19.10 platform version.

The cartridge is verified on 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 additional entry. This additional 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
```

The screenshot shows the 'MobileFirst - Settings' page in Salesforce Business Manager. The 'Instance Type' is set to 'Sandbox/Development'. The 'Cartridges' field contains the path: `int_access_worldpay_sfra:int_access_worldpay_core:int_access_worldpay_csc:app_storefront_base`. The 'Effective Cartridge Path' field lists the following cartridges: `int_access_worldpay_sfra`, `int_access_worldpay_core`, `int_access_worldpay_csc`, `app_storefront_base`, `plugin_apple_pay`, `plugin_facebook`, `plugin_payments`, `plugin_pinterest_commerce`, `plugin_web_payments`, `bc_content`, and `core`. The 'Apply' button is visible at the bottom right of the form.

5. Click **Apply**.

NOTE: Sandbox - 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:
```


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MobileFirst

Merchant Tools

Administration

Storefront

Toolkit

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Administration > Sites > Manage Sites > Business Manager - Settings

SettingsCacheHostnames

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:

Effective Cartridge Path:

bm_app_storefront_base:bm_custom_plugin:int_access_worldpay_sfra
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

ApplyReset

<< 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:

```
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
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*):

ID	Type	Site Assignments	Salesforce CMS Channel Assignment	Folders	Content Assets	Status
Library - MobileFirst	Private			1	0	Online
Library - MobileFirstGlobal	Private			1	0	Online
Library - SiteGenesis	Private			1	1	Online
Library - SiteGenesisGlobal	Private			1	0	Online
MobileFirstSharedLibrary	Shared	MobileFirst MobileFirstGlobal		28	110	Online
RefArchSharedLibrary	Shared			1	4	Online
SiteGenesisSharedLibrary	Shared	SiteGenesis SiteGenesisGlobal		28	105	Online

4. Open the metadata folder from the repository structure open sites, then change the folder name *RefArch* 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. Zip the metadata folder in the repository structure.
7. Log in to Business Manager and go to *Administration/Site Development/Site Import & Export*.
8. Click the **Upload** button to upload the zipped metadata folder.
9. 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.

10. 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 be similar to the screenshot below:

The screenshot shows the Salesforce Business Manager interface. The top navigation bar includes 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. The breadcrumb trail is 'Merchant Tools > Ordering > Orders > Order: D00113427(MobileFirst)'. The 'Attributes' tab is selected, showing a list of transaction status attributes with input fields for values like Authorization ID, Refusal/Decline Code, AVS Result Code, CVC Result Code, Risk Score, Masked Card Number, AAV Postcode Result Code, AAV Address Result Code, Issuer Response, AAV Email Result Code, AAV Cardholder Name Result Code, AAV Telephone Result Code, and SEPA Mandate ID. A footer note states: '© 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)'.

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*

Worldpay Notification IP Addresses End*

(WorldpayNotificationIPAddressesEn...
(String)

195360000

Worldpay Notification IP Addresses Start*

(WorldpayNotificationIPAddressesSt...
(String)

195359000

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:

The screenshot shows the Salesforce Merchant Tools interface. The breadcrumb trail is [Merchant Tools](#) > [Ordering](#) > [Payment Processors](#). The page title is **Payment Processors**. Below the title, a note states: "The list shows all payment processors currently defined for this site. Click New to create a custom payment processor. Use the checkboxes and then click Delete to delete payment processors. Note that standard system payment processors can't be deleted." Below this is a table with columns: **Select All**, **Processor ID**, and **Description**. The table lists several processors, with the **Worldpay** processor highlighted by a green box. The **Worldpay** processor has the ID **Worldpay** and the description **Worldpay Payment Processor**. At the bottom right of the table are **New** and **Delete** buttons. Below the table, it says "Showing 1 - 8 of 8 items".

Select All	Processor ID	Description
<input type="checkbox"/>	BASIC_CREDIT	Internal credit card handling with simple card number check only.
<input type="checkbox"/>	BASIC_GIFT_CERTIFICATE	Internal gift certificate handling.
<input type="checkbox"/>	CYBERSOURCE_BML	'Bill Me Later' online authorization through Cybersource (test and production systems).
<input type="checkbox"/>	CYBERSOURCE_CREDIT	Cybersource online credit card authorization (test and production systems).
<input type="checkbox"/>	PAYPAL_CREDIT	Paypal online credit card authorization (test and production systems).
<input type="checkbox"/>	PAYPAL_EXPRESS	Paypal Express Checkout (test and production systems).
<input type="checkbox"/>	VERISIGN_CREDIT	Verisign online credit card authorization (test and production systems).
<input type="checkbox"/>	Worldpay	Worldpay Payment Processor

The screenshot shows the configuration page for the **Worldpay** processor. The breadcrumb trail is [Merchant Tools](#) > [Ordering](#) > [Payment Processors](#) > [Worldpay - General](#). The page title is **Worldpay**. Below the title, a note states: "Click Back to List to display the list again." Below this is a form with fields for **ID** and **Description**. The **ID** field contains **Worldpay** and the **Description** field contains **Worldpay Payment Processor**. At the bottom right of the form are **Apply**, **Reset**, and **Delete** buttons. At the bottom left, there is a **<< Back to List** button.

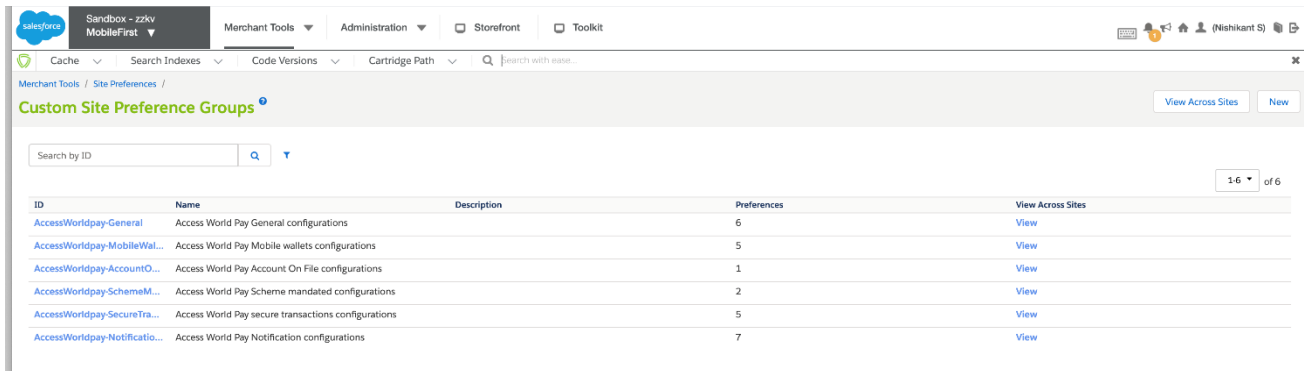
ID: Worldpay
Description: Worldpay Payment Processor

Managing custom site preferences

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

To manage your custom site preferences, do the following:

1. In Business Manager, go to *Site/Merchant Tool/Site Preferences/Custom Preferences*, where you will see many custom site preference groups.



The screenshot displays the Salesforce Business Manager interface. The top navigation bar includes tabs for Merchant Tools, Administration, Storefront, and Toolkit. The left sidebar shows the navigation menu with 'Merchant Tools / Site Preferences' selected. The main content area is titled 'Custom Site Preference Groups' and features a search bar, a 'View Across Sites' button, and a 'New' button. Below this, a table lists the custom site preference groups.

ID	Name	Description	Preferences	View Across Sites
AccessWorldpay-General	Access World Pay General configurations		6	View
AccessWorldpay-MobileWal...	Access World Pay Mobile wallets configurations		5	View
AccessWorldpay-AccountO...	Access World Pay Account On File configurations		1	View
AccessWorldpay-SchemeM...	Access World Pay Scheme mandated configurations		2	View
AccessWorldpay-SecureTra...	Access World Pay secure transactions configurations		5	View
AccessWorldpay-Notificatio...	Access World Pay Notification configurations		7	View

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*

* = Mandatory field.

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 Direct	If set to Yes, the CVV check is disabled when the shopper uses a saved card at checkout. This is applicable for DIRECT integration only	"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.

NOTE: The disable CVV feature is only applicable in checkout journeys using a DIRECT integration with the saved card. This feature is not applicable for WEB SDK.

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MobileFirst

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Access World Pay General configurations

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Name	Value	Default Value	
Credit Card Security Model (ccSecurityModel)	DIRECT (DIRECT)	WEB_SDK	Edit Across Sites
Web Checkout State Identity (webCSKIdentity) (String)	B0k1bb0-66f8-4ec5-9a21-19b55dc663ab		Edit Across Sites
Web Checkout SDK Script* (webCSKScript) (String)	https://try-access.worldpay.com/access-checkout/v1/checkout.js		Edit Across Sites
Worldpay Disable CVV (isAWPCvvDisabled)	No		Edit Across Sites
API Endpoints JSON (AWPEPJSON)	<pre>{ "payments": { "authorization": "authorizations" }, "3ds": { "jet": "deviceDataInitialization", "authentication": "authentication", "verification": "verification" } }</pre>		Edit Across Sites
Currency Exponent (AWPWorldpayCurrencyExponent) (Integer)	2		Edit Across Sites

Mobile wallet configuration table

This table contains 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”

Instance Type: Sandbox

Search by ID: Q T

Name	Value	Default Value
Google Pay Environment (AWPGooglePayEnvironment)	TEST (TEST)	TEST
Google Merchant ID (AWPGooglePayMerchantID) (String)	<input type="text"/>	gPayMerchantID
Google Merchant Name (AWPGoogleMerchantName) (String)	<input type="text"/>	gPayMerchant
Gateway Merchant Id (AWPGatewayMerchantId) (String)	627392fb1cafcb1	gatewayMerchantId
Gateway Merchant Name (AWPGatewayMerchantName) (String)	<input type="text"/>	worldpay

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Account on file configurations table

This table contains the configuration needed to enable tokenization.

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

* = Mandatory field.

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

Instance Type: Sandbox

Search by ID

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

1-1 of 1

Scheme mandated configuration table

This table contains details on 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*

* = Mandatory field.

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"

The screenshot shows the Salesforce Commerce Cloud Merchant Tools interface. The breadcrumb trail is: Merchant Tools / Site Preferences / Custom Site Preference Groups / Access World Pay Scheme mandated configurations. The page title is 'Access World Pay Scheme mandated configurations'. Below the title, there is a search bar and a table of configurations. The table has three columns: Name, Value, and Default Value. The first row is 'Is Disclaimer Mandatory?' with a value of 'Yes' and a default value of 'Yes'. The second row is 'Show Disclaimer in the Frontend' with a value of 'Yes' and a default value of 'Yes'. Both rows have an 'Edit Across Sites' link.

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

NOTE: Worldpay strongly recommends you always set the above preferences to "Yes".

Secure-transaction configuration table

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

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

* = Mandatory field.

Site preference	Description	Default values
3DS Type	Specifies if 3DS is enabled or disabled.	"two3d"
Challenge Preference	<p>Possible values:</p> <p>noPreference: You have no preference about whether to challenge. This is the default.</p> <p>noChallengeRequested: You prefer that no challenge is made.</p> <p>challengeRequested: You prefer to challenge.</p> <p>challengeMandated: There are local or regional mandates that mean that you must challenge.</p> <p>NOTE: The interpretation of this field varies from issuer to issuer. Worldpay cannot guarantee any particular action or behavior as a result of this field.</p>	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"

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Cancel

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Save

Instance Type
Sandbox

Search by ID

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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 contains details on 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. <i>You can add multiple addresses separated by semicolons.</i>	You set this.
NotifyJobMailTo	The email address/addresses to be added as "To" for receiving the notify job status update. <i>You can add multiple addresses separated by semicolons.</i>	You set this.
NotifyJobMailCC	The email address/addresses to be kept in CC for receiving the order notify job status update. <i>You can add multiple addresses separated by semicolons.</i>	You set this.

Access World Pay Notification configurations

Instance Type: Sandbox

Search by ID: [Search]

Name	Value	Default Value
Worldpay Notification IP Addresses Start* (WorldpayNotificationIPAddressesSt... (String)	195359000	
Worldpay Notification IP Addresses End* (WorldpayNotificationIPAddressesEn... (String)	195360000	
Worldpay Validate IP Address (ValidateIPAddress)	None	No
Enable Job Mailer Service (EnableJobMailerService) EnableJobMailerService	None	
Notify Job Mail From (NotifyJobMailFrom) (String)		
Notify Job Mail To (NotifyJobMailTo) (String)		
Notify Job Mail CC (NotifyJobMailCC) (String)		

OMS – B2C Integration configuration table (Optional)

This table contains details on configurations for the optional OMS – B2C integration feature

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

* = Mandatory field.

Site preference	Description	Default values
Override OMS Statuses	<p>Set this to Yes, to turn on the feature of showing shopper friendly order status values.</p> <p>Once this is turned on, B2C Status Mapping configuration would be referred to look up the mapping statuses.</p> <p>Set this to No, in case to display the actual status as it is in OMS</p>	"No"
B2C Status Mapping	<p>This is to display shopper friendly order status text to shopper.</p> <p>Configure this mapping in case there is a need to display a custom value</p>	<p>Keys: Denote status name in OMS</p> <p>Values: Denote custom order status value</p> <p>Example:</p> <pre>{ "Waiting to Fulfill": "Ordered", "Approved": "Received your Order",</pre>

		"Completed": "Delivered", "PickPack": "Packed", "Fulfilled": "Shipped", "Created": "Ordered" }
Enable Fallback OrderStatus	Set this to Yes , to display the b2c order status instead of OMS status in case the order is not present in OMS or did not return results from OMS. If set to No , displays the error message configured, in case the order is not present in OMS or did not return results from OMS	"No"

NOTE: The above configurations are applicable only for merchants who have opted for Salesforce OMS integration and has integrated Salesforce OMS with their environment.

1-3 of 3

Name	Value	Default Value
B2C Status Mapping (b2cStatusMapping)	<pre>{ "Waiting to Fulfill": "Ordered", "Approved": "Received your Order", "Completed": "Delivered", "PickPack": "Packed", "Fulfilled": "Shipped", "Created": "Ordered" }</pre>	Edit Across Sites
Override OMS Statuses (overrideOMSStatusValues) <small>Enable this toggle in case of displaying a custom status value than OMS status value</small>	<div>Yes</div> <div>No</div> <small>Enable this toggle in case of displaying a custom status value than OMS status value</small>	Edit Across Sites
Enable Fallback OrderStatus (enableFallbackOrderStatus) <small>When this is enabled, in case the order is not found in OMS it shows b2c status to the shopper</small>	<div>No</div> <div>No</div> <small>When this is enabled, in case the order is not found in OMS it shows b2c status to the s...</small>	Edit Across Sites

Service credential configuration for OMS – B2C Integration (Optional)

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 would be password appended with secure token. Please fill in the **consumer key**, **consumer secret** and **secure token**


Please refer the below screenshot 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.

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

 Consumer Key and Consumer Secret should be passed here

NOTE: The configuration above is only available for merchants who have opted for Salesforce OMS integration and have integrated OMS with their 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.

Salesforce

Sandbox - zskv

MobileFirst

Merchant Tools

Administration

Storefront

Toolkit

(Devidas Aniyath)

New

Sort Order

Credit/Debit Cards

Import/Export

Language: Default

ID	Name	Enabled	Sort Order	
POLINZ-SSL	Poli	Yes	30	
PRZELEWY-SSL	Przelewy24	Yes	27	
QIWI-SSL	QIWI	Yes	18	
SEPA_DIRECT_DEBIT-SSL	SEPA	Yes	33	
SOFORT-SSL	Sofort	Yes	16	
SOFORT_CH-SSL	Sofort	Yes	13	
SOLO-SSL	Nordea	Yes	3	
WECHATPAY-SSL	Wechatpay	Yes	35	
Worldpay	Credit Card - Redirect	Yes	23	
YANDEXMONEY-SSL	Yandex	Yes	17	

How to enable and manage credit cards

To enable and manage card details, do the following:

1. Go to *Payment Method/Credit/Debit Cards*.

Manage Credit/Debit Cards

New

Language: Default

Type	Name	Enabled
Maestro	Maestro	Yes
Visa	Visa	Yes
Amex	American Express	Yes
Master	Master Card	No
Discover	Discover	Yes

Visa Details

py6 to

kr to

S\$ to

\$ to

Security Code Length:

Card Number Verification:
Example: 622126-622925 (range) or 5018,5020,5038 (individual values)

Card Number Length:
Example: 16-19 (range) or 16,18,21 (individual values)

Checksum Verification:

Worldpay

Worldpay Card Type:

Apply Cancel

Use this screen to enable the various credit and debit cards that you want.

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 (<i>Order Status/Payment Status/Confirmation Status</i>) 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 (OOTB) are listed here. The table above lists the jobs that are part of the Worldpay cartridge.

The screenshot displays the 'Jobs' page in the Salesforce Business Manager interface. The top navigation bar includes the Salesforce logo, a user profile dropdown, and various toolkits. The main content area shows a list of jobs with the following columns: ID, Status, Last Run, Execution Scope, Resources, Priority, Enabled, and Delete. The 'OrderNotificationUpdatesJob' is highlighted with a green status bar and a checkmark in the 'Enabled' column. The page also includes a search bar, action buttons (Enable, Disable, Run, Delete, Priority), and a 'New Job' button.

ID	Status	Last Run	Execution Scope	Resources	Priority	Enabled	Delete
DeleteCard	-		MobileFirst	-		⊘	🗑️
DownloadFiles	-		MobileFirst	-		⊘	🗑️
InitiateCancelOrderJobs	-		MobileFirst	-		⊘	🗑️
Order Export WorldPay	-		MobileFirst	-		⊘	🗑️
OrderCleanUpJob	-		MobileFirst	-		⊘	🗑️
OrderExportJob	-		-	-		⊘	🗑️
OrderNotificationUpdatesJob	OK	1/18/2021 11:29 am	MobileFirst	-		✓	🗑️
RebuildURLs	-		2	-		⊘	🗑️
Reindex	-		2	-		⊘	🗑️
UploadFiles	-		MobileFirst	-		⊘	🗑️

© 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)

On 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 center

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 tables

A1 – Payment method mapping table

Payment method	Key value
Credit card (direct)	CREDIT_CARD
Apple Pay	DW_APPLE_PAY
Google Pay	GooglePay

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 cross-check:
 - 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:

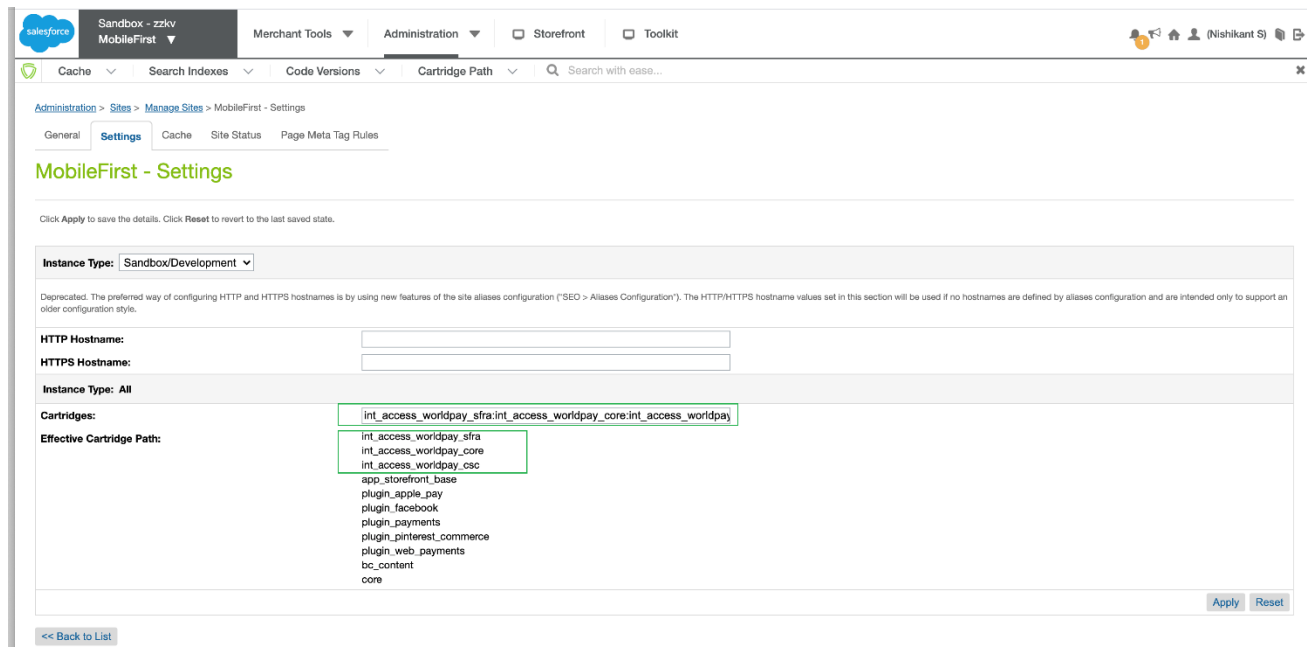
1. Change the processor type back to Worldpay.

Appendix C: Integration checklist

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

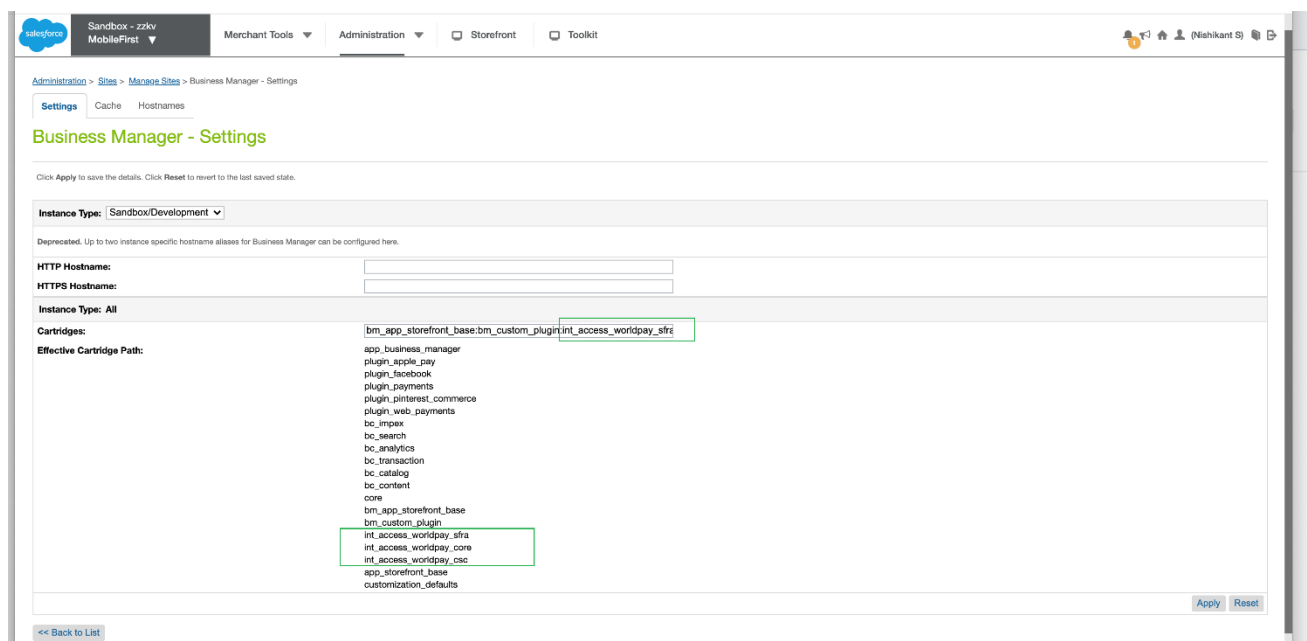
Ensure the cartridge paths are correct

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



The screenshot shows the Salesforce MobileFirst Settings page. The breadcrumb trail is *Administration > Sites > Manage Sites > MobileFirst - Settings*. The page has tabs for *General*, *Settings* (selected), *Cache*, *Site Status*, and *Page Meta Tag Rules*. The title is **MobileFirst - Settings**. Below the title, there is a note: "Click Apply to save the details. Click Reset to revert to the last saved state." The *Instance Type* is set to *Sandbox/Development*. A deprecated message states: "Deprecated. The preferred way of configuring HTTP and HTTPS hostnames is by using new features of the site aliases configuration ('SEO > Aliases Configuration'). The HTTP/HTTPS hostname values set in this section will be used if no hostnames are defined by aliases configuration and are intended only to support an older configuration style." There are input fields for *HTTP Hostname* and *HTTPS Hostname*. The *Instance Type* is set to *All*. The *Cartridges* field contains the value `int_access_worldpay_sfra:int_access_worldpay_core:int_access_worldpay`. The *Effective Cartridge Path* field contains a list of cartridges: `int_access_worldpay_sfra`, `int_access_worldpay_core`, `int_access_worldpay_csc`, `app_storefront_base`, `plugin_apple_pay`, `plugin_facebook`, `plugin_payments`, `plugin_pinterest_commerce`, `plugin_web_payments`, `bc_content`, and `core`. At the bottom, there are *Apply* and *Reset* buttons, and a *<< Back to List* link.

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:



The screenshot shows the Salesforce Business Manager Settings page. The breadcrumb trail is *Administration > Sites > Manage Sites > Business Manager - Settings*. The page has tabs for *Settings* (selected), *Cache*, and *Hostnames*. The title is **Business Manager - Settings**. Below the title, there is a note: "Click Apply to save the details. Click Reset to revert to the last saved state." The *Instance Type* is set to *Sandbox/Development*. A deprecated message states: "Deprecated. Up to two instance specific hostname aliases for Business Manager can be configured here." There are input fields for *HTTP Hostname* and *HTTPS Hostname*. The *Instance Type* is set to *All*. The *Cartridges* field contains the value `bm_app_storefront_base:bm_custom_plugin:int_access_worldpay_sfri`. The *Effective Cartridge Path* field contains a list of cartridges: `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`, and `customization_defaults`. At the bottom, there are *Apply* and *Reset* buttons, and a *<< Back to List* link.

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:

The screenshot shows the Salesforce Merchant Tools interface. The top navigation bar includes 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. The breadcrumb trail is 'Merchant Tools > Ordering > Payment Processors'. The page title is 'Payment Processors'. A note states: 'The list shows all payment processors currently defined for this site. Click New to create a custom payment processor. Use the checkboxes and then click Delete to delete payment processors. Note that standard system payment processors can't be deleted.' Below this is a table of payment processors:

Select All	Processor ID	Description
<input type="checkbox"/>	BASIC_CREDIT	Internal credit card handling with simple card number check only.
<input type="checkbox"/>	BASIC_GIFT_CERTIFICATE	Internal gift certificate handling.
<input type="checkbox"/>	CYBERSOURCE_BML	'Bill Me Later' online authorization through Cybersource (test and production systems).
<input type="checkbox"/>	CYBERSOURCE_CREDIT	Cybersource online credit card authorization (test and production systems).
<input type="checkbox"/>	PAYPAL_CREDIT	Paypal online credit card authorization (test and production systems).
<input type="checkbox"/>	PAYPAL_EXPRESS	Paypal Express Checkout (test and production systems).
<input type="checkbox"/>	VERISIGN_CREDIT	Verisign online credit card authorization (test and production systems).
<input type="checkbox"/>	Worldpay	Worldpay Payment Processor

At the bottom right of the table are 'New' and 'Delete' buttons. Below the table, it says 'Showing 1 - 8 of 8 items'.

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:

The screenshot shows the Salesforce SFCC Merchant Tools interface. The top navigation bar includes the Salesforce logo, a user profile dropdown (Sandbox - zzkv MobileFirst), and tabs for Merchant Tools, Administration, Storefront, and Toolkit. The Merchant Tools tab is active, and the breadcrumb trail indicates the path: Merchant Tools > Ordering > 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.

Language: Default

ID	Name	Enabled	Sort Order
BML	Bill Me Later	Yes	34
BOLETO-SSL	Boleto	Yes	14
CASHU-SSL	CashU	Yes	20
CHINAUNIONPAY-SSL	China Union Pay	Yes	16
CREDIT_CARD	Credit Card	Yes	37
DW_ANDROID_PAY	Android Pay	No	31
DW_APPLE_PAY	Apple Pay	Yes	35
EBETALNING-SSL	Nordea	Yes	1
ELV-SSL	SEPA	Yes	26
ENETS-SSL	eNETS	Yes	9
GIFT_CERTIFICATE	Gift Certificate	Yes	33
GLOBALPAY-SSL	GlobalPay	Yes	21

CREDIT_CARD Details

Description:

Image: [Select](#)

Payment Processor:

Countries: All [Edit](#)

Currencies: All [Edit](#)

Customer Groups: All [Edit](#)

Min/Max Payment Ranges:

¥ to

€ to

£ to

[Apply](#) [Cancel](#)

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:

Sandbox - zkv MobileFirst ▾

Merchant Tools ▾ Administration ▾ Storefront Toolkit

Administration > Operations > Services

Services Profiles Credentials

Services

Select All	Name	Type	Profile	Credentials	Status
<input type="checkbox"/>	int_access_worldpay.http.worldpay.3ds.post	HTTP	worldpayprofile	AWP_3ds	Live
<input type="checkbox"/>	int_access_worldpay.http.worldpay.payment.post	HTTP	worldpayprofile	AWP_payment	Live
<input type="checkbox"/>	int_access_worldpay.http.worldpay.token.post	HTTP	worldpayprofile	AWP_token	Live
<input type="checkbox"/>	int_access_worldpay.http.worldpay.verifiedTokens.post	HTTP	worldpayprofile	AWP_CardOnFile	Live
<input type="checkbox"/>	order.management.auth-MobileFirst	HTTP	worldpayprofile	oms_auth	Live
<input type="checkbox"/>	order.management.rest-MobileFirst	HTTP	worldpayprofile	oms_auth	Live

New Delete

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.

The screenshot shows the 'Custom Site Preference Groups' page in Salesforce Merchant Tools. The page has a search bar and a table with 6 rows of preference groups. The table columns are ID, Name, Description, Preferences, and View Across Sites.

ID	Name	Description	Preferences	View Across Sites
AccessWorldpay-General	Access World Pay General configurations		6	View
AccessWorldpay-MobileWal...	Access World Pay Mobile wallets configurations		5	View
AccessWorldpay-AccountO...	Access World Pay Account On File configurations		1	View
AccessWorldpay-SchemeM...	Access World Pay Scheme mandated configurations		2	View
AccessWorldpay-SecureTra...	Access World Pay secure transactions configurations		5	View
AccessWorldpay-Notificatio...	Access World Pay Notification configurations		7	View

Check that the Worldpay debug is on

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

The screenshot shows the 'Custom Log Settings' page in Salesforce Administration. It includes sections for Custom Log Filters, Custom Log Targets, and Log Center.

Custom Log Filters:

Active	Log Category	Log Level
<input type="checkbox"/>	root	WARN
<input checked="" type="checkbox"/>	worldpay	DEBUG

Custom Log Targets:

Email: Messages with log level FATAL can be sent to email recipients. (Enter email address...)

Log Files: Select Log Levels Written to Files:

- ☒ FATAL
- ☒ ERROR
- ☒ WARN
- ☒ INFO
- ☒ DEBUG

Log Center: Messages that pass the filters are sent to the log search application.

Request Log: Messages that pass the filters can be viewed with the Request Log Viewer in the Storefront Toolkit on instances other than Development and Production.

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

Contact Us

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