worldpay
from FIS

Salesforce SFCC

Installation and overview guide

Version 22.1.0 – July 2021

Contents

Introduction

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

The Salesforce cartridge offers a comprehensive suite of payment features designed with your integration needs in mind. It features:

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

Features overview

These are the main features of the cartridge:

Payment methods

Cards

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

APMs

PayPal, ACH Pay, Klarna, IDEAL, AliPay, China Union Pay, Giropay, Konbini, Mistercash, P24, Poli, Sepa, Sofort, WeChat Pay

Mobile wallets

Apple Pay from PDP and cart

The cartridge supports Apple Pay for shoppers with Apple MAC and iPhones to checkout with an additional payment flow.

The Apple Pay button in PDP (Product Detail Page) and Quick View enables shoppers to checkout with the selected product. A product becomes eligible for Apple Pay checkout in PDP Quick View when all the variant options are selected and are available. For products that do not have variations like size, color, and so on, the Apple Pay button displays when the page loads.

On the Cart and mini cart pages, shoppers can click the Apple Pay button to checkout the entire cart contents. In PDP and Quick View, Apple Pay allows only a single product checkout.

Google Pay from PDP

The Google Pay button in PDP (Product Detail Page) enables shoppers to checkout with the selected product. A product becomes eligible for Google Pay checkout in PDP when all the variant options are selected and are available. For products that do not have variations like size, color, and so on, the Google Pay button displays when the page loads.

Once user clicks on Google Pay button on PDP the existing cart will get cleared and current item will get added to cart.

Production testing has not been done for Google Pay 3DS2. The features have been fully tested in a test environment. Google Pay and 3DS1 are not supported directly, only as a fallback from 3DS2. Remember that 3DS2 must be enabled if you want to be PSD2 compliant. If you experience challenges in production, please contact your Relationship

Manager or Worldpay support.

Google Pay

Production testing has not been done for Google Pay 3DS2. The features have been fully tested in a test environment. Google Pay and 3DS1 are not supported directly, only as a fallback from 3DS2. Remember that 3DS2 must be enabled if you want to be PSD2 compliant. If you experience challenges in production, please contact your Relationship Manager or Worldpay support.

Payment pages

- Hosted payment page: Redirection to the PCI-compliant payment page that Worldpay hosts
- Direct payment: Direct credit card payment without redirection to a hosted payment page. This uses client-side encryption to encrypt all card details

Payments through call center

Using Worldpay's MOTO feature, your customer service team can make mail orders and telephone orders using the Create Order interface in SFCC

KLARNA

Klarna is a buy now, pay later payment method that provides a fast checkout process. There are three different product types, which define when and how your shopper pays:

- Klarna Pay Now: The shopper pays the full amount immediately by bank transfer
- Klarna Pay Later: The shopper pays within a specified timeframe. This timeframe is 30 days for UK/US and 14 days for Europe
- Klarna Slice It: The shopper pays in instalments. The terms of the instalment timeframes are agreed with Klarna during boarding

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

3DS and 3DS Flex

3DS Flex is the most advanced 3DS product on the market. It provides additional security to your transactions. It combines the new standard of 3DS2 with traditional 3DS which allows for a single integration.
3DS and 3DS Flex support both direct credit card integration and hosted payment pages.

Exemption engine

Request real-time risk analysis of transactions to exempt as many shoppers as possible from strong customer authentication.

Account on file

Tokenization: Tokens are created to send authorization requests with stored card details. This process is PCI compliant. There are two types of token; one is the shopper token and other is the merchant token.

- Choose shopper tokens if you only want to use tokens for your eCommerce channel
- Choose merchant tokens if you want to share tokens between our eCommerce and your Point of Sale (POS) channels (with Worldpay Total as your omni-channel solution)

Stored credentials

With sophisticated methods to improve authorization rates and ensure compliance, we support 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.

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.

Issuer Insights

With over 40 billion transactions processed annually, Worldpay can help to turn your incoming payments into a strategic advantage.

Issuer Insights is a 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.

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.

From this score, applications can automatically accept or decline a transaction. You can manually review questionable transactions for further evaluation.

Statement narratives

The feature enables statement narratives for all the supported APM's (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 enter the purpose of the transaction in the payment details section. This text is included in the authorization request as part of the payload

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.

CSC: full, multiple capture and partial capture
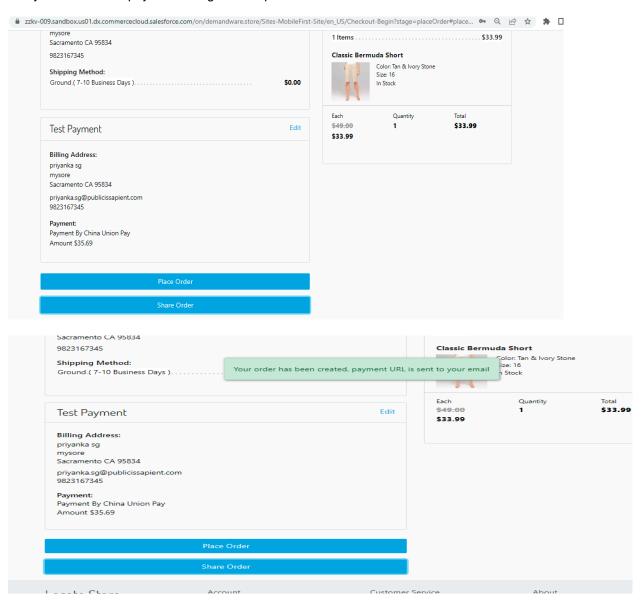
The cartridge supports full, partial and multiple capture/refund transactions from CSC. See the Sales Force Technical Guide for more details.

Pay By Link/Share Order in Storefront

With this feature a user can create an order for which, 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.*

Shopper Experience:

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

Email notification:

Pay by Link for order WQ00061142

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

↩ Reply   ↩ Reply All   → Forward   ...

Thu 7/14/2022 2:28 PM
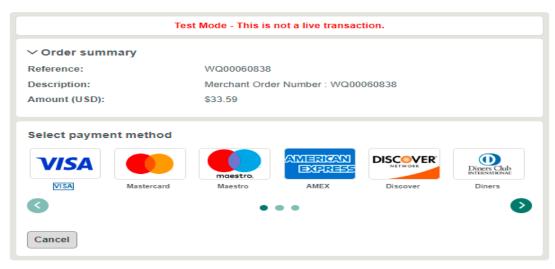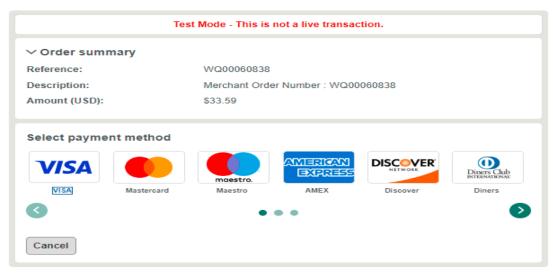
Dear customer, Your order WQ00061142 has been created but not confirmed. Please complete the payment here.

Customers 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

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

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 CSC (customer service center), your customer service team can create and place orders using the Create Order interface in SFCC. The link for the payment will be sent by 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) to the customer and they can make the payment using the link provided in the email.

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

Shopper Experience:

Email notification:

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

Order Confirmation after Successful payment

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 one of the methods, either by site or by channel or by payment method is supported at a time.

By site

You can configure different Worldpay merchant codes for each site in the Business Manager instance.

By channel

You can configure different Worldpay merchant codes per channel: e.g. MYBUSINESSECOM for "desktop" and MYBUSINESSMOBILE for "mobile".

Orders placed using the "desktop" channel are associated with one merchant ID (in the example MYBUSINESSECOM) and orders placed using the "mobile" channel are associated with another merchant ID

(in the example MYBUSINESSMOBILE).

The following channels are supported:

- Desktop
- Mobile
- iPad
- CSC (Customer Service Centre)
- Default: The merchant ID you configure here is the default ID if the shopper places an order from some other channel: e.g. a tablet

By payment method

You can configure different merchant codes by payment method.

For example, you could configure the merchant code MERCHANTCODEECOM1 for credit card and the merchant code MERCHANTCODEECOM2 for Google Pay.

Once this configuration is done, orders placed by credit card are associated with one merchant code (MERCHANTCODEECOM1). Orders placed through Google Pay are associated with the other merchant code (MERCHANTCODEECOM2).

Chrome payment

The cartridge supports Payment Request API.

The Payment Request API allows you, the merchant, to easily collect payment information with minimal integration.

The API is an open and cross-browser standard that replaces traditional checkout flows. It allows you to request and accept any payment in a single API call.

The API eliminates manual and tedious data entry by storing the shopper's information securely in the Google Chrome browser.

The browser passes addresses and credit card (or other payment) details directly to the website. In addition, the shopper journey is much reduced. This is because the browser stores payment information about the shopper, making a payment go from n taps to one tap

One-click payment (quick checkout)

The cartridge supports both the quick checkout or the One Click payment features.

One-Click payment is a feature that enables registered shoppers to place orders quickly without having to go through the payment, billing and shipping forms. Once enabled, all the details needed to place an order are available in a single popup, which creates a trouble-free experience and boosts the conversion rate.

Country spoofing

This is a useful feature for taking international payments.

For example, imagine a specific territory such of 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.

Configurable labels and alerts

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

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

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

- If EnableConfigurableLabels in custom preferences is not enabled.

- If you have not added the key value pair in custom object.

- The key is present in our custom object, but the value is empty.

Checkout theme (optional cartridge)

The optional cartridge worldpay_sfra_changes aims to provide an enhanced shopper experience in the payment page of the checkout journey.

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

The key differentiator is the classification of available payment methods into three "buckets" (categories):

- Pay by Credit card: Shopper selects this method when they want to use a credit card to pay

- Pay by Wallet: Shopper selects this method when they want to use e-wallets like Google Pay or Apple Pay to pay

- Pay by Alternative Payment: Shopper selects this method when they want to pay with multiple alternative payment options based on selected country

Compatibility

This cartridge is compatible with SFRA version v6.1.0 and 22.7 platform version.

Before you start

Prerequisites

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

If you haven't already done so, you must contact Worldpay for the account details you'll need for implementation. Check that your Implementation Manager or support contact has given you:

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

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

Access the system

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

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

Install the Salesforce cartridge

Add the cartridge in the Salesforce Commerce Cloud Studio

Do the following:

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

```
"paths": {

        "base": "…/storefront-referencearchitecture/cartridges/app_storefront_base/"

}
```

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

```
{

        "hostname": "your-sandbox-hostname.demandware.net",

        "username": "your login",

        "password": "your pwd",

        "code-version": "version_to_upload_to"

}
```
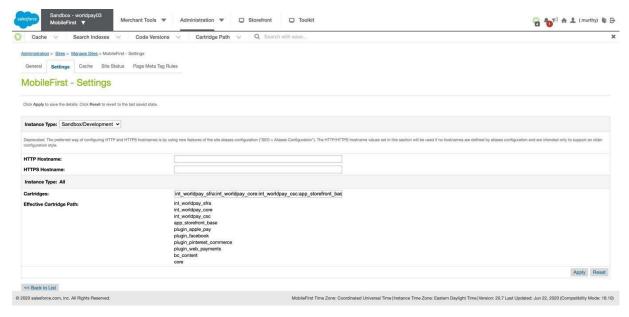
Activate the cartridge in Business Manager

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

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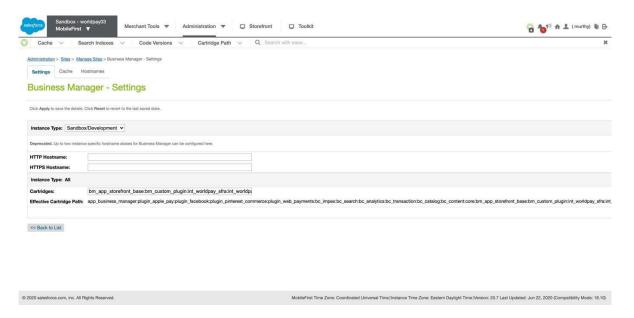
5. Click **Apply**.

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

6. Repeat steps 3 to 6 for each site that will use Worldpay.
7. To run the job in the Worldpay cartridge, go to *Administration/Sites/Manage Sites*.
8. Go to *Manage the Business Manager site*.
9. In the Cartridges text field, enter:

   `bm_app_storefront_base:bm_custom_plugin:int_worldpay_sfra:int_worldpay_core`

   `:int_worldpay_csc:app_storefront_base` as shown below:

Configurations

Importing metadata with a single site import
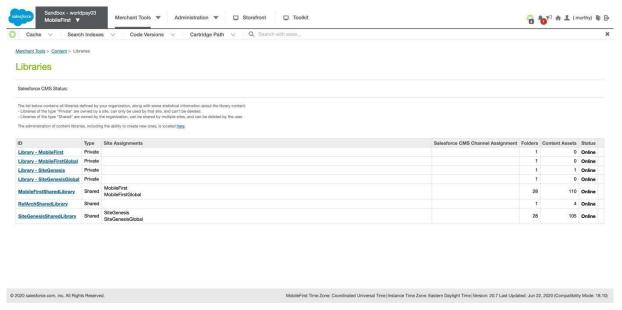
All the import files are in the import folder (metadata) in the cartridge installation pack.

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

```
salesforce-commerce-cloud-master/metadata
```

To import all the necessary Worldpay settings:

1. Open the metadata folder from the repository structure `open jobs.xml`.
2. Change the references in *RefArch* to your site ID
3. Ensure that the assets in the import have the appropriate library ID for the site where the XML is imported. To do this in Business Manager:
    a. Go to *Merchant Tools > Content > Libraries*
    b. Check the library ID assignment to your site (in the screenshot, for *RefArch*, the library assignment is *RefArchSharedLibrary*):
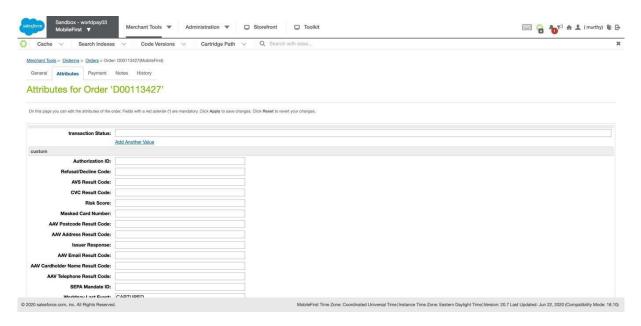
4. Open the metadata folder from the repository structure open sites, then change the folder name RefArch according to the site ID to which your site is assigned.
5. Open the metadata folder from the repository structure open libraries, then change the folder name according to the library ID to which your site is assigned. In Business Manager, for *RefArch* the assigned library is *RefArchSharedLibrary*. Open the library.xml and change the reference of *RefArchSharedLibrary* according to your site assignment.
6. Zip the metadata folder in the repository structure.
7. Log in to Business Manager and go to *Administration/Site Development/Site Import & Export*.
8. Click the **Upload** button to upload the zipped metadata folder.
9. Select the uploaded file and click the **Import** button After a successful import, all the cartridge configurations will be available to you, as per your Worldpay account data.

NOTE: The site preferences are re-organized into different groups for better usability. If you migrate to this new cartridge from an existing older cartridge a problem may occur. After the migration, you may see duplicate site preferences under the Worldpay group. To avoid confusion, make sure you disassociate the duplicate site references from the older site preferences group.

10. Verify the order-level attributes in Business Manager. To do this go to *Site/Ordering/Order*. Open any order and go to the *Attributes* tab. It should similar to the screenshot below:

Provide your IP address

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

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

Worldpay Notification IP Addresses End*

(WorldpayNotificationIPAddressesEn...
(String)

195360000

Worldpay Notification IP Addresses Start*

(WorldpayNotificationIPAddressesSt...
(String)

195359000
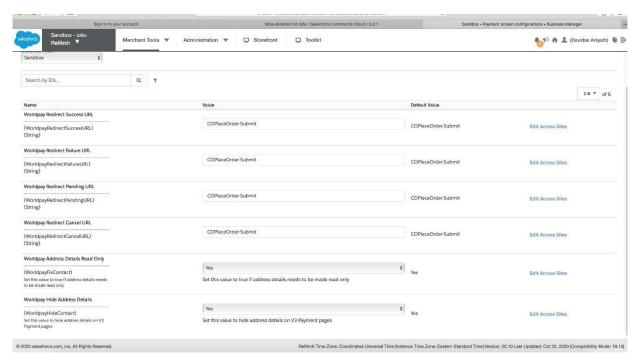
Managing custom site preferences

To manage your custom site preferences, do the following:

1. In Business Manager, go to *Site/Merchant Tool/Site Preferences/Custom Preferences*, where you will see many custom site preference groups.
2. Click the preference group with the Worldpay-PaymentScreen ID.
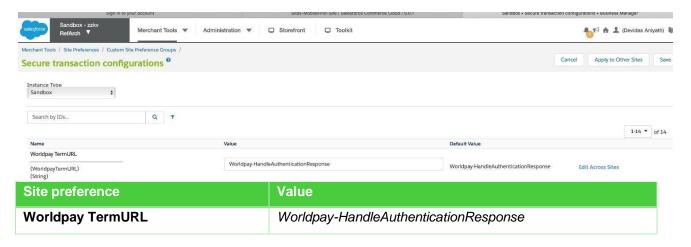
3. Edit the attributes according to your Worldpay account data. As well as the attributes supplied by Worldpay, enter the properties in the table with these values:

Site preference	Value
Worldpay Redirect SuccessURL	COPlaceOrder-Submit
Worldpay Redirect PendingURL	*COPlaceOrder-Submit*
Worldpay Redirect FailureURL	*COPlaceOrder-Submit*
Worldpay Redirect CancelURL	*COPlaceOrder-Submit*

4. Click the Worldpay-SecureTransaction and add the attribute as given below.

Site preference	Value
Worldpay TermURL	*Worldpay-HandleAuthenticationResponse*

These properties handle the different redirection scenarios for hosted payment pages or APMs. You should input the value of controllers for each redirection scenario: success, failure, pending, and so on. The controller

returns the respective function. The *Worldpay TermURL* handles the 3DS authentication response. The Core configuration table in the section below contains the complete list of custom preferences.

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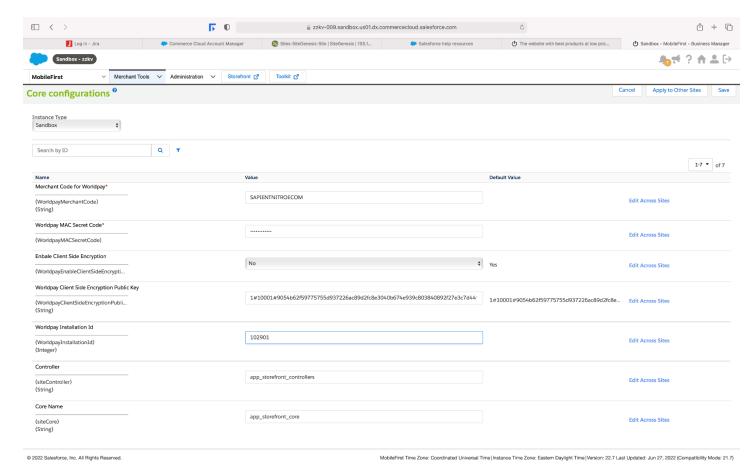
This section shows each area of configuration within the plugin, with details of what can be customized and what is set as default. If you want to enable a feature or configuration, see the Technical Integration guide for the information you want.

Core configuration table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayCore.*

* = Mandatory field.

Site preference	Description	Default values
Merchant Code for Worldpay*	Provided by your Worldpay Implementation manager. Once obtained it can be accessed through the Merchant Administration Interface (MAI).	Your merchant code from Worldpay.
Worldpay MAC Secret Code*	Your MAC secret code, which is configurable in the Merchant Administration Interface (MAI).	Your MAC secret code from Worldpay.
Enable Client-Side Encryption	If set to **True**, client-side encryption is enabled. Client-side encryption encrypts all credit card details in the request payload to enhance data security.	Default value: False.
Worldpay Client-Side Encryption Public Key	The public key Worldpay provides, used to calculate the MAC value of an order.	Worldpay provides this, it can be copied from the MAI
Worldpay Installation id	The installation ID Worldpay provides. It determines the look and feel of hosted payment pages.	Worldpay provides this, it can be found in the MAI
Controller*	The name of the controller cartridge.	You set this preference.
Core Name	The name of the core cartridge.	You set this preference.

General configuration table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayGeneral*

* = Mandatory field.

| Site preference	Description	Default values
EnableJobMailerService	Use this field to switch the email service on or off. Emails are triggered if the cartridge logic fails to handle the order notification or enquiry. Or, if it fails to update its status in the order transaction field.	You set this preference. Please change to Yes for enabling this preference.
NotifyJobMailCC	The email address to be kept in CC for receiving the order notify job status update.	You set this preference. You can add multiple addresses separated by semicolons.
NotifyJobMailFrom	The email address that shows the recipients of job status notifications where the email was sent from.	You set this preference. You can add multiple addresses separated by semicolons.
NotifyJobMailTo	The email address to be added for receiving the notify job status update.	You set this preference. You can add multiple addresses separated by semicolons.
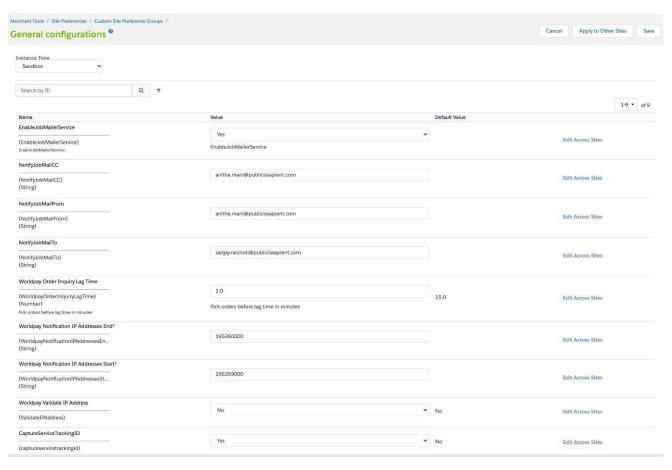
| **Worldpay Order Inquiry Lag Time** | The time interval (in minutes) for selecting failed orders to be refunded | Default value: 15 |

	or cancelled by the Initiate Cancel Order job.	
Worldpay Notification IP Addresses End*	The last Worldpay IP address in the range that sends notifications.	Worldpay provides this.
Worldpay Notification IP Addresses Start*	The first Worldpay IP address in the range that sends notifications.	Worldpay provides this.
Worldpay Validate IP Address	If set to True, you validate the IP addresses that send notifications.	Default value: False
CaptureServiceTrackingID	If set to True, you validate the order ID and token. On matching, the payment has a tracking ID when the capture service starts.	Default value: False
Notify Error Merchant Email Id	Failure alerts will be sent to the email entered in this preference	**N/A**
Enable Error Email to WP	If set to True, the failure alerts email will be sent whenever some error occurs.	**"No"**
Notify Error From Email Id	Merchant and Worldpay will receive email from the email id provided	**N/A**
Notify Error WP Email Id	Error Notifications will be sent to the provided WP Email id	

Merchant Tools / Site Preferences / Custom Site Preference Groups /
General configurations ❓   Cancel   Apply to Other Sites   Save

Instance Type
Sandbox ▼

Search by ID   🔍 ▼

                                                                                                            1-9 ▼ of 9

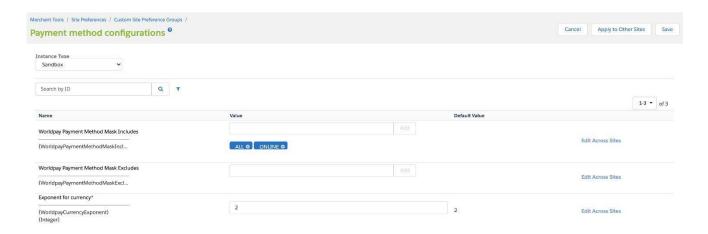| Name	Value	Default Value	
EnableJobMailerService (EnableJobMailerService) EnableJobMailerService	Yes ▼ EnableJobMailerService		Edit Across Sites
NotifyJobMailCC (NotifyJobMailCC) (String)	anitha.mani@publicissapient.com		Edit Across Sites
NotifyJobMailFrom (NotifyJobMailFrom) (String)	anitha.mani@publicissapient.com		Edit Across Sites
NotifyJobMailTo (NotifyJobMailTo) (String)	sanjay.raichoti@publicissapient.com		Edit Across Sites
Worldpay Order Inquiry Lag Time (WorldpayOrderInquiryLagTime) (Number) Pick orders before lag time in minutes	1.0 Pick orders before lag time in minutes	15.0	Edit Across Sites
Worldpay Notification IP Addresses End* (WorldpayNotificationIPAddressesEn... (String)	195360000		Edit Across Sites
Worldpay Notification IP Addresses Start* (WorldpayNotificationIPAddressesSt... (String)	195359000		Edit Across Sites
Worldpay Validate IP Address (ValidateIPAddress)	No ▼	No	Edit Across Sites
CaptureServiceTrackingID (captureservicetrackingid)	Yes ▼	No	Edit Across Sites

Payment method configuration table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayPaymentMethod*

* = Mandatory field.

Site preference	Description	Default values
Worldpay Payment Method Mask Includes	All the cards and APMs that are supported and appear on the hosted payment page.	To set these preferences follow the instructions in Appendix A: payment mapping tables.
Worldpay Payment Method Mask Excludes	The cards and APMs that are not supported and do not appear on the hosted payment page.	You set these preferences.
Exponent For Currency*	The number of decimal places that appear in the order amount.	The default value is 2 (currencies such as EUR, GBP and USD use this value), but you can specify the value.

Card-specific configuration table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayCardSpecific.*

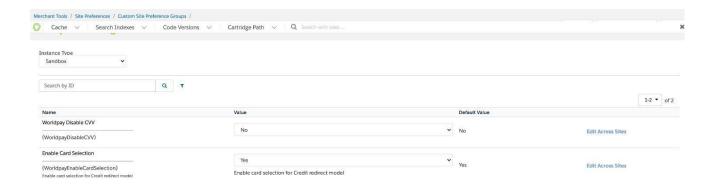| Site preference	Description	Default values
Worldpay Disable CVV	If set to **True**, the CVV check is disabled when the shopper uses a saved card at checkout.	Default value: **False**
Enable Card Selection	If set to **Yes**, the shopper can select all or specific credit cards in the payment page of the Credit Card Redirection option. Based on the shopper's selection, credit cards appear in the hosted payment page.	Select from range of credit cards. Default value: **Yes**
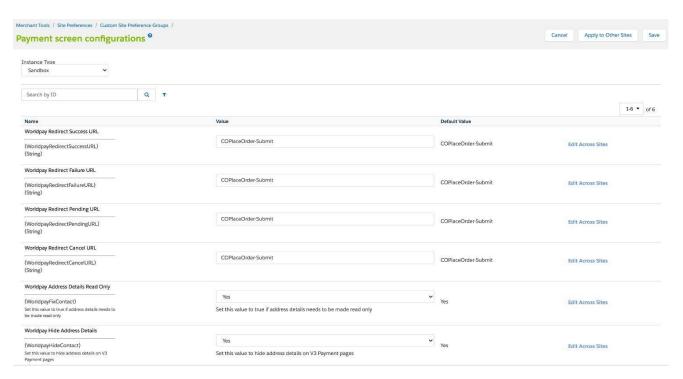
Payment screen configuration table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayPaymentScreen*

* = Mandatory field.

Site preference	Description	Default values
Worldpay Redirect Success URL*	The success URL that redirects the shopper after a successful transaction with credit cards, redirect or APMs.	Default value: `COPlaceOrder-Submit`
Worldpay Redirect Failure URL*	The failure URL that redirects the shopper after a failed transaction with credit cards, redirect or APMs.	Default value: `COPlaceOrder-Submit`
Worldpay Redirect Pending URL*	The pending URL that redirects the shopper in an ending or pending-open APM or credit card redirect transaction.	Default value: `COPlaceOrder-Submit`
Worldpay Redirect Cancel URL*	The cancel URL that redirects the shopper after a cancelled transaction using credit card redirect or APMs.	Default value: `COPlaceOrder-Submit`
Worldpay Address Details Read Only	If set to **True**, the address details are read-only on the payment page.	Default value: **True**
Worldpay Hide Address Details	If set to **True**, the address details on V3 payment pages are hidden.	Default value: **True**

APM configuration table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ Worldpay-APM*

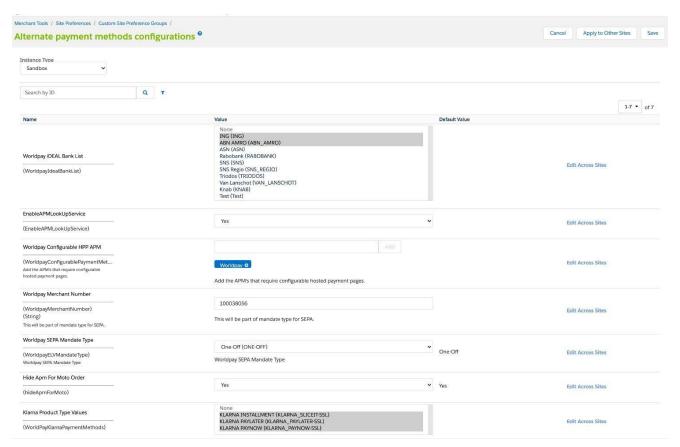| Site preference	Description	Default values
Worldpay iDEAL Bank List	List of banks supported by iDEAL and APMs.	Select the banks that your store supports.
EnableAPMLookUpService	Use this field to turn the APM lookup service on or off, as supported by your store.	You set this preference.
Worldpay Configurable HPP APM	The APMs that the site supports for hosted payment pages. These APMs are configurable for look and feel.	Add the APMs that support configurable hosted payment pages. Ensure that the Worldpay *InstallationID* is set for the APMs and HPPs that you select.
Worldpay Merchant Number	The merchant number that Worldpay provides as part of your SEPA request.	Enter your Worldpay merchant number.
Worldpay SEPA Mandate Type	The type of mandate sent in the SEPA request.	Default value: **ONE-OFF**. You can set this to **RECURRING** if needed.
Hide APM for MOTO Order	This toggle enables the admin to hide/unhide the alternate payment methods in the CSC area.	Default value: **Yes**

Klarna Product Type Values	You can choose any or all of the following: Klarna Pay Later, Klarna Pay Now, Klarna Instalment.	You set this preference.
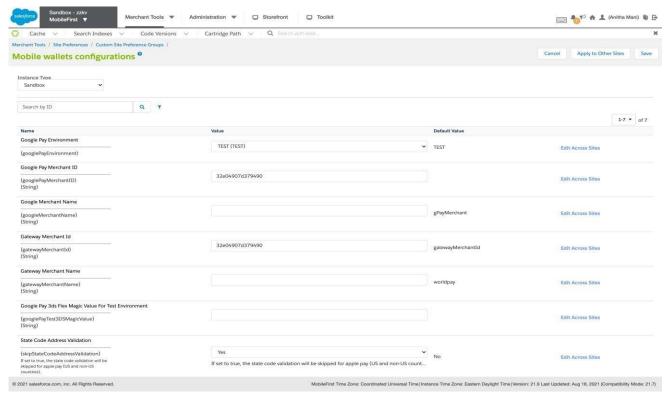
Mobile wallet configuration table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayMobileWallets*

Site preference	Description	Default values
Google Pay Environment	The Worldpay sandbox supports Google Pay when testing. Use this test environment for test transactions and use the production environment for production transactions.	Default value: **Test**
Google Pay Merchant ID	A Google merchant identifier issued after registration with the Google Pay business console.	The Google pay Merchant ID generated from the Google Pay business console.
Google Merchant Name	The merchant name registered with Google.	The merchant name registered with Google Account.
Gateway Merchant Id	The merchant ID as shared by Worldpay, from the MAI console.	Default value: **32e04907d379490**

| Gateway Merchant Name	The merchant name as shared by Worldpay (payment provider).	Default value: **worldpay**
Google Pay 3ds Flex Magic Value For Test Environment	The 3DS magic value for testing the functionality of Google Pay SCA (Google pay + 3DS2) in a lower environment.	You set this preference. e.g. **3DS_V1_CHALLENGE_IDENTIFIED**
State Code Address Validation	If set to **Yes**, the state code validation will be skipped for Apple Pay (US and non-US countries).	Default value: **No**
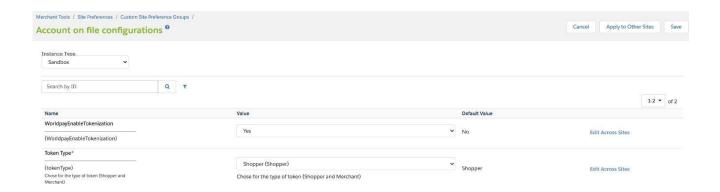
Account on file configurations table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayAccountOnFile*

* = Mandatory field.
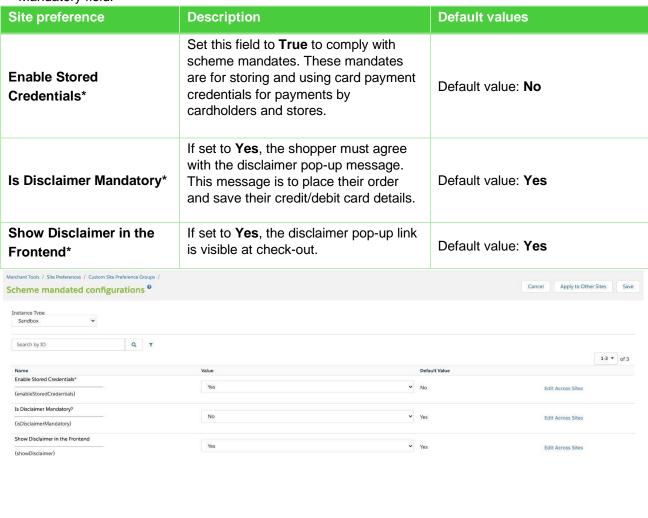
Site preference	Description	Default values
WorldpayEnableTokenization	If set to **True**, tokenization is enabled for account on file transactions.	Default value: **False**
Token Type*	The type of token that you want to send when there is a token request.	Default value: **Shopper**

Scheme-mandated configuration table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpaySchemeMandated*

* = Mandatory field.

| Site preference	Description	Default values
Enable Stored Credentials*	Set this field to **True** to comply with scheme mandates. These mandates are for storing and using card payment credentials for payments by cardholders and stores.	Default value: **No**
Is Disclaimer Mandatory*	If set to **Yes**, the shopper must agree with the disclaimer pop-up message. This message is to place their order and save their credit/debit card details.	Default value: **Yes**
Show Disclaimer in the Frontend*	If set to **Yes**, the disclaimer pop-up link is visible at check-out.	Default value: **Yes**

Secure-transaction configuration table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpaySecureTransaction*

* = Mandatory field.

| Site preference	Description	Default values
Worldpay Term URL	For 3D Secure transactions, shoppers are redirected to this URL.	Default value: `Worldpay-HandleAuthenticationResponse`
3DS Type	The version of 3DS (3DS1 or 2) that you can enable.	Default value: **one3d** (3DS1)
Challenge Preference	Possible values: **noPreference**: You have no preference about whether to challenge. This is the default. **noChallengeRequested**: You prefer that no challenge is made. **challengeRequested**: You prefer to challenge. **challengeMandated**: There are local or regional mandates that mean that you must challenge. **NOTE**: The interpretation of this field varies from issuer to issuer. Worldpay cannot guarantee any particular action or behavior as a result of this field.	You set this preference.
challengeWindowSize	The issuer uses this window to display the challenge.	You set this preference.
riskDataID	If set to **Yes**, you provide additional details about the shopper's payment to Worldpay. These details are used in 3DS2 transactions. This increases the chances that the shopper is not challenged. For testing, use `5bd9b55e4444761ac0af1c80` Worldpay provides the values for live.	You set this preference for test use. Worldpay provides the value for live use.
Authentication Method	The mechanism the shopper uses to authenticate with you. The following mechanisms are available:	You set this preference.
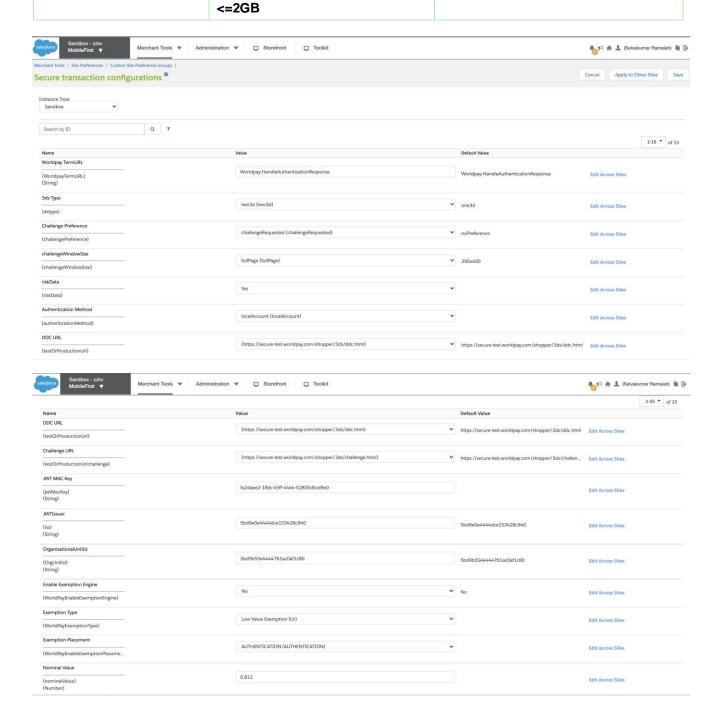
	• localAccount • guestCheckout • federatedAccount • fidoAuthenticator • issuerCredentials • thirdPartyAuthentication	
Test or Production URL	The URL where the device data collection form is submitted.	You set this preference.
Test or Production URL Challenge	The 3DS2 challenge URL.	You set this preference.
JWT MAC Key*	A base64url-encoded hash value of the header and payload combined with a JWT MAC key. Use this value to verify that the contents of the JWT have not been tampered with. The app verifies the authentication codes by recreating the MAC from the JWT header, body and JWT MAC key.	Default value: `fa2daee2-1fbb-45ff-4444-52805d5cd9e0`
JWTIssuer	An identifier for whoever is issuing the JWT. Use `5bd9e0e4444dce153428c940` in test. Worldpay provide the values for live.	You set this preference.
OrganisationalUnitId	An identity associated with your account. Use `5bd9b55e4444761ac0af1c80` in test. Worldpay provides the values for live.	You set this preference.
Enable Exemption Engine	If set to **True**, the Exemption Engine is enabled.	Default value: **False**.
Exemption Type	If the Exemption Engine is enabled, select: **LV - Low value exemption** OR **LR - Low risk exemption** OR **OP - Optimized exemption**	You set this preference.
Exemption Placement	If the exemption engine is enabled, select the placement as: **AUTHORISATION** or **AUTHENTICATION** or **OPTIMISED**.	You set this preference.

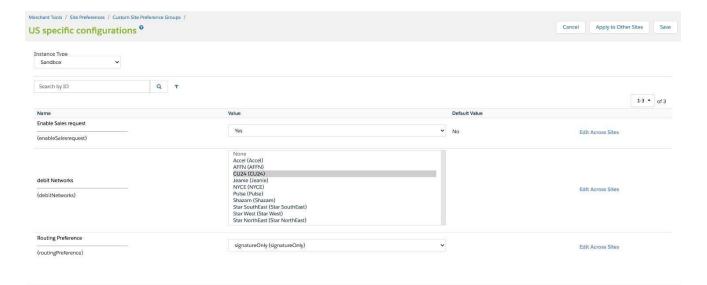|		
Nominal Value	The nominal value field holds the amount, which the merchant can set for the IAV call. A non-zero nomialValue (usually <=2 GBP or the equivalent in other currencies), is considered for an auto reversal of the transaction **0** **<=2GB**	You set this preference.

US-specific configuration table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayUSSpecific*

| Site preference	Description	Default values
Enable Sales request	This toggle enables prime routing.	Default value: **No**.
Debit networks	Choose the debit network for processing transactions.	You set this preference.
Routing preferences	This optional preference specifies how to route a particular transaction.	You set this preference.
	pinlessDebitOnly: Route the transaction only through the PINless Debit networks. *signatureOnly*: Route the transaction only through the signature networks. *regular*: Use standard routing.	
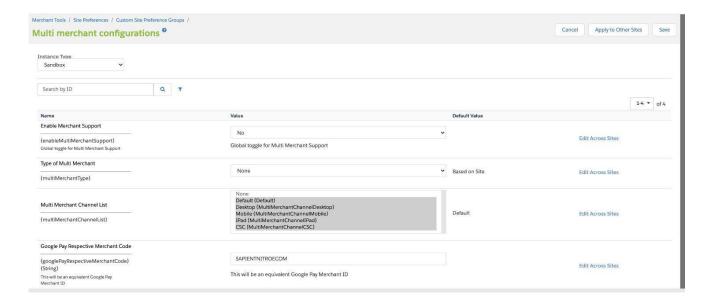
Multi merchant configurations table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayMultiMerchant*

Site preference	Description	Default values
Enable Merchant Support	If set to **Yes**, Multi Merchant Support feature is enabled.	Default value: **No**

Type of Multi Merchant	The type of Multi Merchant Support If the Multi Merchant Support is enabled, select the type of multi merchant as: **Based on Site** or **Based on Channel** or **Based on Payment**	Default value: **Based on Site**
Multi Merchant Channel List	If the Multi Merchant Support is enabled, select the multi merchant channel list as any or all of the following values: **Default** **Desktop**	Default value: **Default**
	Mobile **IPad** **CSC**	
Google Pay Respective Merchant Code	This is an equivalent Google Pay Merchant ID used for the Multi Merchant feature.	You set this preference.

Merchant Tools / Site Preferences / Custom Site Preference Groups /

Multi merchant configurations ❓   Cancel   Apply to Other Sites   Save

Instance Type
Sandbox

Search by ID 🔍 ▼

1-4 ▾ of 4

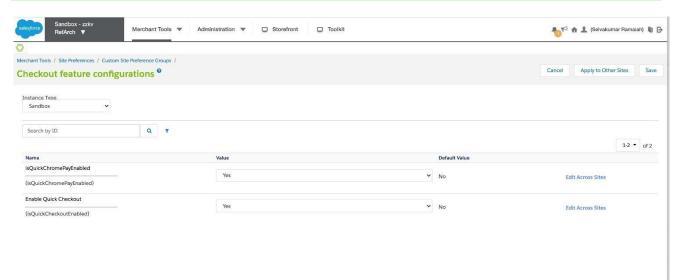| Name	Value	Default Value	
Enable Merchant Support	No		Edit Across Sites
(enableMultiMerchantSupport) Global toggle for Multi Merchant Support	Global toggle for Multi Merchant Support		
Type of Multi Merchant	None	Based on Site	Edit Across Sites
(multiMerchantType)			
Multi Merchant Channel List (multiMerchantChannelList)	None Default (Default) Desktop (MultiMerchantChannelDesktop) Mobile (MultiMerchantChannelMobile) IPad (MultiMerchantChannelIPad) CSC (MultiMerchantChannelCSC)	Default	Edit Across Sites
Google Pay Respective Merchant Code (googlePayRespectiveMerchantCode) (String) This will be an equivalent Google Pay Merchant ID	SAPIENTNITROECOM This will be an equivalent Google Pay Merchant ID		Edit Across Sites

Checkout feature configurations table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayCheckoutFeatures*

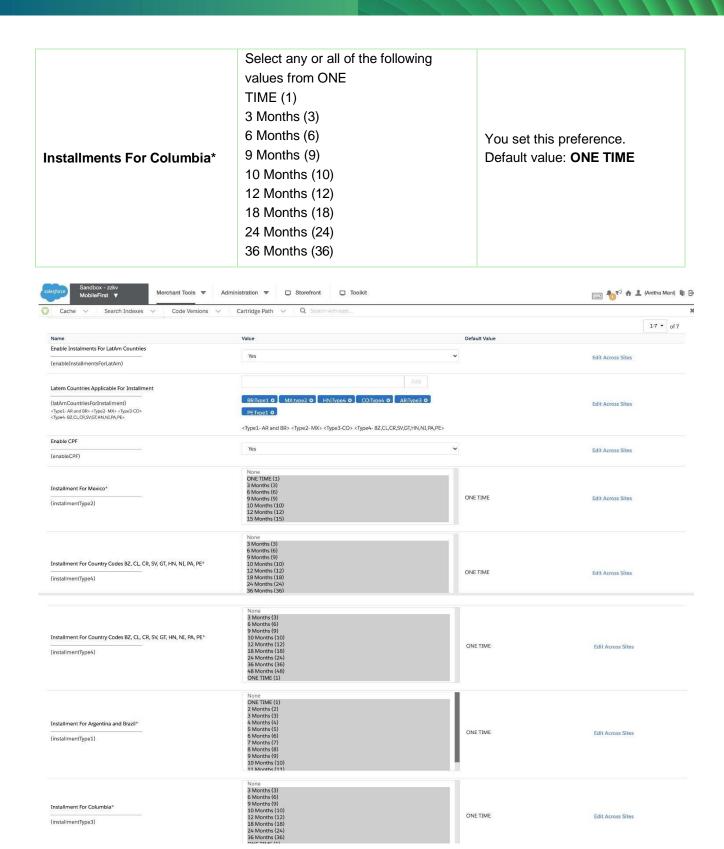| Site preference	Description	Default values
isQuickChromePayEnabled	If set to **Yes**, Chrome Pay feature is enabled	Default value: **No**
Enable Quick Checkout	If set to **Yes**, One-Click Checkout feature is enabled	Default value: **No**

LATAM payments configurations table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayLATAMPayments*

* = Mandatory field.

Site preference	Description	Default values
Enable CPF	If set to **Yes**, a shopper is only required to submit their CPF (Cadastro de Pessoas Físicas) and CNPJ (Cadastro Nacional da Pessoa Jurídica) ID number for payments that originate in Brazil.*	Default value: **No**
Enable Installments For LatAm Countries	If set to **Yes**, shoppers can pay in instalments. If set to **No**, instalments are not available. This feature is only available for Latin American countries	Default value: **No**
LatAm Countries Applicable For Installment	This enables you to do instalment type mapping for Latin American countries. Format: Countrycode:type e.g: BR:Type1	You set this preference.

Installment For Mexico*	Select any or all of the following values from: ONE TIME (1) 3 Months (3) 6 Months (6) 9 Months (9) 10 Months (10) 12 Months (12) 15 Months (15)	You set this preference. Default value: **ONE TIME**
Installments For Country Codes BZ, CL, CR, SV, GT, HN, NI, PA and PE*	Select any or all of the following values from: ONE TIME (1) 3 Months (3) 6 Months (6) 9 Months (9) 10 Months (10) 12 Months (12) 18 Months (18) 24 Months (24) 36 Months (36) 48 Months (48)	You set this preference. Default value: **ONE TIME**
Installments For Argentina and Brazil*	Select any or all of the following values from: 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) 11 Months (11) 12 Months (12)	You set this preference. Default value: **ONE TIME**

Installments For Columbia*	Select any or all of the following values from ONE TIME (1) 3 Months (3) 6 Months (6) 9 Months (9) 10 Months (10) 12 Months (12) 18 Months (18) 24 Months (24) 36 Months (36)	You set this preference. Default value: **ONE TIME**

Additional features configurations table
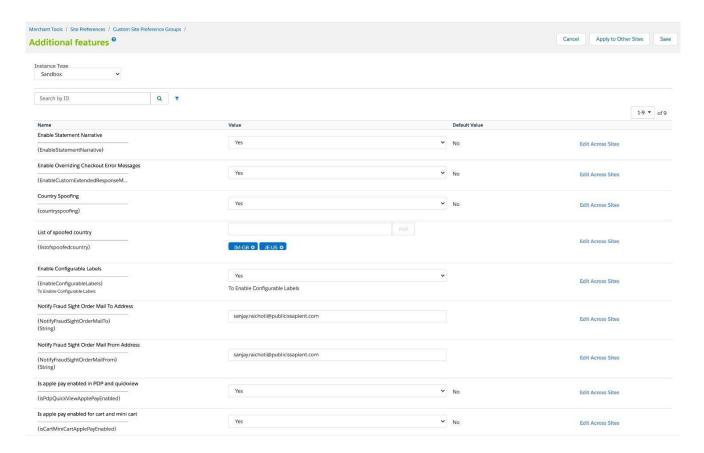
To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayAdditionalFeatures*

* = Mandatory field.

| Site preference	Description	Default values
Enable Statement Narrative	If set to **Yes**, the statement narrative feature is enabled.	Default value: **No**
Enable Overriding Checkout Error Messages	If set to **Yes**, error messages displayed on the checkout page are enabled.	Default value: **No**
Country Spoofing	If set to **Yes**, country code spoofing is enabled.	Default value: **No**
List of spoofed country	The spoofed countries are given as a set of strings in the pair format: **key:value: country_to_be_spoofed : mapped country**	You set this preference.
Enable Configurable Labels	If set to **Yes**, configurable labels and alerts feature is enabled	Default value: **No**
Notify Fraud Sight Order Mail To Address	The email address to be added as *To* for receiving the notification status.	You set this preference.
Notify Fraud Sight Order Mail From Address	The email address to be added as *From* for sending the notification status.	You set this preference.
Is apple pay enabled in PDP and Quick View	If set to **Yes**, the Apple Pay button is enabled in PDP and Quick View for MAC and iPhone shoppers.	Default value: **No**
Is apple pay enabled for cart and mini cart	If set to **Yes**, the Apple Pay button is enabled in cart and min cart for MAC and iPhone shoppers.	Default value: **No**
Is google pay enabled in PDP	If set to Yes, the Google Pay button is enabled in PDP for shoppers.	Default value: **No**
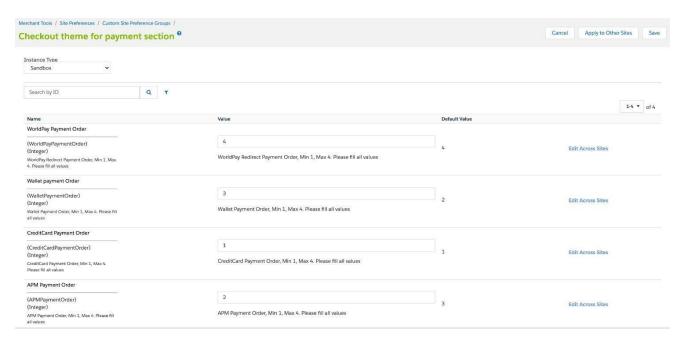
Checkout theme (optional cartridge) configurations table

To access these preferences, go to *Site/Merchant Tool/Site Preferences/Custom Preferences/ WorldpayCheckoutTheme*

| Site preference	Description	Default values
Worldpay Payment Order	The sort order value for display in the front end.	You set this preference. The possible values are 1 to 4.
Wallet Payment Order	The sort order value for display in the front end.	You set this preference. The possible values are 1 to 4.
CreditCard Payment Order	The sort order value for display in the front end.	You set this preference. The possible values are 1 to 4.
APM Payment Order	The sort order value for display in the front end.	You set this preference. The possible values are 1 to 4.
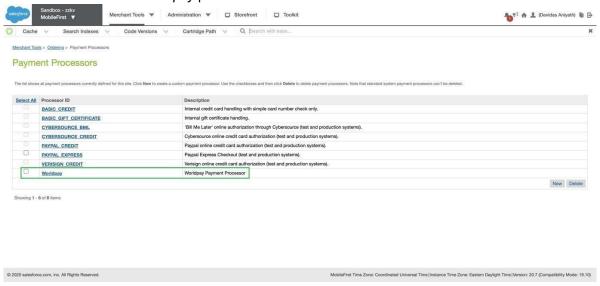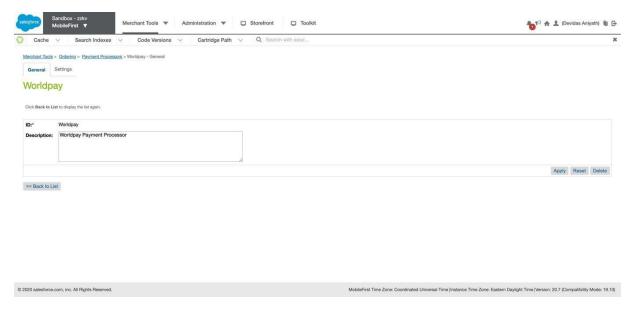
Verify your payment processors

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

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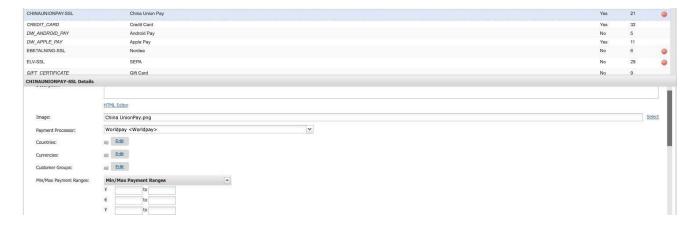2. Check that the *Worldpay* processor is listed. See the screenshots below:

Payment methods

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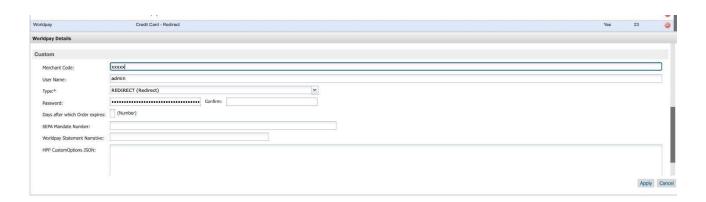
To enable the payment methods:

1. Go to Merchant *Tools/Ordering/Payment Methods* and enable the payment methods as required.

2. To set the custom attributes of a payment method, scroll down to the **Custom** field, as show below.

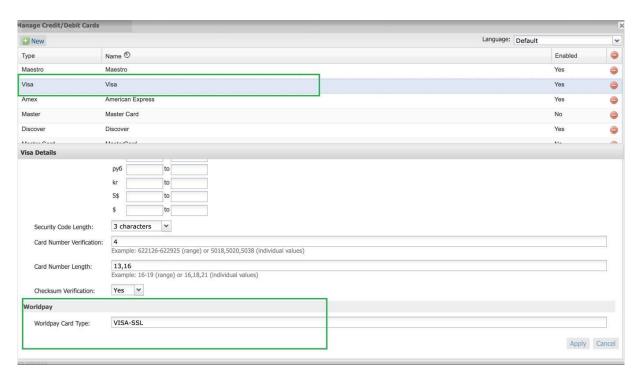You can set the following custom attributes (see table below):

* = Mandatory field.

Custom attribute	Description
Merchant code	Your Worldpay merchant code.
User Name	Your Worldpay username.
Type	Select whether the integration type for this method should be *Direct* (for direct credit card integration) or *Redirect* (hosted payment page).
Password*	Your Worldpay merchant XML password.
Days after which order expires	State the number of days after which the order status changes to failed.
SEPA mandate number	The SEPA mandate number that Worldpay provides.
Worldpay Statement Narrative	The shopper sees this text as a dynamic descriptor on certain APM payment pages (after opening Order Details).
HPP Custom Options JSON	Populate this only if the payment method is defined as credit card redirect. In this case, you define the JSON that determines the type of iframe/lightbox in which the hosted payment page appears. The default value is blank; this means that the Worldpay redirection page appears.

How to enable and manage credit cards

To enable and manage card details, do the following:

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

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

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

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

Card attribute	Description
Security Code Length	The maximum length of security code for each card type.
Card Number Verification	The card verification numbers: For example: 622126-622925 (range) or 5018, 5020, 5038 (individual values).
Card Number Length	The maximum length of card number (the range is 13-16) for each type of card.
Checksum Verification	Will the system do a checksum verification? Yes or No.
Worldpay Card Type	The Worldpay card type. For example, for VISA it is "VISA-SSL". See Appendix A: payment mapping tables for all the mapping information.

Managing jobs

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

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

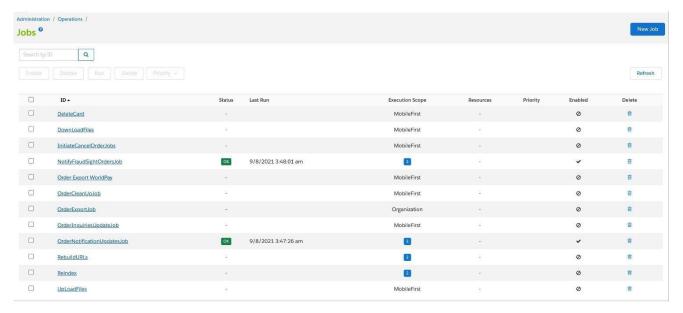| Jobs	Description
DeleteCard	Deletes all saved credit cards that have empty tokens.

InitiateCancelOrderJobs	Cancels or refunds all failed orders that have the *MAC Missing* attribute.
OrderCleanUpJob	Deletes all orders in the *CREATED* state. The orders for deletion are identified based on the number of days specified at the order level.
OrderInquiriesUpdateJob	Updates the statuses (Order Status/Payment Status/Confirmation Status) of all orders that have *CREATED*, *NEW AND OPEN* statuses and that also have a *NOT PAID* payment status.
OrderNotificationUpdatesJob	Picks the details stored in custom objects as part of the order notification flow from Worldpay. The job sorts the details in order of creation time. The job then reads the custom objects one by one and updates their statuses (*Order Status*/*Payment Status*/*Confirmation Status*) in Business Manager.

Associate jobs with sites

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

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

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

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

Appendix A: payment mapping tables

Payment method	Key value
Alipay	ALIPAY-SSL
Alipay Mobile	ALIPAYMOBILE-SSL
Apple Pay	DW_APPLE_PAY
Credit card (direct)	CREDIT_CARD
Credit card (redirect)	Worldpay
China Union Pay	CHINAUNIONPAY-SSL
Giropay	GIROPAY-SSL
Google Pay	PAYWITHGOOGLE-SSL
IDEAL	IDEAL-SSL
Konbini	KONBINI-SSL
Mister Cash	MISTERCASH-SSL
PayPal	PAYPAL-EXPRESS
Poli	POLI-SSL
Przelewy	PRZELEWY-SSL
SEPA	SEPA-SSL
SEPA DD	SEPA_DIRECT_DEBIT-SSL
Sofort	SOFORT-SSL
Sofort Switzerland	SOFORT_CH-SSL
WeChat Pay	WECHATPAY-SSL

Appendix B: disabling and enabling the Worldpay integration

To disable the Worldpay integration:

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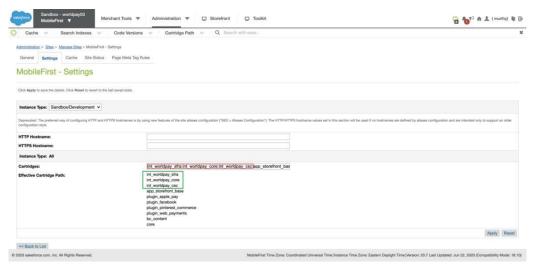
To enable Worldpay again

1.   Change the processor types back to Worldpay.
2.   Go to Merchant Tools/Site Preferences/Custom Preferences/Worldpay and select *Enable APM lookup service*.

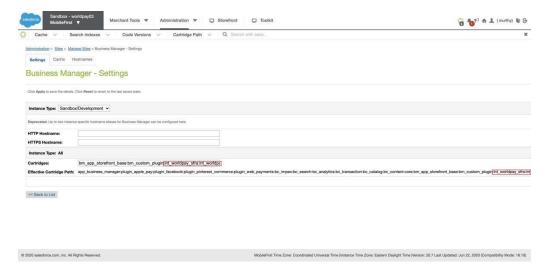## Appendix C: integration checklist

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

Ensure the cartridge paths are correct

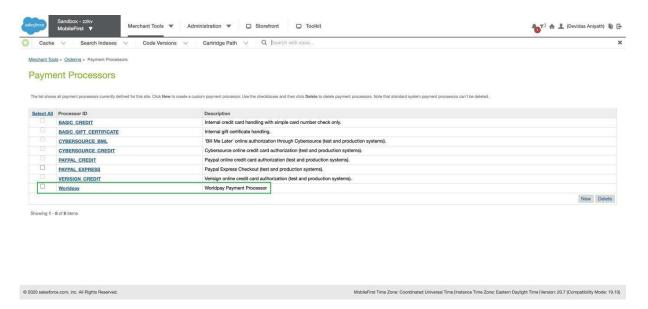1.   Go to *Administration/Sites/Manage Sites/[Your site]* Settings:

2.   Go to *Administration/Sites/Manage Sites/Business Manager – Settings* and check that the system has added your Worldpay cartridges, as in the screenshot below:
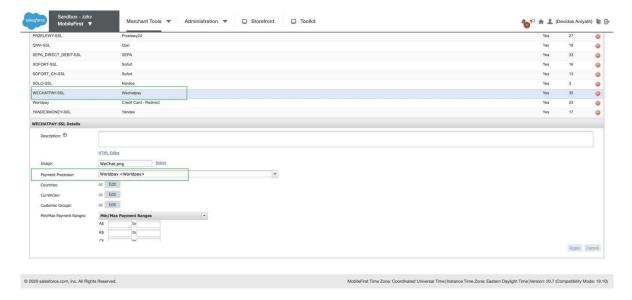
Check that the payment processor with Worldpay ID is available

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

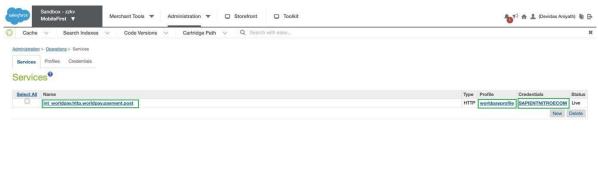## Ensure that payment methods have been enabled and have Worldpay set as their processors

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

Check that the Worldpay service is available

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

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

Simple checks

Check that content assets have been added

1. Go to *Merchant Tools/Content/Content Assets* and make sure that the content assets with the IDs

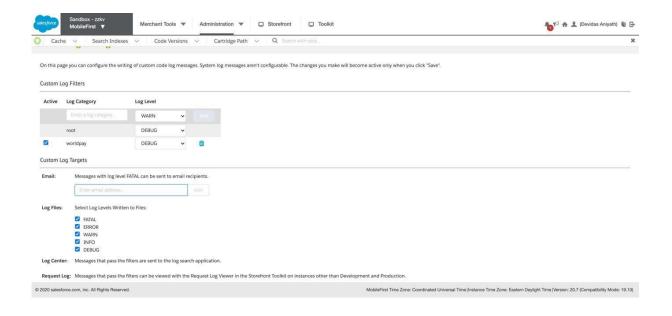`worldpayhelper`, `saveCardDisclaimer` and `worldpay-elv-consent` are there.

Check for Sitepreferences group availability

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

Check that the Worldpay debug is on

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

Contact us

Please contact your Worldpay Relationship Manager or Worldpay Support.

Tel: 0800 096 3997.