



# Salesforce

Technical integration guide

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## Introduction

The technical guide covers the brief introduction of the product features from Worldpay, how to enable/disable the individual features, customization details available in payment integration cartridge and optional shopper's journey, troubleshooting steps, limitations and any important notes as applicable.

Use this guide together with the *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 setup or other changes to support the new functions or payment methods.

**Please note:** According to our policy, it is requisite that you upgrade to the most recent plugins to enable us to provide support for any issues pertaining to plugins.

## Functional overview

### Payment methods

There are two broad categories of payment method: *XML Direct* and *XML Redirect*, based on the way they are integrated.

#### XML Direct

If you collect and store shoppers' payment details on your platform, you can use the XML Direct method as an effective payment-processing gateway. With this method you collect both the order and payment details, then send the payment details of each order to Worldpay to process.

You can use Client Side Encryption (CSE) for card payments to reduce the PCI burden (SAQ A-EP), which supports XML Direct. To enable CSE in the cartridge, do the following:

1. In Business Manager, navigate to *Site/Merchant Tool/Site Preferences/Custom Preferences/Worldpay-Core*.
2. Enable Client Side Encryption to Yes
3. Fill in the Client Side Encryption Public Key field with the value as supplied by Worldpay

The screenshot shows a configuration page for enabling Client Side Encryption. It has two main sections: 'Enable Client Side Encryption' and 'Worldpay Client Side Encryption Public Key'. The 'Enable Client Side Encryption' section has a dropdown menu set to 'Yes'. The 'Worldpay Client Side Encryption Public Key' section contains a text input field with a long string of characters: '1#10001#9054b62f59775755d937226ac89d2fc8e3040b674e939c503840892f27e3'. There are 'Edit Across Sites' buttons next to both sections.

**Prerequisites:** You are connected to us through a Direct integration and have contacted your Worldpay Relationship Manager to enable Client Side Encryption (CSE).

**NOTE:** If you process credit cards, the XML Direct model demands more work to meet the higher PCI requirements (SAQ D). For CSE integration you must be PCI DSS compliant to a level of Self-Assessment Questionnaire A-EP or above, in accordance with the latest PCI DSS standards (v3.2.1). Your level of compliance may differ depending on your own unique setup. So, we recommend consulting a QSA to make sure you are set up in the right way to meet your desired PCI DSS level.

The XML Direct model limits online payment methods that do not involve shopper interaction. Because of the high cost of appropriate security measures, XML Direct is only viable if your store has high transaction volumes.

The table below shows the payment methods supported by XML Direct payments:

Payment methods	Region
Credit card, Direct (3D/non-3D)	Global
PayPal	Global
SEPA DD	Austria, Belgium, France, Germany, Ireland, Italy, Netherlands, Spain
Klarna	Austria, Finland, Germany, Netherlands, Norway, Sweden, United Kingdom
SOFORT	Austria, Germany
GiroPay	Germany
iDEAL	Netherlands
Bancontact	Belgium
Przelewy24	Poland
Poli	Australia
Konbini	Japan
Alipay	US, China
MOTO (Mail Order Telephone Order)	Global
Google Pay	Global
Apple Pay	Global
WeChat Pay	WeChat Pay

**NOTE:** We no longer support payments via Boleto, CashU, eNets, Poli NZ, Qiwi or Yandex.

## XML Redirect

XML Redirect is the alternative to XML Direct. With Redirect, you redirect your shoppers to Worldpay's hosted page to collect payment details.

The Redirect method provides real-time processing of payments and offers the maximum number of modern payment methods. Redirect is the fastest and simplest way to get up and running with online payments. Worldpay's hosted payment page service is very secure, and it gives Worldpay the information it needs for active fraud-risk assessment. If you process credit cards, XML Redirect has the lowest payment card industry (PCI SAQ A) requirements.

The table below shows the payment methods supported for XML Redirect payments:

Payment method	Region
Credit Card redirect (3D/non-3D)	Global
China Union Pay (CUP)	US, China
Alipay	US, China
Alipay Mobile	US, China
PayPal	Global

Klarna hosted payment pages	Austria, Finland, Germany, Netherlands, Norway, Sweden, United Kingdom
-----------------------------	--

## Limitations and constraints

If you want to integrate the Worldpay cartridge with SFCC Storefront, be aware of these limitations and constraints. We also include some best practice advice, so you get the best from your integration:

- At present you cannot detect session timeouts while the shopper is entering payment details into Worldpay forms. If there is a delay longer than the session timeout, the basket's contents are lost. The order is placed and kept in the Created state
- 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
- If the Redirect method sends a failure response, the cartridge only has one generic message that appears on the billing page. This is because we do not have any identifier or error code that is returned. The same limitation applies to APMs that send a failure response
- The web service timeout that is set in the service profile is common across all the web service calls made to Worldpay. These service calls include lookup calls, APM order XML calls, authorization calls and so on
- 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
- If a transaction fails, the SFCC default shows an error message on the place-order page. To remove this error message, comment/remove the code below from the summary.isml:
 

```
<div class="error-form">${Resource.msg(pdct.PlaceOrderError.code, 'checkout', null)}</div>
```
- You must validate any additional field that your site can support (e.g., CPF filled for LATAM payments; Swift/bank code for GiroPay). If you use the Direct method for credit cards, automatically reset the credit card form to prevent errors
- The cartridge updates the order status and export status when it receives Enquiry, Authorized and Captured notifications. If orders have any other status, the cartridge does not take any action
- There is a problem if a shopper changes their card type after they provide card information during a previous shopping visit. To solve the problem, implement the credit-card refresh functionality
- At present, you cannot run client-side encryption for saved credit cards if the card number displayed is masked. This applies even if client-side encryption is turned on in your Worldpay account and enabled in the custom preferences for your site
- The shopper sequence number may contain alphanumeric characters and underscores, and it must not exceed 64 characters
- At present, you cannot validate MAC secret identifiers into the response URLs for Redirect APM and Redirect credit card orders
- The notification feature only uses the IP address provided by Worldpay

- You must implement order settlement and refunds
- You must enable/disable the site preference that enables shoppers to submit their CVV for security in the tokenization service for saved cards. Also, you must enable the Worldpay CVV check service for this function to work properly
- Ensure that the SFCC service framework configurations are set up and configured in accordance with your contract with Worldpay that specifies service availability
- You need to enable/disable CVV field validation. The CVV configurations in Business Manager only hide or show the CVV field on the billing page; Worldpay does not undertake any CVV validation
- 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
- If you implement iframe and lightbox for Airplus or Denkort payments, the payment method appears with the message **Please contact Worldpay**
- Because of code restrictions, you must enable the credit card payment method
- For credit-card Redirect payments, the credit card must be available in the system
- Gift certificates are out of scope
- There are two lint issues in the code related to the @ character

## Implementation guide

### APMs (alternative payment methods)

The cartridge supports the APMs listed in this section.

The technical guide covers the brief introduction of the product features from Worldpay, and how to enable/disable the individual features. There are also customization details available in payment integration cartridge and optional shopper's journey, troubleshooting steps, limitations and any important notes if applicable.

Use this guide together with the [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 set-up or other changes to support the new functions or payment methods.

See the [APM guide](#) for the full list of APMs that Worldpay supports. The whole functionality can be enabled or disabled in two steps:

1. In Business Manager, navigate to *Site/Merchant Tool/Site Preferences/Custom Preferences/Worldpay-APM*.
2. Enable the *EnableAPMLookUpService* flag.

You must configure the maximum and minimum payment amounts for each APM at the SFCC level in the *Payment Method configuration* section. See the screenshot below.

ID	Name	Enabled	Sort Order
ACH_DIRECT_DEBIT-SSL	ACH Pay	Yes	13
ALIPAY-SSL	Alipay	Yes	18
ALIPAYMOBILE-SSL	Alipay Mobile	Yes	30
BANK_TRANSFER-SSL	Bank Transfer	Yes	7
BNL	Bill Me Later	No	9
BOLETO-SSL	Boleto	Yes	22
CASHU-SSL	CashU	Yes	28
CHINAUNIONPAY-SSL	China Union Pay	Yes	24
CREDIT_CARD	Credit Card	Yes	37
DW_ANDROID_PAY	Android Pay	Yes	4
DW_APPLE_PAY	Apple Pay	Yes	10
EBETALINKING-SSL	Nordea	No	6
<b>ALIPAY-SSL Details</b>			
Min/Max Payment Ranges:			
A\$	1	to	600
R\$	1	to	1000
C\$	1	to	525
CHF	1	to	100
Y	1	to	3000
E	0.01	to	380
E	0.01	to	340
HKD	1	to	3500
Y	1	to	1000
KZ	1	to	1000
NZ\$	1	to	1000

## Alipay Mobile

### Business Manager configuration

1. Go to *Merchant Tools/Ordering/ Payment Methods*.
2. Verify that the payment method Alipay Mobile, associated with ID ALIPAYMOBILE-SSL, is enabled. See the screenshot below:

### 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.			
ID	Name	Enabled	Sort Order
ACH_DIRECT_DEBIT-SSL	ACH Pay	Yes	9
ALIPAY-SSL	Alipay	Yes	13
ALIPAYMOBILE-SSL	Alipay Mobile	Yes	34

### Worldpay documentation

Please read the Alipay documentation for more details.

### Enabling iDEAL payments

iDEAL is a payment system for shoppers in the Netherlands. See the [iDEAL guide](#) for a full description of how the system works, and for best integration practices.

In Business Manager there is a preconfigured list of banks. If you want, you can add or remove banks.

To see all the active banks, go to *Administration/Site Development/System Object Definition/SitePreferences*.

In the *Attribute Definition* tab, select *WorldpayIdealBankList*.

#### Object Type 'Site Preferences' - Attribute Value Range Definition

This section lists the attribute value definitions of the attribute. Create a new attribute value definition by providing the "Value" and "Display Value" in the "New Value" section below. Click Apply to update the attribute value definitions. Click Reset to revert your changes. Click Delete to delete selected attribute value definitions.

Search Attribute Value Definitions						
Value or Display Value:	Find	Default	Sorting			
Select All	Value	Display Value				
<input type="checkbox"/>	ING	ING	<input checked="" type="radio"/>			
<input type="checkbox"/>	ABN_AMRO	ABN AMRO	<input type="radio"/>			
<input type="checkbox"/>	ASN	ASN	<input type="radio"/>			
<input type="checkbox"/>	RABOBANK	Rabobank	<input type="radio"/>			
<input type="checkbox"/>	SNS	SNS	<input type="radio"/>			
<input type="checkbox"/>	SNS_REGIO	SNS Regio	<input type="radio"/>			
<input type="checkbox"/>	TRIODOS	Triodos	<input type="radio"/>			
<input type="checkbox"/>	VAN_LANSCHOT	Van Lanschot	<input type="radio"/>			
<input type="checkbox"/>	KNAB	Knab	<input type="radio"/>			

To manage the bank list:

3. Log in to Business Manager and select the site you want to configure.
4. Go to *Merchant Tools/Site Preferences/Custom Preferences/Worldpay* and select the banks you want to enable in the dropdown, as shown below:

**NOTE:** It is important that the list of banks is updated. Ask your Worldpay support contact for the latest list. The Worldpay Implementation Manager should notify the cartridge development team so that the changes are included in the subsequent release.

## Klarna

Klarna is a buy now, pay later payment method that provides a fast checkout process.

There are three different product types that define when and how your shopper pays.

Value	Description	Countries available in
KLARNA_SLICEIT-SSL	The shopper pays in instalments. You and Klarna agree the installment timeframes during onboarding.	SE, NO, FI, DE, AT, UK, DK, US

<b>KLARNA_PAYLATER-SSL</b>	The shopper pays within a specified timeframe. This timeframe is 30 days for UK/US and 14 days for Europe.	SE, NO, FI, DE, NL, AT, CH, UK, DK, US
<b>KLARNA_PAYNOW-SSL</b>	The shopper pays the full amount immediately by bank transfer.	SE, DE, NL, AT

**NOTE:** KLARNA payment methods are under “Beta Release” and Worldpay strongly recommends that you connect with your Worldpay contact before starting implementation and testing. This will allow Worldpay to provide appropriate support during the integration to ensure everything works as desired.

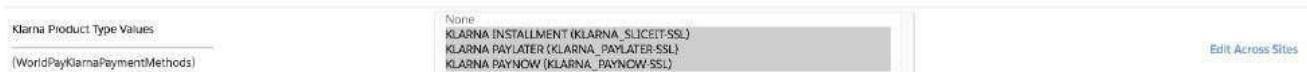
Shoppers can only see the Klarna payment methods that are available in their respective countries. (See the table above.) This is when the shopper’s billing country matches the site locale. See the [Worldpay developer portal documentation](#) for the latest information on the countries available.

Full capture and full refund options in CSC are available for Klarna orders. The customer service agent has to enter one or more tracking IDs separated by “,” in the Capture page.

## Business Manager Configuration

To enable different product type features for Klarna APM, do the following:

1. In *Business Manager*, Go to *Merchant Tools > Site Preferences > Custom Site Preference Groups > Worldpay-APM*
2. For the site preference, go to the **Klarna Product Type Values** field and select the applicable product type values.



3. In *Business Manager*, Go to *Merchant Tools > Ordering > Payment Methods*.
4. Verify that the payment methods you selected above (KLARNA\_SLICEIT-SSL, KLARNA\_PAYLATER-SSL and KLARNA\_PAYNOW-SSL) are enabled.

## Payment Methods

Payment Methods		Language: Default	
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.			
ID	Name	Enabled	Sort Order
GIROPAY-SSL	Giropay	Yes	29
IDEAL-SSL	IDEAL	Yes	25
KLARNA-SSL	Klarna	No	27
KLARNA_PAYLATER-SSL	KLARNA PAYLATER	Yes	2
KLARNA_PAYNOW-SSL	KLARNA PAYNOW	Yes	3
KLARNA_SLICE-SSL	KLARNA SLICE IT	Yes	1
KONBINI-SSL	Konbini	Yes	31
MISTERCASH-SSL	MisterCash	Yes	21
MOTO	Womday MOTO	Yes	11
New Payment Method - 1/29/19 5:49:28 am		No	12

## Klarna currency and locale mapping

Klarna uses the following currency and locale mapping:

Country	Currency	Locale	Extra local
United Kingdom	Pound sterling	GB-GB	EN-SB
Austria	Euro	DE-AT	EN-AT

Finland	Euro	FI-FI	EN-FI, SV-FI
Germany	Euro	DE-DE	EN-DE
Netherlands	Euro	NL-NL	EN-NL
Norway	Norwegian krone	NB-NO	EN-NO
Sweden	Swedish krona	SV-SE	EN-SE

**NOTE:** Ensure that these countries, currencies and locales are correctly configured in Business Manager.

## The shopper's experience

The Payment Page with the three options (not available in all countries)

KLARNA SLICE IT	KLARNA PAYLATER	KLARNA PAYNOW
ACH Pay	PayPal	支付宝 ALIPAY
WeChat Pay	Google Pay	Credit Card - Redirect
		
<b>*Phone Number</b> <input type="text" value="9879879879"/>		
<b>*Name on Card</b> <input type="text"/>		
<b>*Card Number</b> <input style="background-color: #f0f0f0;" type="text"/> 		
<b>*Expiration Month</b> <input type="text" value="month"/> ▼	<b>*Expiration Year</b> <input type="text" value="year"/> ▼	
<b>*Security Code</b> <input type="text"/>		

Below are screenshots that show the three Klarna options above.

### Klarna Slice It

KLARNA PAYLATER

KLARNA PAYNOW

ACH Pay



Google Pay

Credit Card - Redirect

KLARNA SLICE IT

\*Phone Number

9879879879

Next:Place Order

[Klarna Pay Now](#)

KLARNA SLICE IT

KLARNA PAYLATER

ACH Pay



Google Pay

Credit Card - Redirect

KLARNA PAYNOW

\*Phone Number

9879879879

Next:Place Order

[Klarna Pay Later](#)

KLARNA SLICE IT

KLARNA PAYNOW

ACH Pay



Google Pay

Credit Card – Redirect

KLARNA PAYLATER

\*Phone Number

9879879879

Next:Place Order

## Worldpay documentation

<https://developer.worldpay.com/docs/wpg/apms/klarnakp>

## Pay By Link / Share Order in Storefront

With this feature user can create an order for which, a payment can be completed at a later time that suits them. It lets a customer make a secure payment using the Worldpay hosted payment page with a preferred payment method. The payment page works across different devices and can be customized with a merchant's name and logo. If shopper fails to complete the payment within the time specified in custom preference, then order will be failed and inventory will be restored. There is also an option to resend link to shopper after expiry time, provided the inventory is still available.

### Shopper Experience

Select any of the Payment methods and click the *Pay By Link* button. The link for the payment will be sent by email to the customer and they can make the payment using the link provided in the email (registered email for registered shopper and email id provided in the checkout flow for guest user).

asd asd  
asd  
asd  
asd, CA 12345  
9123456789

**Shipping Method:**  
Ground ( 7-10 Business Days ) ..... **\$0.01**

---

**Payment** [Edit](#)

**Billing Address:**  
asd asd  
asd  
asd  
asd, CA 12345  
prashant.singh@publicissapient.com  
9123456789

**Payment:**  
Payment By China Union Pay  
Amount \$102.91

---

[Place Order](#)

[Pay By Link](#)

---

Locate Store	Account	Customer Service	About
The Store Locator is designed to help you find the closest store near you.	<a href="#">My Account</a> <a href="#">Check Order</a>	<a href="#">Contact Us</a> <a href="#">Gift Certificates</a>	<a href="#">About Us</a> <a href="#">Privacy</a>

---

Sales Tax ..... \$2.45

Your order has been created, payment URL is sent [Total](#) to your email

---

Business Days ) ..... **\$0.01**

[Edit](#)

---

Union Pay

---

[Place Order](#)

[Pay By Link](#)

### Email notification:

Pay by Link for order WQ00061142



noreply@us01.dx.commercecloud.salesforce.com  
To Priyanka S G

[Reply](#) [Reply All](#) [Forward](#) [...](#)  
Thu 7/14/2022 2:28 PM

Dear customer, Your order WQ00061142 has been created but not confirmed. Please complete the payment [here](#).

**Customer will be redirected to payment page once they click on the link**

**worldpay**

**Test Mode - This is not a live transaction.**

**Order summary**

Reference:	WQ00060838
Description:	Merchant Order Number : WQ00060838
Amount (USD):	\$33.59

**Select payment method**

VISA

Mastercard

Maestro

AMEX

Discover

Diners

< • • • • >

[Cancel](#)

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

© Worldpay 2013-2022. All rights reserved.

**Order Confirmation after Successful payment**



Thank you for your order.

You will receive an email confirmation shortly at  
priyanka.sg@publicissapient.com

Save My Information

\* Password

\* Confirm Password

Receipt

Order Number: WQ00061142  
Order Date: 7/14/22

Shipping Address:  
priyanka sg  
mysore  
Sacramento, CA 95834  
9823167345

**CSC Pay By Link**

Using Worldpay's MOTO feature, your customer service team can make mail orders using the Create Order interface in SFCC. Once the order is created then the link for the payment will be sent through the email to the respected customer and customer can pay the payment by using the link provided in the email. This is the registered email id for registered customer and the customer email id provided in the csc flow entered manually by csc representative for the guest user

Note : CreditCard – redirect is renamed to Pay By Link in CSC.

**Shopper Experience:**

NEW ORDER

Add Payment Method

Ship To:  
priyanka sg  
mysore  
United States 95834  
Sacramento CA

NAME	AVAILABILITY	QUANTITY
Striped Silk Tie Color: Taupe 793775064963	Available (50)	1

COUPONS AND SOURCE C... CART DATA GIFT INFO

Enter coupon code

Pay with ACH | W | Get started | Wor | Sites-RefArch-Sit... | Sites-MobileFirst | Sandbox • Mobil... | Order Number | Order Number | Sites-MobileFirst | + | - | ×

← → C zzkv-009.sandbox.us01.dx.commercecloud.salesforce.com/on/demandware.store/Sites-Site/default/ScreenDispatcher-CSC?site=MobileFirst&csrf\_token=...

ORDER SUMMARY

Success The order has been placed.

Order No.: WQ00060839 Creation Date: 7/12/2022 1:34 pm Order Status: NEW  
Source Code: Confirmation Status: NOTCONFIRMED  
Export Status: NOTEXPORTED  
Shipping Status: NOTSHIPPED  
Payment Status: NOTPAID  
Is A Gift: ○

Shipping Address:  
priyanka sg  
mysore  
United States 95834  
Sacramento CA

Payment Method: WORLDPAY \$ 33.59  
Details... (1)

SHIPMENT 1

NAME	AVAILABILITY	QUANTITY	PRICE	TAX	TOTAL
Striped Silk Tie Color: Taupe 793775064963	Available (48)	1	\$ 29.99	\$ 1.50	\$ 29.99

Shipping Method: Ground  
S: \$ 0.00  
H: \$ 2.00  
T: \$ 2.00  
Tax: \$ 0.10

ITEMS TOTAL: \$ 29.99  
SHIPPING TOTAL: \$ 2.00  
TAX TOTAL: \$ 1.60  
ORDER TOTAL: \$ 33.59

Type here to search 1:34 PM 7/12/2022

## Email notification:

Pay by Link for order WQ00060838

 noreply@us01.dx.commercecloud.salesforce.com  
To Priyanka S G

 Reply  Reply All  Forward   
Tue 7/12/2022 1:18 PM

Dear customer, Your order WQ00060838 has been created but not confirmed. Please complete the payment [here](#).

**Customer will be redirected to payment page once they click on the link**



**Test Mode - This is not a live transaction.**

**✓ Order summary**

Reference:	WQ00060838
Description:	Merchant Order Number : WQ00060838
Amount (USD):	\$33.59

**Select payment method**

VISA

Mastercard

maestro

AMERICAN  
EXPRESS

DISCOVER  
NETWORK

Diners Club  
INTERNATIONAL

<
• • •
>

[Cancel](#)

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

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## Order Confirmation after Successful payment

Thank you for your order.

You will receive an email confirmation shortly at  
priyanka.sg@publicissapient.com

**Save My Information**

\* Password

\* Confirm Password

[Create Account](#)

**Receipt**

Order Number: WQ00060838  
Order Date: 7/12/22

**Shipping Address:**  
priyanka sg  
mysore  
Sacramento, CA 95834  
9823167345

**Shipping Method:**  
Ground ( 7-10 Business Days ) ..... **\$0.00**

**Billing Address:**

## APM lookup service

The alternative payment methods (APM) lookup service is a web service that retrieves all the alternative payment methods associated with a country. If the shopper selects or changes a billing address, this web service is invoked.

To find the service in Business Manager, select your site and go to *Merchant Tools/Site Preferences/Custom Preferences / Worldpay-APM*

To enable the service:

1. Select **Yes** in the *EnableAPMLookUpService* site preference dropdown:



Preference setting	Description
When EnableAPMLookUpService is enabled	<ul style="list-style-type: none"> <li>This service works for merchant codes configured in Site Preferences. They return the APMs that are enabled for the merchant code.</li> <li>Displays all active payment methods that have a different merchant code configured in the Payment Method section.</li> </ul>
When EnableAPMLookUpService is disabled	All active payment methods are displayed for the merchant ID except credit card, Worldpay and Google Pay.

**NOTE:** If you support multiple merchant IDs through payment methods, the APM lookup service may not work, so disable it in site preferences.

## Prime routing (USA only)

A fully managed, data-driven service that examines each eligible debit transaction and routes it to the appropriate debit network, based on lowest cost. Our intelligent routing platform uses our years of payments experience, and the highest number of debit network connections to give you increased profit margins and lower your costs.

For information on prime routing and advanced prime routing, see the [Prime Routing user guide](#).

To access prime routing, do the following:

1. Go to *Merchant Tools/Site Preferences/Customer Preferences*.
2. Click **Worldpay-US**.
3. Set the *Enable Sales request* field to **Yes** (the default value is No).

Name	Value	Default Value
Enable Sales request (enableSalesRequest)	Yes	No
debit Networks (debitNetworks)	CU24 (CU24) Accel (ACCEL) AFFN (AFFN) Jeanie (Jeanie) NYCE (NYCE) Pulse (Pulse) Shazam (Shazam) Star SouthEast (Star SouthEast) Star West (Star West) Star NorthEast (Star NorthEast)	Edit Across Sites
Routing Preference (routingPreference)	signatureOnly (\$signatureOnly)	Edit Across Sites

## Payment methods logo configuration

All the payment methods provided by Worldpay have their own logos are in place by default except KLARNA\_PAYLATER, KLARNA\_SLICEIT, KLARNA\_PAYNOW, KONBINI, POLI.

Payment methods logos are committed to the code base and it is a part of the Cartridge installation process.

Merchant can also update the logos via Business Manager. So, Once the Merchant updated their logos via Business Manager then the Business Manager logos will override the static images which is coming from code base.

**APM List :** <https://developer.worldpay.com/docs/wpg/apms>

## Ali Pay

Credit Card - Redirect

ALIPAY

\*Phone Number  
09458272866

Purpose of transaction

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

**Place Order**

## Giro Pay

GiroPay

Credit Card - Redirect

GiroPay

\*Phone Number  
09458272866

Purpose of transaction

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

\*Bank Code

**Place Order**

## IDEAL

Credit Card - Redirect

**iDP**

\*Phone Number  
09458272866

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

\*Bank  
ING

Place Order

## KLARNA

Credit Card - Redirect

**KLARNA PAYLATER**

\*Phone Number  
09458272866

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

Place Order

## China Union Pay

The screenshot shows the payment method selection interface in Salesforce. At the top, there are several payment method icons: ACH, 支付宝 ALIPAY, 微信支付 WeChat Pay, KLARNA SLICE IT, KLARNA PAYLATER, KLARNA PAYNOW, CREDIT, and G Pay. Below these, a button labeled "Credit Card - Redirect" is visible. The main form area has a header with the "UnionPay" logo. It contains fields for "Phone Number" (09458272866) and "Purpose of transaction". To the right of the transaction purpose field is a detailed note: "Purpose of transaction will reflect on your statement, only if it is supported by the selected payment method and will be validated by the payment method before processing. Please adhere to the Statement Narrative guidelines of the selected payment method before entering the Purpose of transaction." At the bottom is a blue "Place Order" button.

## Wechat Pay

The screenshot shows the payment method selection interface in Salesforce. The layout is identical to the China Union Pay screenshot, with the same payment method icons at the top. The "WeChat Pay" icon is selected. The main form area has a header with the "WeChat Pay" logo. It contains fields for "Phone Number" (09458272866) and "Purpose of transaction". To the right of the transaction purpose field is a detailed note: "Purpose of transaction will reflect on your statement, only if it is supported by the selected payment method and will be validated by the payment method before processing. Please adhere to the Statement Narrative guidelines of the selected payment method before entering the Purpose of transaction." At the bottom is a blue "Place Order" button.

## Google Pay

A screenshot of a payment selection interface. At the top, there are several payment method icons: ACH, 支付宝 ALIPAY, UnionPay, 微信支付 WeChat Pay, KLARNA SLICE IT, KLARNA PAYLATER, KLARNA PAYNOW, CREDIT, and Credit Card - Redirect. Below this, a large button labeled "G Pay" is highlighted with a blue border. The form includes a field for "Phone Number" with the value "09458272866" and a "G Pay" button. At the bottom is a "Place Order" button.

## Apple Pay

A screenshot of a payment selection interface. At the top, there are several payment method icons: ACH, 支付宝 ALIPAY, UnionPay, 微信支付 WeChat Pay, KLARNA SLICE IT, KLARNA PAYLATER, KLARNA PAYNOW, CREDIT, and Credit Card - Redirect. Below this, a large button labeled "Apple Pay" is highlighted with a blue border. The form includes a field for "Phone Number" with the value "09458272866" and an "Apple Pay" button. At the bottom is a "Place Order" button.

## ACH Pay

The screenshot shows a payment interface with the following components:

- Payment Method Options:** ALIPAY, UnionPay, WeChat Pay, KLARNA SLICE IT, KLARNA PAYLATER, KLARNA PAYNOW, CREDIT, G Pay, and Credit Card - Redirect.
- Form Fields:**
  - Phone Number:** 09458272866
  - Purpose of transaction:** A text input field with a detailed description: "Purpose of transaction will reflect on your statement, only if it is supported by the selected payment method and will be validated by the payment method before processing. Please adhere to the Statement Narrative guidelines of the selected payment method before entering the Purpose of transaction."
  - Account Type1:** A dropdown menu labeled "Select Account Type".
  - Routing Number:** An input field.
  - Account Number:** An input field.
  - Check Number:** An input field.
- Buttons:** A blue "Place Order" button at the bottom.

## SEPA

**SEPA**

\*Phone Number  
09458272866

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

\*Mandate Type  
ONE-OFF  RECURRING

\*IBAN test

\*Account Holder Name

\*Terms & Condition  
 By signing this mandate form, you (the Debtor) authorise (A) Worldpay (the Creditor) to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instruction from Worldpay. As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within eight weeks starting from the date on which your account was debited. Your rights are explained in a statement that you can obtain from your bank.

**Place Order**

## SOFORT

**Sofort Banking**

\*Phone Number  
09458272866

Purpose of transaction

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

Place Order

## PRZEWELY

**PrzeWery**

\*Phone Number  
09458272866

Purpose of transaction

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

Place Order

## MISTERCASH

The screenshot shows a payment gateway interface with the following elements:

- A row of payment method icons: SOFORT Banking, UnionPay, iDEAL, SEPA, and WeChat Pay.
- A row of payment method icons: CREDIT, G Pay, and Credit Card - Redirect.
- A section for "Bancontact" payment method.
- A form field for "Phone Number" with the value "09458272866".
- A "Purpose of transaction" input field.
- A descriptive text about the "Purpose of transaction": "Purpose of transaction will reflect on your statement, only if it is supported by the selected payment method and will be validated by the payment method before processing. Please adhere to the Statement Narrative guidelines of the selected payment method before entering the Purpose of transaction."
- A blue "Place Order" button at the bottom.

**POLI**

**Test Payment**

**Test Billing Address**

Prashant Singh newyork neyyork DC 12345

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

[Credit Card - Redirect](#)

Poli

\*Phone Number  
09458272866

Purpose of transaction

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

[Place Order](#)

## KONBINI

Credit Card - Redirect

Konbini

\*Phone Number  
09458272866

Purpose of transaction

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

[Place Order](#)

Path to upload logos via Business Manager:

Merchant Tools > Ordering > Payment Methods

- Select any payment method and in the image, tab click on select and try to upload logos.

Screenshot showing the configuration of payment methods in Salesforce Business Manager.

**Payment Methods List:**

Name	Enabled	Sort Order	
KLARNA_PAYLATER-SSL	Yes	5	
KLARNA_PAYNOW-SSL	Yes	6	
KLARNA_SLICEIT-SSL	Yes	4	
KOBIN-SSL	Yes	27	
MISTERCASH-SSL	Yes	29	
MOTO	Yes	14	
New Payment Method - 1/25/19 5:49:28 am	No	1	
New Payment Method - 3/10/20 7:23:41 am	No	2	
PAYPAL-EXPRESS	PayPal	Yes	16
PAYWITHGOOGLE-SSL	Google Pay	Yes	30
POLI-SSL	Poli	Yes	28

**PAYPAL-EXPRESS Details:**

Description:

HTML Editor:

Image:

Payment Processor: Worldpay <Worldpay>

Countries: All

Currencies: All

**File Browser - Business Manager:**

File Name: GPay\_GooglePay.jpg

File Size: 4.19 KB

Last Modified: 6/15/20 1:54:54 pm

File Name: Nordeo\_Nordea.png

File Size: 2.41 KB

Last Modified: 6/15/20 1:54:54 pm

File Name: PayPal\_PayPal.png

File Size: 4.21 KB

Last Modified: 6/15/20 1:54:54 pm

File Name: WeChatPay\_WeChatPay.jpg

File Size: 2.21 KB

Last Modified: 6/15/20 1:54:54 pm

**Customer Groups:**

Min/Max Payment Range	Enabled
A1	Yes
B1	Yes
C1	Yes
D1	Yes
E1	Yes

## ACH Pay

ACH, or Automated Clearing House, is a payment method that runs on banking networks in the United States.

### Business Manager configuration:

1. Go to *Merchant Tools/Ordering/ Payment Methods*.
2. Verify that the payment method *ACH Pay*, associated with the ID *ACH\_DIRECT\_DEBIT-SSL* is enabled.  
See the screenshot below:

**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.			
ID	Name	Enabled	Sort Order
ACH_DIRECT_DEBIT-SSL	ACH Pay	Yes	9

### Voiding ACH pay orders

As ACH pay transactions are captured immediately you may need to void a transaction after its authorization. To do this, use an order modification to void the transaction.

Void the transaction within the same US business day as the sale request, otherwise the process fails. If it does fail, you must submit a refund request.

### Void a sale in Business Manager for prime ACH pay orders

**NOTE:** For configuration and set-up information, see the SFRA installation guide.

To void a transaction (sale) do the following:

1. Go to *Merchant Tools/Ordering/Customer Service Center*.

The screenshot shows the 'Merchant Tools' feature lookup interface in the Salesforce 'Sandbox - worldpay03 MobileFirst' environment. The interface is organized into several sections:

- Content:** Libraries, Library Folders, Content Assets, Import & Export, Page Designer.
- Customers:** Customers, Customer Groups, Snapshots, Batch Processes, Import & Export.
- Custom Objects:** Custom Object Editor, Batch Processes, Import & Export.
- SEO:** URL Rules, URL Redirects, Static Mappings, Dynamic Mappings, Robots, Aliases, Customer CDN Settings, Sitemaps, URL Request Analyzer, Page Meta Tag Rules.
- Products and Catalogs:** Products, Product Sets, Catalogs, Product Options, Variation Attributes, Recommendations, Price Books, Inventory, Catalog Feeds, Batch Processes, Import & Export.
- Search:** Search Indexes, Search Index Rebuild Schedule, Search Index Query Testing, Search Dictionaries, Searchable Attributes, Search Driven Redirects, Stop Word Dictionary, Category Name Exclusions, Synonym Dictionary, Hypernym Dictionary, Compound Word Dictionary, Common Phrase Dictionary, Search Suggestions, Stemming Exceptions, Keyword Groups, Sorting Rules, Storefront Sorting Options, Search Preferences, Import & Export.
- Online Marketing:** Campaigns, A/B Tests, Promotions, Content Slots, Coupons, Source Code Groups, Active Data, Stores, Gift Certificates, Import & Export.
- Analytics:** Reports and Dashboards (New!), Conversion Reports, Purchase Reports, Catalog Reports, Search and Navigation Reports, Customer Reports, Traffic Reports, A/B Testing Reports, Technical Reports, Legacy Reports.
- Site Preferences:** Locking, Baskets, A/B Tests, Locales, Currencies, Source Codes, Gift Certificates, Search Preferences, Sequence Numbers, Order, Coupons, Promotions, Deprecated Storefront Toolkit, Storefront URLs, Custom Preferences, Pinterest Commerce, Privacy, Customer Service Center Preferences, Apple Pay.

## 2. Find the order you want to void:

The screenshot shows the 'Customer Service Center' interface. At the top, there is a 'WELCOME' message and navigation links for 'INFO' and 'SEARCH'. Below the header, there are three main buttons:

- Find Order** (highlighted with a green border)
- Create New Order**
- Find Customer**

## 3. Click the order. The next window shows the order details, as below. Click **More** to see the void-sale feature:

Order No: 00091104 Creation Date: 9/3/2019 1:51 pm Order Status: Status: NEW Confirmation Status: CONFIRMED Export Status: NOTEXPORTED Shipping Status: NOTSHIPPED Payment Status: NOTPAID Is A Gift:

Billing Address: John Doe 17 Pulsat St. Soddy Daily United States 56007 Alabama AL john.doe@doe.com

Payment Method: CREDIT\_CARD Visa Details: [UI] More

NAME	AVAILABILITY	QUANTITY	PRICE	TAX	TOTAL
Pleated Dress With Front Sash Color: Admiral Navy Size: 10 701544097357M	Not Available	1.	\$129.00	\$6.65	\$129.00

Shipping Method: Ground Tax: \$0.00

Add Note

ITEMS TOTAL: \$ 129.00  
SHIPPING TOTAL: \$ 7.09  
TAX TOTAL: \$ 6.65  
ORDER TOTAL: \$ 143.84

#### 4. Click Void Sale:

Order No: 00091104 Creation Date: 9/3/2019 1:51 pm Order Status: Status: NEW Confirmation Status: CONFIRMED Export Status: NOTEXPORTED Shipping Status: NOTSHIPPED Payment Status: NOTPAID Is A Gift:

Ship To: John Doe 17 Pulsat St. Soddy Daily United States 56007 Alabama AL

NAME: Pleated Dress With Front Sash Color: Admiral Navy Size: 10 701544097357M

Add Note

**Void Sale**

Success: This order sale has been voided successfully.

#### 5. The success screen appears:

Order No: 00091104 Creation Date: 9/3/2019 1:51 pm Order Status: Status: NEW Confirmation Status: CONFIRMED Export Status: NOTEXPORTED Shipping Status: NOTSHIPPED Payment Status: NOTPAID Is A Gift:

Ship To: John Doe 17 Pulsat St. Soddy Daily United States 56007 Alabama AL

NAME: Pleated Dress With Front Sash Color: Admiral Navy Size: 10 701544097357M

Add Note

**Void Sale**

Success: This order sale has been voided successfully.

You have now voided the transaction.

## Worldpay documentation

Follow the link for information on ACH Pay:

<https://developer.worldpay.com/docs/wpg/usdomesticacquiring/ach>

## LATAM Payments

The cartridge supports payments from the following Latin American countries:

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

**Prerequisite:** You must have a legal entity in each Latin American country that you want to trade in. This feature also includes LATAM payments by instalments.

To enable this feature in the cartridge

1. In Business Manager, Go to *Merchant Tools/Custom Preferences/Worldpay-LATAMPayments*
2. Enable Instalments for LatAm Countries to Yes
3. Enable CPF to Yes

Name	Value	Default Value
Enable Instalments For LatAm Countries (enableInstalmentsForLatAm)	Yes	
Enable CPF (enableCPF)	Yes	

## Site Preferences

Go to *Merchant Tools/Custom Preferences/Worldpay-LATAMPayments*:

The screenshot shows the Salesforce Admin UI for configuring payment methods. The top navigation bar includes links for Merchant Tools, Administration, Storefront, and Toolkit. The main content area displays configuration for installment payments:

- Enable Installments For LatAm Countries**: Set to Yes.
- LatAm Countries Applicable For Installment**: Includes AR, BR, MX, HN, CO, PE, CL, CR, SV, GT, NI, PA.
- Enable CPF**: Set to Yes.
- Installment For Mexico\***: Options include None, ONE TIME (1), 3 Months (3), 6 Months (6), 9 Months (9), 10 Months (10), 12 Months (12), 15 Months (15).
- Installment For Country Codes BZ, CL, CR, SV, GT, HN, NI, PA, PE\***: Options include None, 3 Months (3), 6 Months (6), 9 Months (9), 10 Months (10), 12 Months (12), 18 Months (18), 24 Months (24), 36 Months (36).
- Installment For Country Codes BZ, CL, CR, SV, GT, HN, NI, PA, PE\***: Options include None, ONE TIME (1), 2 Months (2), 3 Months (3), 4 Months (4), 5 Months (5), 6 Months (6), 7 Months (7), 8 Months (8), 9 Months (9), 10 Months (10), 12 Months (12), 18 Months (18), 24 Months (24), 36 Months (36).
- Installment For Columbia\***: Options include None, 3 Months (3), 6 Months (6), 9 Months (9), 10 Months (10), 12 Months (12), 18 Months (18), 24 Months (24), 36 Months (36).

## The shopper's experience

Once you have configured your system, shoppers will notice some new features. These are described below:

Three new fields in the credit-card payment section:

- CPF (only for Brazil)
- Instalments-type dropdown (only for LATAM countries)

 CREDIT	
<b>*Phone Number</b> <input type="text" value="9879879879"/>	
<b>CPF</b> <input type="text"/>	
<b>Installments</b> <input style="width: 200px; height: 30px; border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-bottom: 10px;" type="text" value="ONE TIME"/> <b>*Name on Card</b> <input type="text"/> <b>*Card Number</b> <input style="width: 200px; height: 30px; border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-bottom: 10px;" type="text"/>  CREDIT	
<b>*Expiration Month</b> <input style="width: 100px; height: 30px; border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-bottom: 10px;" type="text"/> month	<b>*Expiration Year</b> <input style="width: 100px; height: 30px; border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-bottom: 10px;" type="text"/> year
<b>*Security Code</b> <input style="width: 200px; height: 30px; border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-bottom: 10px;" type="text"/>	

The Latin America-specific fields (*CPF/CPNJ, Instalment*) appear once the administrator has enabled them. The billing address must be in one of the Latin American countries.

### Recommendation for Brazil only

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

1. Only CPF is enabled. (The *CPF* field is visible).
2. Only Instalments is enabled. (The *Instalment* fields are visible).
3. Both CPF and Instalments are enabled. (The *CPF, Instalment* fields are visible).

**NOTE:** At present, Worldpay domestic acquiring in LATAM only covers MasterCard and Visa.

### Worldpay documentation:

Follow the link for information on Latin America integration:

- <https://developer.worldpay.com/docs/wpg/latinamericaintegration/>

### Order notifications

You must set up order notifications to make sure the cartridge works properly.

To do this, go to the Merchant Administration Interface and configure this URL to receive order notifications:

<https://mechantsandbox/Worldpay-Notify>

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

- AUTHORISED
- CANCELLED
- CAPTURED
- EXPIRED
- SENT\_FOR\_REFUND
- REFUSED
- SETTLED
- INFORMATION\_REQUESTED
- CHARGED\_BACK
- POST AUTH CANCELLED

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:

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.

1. 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.
2. Update the token details for the shopper's credit card.
3. 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\*

Description

Priority  Normal  High

Administration / Operations / Job Schedules /

## OrderNotificationUpdatesJob

[General](#) [Schedule and History](#) [Resources](#) [Step Configurator](#) [Notification](#) [Failure Handling](#)

Global Parameters

Step OrderNotificationUpdatesJob

Select and configure step

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

ID\*

Description

ExecuteScriptModule.Module\*

ExecuteScriptModule.FunctionName

ExecuteScriptModule.Transactional

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 notification</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.

### Error handling for the order notification job

See Operations and maintenance for error codes and error messages when running this job.

### Transaction-payment status handling for the order notification job

See Operations and maintenance for the mapping of different status on receipt of different order notifications.

## 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)"}]
```

## MOTO payments

Mobile or telephone orders occur when customer-service staff place the order for the shopper using a credit/debit card. To make MOTO payments your staff must enable `Login_on_behalf` and `Login_Agentpermission`.

To do this:

1. Go to `Admin/Organization/Roles and permission`.
2. Click **Roles**.
3. Click **Functional Permission**.
4. Select your site.
5. Assign `Login_on_behalf` and `Login_Agentpermission`.

The screenshot shows the Salesforce Admin interface with the following details:

- Header:** Shows the Salesforce logo, the current user's name (Devidas Aniyath), and various navigation links like Merchant Tools, Administration, Storefront, and Toolkit.
- Breadcrumbs:** Administration > Organization > Roles > Administrator - Functional Permissions.
- Tab Navigation:** Functional Permissions (highlighted with a green border).
- Content Area:**
  - Selected Context:** None. A "Select Context" button is highlighted with a green border.
  - Permission Description:** A dropdown menu with a "Select Context" button highlighted with a green border.
  - Buttons:** Reset and Update.
  - Links:** << Back to List.

## Administrator - Functional Permissions

This list shows all functional permissions available in the system. Click Select Context to view and edit permissions. Organization and Sites can't be selected at the same time.

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

Selected Context:	None
<a href="#">Select Context</a>	
Permission	Description

**Select Context**

Select a context to view and edit permissions. Organization and Sites can't be selected at the same time.

Organization

Sites

MobileFirst

RefArch

RefArchGlobal

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

salesforce Sandbox - zzkv MobileFirst Merchant Tools Administration Storefront Toolkit Devidas Aniyath

Administration > Organization > Roles > Administrator - Functional Permissions

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

## Administrator - Functional Permissions

This list shows all functional permissions available in the system. 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 certain functional permissions. Deselect the checkboxes and use the Update button to revoke specific functional permissions.

Selected Context: **MobileFirst**

Select Context

Permission	Description	Selected
Login_On_Behalf	Allows administrators to log into the Storefront on behalf of a customer.	<input checked="" type="checkbox"/>
Replication_Run_For_Site	Allows to manage and start data replication processes for site-specific replication groups (i.e. search indexes).	<input type="checkbox"/>
Login_Agent	Allows to log in as an agent user to the Storefront. Restrict the access to only those Business Manager users that have the permission 'Login_Agent'.	<input checked="" type="checkbox"/>
Manage_Site_Catalog	Allows to manage the catalog and its assets in the selected site.	<input type="checkbox"/>
Manage_Site_Library	Allows to manage a library and its assets in the selected site.	<input checked="" type="checkbox"/>
Manage_Site_PriceBooks	Allows to manage the price books assigned to the selected site.	<input type="checkbox"/>
Manage_Site_Inventory	Allows to manage the site inventory list and its inventory records in the selected site.	<input type="checkbox"/>
Adjust_Item_Price	Allows to add or delete a price adjustment at the item level.	<input checked="" type="checkbox"/>
Adjust_Shipping_Price	Allows to add or delete a price adjustment at the shipping level.	<input checked="" type="checkbox"/>
Adjust_Order_Price	Allows to add or delete a price adjustment at the order level.	<input checked="" type="checkbox"/>
Delete_Order_Note	Allows to delete a note at the order or basket level.	<input type="checkbox"/>
Delete_Order	Allows to delete an order.	<input type="checkbox"/>
Create_Order_On_Behalf_Of	Allows to create an order as an agent via the Shop API.	<input checked="" type="checkbox"/>
Search_Orders	Allows to search for orders as an agent via the Shop API.	<input checked="" type="checkbox"/>
Handle_External_Orders	Allows to handle external orders as an agent via the Shop API.	<input checked="" type="checkbox"/>
Access_Protected_Storefront	Allows access to a password-protected storefront.	<input checked="" type="checkbox"/>
Delete_Customer_Snapshot	Allows access to delete customer snapshot data.	<input type="checkbox"/>
Access_Historical_Technical_Reports	Allows access to historical technical reports.	<input checked="" type="checkbox"/>

[Reset](#) **Update**

[<< Back to List](#)

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MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Daylight Time | Version: 20.8 Last Updated: Jul 23, 2020 (Compatibility Mode: 19.10)

You can handle Moto payments in two ways:

1. Customer service staff place the order from Business Manager.
2. Customer service staff place the order from the storefront.

We describe these two ways below.

### **Customer service staff place the order from Business Manager**

To implement this, update the following settings in your Business Manager. This is to disable the *Amount to be paid* field in the credit card payment section. Do the following:

1. Go to *Admin/Site Development/Customer Service Center Settings*.
2. Open the Order Payment Instrument in the customizable area.
3. Update the existing condition to:

```
"condition" : "data.payment_method_id === 'CREDIT_CARD'" Search for "condition" :  
"data.country !== 'FR'",
```

4. After that add:

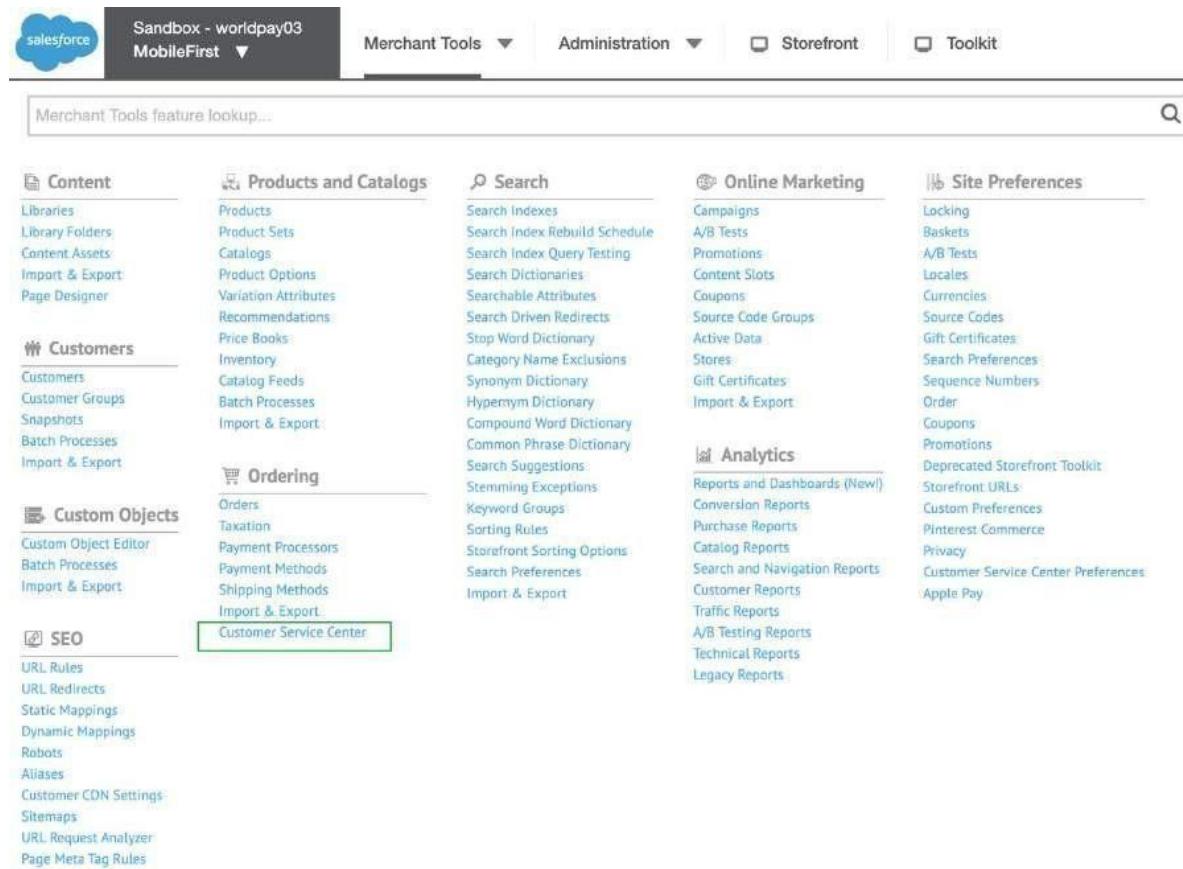
```
"meta  
{  
    "disabled" : true  
}
```

5. The customer service center customization works with OCAPI settings, so go to *Admin/Site Development/Open Commerce Settings* and make sure your site has access to:

```
'POST /orders/{order_no}/payment_instruments'
```

See the screenshots below for a step-by-step guide on how to take MOTO payments:

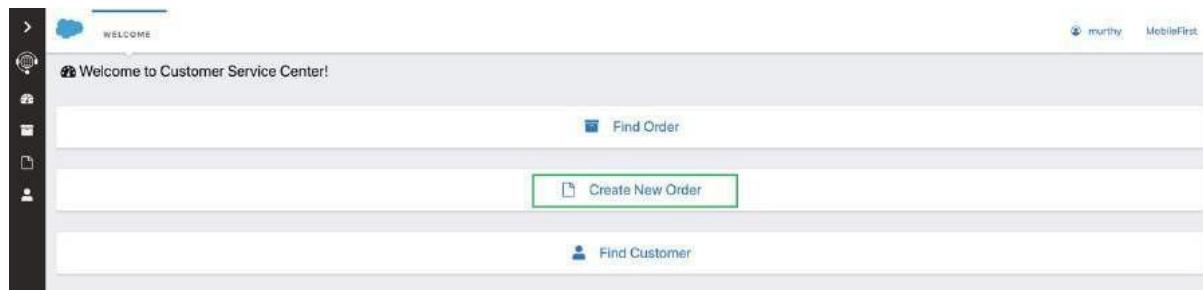
1. Navigate to the Customer service Center.



The screenshot shows the Salesforce Merchant Tools interface. At the top, there's a navigation bar with tabs: 'Sandbox - worldpay03' (highlighted), 'MobileFirst', 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. Below the navigation bar is a search bar with the placeholder 'Merchant Tools feature lookup...'. The main area is divided into several sections:

- Content:** Libraries, Library Folders, Content Assets, Import & Export, Page Designer.
- Customers:** Customers, Customer Groups, Snapshots, Batch Processes, Import & Export.
- Custom Objects:** Custom Object Editor, Batch Processes, Import & Export.
- SEO:** URL Rules, URL Redirects, Static Mappings, Dynamic Mappings, Robots, Aliases, Customer CDN Settings, Sitemaps, URL Request Analyzer, Page Meta Tag Rules.
- Products and Catalogs:** Products, Product Sets, Catalogs, Product Options, Variation Attributes, Recommendations, Price Books, Inventory, Catalog Feeds, Batch Processes, Import & Export.
- Search:** Search Indexes, Search Index Rebuild Schedule, Search Index Query Testing, Search Dictionaries, Searchable Attributes, Search Redirects, Stop Word Dictionary, Category Name Exclusions, Synonym Dictionary, Hypnym Dictionary, Compound Word Dictionary, Common Phrase Dictionary, Search Suggestions, Stemming Exceptions, Keyword Groups, Sorting Rules, Storefront Sorting Options, Search Preferences, Import & Export.
- Online Marketing:** Campaigns, A/B Tests, Promotions, Content Slots, Coupons, Source Code Groups, Active Data, Stores, Gift Certificates, Import & Export.
- Site Preferences:** Locking, Baskets, A/B Tests, Locales, Currencies, Source Codes, Gift Certificates, Search Preferences, Sequence Numbers, Order, Coupons, Promotions, Deprecated Storefront Toolkit, Storefront URLs, Custom Preferences, Pinterest Commerce, Privacy, Customer Service Center Preferences, Apple Pay.
- Analytics:** Reports and Dashboards (New!), Conversion Reports, Purchase Reports, Catalog Reports, Search and Navigation Reports, Customer Reports, Traffic Reports, A/B Testing Reports, Technical Reports, Legacy Reports.

## 2. Select Create New Order.



The screenshot shows the Customer Service Center page in Salesforce. The top navigation bar includes 'WELCOME', a user icon, and 'murthy MobileFirst'. The main content area has a heading 'Welcome to Customer Service Center!' followed by three buttons: 'Find Order' (disabled), 'Create New Order' (highlighted with a green border), and 'Find Customer'.

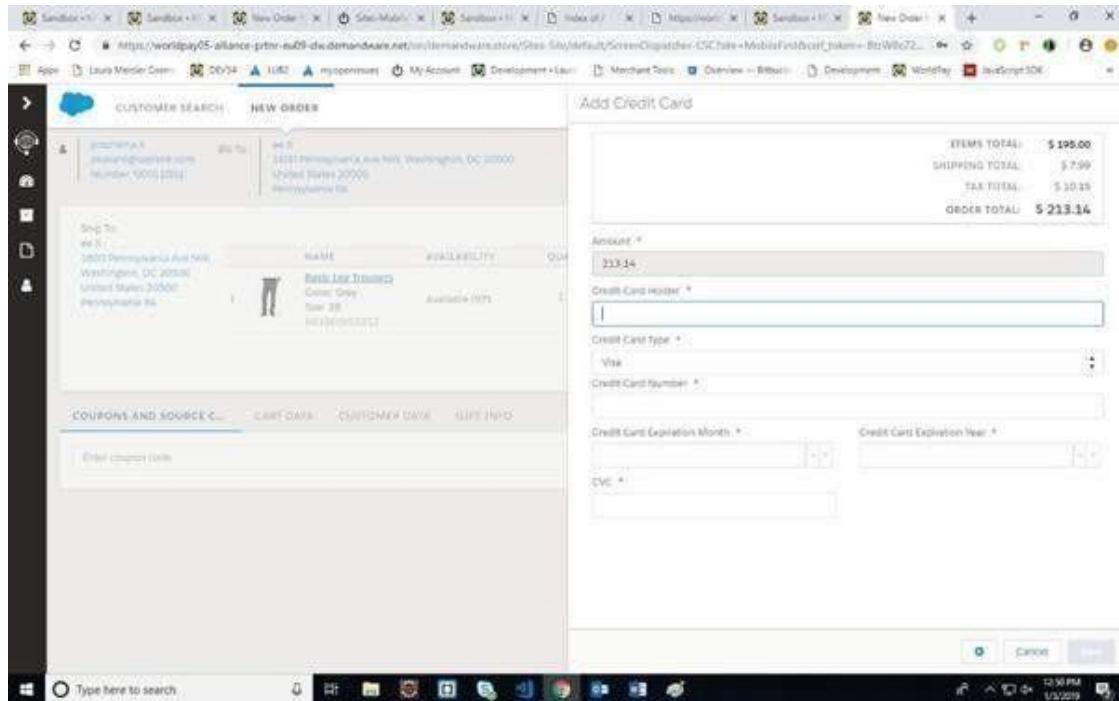
## 3. Input the shopper's details and click Submit Order:

The screenshot shows the Salesforce Order Details page. At the top, there are sections for 'Ship To' and 'Bill To'. Below this is a table for the product 'Straight Leg Pants'. The table includes columns for Name, Availability, Quantity, Price, Tax, and Total. The total price is listed as \$195.00, tax as \$9.75, and total as \$195.00. Shipping information shows a discount of -\$5.99 and a shipping method of Ground. The total order amount is \$206.85.

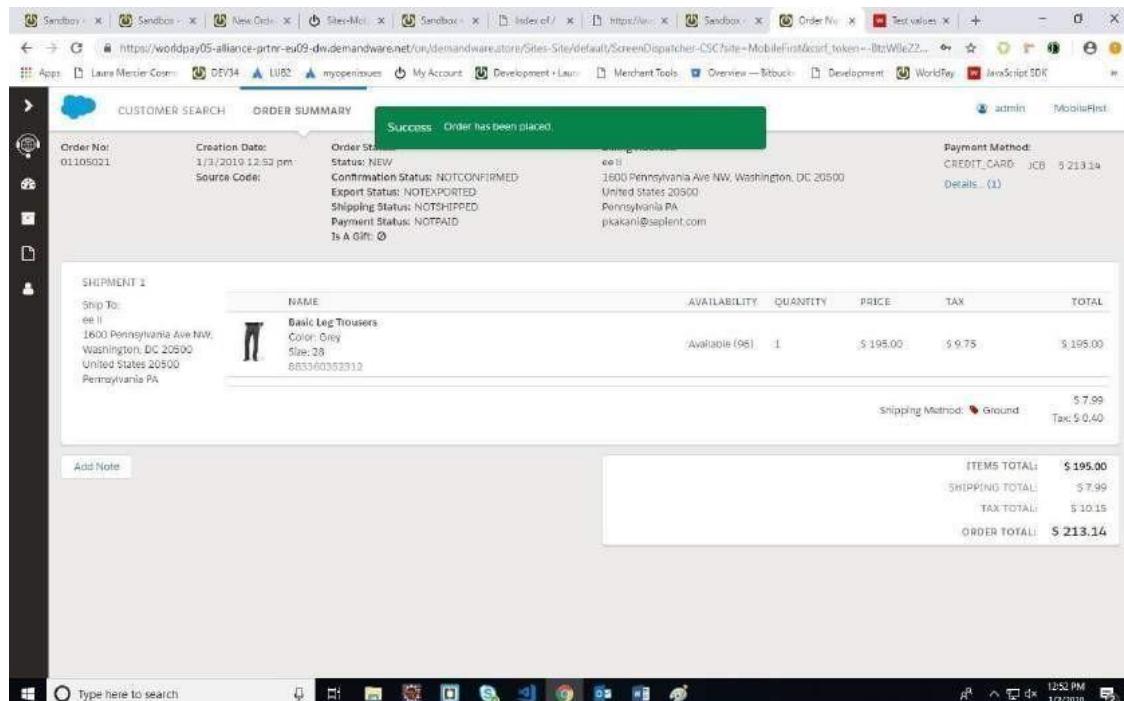
- Select the **Worldpay MOTO** payment method listed in the *Payment Methods* section:

The screenshot shows the 'Add Payment Method' dialog box overlaid on the Order Details page. The dialog has a single option, 'Credit Card', which is highlighted with a green box. In the bottom right corner of the dialog, there is a 'Cancel' button.

- Input the shopper's credit card details and click **Save**:



## 6. Successful order placement:



## Customer service staff place the order from the storefront

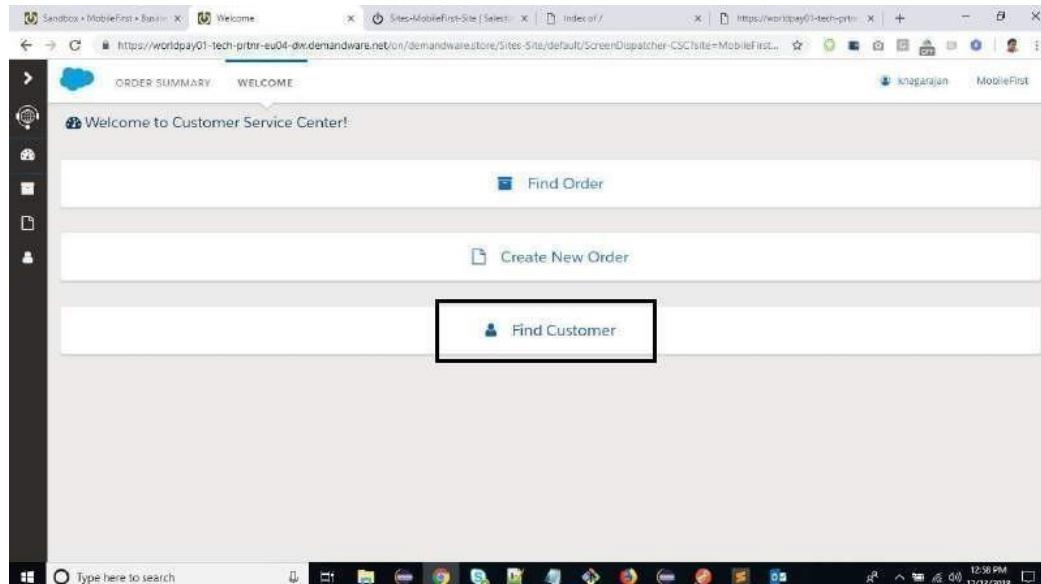
To enable the storefront button in the Customer Service Center, go to *Merchant Tools/Site Preferences/Custom Preferences* and update your storefront hostname and storefront path. See the instructions below for the ordering procedure:

1. Navigate to the Customer Service Center:

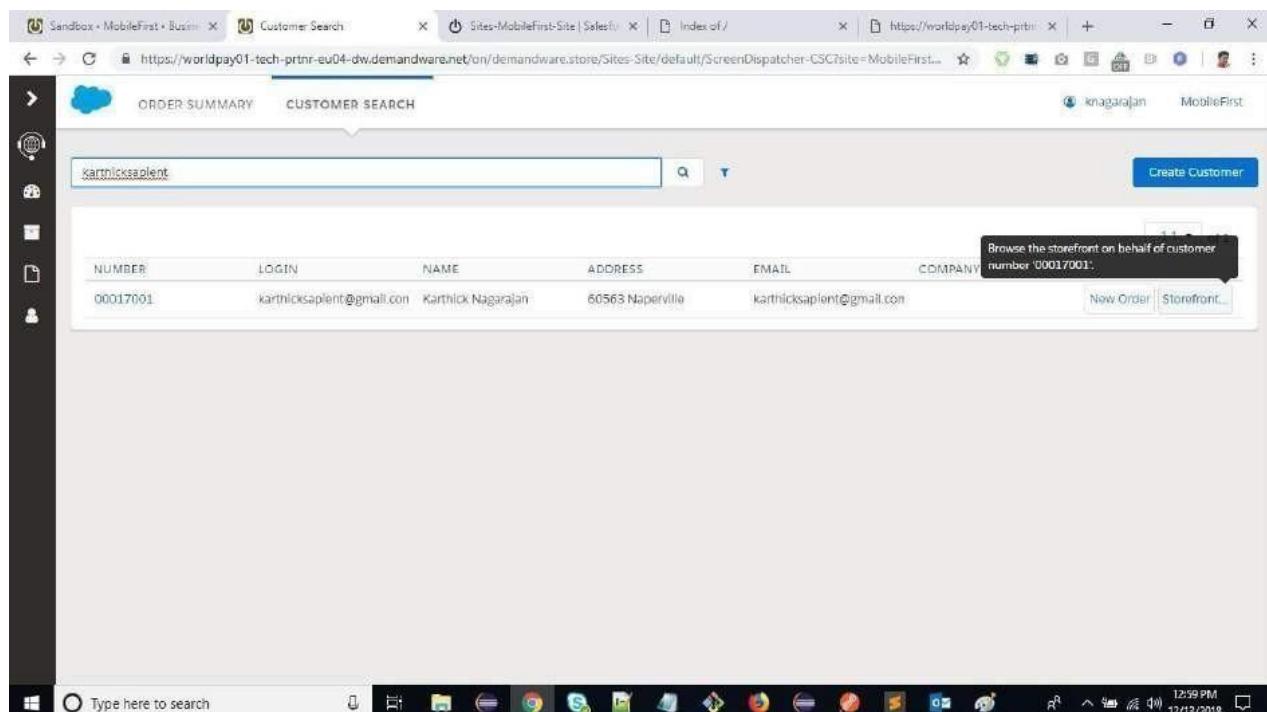
The screenshot shows the Salesforce Merchant Tools feature lookup interface. At the top, there's a navigation bar with the Salesforce logo, 'Sandbox - worldpay03 MobileFirst', 'Merchant Tools', 'Administration', 'Storefront', 'Toolkit', and a search bar. Below the navigation bar is a grid of feature categories and their sub-options. The 'Customer Service Center' option is highlighted with a green border.

Content	Products and Catalogs	Search	Online Marketing	Site Preferences
Libraries Library Folders Content Assets Import & Export Page Designer	Products Product Sets Catalogs Product Options Variation Attributes Recommendations Price Books Inventory Catalog Feeds Batch Processes Import & Export	Search Indexes Search Index Rebuild Schedule Search Index Query Testing Search Dictionaries Searchable Attributes Search Driven Redirects Stop Word Dictionary Category Name Exclusions Synonym Dictionary Hypernym Dictionary Compound Word Dictionary Common Phrase Dictionary Search Suggestions Stemming Exceptions Keyword Groups Sorting Rules Storefront Sorting Options Search Preferences Import & Export	Campaigns A/B Tests Promotions Content Slots Coupons Source Code Groups Active Data Stores Gift Certificates Import & Export	Locking Baskets A/B Tests Locales Currencies Source Codes Gift Certificates Search Preferences Sequence Numbers Order Coupons Promotions Deprecated Storefront Toolkit Storefront URLs Custom Preferences Pinterest Commerce Privacy Customer Service Center Preferences Apple Pay
Customers	Ordering	Analytics		
Customers Customer Groups Snapshots Batch Processes Import & Export	Orders Taxation Payment Processors Payment Methods Shipping Methods Import & Export	Reports and Dashboards (New!) Conversion Reports Purchase Reports Catalog Reports Search and Navigation Reports Customer Reports Traffic Reports A/B Testing Reports Technical Reports Legacy Reports		
Custom Objects	Customer Service Center			
SEO				
URL Rules URL Redirects Static Mappings Dynamic Mappings Robots Aliases Customer CDN Settings Sitemaps URL Request Analyzer Page Meta Tag Rules				

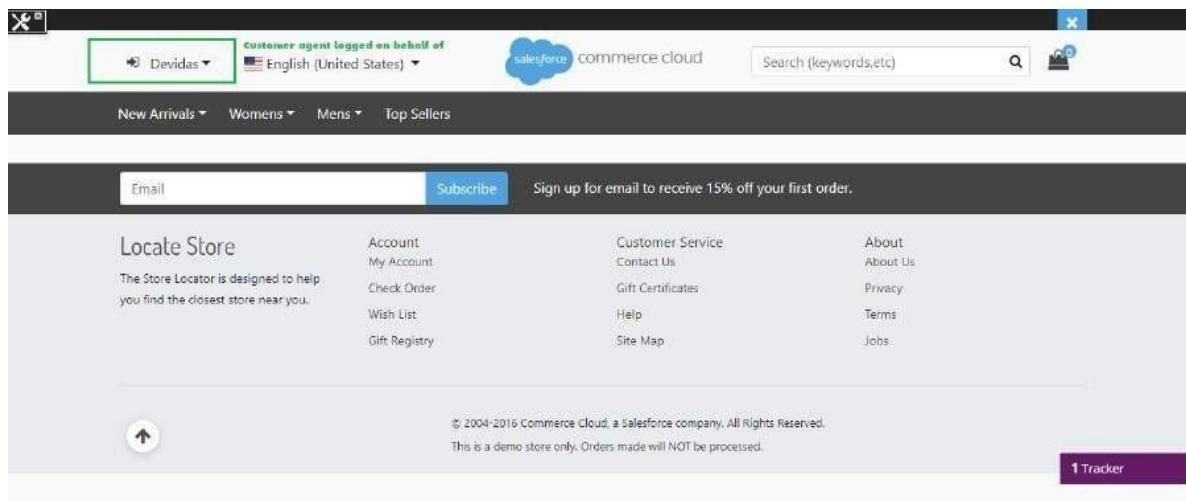
2. Click **Find Customer**:



3. To find the shopper's details, provide the customer's name, number or email and click **Storefront**.



4. In the storefront checkout page, MOTO does not appear as a payment method. Instead use the available credit card payment methods. The request proceeds as a MOTO order:



## One-click payment

In a normal checkout process, the shopper must pass through the shipping, billing and payment forms. Each form needs shopper interaction to select a shipping address, billing address and payment type.

One-click payment reduces the number of clicks which speeds up and simplifies the process of placing an order for a registered shopper.

To enable this feature

1. In Business Manager, go to *Merchant Tools/Custom Preferences/ Worldpay-CheckoutFeatures*.
2. Set the *Enable Quick Checkout* field to Yes.

Enable Quick Checkout (isQuickCheckoutEnabled)	<input type="button" value="Yes"/> <input type="button" value="No"/>	<a href="#">Edit Across Sites</a>
---	--	-----------------------------------

## Who can use one-click payments?

Shoppers must meet the following requirements to be able to use the one-click payment feature on the storefront. The shopper must:

1. Be logged in.
2. Have at least one saved address.
3. Have at least one saved credit card in *My Account*.
4. Have at least one product in cart.

## The shopper's experience

The payment button is visible on the mini cart and cart pages as shown in the screenshots below.

*In cart page*

The screenshot shows a mobile checkout interface. At the top, it says "One Click Checkout". Below that is a "Shipping Address" section with a dropdown menu showing "hudson - SAPIENT CORPORATION 375 Hudson St New York". Underneath is a "Billing Address" section with the same dropdown menu. A "Shipping Method" section follows, listing three options: "Ground (7-10 Business Days)" (selected), "2-Day Express (2 Business Days)", and "Overnight (Next Day)". To the right of these options are their respective costs: \$5.99, \$9.99, and \$15.99. A "Credit Card" section shows a card icon and the text "Credit MasterCard \*\*\*\* \* \* \* \*". Below this is a summary table:

	Subtotal	Shipping cost	Tax	Estimated Total
Subtotal	\$44.10	\$5.99	\$2.50	\$52.59
Shipping cost				
Sales Tax				
<b>Estimated Total</b>				<b>\$52.59</b>

Note: Clicking on Complete Checkout would take the Payment and place an order!

At the bottom are "Cancel" and "Complete Checkout" buttons.

To the right of the main form is a sidebar with a red arrow pointing up to the "Checkout" button. The sidebar includes:

- Need Help? Call 1-800-555-0199
- Promo Code:  Submit
- Shipping: 7-10 Business Days
- Shipping cost: \$5.99
- Tax: \$2.50
- Estimated Total: \$52.59**
- Checkout (highlighted with a red arrow)
- Quick Checkout
- Instant Purchasing
- About Us
- Privacy
- Terms

## In mini cart page

The screenshot shows a mobile shopping cart page. At the top, there are user profile and language selection dropdowns. The main header is "salesforce commerce cloud". Below the header is a navigation bar with "New Arrivals", "Womens", "Mens", and "Top Sellers". A search bar is at the top right. The main content area shows a shopping cart summary:

Your shopping cart		
	Wide Leg Pant Color: Sugar Size: 12 In Stock	<a href="#">View Cart</a>
Each <del>\$79.00</del> <b>\$54.99</b>	Quantity <input type="button" value="1"/>	Total <b>\$54.99</b>
<b>Estimated Total</b>		<b>\$54.99</b>

Below the cart summary are three payment method buttons: "Checkout", "Chrome Pay", and "Quick Checkout".

On the left side, there's a "Locate Store" section with a note about finding the closest store. On the right side, there are links for "Account", "Customer Service", and other site navigation.

At the bottom, there's a copyright notice: "© 2004-2016 Commerce Cloud, a Salesforce company. All rights reserved. This is a demo store only. Orders made will NOT be processed."

[https://zzkv-009.sandbox.us01.dx.commercecloud.salesforce.com/s/MobileFirst/cart?lang=en\\_US](https://zzkv-009.sandbox.us01.dx.commercecloud.salesforce.com/s/MobileFirst/cart?lang=en_US)

## Chrome payment

Chrome Pay speeds up the checkout process. It uses saved data from the browser (Chrome only for now) and displays it in the checkout forms. This data includes the shipping and billing address details. Every action occurs in one popup window.

In admin, configurations are available to:

- Enable/disable this feature
- Enable/disable 3DS2
- Include/exclude risk data in the payment request

### Site preferences and service configuration:

1. Go to *Merchant Tools/Site Preferences/Custom Preferences/Worldpay-CheckoutFeatures*.
2. Select *isQuickChromePayEnabled* field and select Yes to enable.

Name	Value	Default Value
isQuickChromePayEnabled (isQuickChromePayEnabled)	Yes	No

To enable 3DS2 for this feature, do the following:

1. Go to *Merchant Tools/ Site Preferences/Custom Preferences/Worldpay-SecureTransaction*.
2. At the *3DS Type (dstype)* field, select *two3D (two3d)*.

Name	Value	Default Value
3ds Type (dstype)	two3d (two3d)	one3d

To enable the collection of risk data for this feature, do the following:

1. At the *riskData (riskData)* field, select Yes.

Name	Value	Default Value
riskData (riskData)	No	Yes

In Admin, to change the 3ds2 service configuration do the following:

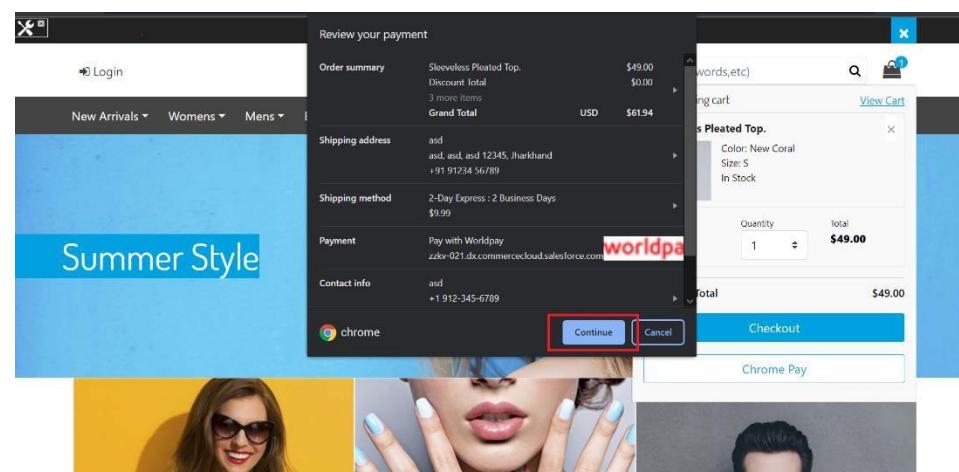
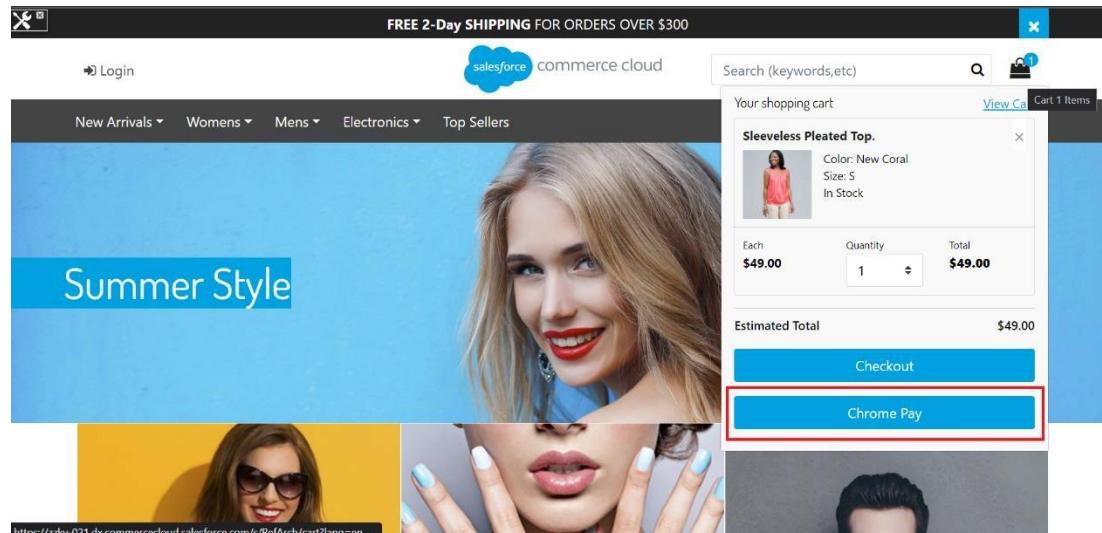
1. Go to *Administration/Operations/Services*.
2. The service name is *ddc.post*.

Services	Profiles	Credentials
<b>Services</b>		
<b>Select All</b>		
Name	Type	Profile
ddc.post	HTTP	worldpayprofile
	Credentials	DeviceDataCollection
	Status	Live

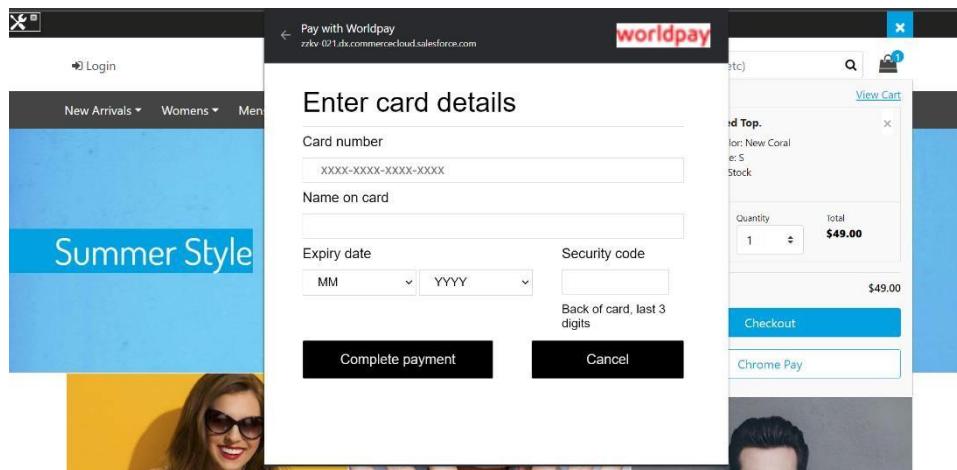
## The shopper's experience

## Mini cart

- From a Mini cart, the shopper clicks the **Chrome Pay** button to start the checkout process:



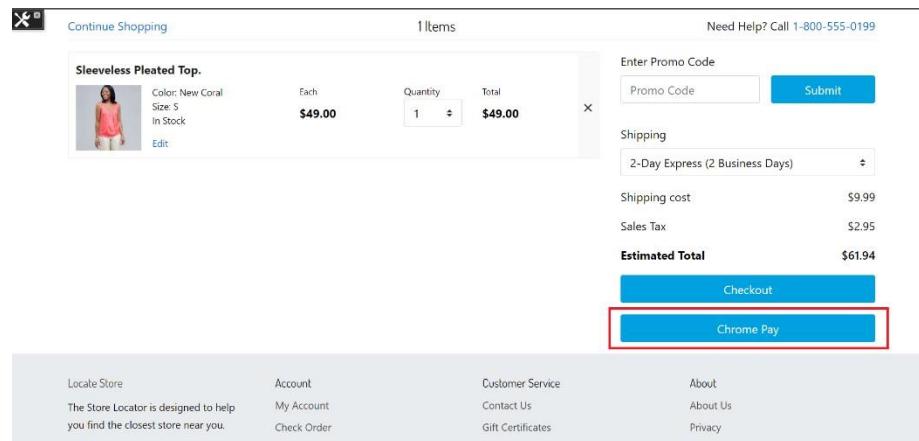
- The shopper clicks the **Pay** button.



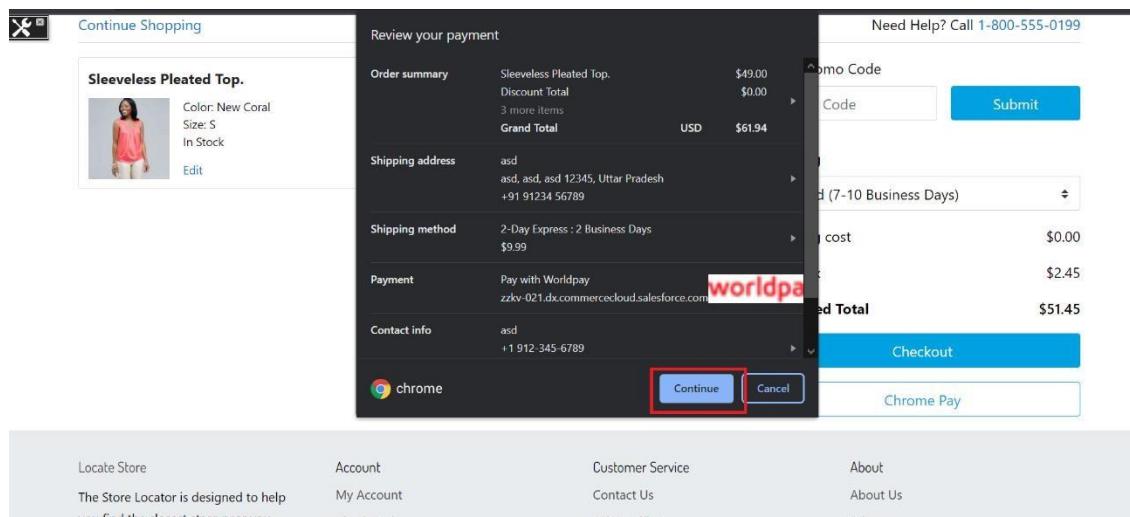
3. The shopper enters their CVC number from their payment card. Chrome Pay does not save this number, and the shopper clicks the **Confirm** button. The payment is made.

## Cart

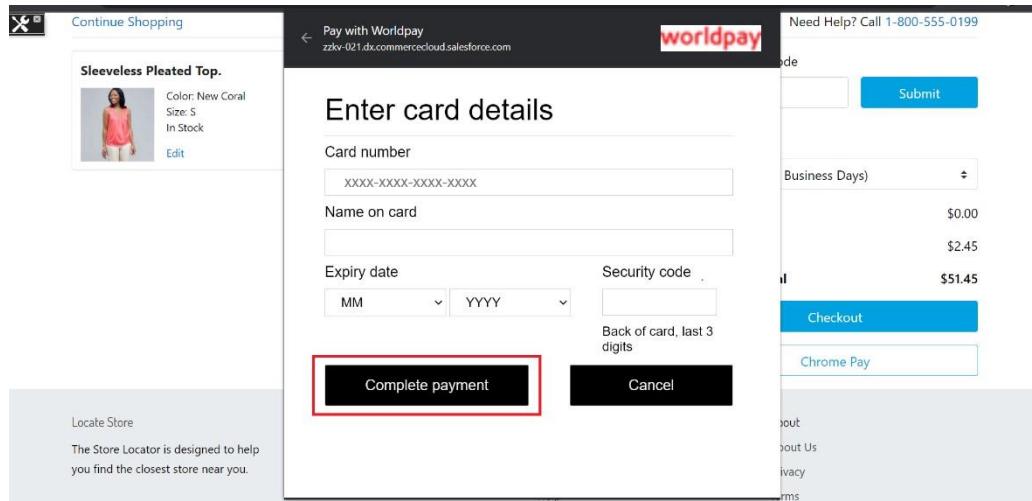
1. From a cart, the shopper clicks the **Quick Checkout** button to start the checkout process:



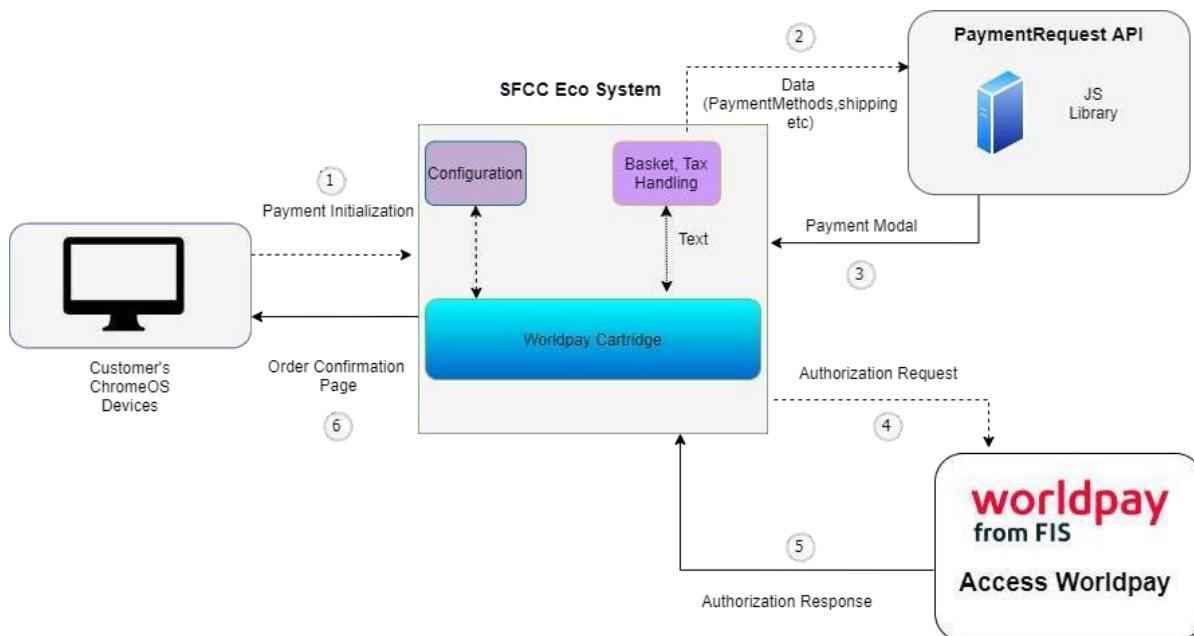
2. The shopper clicks the **Pay** button.



3. The shopper enters their CVC number from their payment card. Chrome Pay does not save this number, and the shopper clicks the **Confirm** button. The payment is made.



## Architectural diagram



## Worldpay documentation

Please read the [Worldpay documentation on 3DS2](#).

## 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.

### 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

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.			
ID	Name	Enabled	Sort Order
PAYPAL-EXPRESS	Pay Pal	Yes	15
PAYWITHGOOGLE-SSL	Google Pay	Yes	29
POLI-SSL	Poli	Yes	27
PRZELEWY-SSL	Przelewy24	Yes	25
SEPA_DIRECT_DEBIT-SSL	SEPA	Yes	30
SOFORT-SSL	Sofort	Yes	18
SOFORT_CH-SSL	Sofort	Yes	16

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

Below is a screenshot of the test environment.

The screenshot shows the 'Mobile wallets configurations' page in the Salesforce 'Site Preferences' section. It lists several configuration items for the 'Google Pay Environment':

- Instance Type:** Sandbox
- Search by ID:** (Search bar)
- Page Number:** 1 of 6
- Google Pay Environment:** Value: TEST (TEST), Default Value: TEST, Edit Across Sites
- Google Pay Merchant ID:** Value: 32e04907d379490, Edit Across Sites
- Google Merchant Name:** Value: gPayMerchant, Edit Across Sites
- Gateway Merchant Id:** Value: 32e04907d379490, gatewayMerchantId, Edit Across Sites
- Gateway Merchant Name:** Value: worldpay, Edit Across Sites
- Google Pay 3ds Flex Magic Value For Test Environment:** Value: (googlePayTest3DSValue), Edit Across Sites

**NOTE:** 'Google Pay 3ds Flex Magic Value For Test Environment' is the field for providing the 3DS magic value. Use this value to test the functionality of Google Pay SCA (Google pay + 3DS2) in a lower environment. An example value is **3DS\_V1\_CHALLENGE\_IDENTIFIED**

### 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 shows a payment interface. At the top left is a blue header bar with the text "Google Pay". Below it is a white form area. On the left side of the form, there is a label "**\*Phone Number**" followed by an input field containing the number "9879879879". At the bottom left of the form is a black button with the text "Buy with G Pay" and the Google logo.

Next:Place Order

2. Review the order and place the order.
3. If the challenge page appears, complete the challenge. You can see a screenshot from the test environment below. In production, the challenge page varies based on the issuing bank's provider.

This is a challenge window press OK

OK

## Worldpay documentation

- <https://developer.worldpay.com/docs/wpg/mobilewallets/googlepay>
- <https://developer.worldpay.com/docs/wpg/mobilewallets/googlepay#sca-and-psd2-compliance>

## Google Pay from PDP

This feature lets shoppers checkout a single product from a PDP (product detail page)

## Site preferences

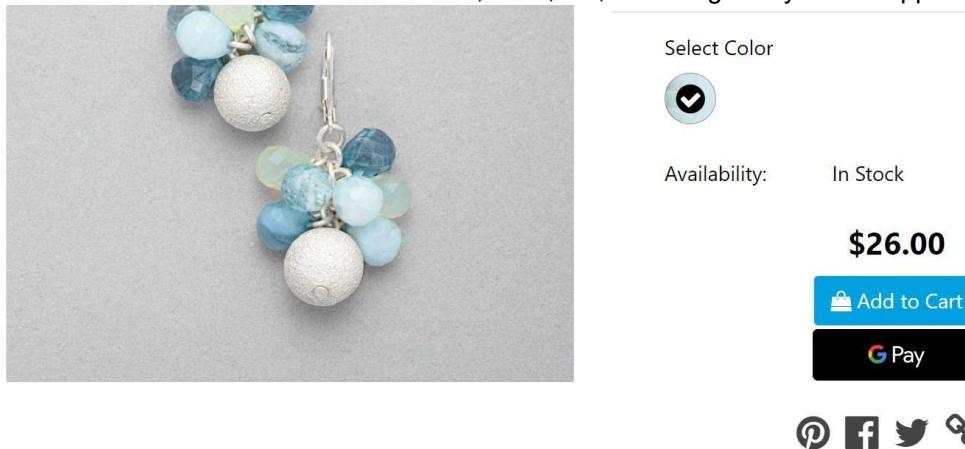
1. Go to *Merchant Tools/Site Preferences/Custom Preferences/Worldpay-AdditionalFeatures*.
2. Go to the *isPdpGooglePayEnabled* field and select Yes.

isPdpGooglePayEnabled	Yes	Yes	<a href="#">Edit Across ...</a>
(isPdpGooglePayEnabled)			

## The shopper's experience

### From PDP

The Google Pay button appears when the shopper selects the product's variants/options, and the product is in stock. For products that do not have variations like size, color, etc, the Google Pay button appears when the page loads.



#### Description

Drop earring with beautiful greens and blues stones with silver beads. Each piece of jewelry will be shipped with a beautiful Commerce Cloud Store velvet gift pouch.

#### Details

Drop earring with beautiful greens and blues stones with silver beads. Each piece of jewelry will be shipped with a beautiful Commerce Cloud Store velvet gift pouch.

## Apple Pay

Apple Pay is a mobile payment and digital wallet service from Apple Inc. that lets users make payments in person, in iOS apps, and on the web using Safari.

This feature lets shopper's select Apple Pay as the 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 a payment authorization request. The authorization response contains a series of links for the next available actions.

### Apple Pay certificate generation

Before you can use Apple Pay, you need to generate a certificate and we (Worldpay) must verify this certificate.

1. **Create your merchant ID** (e.g., `merchant.com.worldpay.merchantAccount`) then log in to your Worldpay merchant account.

2. Switch to the mode you'll be using (test or production), then select Integration from the left-hand menu and Apple Pay in the top menu. You can see these details in the screenshot below:

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

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

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

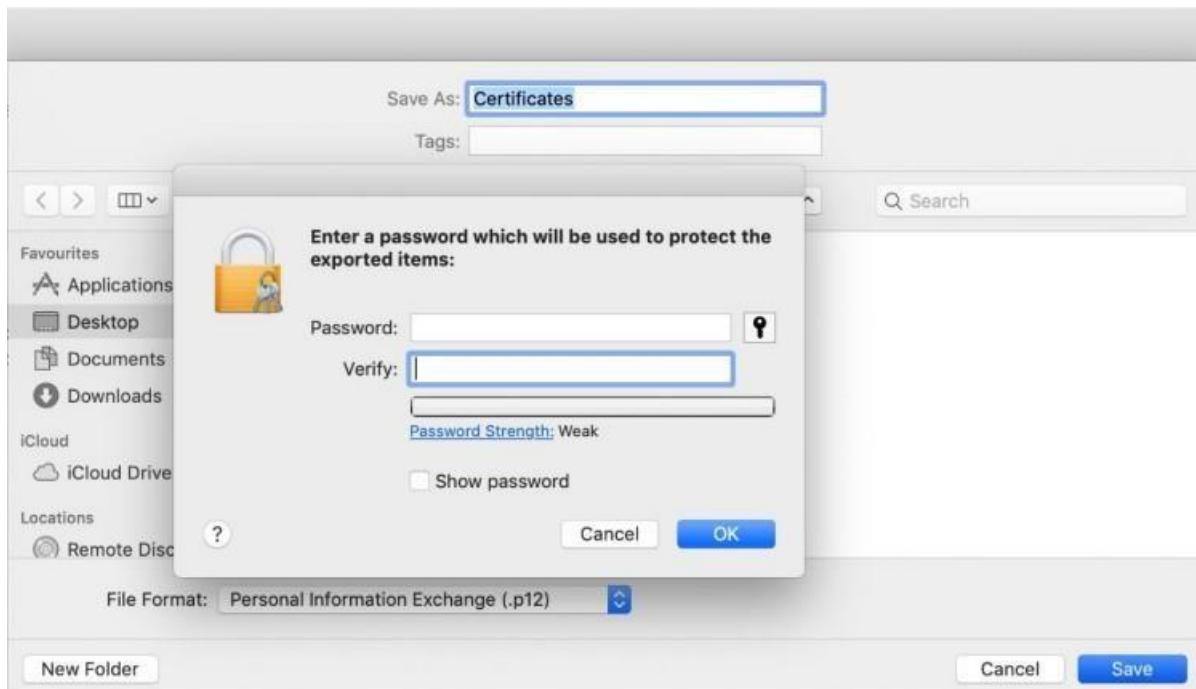
- When asked for your merchant ID, make sure you enter the Apple merchant ID you created in step 1.
- Follow the instructions from Apple for creating a CSR yourself

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

1. Download and save the generated merchant ID certificate (.cer file).



2. When you have completed the instructions from Apple, add the merchant ID certificate to your keychain.
  3. When you create your own CSR, you might also get a private key. Add that file too in your keychain app.
  4. Export the merchant ID certificate from your keychain as a p12 file (see screenshot below).
- a.
5. Make a note of the password you entered in the field shown below:



## Business Manager configuration

To configure Business Manager, do the following:

1. Go to *Merchant Tools/Ordering/Payment Methods*.
2. Enable the Payment Method with the ID as DW\_APPLE\_PAY.
3. Select the payment processor as WorldPay.
4. Under custom section, select the type as DIRECT, See the screenshot below:

The screenshot shows the Salesforce interface with the following details:

- Salesforce - Sandbox - zoky MobileFirst** is the current workspace.
- Merchant Tools** is the active tab.
- DW\_APPLE\_PAY** is the selected payment method.
- Payment Processor**: Worldpay <Worldpay>
- Countries**: All
- Currencies**: All
- Customer Group**: All
- Min/Max Payment Ranges**: Min/Max Payment Ranges
- Custom** section includes fields for Merchant Code, User Name, Type (set to DIRECT (Direct)), Password, and Confirm Password.
- A right-hand sidebar displays a table with columns: Yes, No, and Count. The data is as follows:

	Yes	No
Yes	24	0
Yes	37	0
Yes	4	0
Yes	10	0
No	0	9
No	34	0
Yes	17	0
No	8	0
Yes	20	0

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MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Standard Time | Version: 20.10 Last Updated: Oct 22, 2020 | Compatibility Mode: 19.11

5. Go to Merchant Tools/ Site Preferences/Apple Pay.
6. Fill in the form as shown in the screenshot below.
7. Provide values for merchant ID and merchant name as provided by Worldpay.

Merchant Tools > Site Preferences > Apple Pay

Code Versions | Cartridge Path | Search with name...

## 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\*:

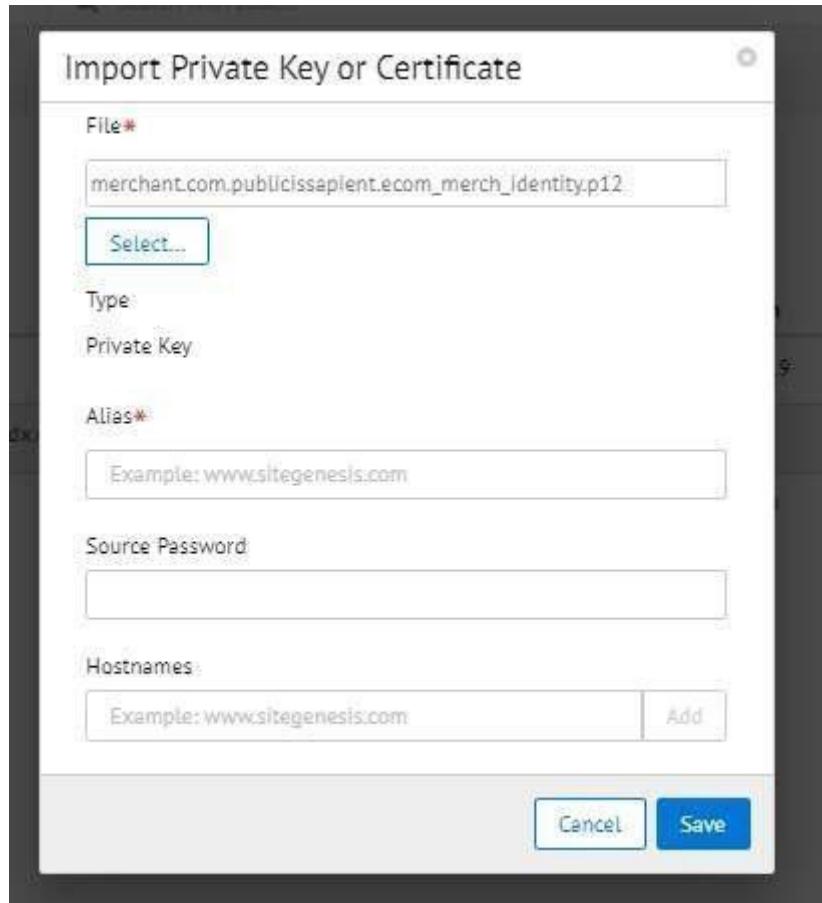
Payment Provider Password\*:

Use JWST

JWS Private Key Alias\*:

## 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.



## Complete the domain registration for the sandbox

### 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](#)

Once you have completed the steps above, the Apple Pay button appears on the billing page (Mac, Safari browser with touch bar enabled/latest iPhone).

## Apple pay address validation US/non-US countries

In most cases, the country code and state code are mandatory fields in the order life cycle. In some countries, the state code is not applicable, which means the address validation would fail because of the shipping and billing address. To avoid this, a new custom preference ('skipStateCodeAddressValidation') is created that validates the address accordingly.

When the custom preference 'skipStateCodeAddressValidation' is enabled, the state code validation will be skipped for Apple Pay orders. By default, this flag is set to 'No' or disabled.

1. Go to *Merchant Tools/Site Preferences/Custom Site Preference Groups/AccessWorldPay-Mobilewallets*
2. Enable or disable '*skipStateCodeAddressValidation*' for the state code validation in the address.

State Code Address Validation

(skipStateCodeAddressValidation)  
If set to true, the state code validation will be skipped for apple pay (US and non-US countries).

Yes  No

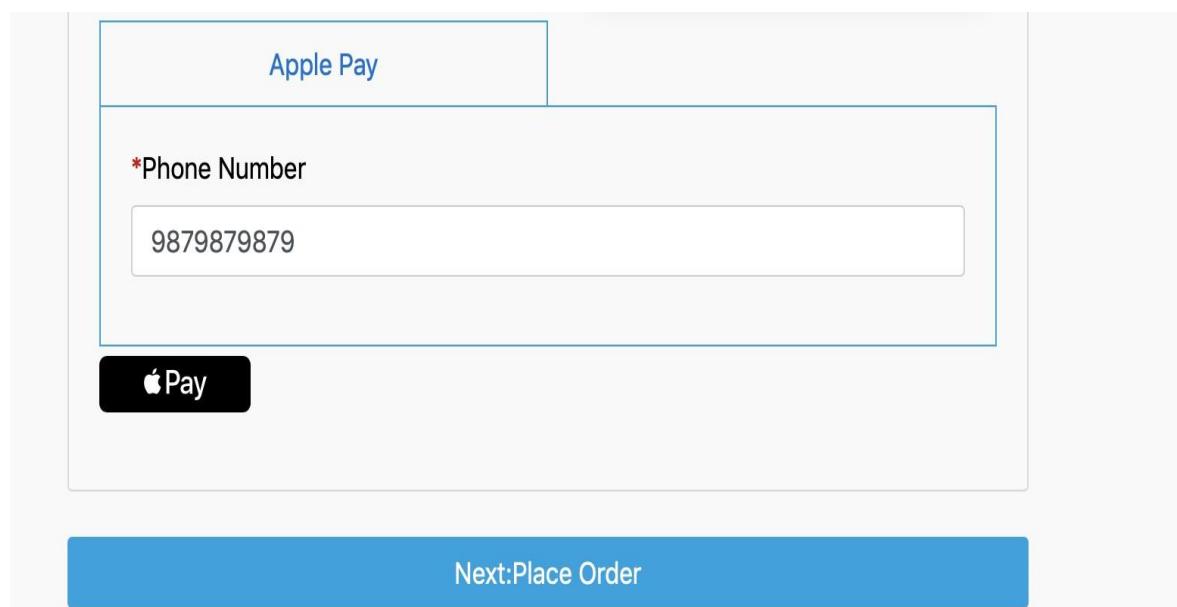
If set to true, the state code validation will be skipped for apple pay (US and non-US coun...

Edit Across Sites

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## The shopper's experience

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



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

### Test Payment

Test Billing Address  
Rahul dravid 23, Fort PI England AZ 85701

[Update Address](#)

**Apple Pay**

\*Phone Number  
9879879879

**Apple Pay**

**Next:Place Order**

**1**

**Apple Pay** Cancel

CARD & BILLING VISA TEST CARD (\*\*\*\* 1439) 1700 W BLANCKE ST LINDEN NJ 07036...

SHIPPING UKFNAME UKLNAME  
14 TOTTENHAM COURT ROAD  
LONDON  
ENGLAND  
W1T 1JY  
UNITED KINGDOM

METHOD GROUND  
ORDER RECEIVED WITHIN 7-10 BUSINESS DAYS

CONTACT RAMANA.MI@GMAIL.COM  
(812) 279-7246

MERCHANDISE	\$33.99
GROUND	\$0.00
TAX	\$1.70
<b>PAY</b> MERCHANT.COM.PUBLICISSAPIENT.WPG....	<b>\$35.69</b>

Pay with Touch ID

3. The shopper can then select an existing card or add a new card for the payment.
4. They can then add or select a shipping/billing address, a shipping method, and a contact phone number.
5. The shopper can make an Apple Pay order by entering their password or authenticating with biometrics.

**NOTE:** Typical errors that may occur during this payment process include errors in shipping address/billing address or payment failure. If an error occurs, 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>

## Apple Pay from PDP and cart

This feature lets shoppers (MAC or iPhone users) checkout products from different pages or views. Specifically:

- PDP (product detail page) and Quick View: checkout a single product
- Cart page and mini cart: checkout the entire cart contents

## Site preferences

1. Go to *Merchant Tools/Site Preferences/Custom Preferences/Worldpay-AdditionalFeatures*.
2. Go to the *isPdpQuickViewApplePayEnabled* field and select Yes.

Is apple pay enabled in PDP and quickview (isPdpQuickViewApplePayEnabled)	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
--	---	-----------------------------

3. Go to the *isCartMiniCartApplePayEnabled* field and select Yes.

Is apple pay enabled for cart and mini cart (isCartMiniCartApplePayEnabled)	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
--	---	-----------------------------

## The shopper's experience

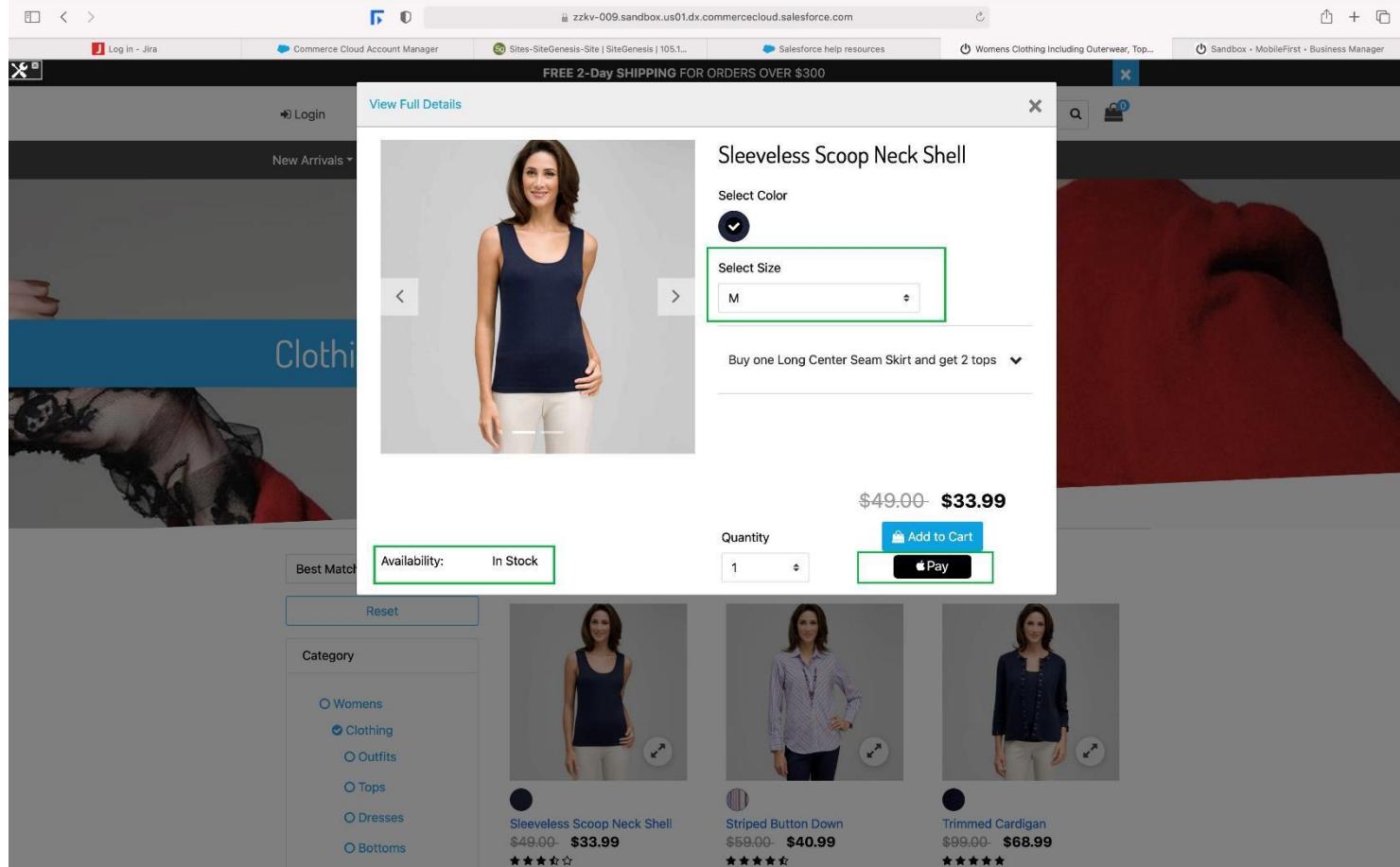
## From PDP

The Apple Pay button appears when the shopper selects a product's variants/options, and the product is in stock. For products that do not have variations like size, color, etc., the Apple Pay button appears when the page loads.

The screenshot shows a Product Detail Page (PDP) for a "Ruffle Front Blouse". The page includes a large product image, a color selection dropdown set to "Pink", a size selection dropdown set to "M", and an availability status of "In Stock". The price is listed as "\$74.00". At the bottom, there are "Add to Cart" and "Apple Pay" buttons.

## From quick view (PLP and search results)

The Apple Pay button appears when a shopper has selected a product's variants/options, and the product is in stock.



**From cart page**

Continue Shopping      1 Items      Need Help? Call 1-800-555-0199

**Classic Tweed Pant**

	Color: Laurel Multi	Each	Quantity	Total
	Size: 4	\$109.00	1	\$80.99
	In Stock			
	<a href="#">Edit</a>	<a href="#">\$80.99</a>		

Enter Promo Code

Promo Code  Submit

Shipping

Ground ( 7-10 Business Days )

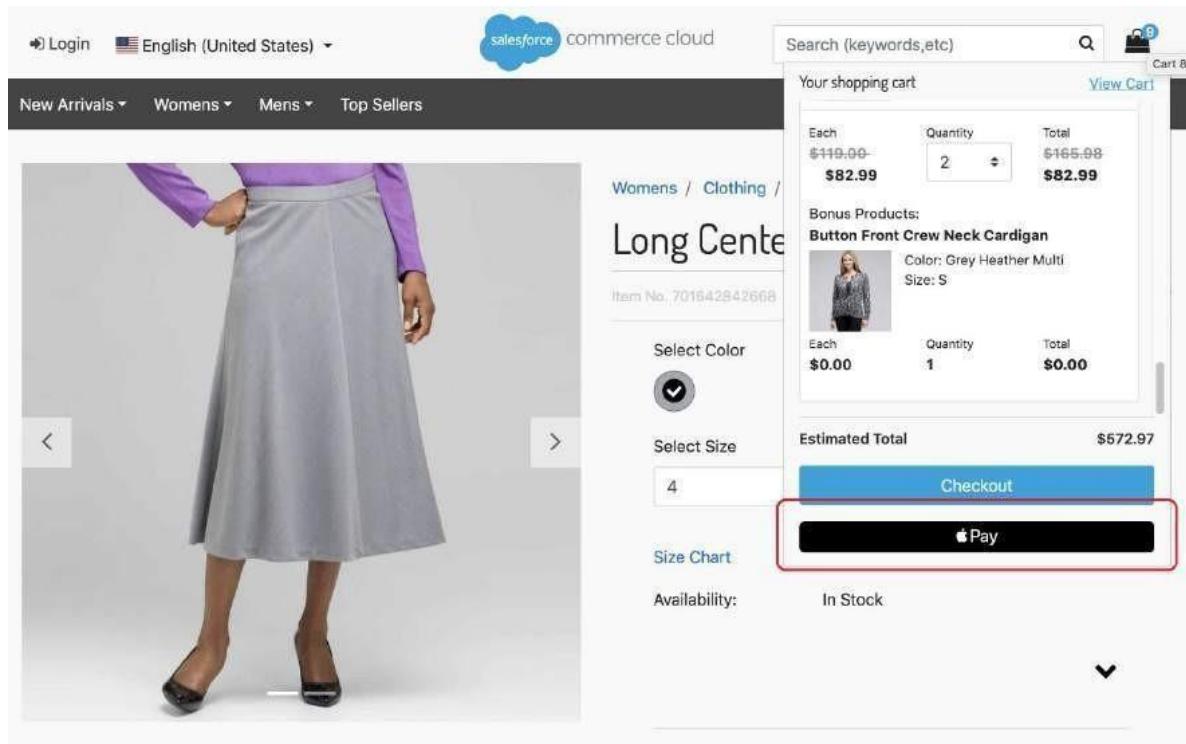
Shipping cost \$5.99  
Sales Tax \$4.35  
Estimated Total \$91.33

**Checkout**

**Apple Pay**

Locate Store      Account      Customer Service      About

## From mini cart



### PDP and Quick View Apple Pay limitations or exceptions (SFRA OOTB)

The Apple Pay button in the PDP and Quick View has a technical limitation. It only accepts a single SKU (Stock Keeping Unit) for the checkout. As such, it's not possible to add or checkout multiple products from the PDP or Quick View flows.

**Set products:** Only individual products in a set are eligible for Apple Pay checkout from the PDP and quick view. *Add all to Cart* is not supported by Apple Pay in this view.

**Bonus products:** Only the main product of a bonus product is eligible for Apple Pay checkout.

**Bundle products:** Bundle products are not eligible for Apple Pay checkout from the PDP and quick view flows. This is because a bundle counts as a multiple SKU scenario.

## Tokenization

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

To enable / disable this feature

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

[Merchant Tools](#) / [Site Preferences](#) / [Custom Site Preference Groups](#)

### Account on file configurations

Cancel Apply to Other Sites Save

Name	Value	Default Value	
WorldpayEnableTokenization	Yes	No	Edit Across Sites
(TokenType)	Shopper (Shopper) Choose for the type of token (Shopper and Merchant)	Shopper	Edit Across Sites

## Stored credential disclaimer

Worldpay supports stored credentials for credit cards. This feature complies with scheme mandates for storing (and subsequently using) card payment credentials for cardholder and merchant-initiated transactions. If you are using tokenization, in most cases 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/Worldpay-SchemeMandated
- Turn on Enable Stored Credentials

[Merchant Tools](#) / [Site Preferences](#) / [Custom Site Preference Groups](#)

### Scheme mandated configurations

Cancel Apply to Other Sites Save

Name	Value	Default Value	
Enable Stored Credentials*	Yes	No	Edit Across Sites
(enableStoredCredentials)			

For stored credentials, 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 to agree with the disclaimer message to place the order and save the payment card details.

4. Go to Merchant Tools/Content/Content Assets/ saveCardDisclaimer.
5. Write or edit the disclaimer text in the Body field and click **Download**.

The screenshot shows the 'Presentation' tab of a Content Asset named 'saveCardDisclaimer'. It includes fields for 'Rendering Template' and 'Custom CSS File'. Under the 'Content' tab, there is a rich text editor for the 'Body' field containing the text 'Do You Want To Save The Card?'. Below the rich text editor is a 'Year:' field. At the bottom right are 'Download', 'Apply', and 'Reset' buttons.

### The shopper's experience:

#### 1. Show a disclaimer in the front end

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.

The screenshot shows a card payment form. It includes fields for 'Phone Number' (9879879879), 'Name on Card' (empty), 'Card Number' (empty), 'Expiration Month' (month dropdown), 'Expiration Year' (year dropdown), 'Security Code' (empty), and a 'Save Card to Account' checkbox which is checked. Below the checkbox is a blue link labeled '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 fields for card details: \*Expiration Month (month dropdown), \*Expiration Year (year dropdown), and \*Security Code (text input field). Below these fields are two checkboxes:  Save Card to Account and  Disclaimer. A yellow highlighted text box contains the instruction: "Please click on the disclaimer button to continue, and chose yes to save your card". At the bottom is a blue button labeled "Next: Place Order".

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 a payment form with fields for card details: \*Expiration Month (month dropdown), \*Security Code (text input field), and a checkbox for  Save Card to Account. A yellow highlighted text box contains the instruction: "Please click on the disclaimer button to continue, and chose yes to save your card". A modal dialog box titled "Disclaimer" is open, asking "Do You Want To Save The Card?" with radio buttons for "Yes" and "No". The "Yes" option is selected. At the bottom right of the dialog is a "Close" button.

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 payment form for card details. It includes fields for 'Expiration Month' (month dropdown) and 'Expiration Year' (year dropdown), both marked with an asterisk (\*) indicating they are mandatory. There is also a field for 'Security Code'. A checkbox labeled 'Save Card to Account' is checked. Below the form is a yellow-highlighted area containing the text: 'Please click on the disclaimer button to continue, and chose yes to save your card'. At the bottom is a blue button labeled 'Next: Place Order'.

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.

## Worldpay documentation

Please [read the Worldpay documentation](#) on stored credentials.

## EFTPOS

EFTPOS is an Australian domestic card scheme, for which Worldpay is an acquirer. EFTPOS supports processing multi/dual debit transactions in real-time, with a lower cost of acceptance. To offer EFTPOS, merchants must have an entity in Australia.

Worldpay issues separate MIDs for EFTPOS transactions.

EFTPOS supports:

- 3DS2 (not 3DS1)
- Digital Wallets (Google Pay)
- Merchant-initiated transactions

To enable/disable this feature

- In Business Manager, navigate to Site/Merchant Tool/Site Preferences/Custom Preferences/Worldpay-PaymentMethod
- Turn on *Enable EFTPOS*
- Enter *EFTPOS Username, Password and Merchant Code*

- You can also enter RoutingMID for EFTPOS

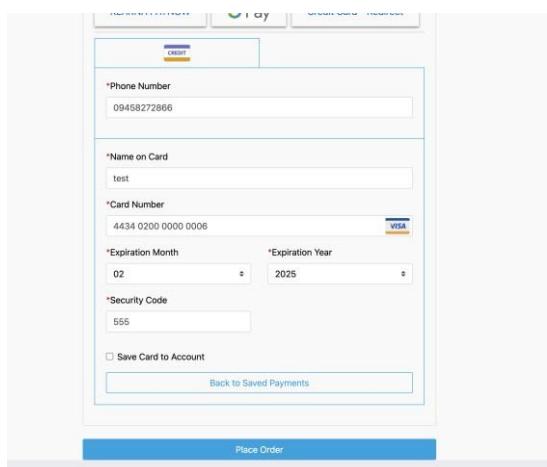
Enable ETFPOS for Australia (enableETFPOS)	<input type="text" value="Yes"/>	Enables ETFPOS for Australia	<a href="#">Edit Across Sites</a>
EFTPOS Specific Merchant Code (eftposMerchantCode) (String)	<input type="text"/>	Merchant Code used for EFTPOS	<a href="#">Edit Across Sites</a>
EFTPOS UserName (eftposUserName) (String)	<input type="text"/>		<a href="#">Edit Across Sites</a>
EFTPOSPassword (EFTPOSPassword)	<input type="text"/>		<a href="#">Edit Across Sites</a>
EFTPOSRoutingMID (EFTPOSRoutingMID) (String)	<input type="text"/>		<a href="#">Edit Across Sites</a>
Enable Debugging for EFTPOS Testing (enableEFTPOSDebugging)	<input type="text" value="Yes"/>	Enable Debugging for EFTPOS Testing. Should be disabled in PRODUCTION	<input type="text" value="No"/> <a href="#">Edit Across Sites</a>

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Dalatkh Time Zone: Coordinated Universal Time (UTC) Eastern Standard Time (EST) (UTC-5) Last Updated: Fri 12 Mar 2022 (CET/CEST)

## The shopper's experience:

1. Place a normal CC DIRECT order.



If shopper's credit card is dual branded then order will get placed using EFTPOS. Otherwise order will be placed using normal CC DIRECT.

## 2. Order review

Customer Information: test007@test.com	Subtotal .....
Shipping	
Shipping Address: Prashant Singh newyork neyork DC 12345 09458272866	Shipping .....
Shipping Method: Ground ( 7-10 Business Days ) .....	Sales Tax .....
\$0.00	Total .....
Test Payment	
Billing Address: Prashant Singh newyork neyork DC 12345 test007@test.com 09458272866	1 Items .....
Payment: Credit Visa *****0006 Ending 2/2025	<b>Hammered Gold Earrings</b> Color: E In Stock  Each \$0.01 Qty 1
<input type="button" value="Place Order"/>	

## 3. Order Placement



Thank you for your order.

You will receive an email confirmation shortly at test007@test.com

Receipt
Order Number: WQ00079436 Order Date: 12/20/23
Shipping Address: Prashant Singh newyork neyork, DC 12345 09458272866
Shipping Method: Ground ( 7-10 Business Days ) .....
\$0.00
Billing Address: Prashant Singh newyork neyork, DC 12345 test007@test.com 09458272866
Payment: Credit Visa *****0006 Ending 2/2025
1 Items .....
<b>Hammered Gold Earrings</b>
User Table

## Worldpay documentation

Please [read the Worldpay documentation](#) on stored credentials.

## 3DS and 3DS Flex

3DS Flex is the most advanced 3DS product on the market, and it gives your transactions extra security. It combines the new standard of 3DS2 with traditional 3DS allowing for a single integration. To enable 3DS and 3DS Flex:

1. Go to *Site/Merchant Tool/Site Preferences/Custom Preferences/Worldpay-Secure Transaction*

Merchant Tools / Site Preferences / Custom Site Preference Groups / Secure transaction configurations

Instance Type: Sandbox

Search by ID:  Cancel Apply to Other Sites Save

Name	Value	Default Value	Actions
WorldpayTermURL (String)	Worldpay.HandleAuthenticationResponse	Worldpay.HandleAuthenticationResponse	Edit Across Sites
3ds_type (datatype)	two3d (two3d)	one3d	Edit Across Sites
Challenge Preference (challengePreference)	challengeMandated (challengeMandated)	noPreference	Edit Across Sites
challengeWindowSize (challengeWindowSize)	fullPage (fullPage)	390x400	Edit Across Sites
riskData (riskData)	No		Edit Across Sites
Authentication Method (authenticationMethod)	localAccount (localAccount)		Edit Across Sites
DDC URL (testOrProductionUrl)	(https://secure-test.worldpay.com/shopper/3ds/ddc.html)	https://secure-test.worldpay.com/shopper/3ds/d...	Edit Across Sites
Challenge URL (testOrProductionUrl challenge)	(https://secure-test.worldpay.com/shopper/3ds/challenge.html)	https://secure-test.worldpay.com/shopper/3ds/c...	Edit Across Sites
JWT MAC Key (jwtMacKey) (String)	fe2d3ee2-5fb4-6f44-52805d5ca9e0		Edit Across Sites
JWTIssuer (iss) (String)		5bd9e0e444dce153428c940	Edit Across Sites

## Worldpay documentation

Follow these links for information about 3DS:

- <https://developer.worldpay.com/docs/wpg/authentication/worldpaympi>
- <https://developer.worldpay.com/docs/wpg/authentication/3dsflexintegration>

## Exemption engine

You can request real-time risk analysis of transactions. This is to exempt as many shoppers as possible from strong customer authentication, without unnecessary risk.

### Site preferences:

1. Go to *Site/Merchant Tool/Site Preferences/Custom Preferences/Worldpay-Secure Transaction*.

Name	Value	Default Value	Actions
Enable Exemption Engine (WorldPayEnableExemptionEngine)	No	No	Edit Across Sites
Exemption Type (WorldPayExemptionType)	Optimised Exemption (OP)		Edit Across Sites
Exemption Placement (WorldPayEnableExemptionPlacement)	AUTHENTICATION (AUTHENTICATION)		Edit Across Sites

## Worldpay documentation

Follow the link for information on the Exemption Engine:

- <https://developer.worldpay.com/docs/wpg/scaexemptionservices/exemptionengine>

## FraudSight

FraudSight is a multi-layered fraud product that combines data insights, technology and a team of experts to predict fraudulent transactions.

It uses machine learning to exploit vast anonymous transactional insights to produce a fraud risk score in real-time. Worldpay will enable this feature – contact them if you want to use it.

FraudSight information is stored in order level attributes. The order level attributes in the table below capture the information in custom attributes.

Order custom attributes	Purpose
isFraudSightOrderReview	Boolean flag that shows if the order is fraudulent. If you set the flag to True, the order is picked for notification. After notification the flag is automatically set to False.
fraudSightRiskMessage	String attribute that holds the risk decision. This risk decision is returned by the FraudSight element.
fraudSightRiskReason	String attribute that holds the risk reason. The risk reason is returned by the FraudSight element.
fraudSightRiskScore	String attribute that holds the risk score. This risk score is returned in the RiskScore element.
riskFinalScore	String attribute that holds the RMM score. This is returned in the RiskScore element.
riskMessage	String attribute that holds the risk message. This risk message is returned in the RiskScore element.
riskProvider	String attribute that holds the risk score provider. The risk score provider is returned in the RiskScore element.
isFraudRiskNotified	Boolean flag that shows if the FraudSight Risk notification has been sent to the merchant or not.

When FraudSight detects fraudulent payment authorization requests, FraudSight returns:

- A risk score
- A risk message
- One or more risk reasons as part of the standard payment response

The custom attributes in the table above are created at order level. These custom attributes store the risk data.

## Workflow

Here is what happens during a normal workflow that detects some fraudulent transactions:

1. When the *OrderNotificationUpdatesJob* runs, the payment response is processed, and a flag called *isFraudSightOrderReview* is set. This flag shows if the order is fraudulent.
2. The job, called *OrderNotificationUpdatesJob* populates the order object's custom attributes (see the table above for a list of these custom attributes).
3. When the *NotifyFraudSightOrdersJob* runs, it picks all the flagged fraudulent orders. Then it writes the details to an email body and sends out the notification to the merchant's email ID. You configure this merchant email ID under site preferences. The email contains the list of all fraudulent order numbers and their location in the CSV file.
4. After the notification email is sent, the flag called *isFraudSightOrderReview* on the fraudulent orders is set to false. This ensures that the same orders are not picked during the next job run.

## FraudSight order flagging

After an order is placed, the order update response is received. The code example below is one such sample response. This sample response is for the order AUTHORISED status. Notice that the elements *<riskScore>* and *<FraudSight>* act as a major factor to flag the order for fraud notification.

```

<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE paymentService PUBLIC "-//WorldPay//DTD WorldPay PaymentService v1//EN"
"http://dtd.wp.fte08.testworldpay.com/dtd/paymentService_v1.dtd">
<paymentService version="1.4" merchantCode="YOUR MERCHANT CODE">
<reply>
    <orderStatus orderCode="YOUR ORDER CODE">
        <payment>
            <paymentMethod>VISA-SSL</paymentMethod>
            <amount value="100" currencyCode="GBP" exponent="2" debitCreditIndicator="credit" />
            <lastEvent>AUTHORISED</lastEvent>
            <CVCResultCode description="NO RESPONSE FROM ACQUIRER" />
            <AVSResultCode description="NO RESPONSE FROM ACQUIRER" />
            <balance accountType="IN_PROCESS_AUTHORISED">
                <amount value="100" currencyCode="GBP" exponent="2" debitCreditIndicator="credit" />
            </balance>
            <cardNumber>4444*****1111</cardNumber>
            <riskScore Provider="FraudSight" finalScore="0" id="188a9ae6-21c4-4fd9-87cd-8df4c719aafl" message="low-risk" />
            <FraudSight score="0.00267" id="188a9ae6-21c4-4fd9-87cd-8df4c719aafl" message="low-risk">
                <reasonCodes>
                    <reasonCode>Card Unfamiliarity</reasonCode>
                    <reasonCode>High Risk Email</reasonCode>
                </reasonCodes>
            </FraudSight>
        </payment>
    </orderStatus>
</reply>

```

```

</payment>
</orderStatus>
</reply>
</paymentService>

```

The table below shows how the FraudSight values in the response are interpreted to derive the flag *isFraudSightOrderReview*.

Response element	Attributes	Value	isFraudSightOrderReview	Comments
<FraudSight>	message	high-risk	True	The payment is refused by FraudSight.
<FraudSight>	message	review	True	Review needed before payment authorization.
<FraudSight>	message	low-risk	False	Payment proceeds to authorization.
<riskScore>	message	high-risk	True	The payment is refused by FraudSight.
<riskScore>	message	review	True	Review needed before payment authorization.
<riskScore>	message	low-risk	False	Payment proceeds to authorization.

The information in the table is applicable for the order statuses: Authorized, Refused and Captured (auto-authorized).

## Administrator interaction flow

When the order update notify job runs (OrderNotificationUpdatesJob), the fraudulent orders are marked. You (merchants and administrators) can search for fraudulent orders; do the following:

1. Go to *Site/Merchant Tool/Ordering/Orders*.
2. Click the *Advanced* tab as shown below:

Salesforce – Technical Guide

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

[Merchant Tools > Ordering > Orders](#)

## Orders

You're using the new Search service.

This page allows you to search for orders by order number. Select **Advanced** to use more search options. Select **By Number** to search by providing a list of order numbers. Order numbers can be separated by either ',' or ';' or space or newline. Entered text is treated as case-sensitive; substring matching isn't supported.

**Order Search**

Selected Site: **MobileFirst** [Select Site](#)

[Simple](#) [Advanced](#) [By Number](#)

3. Scroll down and under *Extended Attributes* select *Is FraudSight Order Review* from the drop down, equals **True** and click the **Find** button.

4. This lists all the fraudulent orders. Click any one of the orders and go to the Attributes tab, scroll down to the Custom section and notice the FraudSight attributes.

Fraud Sight Risk Reason:	Card Unfamiliarity,High Risk Email
FraudSight Risk Score:	0.00267
Fraud Sight Risk Message:	review
Is Fraud Sight Order Review:	<input checked="" type="checkbox"/>
Risk Message:	review
Risk Final Score:	0
Risk Score Provider:	FraudSight

## Manual operation

If you want to run the *Notify Fraud* orders job manually, other than the job schedule, do the following:

1. Go to Administration/ Operations/Jobs

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

Administration / Operations / Jobs /

### NotifyFraudSightOrdersJob

[Run Now](#)

General Schedule and History Resources Job Steps Failure Handling Notification

ID\*

Description

Priority  Normal  High

2. Click the *Job Steps* tab.

3. Select **NotifyFraudSightOrdersJob** and scroll down to the *Custom Parameters* section.

ID*	Value*
status	0,3,4,5

Notice the Custom Parameters with ID and Value. This custom attribute helps to restrict the orders found with a particular status, rather than picking all the orders. You can add or remove any order status before you run the job. See [Order Status](#) for the various order status.

## Configure the merchant email address

For FraudSight notification to function correctly, you must designate an email address that will receive fraud notifications. To set this address, do the following:

1. Go to *Merchant Tools/Site Preferences/Custom Site Preference Groups/ Worldpay- AdditionalFeatures*

Notify Fraud Sight Order Mail To Address <hr/> (NotifyFraudSightOrderMailTo) (String)	<input type="text"/>
<hr/>	
Notify Fraud Sight Order Mail From Address <hr/> (NotifyFraudSightOrderMailFrom) (String)	<input type="text"/>

## Worldpay documentation

Follow the link for information on FraudSight:

<https://developer.worldpay.com/docs/wpg/fraudsightglobal/fraudsightprotect/>

## Issuer Insights

Issuer Insights is our powerful tool that provides a window into issuers' information and performance. You can use this knowledge to identify trends and patterns specific to customers, and ultimately boost your approval rates.

The issuer insights information is stored into order level attributes. The below order level attributes capture enhanced authorization responses:

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

Worldpay will enable this feature – contact us if you want to use it.

## Configurations:

To configure the attributes:

1. Go to *Site/Merchant Tool/Ordering/Orders*.

**Issuer Insights**

Prepaid Card Type:

Source Type:

Card Product Type:

Issuer Country:

Affluence:

Virtual Account Number:

Reloadable:

Account Range ID:

Available Balance:

**Buttons:** Apply | Reset

[<< Back to List](#)

2. The order level attributes populate once you run the *OrderNotificationUpdatesJob*.
3. To run this job, go to *Administration/Operations/Jobs*.
4. Click *OrderNotificationUpdatesJob* then **Run Now**.

**OrderNotificationUpdatesJob**

General | Schedule and History | Resources | Job Steps | Failure Handling | Notification

Enabled

**Active**

Trigger: Once

Date\*: 9/23/2017 3:06 am

**Job History**

ID	Execution Scope	Status	Start Time	End Time	Duration	Log File
9/23/2017 3:06 am						

**Buttons:** Run Now | Refresh

Order attributes related to issuer insights values are populated.

**Issuer Insights**

Prepaid Card Type:	GIFT
Source Type:	PREPAID
Card Product Type:	
Issuer Country:	
Affluence:	
Virtual Account Number:	
Reloadable:	NO
Account Range ID:	108
Available Balance:	2000

[\*\*<< Back to List\*\*](#)

## Worldpay documentation

Follow the link for information on Issuer Insights:

<https://developer.worldpay.com/docs/wpg/usdomesticacquiring/issuerinsights>

## Extended response codes

By default, Worldpay uses a set of standard response codes in order notifications. These codes indicate the status of a card payment.

If extended response codes are activated on your merchant code(s), you will receive enriched decline reasons. These enriched decline reasons give more insights into the reason for a transaction not going through.

By leveraging this extra information, you can customize the error messages displayed to your shoppers when their transaction is declined.

You can configure the error messages in Business Manager. These configurable messages appear to the shopper once you enable the feature in Site Preferences.

## Site preferences

To enable extended response codes:

1. Go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ Worldpay-AdditionalFeatures*.
2. Set the *Enable Overriding Checkout Error Messages* preference value to **Yes**. (See screenshot below.)

Enable Overriding Checkout Error Messages

Yes

▼

No

**(EnableCustomExtendedResponseMessages)**

## Custom objects

You can configure error messages for specific codes in the custom object called *EnableCustomExtendedResponseMessages*. To do this:

1. Go to *Site/Merchant Tool/ Custom Objects /Custom Object Editor*.
2. Select the Custom Object *EnableCustomExtendedResponseMessages*.
3. Click the **New** button and configure the error message for the error code required.

[Merchant Tools > Custom Objects > Custom Objects](#)

### Manage Custom Objects

This page allows you to manage custom objects based on your object type definitions.

Use the object type select box below to choose the object type definition for which you want to search custom objects. Use the object ID search field to further limit your search to objects with certain key values.

Click **New** to create new custom object instances for the selected object type. Click **Delete** to delete the selected custom object instances.

Custom Object Search		Simple	Advanced
Object Type:	<input type="text" value="CustomExtendedResponseMessages"/>	Object ID:	<input type="text"/>
<input type="button" value="Find"/> Please select an object type (and provide an optional search phrase) and click Find.			
<input type="button" value="New"/>			

[Merchant Tools > Custom Objects > Custom Objects > New Custom Object](#)

**General**

### New Custom Object (CustomExtendedResponseMessages)

Fields with a red asterisk (\*) are mandatory. Click **Apply** to save the details.

Select Language:	<input type="text" value="Default"/>	<input type="button" value="Apply"/>
<b>Configuration of Error Messages</b>		
	<b>Error Code:</b> *	<input type="text" value="5"/>
<input checked="" type="radio"/>	<b>Error Message:</b>	Invalid request, please choose a different Payment Method or

## The shopper's experience

When the Extended Response Codes feature is enabled error messages that you have configured appear in the checkout flow.

Need Help? Call 1-800-555-0199.

## Checkout

Invalid request, please choose a different Payment Method or try again later.

Shipping		Edit
Shipping Address:		
Ramesh Vanka line1 line2 USCity AL 35005 9234567890		
Shipping Method:		\$7.99
Ground (7-10 Business Days)		

Payment		Edit
Billing Address:		
Ramesh Vanka line1 line2 USCity AL 35005 rammi1@gmail.com 9492013938		
Payment:		
Credit MasterCard *****4444 Ending 7/2034		

[Place Order](#)

**Order Summary**

Subtotal	\$155.00
Shipping	\$7.99
Shipping Discount	-\$5.99
Sales Tax	\$7.85
Total	<b>\$164.85</b>

1 Items	\$155.00	
<b>Summer Straight Fit Shorts</b>		
 Color: Black Size: 29 In Stock		
Each	Quantity	Total
\$155.00	1	<b>\$155.00</b>

## Troubleshooting:

To review extended declines for transactions that have been processed you can use the Worldpay DART files or login to Pazien. If you do not have access to these, please contact your Worldpay Relationship Manager or Customer Support.

For error codes not related to extended declines, see the troubleshooting section in the Worldpay API guide. If you continue to have issues, contact your Worldpay Relationship Manager or Customer Support.

## Statement narrative

The feature enables statement narratives for all the supported APMs (like Google Pay, PayPal, SEPA, Klarna, IDEAL ACH Pay, etc) except for the credit card payment method.

The statement narrative is a text. Shoppers can use it to enter the purpose of the transaction in the payment details section. This text is included in the authorization request as part of the payload.

## Site preferences

In Business Manager, configurations are available to enable/disable this feature. Follow the steps below to enable Statement Narratives:

1. Go to *Merchant Tools/Site Preferences/Custom Site Preference Groups/ Worldpay- AdditionalFeatures*

Name	Value	Default Value
Enable Statement Narrative (EnableStatementNarrative)	Yes	No

## The shopper's experience

The statement narrative text area appears in the checkout flow when statement narrative feature is enabled.

The shopper can enter the purpose of the transaction. This feature is applicable for both guests and logged-in users.

The screenshot shows a payment interface for PayPal. At the top, the PayPal logo is visible. Below it, there is a field labeled "\*Phone Number" containing the number "9879879879". To the right of this field is a blue box containing the following text: "Purpose of transaction will reflect on your statement, only if it is supported by the selected payment method and will be validated by the payment method before processing. Please adhere to the Statement Narrative guidelines of the selected payment method before entering the Purpose of transaction." Below these fields is a button labeled "Next:Place Order".

## Checkout

Need Help? Call 1-800-555-0199

### Shipping

Edit

**Shipping Address:**

Ramesh Vanka  
line1  
line2  
USCity AL 35005  
9234567890

**Shipping Method:**

Ground ( 7-10 Business Days ) ..... € 7,99

### Payment

Edit

**Billing Address:**

Ramesh Vanka  
line1  
line2  
USCity AL 35005  
rammi18g@gmail.com  
9492013938

**Payment:**

Payment By Pay Pal  
Amount € 125,99

### Order Summary

Subtotal .....	€ 112,00
Shipping .....	€ 7,99
Sales Tax.....	€ 6,00
Total .....	€ 125,99

1 Items ..... € 112,00

**Summer Straight Fit Shorts**



Color: Black  
Size: 29  
In Stock

Each	Quantity	Total
€ 112,00	1	€ 112,00

Place Order

```

</PAYPAL-EXPRESS>
</paymentDetails>
<shippingAddress>
<address>
  <firstName>Ramesh</firstName>
  <lastName>Vanka</lastName>
  <street>line1</street>
  <postalCode>35005</postalCode>
  <city>USCity</city>
  <state>AL</state>
  <countryCode>US</countryCode>
  <telephoneNumber>9234567890</telephoneNumber>
</address>
</shippingAddress>
<billingAddress>
<address>
  <firstName>Ramesh</firstName>
  <lastName>Vanka</lastName>
  <street>line1</street>
  <postalCode>35005</postalCode>
  <city>USCity</city>
  <state>AL</state>
  <countryCode>US</countryCode>
  <telephoneNumber>9492013938</telephoneNumber>
</address>
</billingAddress>
<statementNarrative>Birthday Special</statementNarrative>
</order>
</submit>
</paymentService>

```

## CSC: full, multiple capture and partial capture

This feature enables merchant to do multiple partial capture from 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).

The screenshot shows the Salesforce Admin interface with the following details:

- Header:** Sandbox - zzkv MobileFirst
- Navigation:** Merchant Tools ▾, Administration ▾, Storefront ▾, Toolkit
- Tab Selection:** Customer Service Center Permissions (highlighted)
- Sub-Tab Selection:** General, Users, Business Manager Modules, Functional Permissions, WebDAV Permissions, Locale Permissions, Price Adjustment Limits, Customer Service Center Permissions (highlighted)
- Section:** Administrator - Customer Service Center Permissions
- Text:** 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.
- Instructions:** 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.
- Note:** When multiple contexts are selected with different permissions, you can view detailed information by clicking in the "Details" column.
- Table:** Customer Service Center Module: Module Description
 

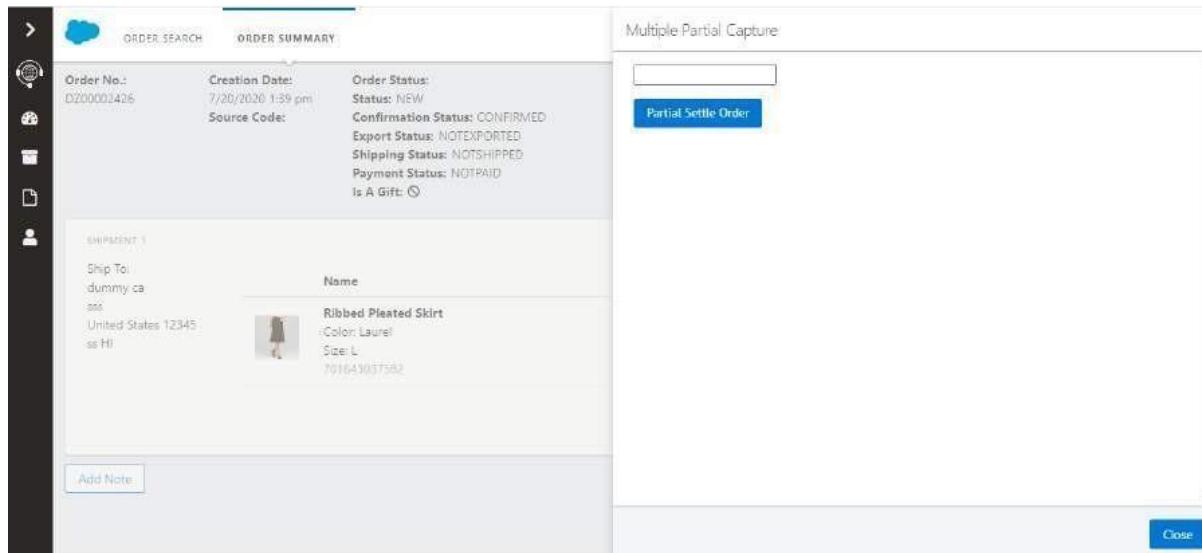
Customer Service Center Module	Module Description	
Order		<input checked="" type="checkbox"/>
Multiple Partial Capture	Multiple Partial Capture	<input checked="" type="checkbox"/>
Void sale	Void sale	<input checked="" type="checkbox"/>
- Buttons:** Reset, Update
- Link:** << Back to List

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

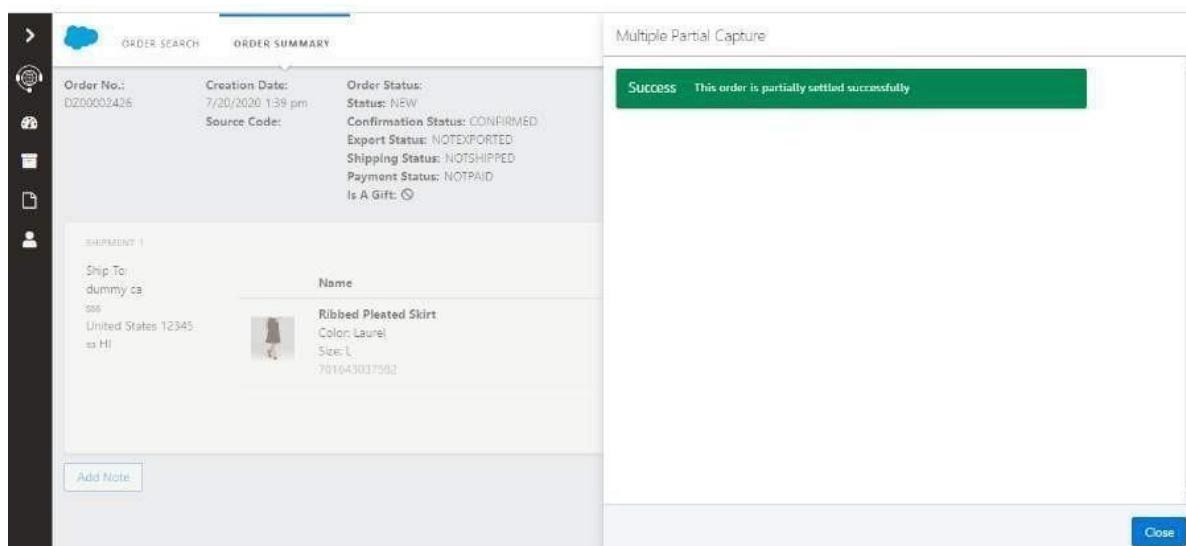
<input type="checkbox"/>	wpgPartialSettleAmount	Partial Settle Amount	String
<input type="checkbox"/>	wpgSettleReference	WPG Settle Reference	Set of Strings

< Back

### End user interaction (CSC agent) flow



When you enter a value and click *Partial Settle Order* after validation you get a success message.



Below is the table listing the CSC actions applicable for various payment methods orders.

Payment Method	Cancel	Partial Capture	Full Capture	Partial refund	Full Refund	Void
Credit/Debit Card /HPP	Yes	Yes	Yes	Yes	Yes	No
Paypal	Yes	Yes	Yes	Yes	Yes	No
Apple Pay	Yes	Yes	Yes	Yes	Yes	No

Google Pay	Yes	Yes	Yes	Yes	Yes	No
Alipay/Alipay Mobile	Yes	No	No	Yes	Yes	No
Poli AU	Yes	No	Yes	Yes	Yes	No
IDEAL	Yes	No	Yes	Yes	Yes	No
Klarna Pay Now	Yes	No	Yes	No	Yes	No
Klarna Pay Later	Yes	No	Yes	No	Yes	No
Klarna Slice It	Yes	No	Yes	No	Yes	No
ACH Pay	Yes	No	No	Yes	Yes	Yes
Wechat Pay	Yes	No	Yes	No	No	No
Konbini	Yes	No	Yes	No	No	No
Sepa	Yes	No	No	No	No	No
China Union Pay	Yes	No	Yes	Yes	Yes	No
Giropay	Yes	No	Yes	No	No	No
Sofort	Yes	No	Yes	Yes	Yes	No
PRZELEWY24	Yes	No	Yes	Yes	Yes	No
Mistercash	Yes	No	Yes	No	No	No

For **Klarna** orders, during full capture operations, the customer service agent has to enter one or more tracking IDs separated by "," in the Capture page.

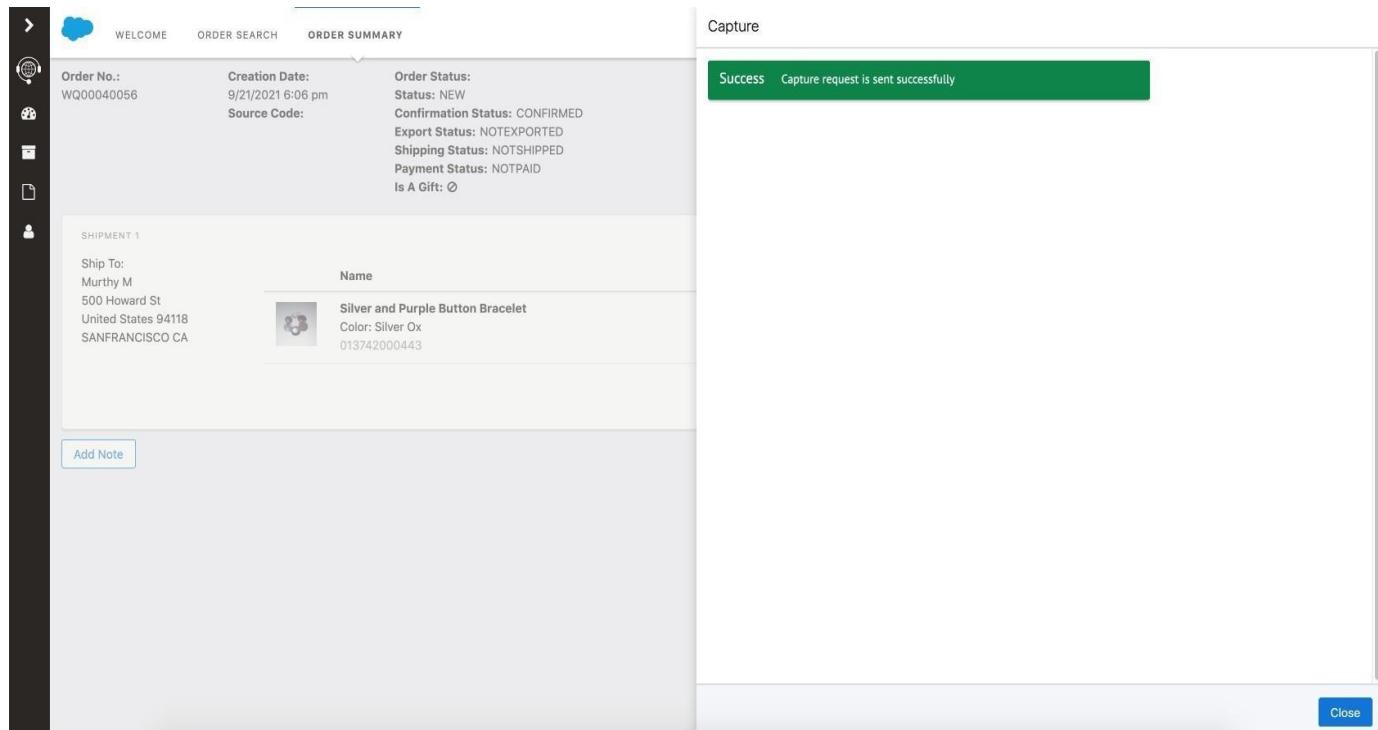
Below you can see the end user interaction during full capture.

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

### End user interaction (CSC agent) flow (full capture)

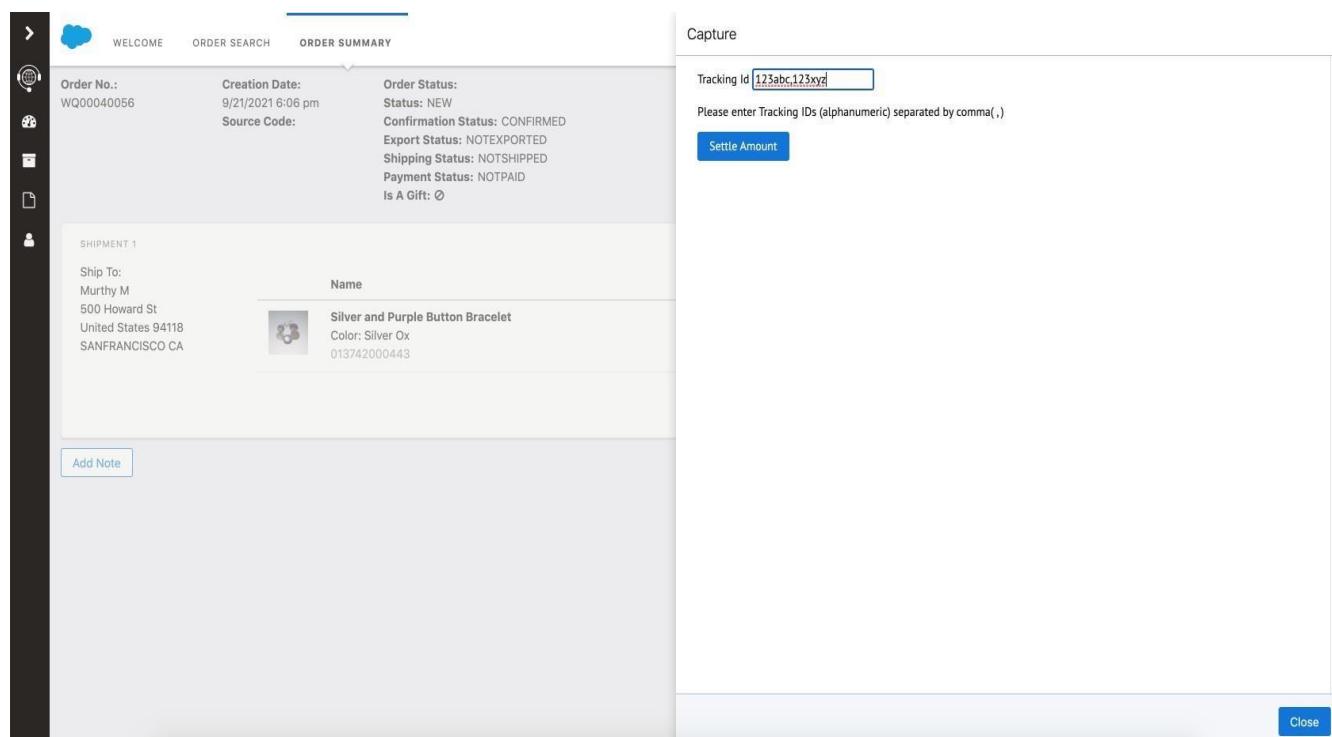
The screenshot shows the Salesforce Order Summary screen for an order with Order No. WQ00039849. The 'Capture' tab is active. The 'Settle Amount' button is highlighted in blue. The 'SHIPMENT 1' section shows the shipping address for Adam Steve at 2649 University Street, United States 98155, Seattle WA. The shipment details include a product image of a classic Bermuda short in Tan & Ivory Stone, Size 6, with tracking number 701643343317. An 'Add Note' button is visible at the bottom left, and a 'Close' button is at the bottom right.

After validation the success screen below is displayed:



### End user interaction (CSC agent) flow: Klarna

The CSC agent can enter multiple tracking IDs (alphanumeric) separated by a comma ","



## Worldpay documentation:

Follow the link for information on partial and multiple captures:

<https://developer.worldpay.com/docs/wpg/manage/modificationrequests#capture>

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> </ul>
	<ul style="list-style-type: none"> <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-onerror.

## Notification

- Gives you the option to enable or disable notifications
- Enables you to select the events (success, failure, retry, long running) you want to receive notification about
- From, To, CC and BCC sections to provide notification contacts

## Multi merchant support

The multi merchant support feature enables you to use different Worldpay merchant codes across several sites or across different channels or payment methods. Note that only one of the methods (by site, channel or payment method) is supported at a time.

To enable this feature in Business Manager:

1. Go to *Merchant Tools/Site Preferences/Custom Preferences/Worldpay-MultiMerchant*.
2. Enable the *enableMultiMerchantSupport* preference.

Name	Value	Default Value
Enable Merchant Support (enableMultiMerchantSupport)	No Global toggle for Multi Merchant Support	

## By site

The Multi Merchant by Site feature allows you to configure different merchant codes by sites.

### Site preference

Do the following:

1. Go to *Merchant Tools/Site Preferences/Custom Preferences/Worldpay-MultiMerchant*.
2. Select the *multiMerchantType* as *Based on Site*.

## Custom object

- As shown in the screenshots below, in Business Manager, select a site and go to *Merchant Tools/Custom Objects/Custom Object Editor*.
- In the *Custom Object Search* panel, select *MultiMerchantBySite* from the *ObjectType* dropdown.
- Click **Find** and select *MobileFirst*. 4. Enter your merchant ID, username and password.

[Merchant Tools](#) > [Custom Objects](#) > [Custom Objects](#) > MobileFirst - General

General

## Manage 'MobileFirst' (MultiMerchantBySite)

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.

Config			
SiteID: <sup>*</sup>	MobileFirst		
Merchant ID:	SAPIENTNITROECOM		
XML User Name:	XU5UIXKPP30S30WTY3FP		
XML Password:	.....	Confirm XML Password:	.....

[\*\*<< Back to List\*\*](#)

## Service credential changes

- As shown in the screenshot below, in Business Manager go to *Administration/Operations/Services*.
- Click the *Credentials* tab.
- Enter your merchant name, URL, username and password.

[Administration](#) > [Operations](#) > [Services](#) > [Service Credentials](#) > SAPIENTNITROECOM - Details

## SAPIENTNITROECOM

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 1 service.

Name: <sup>*</sup>	SAPIENTNITROECOM
URL:	<a href="https://secure-test.worldpay.com/jsp/merchant/xml/paymentService">https://secure-test.worldpay.com/jsp/merchant/xml/paymentService</a>
User:	XU5UIXKPP30S30WTY3FP
Password:	.....

[\*\*<< Back to List\*\*](#)

## Troubleshooting checklist

1. Ensure that the service configurations for the new merchant ID are correct in the *Credentials* tab.
2. Make sure you have entered your Merchant ID in *Custom Preferences*.
3. If *MultiMerchant* is enabled, check that the custom object *MultiMerchantBySite* has credentials for your merchant ID.
4. In *Notifications*, make sure the checkboxes for events and URL are updated in the **Merchant Administration Interface**.

## By channel

The multi merchant by channel feature enables you to configure different merchant codes by channel.

### Site preference

1. Select the *multiMerchantType* as *Based on Channel*.
2. Select the list of supported channels, as shown below:

Name	Value	Default Value
Enable Merchant Support (enableMultiMerchantSupport) Global toggle for Multi Merchant Support	None	Edit Across Sites
Type of Multi Merchant (multiMerchantType)	Based on Channel (channel)	Based on Site
Multi Merchant Channel List (multiMerchantChannelList)	Name Default (Default) Desktop (MultiMerchantChannelDesktop) Mobile (MultiMerchantChannelMobile) iPad (MultiMerchantChannelPad) CSC (MultiMerchantChannelCSC)	Default

### Custom object

Create and configure merchant credentials for the channels in the custom object called *MultiMerchantByChannel*, as shown below. To do this:

1. Go to *Merchant Tools/Custom Objects/Custom Object Editor*.
2. Select *Custom Object (MultiMerchantByChannel)*.
3. Click the **New** button and configure the merchant credentials.

Click New to create new custom object instances for the selected object type. Click Delete to delete the selected custom object instances.

Custom Object Search			
Object Type:	MultiMerchantByChannel	Object ID:	<input type="text"/>
Select All	Channel Name (Name)	Scope	Last Modified
<input type="checkbox"/>	Desktop	Site	9/10/20 5:32:11 am
<input type="checkbox"/>	Default	Site	8/12/20 2:08:10 am
<input type="checkbox"/>	Mobile	Site	9/28/20 3:33:58 am
<input type="checkbox"/>	iPad	Site	9/4/20 7:50:05 am
<input type="checkbox"/>	CSC	Site	8/12/20 1:07:26 am

[Edit All](#) [Edit Selected](#)

[New](#) [Delete](#)

## Manage 'Desktop' (MultiMerchantByChannel)

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.

### Config

Channel Name:*	<input type="text" value="Desktop"/>
Merchant ID:	<input type="text" value="SAPIENTNITROECOM"/>
Google Pay Merchant ID:	<input type="text" value="32E049070379490"/>
Worldpay Merchant Number:	<input type="text" value="100036036"/>
XML User Name:	<input type="text" value="XLS3JXKPP30530WVY3P"/>
XML Password:	<input type="password" value="....."/>
	Confirm XML Password: <input type="password" value="....."/>

## Adding and removing channels

You can add new channels and remove existing channels within Business Manager. To do this:

1. Go to *Administration/Site Development/System Object Types/Site Preferences - Attribute Definitions*.
2. Select *MultiMerchantChannelList* then add the new channel.

Search Attribute Value Definitions		Find	Default	Sorting
Value or Display Value:	New Value:	Display Value		
<input type="checkbox"/> Default		Default	<input checked="" type="radio"/>	
<input type="checkbox"/> MultiMerchantChannelDesktop		Desktop	<input type="radio"/>	
<input type="checkbox"/> MultiMerchantChannelMobile		Mobile	<input type="radio"/>	
<input type="checkbox"/> MultiMerchantChannelPad		iPad	<input type="radio"/>	
<input type="checkbox"/> MultiMerchantChannelCSC		CSC	<input type="radio"/>	
New Value: MultiMerchantChannelTablet		Tablet	<input type="radio"/>	

3. To add a new channel, provide the channel name (e.g., tablet) as the display name and the corresponding implementation JS file as the Value, as shown below.
4. After you add the new channel click the **Apply** button.
5. You can remove existing channels by selecting the channel from the list and clicking the **Delete** button.

## By payment method

The Multi Merchant by Payment Method feature allows you to configure different Merchant codes by payment method.

**Site preference** 1. Select the *multiMerchantType* as *Based on Payment Method*.

*Payment Method.*

Name	Value	Default Value
Enable Merchant Support  (enableMultiMerchantSupport) Global toggle for Multi Merchant Support	Yes  Global toggle for Multi Merchant Support	
Type of Multi Merchant  (multiMerchantType)	Based on Payment Method (paymentMethod)	Based on Site

## Custom object

You can use a custom object called *MultiMerchantByPaymentMethod* to configure merchant code credentials for each payment method as follows:

1. Go to *Merchant Tools/Custom Objects/Custom Object Editor*.
2. Select the custom object *MultiMerchantByPaymentMethod*.
3. Click the **New** button and configure Merchant Credentials for each payment method.

[Merchant Tools](#) > [Custom Objects](#) > [Custom Objects](#)

### Manage Custom Objects

This page allows you to manage custom objects based on your object type definitions.

Use the object type select box below to choose the object type definition for which you want to search custom objects. Use the object ID search field to further limit your search to objects with certain key values.

Click **New** to create new custom object instances for the selected object type. Click **Delete** to delete the selected custom object instances.

Custom Object Search					<a href="#">Simple</a>	<a href="#">Advanced</a>
Object Type:	<input type="text" value="MultiMerchantByPaymentMethod"/>	Object ID:	<input type="text"/>	<input type="button" value="Find"/>		
Please select an object type (and provide an optional search phrase) and click Find.						
<input type="button" value="New"/>						

Custom Object Search						<a href="#">Simple</a>	<a href="#">Advanced</a>
Object Type:		<input type="text" value="MultiMerchantByPaymentMethod"/>	Object ID:	<input type="text"/>	<input type="button" value="Find"/>		
<b>Select All</b>							
<input type="checkbox"/>	Payment Method ID (ID)		Scope	Last Modified		Expires On	
<input type="checkbox"/>	<a href="#">ACH_DIRECT_DEBIT-SSL</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">ALIPAY-SSL</a>		Site	5/26/21 2:51:52 am			
<input type="checkbox"/>	<a href="#">ALIPAYMOBILE-SSL</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">BANK_TRANSFER</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">BML</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">CHINAUNIONPAY-SSL</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">CREDIT_CARD</a>		Site	10/9/20 6:22:22 am			
<input type="checkbox"/>	<a href="#">DW_ANDROID_PAY</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">DW_APPLE_PAY</a>		Site	8/30/21 2:34:27 am			
<input type="checkbox"/>	<a href="#">EBETALNING-SSL</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">ELV-SSL</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">GIFT_CERTIFICATE</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">GIROPAY-SSL</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">IDEAL-SSL</a>		Site	9/9/20 11:30:08 am			
<input type="checkbox"/>	<a href="#">KLARNA-SSL</a>		Site	9/8/20 5:46:50 am			
<input type="checkbox"/>	<a href="#">KONBINI-SSL</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">MISTERCASH-SSL</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">MOTO</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">PAYPAL-EXPRESS</a>		Site	9/8/20 5:44:08 am			
<input type="checkbox"/>	<a href="#">PAYWITHGOOGLE-SSL</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">POLI-SSL</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">PRZELEWY-SSL</a>		Site	9/7/20 3:00:34 am			
<input type="checkbox"/>	<a href="#">SEPA_DIRECT_DEBIT-SSL</a>		Site	9/15/20 1:01:41 pm			

[Merchant Tools](#) > [Custom Objects](#) > [Custom Objects](#) > CREDIT\_CARD - General

General

## Manage 'CREDIT\_CARD' (MultiMerchantByPaymentMethod)

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.

custom

<b>Payment Method ID:</b> *	CREDIT_CARD		
<b>Merchant ID:</b>	SAPIENTNITROECOM1		
<b>XML User Name:</b>	52VXO0F6BB5W7JO1FUMH		
<b>XML Password:</b>	.....	<b>Confirm XML Password:</b>	.....
<b>Google Pay Merchant ID:</b>	55b2510eaa3f910		
<b>SEPA Mandate Number:</b>			

## Multi shipping multi merchant support

The multi merchant support feature enables you to use different Worldpay merchant code(s) across several sites or across different channels or across different payment methods. Only this feature is also available for multi shipping orders. If `enableMultiShippingMultiMerchant` is enabled then the merchant code and credentials mentioned in `multiShippingMerchantID`, `multiShippingUserName`, `multiShippingPassword` will be used.

Google Pay Respective Merchant Code (googlePayRespectiveMerchantCode) (String) This will be an equivalent Google Pay Merchant ID	SAPIENTNITROECOM	Edit Across Sites
Enable Multi Shipping Multi Merchant (enableMultiShippingMultiMerchant) When set to true, all multi shipping orders will use merchant code specified in MultiMerchantByMultiShipping custom object	Yes	No
Multi Shipping Merchant ID (multiShippingMerchantID) (String) When enableMultiShippingMultiMerchant is set to true, this Merchant Code will be used for multi shipping orders	SAPIENTNITROECOM1	Edit Across Sites
Multi Shipping XML User Name (multiShippingUserName) (String)	52VXO0F6BB5W7JO1FUMH	Edit Across Sites
Multi Shipping XML Password (multiShippingPassword)	.....	Edit Across Sites
Multi Shipping Google Pay Merchant ID (multiShippingGPayMerchantID) (String)	55b2510eaa3f910	Edit Across Sites
Multi Shipping SEPA Mandate Number (multiShippingMandateNumber) (String)	100038056	Edit Across Sites

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Google Pay Respective Merchant Code <small>(googlePayRespectiveMerchantCode) (String)</small>	SAPIENTNITROECOM	<a href="#">Edit Across Sites</a>
This will be an equivalent Google Pay Merchant ID		
Enable Multi Shipping Multi Merchant <small>(enableMultiShippingMultiMerchant)</small>	<input checked="" type="radio"/> Yes	<input type="radio"/> No
When set to true, all multi shipping orders will use merchant code specified in MultiMerchantByMultiShipping custom object		
Multi Shipping Merchant ID <small>(multiShippingMerchantID) (String)</small>	SAPIENTNITROECOM1	<a href="#">Edit Across Sites</a>
When enableMultiShippingMultiMerchant is set to true, this Merchant Code will be used for multi shipping orders		
Multi Shipping XML User Name <small>(multiShippingUserName) (String)</small>	52VXO0F6BB5W7J01FUMH	<a href="#">Edit Across Sites</a>
Multi Shipping XML Password <small>(multiShippingPassword)</small>	.....	<a href="#">Edit Across Sites</a>
Multi Shipping Google Pay Merchant ID <small>(multiShippingGPayMerchantID) (String)</small>	55b2510eaa3f910	<a href="#">Edit Across Sites</a>
Multi Shipping SEPA Mandate Number <small>(multiShippingMandateNumber) (String)</small>	100038056	<a href="#">Edit Across Sites</a>

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## Country spoofing

Country spoofing is a function that enables shoppers to use payment methods that would be unavailable in some countries. It also enables payments in country codes that are not registered with Worldpay. These unregistered codes are linked to another country code that allows payments to be taken. Examples are in the setup below. Country spoofing does not change anything else about the transaction.

For example, imagine a specific territory such as the Isle of Man is a billing country not supported by Worldpay. In this situation, only default payment methods are accepted, such as credit cards and debit cards. The currency of the Isle of Man is the pound sterling, the same as the UK. Country spoofing enables you to include the Isle of Man with the UK. Once done, UK-supported APMs appear to Isle of Man shoppers. Both the UK and the Isle of Man use the same currency, so order placement and payment processing are straightforward.

You must ask your Worldpay Implementation Manager to enable country code spoofing on your account.

## Site preference

1. Go to *Merchant Tools/Site Preferences/Custom Preferences/Worldpay-AdditionalFeatures*.
2. Update two site preferences: country spoofing (*countryspoofing*) and list of spoofed country (*listofspoofedcountry*).
3. Make sure the list of spoofed countries is in the correct format: e.g if you are spoofing Jersey (JE) with the United States (US), format it as JE:US.

You can see this in the screenshot below: The country Isle of Man is spoofed with United Kingdom (GB) and the country Jersey is spoofed with United States.

The screenshot shows the 'Country Spoofing' section of the Site Preferences page. It includes a dropdown menu for 'Yes' or 'No' and a list of spoofed countries. The list contains 'IM:GB' and 'JE:US', with an 'Add' button available for new entries.

Country Spoofing (countryspoofing)	Yes	No
List of spoofed country (listofspoofedcountry)	IM:GB	JE:US

## Configurable labels and alerts

This feature gives you the flexibility to configure the values for labels and alerts in Business Manager. This works if you `EnableConfigurableLabels` in custom preferences, then labels and alerts will pick value from Business Manager.

## Site preference changes

1. Go to *Merchant Tools/Site Preferences/Custom Preferences/Worldpay-AdditionalFeatures*.

The screenshot shows the 'Enable Configurable Labels' section of the Site Preferences page. It includes a dropdown menu for 'Yes' or 'No' and a link to 'To Enable Configurable Labels'. There is also an 'Edit Across Sites' option.

Enable Configurable Labels (EnableConfigurableLabels)	Yes	To Enable Configurable Labels	Edit Across Sites
--	-----	-------------------------------	-------------------

## Custom object changes

Once you have enabled configurable labels and alerts in custom preferences, you can configure labels and alerts through custom object (*ConfiguredLabels*). Every element of this custom object is in the form of a key value pair as it is present in the resource bundle.

To configure labels and alerts, do the following:

1. Go to *Merchant Tools/Custom Objects/Custom Object Editor*.

Custom Object Search					
Object Type:		Object ID:	Find		
			Scope	Last Modified	Expires On
<input type="checkbox"/>	(labelName)		Site	8/17/20 12:15:27 am	
<input type="checkbox"/>	field.customer.email		Site	8/17/20 12:07:44 am	
<input type="checkbox"/>	label.input.creditcard.owner		Site	8/17/20 12:41:26 am	
<input type="checkbox"/>	tooltip.bank		Site	8/17/20 12:45:47 am	
<input type="checkbox"/>	worldpay.payment.type.selectedmethod		Site	8/17/20 12:52:42 am	
<input type="checkbox"/>	tooltip.expirationMonth		Site	8/17/20 12:55:37 am	
<input type="checkbox"/>	worldpay.or		Site	8/17/20 1:26:30 am	
<input type="checkbox"/>	worldpay.disclaimer.modaloptionno		Site	8/17/20 1:31:36 am	
<input type="checkbox"/>	msg.card.type.ending		Site	8/17/20 1:36:36 am	
<input type="checkbox"/>	info.phone.number		Site	8/18/20 4:02:27 am	
<input type="checkbox"/>	page.heading.payments		Site	8/18/20 8:47:22 am	
<input type="checkbox"/>	msg.no.saved.payments		Site	8/17/20 1:05:26 am	
<input type="checkbox"/>	worldpay.ach.selectaccount		Site	8/17/20 12:43:54 am	
<input type="checkbox"/>	label.klarnaPaymentMethod		Site	8/17/20 12:48:45 am	
<input type="checkbox"/>	worldpay.payment.amount		Site	8/17/20 12:50:56 am	
<input type="checkbox"/>	tooltip.cardOwner		Site	8/17/20 12:51:48 am	
<input type="checkbox"/>	tooltip.cardNumber		Site	8/17/20 1:07:22 am	
<input type="checkbox"/>	worldpay.disclaimer.link		Site	8/17/20 1:07:22 am	

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

- If *EnableConfigurableLabels* is not enabled
- If we have not added the key value pair in our custom object
- The key is present in our custom object but the value is empty

## The shopper's experience

### Configurable Labels (When not configured)

A screenshot of a payment page from a Salesforce Commerce Cloud instance. The page is titled "Payment". It shows a summary table with one item: "Each \$99.00", "Quantity 1", and "Total \$73.99". Below the table is a "Billing Address" section with a dropdown menu showing "Rahul Dravid 3333 N Texas St Fairfield, CA 94533-9715", "Update Address", and "Add New" buttons. There are also "Google Pay" and "Apple Pay" buttons. The form includes fields for "Phone Number" (2345678901), "Name on card" (empty), "Card Number" (empty), "Expiration Month" (month dropdown), "Expiration Year" (year dropdown), and "Security Code" (empty). A checkbox for "Save Card to Account" is checked, and a "Disclaimer" link is present. At the bottom, there is a "Back to saved payments" button and a blue "Next: Review Order" button.

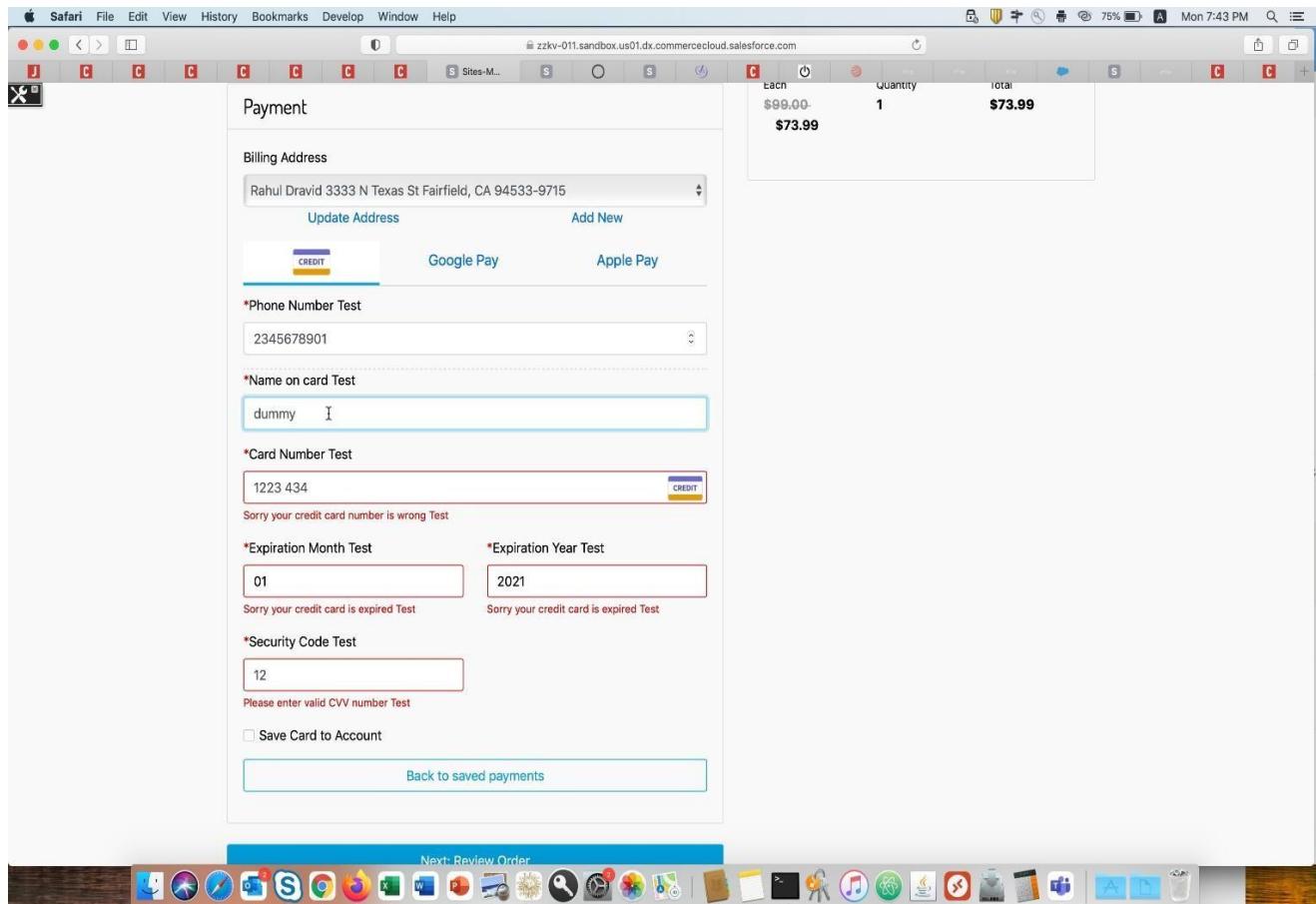
### Configurable labels (When configured appended “test” to all labels’ end as an example value)

The screenshot shows a payment page in a web browser. At the top, there's a navigation bar with links like 'Safari', 'File', 'Edit', etc. Below the navigation is a toolbar with various icons. The main content area is titled 'Payment' and contains a 'Billing Address' section with a dropdown menu showing 'Rahul Dravid 3333 N Texas St Fairfield, CA 94533-9715'. There are buttons for 'Update Address' and 'Add New'. Below the address is a payment method section with 'CREDIT' (selected), 'Google Pay', and 'Apple Pay'. There are fields for 'Phone Number Test' (2345678901), 'Name on card Test' (empty), 'Card Number Test' (empty), 'Expiration Month Test' (month dropdown), 'Expiration Year Test' (year dropdown), 'Security Code Test' (empty), and a checkbox for 'Save Card to Account'. A 'Disclaimer' section is present. At the bottom, there's a 'Back to saved payments' button and a 'Next: Review Order' button.

### Configurable alerts (When not configured)

This screenshot shows the same payment page as above, but with validation errors displayed. The 'Card Number' field contains '1234 5362' and has a red error message: 'Sorry your credit card number is wrong'. The 'Expiration Month' field contains '01' and has a red error message: 'Sorry your credit card is expired'. The 'Expiration Year' field contains '2021' and has a red error message: 'Sorry your credit card is expired'. The 'Security Code' field contains '12' and has a red error message: 'Please enter valid CVV number'. The rest of the page looks similar to the first screenshot, with the same payment method options and buttons.

### Configurable alerts when configured (appended “test” to all labels’ end as an example value)



## Troubleshooting

If you are having trouble finding labels/alerts try the following:

1. Disable *EnableConfigurableLabels*.
2. Get the default value from storefront.
3. Search the default value under the advanced section of the custom object editor. To do this, in Business Manager go to *Merchant Tools/Custom Objects/Custom Object Editor | Advanced*).

The screenshot shows the Salesforce Custom Object Search interface. The search criteria are set to find 'ConfiguredLabels' where 'Label Value (custom.labelValue)' equals 'Email'. The results table displays one item: 'field.customer\_email'. The table includes columns for Select All, labelName, Scope, Last Modified, and Expires On.

Select All	labelName	Scope	Last Modified	Expires On
<input type="checkbox"/>	field.customer_email	Site	8/17/20 12:15:27 am	

## Limitations

You can only configure labels and alerts if your validation is done in backend processing and not through a regular expression present in the xml file (SFCC OOTB).

The configurable labels and alerts are currently available only in payment form and the *new card addition* popup in the *My Account* page.

## Intelligent account verification (IAV)

Intelligent Account Verification (IAV) is a feature that validates a credit card for its authenticity.

### How it works

When a shopper saves a card in the wallet from the *My Account* page, a zero or nominal value (a payment request with a value greater than zero) authorization request is sent to Worldpay. Based on the outcome, the card is either saved or discarded. Any transaction above 0 value is automatically reversed.

There are two positive outcomes:

1. A successful zero authorization returns a status of AUTHORISED as normal.
2. A successful nominal authorization is automatically reversed, which produces a 'positive' CANCELLED status.

## Site preferences

The nominal value field holds the amount, which the merchant can set for the IAV call. A non-zero nominalValue (usually <=2 GBP or the equivalent in other currencies), is considered for an auto reversal of the transaction.

To enable IAV, do the following:

1. Go to *Merchant Tools/Site Preferences/Custom Preferences/Worldpay-Secure Transaction*
2. Enable *Worldpay-Secure Transaction*.

The screenshot shows the Site Preferences page with the 'Nominal Value' field set to 1.0. There is also a note '(nominalValue) (Number)' below the field. A link 'Edit Across Sites' is visible at the bottom right.

## Worldpay documentation

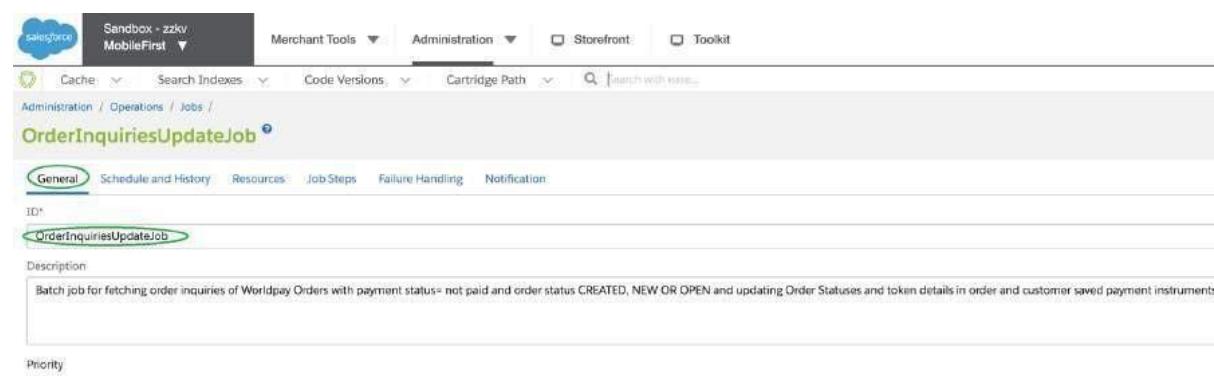
<https://developer.worldpay.com/docs/wpg/industrySchemeExtras/intelligentAccountVerification>

### Order inquiry batch job Narrative Line1

The `OrderInquiryUpdatesJob` is a batch job that you can run manually or schedule at specific intervals - every two or five minutes.

The job consists of a four-stage process:

1. Pick all orders with *Created*, *New* and *Open* status that also have a *Not Paid* payment status.
2. The job then iterates through the orders and makes order-inquiry service calls for each order.
3. It then updates the orders' statuses in Business Manager (*Order Status/Payment Status/Confirmation Status*).
4. Finally, it updates the token details in the order, and for the customer's card.



The screenshot below shows you the job interface:

## Job-failure email notifications

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

To enable this job, do the following:

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

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

## Initiate the cancel order job

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

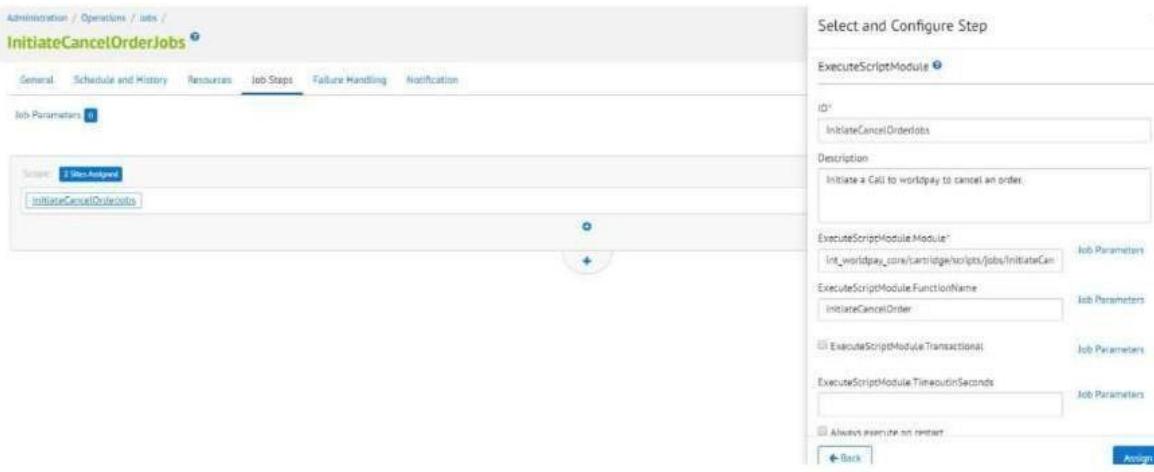
**NOTE:** In some cases the Message Authentication Code (MAC) missing attribute is true. This occurs in a credit card response URL redirect when there has been a MAC error due to authentication failure. The same thing happens to an APM response URL redirect. See the [Client Side Encryption](#) guide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

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

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

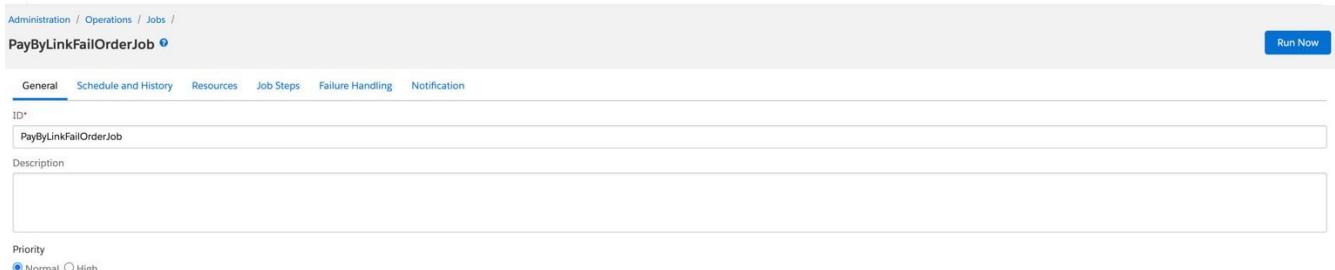
The screenshot shows the 'InitiateCancelOrderJobs' configuration page in Salesforce. At the top, there's a breadcrumb trail: Administration / Operations / Job Schedules / InitiateCancelOrderJobs. Below the title, there are six tabs: General (underlined), Schedule and History, Resources, Step Configurator, Notification, and Failure Handling. The 'Failure Handling' tab is currently selected. Under the 'Failure Handling' tab, there are several input fields: 'ID\*' containing 'InitiateCancelOrderJobs', 'Description' containing 'Initiate a Call to worldpay to cancel an order.', and a 'Priority' section with radio buttons for 'Normal' (selected) and 'High'. The rest of the page is mostly blank.

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



## Pay By Link fail order job

The job fetches all Pay By Link orders that are not paid and fails all the orders that have crossed expiry life time. The order is failed and inventory is restored. If the *resendEmailAfterExpired* option is turned on then an email is sent to undo the fail order and block the inventory so that customer can proceed with payment and order can get confirmed.



## Country currency mapping

Countries are mapped against the following currencies:

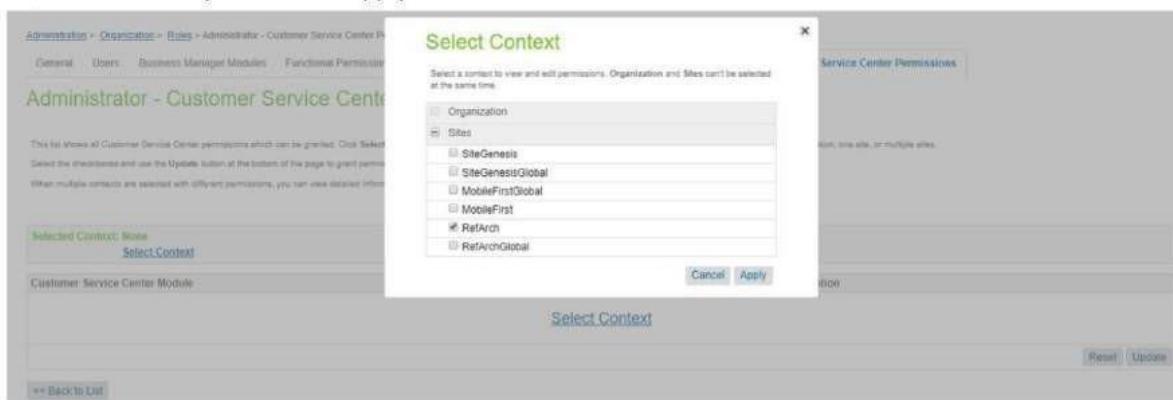
Country	Currency
USA	US dollar
United Kingdom	Pound sterling
Germany	Euro
France	Euro
Belgium	Euro
Italy	Euro
Sweden	Swedish krona
Canada	Canadian dollar
Australia	Australian dollar

China	Yuan Renminbi
Japan	Japanese yen
109	
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**:



## Customizing the look and feel of redirect pages

To customize the look and feel of redirect pages:

1. Log in to Business Manager and select the site you want to configure.
2. Go to *Preferences/Custom Preferences/Worldpay* and input your preferences in the fields shown below:

Worldpay Configurable HPP APM	Add
<input type="button" value="WorldPay"/> <input type="button" value="CHINAUNIONPAY-SSL"/> <input type="button" value="ENETS-SSL"/>	
Add the APM's that require configurable hosted payment pages.	
Worldpay Address Details Read Only	Yes
Set this value to true if address details needs to be made read only	
Worldpay Hide Address Details	Yes
Set this value to hide address details on V3 Payment pages	
Worldpay Installation Id	1,029,012

**NOTE:** Ensure you add the payment method ID that needs to be supported to the Worldpay Configurable Hosted Payment Page APM site preference. If you are not sure of the values you need to add, contact your Worldpay Relationship Manager (RM) or contact Worldpay Support. An alternative is to see the [configuration instructions in the Merchant Admin Interface guide](#).

## Customizing iframe or lightbox HPP redirect pages

With hosted payment pages, you can specify the color and mask opacity and of the iframe or lightbox. To do this:

1. Log in to Business Manager and go to *Merchant Tools/Ordering/Payment Methods*.
2. Select the Credit Card *Redirect* payment method:

WorldPay	Credit Card - Redirect
YANDEXMONEY-SSL	Yandex
<b>WorldPay Details</b>	
User Name:	<input type="text"/>
Type:*	<input type="text"/> REDIRECT (Redirect) <input type="button" value="▼"/>
Password:	<input type="password"/> Confirm: <input type="password"/>
Days after which Order expires:	<input type="text"/> (Number)
SEPA Mandate Number:	<input type="text"/>
Worldpay Statement Narrative:	<input type="text"/>
HPP CustomOptions JSON:	<pre>{     "type": "iframe",     "lightboxMaskOpacity": 50,     "lightboxMaskColor": "#000000",     "debug": false }</pre> <a href="#">HTML Editor</a>

3. In the HPP *CustomOptions* JSON field, you can specify the color and mask opacity by customizing the following code:

```
{
  "type": "iframe"
}

OR

{
  "type": "lightbox",
  "lightboxMaskOpacity": 50,
  "lightboxMaskColor": "#000000",
  "debug": false
}
```

## Checkout theme (optional cartridge)

The optional SFRA cartridge *worldpay\_sfra\_changes* aims to provide an enhanced shopper experience in the payment page of the checkout journey.

The SFRA OOTB design with minor customization appears below:

**CREDIT**

\*Phone Number  
+40722123123

\*Name on Card

\*Card Number  
 **CREDIT**

\*Expiration Month      \*Expiration Year

month  year

\*Security Code

The new optional cartridge added in the *Site* cartridge path will give you the new design.

Select Payment Method

<input checked="" type="checkbox"/> Credit Card		
<input type="radio"/>		
test		
<input type="text"/> Card Number		
<input type="text"/> month	<input type="text"/> year	<input type="text"/> CVV
<small>*Card type is known by first digit entry automatically</small>		<small>3 or 4 digits on the back of the card</small>
<small>*Please note: Once you select the place secure payment button below - your credit card payment will be taken</small>		
<input type="radio"/> Mobile Wallet		
<input type="radio"/> Alternative Payment		
<input type="radio"/> Hosted Payment Page		

Select Payment Method

<input type="radio"/> Credit Card	
<input checked="" type="checkbox"/> Mobile Wallet	
<small>*Please note: Once you select the selected wallet payment button below - your payment will be taken</small>	
<input type="radio"/> Alternative Payment	
<input type="radio"/> Hosted Payment Page	
<input type="text"/> +40722123123	

### Select Payment Method

<input type="radio"/> Credit Card		
<input type="radio"/> Mobile Wallet		
<input checked="" type="radio"/> Alternative Payment		
<input checked="" type="radio"/> PayPal	<input type="radio"/> UnionPay	<input type="radio"/> SEPA
<input type="radio"/> Hosted Payment Page		

+40722123123

### Select Payment Method

<input type="radio"/> Credit Card	
<input type="radio"/> Mobile Wallet	
<input type="radio"/> Alternative Payment	
<input checked="" type="radio"/> Hosted Payment Page	
Preferred Card	
<input type="button" value="Select Preferred Credit Card"/>	

+40722123123

You can leverage this new cartridge and provide an enriched UI experience to the shoppers. Import the cartridge in Business Manager in the same way as any other cartridge.

The key differentiator is the classification of available payment methods into three categories:

- Pay by Credit card - Shopper can pay using any credit card

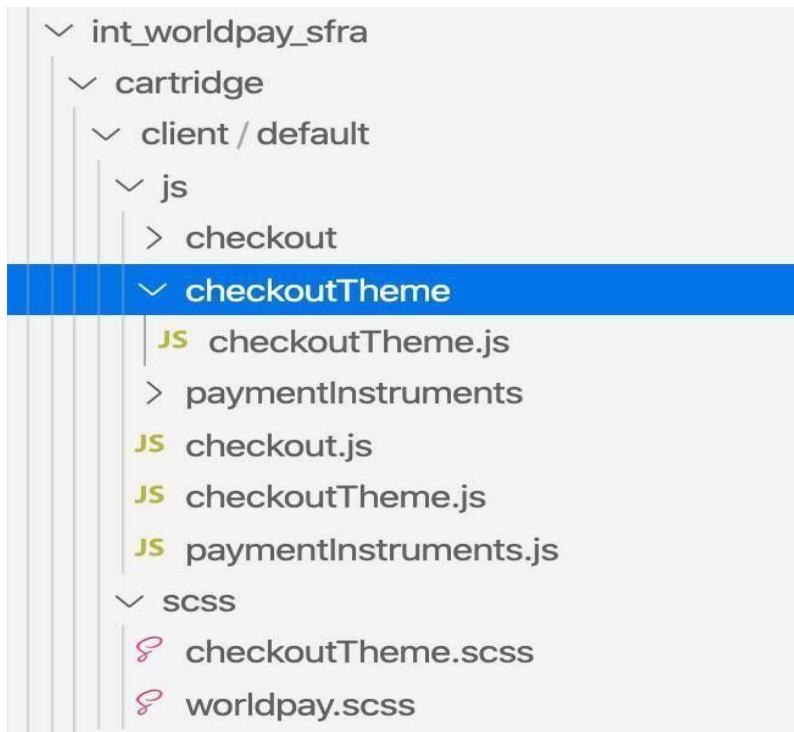
- Pay by Wallet - Shopper can pay by any wallets such as Google Pay and Apple Pay
- Pay by Alternative Payment – Shopper can pay with multiple alternative payment options based on selected country

There is no change to existing implementation of registered and guest user payment flow.

## Visual features

Here are some of the notable features of the themes:

- As part of the new design, a secure lock icon with the text *Secure Checkout* has been placed near the page heading, and also by the *Payments* heading
- The *Place order* button text has been changed to *Place secure payment*
- The credit card name is pre-populated from billing address/shipping address
- There is added functionality to show tooltips with CVN/CCV number placement against the security code field
- Several captions have text such as *Card type is known by first digit entry automatically, 3 or 4 digits on the back of the card*, and *Please note: Once you select the place secure payment button below - your credit card payment will be taken*
- The VISA, MasterCard and Amex card logos appear next to the credit card section heading
- The Google Pay, Apple Pay, etc logos appear next to the *Pay-by-Wallet* heading, this is dynamic and is based on the actual payment method available
- The Alternative Payment Methods (APM) icons appear next to the Pay-by-Alternative-Payment. Due to space constraints only first three available icons appear based on actual payment methods available. No images appear if you do not set APM images in the Business Manager.
- New images are also added to static/default/images folder to support new UI changes



## Technical features

- The *checkout.isml* file is overwritten in our new *worldpay\_sfra\_changes* cartridge. Instead, we include complied js and css files needed for the updated UI design

- ADA issues in the wave tool have been addressed as part of the new design. We have changed the primary and secondary button color to address the ADA color contrast issue
- The new design is responsive and has a dedicated tablet and mobile view
- The build suit must be altered to access this cartridge when a new build occurs
- Label hiding – Form labels are visually hidden, and a placeholder added

## Failure alerts

This feature aims send email notification to merchant account and to the Worldpay whenever a failure occurs in the order process (authorize, authenticate, any violation).

Toggle has been provided to facilitate merchant to enable or disable the feature.

How it works

- The email sent to Merchant contain details of the error that occurred along with the order id
- MERCHANTS have the ability to enable/disable the mails sent to Worldpay.

Placeholder for WP email Id: default email id has been set

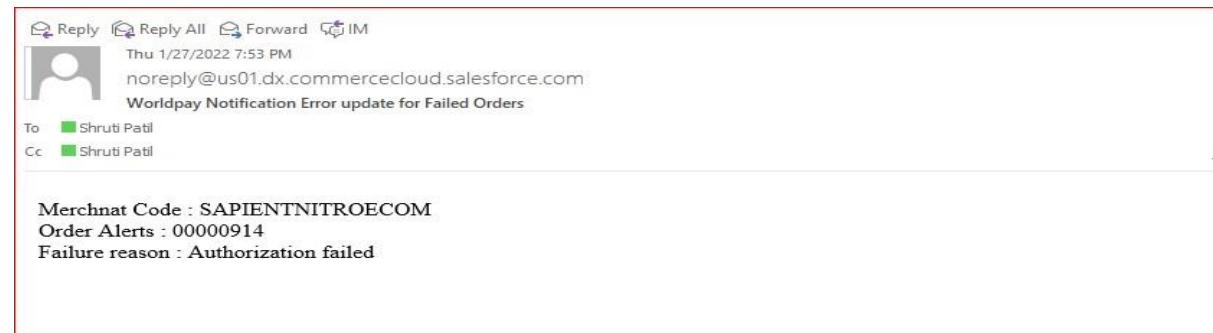
notifyErrorWPEmailId : support@worldpay.com

ID or Name:	<input type="text" value="notifyErrorWPEmailId"/>	<input type="button" value="Find"/>
<a href="#">Select All</a>	ID	Name
<input type="checkbox"/>	<a href="#">notifyErrorWPEmailId</a>	Notify Error WP Email Id

Site preferences to set merchant email id, enable or disable service.

Notify Error Merchant Email Id (notifyErrorMerchantEmailId) (String)	<input type="text" value="selvakumar.ramaiah@publicissapient.com"/>	<a href="#">Edit Across Sites</a>
Enable Error Mail To WP (enableErrorMailToWP)	<input type="radio" value="Yes"/> Yes <input type="radio" value="No"/> No	<a href="#">Edit Across Sites</a>
Enable Error Mail Service (enableErrorMailService)	<input type="radio" value="Yes"/> Yes <input type="radio" value="No"/> No	<a href="#">Edit Across Sites</a>

Email Template



## 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:

Select All	Name	Type	Profile	Credentials	Status
<input type="checkbox"/>	int_worldpay_http.worldpay.payment.post	HTTP	worldpayprofile	SAPIENTNITROECOM	Live

Configuration information is in the table:

Profile	Description
Name	The Worldpay merchant ID that Worldpay supplies.
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.

Administration > Operations > Services > SAPIENTNITROECOM - Details

### SAPIENTNITROECOM

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 1 service.

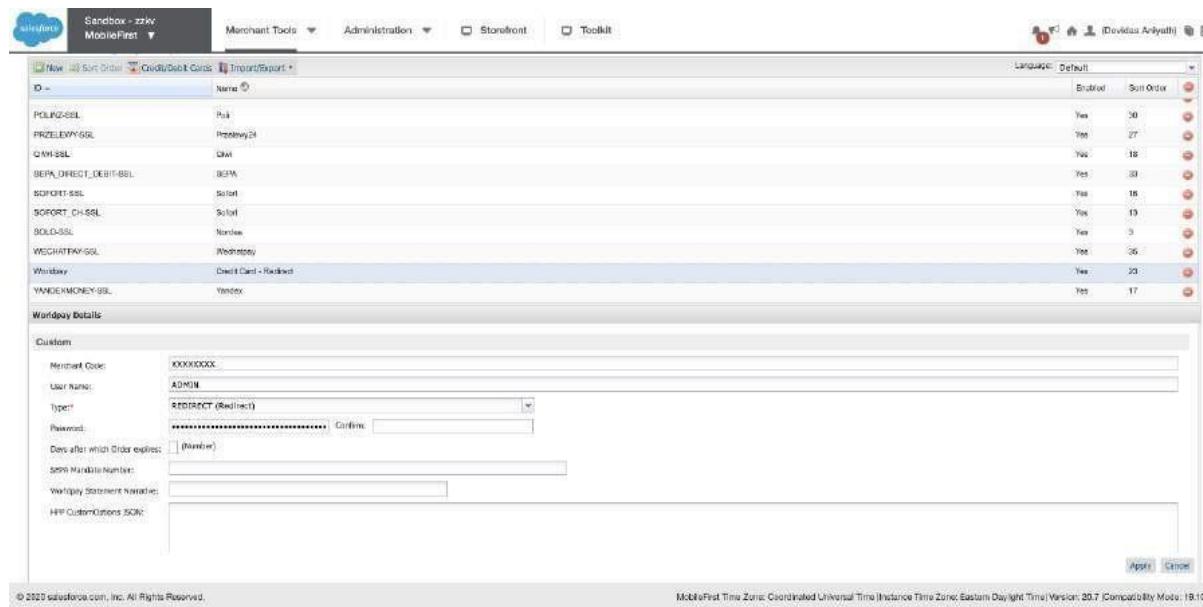
Name:*	SAPIENTNITROECOM
URL:	https://secure-test.worldpay.com/jsp/merchant/xml/paymentS
User:	XU5UIXKPP30S30WTY3FP
Password:	*****
<input type="button" value="Apply"/> <input type="button" value="Reset"/>	

## 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.
4. Now go to *Merchant Tools/Site Preferences /Custom Preferences*.

5. Inside the Worldpay group, input your merchant code in *Merchant Code for Worldpay* and update any other fields as needed:
  - *Worldpay Client Side Encryption Public Key* (only if you are using client-side encryption)
  - *Worldpay MAC Secret Code*
  - *Worldpay Merchant Number*
  - *Worldpay Installation ID* (only if you are using hosted payment pages)
  
6. If you want to use a separate credentials at APM level, you can configure this at *Merchant Tools/Ordering/Payment Methods*.



## Operations and maintenance

### Data storage

#### Data-level attributes

A variety of attributes is defined and stored in the *Order* object. These are custom attributes and are sent as a part of Order XML. This enables the order management system to use the custom attributes for further processing.

Sr. No.	Additional Custom Fields	Attribute ID	Description
1	Refusal/decline code	declineCode	The result code of a declined transaction from the Worldpay response.
2	Risk score	riskScore	The overall risk score sent by Risk Management or Risk Guardian.
3	Authorization ID	authID	The value of the authorization ID for the authorization request.

4	Masked card number	cardNumber	The masked card number from Worldpay's response. First four and last four digits.
5	CVC Result Code	cvcResultCode	The CVV status code in the response.
6	AVS Result Code	avsresultCode	The Address Verification Service status code from the response.

7	AAV Postcode Result Code	aaVPostcoderesultCode	This field is populated from the authorization response to the AMEX card. Similar to AVS.
8	AAV Address Result Code	aaVAddressresultCode	This field will be populated from the authorization response to the AMEX card. Similar to AVS.
9	AAV Email Result Code	aaVEmailresultCode	The email result code for American Express only.
10	AAV Telephone Result Code	aaVTelephoneresultCode	The telephone result code for American Express only.
11	AAV Cardholder Name Result Code	aaVCardholderNameResultCode	The cardholder name result code for American Express only.
12	Transaction Status	transactionStatus	This field maintains the history of order status. It is an array, and whenever an order status is changed, the transaction status will be updated by an order notification.
13	Issuer Response	issuerResponse	The authentication response from the issuer after 3D verification.
14	SEPA Mandate ID	mandateID	The mandate ID created for a SEPA transaction.
15	Worldpay Last Event	WorldpayLastEvent	The last transaction status that occurred on a Worldpay order.
16	Worldpay MAC missing	worldpayMACMissingVal	True when a MAC error is received in a redirect credit card or APM response URL.

## Order-payment instrument attributes

As well as capturing the order attributes, the system captures various order-payment instrument attributes. These are specific to the payment method and are captured in the `<payment>` tag.

Sr. No.	Additional Custom Fields	Description
1	Bank	For the iDEAL APM.

2	Installments	Installments (Coming Soon) <b>NOTE:</b> Please contact Worldpay for more information about the maximum number of instalments.
3	CPF	CPF
4	BankCode	Bank code (for IDEAL)
5	Worldpay Merchant ID	The merchant ID with which the order is placed (ALL).
6	Worldpay Token Requested	The token requested value where selected for cards (CREDIT CARDS).

### Order notification custom object

The attributes for the custom Object `OrderNotifyUpdates` 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	XML String	xmlString
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

### Payment method restriction on Storefront and CSC for Multishipping

Payment Methods like CC Direct/HPP, PayPal, Apple Pay, Google Pay is supporting for Partial Capture hence, we are not restricting these payment methods in storefront and CSC and rest other payment methods are restricting in the storefront and CSC.

#### User Flow

#### scenario 1: selection of payment methods which supports partial capture

Add more than one product to cart and in the Shipping, page select shipping to more than one address and enter the address accordingly and proceed to checkout and select the above-mentioned payment methods which supports partial capture.

**Shipping**

Shipping to more than one address?

**Classic Bermuda Short**  
 Color: Tan & Ivory Stone  
Size: 16

Enter Address

---

**High Waist Pant**  
 Color: New Rattan  
Size: 14

Enter Address

**Next: Payment**

Select the payment method which supports partial capture and proceed with placing the order.

**CREDIT**

\*Phone Number  
9234567890

\*Name on Card  
test

\*Card Number  
5555 5555 5555 4444 

\*Expiration Month  
04

\*Expiration Year  
2026

\*Security Code  
678

**Place Order**

## scenario 2: selection of payment methods which doesn't supports partial capture

Add more than one product to cart and in the Shipping, page select shipping to more than one address and enter the address accordingly and proceed to checkout and select the payment methods which doesn't supports partial capture.

\*Phone Number  
9234567890

Purpose of transaction

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

Place Order

Select the payment method which doesn't support partial capture and proceed with placing the order

It is an unsupported payment method where the partial Capture/ Refund is not available. Please choose a different Payment Method.

**Customer** [Edit](#)

**Customer Information:**  
priyanka@gmail.com

**Shipping** [Edit](#)

Addresses & shipping methods are listed under your items.

**Test Payment** [Edit](#)

**Billing Address:**  
priyanka sg  
Mysore  
Mysore CA 12345  
priyanka@gmail.com  
9234567890

**Payment:**  
Payment By Alipay  
Amount \$124.93

Place Order

## CSC Post Order handling for Multishipping

**CSC CAPTURE:** CSC Capture page contains all the ProductLineItems which shopper has selected during his order placement and shopper can capture the amount of any product which is available in the CSC capture page.

### User Flow

1. In Customer Service Centre (CSC) click on find order and open your order and in the more action click on Capture. On capture page will show the products which shopper has selected during order placement.
2. shopper can select the checkbox of the product to capture the amount and click on settle amount and shopper will receive successful capture message.
3. Once shopper capture all the products then shopper should be restricted to access the capture page.
4. Settle amount of each product will include Gross price of the product + shipping tax of the product.

The screenshot shows two pages from a Salesforce interface. The left page is titled 'ORDER SUMMARY' and displays an order with two shipments. Shipment 1 is addressed to 'priyanka sg' in 'mysore' (CN 95834) and Shipment 2 is addressed to 'priyanka sg' in 'mysore' (United States 95834). Both shipments contain two items: 'High Waist Pant' and 'Classic Bermuda Short'. The right page is titled 'Capture' and lists these same items with checkboxes next to them. A 'Settle Amount' button is at the bottom. The total for each item includes tax.

Name	Quantity	Price	Tax	Total
High Waist Pant	1.0	USD 84.99	USD 4.25	USD 84.99
Classic Bermuda Short	1.0	USD 33.99	USD 1.70	USD 33.99

This screenshot shows the same interface after the capture process. The 'Capture' page now has a green success banner at the top stating 'Capture request is sent successfully'. The 'Settle Amount' button is still present at the bottom.

Once Shopper capture the product, that product will be disappear from the capture page

Name	Quantity	Price	Tax	Total
Classic Bermuda Short Color: Tan & Ivory Stone Size: 16 701643343294	1.0	USD 33.99	USD 1.70	USD 33.99

**CSC REFUND:** CSC Refund page contains all the ProductLineItems which shopper has selected during his order placement and shopper can refund the amount of captured product which is available in the CSC refund page.

## User Flow

1. In Customer Service Centre (CSC) click on find order and open your order and in the more action click on Refund. Refund page will enable only after partial capture is done and this page contains all the products which shopper had selected during order placement.
2. shopper can select the checkbox of the product to refund the amount and click on refund button and shopper will receive successful refund message.
3. Once shopper refund all the amount of the products then shopper should be restricted to access the refund page.
4. Refund amount of each product will include Gross price of the product + shipping tax of the product.

Name	Quantity	Price	Tax	Total
High Waist Pant Color: New Rattan Size: 14 701643404865	1.0	USD 84.99	USD 4.25	USD 84.99
Classic Bermuda Short Color: Tan & Ivory Stone Size: 16 701643343294	1.0	USD 33.99	USD 1.70	USD 33.99

The screenshot shows the Salesforce Order Search interface. At the top, there are three tabs: ORDER SEARCH, ORDER SUMMARY, and ORDER SUMMARY. The ORDER SUMMARY tab is active. On the left, an order summary card displays details like Order No.: WQ00063237, Creation Date: 8/26/2022 10:17 am, and Order Status: NEW. To the right, a modal window titled "Refund" contains a green success message: "Success: Refund request is sent successfully". A "Close" button is at the bottom right of the modal.

## CSC CANCEL

**Note:** Customer Service Center (CSC) Cancel will cancel entire order and there is a limitation for cancelling the single product.

The screenshot shows the Salesforce Order Search interface. At the top, there are five tabs: ORDER SEARCH, ORDER SUMMARY, ORDER SUMMARY, WELCOME, and ORDER SUMMARY. The second ORDER SUMMARY tab is active. On the left, an order summary card displays details like Order No.: WQ00063238, Creation Date: 8/26/2022 11:07 am, and Order Status: NEW. To the right, a modal window titled "Cancel" contains a blue "Cancel Order" button. A "Close" button is at the bottom right of the modal.

## Contact us

Please contact your Worldpay Relationship Manager or Worldpay Support.

Tel: 0800 096 3997.