



# Salesforce

Technical integration guide

Version 21.1.0 – January 2021

## Contents

<b>Introduction.....</b>	<b>7</b>
<b>Functional overview .....</b>	<b>7</b>
Payment methods .....	7
<i>XML Direct.....</i>	7
<i>XML Redirect .....</i>	8
<b>Limitations and constraints.....</b>	<b>10</b>
<b>Implementation guide.....</b>	<b>12</b>
APMs (Alternative Payment Methods) .....	12
<i>Alipay Mobile.....</i>	13
<i>Enabling iDEAL payments .....</i>	13
<i>Klarna currency and locale mapping.....</i>	14
<i>APM lookup service .....</i>	14
Prime routing (USA only) .....	16
<i>Voiding prime routed orders.....</i>	16
ACH Pay.....	19
<i>Business Manager Configuration:.....</i>	19
<i>Worldpay documentation .....</i>	19
LATAM Payments .....	20
<i>Site Preferences.....</i>	20
<i>The shopper's experience.....</i>	21
<i>Recommendation for Brazil only .....</i>	22
<i>Worldpay documentation: .....</i>	23
Order notifications .....	24

<i>Order notification batch job</i> .....	24
Notification update service .....	27
MOTO payments .....	28
<i>Customer service staff place the order from Business Manager</i> .....	29
<i>Customer service staff place the order from the storefront</i> .....	33
One-Click Payment .....	36
Who can use the One-Click payment? .....	36
<i>The shopper's experience</i> .....	36
Chrome Payment .....	38
<i>Site Preferences and Service Configuration:</i> .....	38
<i>The shopper's experience</i> .....	39
<i>Architectural diagram</i> .....	41
<i>Worldpay documentation</i> .....	41
Google Pay .....	42
<i>Business Manager Configuration</i> .....	42
<i>The shopper's experience</i> .....	43
<i>Worldpay documentation</i> .....	43
Apple Pay .....	43
<i>Business Manager Configuration</i> .....	44
<i>The shopper's experience</i> .....	46
<i>Worldpay documentation</i> .....	48
Apple Pay from PDP and Cart .....	48
<i>Site Preferences</i> .....	48
<i>The shopper's Experience</i> .....	48
<i>PDP and Quick View Apple Pay limitations or exceptions (SFRA OOTB)</i> .....	50
Tokenization .....	52
To enable / disable this feature .....	52
Stored Credential Disclaimer .....	52

To enable / disable this feature .....	52
<i>The shopper's experience:</i> .....	53
<i>Worldpay documentation</i> .....	55
3DS and 3DS Flex.....	56
<i>Worldpay documentation</i> .....	56
Exemption Engine .....	56
<i>Site Preferences:</i> .....	56
<i>Worldpay documentation</i> .....	57
FraudSight.....	58
<i>Workflow</i> .....	58
<i>FraudSight Order flagging</i> .....	59
<i>Administrator interaction flow</i> .....	60
<i>Manual operation</i> .....	61
<i>Configure the merchant email address</i> .....	62
<i>Worldpay documentation</i> .....	62
Issuer Insights .....	63
<i>Configurations:</i> .....	63
<i>Worldpay documentation</i> .....	64
Extended Response Codes .....	65
<i>Site Preferences:</i> .....	65
<i>Custom Objects:</i> .....	65
<i>The shopper's experience</i> .....	67
<i>Troubleshooting:</i> .....	67
Statement Narrative .....	68
<i>Site Preferences</i> .....	68
<i>The shopper's experience</i> .....	68
CSC: Partial & Multiple Capture.....	71
<i>Configurations</i> .....	71

<i>End User Interaction (CSC Agent) Flow:</i>	72
<i>Worldpay documentation:</i>	72
Multi Merchant Support	73
<i>By Site</i>	73
<i>By Channel</i>	75
<i>By Payment Method</i>	76
Country Spoofing	78
<i>Site preference</i>	78
Configurable Labels and Alerts	79
<i>Site preference changes</i>	79
<i>Custom Object changes</i>	79
<i>The shopper's Experience</i>	80
<i>Troubleshooting</i>	83
<i>Limitations</i>	84
Order inquiry batch job	85
Job-failure email notifications	86
Initiate the cancel order job	87
Country currency mapping	88
Managing the customer service center	89
Customizing the look and feel of redirect pages	90
Customizing iframe or lightbox HPP redirect pages	91
Checkout Theme (Optional Cartridge)	92
<i>Visual features</i>	94
<i>Technical features</i>	95
Managing content assets	96
<i>Managing your Worldpay Service profile</i>	96
<b>Production set-up</b>	<b>97</b>
<b>Operations and maintenance</b>	<b>98</b>

Data storage .....	98
<i>Data-level attributes</i> .....	98
<i>Order-payment instrument attributes</i> .....	99
<i>Order notification custom object</i> .....	99
Availability .....	100
<b>Contact Us</b> .....	<b>101</b>

## Introduction

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

Use this guide together with the *SalesForce Installation and Overview guide*.

Contact Worldpay if you want to add new functionality or payment methods. This is so a Worldpay representative can make any setup or other changes to support the new functions or payment methods.

## Functional overview

### Payment methods

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

#### XML Direct

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

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

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

The screenshot shows the 'Edit Across Sites' view of the 'Custom Preferences' section for the 'Worldpay-Core' cartridge. It includes fields for 'Enable Client Side Encryption' (set to 'Yes') and 'Worldpay Client Side Encryption Public Key' (containing a long string of characters).

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

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

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

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

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

**NOTE:** Worldpay no longer support the Boleto and Yandex payment methods.

## XML Redirect

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

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

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

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

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

**NOTE:** Worldpay no longer supports the eNets payment method

## Limitations and constraints

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

- At present you cannot detect session timeouts while the shopper enters payment details into Worldpay forms. If there is a delay longer than the session timeout, the basket's contents are lost. The order is placed and kept in the Created state.
- The placement of the street number in addresses varies between different countries. The cartridge does not have a parsing mechanism for the street number, as this would be very application specific. To avoid errors, set the parsing of street numbers during the integration installation. If you ignore this step the shopper must enter their street number on the Worldpay payment page.
- If the Redirect method sends a failure response, the cartridge only has one generic message that appears on the billing page. This is because we do not have any identifier or error code that is returned. The same limitation applies to APMs that send a failure response.
- The web service timeout that is set in the service profile is common across all the web service calls that we make to Worldpay. These service calls include lookup calls, APM order XML calls, authorization calls and so on.
- The thank you page appears in both Successful and Pending open scenarios. So, display a message to the shopper on the thank you page with a suitable disclaimer that explains both scenarios.
- If a transaction fails, the SFCC default shows an error message on the place-order page. To remove this error message, comment/remove the code below from the summary.isml:  

```
<div class="error- form">${Resource.msg(pdict.PlaceOrderError.code, 'checkout', null)}</div>
```

- You must validate any additional field that your site can support (e.g. CPF filled for LATAM payments; Swift/bank code for GiroPay). If you use the Direct method for credit cards, automatically reset the credit card form to prevent errors.
- The cartridge updates the order status and export status when it receives Enquiry, Authorized and Captured notifications. If orders have any other status, the cartridge does not take any action.
- There is a problem if a shopper changes their card type after they provide card information during a previous shopping visit. To solve the problem, implement the credit-card refresh functionality.
- At present, you cannot run client-side encryption for saved credit cards if the card number displayed is masked. This applies even if client-side encryption is turned on in your Worldpay account and enabled in the custom preferences for your site.
- The shopper sequence number may contain alphanumeric characters and underscores but must not exceed 64 characters.
- At present, you cannot validate MAC secret identifiers into the response URLs for Redirect APM and Redirect credit card orders.
- The notification feature only uses the IP address provided by Worldpay.
- You must implement order settlement and refunds.
- You must enable/disable the site preference that allows shoppers to submit their CVV for security in the tokenization service for saved cards. Also, you must enable the Worldpay CVV check service for this function to work properly.

- Ensure that SFCC service framework configurations are set up and configured in accordance with your contract with Worldpay that specifies service availability.
- You enable/disable CVV field validation. The CVV configurations in Business Manager only hide or show the CVV field on the billing page; Worldpay do not do any CVV validation.
- You can modify the jobs templates according to your needs.
- Images of credit-card logos are available in the static folder; you can modify them if you want.
- If you implement iframe and lightbox for Airplus or Denkort payments, the payment method appears with the message *Please contact Worldpay*.
- Because of code restrictions, you must enable the credit card payment method.
- For credit-card Redirect payments, the credit card must be available in the system.
- Gift certificates are out of scope.
- There are two lint issues in the code related to the @ character.

## Implementation guide

### APMs (Alternative Payment Methods)

The cartridge supports the APMs listed in this section.

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

Use this guide together with the *SalesForce Installation and Overview* guide.

Contact Worldpay if you want to add new functionality or payment methods. This is so a Worldpay representative can make any setup or other changes to support the new functions or payment methods.

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

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

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

Min/Max Payment Ranges:	
A\$	1 to 600
R\$	to
C\$	1 to 575
CHF	to
¥	1 to 3000
€	0.01 to 380
£	0.01 to 340
HK\$	1 to 3500
¥	to
kr	to
NZ\$	to

## Alipay Mobile

### Business Manager Configuration:

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

See the screenshot below:

#### Payment Methods

The screenshot shows a table of payment methods. The first row, 'ACH\_DIRECT\_DEBIT-SSL', is highlighted with a red box. The last column, 'Enabled', has the value 'Yes' and is also highlighted with a red box. The table includes columns for ID, Name, Enabled, and Sort Order.

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

## Worldpay documentation

Follow the link for information on Alipay:

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

## Enabling iDEAL payments

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

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

To see all the active banks, go to *Administration/Site Development/System Object Definition/SitePreferences*. In the *Attribute Definition* tab, select `WorldpayIdealBankList`.

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

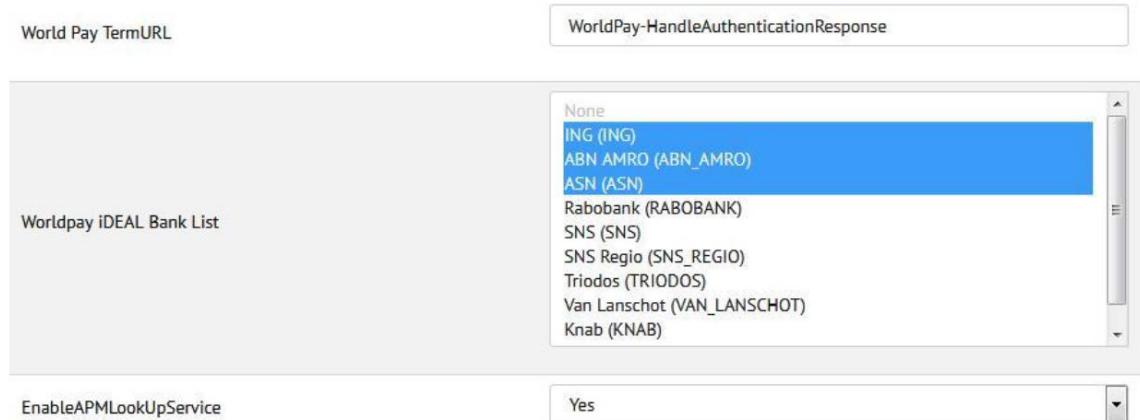
This section lists the attribute value definitions of the attribute. Create a new attribute value definition by providing the "Value" and "Display Value" in the "New Value" section below. Click **Apply** to update the attribute value definitions. Click **Reset** to revert your changes. Click **Delete**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

The screenshot shows a table of attribute value definitions for the 'Value' attribute. The table includes columns for Value, Display Value, Default, and Sorting. The 'Value' column lists bank names like ING, ABN\_AMRO, ASN, RABOBANK, SNS, SNS\_REGIO, TRIODOS, VAN\_LANSCHOT, and KNAB. The 'Display Value' column shows the same names. The 'Default' column contains radio buttons, and the 'Sorting' column contains icons for sorting.

Value	Display Value	Default	Sorting
ING	ING	<input type="radio"/>	
ABN_AMRO	ABN AMRO	<input type="radio"/>	
ASN	ASN	<input type="radio"/>	
RABOBANK	Rabobank	<input type="radio"/>	
SNS	SNS	<input type="radio"/>	
SNS_REGIO	SNS Regio	<input type="radio"/>	
TRIODOS	Triodos	<input type="radio"/>	
VAN_LANSCHOT	Van Lanschot	<input type="radio"/>	
KNAB	Knab	<input type="radio"/>	

To manage the bank list:

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



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

## Klarna currency and locale mapping

Klarna uses the following currency and locale mapping:

Country	Currency	Locale	Extra local
United Kingdom	Pound sterling	GB-GB	EN-SB
Austria	Euro	DE-AT	EN-AT
Finland	Euro	FI-FI	EN-FI, SV-FI
Germany	Euro	DE-DE	EN-DE
Netherlands	Euro	NL-NL	EN-NL
Norway	Norwegian krone	NB-NO	EN-NO
Sweden	Swedish krona	SV-SE	EN-SE

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

## APM lookup service

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

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

To enable the service:

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

EnableAPMLookUpService (EnableAPMLookUpService)	Yes
--	-----

Triodos (TRIODOS)  
Van Lanschot (VAN\_LANSCHOT)  
Knab (KNAB)  
Test (Test)

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

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

## Prime routing (USA only)

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

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

To access prime routing, do the following:

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

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

## Voiding prime routed orders

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

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

### Void a sale in Business Manager for prime routed/US domestic orders

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

To void a transaction (sale) do the following:

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

The screenshot shows the Salesforce Merchant Tools interface. At the top, there's a navigation bar with the Salesforce logo, the environment name "Sandbox - worldpay03 MobileFirst", and dropdown menus for "Merchant Tools", "Administration", "Storefront", and "Toolkit". Below the navigation is a search bar with the placeholder "Merchant Tools feature lookup...". The main content area is divided into several sections:

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

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

The screenshot shows the Customer Service Center interface. At the top, it says "WELCOME" and "Welcome to Customer Service Center!". There are three main buttons:

- Find Order** (highlighted in yellow)
- Create New Order**
- Find Customer**

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

The screenshot shows the Order Summary screen for an order with Order No. 00091104. The order was created on 9/3/2019 at 1:51 pm. The status is NEW, and the confirmation status is CONFIRMED. The payment method is CREDIT\_CARD (Visa) with a balance of \$ 129.00. A yellow box highlights the "Void Sale" button in the payment method section.

NAME	AVAILABILITY	QUANTITY	PRICE	TAX	TOTAL
Pleated Dress With Front Sash. Color: Admiral Navy Size: 10 701644397357M	Not Available	1	\$ 129.00	\$ 6.45	\$ 129.00

Shipping Method: Ground  
Tax: \$ 0.40

ITEMS TOTAL: \$ 129.00  
SHIPPING TOTAL: \$ 7.99  
TAX TOTAL: \$ 6.85  
ORDER TOTAL: \$ 143.84

Add Note

#### 4. Click Void Sale:

A modal dialog box titled "Void Sale" is displayed. It contains a single button labeled "Void Sale".

#### 5. The success screen appears:

The Order Summary screen shows the same order details as before. A green success message box is displayed in the center of the screen, stating "Success This order sale request voided successfully".

You have now voided the transaction.

## ACH Pay

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

### Business Manager Configuration:

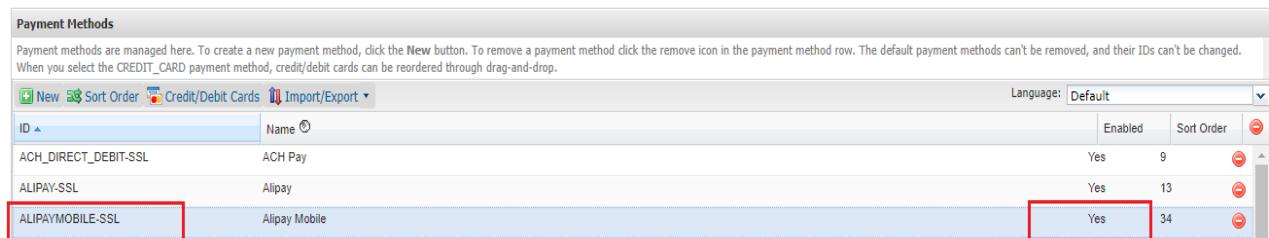
1. Go to *Merchant Tools/Ordering/ Payment Methods*.
2. Verify that the payment method *ACH Pay*, associated with the ID *ACH\_DIRECT\_DEBIT-SSL* is enabled.  
See the screenshot below:

## Worldpay documentation

Follow the link for information on ACH Pay:

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

## Payment Methods



Payment Methods			
Payment methods are managed here. To create a new payment method, click the New button. To remove a payment method click the remove icon in the payment method row. The default payment methods can't be removed, and their IDs can't be changed. When you select the CREDIT_CARD payment method, credit/debit cards can be reordered through drag-and-drop.			
ID	Name	Enabled	Sort Order
ACH_DIRECT_DEBIT-SSL	ACH Pay	Yes	9
ALIPAY-SSL	Alipay	Yes	13
ALIPAYMOBILE-SSL	Alipay Mobile	Yes	34

## LATAM Payments

The cartridge supports payments from the following Latin American countries:

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

**Prerequisite:** You must have a legal entity in each Latin American country that you want to trade in

This feature also includes LATAM payments by instalments.

To enable this feature in the cartridge

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

The screenshot shows the Salesforce Business Manager interface with the following details:

- Sandbox - zzkv MobileFirst** is selected in the top left.
- The top navigation bar includes: Merchant Tools, Administration, Storefront, Toolkit, Cache, Search Indexes, Code Versions, Cartridge Path, and a search bar.
- The user **(Anitha Mani)** is logged in.
- The main content area displays two rows of custom preference configurations:

Name	Value	Default Value	Actions
Enable Instalments For LatAm Countries (enableInstallmentsForLatAm)	Yes		Edit Across Sites
Enable CPF (enableCPF)	Yes		Edit Across Sites

## Site Preferences

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

The screenshot shows the Salesforce Admin UI with the following configuration details:

- Enable Instalments For LatAm Countries**: Set to Yes. (enableInstalmentsForLatAm)
- LatAm Countries Applicable For Installment**: Includes BR, MX, HN, CO, AR, and PE.
- Enable CPF**: Set to Yes. (enableCPF)
- Installment For Mexico\***: Options include None, ONE TIME (1), 3 Months (3), 6 Months (6), 9 Months (9), 10 Months (10), 12 Months (12), 15 Months (15).
- Installment For Country Codes BZ, CL, CR, SV, GT, HN, NI, PA, PE\***: Options include None, 3 Months (3), 6 Months (6), 9 Months (9), 10 Months (10), 12 Months (12), 18 Months (18), 24 Months (24), 36 Months (36).
- Installment For Country Codes BZ, CL, CR, SV, GT, HN, NI, PA, PE\***: Options include None, 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), ONE TIME (1).
- Installment For Argentina and Brazil\***: Options include None, ONE TIME (1), 2 Months (2), 3 Months (3), 4 Months (4), 5 Months (5), 6 Months (6), 7 Months (7), 8 Months (8), 9 Months (9), 10 Months (10), 11 Months (11).
- Installment For Columbia\***: Options include None, 3 Months (3), 6 Months (6), 9 Months (9), 10 Months (10), 12 Months (12), 18 Months (18), 24 Months (24), 36 Months (36).

## The shopper's experience

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

Three new fields in the credit-card payment section:

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

The screenshot shows a payment form with the following fields:

- Credit Card Selection:** A button labeled "CREDIT".
- Personal Information:**
  - \*Email: [Input Field]
  - \*Phone Number: [Input Field] containing the value 3333333333
- CPF:** A field labeled "\*CPF" with a red asterisk.
- Instalments:** A dropdown menu set to "ONE TIME".
- Name on Card:** An input field.
- Card Number:** An input field.
- Credit Card Selection:** A button labeled "CREDIT".
- Expiration Month:** A dropdown menu labeled "month".
- Expiration Year:** A dropdown menu labeled "year".
- Security Code:** An input field.

**Place Order**

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

### Recommendation for Brazil only

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

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

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

**Worldpay documentation:**

Follow the link for information on Latin America integration:

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

## Order notifications

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

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

`https://mechantsandbox/Worldpay-Notify`

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

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

When the payment status changes, Worldpay use the configured URL to push the order status to SFCC.

The secure route function is called Worldpay-Notify. It provides the path that SFCC uses to receive order notifications. When a payment status changes at Worldpay, SFCC receives an HTTPS message through Worldpay-Notify.

SFCC sends an HTTP 200 (OK) response to Worldpay to acknowledge receipt of the notification. For each order notification received, SFCC creates a custom object with the order number and order notification XML captured. Then the SFCC job runs (manually or scheduled), to process those custom objects and update the orders that correspond to each order notification.

If Worldpay does not receive the notification acknowledgement, there is a retry mechanism. For the first notification, Worldpay waits an hour for the acknowledgement from SFCC before it starts to send the notification again at five-minute intervals. This continues for a week until SFCC acknowledges the notification.

For more details on configuring order notifications using the MAI, see the [Worldpay Merchant Admin Interface guide](#).

## Order notification batch job

The *OrderNotificationUpdatesJob* is a batch job you can run manually or schedule at specific intervals. For example, every two minutes, five minutes, and so on. The job consists of a four-stage process:

Pick the details stored in custom objects in the same order in which they were created. SFCC creates the custom objects as part of the notification process.

1. Read the custom objects one by one and update their statuses in the Business Manager (order status, payment status, confirmation status) depending on the notification status.
2. Update the token details for the shopper's credit card.
3. The final task is to remove the custom object once the steps above are complete.

To manage the Order notification batch job, go to *Admin/Operations/Jobs* and click **OrderNotificationUpdatesJob**.

Administration / Operations / Job Schedules /

## OrderNotificationUpdatesJob ?

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

ID\*  
OrderNotificationUpdatesJob

Description  
Batch job for reading Custom Objects of Order Notifications and updating Order Statuses

Priority  
 Normal  High

Administration / Operations / Job Schedules /

## OrderNotificationUpdatesJob ?

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

Global Parameters (0)

Scope	Module
OrderNotificationUpdatesJob	

Select and configure step

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

ID\*  
OrderNotificationUpdatesJob

Description  
Batch job for reading Custom Objects of Order Notifications and updating Order Statuses

ExecuteScriptModule.Module\*  
arrige/scripts/jobs/OrderNotificationUpdatesJob.js

ExecuteScriptModule.FunctionName  
orderNotificationUpdateJob

ExecuteScriptModule.Transactional

ExecuteScriptModule.TimeoutInSeconds

[Back](#) [Assign](#)

There are several tabs in the screen above. See the table for a description of these tabs:

Tab	Description
General	Provides the general information about the ID and description of the job.
Schedule and History	<ul style="list-style-type: none"> <li>• Shows if the job schedule is enabled or not. If enabled, it shows the frequency of the schedule</li> <li>• Shows the job-run history such as execution scope, status (success or failure), start and end time, duration and a link to download the log file</li> </ul>

Resources	Enables you to specify system or custom resources to be locked by the job so that other jobs will not modify them.
Job Steps	Shows the logical tasks involved in the overall job.
Failure Handling	Enables you to specify what your job does if it fails. For example, continue as scheduled, retry or stop-on-error.
Notification	<ul style="list-style-type: none"> <li>• Gives you the option to enable or disable notification</li> <li>• Enables you to select the events (success, failure, retry, long running) you want to receive notification about</li> <li>• From, To, CC and BCC sections to provide notification contacts</li> </ul>

The tabs above are present in all the jobs listed in this guide. You can find details of each job in the Business Manager.

### Error handling for the order notification job

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

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

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

## Notification update service

The service used by SFCC retrieves the status of an individual order status, which is reflected in the order history of shopper account.

The notification update service returns a JSON object. The service can either pull the latest status or the complete status history. If the order number or status history is not found, the service returns an error JSON.

**Worldpay-GetNotificationUpdates** is the route used to get the history of notifications received about a particular order. This service takes two http parameters, they are:

- orderNo
- allupdates

If `allupdates` is true, all notifications received for the order are returned as a JSON response. If `allupdates` is false, only the latest notifications received for the order are returned as a JSON response.

All values for `allupdates` (i.e, true, TRUE, True) are considered as true. Any value other than these is considered false.

Here is an example of the JSON response when `allupdates` is true:

```
{"statusList":  
  [{"status":"AUTHORISED:Mon Nov 10 2014 08:11:24 GMT-0000 (GMT)"},  
   {"status":"CANCELLED:Mon Nov 11 2014 08:11:24 GMT-0000 (GMT)"},  
   ]}  
}
```

Here is an example of the JSON response when `allupdates` is false:

```
{"latestStatus":  
  [{"Status":" CANCELLED:Mon Nov 11 2014 08:11:24 GMT-0000 (GMT)"}]}
```

## MOTO payments

Mobile or telephone orders occur when customer-service staff place the order for the shopper using a credit/debit card. To make MOTO payments your staff must enable *Login\_on\_behalf* and *Login\_Agentpermission*.

To do this:

1. Go to *Admin/Organization/Roles and permission*.
2. Click **Roles**.
3. Click **Functional Permission**.
4. Select your site.
5. Assign *Login\_on\_behalf* and *Login\_Agentpermission*.

The screenshot shows the Salesforce Admin interface. The top navigation bar includes links for Sandbox - zzkv, Merchant Tools, Administration, Storefront, and Toolkit. The user is logged in as Devidas Aniyath. The main menu path is Administration > Organization > Roles > Administrator - Functional Permissions. The Functional Permissions tab is selected. Below the tabs, the title is "Administrator - Functional Permissions". A note states: "This list shows all functional permissions available in the system. Click Select Context to specify for which context you'd would like to modify permissions. Available context options are the organization, one site, or multiple sites. Select the checkboxes and use the Update button at the bottom of the page to grant certain functional permissions. Deselect the checkboxes and use the Update button to revoke specific functional permissions." On the left, there's a "Selected Context: None" section with a "Select Context" button. The main area lists functional permissions with columns for "Permission" and "Description", and a "Select Context" button. At the bottom right are "Reset" and "Update" buttons. A link "<< Back to List" is at the bottom left.

The screenshot shows the "Select Context" dialog box. It has a note: "Select a context to view and edit permissions. Organization and Sites can't be selected at the same time." It lists four options: "Organization" (unchecked), "Sites" (unchecked), "MobileFirst" (checked), "RefArch" (unchecked), and "RefArchGlobal" (unchecked). At the bottom are "Cancel" and "Apply" buttons.

Administration > Organization > Roles > Administrator - Functional Permissions

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

**Administrator - Functional Permissions**

This list shows all functional permissions available in the system. Click Select Context to specify for which context you'd would like to modify permissions. Available context options are the organization, one site, or multiple sites. Select the checkboxes and use the Update button at the bottom of the page to grant certain functional permissions. Deselect the checkboxes and use the Update button to revoke specific functional permissions.

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

[Reset](#) **Update**

<< Back to List

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You can handle Moto payments in two ways:

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

We describe these two ways below.

## Customer service staff place the order from Business Manager

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

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

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

4. After that add:

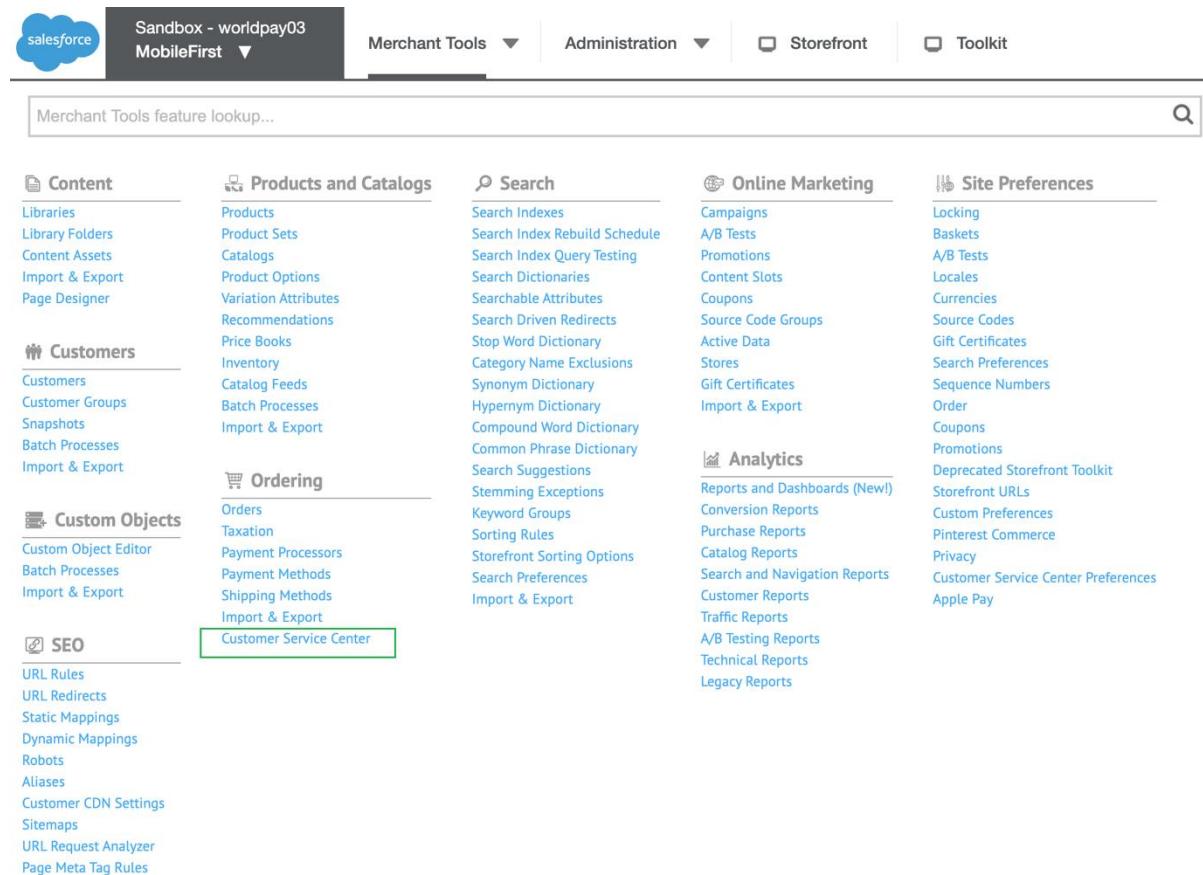
```
"meta
{
  "disabled" : true
}
```

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

'POST /orders/{order\_no}/payment\_instruments'

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

1. Navigate to the Customer service Center.

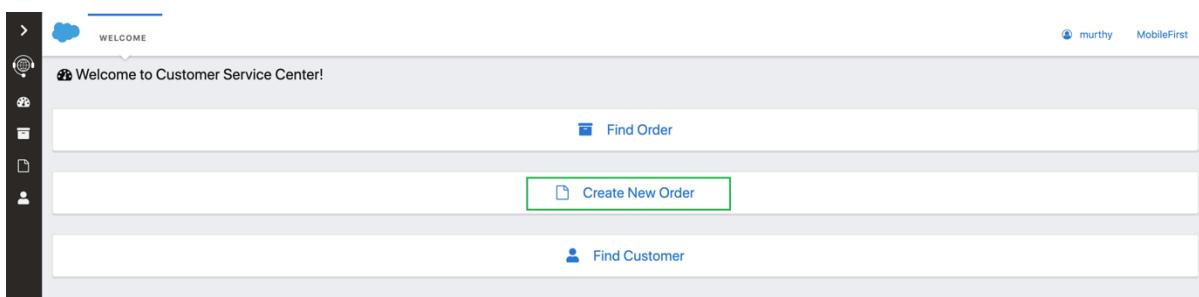


The screenshot shows the Salesforce Merchant Tools interface. The top navigation bar includes links for 'Sandbox - worldpay03 MobileFirst', 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. Below the navigation bar, there is a search bar with the placeholder 'Merchant Tools feature lookup...' and a magnifying glass icon. The main content area is divided into several sections:

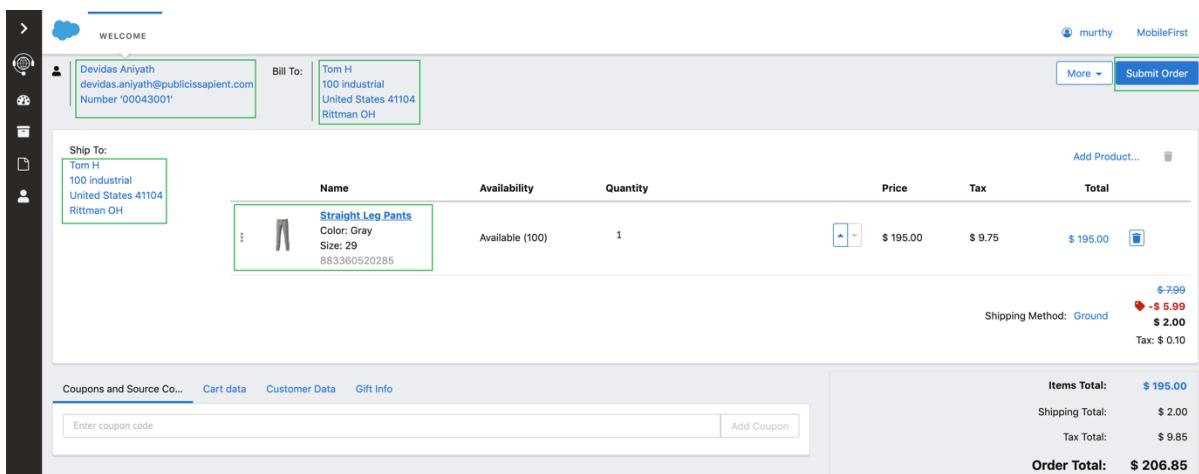
- Content**: Libraries, Library Folders, Content Assets, Import & Export, Page Designer.
- Customers**: Customers, Customer Groups, Snapshots, Batch Processes, Import & Export.
- Custom Objects**: Custom Object Editor, Batch Processes, Import & Export.
- SEO**: URL Rules, URL Redirects, Static Mappings,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

The 'Customer Service Center' link under the 'Ordering' section is highlighted with a green border.

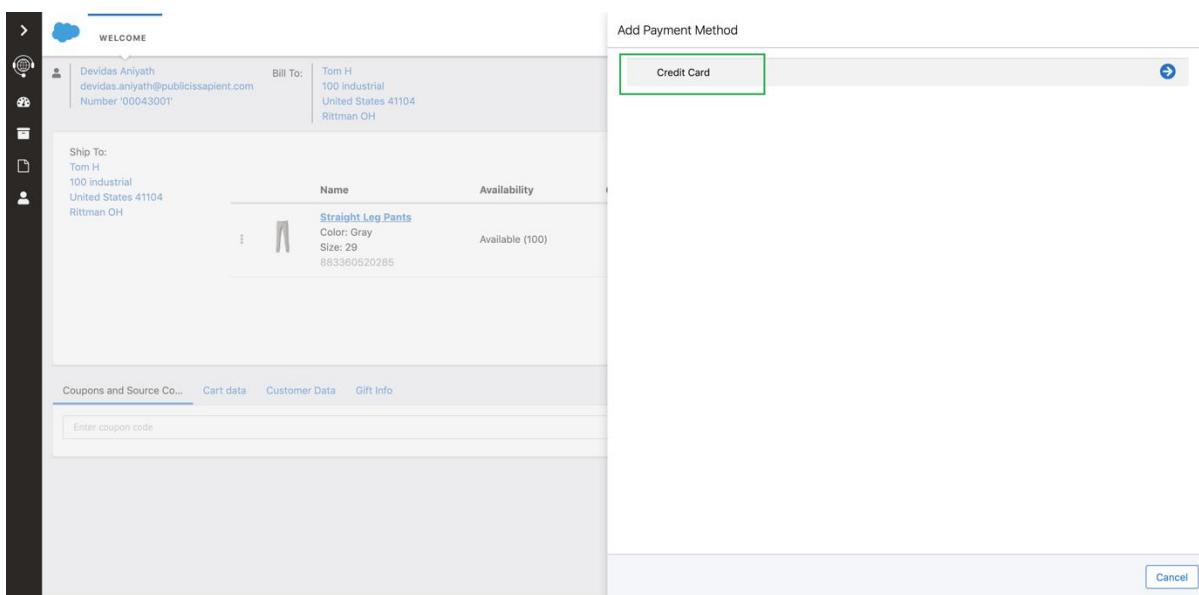
2. Select **Create New Order**.



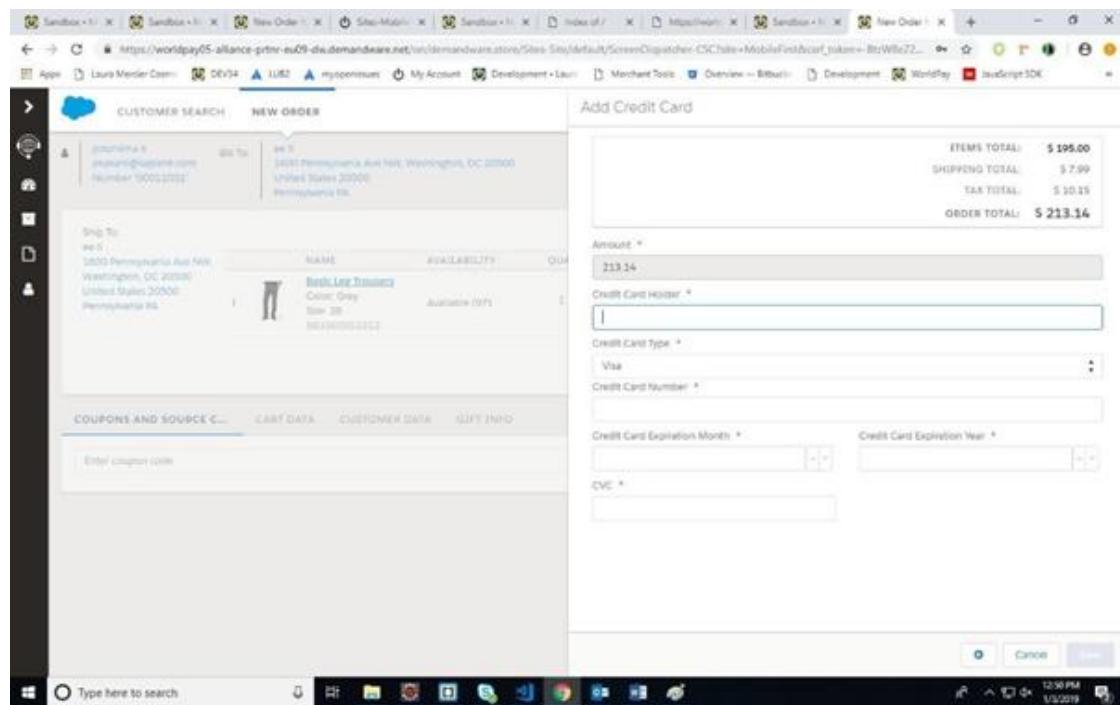
3. Input the shopper's details and click **Submit Order**:



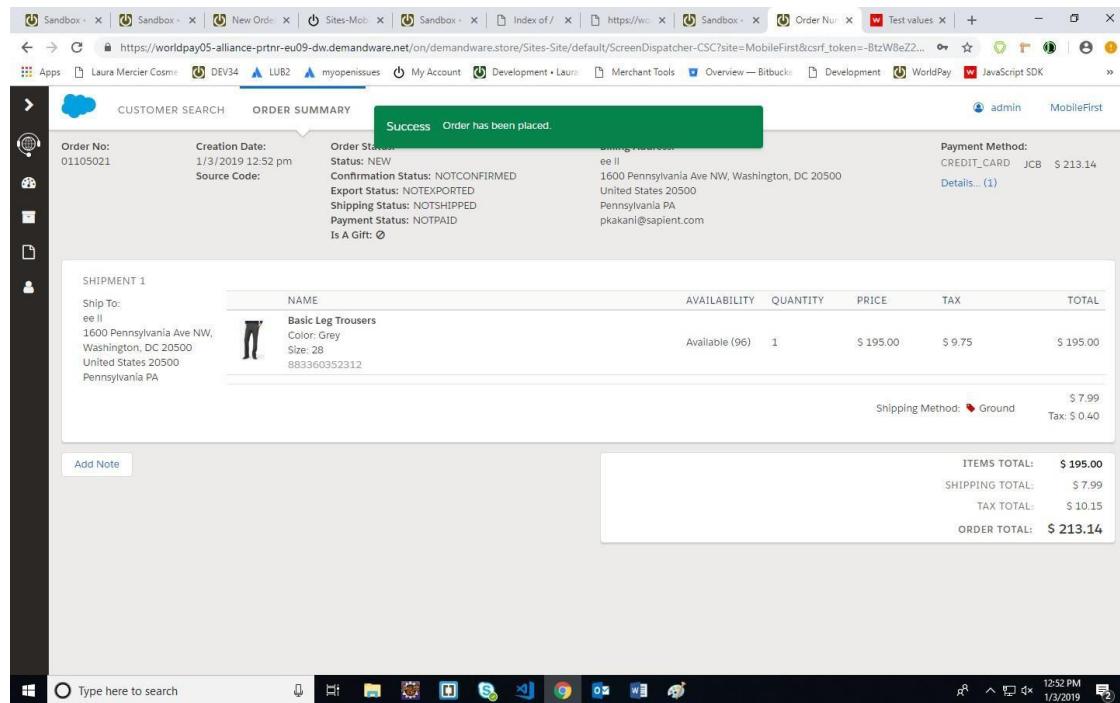
4. Select the **Worldpay MOTO** payment method listed in the *Payment Methods* section:



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



## 6. Successful order placement:



## Customer service staff place the order from the storefront

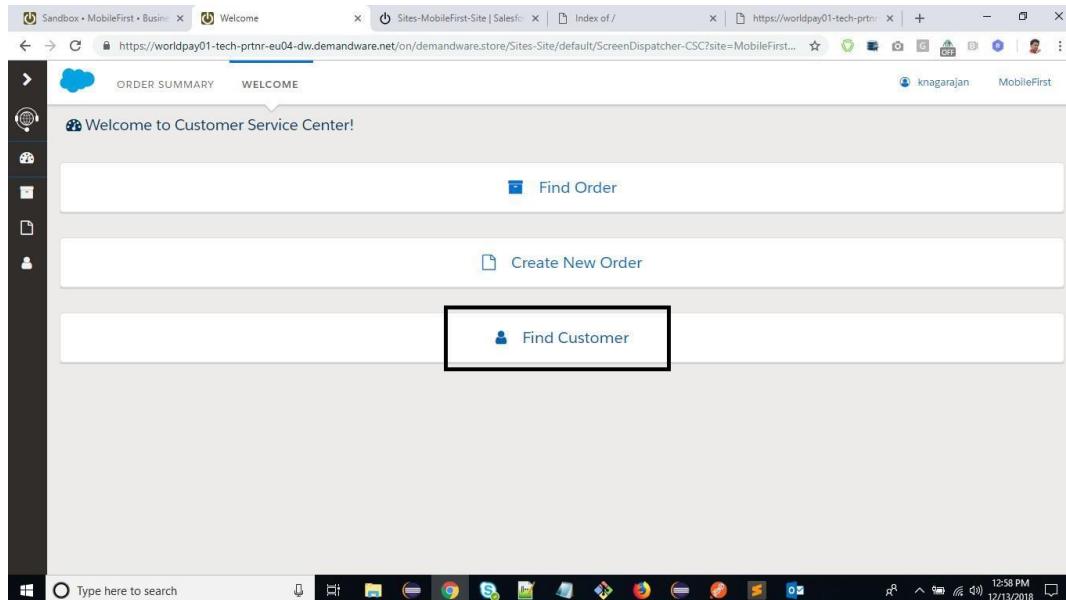
To enable the storefront button in the Customer Service Center, go to *Merchant Tools/Site Preferences/Custom Preferences* and update your storefront hostname and storefront path. See the instructions below for the ordering procedure:

1. Navigate to the Customer Service Center:

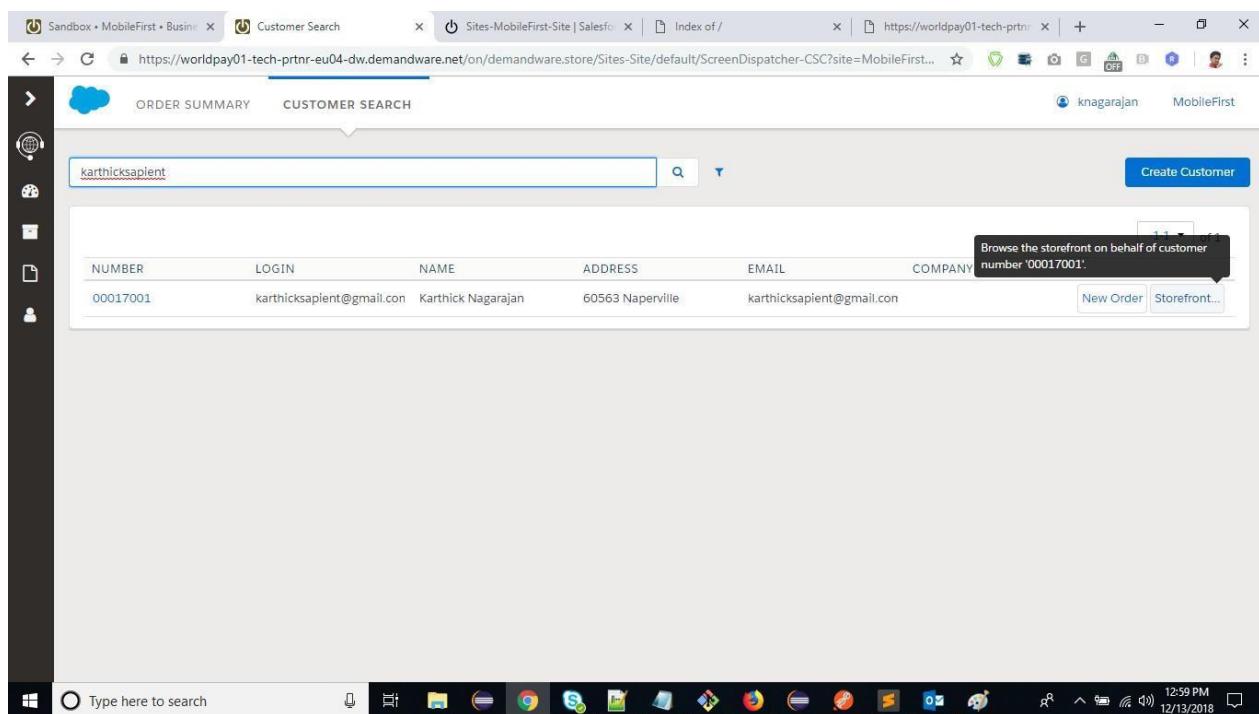
The screenshot shows the Salesforce Merchant Tools interface. At the top, there's a navigation bar with the Salesforce logo, the environment name "Sandbox - worldpay03 MobileFirst", and dropdown menus for "Merchant Tools", "Administration", "Storefront", and "Toolkit". Below the navigation bar is a search bar containing "Merchant Tools feature lookup...". The main content area is organized into several sections with sub-links:

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

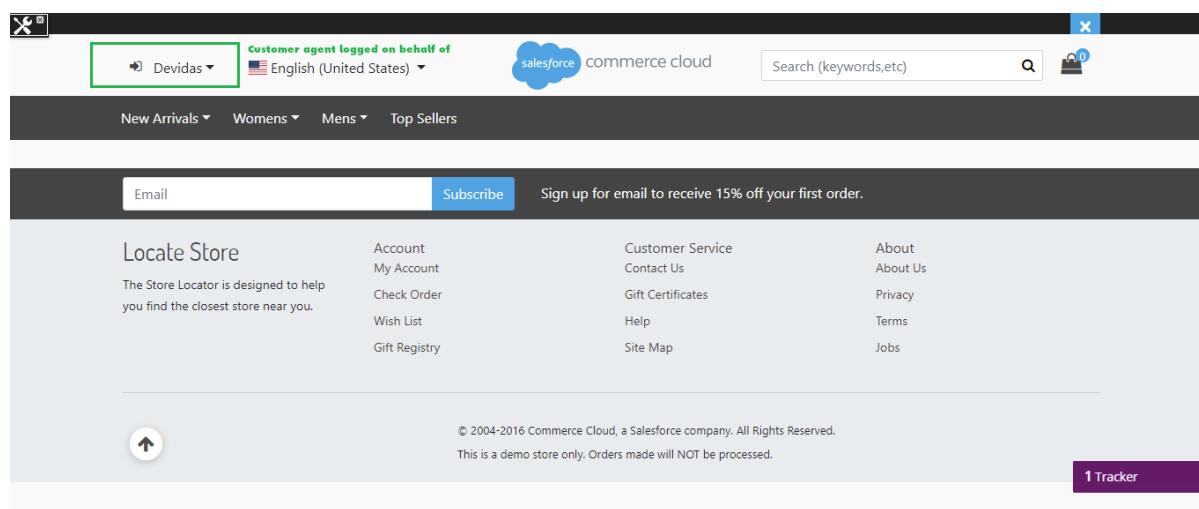
## 2. Click Find Customer:



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



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



## One-Click Payment

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

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

To enable this feature

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



The screenshot shows a configuration screen in the Business Manager. A dropdown menu is open under the heading 'Enable Instant Purchase'. The 'Yes' option is selected, while 'No' is also visible. Below the dropdown, the label '(isInstantPurchaseEnabled)' is displayed.

## Who can use the One-Click payment?

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

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

## The shopper's experience

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

## In cart page

One Click Checkout

Shipping Address

hudson - SAPIENT CORPORATION 375 Hudson St New York, NY 10014

Billing Address

hudson - SAPIENT CORPORATION 375 Hudson St New York, NY 10014

Shipping Method

- Ground (7-10 Business Days) \$5.99
- 2-Day Express (2 Business Days) \$9.99
- Overnight (Next Day) \$15.99

Credit Card

Credit MasterCard \*\*\*\* \* 1234

	Subtotal	Shipping cost	Tax	Estimated Total
	\$44.10	\$5.99	\$2.50	\$52.59

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

Cancel Complete Checkout

Need Help? Call 1-800-555-0199

Promo Code

Promo Code

Submit

Shipping

Estimated ( 7-10 Business Days )

Shipping cost \$5.99

Tax \$2.50

**Estimated Total** \$52.59

Checkout

Quick Checkout

Instant Purchasing

About

About Us

Privacy

Terms

## In mini cart page

Murthy English (United States) salesforce commerce cloud

New Arrivals Womens Mens Top Sellers

Your Cart

Continue Shopping 1 Items

Sleeveless Pleated Top.

Color: New Coral  
Size: M  
In Stock

Each \$49.00 Quantity 1 Total \$44.10

50% off when you Subscribe

Estimated Total \$44.10

Checkout

Quick Checkout

Instant Purchasing

Search (keywords,etc)

Your shopping cart

View Cart

Cart 1 Items

## Chrome Payment

Chrome Pay speeds up the checkout process. It uses saved data from the browser (Chrome only now) and displays it in the checkout forms. This data consists of the shipping and billing address, and saved debit/credit card details. Every action occurs in one popup window; a one-page checkout procedure.

In admin, configurations are available to

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

### Site Preferences and Service Configuration:

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

Name	Value	Default Value
isQuickChromePayEnabled (isQuickChromePayEnabled)	Yes	No

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

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

Name	Value	Default Value	
3ds Type (dstype)	two3d (two3d)	one3d	<a href="#">Edit Across Sites</a>

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

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

Name	Value	Default Value	
riskData (riskData)	No	Yes	<a href="#">Edit Across Sites</a>

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

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

Services	Profiles	Credentials
<b>Services</b>		
Select All	Name	Type   Profile   Credentials   Status
<input type="checkbox"/>	<a href="#">ddc.post</a>	HTTP   <a href="#">worldpayprofile</a>   <a href="#">DeviceDataCollection</a>   Live

## The shopper's experience

### Mini Cart

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

This screenshot shows a shopping cart interface. At the top, there is a navigation bar with 'Login', 'English (United States)', and a search bar labeled 'Search (keywords,etc)'. Below the navigation is a menu with 'New Arrivals', 'Womens', 'Mens', and 'Top Sellers'. The main area features a product image of a woman in a black dress. To the right of the image is a 'Belted Fit a' product card with 'Item No. 701644259174'. Below the product card are dropdown menus for 'Select Color' (black and purple) and 'Select Size' (size 10). A note says 'Availability: In Stock'. At the bottom right of the cart area is a blue 'Checkout' button, and directly below it is a larger blue 'Quick Checkout' button, which is highlighted with a red rectangular box.

This screenshot shows a payment review interface. It includes sections for 'Review your payment', 'Order summary', 'Shipping address', 'Shipping method', 'Payment', and 'Contact info'. At the bottom, there is a 'Pay' button, which is highlighted with a red rectangular box. This interface is overlaid on the previous mini-cart screenshot, showing the same product and cart details.

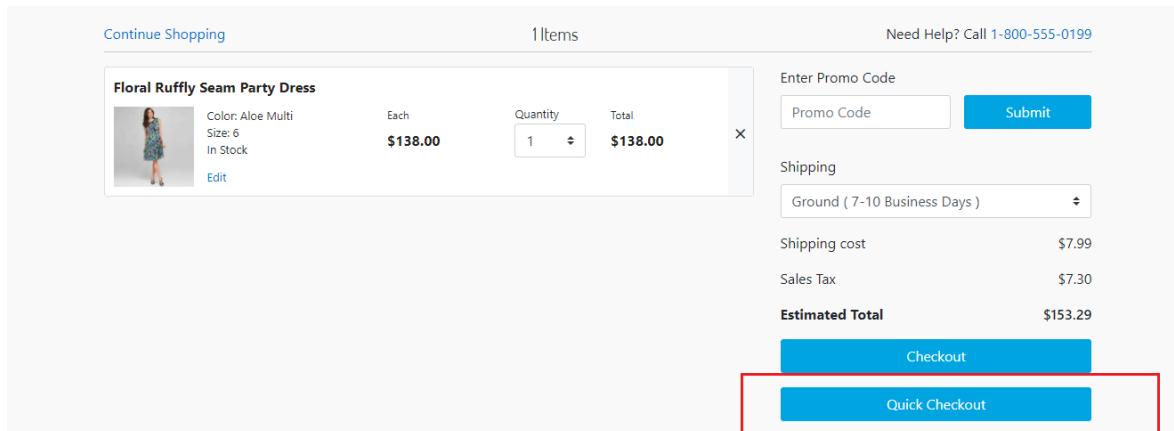
- The shopper clicks the **Pay** button.

This screenshot shows a payment confirmation interface. It displays a message 'Enter the CVC for JCB .....0000' and a note 'Once you confirm, your card details will be shared with this site.' Below this is a text input field containing '111'. At the bottom right is a blue 'Confirm' button, which is highlighted with a red rectangular box. This interface is overlaid on the previous payment review screenshot.

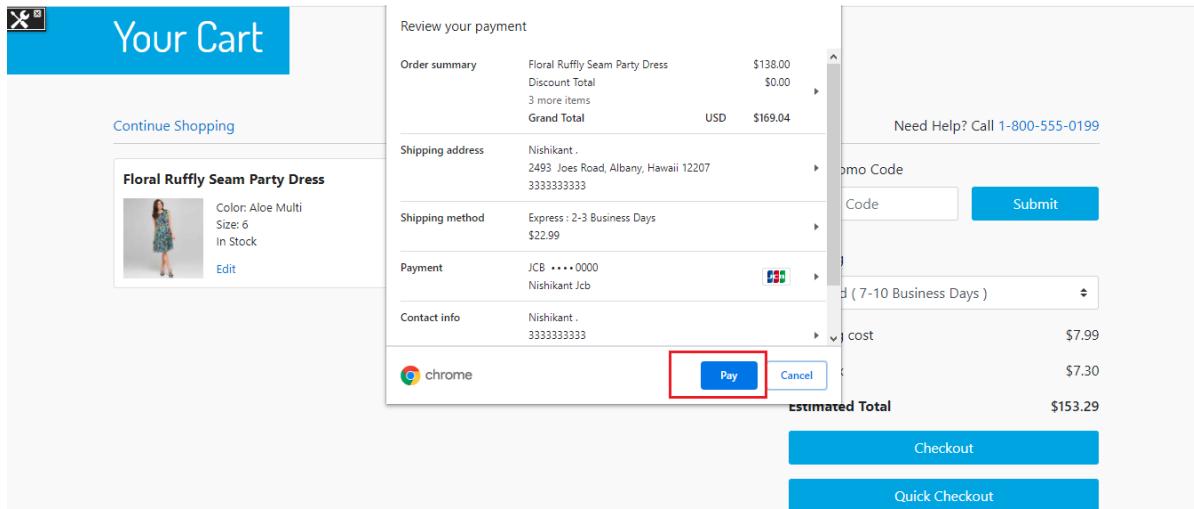
- The shopper enters their CVC number from their payment card. Chrome Pay does not save this number, and the shopper clicks the **Confirm** button. The payment is made.

## Cart

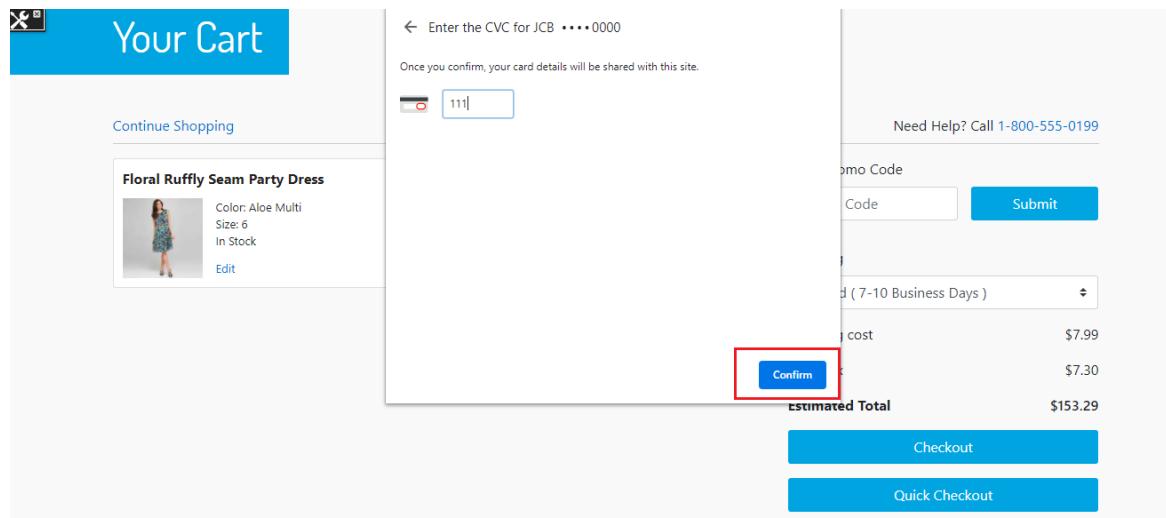
- From a cart, the shopper clicks the **Quick Checkout** button to start the checkout process:



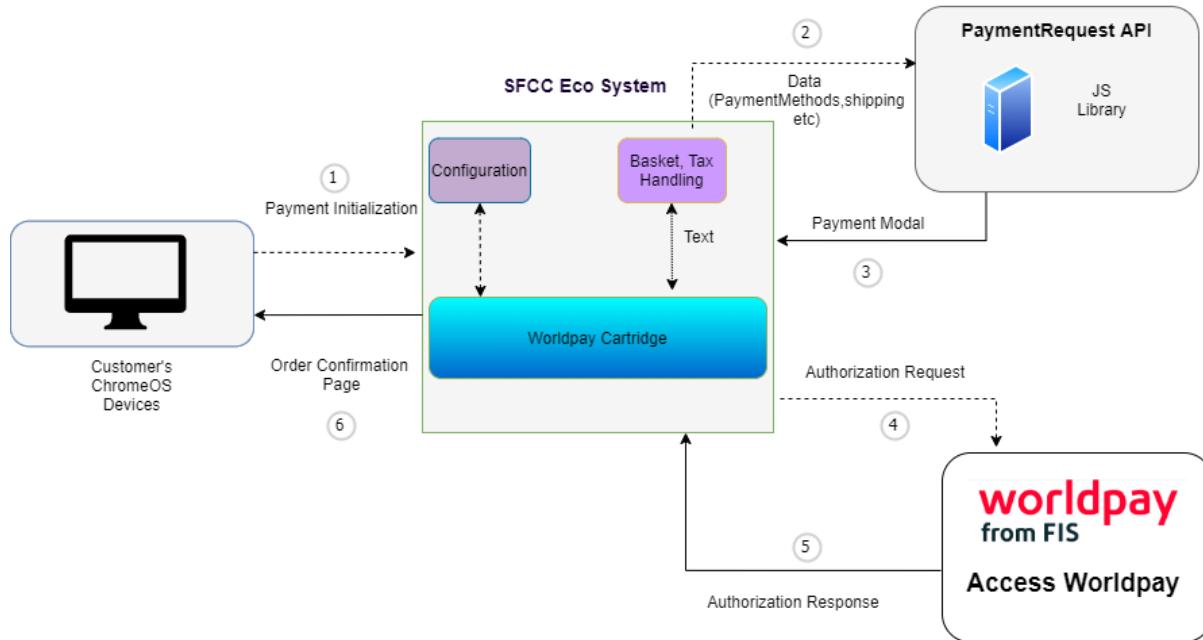
- The shopper clicks the **Pay** button.



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



## Architectural diagram



## Worldpay documentation

Follow the link for information on 3DS2:

- <https://developer.worldpay.com/docs/wpg/directintegration/3ds2>

## Google Pay

Google Pay is a digital wallet platform and online payment system developed by Google. It is one of the simplest and fastest ways to pay for something.

### Business Manager Configuration

To enable Google Pay payment method, In Business Manager

1. Go to Merchant Tools/Ordering/Payment Methods
2. Select PAYWITHGOOGLE-SSL and enable

The screenshot shows the 'Payment Methods' section of the Business Manager. A table lists various payment methods. The row for 'PAYWITHGOOGLE-SSL' is highlighted with a green border. In the 'Enabled' column for this row, there is a green box around the value 'Yes'. The 'Sort Order' column shows values like 12, 14, 15, 35, 32, 33, 30, 21, 36, 19, and 16. The 'Language' dropdown is set to 'Default'.

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

*Screenshot for test environment is given below.*

The screenshot shows the 'Mobile wallets configurations' section under 'Custom Site Preference Groups'. It lists several configuration items with their current values and default values. The 'Instance Type' is set to 'Sandbox'. The 'Value' column contains fields like 'TEST (TEST)', '32e04907d379490', 'gPayMerchant', '32e04907d379490', 'worldpay', and an empty field for 'Google Pay 3ds Flex Magic Value For Test Environment'. Buttons for 'Cancel', 'Apply to Other Sites', and 'Save' are visible at the top right.

Name	Value	Default Value	Action
Google Pay Environment (googlePayEnvironment)	TEST (TEST)	TEST	Edit Across Sites
Google Pay Merchant ID (googlePayMerchantID) (String)	32e04907d379490		Edit Across Sites
Google Merchant Name (googleMerchantName) (String)		gPayMerchant	Edit Across Sites
Gateway Merchant Id (gatewayMerchantId) (String)	32e04907d379490	gatewayMerchantId	Edit Across Sites
Gateway Merchant Name (gatewayMerchantName) (String)		worldpay	Edit Across Sites
Google Pay 3ds Flex Magic Value For Test Environment (googlePayTest3DSMagicValue) (String)			Edit Across Sites

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

## The shopper's experience

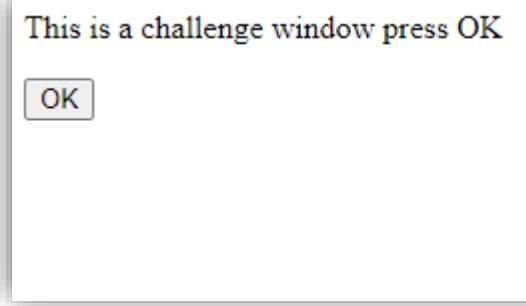
Here is a typical successful shopper journey

1. Payment Method – Choose Google Pay as the payment method and submit the payment.

The screenshot shows a payment interface. At the top, 'Google Pay' is selected as the payment method. Below it, there are fields for 'Email' and 'Phone Number'. The 'Email' field is empty, and the 'Phone Number' field contains '3333333333'. At the bottom, there is a black button labeled 'Buy with G Pay'.

**Place Order**

2. Review the order and place the order
3. If the challenge page appears, do the challenge. The screen shot from the test environment is given below. In production the challenge page varies widely based on the issuing banks provider



## Worldpay documentation

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

## Apple Pay

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

This feature allows shopper's selection of Apple Pay as the payment method from the billing page. The Apple Pay wallet contains saved card details. This makes Apple Pay a quick and secure payment method.

A payment token generated from the shopper's device is used in payment authorization request. The authorization response contains a series of links for the next available actions.

## Business Manager Configuration

To configure Business Manager, do the following:

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

Yes	24
Yes	37
Yes	4
Yes	10
No	5
No	34
Yes	17
No	8
Yes	29

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

Merchant Tools > Site Preferences > Apple Pay

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

## Apple Pay

Please enter your site information below. Fields marked with an asterisk (\*) are mandatory. Click Submit when you've finished updating your configuration.

**Instance Type:** Sandbox/Development

**Apple Pay Enabled?**

**Onboarding**

**Apple Merchant ID\***:

**Apple Merchant Name\***:

**Country Code\***:  US

**Merchant Capabilities\***:  3DS |  EMV |  Credit |  Debit

**Supported Networks\***:  Amex |  China UnionPay |  Discover |  Interac |  MasterCard |  Private Label |  Visa

**Required Shipping Address Fields:**  Email |  Name |  Phone |  Postal Address

**Required Billing Address Fields:**  Name |  Postal Address

**Storefront Injection**

**Inject Apple Pay Button on Mini Cart?**

**Inject Apple Pay Button on Cart Page?**

**Redirect Pages to HTTPS?**

**Payment Integration**

**Use Commerce Cloud Apple Pay Payment API?**

**Payment Provider URL\***:

**Payment Provider Merchant ID\***:

**API Version\***:  v1

**Use Basic Authorization?**

**Payment Provider User\***:

**Payment Provider Password\***:

**Use JWTS?**

**JWS Private Key Alias\***:

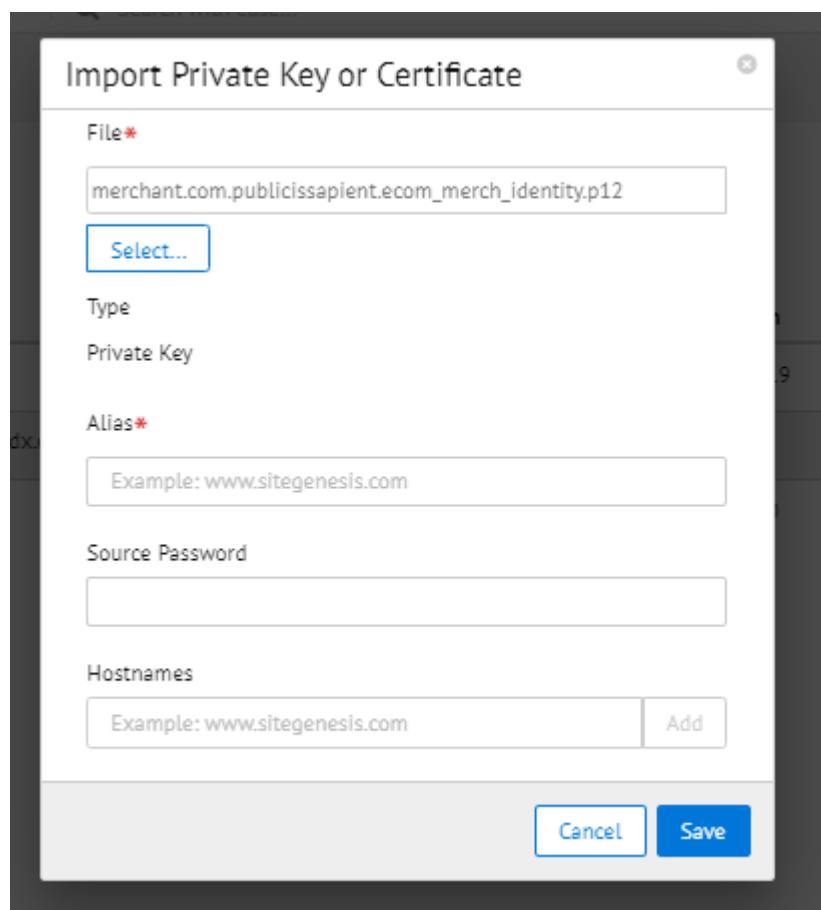
**Submit**

**Delete**

## Configure the Private Key

1. Go to *Administration/Operations/Private Keys and Certificates*
2. Click on Import and complete the form details.
3. Give the alias name to match the JWT Private Key Alias.
4. Provide the Source Password.
5. Leave *Hostname* blank.

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



## Complete the domain registration for the Sandbox

### Domain Registration

You must register the domain for your site with Apple in order to use Apple Pay.

The currently configured domain for this site is zzkv-001.sandbox.us01.dx.commercecloud.salesforce.com.

#### Apple Sandbox

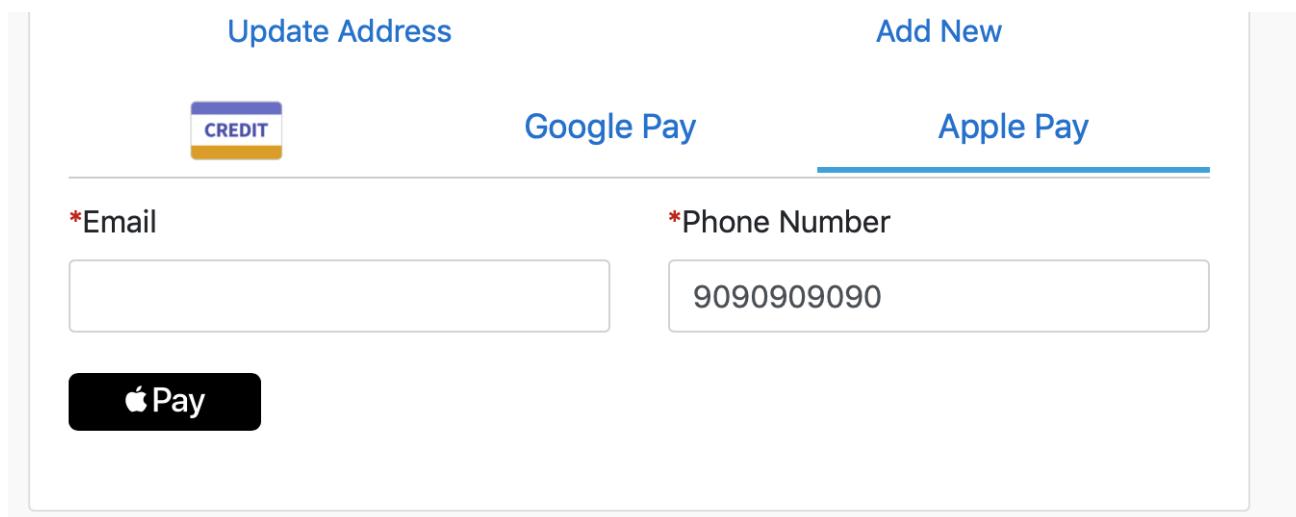
Registered Sandbox Domains zzkv-001.sandbox.us01.dx.commercecloud.salesforce.com  
zzkv-009.sandbox.us01.dx.commercecloud.salesforce.com

[Unregister Apple Sandbox](#)

[Register Apple Sandbox](#)

## The shopper's experience

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



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

**Shipping**

**Shipping Address:**  
anitha mani  
1700 street  
linden NE 07064  
9090909090

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

**Payment**

**Billing Address**  
anitha mani 1700 street linden NE 07064

**Update Address**

**CREDIT** **Google P**

**\*Email**  
test@gmail.com

**Apple Pay**

**CARD & BILLING** MASTERCARD REWARDS CARD (\*\*\*\* 14... 1700 JERRYS RD STREET MD 21154 UNI...  
SHIPPING ANITHA MANI 170 STREET ROAD LINDEN UNITED KINGDOM 07064 UNITED KINGDOM  
METHOD GROUND ORDER RECEIVED WITHIN 7-10 BUSINESS DAYS  
CONTACT ANITHAAA@MANIII@GMAIL.COM (989) 898-9898  
MERCHANTS MERCHANDISE \$54.99 GROUND \$5.99 TAX \$3.05 PAY MERCHANT.COM.PUBLICISSAPIENT.ECOM \$64.03  
Use keyboard to complete purchase

3. The shopper then can select an existing card or add a new card for the payment.
4. Then the shopper can add or select a shipping/billing address, the shipping method and the contact phone number.
5. An Apple Pay order is placed when the shopper enters the password or authenticates by biometrics.

**NOTE:** Typical errors that may occur during this payment process are errors in shipping address/billing address or payment failure., If an error does occur, the shopper is redirected to the cart page with an error message

## Worldpay documentation

<https://developer.worldpay.com/docs/access-worldpay/mobile-wallets#apple-pay>

### Apple Pay from PDP and Cart

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

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

### Site Preferences

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

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

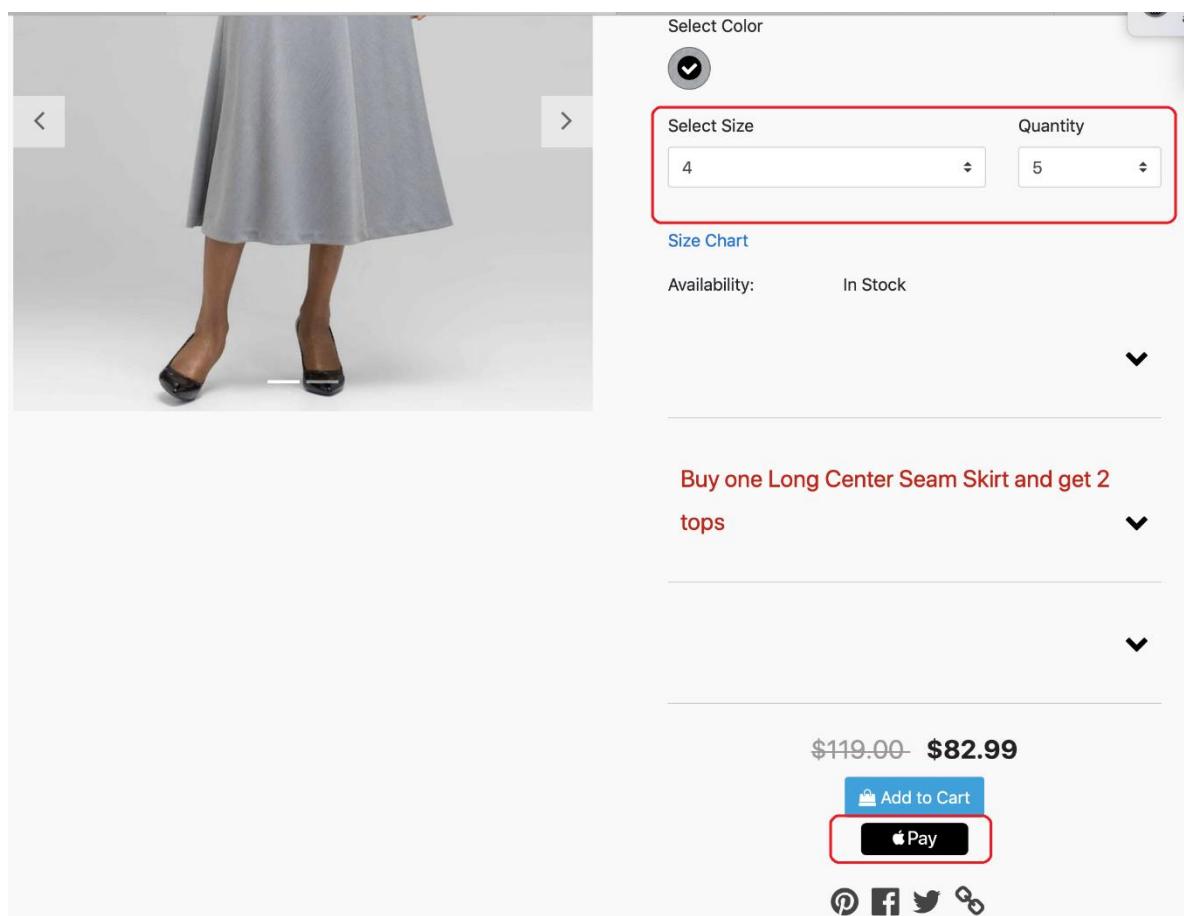
3. Go to the *isCartMiniCartApplePayEnabled* field and select Yes.

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

### The shopper's Experience

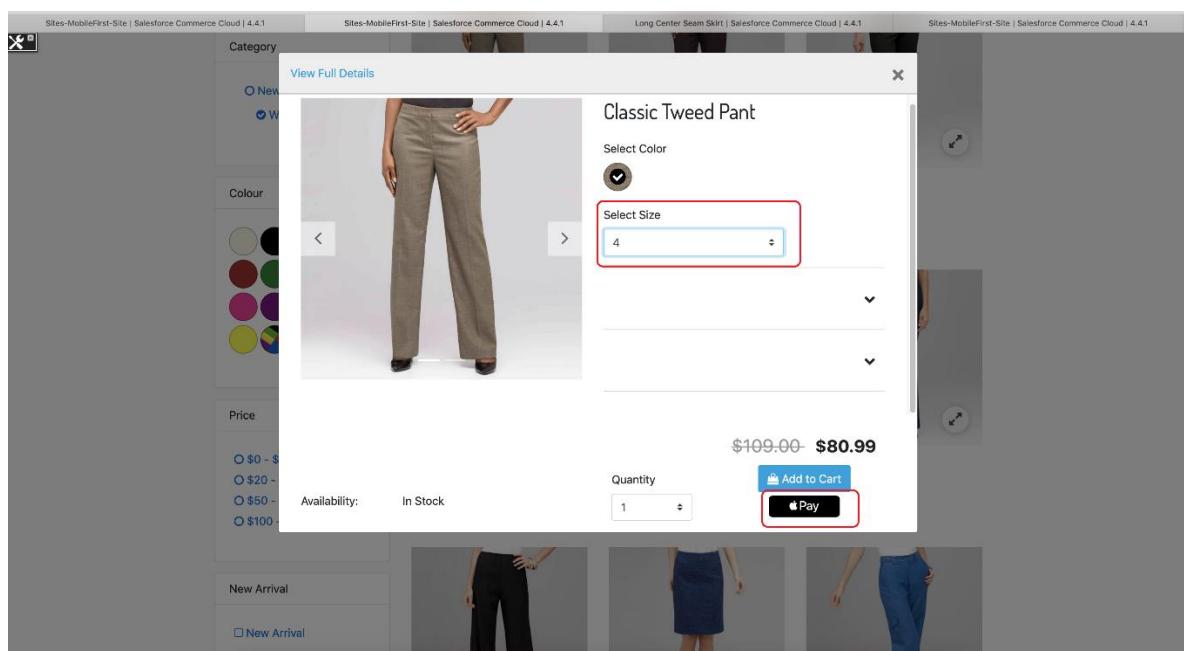
#### From PDP

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



### From quick view (PLP and search results)

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



## From cart page

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

**Classic Tweed Pant**

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

Enter Promo Code

Promo Code  Submit

Shipping

Ground ( 7-10 Business Days )

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

[Checkout](#)

**Apple Pay**

Locate Store      Account      Customer Service      About

## From mini cart

>Login    English (United States) ▾      salesforce commerce cloud

New Arrivals ▾    Womens ▾    Mens ▾    Top Sellers

Womens / Clothing / Long Center

Item No. 701642842668

Select Color

Select Size 4

Size Chart

Availability: In Stock

Your shopping cart

Each	Quantity	Total
\$119.00-	2	\$165.98
\$82.99		\$82.99

Bonus Products:

**Button Front Crew Neck Cardigan**

Color: Grey Heather Multi  
Size: S

Each	Quantity	Total
\$0.00	1	\$0.00

Estimated Total \$572.97

[Checkout](#)

**Apple Pay**

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

The Apple Pay button in the PDP and Quick View has a technical limitation; it only accepts a single SKU (Stock Keeping Unit) for the checkout. Due to this limitation, adding/checkout of multiple products is not possible from the PDP or Quick View flows.

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

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

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

## Tokenization

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

To enable / disable this feature

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

The screenshot shows the 'Account on file configurations' section of the Business Manager. It includes fields for Instance Type (Sandbox), a search bar, and a table with two rows. The first row has Name 'WorldpayEnableTokenization' (Value: Yes, Default Value: No), and the second row has Name 'TokenType' (Value: Shopper (Shopper), Default Value: Shopper). Both rows have an 'Edit Across Sites' button.

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

## Stored Credential Disclaimer

Worldpay supports stored credentials for credit cards. This feature complies with scheme mandates for storing (and subsequently using) card payment credentials for cardholder and merchant-initiated transactions. If you are using tokenization, in most cases enable this feature. If you are not sure if you need this feature, contact your Worldpay support team for advice.

To enable / disable this feature

- In Business Manager, navigate to Site/Merchant Tool/Site Preferences/Custom Preferences/Worldpay-SchemeMandated
- Turn on *Enable Stored Credentials*

The screenshot shows the 'Scheme mandated configurations' section of the Business Manager. It includes fields for Instance Type (Sandbox), a search bar, and a table with one row. The row has Name 'Enable Stored Credentials\*' (Value: Yes, Default Value: No), and an 'Edit Across Sites' button.

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

For stored credentials, you have an option to show a disclaimer message. To show a disclaimer message, do the following:

1. Go to Merchant Tools/Custom Preferences/Worldpay-SchemeMandated.
2. Select the show/hide disclaimer button and enter the disclaimer message in the Content-Asset

field.

3. Select the following options:
  - a. *Show disclaimer in store front* - Select **Yes** to display the disclaimer pop up link to the shopper.
  - b. *Is Mandatory for store view* – Select **Yes** to make the shopper to agree with the disclaimer message to place the order and save the payment card details.
4. Go to *Merchant Tools/Content/Content Assets/ saveCardDisclaimer*.
5. Write or edit the disclaimer text in the *Body* field and click **Download**.

Is Disclaimer Mandatory?

Show Disclaimer in the Frontend

**Body:** Do You Want To Save The Card?

Year:

## The shopper's experience:

### 1. Show Disclaimer in the Frontend

The screenshot below shows the *Disclaimer* link at the lower left corner of the window below the *Save Card to Account* checkbox. This link does not appear if you disable the disclaimer in the front end.

Google Pay      Credit Card - Redirect

\*Email: jnishikant@sapient.com

\*Phone Number: 3333333333

\*Name on Card:

\*Card Number:  CREDIT

\*Expiration Month: month  \*Expiration Year: year

\*Security Code:

Save Card to Account

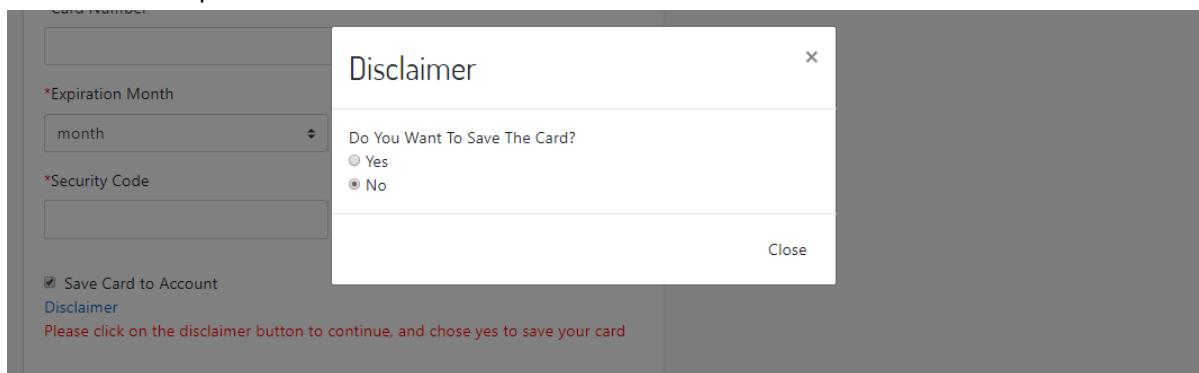
[Disclaimer](#)

### 2. When "Is Disclaimer Mandatory?" is enabled

When the disclaimer is mandatory, your shoppers see a window like the one below. To place an order, shoppers select any of the options (Agree/Disagree). If shoppers do not do this, an error message appears – see the yellow sentence on the screen below

The screenshot shows a payment form with fields for Card Number, Expiration Month (month dropdown), Expiration Year (year dropdown), Security Code, and Save Card to Account checkbox. Below these fields is a Disclaimer link and a note: "Please click on the disclaimer button to continue, and chose yes to save your card". A blue button at the bottom right says "Next: Place Order".

If the shopper views the disclaimer and clicks **Yes** to save the card, the system saves the card details and the order is placed. See screenshot below:



If the shopper selects **No**, the system does not save the card details and the **Save card** checkbox automatically unchecks. The order is placed as normal.

### 3. When “is Disclaimer Mandatory” is disabled

The screenshot shows a payment form with the following fields:

- Email:** jnishikant@sapient.com
- Phone Number:** 3333333333
- Name on Card:** (empty field)
- Card Number:** (empty field) with a CREDIT icon
- Expiration Month:** month
- Expiration Year:** year
- Security Code:** (empty field)
- Save Card to Account:**
- Disclaimer:** Your Card will be saved only when you chose yes option from disclaimer, else your card will not be saved.

If the shopper clicks the disclaimer link and selects **Yes**, the system saves the card details and the order is placed.

If the shopper selects **No** the card details are not saved. The *Save card* checkbox is unchecked but the order is placed.

If the shopper did not open the disclaimer or did not select any option, the system defaults to the **No** option. Card details are not saved, but the order is placed.

**Note:** If the shopper does not give the mandatory card details, or the format is wrong, the system does not save the card details. This occurs even though the *Stored Credentials* option is enabled.

## Worldpay documentation

Follow the link for information on stored credentials:

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

## 3DS and 3DS Flex

3DS Flex is the most advanced 3DS product on the market, it provides your transactions with additional security. It combines the new standard of 3DS2 with traditional 3DS allowing for a single integration.

To enable 3DS and 3DS Flex, do the following:

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

Name	Value	Default Value	Action
Worldpay TermURL (WorldpayTermURL) (String)	Worldpay-HandleAuthenticationResponse	Worldpay-HandleAuthenticationResponse	Edit Across Sites
3ds Type (dtype)	two3d (two3d)	one3d	Edit Across Sites
Challenge Preference (challengePreference)	challengeMandated (challengeMandated)	noPreference	Edit Across Sites
challengeWindowSize (challengeWindowSize)	fullPage (fullPage)	390x400	Edit Across Sites
riskData (riskData)	No		Edit Across Sites
Authentication Method (authenticationMethod)	localAccount (localAccount)		Edit Across Sites
DDC URL (testOrProductionUrl)	(https://secure-test.worldpay.com/shopper/3ds/ddc.html)	https://secure-test.worldpay.com/shopper/3ds/d...	Edit Across Sites
Challenge URL (testOrProductionUrlChallenge)	(https://secure-test.worldpay.com/shopper/3ds/challenge.html)	https://secure-test.worldpay.com/shopper/3ds/c...	Edit Across Sites
JWT MAC Key (jwtMacKey) (String)	fa2daee2-1fb4-45ff-4444-52805d5cd9e0		Edit Across Sites
JWTIssuer (iss) (String)	5bd9e0e4444dce153428c940		Edit Across Sites

## Worldpay documentation

Follow the link for information on the 3DS:

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

## Exemption Engine

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

## Site Preferences:

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

Name	Value	Default Value	
Enable Exemption Engine (WorldPayEnableExemptionEngine)	No	No	<a href="#">Edit Across Sites</a>
Exemption Type (WorldPayExemptionType)	Optimised Exemption (OP)		<a href="#">Edit Across Sites</a>
Exemption Placement (WorldPayEnableExemptionPlaceme...)	AUTHENTICATION (AUTHENTICATION)		<a href="#">Edit Across Sites</a>

## Worldpay documentation

Follow the link for information on the Exemption Engine:

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

## FraudSight

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

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

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

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

When FraudSight detects fraudulent payment authorization requests, FraudSight returns:

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

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

## Workflow

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

1. When the *OrderNotificationUpdatesJob* runs, the payment response is processed, and a flag called *isFraudSightOrderReview* is set. This flag shows if the order is fraudulent.
2. The job, called *OrderNotificationUpdatesJob* populates the order object's custom attributes (see the table above for a list of these custom attributes).

3. When the *NotifyFraudSightOrdersJob* runs, it picks all the flagged fraudulent orders. Then it writes the details to an email body and sends out the notification to the merchant's email ID. You configure this merchant email ID under site preferences. The email contains the list of all fraudulent order numbers and their location in the CSV file.
4. After the notification email is sent, the flag called *isFraudSightOrderReview* on the fraudulent orders is set to false. This ensures that the same orders are not picked during the next job run.

## FraudSight Order flagging

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

```

<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE paymentService PUBLIC "-//WorldPay//DTD WorldPay PaymentService v1//EN"
"http://dtd.wp.fte08.testworldpay.com/dtd/paymentService_v1.dtd">
<paymentService version="1.4" merchantCode="YOUR MERCHANT CODE">
    <reply>
        <orderStatus orderCode="YOUR ORDER CODE">
            <payment>
                <paymentMethod>VISA-SSL</paymentMethod>
                <amount value="100" currencyCode="GBP" exponent="2" debitCreditIndicator="credit" />
                <lastEvent>AUTHORISED</lastEvent>
                <CVCResultCode description="NO RESPONSE FROM ACQUIRER" />
                <AVSResultCode description="NO RESPONSE FROM ACQUIRER" />
                <balance accountType="IN_PROCESS_AUTHORISED">
                    <amount value="100" currencyCode="GBP" exponent="2" debitCreditIndicator="credit" />
                </balance>
                <cardNumber>4444*****1111</cardNumber>
                <riskScore Provider="FraudSight" finalScore="0" id="188a9ae6-21c4-4fd9-87cd-8df4c719aaaf1" message="low-risk" />
                <FraudSight score="0.00267" id="188a9ae6-21c4-4fd9-87cd-8df4c719aaaf1" message="low-risk">
                    <reasonCodes>
                        <reasonCode>Card Unfamiliarity</reasonCode>
                        <reasonCode>High Risk Email</reasonCode>
                    </reasonCodes>
                </FraudSight>
            </payment>
        </orderStatus>
    </reply>
</paymentService>

```

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

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

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

## Administrator interaction flow

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

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

The screenshot shows the Salesforce Order Search interface. At the top, there are navigation links: Cache, Search Indexes, Code Versions, Cartridge Path, and a search bar labeled "Search with ease...". Below the navigation is a breadcrumb trail: Merchant Tools > Ordering > Orders. The main title is "Orders". A message says "You're using the new Search service." Below the title, it says "This page allows you to search for orders by order number. Select **Advanced** to use more search options. Select **By Number** to search by providing a list of order numbers. Order numbers can be separated by either ',' or ';' or space or newline. Entered text is treated as case-sensitive; substring matching isn't supported." There is a "Simple" tab, an "Advanced" tab (which is selected), and a "By Number" tab. Under "Advanced", there is a "Selected Site: MobileFirst" dropdown with a "Select Site" button. To the right of the tabs are buttons for "Find" and "Check Export Status".

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

The screenshot shows the "Extended Attributes" section of the Order Search configuration. It includes fields for "Is Fraud Sight Order Review (custom.isFraudSightOrderReview)", "Operator" (set to "Default"), and "Sort By" (set to "Unsorted"). The "Is Fraud Sight Order Review" field has dropdowns for "equals" and "True". Other dropdowns include "None" and "Select...". At the bottom right are buttons for "Find" and "Check Export Status".

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

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

## Manual operation

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

1. Go to Administration/ Operations/Jobs

The screenshot shows the 'NotifyFraudSightOrdersJob' configuration in the Jobs section of the Administration / Operations / Jobs page. The 'General' tab is selected. The 'ID\*' field contains 'NotifyFraudSightOrdersJob'. The 'Description' field contains 'Job that notifies the list of fraud sight risk orders'. The 'Priority' section shows 'Normal' is selected. A 'Run Now' button is visible in the top right corner.

2. Click the *Job Steps* tab.

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

The screenshot shows the 'NotifyFraudSightOrdersJob' configuration in the Jobs section of the Administration / Operations / Jobs page. The 'Job Steps' tab is selected. On the left, under 'Job Parameters', there is a list with 'NotifyFraudSightOrdersJob' highlighted. On the right, a modal window titled 'Select and Configure Step' is open, showing the 'ExecuteScriptModule' step with 'Context: Organization, Site'. Below it, the 'Custom Parameters' section is visible, containing a table with columns 'ID\*' and 'Value\*'. The first row has 'status' in the ID column and '0,3,4,5,8' in the Value column. There are '+' and '-' buttons for adding or removing rows.

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

## Configure the merchant email address

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

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

---

Notify Fraud Sight Order Mail To Address

(NotifyFraudSightOrderMailTo)  
(String)

---

Notify Fraud Sight Order Mail From Address

(NotifyFraudSightOrderMailFrom)  
(String)

## Worldpay documentation

Follow the link for information on FraudSight:

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

## Issuer Insights

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

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

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

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

## Configurations:

To configure the attributes, do the following:

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

Issuer Insights

Prepaid Card Type:

Source Type:

Card Product Type:

Issuer Country:

Affluence:

Virtual Account Number:

Reloadable:

Account Range ID:

Available Balance:

<< Back to List

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

The screenshot shows the 'OrderNotificationUpdatesJob' configuration in the Salesforce Jobs section. The job is set to run once on March 23, 2017, at 3:06 am. It has an active trigger and is enabled. The 'Schedule and History' tab is selected. A table below shows job history with columns: ID, Execution Scope, Status, Start Time, End Time, Duration, and Log File. A 'Refresh' button is also present.

ID	Execution Scope	Status	Start Time	End Time	Duration	Log File

Order attributes related to issuer insights values are populated.

The screenshot shows the 'Issuer Insights' configuration screen with various fields filled in:

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

At the bottom right are 'Apply' and 'Reset' buttons, and a link to '<< Back to List'.

## Worldpay documentation

Follow the link for information on Issuer Insights:

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

## Extended Response Codes

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

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

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

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

### Site Preferences:

To enable extended response codes:

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

Enable Overriding Checkout Error Messages

Yes  No

(EnableCustomExtendedResponseMessages)

### Custom Objects:

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

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

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

### Manage Custom Objects

This page allows you to manage custom objects based on your object type definitions.  
Use the object type select box below to choose the object type definition for which you want to search custom objects. Use the object ID search field to further limit your search to objects with certain key values.  
Click New to create new custom object instances for the selected object type. Click Delete to delete the selected custom object instances.

Custom Object Search

Object Type:  CustomExtendedResponseMessages  Object ID:   Find

Simple Advanced

Please select an object type (and provide an optional search phrase) and click Find.

New

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

**General**

## New Custom Object (CustomExtendedResponseMessages)

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

Select Language:

Configuration of Error Messages

**Error Code:**\*

**Error Message:**

## The shopper's experience

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

The screenshot shows the Salesforce Commerce Cloud Checkout interface. At the top, there is a blue header bar with the word "Checkout". Above the main content area, there is a small "commerce cloud" logo with the text "salesforce commerce cloud". Below the header, there is a red error message box containing the text "Invalid request, please choose a different Payment Method or try again later." To the right of the error message is the "Order Summary" section, which displays the following details:

Order Summary	
Subtotal	\$155.00
Shipping	\$7.99
Shipping Discount	-\$5.99
Sales Tax	\$7.85
Total	\$164.85

Below the Order Summary is the "Items" section, which lists a single item: "Summer Straight Fit Shorts". It includes a small image of the shorts, the color (Black), the size (29), and the status (In Stock). The item details are as follows:

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

At the bottom of the page is a blue "Place Order" button.

## Troubleshooting:

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

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

## Statement Narrative

The feature enables statement narratives for all the supported 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

## Site Preferences

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

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

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

## The shopper's experience

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

The shopper can enter his/her purpose of the transaction. This feature is applicable for both guest and logged in users.

Payment

Billing Address

Ramesh Vanka line1 line2 USC City AL 35005

Update Address Add New

Gift Card Bill Me Later ACH Pay 支付宝 ALIPAY

微信支付 WeChat Pay CREDIT G Pay Credit Card - Redirect

**PayPal**

\*Email \*Phone Number

Purpose of transaction

Birthday Special

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.

Next: Place Order

## Checkout

Need Help? Call 1-800-555-0199

### Shipping

[Edit](#)

**Shipping Address:**

Ramesh Vanka  
line1  
line2  
USCity AL 35005  
9234567890

**Shipping Method:**

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

### Payment

[Edit](#)

**Billing Address:**

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

**Payment:**

Payment By Pay Pal  
Amount € 125,99

### Order Summary

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

1 Items . . . . . **€ 112,00**

**Summer Straight Fit Shorts**



Color: Black  
Size: 29  
In Stock

Each	Quantity	Total
<b>€ 112,00</b>	1	<b>€ 112,00</b>

[Place Order](#)

```

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

```

## CSC: Partial & Multiple Capture

This feature enables merchant to do multiple partial capture from Customer Service Centre (CSC).

### Configurations

You must grant the Customer Service Centre (CSC) permission to do multiple partial captures.

To do this, you need to change the Admin Configuration. Do the following:

1. Go to *Administration/ Organization/Roles & Permissions*.
2. Click *Administrator*.
3. Click the *Customer Service Center Permissions* tab and give permission to the Site(s).

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

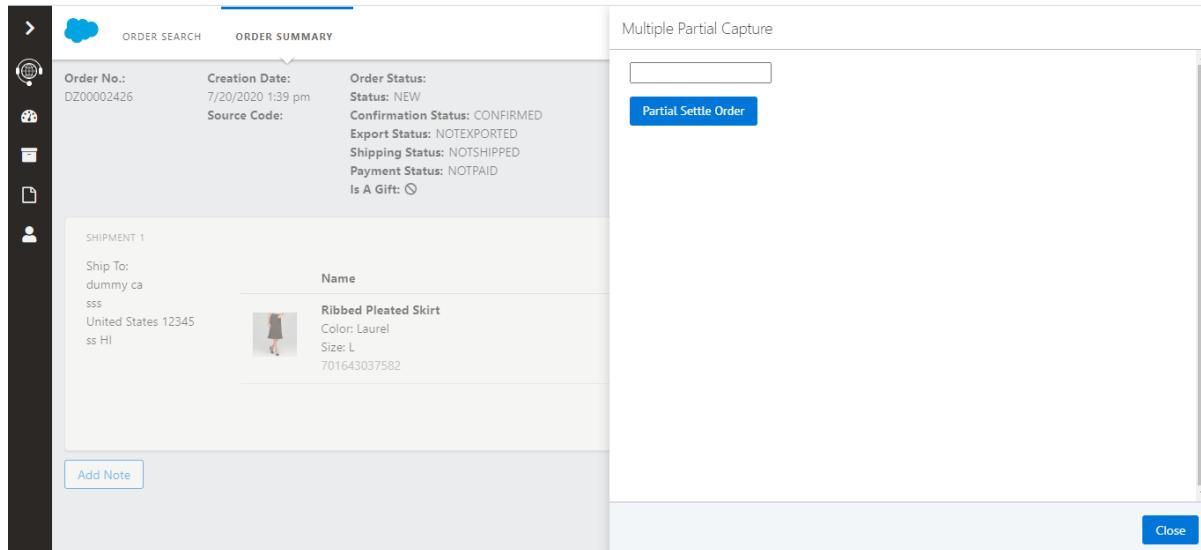
- Header:** Sandbox - zzkv MobileFirst
- Navigation:** Merchant Tools, Administration, Storefront, Toolkit
- User:** himanshu singhrajpoot
- Tab:** Customer Service Center Permissions (selected)
- Content:**
  - Section:** Administrator - Customer Service Center Permissions
  - Text:** This list shows all Customer Service Center permissions which can be granted. Click Select Context to specify for which context you'd like to modify permissions. Available context options are the organization, one site, or multiple sites.
  - Text:** Select the checkboxes and use the Update button at the bottom of the page to grant permissions. Deselect the checkboxes and use the Update button to revoke permissions.
  - Text:** When multiple contexts are selected with different permissions, you can view detailed information by clicking in the "Details" column.
  - Form:** A table showing permissions for the Order module. The "Multiple Partial Capture" and "Void sale" checkboxes are checked.
  - Buttons:** Reset, Update, << Back to List

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

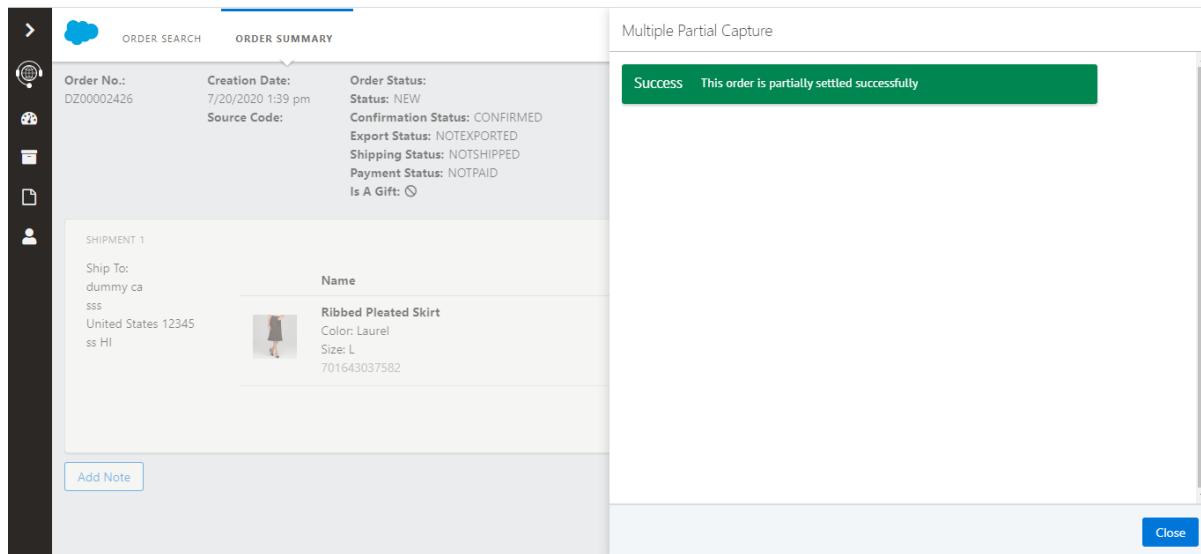
<input type="checkbox"/>	wpgPartialSettleAmount	Partial Settle Amount	String
<input type="checkbox"/>	wpgSettleReference	WPG Settle Reference	Set of Strings

< Back

## End User Interaction (CSC Agent) Flow:



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



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

### Worldpay documentation:

Follow the link for information on partial and multiple captures:

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

## 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. Note that only one of the methods (by site or by channel or by payment method) is supported at a time.

To enable this feature in Business Manager, do the following:

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

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

## By Site

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

### Site preference

Do the following:

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

### Custom Object

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

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

General

## Manage 'MobileFirst' (MultiMerchantBySite)

Fields with a red asterisk (\*) are mandatory. You can view and edit the name and description in other languages, if required. Click Apply to save the details.

Config

SiteID:*	MobileFirst		
Merchant ID:	SAPIENTNITROECOM		
XML User Name:	XU5UIXKPP30S30WTY3FP		
XML Password:	.....	Confirm XML Password:	.....

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

## Service Credential Changes

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

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

## SAPIENTNITROECOM

Fields with a red asterisk (\*) are mandatory. Click Apply to save the details. Click Reset to revert to the last saved state.

These credentials are used by 1 service.

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

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

## Troubleshooting checklist

1. Ensure that the service configurations for the new merchant ID are correct in the *Credentials* tab.

2. Make sure you have entered your Merchant ID in *Custom Preferences*.
3. If *MultiMerchant* is enabled, check that the custom object *MultiMerchantBySite* has credentials for your merchant ID.
4. In *Notifications*, make sure the checkboxes for events and URL are updated in the [Merchant Administration Interface](#).

## By Channel

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

### Site preference

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

Name	Value	Default Value	
Enable Merchant Support (enableMultiMerchantSupport)	None	Global toggle for Multi Merchant Support	<a href="#">Edit Across Sites</a>
Type of Multi Merchant (multiMerchantType)	Based on Channel (channel)	Based on Site	<a href="#">Edit Across Sites</a>
Multi Merchant Channel List (multiMerchantChannelList)	None Default (Default) Desktop (MultiMerchantChannelDesktop) Mobile (MultiMerchantChannelMobile) iPad (MultiMerchantChannelIPad) CSC (MultiMerchantChannelCSC)	Default	<a href="#">Edit Across Sites</a>

### Custom Object

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

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

Custom Object Search						Simple	Advanced
Object Type:		Object ID:	Find				
Select All	Channel Name (Name)	Scope	Last Modified			Expires On	
<input type="checkbox"/>	Desktop	Site	9/10/20 5:30:11 am				
<input type="checkbox"/>	Default	Site	8/12/20 2:08:10 am				
<input type="checkbox"/>	Mobile	Site	9/28/20 3:33:58 am				
<input type="checkbox"/>	iPad	Site	9/4/20 7:50:05 am				
<input type="checkbox"/>	CSC	Site	8/12/20 1:07:26 am				
<a href="#">Edit All</a>		<a href="#">Edit Selected</a>			<a href="#">New</a>	<a href="#">Delete</a>	

## Manage 'Desktop' (MultiMerchantByChannel)

Fields with a red asterisk (\*) are mandatory. You can view and edit the name and description in other languages, if required. Click **Apply** to save the details.

### Config

Channel Name:	Desktop		
Merchant ID:	SAPIENTNITROECOM		
Google Pay Merchant ID:	32-049070379490		
Worldpay Merchant Number:	1000X6096		
XML User Name:	XUStJXKPP30X30W1Y31P		
XML Password:	.....	Confirm XML Password:	.....

## Adding and removing channels

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

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

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

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

## By Payment Method

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

### Site preference

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

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

## Custom Object

You can use a custom object called *MultiMerchantByPaymentMethod* to configure Merchant code credentials for each payment method. Do the following:

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

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

### Manage Custom Objects

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

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

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

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

Custom Object Search				
Object Type: <input type="text" value="MultiMerchantByPaymentMethod"/>		Object ID: <input type="text"/>	<input type="button" value="Find"/>	<input type="button" value="Advanced"/>
Please select an object type (and provide an optional search phrase) and click Find.				
<input type="checkbox"/> <a href="#">Select All</a>	Payment Method ID (ID)	Scope	Last Modified	Expires On
<input type="checkbox"/>	<a href="#">ACH_DIRECT_DEBIT-SSL</a>	Site	8/27/20 2:38:38 pm	
<input type="checkbox"/>	<a href="#">PAYWITHGOOGLE-SSL</a>	Site	8/28/20 1:16:12 am	
<input type="checkbox"/>	<a href="#">Default</a>	Site	9/1/20 11:56:05 pm	
<input type="checkbox"/>	<a href="#">ALIPAYMOBILE-SSL</a>	Site	8/28/20 3:47:28 am	
<input type="checkbox"/>	<a href="#">ALIPAY-SSL</a>	Site	8/28/20 3:47:28 am	
<input type="checkbox"/>	<a href="#">BANK_TRANSFER</a>	Site	8/28/20 3:47:28 am	
<input type="checkbox"/>	<a href="#">BML</a>	Site	8/28/20 3:47:28 am	
<input type="checkbox"/>	<a href="#">BOLETO-SSL</a>	Site	8/28/20 3:47:28 am	
<input type="checkbox"/>	<a href="#">CASHU-SSL</a>	Site	8/28/20 3:47:28 am	
<input type="checkbox"/>	<a href="#">CHINAUNIONPAY-SSL</a>	Site	8/28/20 3:47:28 am	
<input type="button" value="Edit All"/>	<input type="button" value="Edit Selected"/>		<input type="button" value="New"/>	<input type="button" value="Delete"/>

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

#### General

### Manage 'CREDIT\_CARD' (MultiMerchantByPaymentMethod)

Fields with a red asterisk (\*) are mandatory. You can view and edit the name and description in other languages, if required. Click **Apply** to save the details.

custom			
	<b>Payment Method ID:</b> * <input type="text" value="CREDIT_CARD"/>		
<b>Merchant ID:</b>	<input type="text" value="SAPIENTNITROECOM1"/>		
<b>XML User Name:</b>	<input type="text" value="52VXO0F6BB5W7JO1FUMH"/>		
<b>XML Password:</b>	<input type="text" value="....."/>	<b>Confirm XML Password:</b>	<input type="text" value="....."/>
<b>Google Pay Merchant ID:</b>	<input type="text" value="55b2510eaa3f910"/>		
<b>SEPA Mandate Number:</b>	<input type="text"/>		

## Country Spoofing

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

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

You must ask your Worldpay implementation manager to enable country code spoofing on your account.

### Site preference

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

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

The screenshot shows the 'Site preferences' section of the Worldpay merchant tools. Under 'Country Spoofing' (countryspoofing), a dropdown menu is set to 'Yes'. Below this, under 'List of spoofed country' (listofspoofedcountry), there is a text input field containing 'IM:GB' and 'JE:US', each preceded by a blue button. An 'Add' button is visible to the right of the input field.

## Configurable Labels and Alerts

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

### Site preference changes

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

### Custom Object changes

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

To configure labels and alerts, do the following:

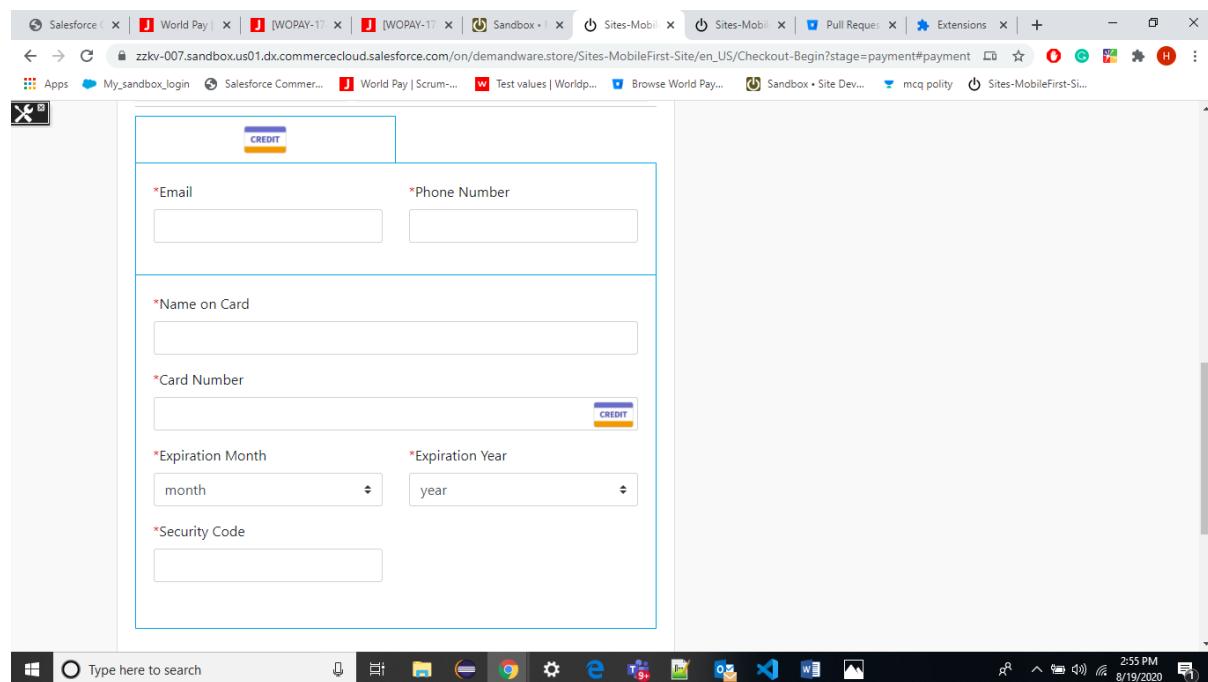
1. Go to *Merchant Tools/Custom Objects/Custom Object Editor*.

labelName	Scope	Last Modified	Expires On
<input type="checkbox"/> field.customer.email	Site	8/17/20 12:15:27 am	
<input type="checkbox"/> label.input.creditcard.owner	Site	8/17/20 12:07:44 am	
<input type="checkbox"/> tooltip.bank	Site	8/17/20 12:41:26 am	
<input type="checkbox"/> worldpay.payment.type.selectedmethod	Site	8/17/20 12:45:47 am	
<input type="checkbox"/> tooltip.expirationMonth	Site	8/17/20 12:52:42 am	
<input type="checkbox"/> worldpay.or	Site	8/17/20 12:55:37 am	
<input type="checkbox"/> worldpay.disclaimer.modaloptionno	Site	8/17/20 1:26:30 am	
<input type="checkbox"/> msg.card.type.ending	Site	8/17/20 1:31:36 am	
<input type="checkbox"/> info.phone.number	Site	8/17/20 1:36:36 am	
<input type="checkbox"/> page.heading.payments	Site	8/18/20 4:02:27 am	
<input type="checkbox"/> msg.no.saved.payments	Site	8/18/20 8:47:22 am	
<input type="checkbox"/> worldpay.ach.selectaccount	Site	8/17/20 1:05:26 am	
<input type="checkbox"/> label.karmaPaymentMethod	Site	8/17/20 12:43:54 am	
<input type="checkbox"/> worldpay.payment.amount	Site	8/17/20 12:46:45 am	
<input type="checkbox"/> tooltip.cardOwner	Site	8/17/20 12:50:56 am	
<input type="checkbox"/> tooltip.cardNumber	Site	8/17/20 12:51:48 am	
<input type="checkbox"/> worldpay disclaimer link	Site	8/17/20 1:07:22 am	

2. The default value, that is the value from resource bundle (the properties file in codebase), is picked under the following conditions:
  - If *EnableConfigurableLabels* is not enabled
  - If we have not added the key value pair in our custom object
  - The key is present in our custom object but the value is empty

## The shopper's Experience

### Configurable Labels (When not configured)



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

	
*Email test	*Phone Number test
<input type="text"/>	<input type="text"/>
*Name on Card test	
<input type="text"/>	
*Card Number test	
<input type="text"/> 	
*Expiration Month test	*Expiration Year Test
month	year
<input type="text"/> *Security Code Test	

## Configurable alerts (When not configured)

	
*Email	*Phone Number
himanshusinghrajpoot9563@gmail.com	1234567890
*Name on Card	
Dummy	
*Card Number	
5454 5454 54	
Invalid Credit Card Number	
*Expiration Month	*Expiration Year
11	2022
*Security Code	
435	

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

	
<p>*Email</p> <input type="text" value="himanshusinghrajpoot9563@gmail.com"/>	<p>*Phone Number</p> <input type="text" value="1234567890"/>
<p>*Name on Card</p> <input type="text" value="Dummy"/>	
<p>*Card Number</p> <div style="border: 2px solid red; padding: 5px;"><input type="text" value="5454 5454 54"/> </div> <p>Invalid Credit Card Number Test</p>	
<p>*Expiration Month</p> <input type="text" value="11"/>	<p>*Expiration Year</p> <input type="text" value="2022"/>
<p>*Security Code</p> <input type="text" value="435"/>	

## Troubleshooting

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

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

Custom Object Search

Object Type: ConfiguredLabels Simple Advanced

Conditions:

Label Value (custom.labelXValue)	equals	Email
None	Select...	

Operator: Default

Result: Unsorted ascending 10 results per page Find

Reset Select All Edit All Edit Selected New Delete

(labelName)	Scope	Last Modified	Expires On
<input type="checkbox"/> field.customer.email	Site	8/17/20 12:15:27 am	

Showing 1 - 1 of 1 items

## Limitations

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

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

## Order inquiry batch job

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

The job consists of a four-stage process:

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

The screenshot shows the Salesforce Admin interface for the OrderInquiriesUpdateJob. The top navigation bar includes links for Cache, Search Indexes, Code Versions, Cartridge Path, and Toolkit. Below the navigation is a breadcrumb trail: Administration / Operations / Jobs / OrderInquiriesUpdateJob. The main page title is "OrderInquiriesUpdateJob". A tabs menu at the top of the page includes General, Schedule and History, Resources, Job Steps, Failure Handling, and Notification. The General tab is selected. The "ID\*" field contains "OrderInquiriesUpdateJob". The "Description" field contains the text: "Batch job for fetching order inquiries of Worldpay Orders with payment status= not paid and order status CREATED, NEW OR OPEN and updating Order Statuses and token details in order and customer saved payment instruments". Under "Priority", the "Normal" radio button is selected. The bottom of the page shows a summary of the job parameters: Scope (MobileFirst), OrderInquiriesUpdateJob, and a summary of the job steps.

The screenshot below shows you the job interface:

The screenshot shows the "Select and Configure Step" dialog for the OrderInquiriesUpdateJob. The dialog title is "Select and Configure Step" and the sub-section is "ExecuteScriptModule". The "ID\*" field is set to "OrderInquiriesUpdateJob". The "Description" field contains the same text as the main job configuration: "Batch job for fetching order inquiries of Worldpay Orders with payment status= not paid and order status CREATED, NEW OR OPEN and updating Order Statuses and token details in order and customer saved payment instruments". The "ExecuteScriptModule.Module" field is set to "int\_worldpay\_core/cartridge/scripts/jobs/OrderInquiryUpdatesJob". The "ExecuteScriptModule.FunctionName" field is set to "orderInquiriesUpdate". The "ExecuteScriptModule.Transactional" checkbox is checked. The "ExecuteScriptModule.TimeoutInSeconds" field is empty. The "Always execute on restart" checkbox is unchecked. At the bottom right are "Back" and "Assign" buttons.

## Job-failure email notifications

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

The screenshot shows the configuration for the OrderNotificationUpdatesJob. It includes fields for:

- EnableJobMailerService**: A dropdown menu set to **No**. There is an **Edit Across Sites** link next to it.
- (NotifyJobMailCC)**: A text input field containing `achpay1@yopmail.com`. There is an **Edit Across Sites** link next to it.
- NotifyJobMailFrom**: A text input field.
- (NotifyJobMailFrom)**: A text input field.
- NotifyJobMailTo**: A text input field.
- (NotifyJobMailTo)**: A text input field.

At the bottom, there is a copyright notice: © 2020 salesforce.com, Inc. All Rights Reserved. and a timestamp: MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Daylight Time | Version: 20.7 Last Updated: Jun 22, 2020 (Compatibility Mode: 18.10).

To enable this job, do the following:

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

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

The screenshot shows the Site Preferences/Custom Preferences page. The **EnableJobMailerService** field is highlighted and set to **Yes**. Other fields shown include:

- NotifyJobMailCC**: `admin@worldpay.com`
- NotifyJobMailFrom**: `admin@worldpay.com`
- NotifyJobMailTo**: `admin@worldpay.com`

## Initiate the cancel order job

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

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

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

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

Administration / Operations / Job Schedules /

### InitiateCancelOrderJobs

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

ID\*

Description

Initiate a Call to worldpay to cancel an order.

Priority

Normal  High

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

Administration / Operations / Jobs /

### InitiateCancelOrderJobs

- [General](#)
- [Schedule and History](#)
- [Resources](#)
- [Job Steps](#)
- [Failure Handling](#)
- [Notification](#)

Job Parameters

Scope: 2 Sites Assigned

InitiateCancelOrderJobs
-------------------------

Select and Configure Step

ExecuteScriptModule

ID\*

Description

Initiate a Call to worldpay to cancel an order.

ExecuteScriptModule.Module\*

ExecuteScriptModule.FunctionName

ExecuteScriptModule.Transactional

ExecuteScriptModule.TimeoutInSeconds

Always execute on restart

Back Assign

## Country currency mapping

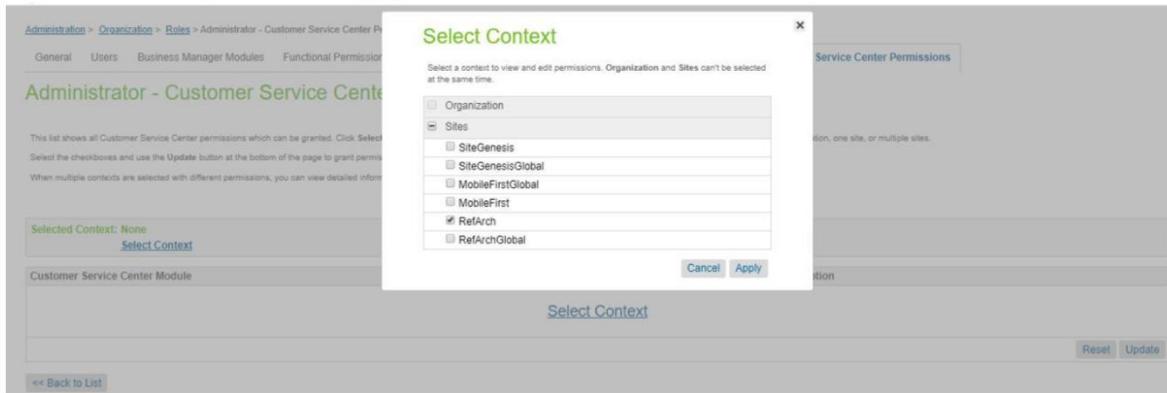
Countries are mapped against the following currencies:

Country	Currency
USA	US dollar
United Kingdom	Pound sterling
Germany	Euro
France	Euro
Belgium	Euro
Italy	Euro
Sweden	Swedish krona
Canada	Canadian dollar
Australia	Australian dollar
China	Yuan Renminbi
Japan	Japanese yen
Singapore	Singapore dollar
Russian Federation	Russian rouble

## Managing the customer service center

To manage the customer service center, the Business Manager administrator should do the following:

1. Go to *Administration/Organization/Roles/Administrator* – Customer Service Center Permissions. This is enabled for CSC users.
2. Select the context of your site and click **Apply**:



## Customizing the look and feel of redirect pages

To customize the look and feel of redirect pages:

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

The screenshot shows the configuration interface for Worldpay Configurable HPP APM. It includes sections for adding payment method IDs, setting address details to read-only, hiding address details, and specifying an installation ID.

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

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

## Customizing iframe or lightbox HPP redirect pages

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

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

WorldPay

Credit Card - Redirect

YANDEXMONEY-SSL Yandex

**WorldPay Details**

User Name:

Type: \* **REDIRECT (Redirect)**

Password:  Confirm:

Days after which Order expires:  (Number)

SEPA Mandate Number:

Worldpay Statement Narrative:

HPP CustomOptions JSON:

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

[HTML Editor](#)

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

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

OR

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

## Checkout Theme (Optional Cartridge)

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

The SFRA OOTB design with minor customization appears below:

The screenshot shows the 'Payment' section of a checkout page. At the top, there's a 'Billing Address' dropdown set to 'Ganesh Kunnamkumarath 21W Madison Ave New York NY 10010'. Below it are two buttons: 'Update Address' and 'Add New'. A row of payment method buttons includes 'Gift Card', 'ACH Pay', 'Pay Pal', 'Alipay', 'China Union Pay', 'Wechatpay', 'Google Pay', and 'Credit Card - Redirect'. The 'Credit Card - Redirect' button is highlighted with a blue border. Below this is a large input field for card details, featuring a 'CREDIT' logo. To the left of the field is a placeholder for 'Email' and to the right is a placeholder for 'Phone Number' containing the number '9898989898'. Further down, there's a field for 'Name on Card' with a placeholder. Next is a field for 'Card Number' with a 'CREDIT' logo to its right. At the bottom, there are dropdown menus for 'Expiration Month' (with 'month' selected) and 'Expiration Year' (with 'year' selected). Finally, there's a field for 'Security Code'.

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

**Billing Address**

Joe Bloggs, 196 Hunter Street, London, NW1 6AA
▼

Update Address > Add new Address >

**Select Payment Method**

<input type="radio"/> Pay by Credit Card	
<input type="radio"/> Pay by Wallet	
<input type="radio"/> Pay by Alternative Payment	

Place secure payment

**Select Payment Method**

<input checked="" type="checkbox"/> Pay by Credit Card	
<div style="display: flex; align-items: center; gap: 10px;"> <div style="border: 1px solid #ccc; padding: 2px 10px; border-radius: 5px;"></div> <div>Card Number</div> </div> <div style="display: flex; align-items: center; gap: 10px; margin-top: 5px;"> <div style="border: 1px solid #ccc; padding: 2px 10px; border-radius: 5px;"></div> <div>MM/ YYYY</div> <div style="border: 1px solid #ccc; padding: 2px 10px; border-radius: 5px;"></div> <div>Security Code</div> </div>	
<small>*Card type is known by first digital entry automatically</small> <small>3 digits on the back of the card</small>	
<input checked="" type="checkbox"/> Save card details for later	
<small>*Please note: Once you select the place secure payment button below - your credit card payment will be taken</small>	
<input type="radio"/> Pay by Wallet	
<input type="radio"/> Pay by Alternative Payment	

Place secure payment

<input checked="" type="checkbox"/> Pay by Wallet	
<input type="radio"/> Pay by Alternative Payment	

Buy with

Buy with

\*Please note: Once you select the selected wallet payment button below - your payment will be taken

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

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

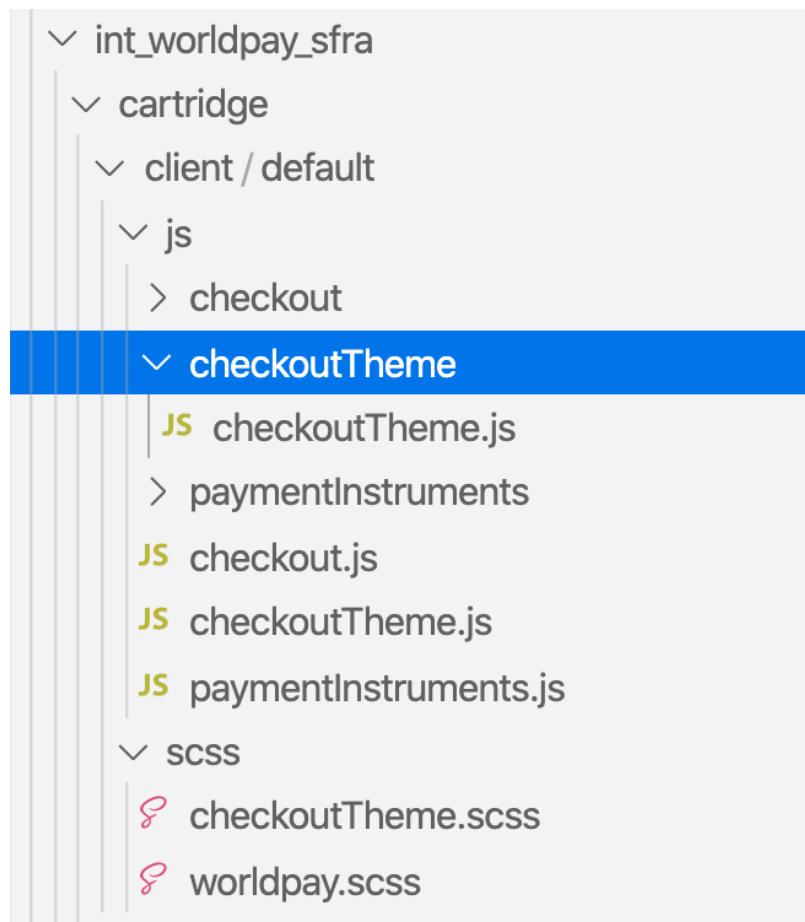
- Pay by Credit card - Shopper can pay using any credit card
- Pay by Wallet - Shopper can pay by any wallets such as GooglePay and Apple Pay
- Pay by Alternative Payment – Shopper can pay with multiple alternative payment options based on selected country

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

## Visual features

Here are some of the notable features of the themes:

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



## Technical features

- The *checkout.isml* file is overwritten in our new *worldpay\_sfra\_changes* cartridge. Instead, we include complied js and css files needed for the updated UI design
- ADA issues in the wave tool have been addressed as part of the new design. We have changed the primary and secondary button color to address the ADA color contrast issue
- The new design is responsive and has a dedicated tablet and mobile view
- The build suit must be altered to access this cartridge when a new build occurs
- Label hiding – Form labels are visually hidden, and a placeholder added

## Managing content assets

All imported assets are in the site import folder (metadata) in the cartridge installation pack.

**NOTE:** Ensure that content assets in the import have the appropriate library ID of the XML import site.

To manage content assets, go to *Merchant Tools/Content/Content Asset*. Ensure that assets with the IDs *worldpayhelper*, *saveCardDisclaimer* and *worldpay-elv-consent* are added.

## Managing your Worldpay Service profile

To manage your Worldpay profile, go to *Administration/Operations/Services* and click the associated credentials of the service:

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

Configuration information is in the table:

Profile	Description
Name	The Worldpay merchant ID that Worldpay supplies.
URL	The web service URL that is invoked when calling the Worldpay service.
User	The username associated with the merchant ID.
Password	The password associated with the merchant ID.

Administration > Operations > Services > SAPIENTNITROECOM - Details

### SAPIENTNITROECOM

Fields with a red asterisk (\*) are mandatory. Click Apply to save the details. Click Reset to revert to the last saved state.

These credentials are used by 1 service.

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

## Production set-up

To set up the production service in Business Manager:

1. Go to *Administration/Operations/Services*.
2. Click **Credentials**.
3. Create new credentials by inputting the merchant code, production service URL, username and password that Worldpay has sent you.
4. Now go to *Merchant Tools/Site Preferences /Custom Preferences*.
5. Inside the Worldpay group, input your merchant code in *Merchant Code for Worldpay* and update any other fields as needed:
  - *Worldpay Client Side Encryption Public Key* (only if you are using client-side encryption)
  - *Worldpay MAC Secret Code*
  - *Worldpay Merchant Number*
  - *Worldpay Installation ID* (only if you are using hosted payment pages)
6. If you want to use a separate credentials at APM level, you can configure this at *Merchant Tools/Ordering/Payment Methods*.

The screenshot shows the Salesforce Business Manager interface. At the top, there's a navigation bar with links for 'New', 'Sort Order', 'Credit/Debit Cards', 'Import/Export', 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. On the right, there are user profile and system status icons.

The main area displays a list of payment methods. The 'Worldpay' entry is highlighted in blue. The list includes:

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

Below the list, there's a 'Worldpay Details' section with a 'Custom' tab selected. It contains the following fields:

- Merchant Code: XXXXXXXX
- User Name: ADMIN
- Type: REDIRECT (Redirect)
- Password: (redacted)
- Days after which Order expires: (Number)
- SEPA Mandate Number: (redacted)
- Worldpay Statement Narrative: (redacted)
- HPP CustomOptions JSON: (redacted)

At the bottom right of the details section are 'Apply' and 'Cancel' buttons. The footer of the page includes copyright information and a note about mobile time zone compatibility.

## Operations and maintenance

### Data storage

#### Data-level attributes

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

Sr. No.	Additional Custom Fields	Attribute ID	Description
1	Refusal/decline code	declineCode	The result code of a declined transaction from the Worldpay response.
2	Risk score	riskScore	The overall risk score sent by Risk Management or Risk Guardian.
3	Authorization ID	authID	The value of the authorization ID for the authorization request.
4	Masked card number	cardNumber	The masked card number from Worldpay's response. First four and last four digits.
5	CVC Result Code	cvcResultCode	The CVV status code in the response.
6	AVS Result Code	avsResultCode	The Address Verification Service status code from the response.
7	AAV Postcode Result Code	aaVPostcoderesultCode	This field is populated from the authorization response to the AMEX card. Similar to AVS.
8	AAV Address Result Code	aaVAddressresultCode	This field will be populated from the authorization response to the AMEX card. Similar to AVS.
9	AAV Email Result Code	aaVEmailresultCode	The email result code for American Express only.
10	AAV Telephone Result Code	aaVTelephoneresultCode	The telephone result code for American Express only.
11	AAV Cardholder Name Result Code	aaVCardholderNameResultCode	The cardholder name result code for American Express only.
12	Transaction Status	transactionStatus	This field maintains the history of order status. It is an array, and whenever an order status is changed, the transaction status will be updated by an order notification.
13	Issuer Response	issuerResponse	The authentication response from the issuer after 3D verification.

14	SEPA Mandate ID	mandateID	The mandate ID created for a SEPA transaction.
15	Worldpay Last Event	WorldpayLastEvent	The last transaction status that occurred on a Worldpay order.
16	Worldpay MAC missing	worldpayMACMissingVal	True when a MAC error is received in a redirect credit card or APM response URL.

## Order-payment instrument attributes

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

Sr. No.	Additional Custom Fields	Description
1	Bank	For the iDEAL APM.
2	Installments	Installments (Coming Soon) <b>NOTE:</b> Please contact Worldpay for more information about the maximum number of instalments.
3	CPF	CPF
4	BankCode	Bank code (for IDEAL)
5	Worldpay Merchant ID	The merchant ID with which the order is placed (ALL).
6	Worldpay Token Requested	The token requested value where selected for cards (CREDIT CARDS).

## Order notification custom object

The attributes for the custom Object `OrderNotifyUpdates` are defined in the table below. The system creates a new custom object every time a notification is received with all these attributes. The custom object is kept until the Notification Job deletes it.

Sr. No.	Additional Custom Fields	Description
1	Order No	orderNo
2	XML String	xmlString
3	Custom Object ID	ID
4	Time Stamp	timestamp

## Availability

Please contact your Worldpay Relationship Manager (RM) or Worldpay Support for:

- The expected availability/uptime (in percentage) of services and interfaces
- Current information on the availability and reliability of services
- Information on any unplanned outage

## Contact Us

Please contact your Worldpay Relationship Manager or Worldpay Support.

Tel: 0800 096 3997.