

Salesforce SFCC

Installation and overview guide

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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.

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.

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.

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

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.

mysore
Sacramento CA 95834
9823167345

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

Test Payment [Edit](#)

Billing Address:
priyanka sg
mysore
Sacramento CA 95834
priyanka.sg@publicissapient.com
9823167345

Payment:
Payment By China Union Pay
Amount \$35.69

1 Items		\$33.99
Classic Bermuda Short		
	Color: Tan & Ivory Stone Size: 16 In Stock	
Each \$49.00	Quantity 1	Total \$33.99

Place Order

Share Order

Sacramento CA 95834
9823167345

Shipping Method:
Ground (7-10 Business Days)

Test Payment [Edit](#)

Billing Address:
priyanka sg
mysore
Sacramento CA 95834
priyanka.sg@publicissapient.com
9823167345

Payment:
Payment By China Union Pay
Amount \$35.69

1 Items		\$33.99
Classic Bermuda Short		
	Color: Tan & Ivory Stone Size: 16 In Stock	
Each \$49.00	Quantity 1	Total \$33.99

Place Order

Share Order

Email notification:

Pay by Link for order 00014920

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N

noreply@us03.dx.commercecloud.salesforce.com <noreply@us03.dx.commercecloud.salesforce.com>
To: Prashant Singh

Today at 5:10 PM

Dear John Doe,

Thanks for your business. Your order has been successfully generated 00014920

This is to inform you that your payment can be made by clicking below secure link:

zzkv-002.dx.commercecloud.salesforce.com/on/demandware.store/Sites-RefArch-Site/en_US/CheckoutServices-PayByLinkPostSubmit?orderNumber=00014920

Please note that the link will get expired in 0.02 hours.

Here are the details of your generated order,

Shipping Info Order Total

John Doe USD 27.30

23/3, street 10

NewYork, CA, 12345

US,

T: 9123456789

Shipping Price USD 0.02

Total Gross Price USD 27.32

If you have queries about this payment, or would like to chat, feel free to contact us.

Regards,

Store Name

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

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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](#)

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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 <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <input style="width: 100%; height: 1.2em;" type="password"/> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <input style="width: 100%; height: 1.2em;" type="password"/> </div>	Receipt <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Order Number: WQ00061142 Order Date: 7/14/22 </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Shipping Address: priyanka sg mysore Sacramento, CA 95834 9823167345 </div>
--	---

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:

The screenshot shows a "NEW ORDER" screen in the Salesforce SFCC Shopper Experience. On the left, there's a sidebar with a user icon and the email address priyanka.sg@publicsapient.com. Below it, the "Bill To:" section lists the recipient as "priyanka sg" from "mysore, United States 95834, Sacramento CA". The main area displays a product item: "Striped Silk Tie" (Color: Taupe) with a quantity of 1. The product image is a striped tie. At the bottom of the main area, there are tabs for "COUPONS AND SOURCE C...", "CART DATA", and "GIFT INFO". A search bar at the bottom asks "Enter coupon code". On the right side, there's a "Add Payment Method" panel with two options: "Pay By Link" and "Credit Card", each with a blue circular arrow icon.

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from FIS

The screenshot illustrates the process of placing an order through the Salesforce SFCC interface, specifically using the Worldpay payment method.

Left Panel (Order Placement):

- Header:** NEW ORDER
- Customer Information:** Bill To: John Doe, 21/10, street 10, Switzerland 12345, NewYork; Ship To: John Doe, 21/10, street 10, Switzerland 12345, NewYork.
- Product:** Long Sleeve Turtleneck Top, Color: Plum Wine, Size: XS, Quantity: 1.
- Buttons:** COUPONS AND SOURCE C..., CART DATA, GIFT INFO.
- Input Field:** Enter coupon code.

Right Panel (Payment Step):

- Header:** Add Credit Card - Redirect
- Error Message:** Order has been created but not confirmed, Payment link has been sent to customer email address.
- Summary:** ITEMS TOTAL: \$ 14.99, SHIPPING TOTAL: \$ 0.01, TAX TOTAL: \$ 0.75, ORDER TOTAL: \$ 15.75.
- Form:** Amount * (15.75).

Bottom Panel (Order Confirmation):

- Header:** ORDER SUMMARY
- Success Message:** Success The order has been placed.
- Order Details:**
 - Order No.: WQ00060839
 - Creation Date: 7/12/2022 1:34 pm
 - Source Code:
 - Order Status: Status: NEW, Confirmation Status: NOTCONFIRMED, Export Status: NOTEXPORTED, Shipping Status: NOTSHIPPED, Payment Status: NOTPAID, Is A Gift: ☺
 - Billing Address: priyanka sg, mysore, United States 95834, Sacramento CA
 - Shipping Address: priyanka.sg@publicissapient.com
 - Payment Method: WORLDPAY \$ 33.59, Details... (1)
- Shipment 1:**
 - Ship To: priyanka sg, mysore, United States 95834, Sacramento CA
 - Product: Striped Silk Tie, Color: Taupe, Quantity: 1, Price: \$ 29.99, Tax: \$ 1.50, Total: \$ 29.99.
 - Shipping Method: Ground, Shipping Cost: \$ 2.00, Tax: \$ 0.10.
- Summary:** ITEMS TOTAL: \$ 29.99, SHIPPING TOTAL: \$ 2.00, TAX TOTAL: \$ 1.60, ORDER TOTAL: \$ 33.59.

Email notification:

Pay by Link for order 00014920

noreply@us03.dx.commercecloud.salesforce.com <noreply@us03.dx.commercecloud.salesforce.com>
To: Prashant Singh

Today at 5:10 PM

Dear John Doe,

Thanks for your business. Your order has been successfully generated 00014920

This is to inform you that your payment can be made by clicking below secure link:

zzkv-002.dx.commercecloud.salesforce.com/on/demandware.store/Sites-RefArch-Site/en_US/CheckoutServices-PayByLinkPostSubmit?orderNumber=00014920

Please note that the link will get expired in 0.02 hours.

Here are the details of your generated order,

Shipping Info Order Total

John Doe USD 27.30

23/3, street 10

NewYork, CA, 12345

US,

T: 9123456789

Shipping Price USD 0.02**Total Gross Price USD 27.32**

If you have queries about this payment, or would like to chat, feel free to contact us.

Regards,

Store Name

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](#).

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

<
...
>

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:

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 MERCHANTCODEECCOM1 for credit card and the merchant code MERCHANTCODEECCOM2 for Google Pay.

Once this configuration is done, orders placed by credit card are associated with one merchant code (MERCHANTCODEECCOM1). Orders placed through Google Pay are associated with the other merchant code (MERCHANTCODEECCOM2).

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. 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.

Pay By Link 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. This feature is also available for pay by link orders. If *enablePayByLinkMultiMerchant* is enabled then the merchant code and credentials mentioned in *payByLinkMerchantID*, *payByLinkUserName*, *payByLinkPassword* will be used.

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 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.

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 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 v6.3.0 and compatibility mode 22.7.

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
```

The screenshot shows the 'MobileFirst - Settings' page in the Salesforce Admin interface. The 'Instance Type' dropdown is set to 'Sandbox/Development'. The 'Cartridges' field contains the value 'int_worldpay_sfra:int_worldpay_core:int_worldpay_csc:app_storefront_base'. The 'Effective Cartridge Path' field lists various cartridges including 'int_worldpay_sfra', 'int_worldpay_core', 'int_worldpay_csc', 'app_storefront_base', 'plugin_apple_pay', 'plugin_facebook', 'plugin_pinterest_commerce', 'plugin_web_payments', 'bc_content', and 'core'. At the bottom right are 'Apply' and 'Reset' buttons.

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:
```

The screenshot shows the 'Business Manager - Settings' page in the Salesforce Admin interface. The 'Instance Type' dropdown is set to 'Sandbox/Development'. The 'Cartridges' field contains the value 'bm_app_storefront_base:bm_custom_plugin:int_worldpay_sfra:int_worldpay_core'. The 'Effective Cartridge Path' field lists cartridges including 'app_business_manager:plugin_apple_pay:plugin_facebook:plugin_pinterest_commerce:plugin_web_payments:bc_impeX:bc_search:bc_analytics:bc_transaction:bc_catalog:bc_content:core:bm_app_storefront_base:bm_custom_plugin:int_worldpay_sfra:int_worldpay_csc'. At the bottom right are 'Apply' and 'Reset' buttons.

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*):

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

4. Open the metadata folder from the repository structure open_sites, then change the folder name *RefArch* according to the site ID to which your site is assigned.
5. Open the metadata folder from the repository structure open_libraries, then change the folder name according to the library ID to which your site is assigned. In Business Manager, for *RefArch* the assigned library is *RefArchSharedLibrary*. Open the library.xml and change the reference of *RefArchSharedLibrary* according to your site assignment.
6. Zip the metadata folder in the repository structure.
7. Log in to Business Manager and go to *Administration/Site Development/Site Import & Export*.
8. Click the **Upload** button to upload the zipped metadata folder.
9. Select the uploaded file and click the **Import** button After a successful import, all the cartridge configurations 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:

The screenshot shows the Salesforce Business Manager interface for managing order attributes. The top navigation bar includes links for Cache, Search Indexes, Code Versions, Cartridge Path, and Toolkit. The main menu path is Merchant Tools > Ordering > Orders > Order: D00113427(MobileFirst). The Attributes tab is currently selected. The page displays a list of custom attributes for the specified order, such as Authorization ID, Refusal/Decline Code, AVS Result Code, CVC Result Code, Risk Score, Masked Card Number, AAV Postcode Result Code, AAV Address Result Code, Issuer Response, AAV Email Result Code, AAV Cardholder Name Result Code, AAV Telephone Result Code, and SEPA Mandate ID. Each attribute has a corresponding input field. At the bottom of the page, there is a note about saving changes and a copyright notice for 2020 salesforce.com, Inc. All Rights Reserved.

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*

<p>Worldpay Notification IP Addresses End*</p> <hr/> <p>(WorldpayNotificationIPAddressesEn... (String)</p>	<input type="text" value="195360000"/>
<p>Worldpay Notification IP Addresses Start*</p> <hr/> <p>(WorldpayNotificationIPAddressesSt... (String)</p>	<input type="text" value="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.

The screenshot shows the Salesforce SFCC Business Manager interface. The top navigation bar includes 'Sign in to your account', 'Sandbox - zzkv RefArch', 'Merchant Tools', 'Administration', 'Storefront', 'Toolkit', and user information '(Devidas Aniyath)'. The main content area is titled 'Sandbox • Payment screen configurations • Business Manager'. A search bar at the top says 'Search by IDs...'. Below it is a table with six rows, each representing a Worldpay Redirect URL. The columns are 'Name', 'Value', and 'Default Value'. Each row has a 'Edit Across Sites' button. The rows are:

- Worldpay Redirect Success URL: Value is 'COPlaceOrder-Submit', Default Value is 'COPlaceOrder-Submit'.
- Worldpay Redirect Failure URL: Value is 'COPlaceOrder-Submit', Default Value is 'COPlaceOrder-Submit'.
- Worldpay Redirect Pending URL: Value is 'COPlaceOrder-Submit', Default Value is 'COPlaceOrder-Submit'.
- Worldpay Redirect Cancel URL: Value is 'COPlaceOrder-Submit', Default Value is 'COPlaceOrder-Submit'.
- Worldpay Address Details Read Only: Value is 'Yes', Default Value is 'Yes'. A note says 'Set this value to true if address details needs to be made read only'.
- Worldpay Hide Address Details: Value is 'Yes', Default Value is 'Yes'. A note says 'Set this value to hide address details on V3 Payment pages'.

At the bottom left is a copyright notice: '© 2020 salesforce.com, inc. All Rights Reserved.' At the bottom right is a footer note: 'RefArch Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Standard Time | Version: 20.10 Last Updated: Oct 22, 2020 (Compatibility Mode: 19.10)'.

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.

The screenshot shows the Salesforce SFCC Business Manager interface. The top navigation bar includes 'Sign in to your account', 'Sandbox - zzkv RefArch', 'Merchant Tools', 'Administration', 'Storefront', 'Toolkit', and user information '(Devidas Aniyath)'. The main content area is titled 'Sandbox • Secure transaction configurations • Business Manager'. A search bar at the top says 'Search by IDs...'. Below it is a table with one row, representing a Secure transaction configuration. The columns are 'Name', 'Value', and 'Default Value'. The row is:

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.

The screenshot shows the 'Core configurations' section of the Salesforce SFCC interface. It lists several configuration items with their current values and edit options:

- Merchant Code for Worldpay***: Value: SAPIENTNITROECOM, Edit Across Sites
- Worldpay MAC Secret Code***: Value: (redacted), Edit Across Sites
- Enable Client Side Encryption**: Value: No, Edit Across Sites
- Worldpay Client Side Encryption Public Key**: Value: 1#10001#9054b62f59775755d937226ac89d2fc8e3040b674e939c803840892f27e3c7d44, Edit Across Sites
- Worldpay Installation Id**: Value: 102901, Edit Across Sites
- Controller**: Value: app_storefront_controllers, Edit Across Sites
- Core Name**: Value: app_storefront_core, Edit Across Sites

At the bottom, it says "1-7 of 7".

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	Yes	EnableJobMailerService	Edit Across Sites
NotifyJobMailCC	anitha.mani@publicissapient.com		Edit Across Sites
NotifyJobMailFrom	anitha.mani@publicissapient.com		Edit Across Sites
NotifyJobMailTo	sanjay.raichotia@publicissapient.com		Edit Across Sites
Worldpay Order Inquiry Lag Time	1.0	15.0	Pick orders before lag time in minutes
Worldpay Notification IP Addresses End*	195360000		Edit Across Sites
Worldpay Notification IP Addresses Start*	195359000		Edit Across Sites
Worldpay Validate IP Address	No	No	Edit Across Sites
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.
Enable EFTPOS*	The switch to turn on/off EFTPOS merchant code and routing MID	Default value: False
EFTPOS Username	The service username that will be used if EFTPOS is enabled	The default value is null, but you have to specify the value if EFTPOS is enabled.
EFTPOS Password	The service password that will be used if EFTPOS is enabled	The default value is null, but you have to specify the value if EFTPOS is enabled.
EFTPOS specific merchant code	The merchant code that will be used if EFTPOS is enabled .	The default value is null, but you have to specify the value if EFTPOS is enabled.
EFTPOS Routing MID	The routing MID that will be used if EFTPOS is enabled .	The default value is null, but you have to specify the value if EFTPOS is enabled.
Enable debugging for EFTPOS	The switch to enable testing of EFTPOS in TEST env. By removing shopper ipaddress and shipping address	Default value: False

1.9

Name	Value	Default Value
Worldpay Payment Method Mask Includes	<input type="text"/> Add	
(WorldpayPaymentMethodMaskIncl...)	<input checked="" type="radio"/> ALL <input type="radio"/> ONLINE <input type="radio"/> ALIPAYSSL <input type="radio"/> AND <input type="radio"/> PAYWITHGOOGLESSL	Edit Across Sites
Worldpay Payment Method Mask Excludes	<input type="text"/> Add	Edit Across Sites
(WorldpayPaymentMethodMaskExcl...)		
Exponent for currency*	<input type="text"/> 2	2
(WorldpayCurrencyExponent)		Edit Across Sites
(Integer)		
EFTPOS UserName	<input type="text"/> VXA1FJ8IITR234V768EB	Edit Across Sites
(eftposUserName)		
(String)		
Enable EFTPOS	<input type="radio"/> Yes <input type="radio"/> No	No
(enableEFTPOS)		Edit Across Sites
EFTPOS Specific Merchant Code	<input type="text"/> EFTPOSSAIENT	Edit Across Sites
(eftposMerchantCode)		
(String)		
Merchant Code used for EFTPOS		
EFTPOSPassword	<input type="text"/>	Edit Across Sites
(eftposPassword)		
EFTPOSRoutingMID	<input type="text"/> EFTPOS_AU_DUMMY	Edit Across Sites
(eftposRoutingMID)		
(String)		
Enable Debugging for EFTPOS Testing	<input type="radio"/> Yes <input type="radio"/> No	No
(enableEFTPOSDebugging)		Edit Across Sites

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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

The screenshot shows the 'Custom Site Preference Groups' section in the Site Preferences area of the Salesforce Merchant Tools. It displays two rows of configuration items:

- Worldpay Disable CVV**: Value: No, Default Value: No, Edit Across Sites.
- Enable Card Selection**: Value: Yes, Default Value: Yes, Edit Across Sites. Description: 'Enable card selection for Credit redirect model'.

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

Merchant Tools / Site Preferences / Custom Site Preference Groups / Payment screen configurations

Cancel Apply to Other Sites Save

Instance Type: Sandbox

Search by ID:

1-6 of 6

Name	Value	Default Value	
Worldpay Redirect Success URL (WorldpayRedirectSuccessURL) (String)	COPlaceOrder-Submit	COPlaceOrder-Submit	Edit Across Sites
Worldpay Redirect Failure URL (WorldpayRedirectFailureURL) (String)	COPlaceOrder-Submit	COPlaceOrder-Submit	Edit Across Sites
Worldpay Redirect Pending URL (WorldpayRedirectPendingURL) (String)	COPlaceOrder-Submit	COPlaceOrder-Submit	Edit Across Sites
Worldpay Redirect Cancel URL (WorldpayRedirectCancelURL) (String)	COPlaceOrder-Submit	COPlaceOrder-Submit	Edit Across Sites
Worldpay Address Details Read Only (WorldpayFixContact) Set this value to true if address details needs to be made read only	Yes	Yes	Edit Across Sites
Worldpay Hide Address Details (WorldpayHideContact) Set this value to hide address details on V3 Payment pages	Yes	Yes	Edit Across Sites

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 <i>Worldpay InstallationID</i> 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.
Pay By Link expiry time	Once expiry time is exceeded, the order will be failed and inventory will be restored. Expiry time is given in minutes	Default value : 1440 Minutes
Enable Pay By Link	If set to true, the Pay By Link button will appear on checkout screen. If set to false then button will disappear	Default value : 1440 Minutes
Resend Email after link expired	Once order is failed and inventory restored,	Default value : No

Merchant Tools / Site Preferences / Custom Site Preference Groups / **Alternate payment methods configurations**

Cancel Apply to Other Sites Save

Name	Value	Default Value
Worldpay iDEAL Bank List	<input type="button" value="Edit Across Sites"/> (WorldpayIdealBankList)	
EnableAPMLookUpService	<input type="button" value="Edit Across Sites"/> (EnableAPMLookUpService)	
Worldpay Configurable HPP APM	<input type="button" value="Edit Across Sites"/> (WorldpayConfigurablePaymentMet... <small>Add the APM's that require configurable hosted payment pages.</small>	
Worldpay Merchant Number	<input type="button" value="Edit Across Sites"/> (WorldpayMerchantNumber) <small>(String)</small> <small>This will be part of mandate type for SEPA.</small>	
Worldpay SEPA Mandate Type	<input type="button" value="Edit Across Sites"/> (WorldpayELVMandateType) <small>Worldpay SEPA Mandate Type</small>	
Hide Apm For Moto Order	<input type="button" value="Edit Across Sites"/> (hideApmForMoto)	
Klarna Product Type Values	<input type="button" value="Edit Across Sites"/> (WorldPayKlarnaPaymentMethods)	

Klarna Product Type Values (WorldPayKlarnaPaymentMethods)	None KLARNA INSTALLMENT (KLARNA_SLICEIT-SSL) KLARNA PAYLATER (KLARNA_PAYLATER-SSL) KLARNA PAYNOW (KLARNA_PAYNOW-SSL)		Edit Across Sites	
Pay By Link Expiry Time (payByLinkExpiryTime) (Number)	1.0	Minutes	1,440.0	Edit Across Sites
Once expiry time is exceeded, the order will be failed and inventory will be restored. Expiry time is given in minutes				
Enable Pay By Link (enablePayByLink)	Yes	No	Edit Across Sites	
If set to true, the Pay By Link button will appear on checkout screen. If set to false then button will disappear				
Resend email after link expired (resendEmailAfterExpired)	No	No	Edit Across Sites	

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RefArch Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Standard Time | Version: 23.3 Last Updated: Feb 27, 2023 (Compatibility Mode: 21.7)

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

The screenshot shows the Salesforce Site Preferences interface for 'Mobile wallets configurations'. It lists several configuration items:

- Google Pay Environment**: Value TEST (TEST), Default Value TEST, Edit Across Sites
- Google Merchant ID**: Value 32e04907d379490, Edit Across Sites
- Google Merchant Name**: Value gPayMerchant, Edit Across Sites
- Gateway Merchant Id**: Value 32e04907d379490, Default Value gatewayMerchantId, Edit Across Sites
- Gateway Merchant Name**: Value worldpay, Edit Across Sites
- Google Pay 3ds Flex Magic Value For Test Environment**: Value (googlePayTest3DSMagicValue), Edit Across Sites
- State Code Address Validation**: Value Yes, Note: If set to true, the state code validation will be skipped for apple pay (US and non-US countries). Edit Across Sites

At the bottom, it says: © 2021 salesforce.com, inc. All Rights Reserved. MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Daylight Time | Version: 21.9 Last Updated: Aug 18, 2021 (Compatibility Mode: 21.7)

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

Merchant Tools / Site Preferences / Custom Site Preference Groups / Account on file configurations

Cancel Apply to Other Sites Save

Instance Type: Sandbox

Search by ID:

1 of 2

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

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

Merchant Tools / Site Preferences / Custom Site Preference Groups / Scheme mandated configurations

Cancel Apply to Other Sites Save

Instance Type: Sandbox

Search by ID:

1 of 3

Name	Value	Default Value	
Enable Stored Credentials* (enableStoredCredentials)	Yes	No	Edit Across Sites
Is Disclaimer Mandatory? (isDisclaimerMandatory)	No	Yes	Edit Across Sites
Show Disclaimer in the Frontend (showDisclaimer)	Yes	Yes	Edit Across Sites

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	<p>Possible values:</p> <p>noPreference: You have no preference about whether to challenge. This is the default.</p> <p>noChallengeRequested: You prefer that no challenge is made.</p> <p>challengeRequested: You prefer to challenge.</p> <p>challengeMandated: There are local or regional mandates that mean that you must challenge.</p> <p>NOTE: The interpretation of this field varies from issuer to issuer. Worldpay cannot guarantee any particular action or behavior as a result of this field.</p>	You set this preference.
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.

	<ul style="list-style-type: none"> • 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	<p>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</p> <p>0</p> <p><=2GB</p>	<p>You set this preference.</p>
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This screenshot shows the Salesforce Merchant Tools interface. The top navigation bar includes 'Merchant Tools' (selected), 'Administration', 'Storefront', and 'Toolkit'. The left sidebar shows 'Merchant Tools / Site Preferences / Custom Site Preference Groups / Secure transaction configurations'. The main content area displays a table of site preferences:

Name	Value	Default Value	Action
Worldpay.TermURL	Worldpay.HandleAuthenticationResponse	Worldpay.HandleAuthenticationResponse	Edit Across Sites
3ds.Type	two3d (two3d)	one3d	Edit Across Sites
Challenge.Preference	challengeRequested (challengeRequested)	noPreference	Edit Across Sites
challenge.WindowSize	fullPage (fullPage)	390x400	Edit Across Sites
riskData	Yes		Edit Across Sites
Authentication.Method	localAccount (localAccount)		Edit Across Sites
DDC.URL	(https://secure-test.worldpay.com/shopper/3ds/ddc.html)	https://secure-test.worldpay.com/shopper/3ds/ddc.html	Edit Across Sites

This screenshot shows the same Salesforce Merchant Tools interface as the previous one, but with more fields added to the table:

Name	Value	Default Value	Action
Worldpay.TermURL	Worldpay.HandleAuthenticationResponse	Worldpay.HandleAuthenticationResponse	Edit Across Sites
3ds.Type	two3d (two3d)	one3d	Edit Across Sites
Challenge.Preference	challengeRequested (challengeRequested)	noPreference	Edit Across Sites
challenge.WindowSize	fullPage (fullPage)	390x400	Edit Across Sites
riskData	Yes		Edit Across Sites
Authentication.Method	localAccount (localAccount)		Edit Across Sites
DDC.URL	(https://secure-test.worldpay.com/shopper/3ds/ddc.html)	https://secure-test.worldpay.com/shopper/3ds/ddc.html	Edit Across Sites
Worldpay.NominalValue	0.812		Edit Across Sites

This screenshot shows the final state of the Site Preferences table, with all fields populated:

Name	Value	Default Value	Action
Worldpay.TermURL	Worldpay.HandleAuthenticationResponse	Worldpay.HandleAuthenticationResponse	Edit Across Sites
3ds.Type	two3d (two3d)	one3d	Edit Across Sites
Challenge.Preference	challengeRequested (challengeRequested)	noPreference	Edit Across Sites
challenge.WindowSize	fullPage (fullPage)	390x400	Edit Across Sites
riskData	Yes		Edit Across Sites
Authentication.Method	localAccount (localAccount)		Edit Across Sites
DDC.URL	https://secure-test.worldpay.com/shopper/3ds/ddc.html	https://secure-test.worldpay.com/shopper/3ds/ddc.html	Edit Across Sites
Worldpay.NominalValue	0.812		Edit Across Sites

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.
	<p><i>pinlessDebitOnly</i>: Route the transaction only through the PINless Debit networks.</p> <p><i>signatureOnly</i>: Route the transaction only through the signature networks.</p> <p><i>regular</i>: Use standard routing.</p>	

Name	Value	Default Value	Actions
Enable Sales request (enableSalesrequest)	Yes	No	Edit Across Sites
debit Networks (debitNetworks)	<input type="button" value="None"/> Accel (Accel) <input type="button" value="AFFN (AFFN)"/> <input checked="" type="button" value="CU24 (CU24)"/> CU24 (CU24) <input type="button" value="Jeanie (Jeanie)"/> <input type="button" value="NYCE (NYCE)"/> <input type="button" value="Pulse (Pulse)"/> <input type="button" value="Star (Star)"/> <input type="button" value="Star SouthEast (Star SouthEast)"/> <input type="button" value="Star West (Star West)"/> <input type="button" value="Star NorthEast (Star NorthEast)"/>		Edit Across Sites
Routing Preference (routingPreference)	signatureOnly (signatureOnly)		Edit Across Sites

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.
Enable Multi Shipping Multi Merchant	When set to true, all multi shipping orders will use merchant code specified in <i>multiShippingMerchantID</i> custom preference	Default value : No
Multi Shipping Merchant ID	When enableMultiShippingMultiMerchant is set to true, this Merchant Code will be used for multi shipping orders.	You set this preference.
Multi Shipping XML User Name	When enableMultiShippingMultiMerchant is set to true, this user name will be used for multi shipping orders.	You set this preference.
Multi Shipping XML Password	When enableMultiShippingMultiMerchant is set to true, this password will be used for multi shipping orders.	You set this preference.
Multi Shipping Google Pay Merchant ID	This is an equivalent Google Pay Merchant ID used for the Multi Shipping orders.	You set this preference.
Multi Shipping SEPA Mandate Number	This is SEPA Mandate Number used for the Multi Shipping orders.	You set this preference.

Merchant Tools / Site Preferences / Custom Site Preference Groups / **Multi merchant configurations**

Instance Type: Sandbox Cancel Apply to Other Sites Save

Name	Value	Default Value	Actions
Enable Merchant Support (enableMultiMerchantSupport)	No Global toggle for Multi Merchant Support		Edit Across Sites
Type of Multi Merchant (multiMerchantType)	None Default (Default) Desktop (MultiMerchantChannelDesktop) Mobile (MultiMerchantChannelMobile) IPad (MultiMerchantChannelIPad) CSC (MultiMerchantChannelCSC)	Based on Site	Edit Across Sites
Multi Merchant Channel List (multiMerchantChannelList)		Default	Edit Across Sites
Google Pay Respective Merchant Code (googlePayRespectiveMerchantCode) (String)	SAPIENTNITROECOM This will be an equivalent Google Pay Merchant ID		Edit Across Sites
Google Pay Respective Merchant Code (googlePayRespectiveMerchantCode) (String)	SAPIENTNITROECOM This will be an equivalent Google Pay Merchant ID		Edit Across Sites
Enable Multi Shipping Multi Merchant (enableMultiShippingMultiMerchant)	Yes When set to true, all multi shipping orders will use merchant code specified in MultiMerchantByMultiShipping custom object	No	Edit Across Sites
Multi Shipping Merchant ID (multiShippingMerchantID) (String)	SAPIENTNITROECOM When enableMultiShippingMultiMerchant is set to true, this Merchant Code will be used for mul...		Edit Across Sites
Multi Shipping XML User Name (multiShippingUserName) (String)	52VXOOF6BB5W7J01FUMH		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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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

The screenshot shows the Salesforce Merchant Tools interface. The top navigation bar includes links for 'Sandbox - zzkv RefArch', 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. The user is logged in as 'Selvakumar Ramaiah'. The current page is 'Custom Site Preference Groups / Checkout feature configurations'. The page displays two site preferences:

- Name:** isQuickChromePayEnabled
Value: Yes
Default Value: No
Edit Across Sites: Yes
- Name:** Enable Quick Checkout
Value: Yes
Default Value: No
Edit Across Sites: Yes

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*	<p>Select any or all of the following values from ONE</p> <p>TIME (1)</p> <ul style="list-style-type: 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) 	<p>You set this preference.</p> <p>Default value: ONE TIME</p>
-----------------------------------	---	---

The screenshot shows the Salesforce SFCC configuration interface with several sections for setting installment preferences:

- Enable Instalments For LatAm Countries**: Set to Yes. Default Value: Yes. Edit Across Sites.
- LatAm Countries Applicable For Installment**: Options include BR:Type1, MX:type2, HN:type4, CO:type4, AR:type3, and PE:type1. Default Value: None. Edit Across Sites.
- Enable CPF**: Set to Yes. Default Value: Yes. Edit Across Sites.
- Installment For Mexico***: Options include None, ONE TIME (1), 3 Months (3), 6 Months (6), 9 Months (9), 10 Months (10), 12 Months (12), and 15 Months (15). Default Value: ONE TIME. Edit Across Sites.
- 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), and 36 Months (36). Default Value: ONE TIME. Edit Across Sites.
- 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), 48 Months (48), and ONE TIME (1). Default Value: ONE TIME. Edit Across Sites.
- Installment For Argentina and Brazil***: Options include None, 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), and ONE TIME (1). Default Value: ONE TIME. Edit Across Sites.
- 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), and 36 Months (36). Default Value: ONE TIME. Edit Across Sites.

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 <i>To</i> for receiving the notification status.	You set this preference.
Notify Fraud Sight Order Mail From Address	The email address to be added as <i>From</i> 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

Merchant Tools / Site Preferences / Custom Site Preference Groups / Additional features ?

Cancel Apply to Other Sites Save

Instance Type: Sandbox

Search by ID: ?

1-9 of 9

Name	Value	Default Value	
Enable Statement Narrative (EnableStatementNarrative)	Yes	No	Edit Across Sites
Enable Overriding Checkout Error Messages (EnableCustomExtendedResponseM...)	Yes	No	Edit Across Sites
Country Spoofing (countryspoofing)	Yes	No	Edit Across Sites
List of spoofed country (listofspoofedcountry)	<input type="button" value="Add"/>	<input checked="" type="radio"/> IM:GB <input type="radio"/> JE:US	Edit Across Sites
Enable Configurable Labels (EnableConfigurableLabels) To Enable Configurable Labels	Yes		Edit Across Sites
Notify Fraud Sight Order Mail To Address (NotifyFraudSightOrderMailTo) (String)	sanjay.raichot@publicissapient.com		Edit Across Sites
Notify Fraud Sight Order Mail From Address (NotifyFraudSightOrderMailFrom) (String)	sanjay.raichot@publicissapient.com		Edit Across Sites
Is apple pay enabled in PDP and quickview (isPdpQuickViewApplePayEnabled)	Yes	No	Edit Across Sites
Is apple pay enabled for cart and mini cart (isCartMiniCartApplePayEnabled)	Yes	No	Edit Across Sites

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.

Merchant Tools / Site Preferences / Custom Site Preference Groups / **Checkout theme for payment section**

Cancel Apply to Other Sites Save

Name	Value	Default Value	
WorldPay Payment Order	4	4	Edit Across Sites
(WorldPayPaymentOrder) (Integer)	WorldPay Redirect Payment Order, Min 1, Max 4. Please fill all values		
Wallet payment Order	3	2	Edit Across Sites
(WalletPaymentOrder) (Integer)	Wallet Payment Order, Min 1, Max 4. Please fill all values		
CreditCard Payment Order	1	1	Edit Across Sites
(CreditCardPaymentOrder) (Integer)	CreditCard Payment Order, Min 1, Max 4. Please fill all values		
APM Payment Order	2	3	Edit Across Sites
(APMPaymentOrder) (Integer)	APM Payment Order, Min 1, Max 4. Please fill all values		

Verify your payment processors

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

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

The list shows all payment processors currently defined for this site. Click **New** to create a custom payment processor. Use the checkboxes and then click **Delete** to delete payment processors. Note that standard system payment processors can't be deleted.

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

New Delete

Showing 1 - 8 of 8 items.

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

- Header:** Sandbox - zzkv MobileFirst ▾ Merchant Tools ▾ Administration ▾ Storefront Toolkit
- Breadcrumbs:** Merchant Tools > Ordering > Payment Processors > Worldpay - General
- Tab:** General (selected) Settings
- Section:** Worldpay
- Form Fields:**
 - ID*: Worldpay
 - Description: Worldpay Payment Processor
- Buttons:** Apply, Reset, Delete
- Link:** << Back to List

At the bottom of the page, there are copyright and footer details:

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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.

The screenshot shows the configuration details for the ChinaUnionPay-SSL payment method:

	China Union Pay	Yes	21	?
CREDIT_CARD	Credit Card	Yes	32	
DW_ANDROID_PAY	Android Pay	No	5	
DW_APPLE_PAY	Apple Pay	Yes	11	
EBETALNING-SSL	Nordea	No	6	?
ELV-SSL	SEPA	No	29	?
GIFT_CERTIFICATE	Gift Card	No	9	?

CHINAUNIONPAY-SSL Details

Fields shown include:

- Image: ChinaUnionPay.png
- Payment Processor: Worldpay <Worldpay>
- Countries: All
- Currencies: All
- Customer Groups: All
- Min/Max Payment Ranges:

Y		to	
€		to	
Y		to	

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

The screenshot shows the 'Worldpay Details' configuration screen in a Salesforce interface. It includes fields for Merchant Code, User Name, Type (set to REDIRECT (Redirect)), Password, Days after which Order expires, SEPA Mandate Number, Worldpay Statement Narrative, and HPP CustomOptions JSON. At the bottom right are 'Apply' and 'Cancel' buttons.

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 <i>Direct</i> (for direct credit card integration) or <i>Redirect</i> (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 <i>MAC Missing</i> attribute.
OrderCleanUpJob	Deletes all orders in the <i>CREATED</i> 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 <i>CREATED, NEW AND OPEN</i> statuses and that also have a <i>NOT PAID</i> 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 (<i>Order Status/Payment Status/Confirmation Status</i>) in Business Manager.
PayByLinkFailOrderJob	Fetch all the Pay By Link orders and if they are not paid then fails them after expiry time is reached

Associate jobs with sites

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

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

The screenshot shows the 'Jobs' section of the Salesforce Business Manager. At the top, there are navigation tabs: MobileFirst, Merchant Tools, Administration, Storefront, and Toolkit. Below the tabs, there are buttons for Cache, Search Indexes, Code Versions, Cartridge Path, and a search bar. The main area is titled 'Jobs' with a sub-section 'Scheduling Of Custom Jobs Disabled'. It displays a table of custom jobs with the following columns: ID, Status, Last Run, Execution Scope, Resources, Priority, Enabled, and Delete. The jobs listed include: DeleteCard, DownLoadFiles, InitiateCancelOrderJobs, NotifyFraudSightOrdersJob, Order Export WorldPay, OrderCleanUpJob, OrderExportJob, OrderInquiriesUpdateJob, OrderNotificationUpdatesJob, PayByLinkFailOrderJob, RebuildURLs, Reindex, and UpLoadFiles. Most jobs are set to 'RefArch' execution scope and have 'MobileFirst' as their resource. The 'Enabled' column shows that most jobs are currently disabled. A note at the bottom states: 'Automatic time-based execution (scheduling) of custom jobs is disabled.'

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*:

The screenshot shows the 'MobileFirst - Settings' page in the Salesforce Admin UI. The 'Effective Cartridge Path' dropdown is expanded, displaying a list of cartridges. The path 'int.worldpay.sfra.int.worldpay.core.int.worldpay.csc.app_storefront_base' is highlighted with a green box. Other visible cartridge names include 'app_storefront_base', 'plugin.apple_pay', 'plugin.facebook', 'plugin.pinterest_commerce', 'plugin.web_payments', 'bc_content', and 'core'.

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:

The screenshot shows the 'Business Manager - Settings' page in the Salesforce Admin UI. The 'Effective Cartridge Path' dropdown is expanded, displaying a list of cartridges. The path 'bm_app_storefront_base:bm_custom_plugin[int.worldpay.sfra.int.worldpay]' is highlighted with a green box. Other visible cartridge names include 'app.business_manager', 'plugin.apple_pay', 'plugin.facebook', 'plugin.pinterest_commerce', 'plugin.web_payments', 'bc_impeccable', 'bc_search', 'bc_analytics', 'bc_transaction', 'bc_catalog', 'bc_content', 'core', 'bm_app_storefront_base:bm_custom_plugin[int.worldpay.sfra.int]', and 'bc_impeccable'.

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:

The list shows all payment processors currently defined for this site. Click New to create a custom payment processor. Use the checkboxes and then click Delete to delete payment processors. Note that standard system payment processors can't be deleted.

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

New | Delete | Showing 1 - 8 of 8 items

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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:

WECHATPAY-SSL

Wechatpay

WECHATPAY-SSL Details

Description:

Image: WeChat.png

Payment Processor: Worldpay <Worldpay>

Countries: All

Currencies: All

Customer Groups: All

Min/Max Payment Ranges: Min/Max Payment Ranges

A4: 10

R5: 10

Apply | Cancel

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Check that the Worldpay service is available

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

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

- Header:** Salesforce - zzkv MobileFirst
- Navigation:** Merchant Tools, Administration, Storefront, Toolkit
- Search Bar:** Cache, Search Indexes, Code Versions, Cartridge Path, Search with ease...
- Breadcrumbs:** Administration > Operations > Services
- Tab:** Services (selected)
- Table Headers:** Select All, Name, Type, Profile, Credentials, Status
- Table Data:**| | int.worldpay.http.worldpay.payment.post | HTTP | worldpayprofile | SAPIENTNITROE.COM | Live |
- Buttons:** New, Delete

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

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

- Header:** Salesforce - zzkv MobileFirst
- Navigation:** Merchant Tools, Administration, Storefront, Toolkit
- Search Bar:** Cache, Search Indexes, Code Versions, Cartridge Path, Search with ease...
- Breadcrumbs:** Administration > Operations > Services
- Tab:** Services (selected)
- Table Headers:** Select All, Name, Type, Profile, Credentials, Status
- Table Data:**| | ddc.post | HTTP | worldpayprofile | DeviceDataCollection | Live |
- Buttons:** New, Delete

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:

The screenshot shows the 'Custom Log Filters' section with a table:

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

The 'Custom Log Targets' section includes an 'Email' field with a placeholder 'Enter email address...' and an 'Add' button.

Log Files: Select Log Levels Written to Files:
 FATAL
 ERROR
 WARN
 INFO
 DEBUG

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

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

© 2020 salesforce.com, inc. All Rights Reserved. MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Daylight Time | Version: 20.7 (Compatibility Mode: 19.10)

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.

The screenshot shows the Alipay payment method configuration screen. At the top left is the Alipay logo. Below it is a field labeled ***Phone Number** containing the value **9234567890**. To the right is a field labeled **Purpose of transaction** which is currently empty. To the right of this field is a 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 large blue button labeled **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.

ORDER SEARCH

ORDER SUMMARY

Order No.:	WQ00063237	Creation Date:	8/26/2022 10:17 am	Order Status:	NEW
Source Code:		Status:	CONFIRMED	Confirmation Status:	NOTEXPORTED
		Export Status:	NOTSHIPPED	Shipping Status:	NOTPAID
		Payment Status:	NOTPAID	Is A Gift:	<input type="checkbox"/>

SHIPMENT 1

Ship To:	priyanka sg mysore CN 95834 Sacramento CA	NAME
		 High Waist Pant Color: New Rattan Size: 14 701643404865

SHIPMENT 2

Ship To:	priyanka sg mysore United States 95834 Sacramento CA	NAME
		 Classic Bermuda Short Color: Tan & Ivory Stone Size: 16 701643343294

[Add Note](#)

Capture

Name	Quantity	Price	Tax	Total
<input type="checkbox"/>  High Waist Pant Color: New Rattan Size: 14 701643404865	1.0	USD 84.99	USD 4.25	USD 84.99
<input type="checkbox"/>  Classic Bermuda Short Color: Tan & Ivory Stone Size: 16 701643343294	1.0	USD 33.99	USD 1.70	USD 33.99

[Settle Amount](#)

[Close](#)

ORDER SEARCH

ORDER SUMMARY

Order No.:	WQ00063237	Creation Date:	8/26/2022 10:17 am	Order Status:	NEW
Source Code:		Status:	CONFIRMED	Confirmation Status:	NOTEXPORTED
		Export Status:	NOTSHIPPED	Shipping Status:	NOTPAID
		Payment Status:	NOTPAID	Is A Gift:	<input type="checkbox"/>

SHIPMENT 1

Ship To:	priyanka sg mysore CN 95834 Sacramento CA	NAME
		 High Waist Pant Color: New Rattan Size: 14 701643404865

SHIPMENT 2

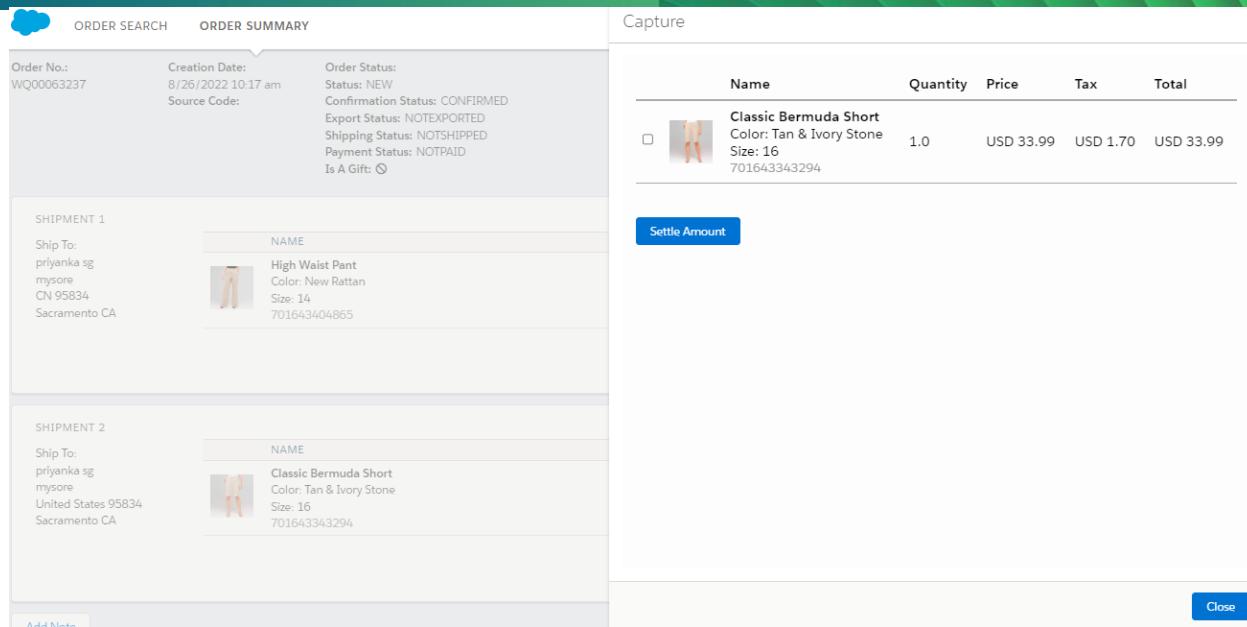
Ship To:	priyanka sg mysore United States 95834 Sacramento CA	NAME
		 Classic Bermuda Short Color: Tan & Ivory Stone Size: 16 701643343294

Capture

Success Capture request is sent successfully

[Close](#)

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



The screenshot shows the Salesforce SFCC Installation and overview guide interface. On the left, there's an 'ORDER SEARCH' section with a cloud icon and an 'ORDER SUMMARY' section. The 'ORDER SUMMARY' section displays details for Order No. WQ00063237, including Creation Date: 8/26/2022 10:17 am and Source Code: . The 'Capture' dialog box is open on the right, listing a product: Classic Bermuda Short (Color: Tan & Ivory Stone, Size: 16) with a quantity of 1.0, price USD 33.99, tax USD 1.70, and total USD 33.99. A checkbox is present next to the product name. Below the table is a 'Settle Amount' button. At the bottom right of the dialog is a 'Close' button.

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.

ORDER SEARCH ORDER SUMMARY ORDER SUMMARY

Order No.: WQ00063237	Creation Date: 8/26/2022 10:17 am	Order Status: Status: NEW Confirmation Status: CONFIRMED Export Status: NOTEXPORTED Shipping Status: NOTSHIPPED Payment Status: NOTPAID Is A Gift: <input type="checkbox"/>
SHIPMENT 1		
Ship To: priyanka sg mysore CN 95834 Sacramento CA	NAME High Waist Pant Color: New Rattan Size: 14 701643404865	
SHIPMENT 2		
Ship To: priyanka sg mysore United States 95834 Sacramento CA	NAME Classic Bermuda Short Color: Tan & Ivory Stone Size: 16 701643343294	

Refund

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

Refund

Close

ORDER SEARCH ORDER SUMMARY ORDER SUMMARY

Order No.: WQ00063237	Creation Date: 8/26/2022 10:17 am	Order Status: Status: NEW Confirmation Status: CONFIRMED Export Status: NOTEXPORTED Shipping Status: NOTSHIPPED Payment Status: NOTPAID Is A Gift: <input type="checkbox"/>
SHIPMENT 1		
Ship To: priyanka sg mysore CN 95834 Sacramento CA	NAME High Waist Pant Color: New Rattan Size: 14 701643404865	
SHIPMENT 2		
Ship To: priyanka sg mysore United States 95834 Sacramento CA	NAME Classic Bermuda Short Color: Tan & Ivory Stone Size: 16 701643343294	

Refund

Success
Refund request is sent successfully

Close

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 SFCC Order Summary page. At the top, there are navigation links: ORDER SEARCH, ORDER SUMMARY, ORDER SUMMARY, WELCOME, ORDER, and Cancel. The main content area displays two shipments:

SHIPMENT 1

Ship To:	NAME
frme lba me fort pl BR 98225 tucson AZ	Men's Resolve Gloves Size: M 061492216683

SHIPMENT 2

Ship To:	NAME
Rahul dravid 23, Fort Pl United Kingdom 85705 England AZ	Brown and Pink Drop Earrings Color: Gold 013742000160

At the bottom right of the page, there is a blue "Close" button.

Contact us

Please contact your Worldpay Relationship Manager or Worldpay Support.

Tel: 0800 096 3997.