



Salesforce

Technical integration guide

Version 21.2.0 - December 2021

Contents

| | |
|--|----|
| Introduction | 7 |
| Functional overview | 7 |
| Payment methods | 7 |
| <i>XML Direct</i> | 7 |
| <i>XML Redirect</i> | 8 |
| Limitations and constraints | 9 |
| Implementation guide | 10 |
| APMs (alternative payment methods) | 10 |
| <i>Alipay Mobile</i> | 11 |
| <i>Enabling iDEAL payments</i> | 11 |
| <i>Klarna</i> | 12 |
| <i>Worldpay documentation</i> | 17 |
| <i>APM lookup service</i> | 17 |
| Prime routing (USA only) | 17 |
| ACH Pay..... | 18 |
| <i>Business Manager configuration:</i> | 18 |
| <i>Voiding ACH pay orders</i> | 18 |
| <i>Worldpay documentation</i> | 20 |
| LATAM Payments | 21 |
| <i>Site Preferences</i> | 21 |
| <i>The shopper's experience</i> | 22 |
| <i>Recommendation for Brazil only</i> | 23 |
| <i>Worldpay documentation:</i> | 24 |
| Order notifications | 24 |
| <i>Order notification batch job</i> | 25 |

| | |
|---|----|
| Notification update service | 26 |
| MOTO payments | 27 |
| <i>Customer service staff place the order from Business Manager</i> | 29 |
| <i>Customer service staff place the order from the storefront</i> | 32 |
| One-click payment..... | 34 |
| <i>Who can use one-click payments?</i> | 35 |
| <i>The shopper's experience</i> | 35 |
| Chrome payment..... | 36 |
| <i>Site preferences and service configuration:</i> | 36 |
| <i>The shopper's experience</i> | 37 |
| <i>Architectural diagram</i> | 40 |
| <i>Worldpay documentation</i> | 40 |
| Google Pay..... | 40 |
| <i>Business Manager configuration</i> | 40 |
| <i>The shopper's experience</i> | 41 |
| <i>Worldpay documentation</i> | 42 |
| Apple Pay | 42 |
| <i>Apple Pay certificate generation</i> | 42 |
| <i>Business Manager configuration</i> | 44 |
| <i>Complete the domain registration for the sandbox</i> | 46 |
| <i>Apple pay address validation US/non-US countries</i> | 46 |
| <i>The shopper's experience</i> | 47 |
| <i>Worldpay documentation</i> | 48 |
| Apple Pay from PDP and cart | 48 |
| <i>Site preferences</i> | 48 |
| <i>The shopper's experience</i> | 49 |
| <i>PDP and Quick View Apple Pay limitations or exceptions (SFRA OOTB)</i> | 51 |
| Tokenization | 51 |

| | |
|--|----|
| Stored credential disclaimer | 52 |
| <i>The shopper's experience:</i> | 53 |
| <i>Worldpay documentation</i> | 55 |
| 3DS and 3DS Flex..... | 55 |
| <i>Worldpay documentation</i> | 56 |
| Exemption engine..... | 56 |
| <i>Site preferences:</i> | 56 |
| <i>Worldpay documentation</i> | 57 |
| FraudSight..... | 57 |
| <i>Workflow</i> | 57 |
| <i>FraudSight order flagging</i> | 58 |
| <i>Administrator interaction flow</i> | 59 |
| <i>Manual operation</i> | 60 |
| <i>Configure the merchant email address</i> | 61 |
| <i>Worldpay documentation</i> | 61 |
| Issuer Insights | 61 |
| <i>Configurations:</i> | 62 |
| <i>Worldpay documentation</i> | 63 |
| Extended response codes..... | 63 |
| <i>Site preferences</i> | 63 |
| <i>Custom objects</i> | 63 |
| <i>The shopper's experience</i> | 65 |
| <i>Troubleshooting:</i> | 65 |
| Statement narrative | 65 |
| <i>Site preferences</i> | 66 |
| <i>The shopper's experience</i> | 66 |
| CSC: full, multiple capture and partial capture..... | 68 |
| <i>Configurations</i> | 68 |

| | |
|---|----|
| <i>End user interaction (CSC agent) flow</i> | 69 |
| <i>End user interaction (CSC agent) flow (full capture)</i> | 71 |
| <i>End user interaction (CSC agent) flow: Klarna</i> | 71 |
| <i>Worldpay documentation:</i> | 72 |
| Multi merchant support..... | 72 |
| <i>By site</i> | 72 |
| <i>By channel</i> | 74 |
| <i>By payment method</i> | 76 |
| Country spoofing | 78 |
| <i>Site preference</i> | 78 |
| Configurable labels and alerts..... | 78 |
| <i>Site preference changes</i> | 79 |
| <i>Custom object changes</i> | 79 |
| <i>The shopper's experience</i> | 80 |
| <i>Troubleshooting</i> | 82 |
| <i>Limitations</i> | 82 |
| Intelligent account verification (IAV)..... | 82 |
| <i>Site preferences</i> | 82 |
| <i>Worldpay documentation</i> | 83 |
| Order inquiry batch job Narrative Line1 | 83 |
| Job-failure email notifications | 84 |
| Initiate the cancel order job | 85 |
| Country currency mapping | 86 |
| Managing the customer service center | 86 |
| Customizing the look and feel of redirect pages | 87 |
| Customizing iframe or lightbox HPP redirect pages | 87 |
| Checkout theme (optional cartridge) | 88 |
| <i>Visual features</i> | 90 |

| | |
|---|----|
| <i>Technical features</i> | 91 |
| Managing content assets | 91 |
| <i>Managing your Worldpay Service profile</i> | 92 |
| Production set-up | 92 |
| Operations and maintenance | 93 |
| Data storage | 93 |
| <i>Data-level attributes</i> | 93 |
| <i>Order-payment instrument attributes</i> | 94 |
| <i>Order notification custom object</i> | 95 |
| Availability | 95 |
| Contact us | 95 |

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 Site Preferences' page under 'Custom Preferences'. There are two sections: 'Enable Client Side Encryption' and 'Worldpay Client Side Encryption Public Key'. The 'Enable Client Side Encryption' section has a dropdown menu set to 'Yes'. The 'Worldpay Client Side Encryption Public Key' section contains a text input field with a long string of characters: '1#10001#9054b62f59775755d937226ad89d2fc9e3040b674e939c803840892f27e3...'. Below the input field is a note: '(String)'.

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

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

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

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

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

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

XML Redirect

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

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

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

| Payment method | Region |
|----------------------------------|--|
| Credit Card redirect (3D/non-3D) | Global |
| China Union Pay (CUP) | US, China |
| Alipay | US, China |
| Alipay Mobile | US, China |
| PayPal | Global |
| Klarna hosted payment pages | Austria, Finland, Germany, Netherlands, Norway, Sweden, United Kingdom |

Limitations and constraints

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

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

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

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

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

Implementation guide

APMs (alternative payment methods)

The cartridge supports the APMs listed in this section.

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

Use this guide together with the [SalesForce Installation and Overview Guide](#).

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

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

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

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

| ID | Name |
|----------------------|-----------------|
| ACH_DIRECT_DEBIT-SSL | ACH Pay |
| ALIPAY-SSL | Alipay |
| ALIPAYMOBILE-SSL | Alipay Mobile |
| BANK_TRANSFER | Bank Transfer |
| BML | Bill Me Later |
| BOLETO-SSL | Boleto |
| CASHU-SSL | CashU |
| CHINAUNIONPAY-SSL | China Union Pay |
| CREDIT_CARD | Credit Card |
| DW_ANDROID_PAY | Android Pay |
| DW_APPLE_PAY | Apple Pay |
| EBETALINING-SSL | Ebetaling |

ALIPAY-SSL Details

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

| 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. | | | |
| <input type="button" value="New"/> | <input type="button" value="Sort Order"/> | | |
| <input type="button" value="Credit/Debit Cards"/> | <input type="button" value="Import/Export"/> | | |
| Language: Default | | | |
| ID | Name | Enabled | Sort Order |
| ACH_DIRECT_DEBIT-SSL | ACH Pay | Yes | 9 |
| ALIPAY-SSL | Alipay | Yes | 13 |
| ALIPAYMOBILE-SSL | Alipay Mobile | Yes | 34 |

Worldpay documentation

Please read the [Alipay documentation](#) for more details.

Enabling iDEAL payments

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

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

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

Object Type 'Site Preferences' - Attribute Value Range Definition

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

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

To manage the bank list:

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

World Pay TermURL

WorldPay HandleAuthenticationResponse

Worldpay IDEAL Bank List

EnableAPMLookUpService

Yes

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

Klarna

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

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

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

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

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

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

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

Business Manager Configuration

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

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



3. In *Business Manager*, Go to *Merchant Tools > Ordering > Payment Methods*.
4. Verify that the payment methods you selected above (KLARNA_SLICEIT-SSL, KLARNA_PAYLATER-SSL and KLARNA_PAYNOW-SSL) are enabled.

Payment Methods

| ID | Name | Enabled | Sort Order |
|---|-----------------|---------|------------|
| GIROPAY-SSL | GiroPay | Yes | 29 |
| IDEAL-SSL | IDEAL | Yes | 25 |
| KLARNA-SSL | Klarna | No | 27 |
| KLARNA_PAYLATER-SSL | KLARNA PAYLATER | Yes | 2 |
| KLARNA_PAYNOW-SSL | KLARNA PAYNOW | Yes | 3 |
| KLARNA_SLICEIT-SSL | KLARNA SLICE IT | Yes | 1 |
| KONTRI-SSL | Kontra | Yes | 31 |
| MISTERCASH-SSL | MisterCash | Yes | 23 |
| MOTO | Wompay-MOTO | Yes | 11 |
| New Payment Method - 1/25/18 5:49:28 am | | | |

Klarna currency and locale mapping

Klarna uses the following currency and locale mapping:

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

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

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

The shopper's experience

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

The screenshot shows a payment page with the following layout:

- Payment Method Options:** KLARNA SLICE IT, KLARNA PAYLATER, KLARNA PAYNOW, ACH Pay, PayPal, ALIPAY, UnionPay, WeChat Pay, Google Pay, Credit Card - Redirect.
- Credit Card Form:** A large form for entering payment details. It includes fields for:
 - *Phone Number: 9879879879
 - *Name on Card: (empty field)
 - *Card Number: (empty field)
 - *Expiration Month: month (dropdown menu)
 - *Expiration Year: year (dropdown menu)
 - *Security Code: (empty field)

Below are screenshots that show the three Klarna options above.

Klarna Slice It

The screenshot shows a payment selection grid at the top with several options:

- KLARNA PAYLATER
- KLARNA PAYNOW
- ACH Pay

Below the grid are four payment method icons:

- PayPal
- 支付宝 ALIPAY
- UnionPay
- 微信支付 WeChat Pay

At the bottom left of the grid is a "CREDIT" icon. To its right are two more options:

- Google Pay
- Credit Card - Redirect

Below the grid, a blue-bordered box contains the text "KLARNA SLICE IT".

Below this box is a field labeled "*Phone Number" with the value "9879879879" entered into it.

At the bottom of the form is a large blue button with the text "Next:Place Order".

Klarna Pay Now

[KLARNA SLICE IT](#)[KLARNA PAYLATER](#)[ACH Pay](#)[Google Pay](#)[Credit Card - Redirect](#)[KLARNA PAYNOW](#)***Phone Number**

9879879879

[Next:Place Order](#)

Klarna Pay Later

[KLARNA SLICE IT](#)[KLARNA PAYNOW](#)[ACH Pay](#)[Google Pay](#)[Credit Card - Redirect](#)[KLARNA PAYLATER](#)***Phone Number**

9879879879

[Next:Place Order](#)

Worldpay documentation

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

APM lookup service

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

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

To enable the service:

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



| Preference setting | Description |
|---|---|
| When EnableAPMLookUpService is enabled | <ul style="list-style-type: none"> This service works for merchant codes configured in Site Preferences. They return the APMs that are enabled for the merchant code. Displays all active payment methods that have a different merchant code configured in the Payment Method section. |
| 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"/> <small>Accel (Accel) AFFN (AFFN) CU24 (CU24) Jeanie (Jeanie) NYCE (NYCE) Pulse (Pulse) Shazam (Shazam) Star SouthEast (Star SouthEast) Star West (Star West) Star NorthEast (Star NorthEast)</small> | No | Edit Across Sites |
| debit Networks (debitNetworks) | | | Edit Across Sites |
| Routing Preference (routingPreference) | <input type="button" value="signatureOnly (signatureOnly)"/> | | Edit Across Sites |

ACH Pay

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

Business Manager configuration:

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

| Payment Methods | | | | | | |
|--|---------|---------|------------|--|--|--|
| <small>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 rendered through drag-and-drop.</small> | | | | | | |
| ID | Name | Enabled | Sort Order | | | |
| ACH_DIRECT_DEBIT-SSL | ACH Pay | Yes | 9 | | | |

Voiding ACH pay orders

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

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

Void a sale in Business Manager for prime ACH pay orders

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

To void a transaction (sale) do the following:

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

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

- Content**: Libraries, Library Folders, Content Assets, Import & Export, Page Designer.
- Customers**: Customers, Customer Groups, Snapshots, Batch Processes, Import & Export.
- Custom Objects**: Custom Object Editor, Batch Processes, Import & Export.
- SEO**: URL Rules, URL Redirects, Static Mappings, Dynamic Mappings, Robots, Aliases, Customer CDN Settings, Sitemaps, URL Request Analyzer, Page Meta Tag Rules.
- Products and Catalogs**: Products, Product Sets, Catalogs, Product Options, Variation Attributes, Recommendations, Price Books, Inventory, Catalog Feeds, Batch Processes, Import & Export.
- Search**: Search Indexes, Search Index Rebuild Schedule, Search index Query Testing, Search Dictionaries, Searchable Attributes, Search Driven Redirects, Stop Word Dictionary, Category Name Exclusions, Synonym Dictionary, Hyponym 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.

A green box highlights the "Customer Service Center" link under the SEO section.

2. Find the order you want to void:

The screenshot shows the Customer Service Center interface. At the top, there's a "WELCOME" message and "INFO" and "Refresh" buttons. Below that, a message says "Welcome to Customer Service Center!". There are three main buttons in the center:

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

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

Order No: 00091104 Creation Date: 9/3/2019 1:51 pm Order Status: Status: NEW Source Code: Confirmation Status: CONFIRMED Export Status: NOTEXPORTED Shipping Status: NOTSHIPPED Payment Status: NOTPAID Is a Gift: ☒ Billing Address: John Doe 17 Pulaski St. Solidly Daily United States 56007 Alabama AL john.doe@doe.com Payment Method: CREDIT_CARD Visa \$ 120.00 Details (1) More... Void Sale

SHIPMENT 1

Ship To: John Doe 17 Pulaski St. Solidly Daily United States 56007 Alabama AL

| NAME | AVAILABILITY | QUANTITY | PRICE | TAX | TOTAL |
|--|---------------|----------|----------|---------|-----------|
| Pleated Dress With Front Sash Color: Admiral Navy Size: 10 701544397357M | Not Available | 1 | \$129.00 | \$ 6.45 | \$ 129.00 |

Shipping Method: Ground
Tax: \$ 0.40

ITEMS TOTAL: \$ 129.00
SHIPPING TOTAL: \$ 7.00
TAX TOTAL: \$ 6.85
ORDER TOTAL: \$ 143.84

Add Note

4. Click Void Sale:

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

SHIPMENT 1

Ship To: John Doe 17 Pulaski St. Solidly Daily United States 56007 Alabama AL

NAME: Pleated Dress With Front Sash Color: Admiral Navy Size: 10 701544397357M

Void Sale

5. The success screen appears:

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

SHIPMENT 1

Ship To: John Doe 17 Pulaski St. Solidly Daily United States 56007 Alabama AL

| NAME |
|--|
| Pleated Dress With Front Sash Color: Admiral Navy Size: 10 701544397357M |

Void Sale

Success: This order sale was voided successfully.

You have now voided the transaction.

Worldpay documentation

Follow the link for information on ACH Pay:

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

LATAM Payments

The cartridge supports payments from the following Latin American countries:

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

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

To enable this feature in the cartridge

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

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

Site Preferences

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

| Name | Value | Default Value | |
|---|--|---------------|-------------------|
| Enable Installments For LatAm Countries (enableInstallmentsForLatAm) | Yes | | Edit Across Sites |
| LatAm Countries Applicable For Installment (latAmCountriesForInstallment) <Type1> AR and BR <Type2> MX <Type3> CO <Type4> BZ, CL, CR, SV, GT, HN, NI, PA, PE | BR:Type1 (1), MX:Type2 (1), HN:Type4 (1), CO:Type4 (1), AR:Type1 (1) PE:Type3 (1) | | Edit Across Sites |
| Enable CPF (enableCPF) | Yes | | Edit Across Sites |
| Installment For Mexico* (installmentType2) | None ONE TIME (1) 3 Months (3) 6 Months (6) 9 Months (9) 10 Months (10) 12 Months (12) 15 Months (15) | ONE TIME | Edit Across Sites |
| Installment For Country Codes BZ, CL, CR, SV, GT, HN, NI, PA, PE* (installmentType4) | None 3 Months (3) 6 Months (6) 9 Month (9) 10 Months (10) 12 Months (12) 18 Months (18) 24 Months (24) 36 Months (36) | ONE TIME | Edit Across Sites |
| Installment For Country Codes BZ, CL, CR, SV, GT, HN, NI, PA, PE* (installmentType4) | 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) | ONE TIME | Edit Across Sites |
| Installment For Argentina and Brazil* (installmentType1) | 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) | ONE TIME | Edit Across Sites |
| Installment For Columbia* (installmentType3) | 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) | ONE TIME | Edit Across Sites |

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)

| | |
|---|------------------------------|
|  | |
| *Phone Number 9879879879 | |
| CPF <input type="text"/> | |
| Installments ONE TIME | |
| *Name on Card <input type="text"/> | |
| *Card Number  | |
| *Expiration Month month | *Expiration Year year |
| *Security Code <input type="text"/> | |

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

Recommendation for Brazil only

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

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

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

Worldpay documentation:

Follow the link for information on Latin America integration:

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

Order notifications

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

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

<https://mechantsandbox/Worldpay-Notify>

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

- AUTHORISED
- CANCELLED
- CAPTURED
- EXPIRED
- SENT_FOR_REFUND
- REFUSED
- SETTLED
- INFORMATION_REQUESTED
- CHARGED_BACK
- POST AUTH CANCELLED

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

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

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

If Worldpay does not receive the notification acknowledgement, there is a retry mechanism. For the first

notification, Worldpay waits an hour for the acknowledgement from SFCC before it starts to send the notification again at five-minute intervals. This continues for a week until SFCC acknowledges the notification.

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

Order notification batch job

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

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

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

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

Administration / Operations / Job Schedules /

OrderNotificationUpdatesJob

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

ID*

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

Scope [New module](#)

OrderNotificationUpdatesJob

+ [Add step](#)

Select and configure step

ExecuteScriptModule

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

ID*

OrderNotificationUpdatesJob

Description

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

ExecuteScriptModule.Module*

artridge/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"> Shows if the job schedule is enabled or not. If enabled, it shows the frequency of the schedule 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 |
| 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"> Gives you the option to enable or disable notification Enables you to select the events (success, failure, retry, long running) you want to receive notification about From, To, CC and BCC sections to provide notification contacts |

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`.

Administration > Organization > Roles > Administrator - Functional Permissions

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

Administrator - Functional Permissions

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

| Selected Context: | None | Select Context |
|-------------------|-------------|--|
| Permission | Description | Select Context |
| | | Reset Update |

<< Back to List

© 2020 salesforce.com, inc. All Rights Reserved. MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Daylight Time | Version: 20.8 Last Updated: Jul 23, 2020 (Compatibility Mode: 19.10)

Administrator - Functional Permissions

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

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

| Selected Context: | None | Select Context |
|-------------------|-------------|--------------------------------|
| Permission | Description | |
| | | |

Select Context

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

- Organization
- Sites
- MobileFirst
- RefArch
- RefArchGlobal

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

The screenshot shows the Salesforce Admin interface under the 'Functional Permissions' tab for the 'Administrator' role. A green box highlights the 'Functional Permissions' tab. Below it, a section titled 'Administrator - Functional Permissions' contains a note about selecting context and checkboxes for granting or revoking permissions. A table lists various permissions with checkboxes, many of which are checked. A green box highlights the 'Update' button at the bottom right of the table.

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

© 2020 salesforce.com, inc. All Rights Reserved.

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

You can handle Moto payments in two ways:

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

We describe these two ways below.

Customer service staff place the order from Business Manager

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

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

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

4. After that add:

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

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

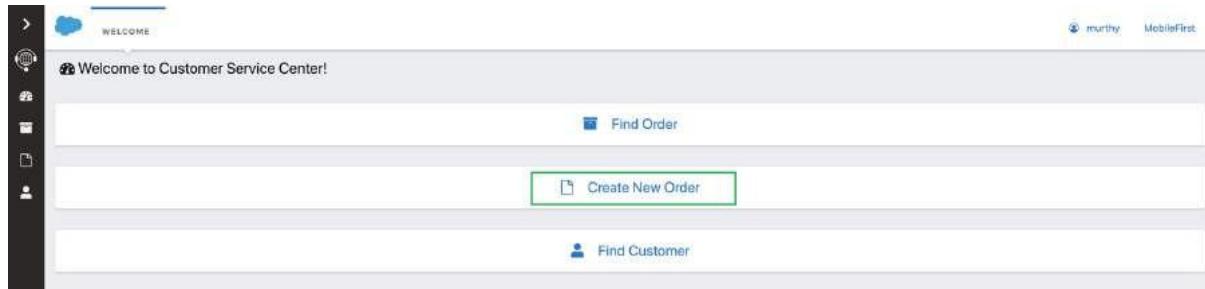
'POST /orders/{order_no}/payment_instruments'

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

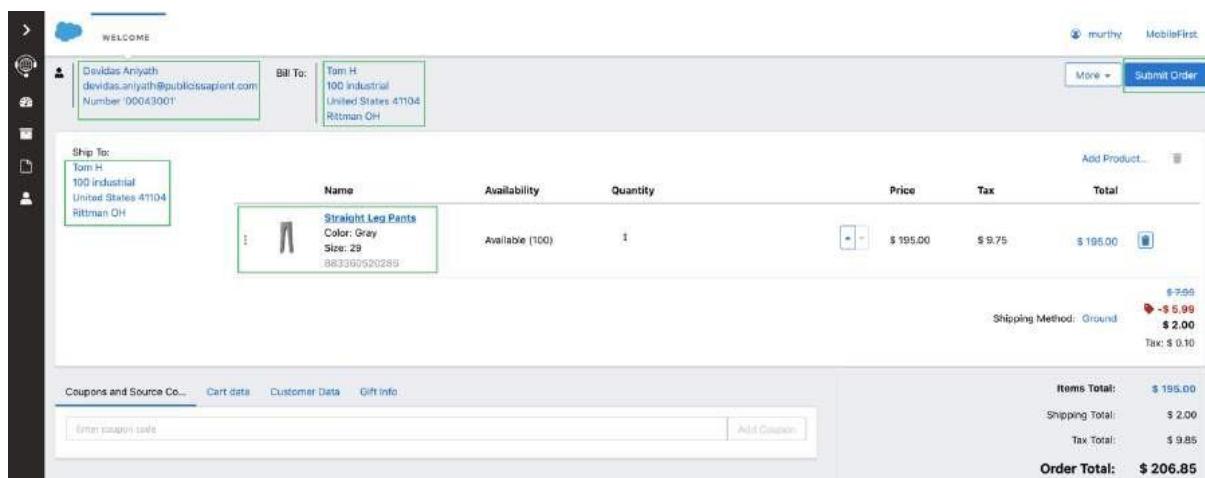
1. Navigate to the Customer service Center.

The screenshot shows the Salesforce Merchant Tools interface. At the top, there's a navigation bar with the Salesforce logo, the title "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 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, Hyphenm Dictionary, Compound Word Dictionary, Common Phrase Dictionary, Search Suggestions, Stemming Exceptions), "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), and "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).

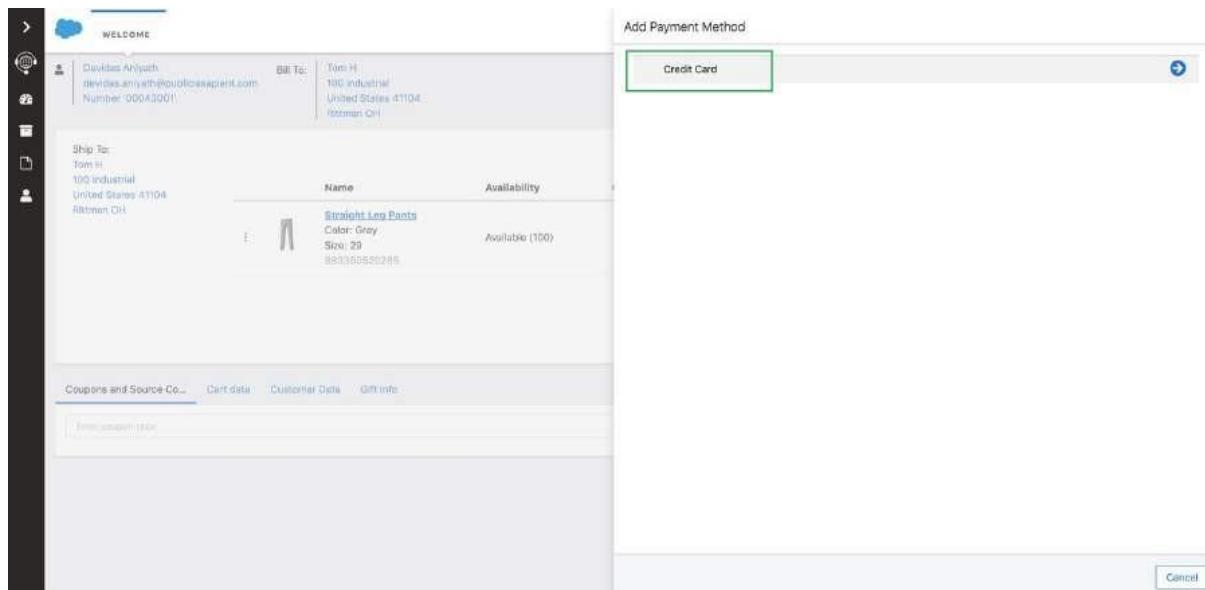
2. Select Create New Order.



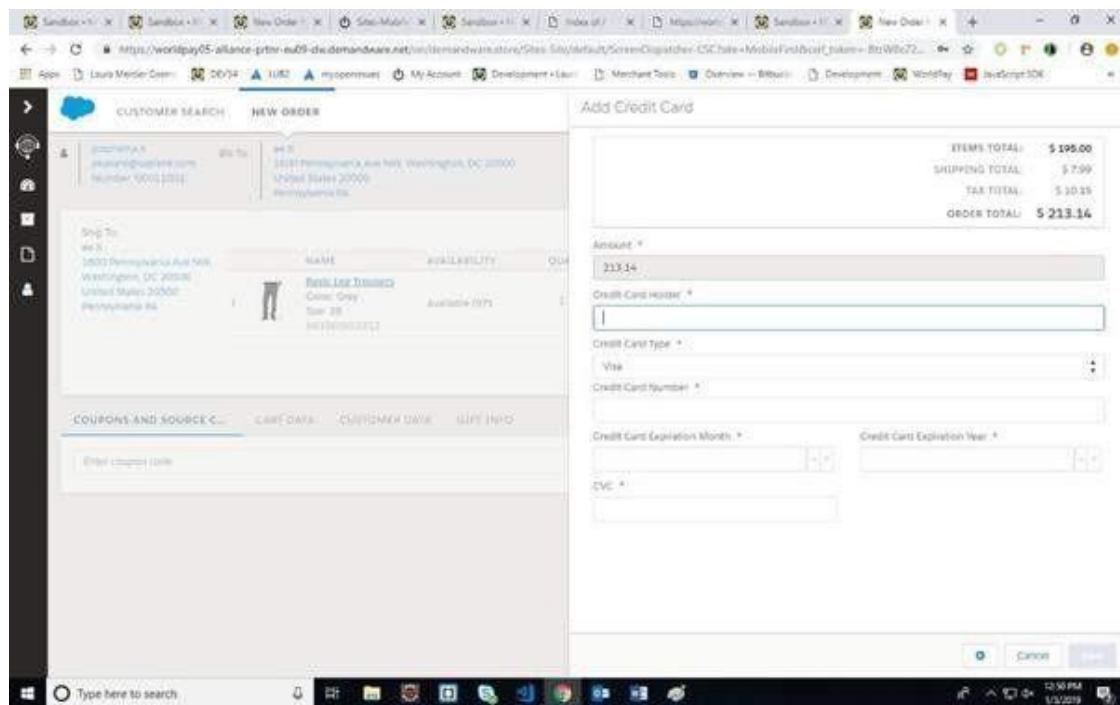
3. Input the shopper's details and click Submit Order:



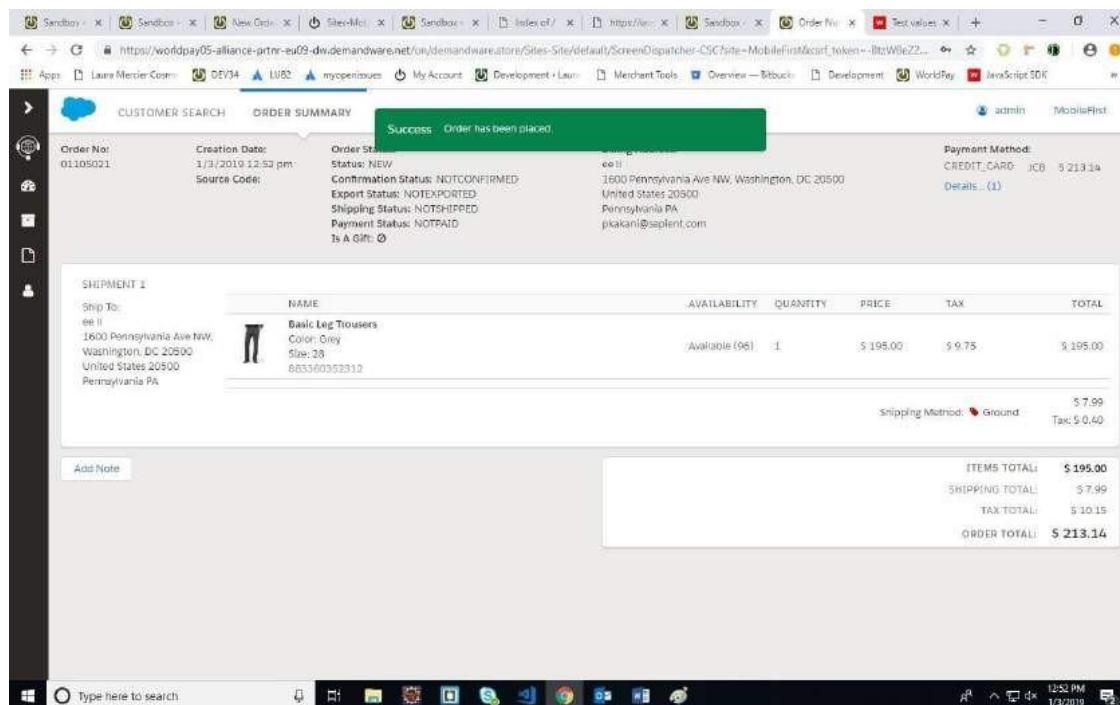
4. Select the Worldpay MOTO payment method listed in the *Payment Methods* section:



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 are tabs for 'Sandbox - worldpay03', 'MobileFirst', 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. Below the tabs is a search bar with the placeholder 'Merchant Tools feature lookup...'. The main area is divided into several sections: 'Content' (Libraries, Library Folders, Content Assets, Import & Export, Page Designer), 'Customers' (Customers, Customer Groups, Snapshots, Batch Processes, Import & Export), 'Custom Objects' (Custom Object Editor, Batch Processes, Import & Export), 'SEO' (URL Rules, URL Redirects, Static Mappings, Dynamic Mappings, Robots, Aliases, Customer CDN Settings, Sitemaps, URL Request Analyzer, Page Meta Tag Rules), 'Products and Catalogs' (Products, Product Sets, Catalogs, Product Options, Variation Attributes, Recommendations, Price Books, Inventory, Catalog Feeds, Batch Processes, Import & Export), 'Search' (Search Indexes, Search Index Rebuild Schedule, Search Index Query Testing, Search Dictionaries, Searchable Attributes, Search 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), and '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). A green box highlights the 'Customer Service Center' link under the 'SEO' section.

2. Click Find Customer:

The screenshot shows the 'Customer Service Center' page. The header includes 'ORDER SUMMARY' and 'WELCOME'. The main content area has a heading 'Welcome to Customer Service Center!' followed by three buttons: 'Find Order' (with a magnifying glass icon), 'Create New Order' (with a document icon), and 'Find Customer' (with a person icon). The 'Find Customer' button is highlighted with a black rectangular box. The bottom of the screen shows a Windows taskbar with various icons and the date/time '12:38 PM 12/13/2018'.

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

The screenshot shows a Salesforce Customer Search interface. At the top, there are tabs for ORDER SUMMARY and CUSTOMER SEARCH, with CUSTOMER SEARCH selected. A search bar contains the text "karthicksapient". Below the search bar is a table with columns: NUMBER, LOGIN, NAME, ADDRESS, EMAIL, and COMPANY. One row is visible, showing: 00017001, karthicksapient@gmail.com, Karthick Nagarajan, 60563 Naperville, karthicksapient@gmail.com, and null. To the right of the table is a button labeled "Browse the storefront on behalf of customer number 00017001". At the bottom right of the table area are buttons for "New Order" and "Storefront". On the far right of the page, there is a sidebar with icons for Home, Recent, and Profile.

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:

The screenshot shows the Salesforce commerce cloud storefront. At the top, it says "Customer agent logged on behalf of Devidas" and "English (United States)". The main navigation menu includes New Arrivals, Womens, Mens, and Top Sellers. Below the menu, there is a search bar and a "Subscribe" button. A call-to-action "Sign up for email to receive 15% off your first order." is displayed. The footer contains links for Locate Store, Account, Customer Service, About, and various other site pages like Contact Us, Gift Certificates, Help, Site Map, Privacy, Terms, and Jobs. It also includes copyright information: "© 2004-2016 Commerce Cloud, a Salesforce company. All Rights Reserved." and "This is a demo store only. Orders made will NOT be processed." A "1 Tracker" button is located at the bottom right.

One-click payment

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

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

To enable this feature

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

| | | |
|---|-----|----|
| Enable Quick Checkout (isQuickCheckoutEnabled) | Yes | No |
| Edit Across Sites | | |

Who can use one-click payments?

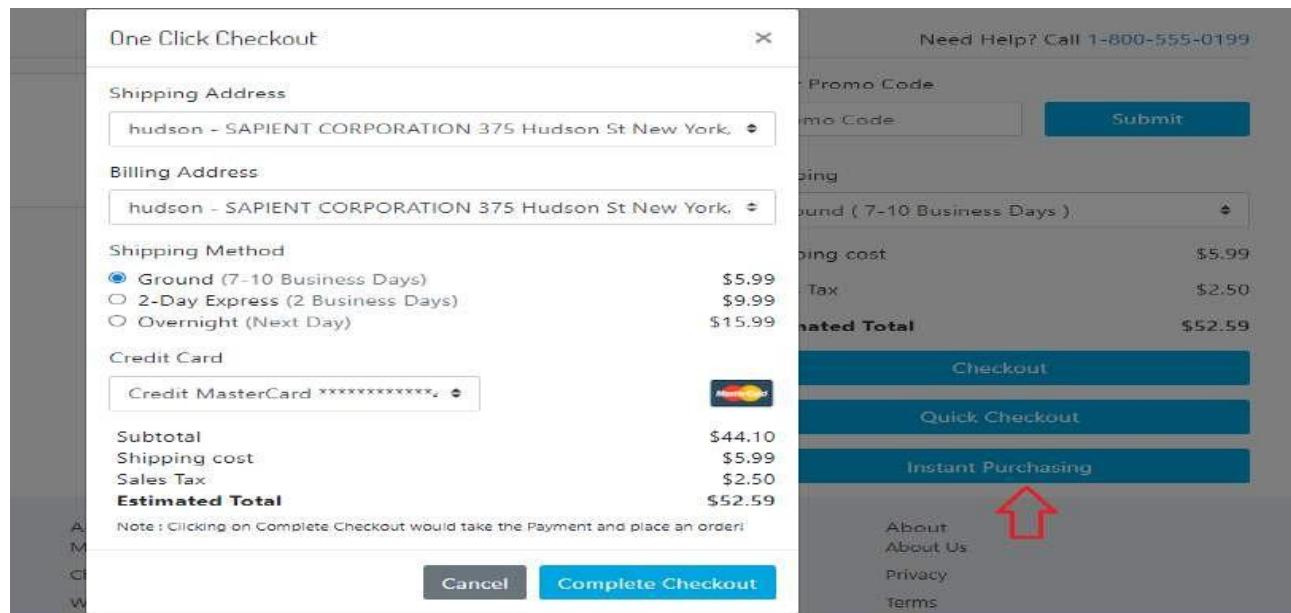
Shoppers must meet the following requirements to be able to use the one-click payment feature on the storefront. The shopper must:

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

The shopper's experience

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

In cart page



In mini cart page

The screenshot shows a mobile-optimized commerce website. At the top, there's a navigation bar with 'Robin', 'English (United States)', and a search bar. Below the navigation is a menu with 'New Arrivals', 'Womens', 'Mens', and 'Top Sellers'. A sidebar on the left has links for 'Email', 'Subscribe', and 'Sign up for email to receive 15% off'. The main content area features a 'Locate Store' section and links for 'Account', 'Customer Service', 'Check Order', 'Gift Certificates', 'Wish List', 'Help', and 'Site Map'. A copyright notice at the bottom states: '© 2004-2016 Commerce Cloud, a Salesforce company. All rights reserved. This is a demo store only. Orders made will NOT be processed.' A prominent feature is a 'Your shopping cart' overlay on the right side. It displays a single item: 'Wide Leg Pant' in Sugar color, Size 12, In Stock. The price is listed as 'Each \$79.00 \$54.99'. The quantity is set to 1. The total is '\$54.99'. Below the cart summary are three blue buttons for payment: 'Checkout', 'Chrome Pay', and 'Quick Checkout'.

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 | Edit Across Sites |

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

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

| Name | Value | Default Value |
|------------------------|-------|---------------|
| riskData (riskData) | No | |

[Edit Across Sites](#)

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

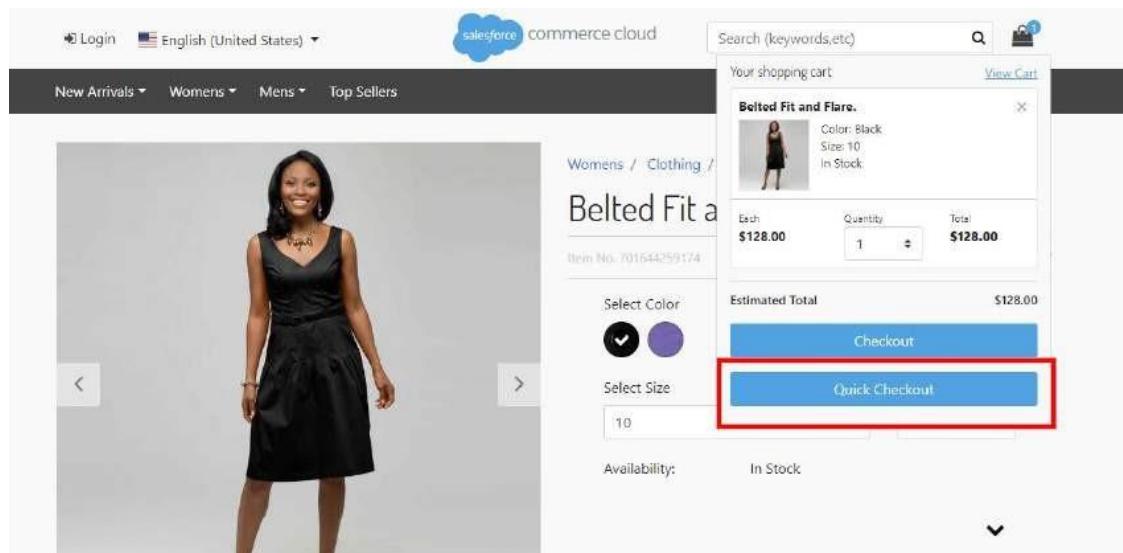
- Go to *Administration/Operations/Services*.
- The service name is *ddc.post*.

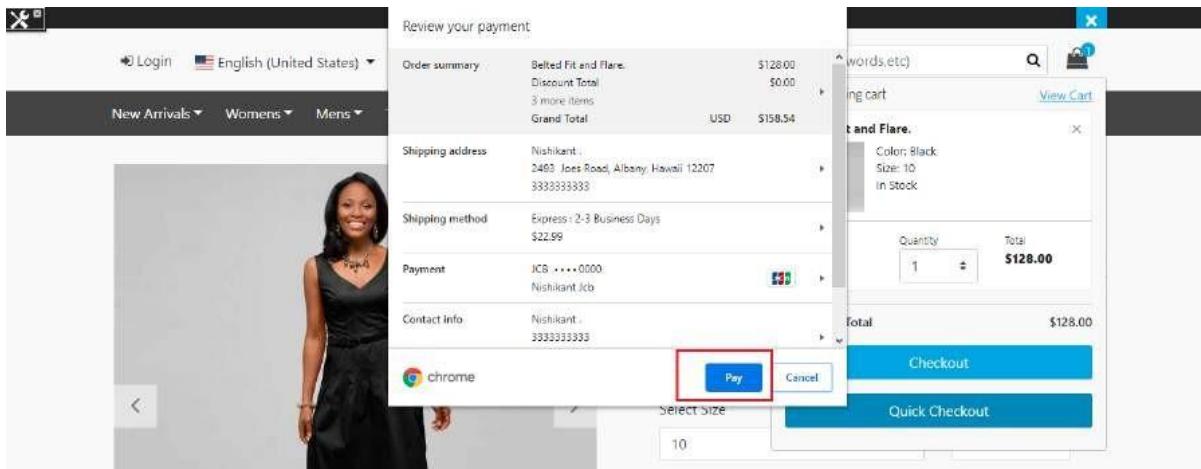
The screenshot shows the 'Services' tab selected in the Admin sidebar. A search bar at the top has 'ddc.post' entered. Below the search is a table with columns: Type (HTTP), Profile (worldpayprofile), Credentials (DeviceDataCollection), and Status (Live). The row for 'ddc.post' is highlighted.

The shopper's experience

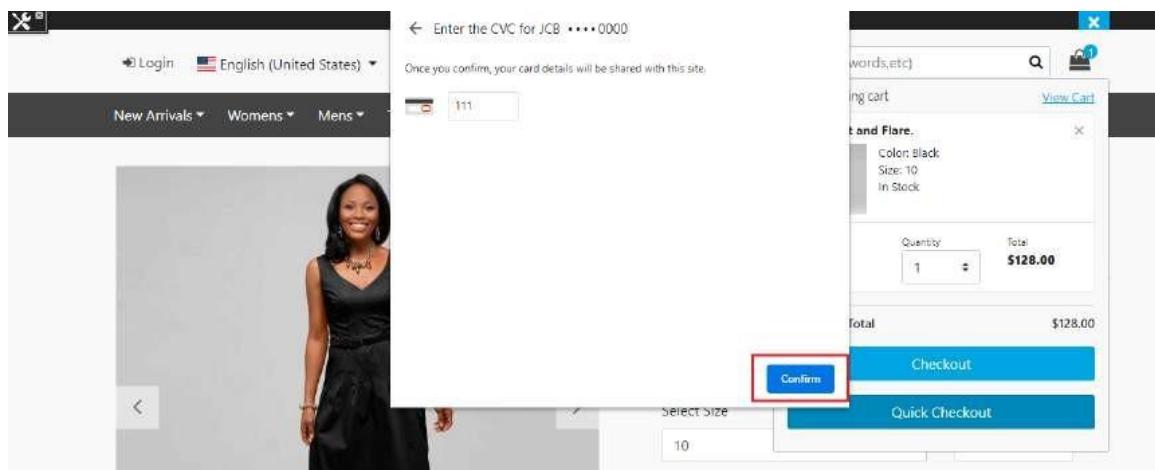
Mini cart

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





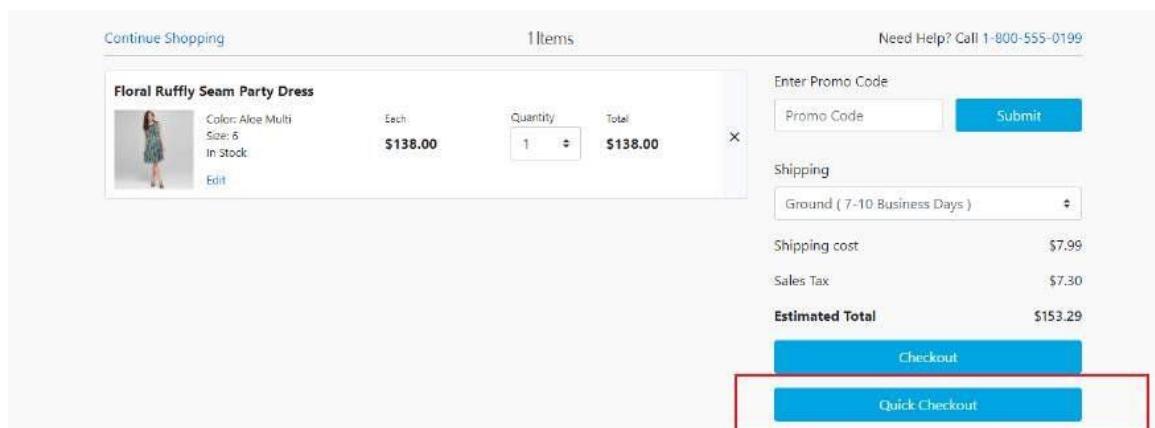
2. The shopper clicks the **Pay** button.



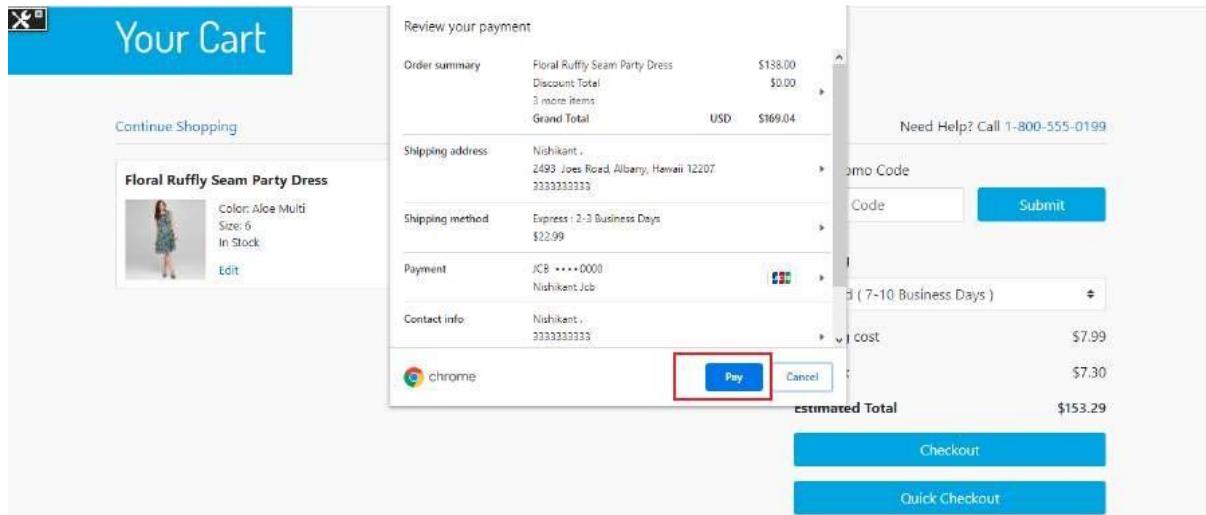
3. The shopper enters their CVC number from their payment card. Chrome Pay does not save this number, and the shopper clicks the **Confirm** button. The payment is made.

Cart

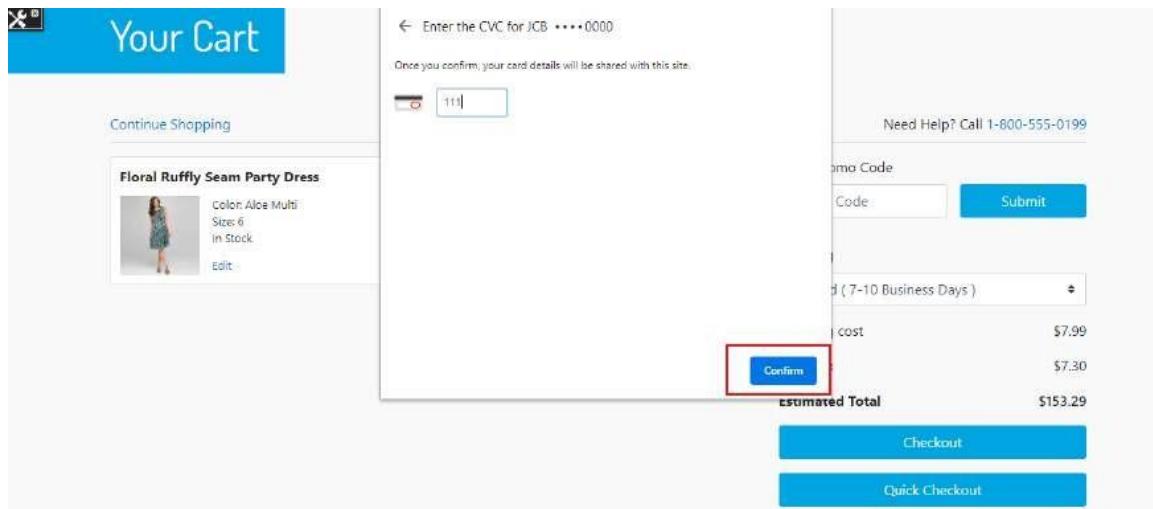
1. From a cart, the shopper clicks the **Quick Checkout** button to start the checkout process:



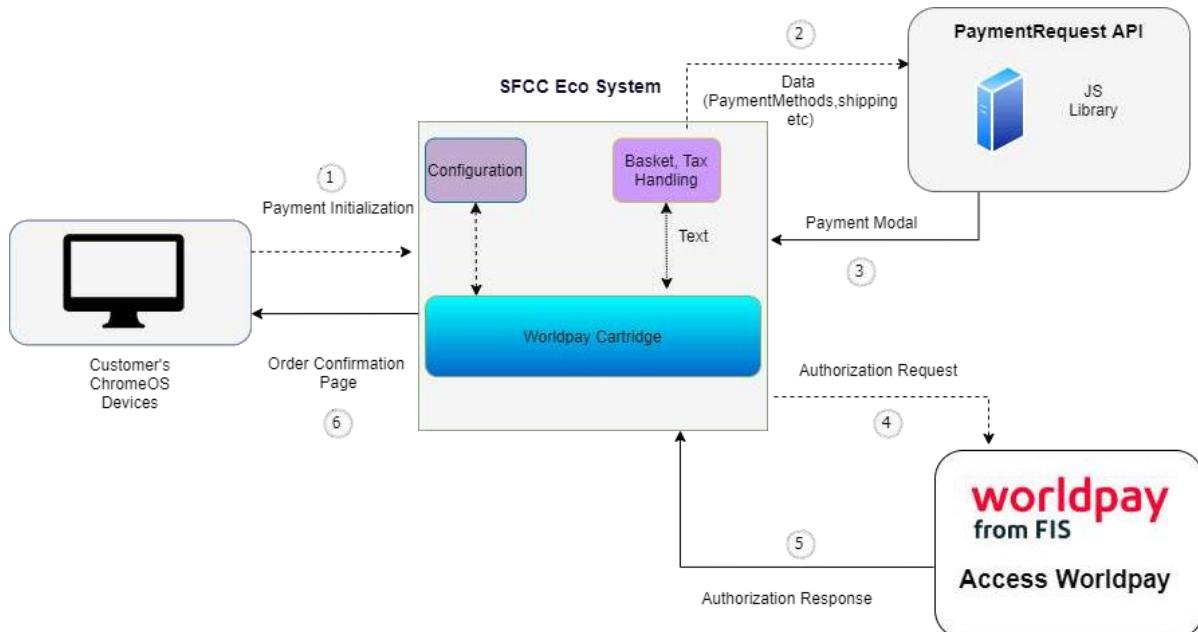
2. The shopper clicks the **Pay** button.



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



Architectural diagram



Worldpay documentation

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

Google Pay

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

Business Manager configuration

To enable Google Pay payment method, in Business Manager

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

| Payment Methods | | | |
|---|------------|---------|------------|
| Payment methods are managed here. To create a new payment method, click the New button. To remove a payment method click the remove icon in the payment method row. The default payment methods can't be removed, and their IDs can't be changed. When you select the CREDIT_CARD payment method, credit/debit cards can be reordered through drag-and-drop. | | | |
| ID | Name | Enabled | Sort Order |
| PAYPAL-EXPRESS | Pay Pal | Yes | 15 |
| PAYWITHGOOGLE-SSL | Google Pay | Yes | 29 |
| POLI-SSL | Poli | Yes | 27 |
| PRZELEWY-SSL | Przelewy24 | Yes | 25 |
| SEPA_DIRECT_DEBIT-SSL | SEPA | Yes | 30 |
| SOFORT-SSL | Sofort | Yes | 18 |
| SOFORT_CH-SSL | Sofort | Yes | 16 |

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

Below is a screenshot of the test environment.

The screenshot shows the 'Mobile wallets configurations' page in the Salesforce 'Custom Site Preference Groups' section. It lists several configuration items:

- Name:** Google Pay Environment
(googlePayEnvironment)
Value: TEST (TEST)
Default Value: TEST
Edit Across Sites
- Name:** Google Pay Merchant ID
(googlePayMerchantId)
Value: 32e04907d379490
Default Value: 32e04907d379490
Edit Across Sites
- Name:** Google Merchant Name
(googleMerchantName)
Value: gPayMerchant
Default Value: gPayMerchant
Edit Across Sites
- Name:** Gateway Merchant Id
(gatewayMerchantId)
Value: 32e04907d379490
Default Value: gatewayMerchantId
Edit Across Sites
- Name:** Gateway Merchant Name
(gatewayMerchantName)
Value: worldpay
Default Value: worldpay
Edit Across Sites
- Name:** Google Pay 3ds Flex Magic Value For Test Environment
(googlePayTest3DSFlexValue)
Value: (String)

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

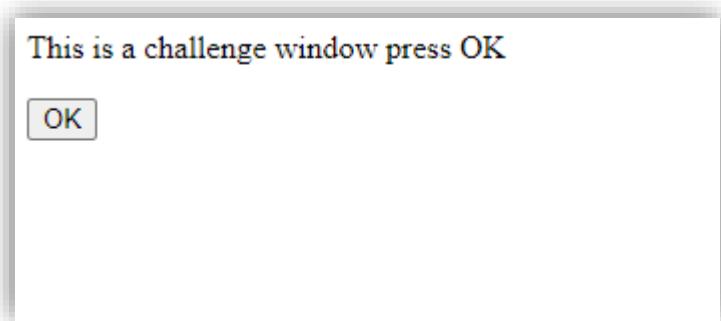
Here is a typical successful shopper journey:

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

The screenshot shows a payment interface with the following elements:

- A header box containing the text "Google Pay".
- A form field labeled "*Phone Number" containing the value "9879879879".
- A large black button labeled "Buy with Google Pay".
- A blue footer bar with the text "Next:Place Order".

2. Review the order and place the order.
3. If the challenge page appears, do the challenge. The screenshot from the test environment is given below. In production, the challenge page varies widely based on the issuing bank's 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 from Apple Inc. that enables 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.

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

Apple Pay certificate generation

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

1. **Create your merchant ID** (e.g, merchant.com.worldpay.merchantAccount) then log in to your Worldpay merchant account.
2. Switch to the mode you'll be using (test or production), then select Integration from the left-hand menu and Apple Pay in the top menu. You can see these details in the screenshot below:

Configuration Details Merchant Environment Merchant Channel Installations 3DS Flex Client Side Encryption **Apple Pay** Android Pay

Apple Pay - Key Management for SAPIENTNITROECOMMERCEV1

Current CSRs

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

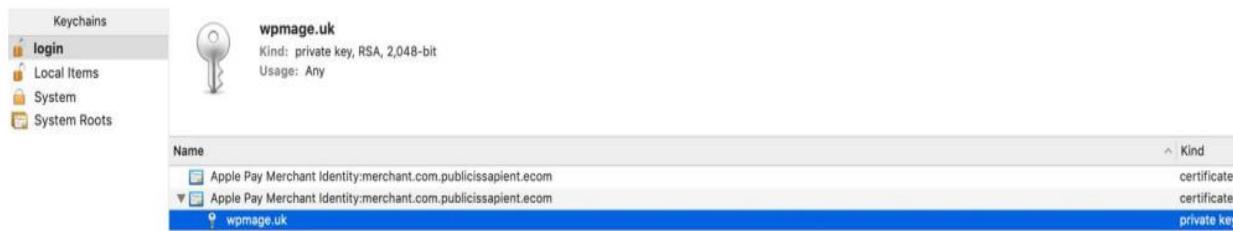
3. Enter your Apple merchant ID and click the Generate button (if not generated already). Now you can see the certificate signing request (CSR) that you generated. Download that file so you can create your payment-processing certificate.
4. **Enable Apple Pay** on the Apple developer website.
5. **Create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

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

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

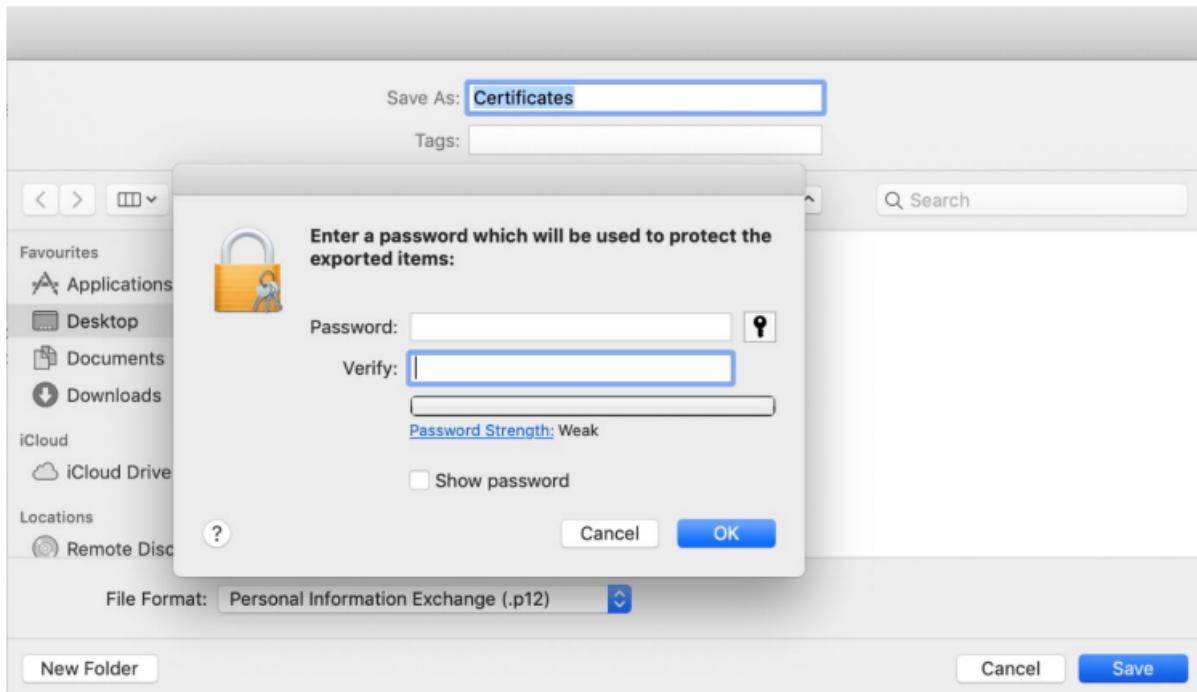
Note: The CSR you generated from Worldpay can't be used for creating a merchant ID certificate. Instead generate a CSR of your own and use that to generate the merchant ID certificate:

1. Download and save the generated merchant ID certificate (.cer file).
2. When you have completed the instructions from Apple, add the merchant ID certificate to your keychain.
3. When you create your own CSR, you might also get a private key. Add that file too in your keychain app.
4. Export the merchant ID certificate from your keychain as a p12 file (see screenshot below).



a.

5. Make a note of the password you entered in the field shown below:



Business Manager configuration

To configure Business Manager, do the following:

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

5. Go to Merchant Tools/ Site Preferences/Apple Pay.

6. Fill in the form as shown in the screenshot below.
7. Provide values for merchant ID and merchant name as provided by Worldpay.

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*:

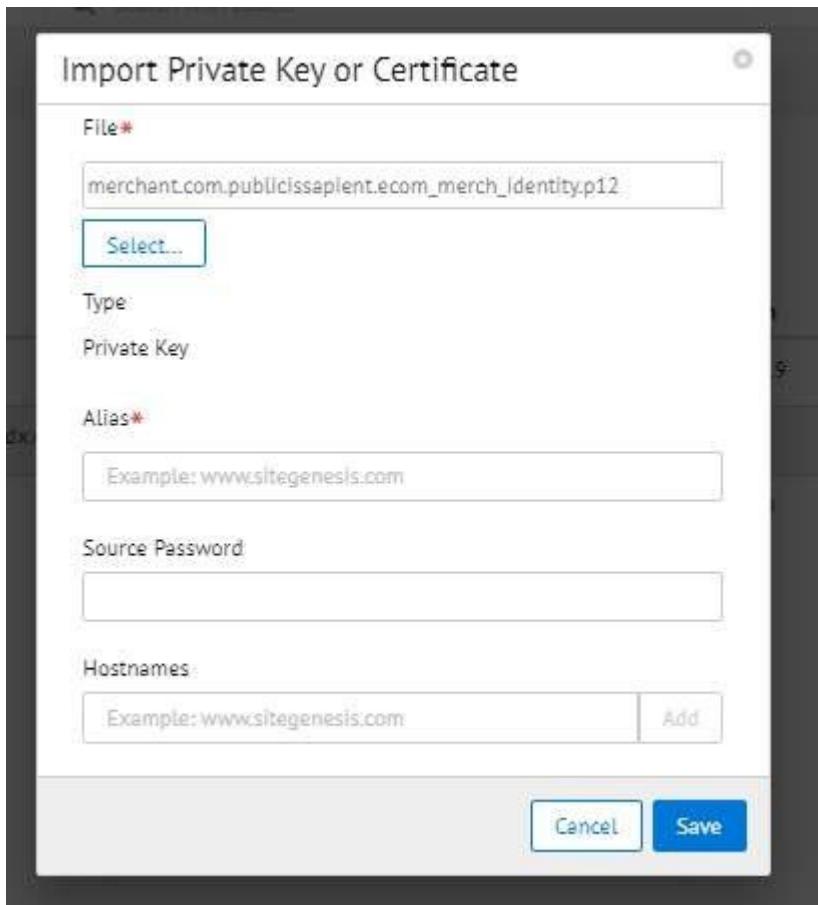
Use JWS?

JWS Private Key Alias*:

Buttons

Configure the Private Key

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



Complete the domain registration for the sandbox

Domain Registration

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

| |
|---|
| The currently configured domain for this site is zzkv-001.sandbox.us01.dx.commercecloud.salesforce.com. |
| Apple Sandbox |
| Registered Sandbox Domains zzkv-001.sandbox.us01.dx.commercecloud.salesforce.com zzkv-009.sandbox.us01.dx.commercecloud.salesforce.com |
| Unregister Apple Sandbox Register Apple Sandbox |

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

Apple pay address validation US/non-US countries

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

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

1. Go to *Merchant Tools/Site Preferences/Custom Site Preference Groups/AccessWorldPay-Mobilewallets*

2. Enable or disable ‘skipStateCodeAddressValidation’ for the state code validation in the address.

State Code Address Validation

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

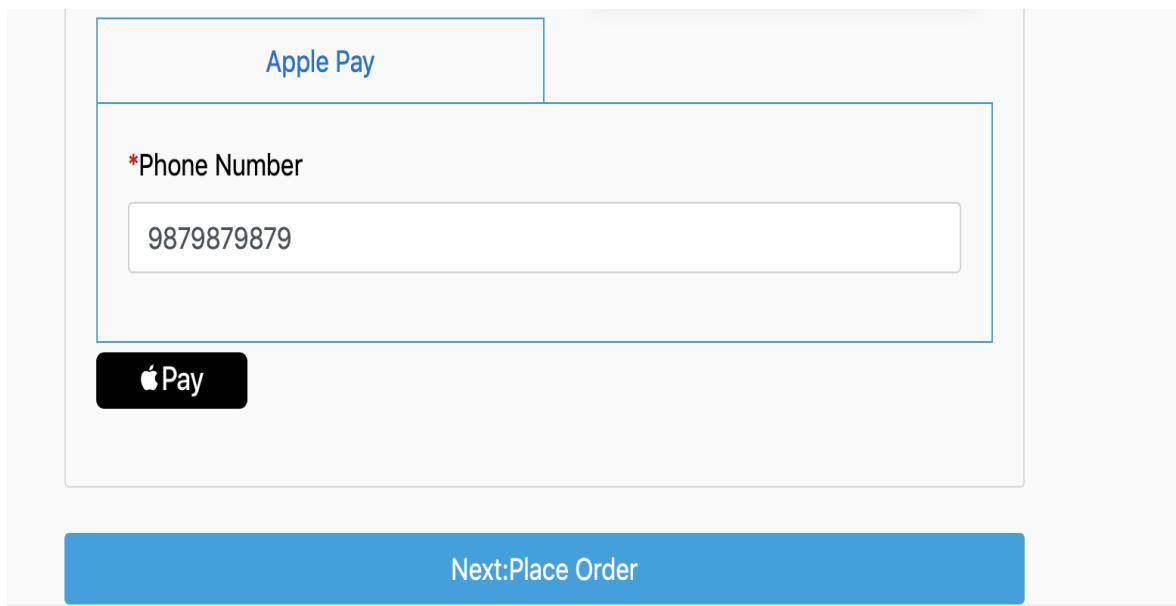
Yes No

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

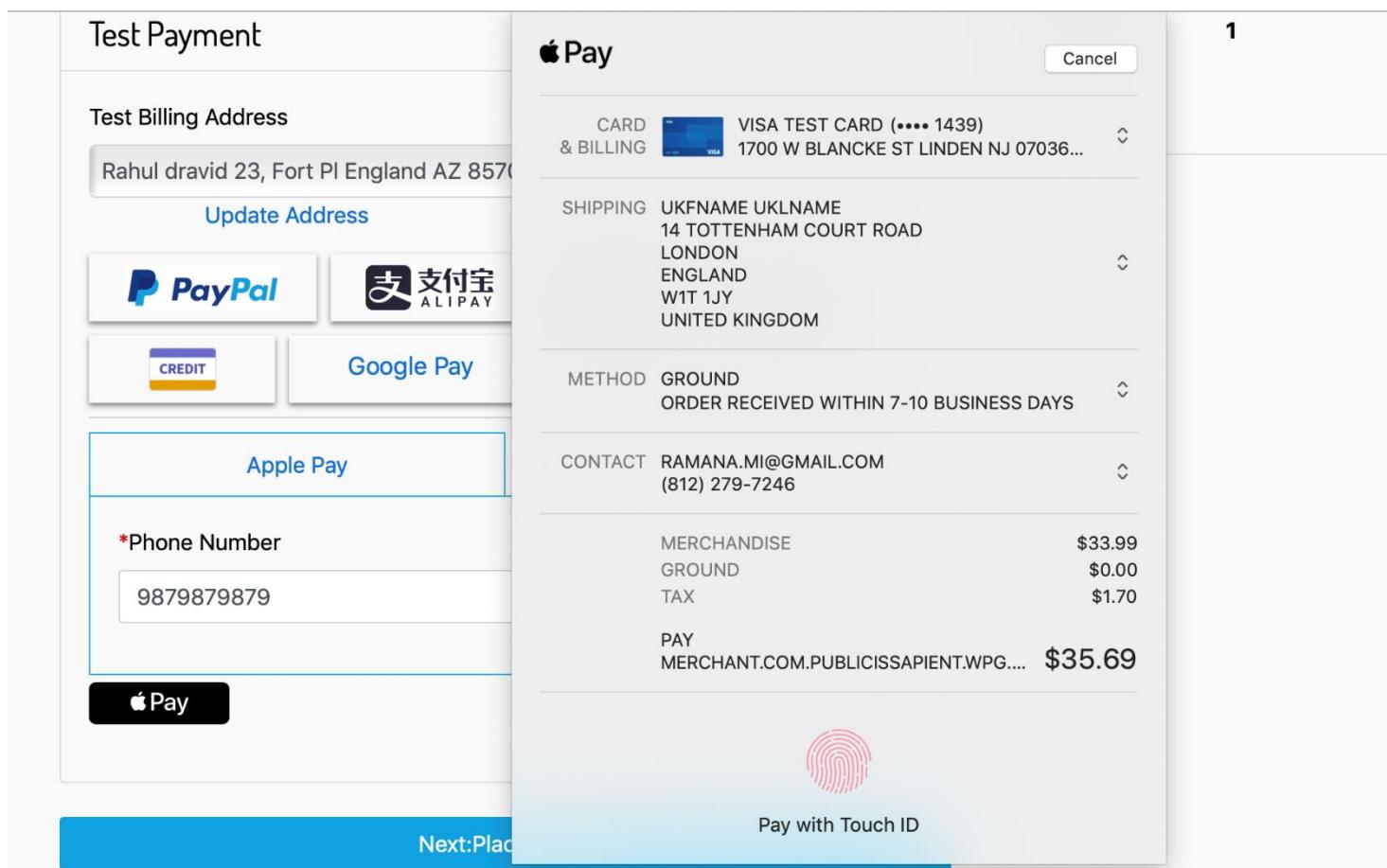
© 2021 salesforce.com, inc. All Rights Reserved. MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Daylight Time | Version: 21.9 Last Updated: Aug 19, 2021 | Compatibility M

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.



3. The shopper can then 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)

Yes

No

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

Is apple pay enabled for cart and mini cart

(isCartMiniCartApplePayEnabled)

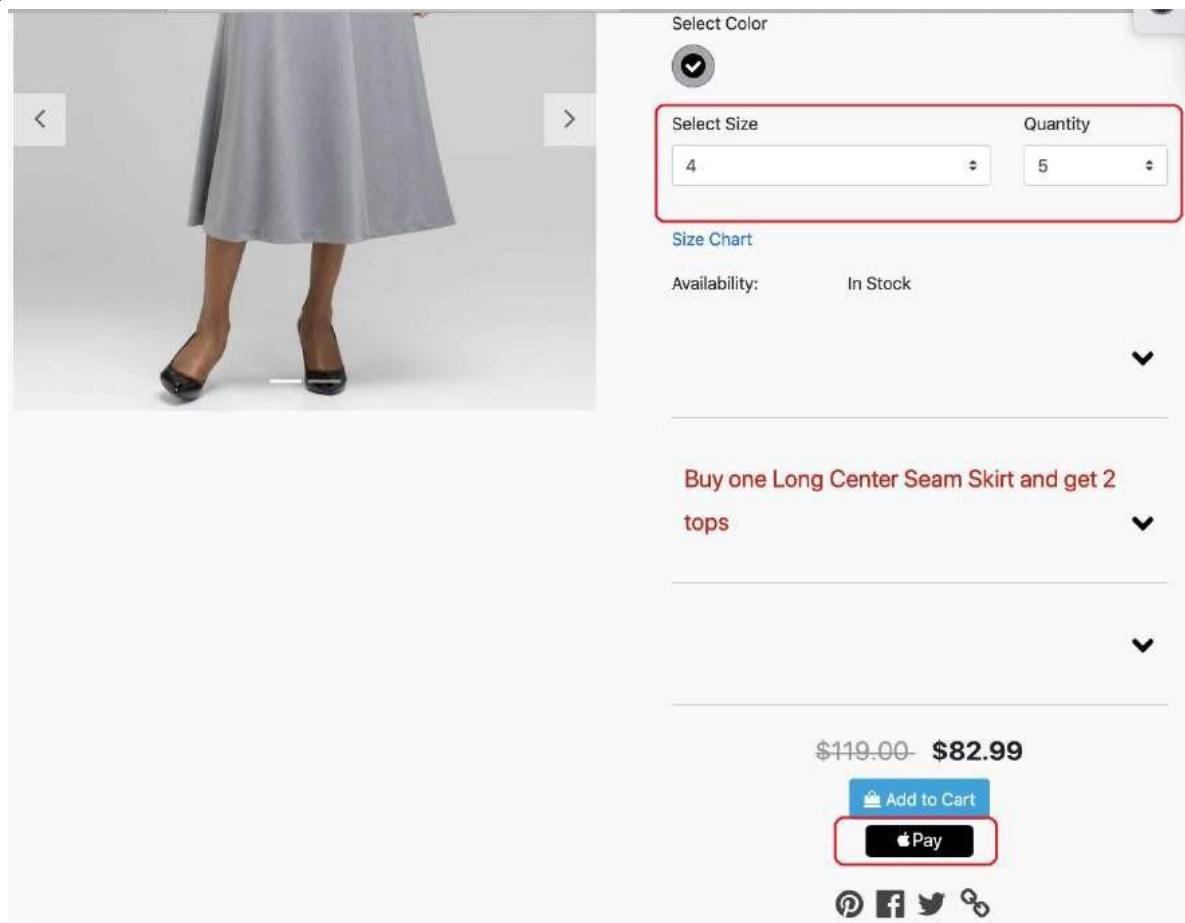
Yes

No

The shopper's experience

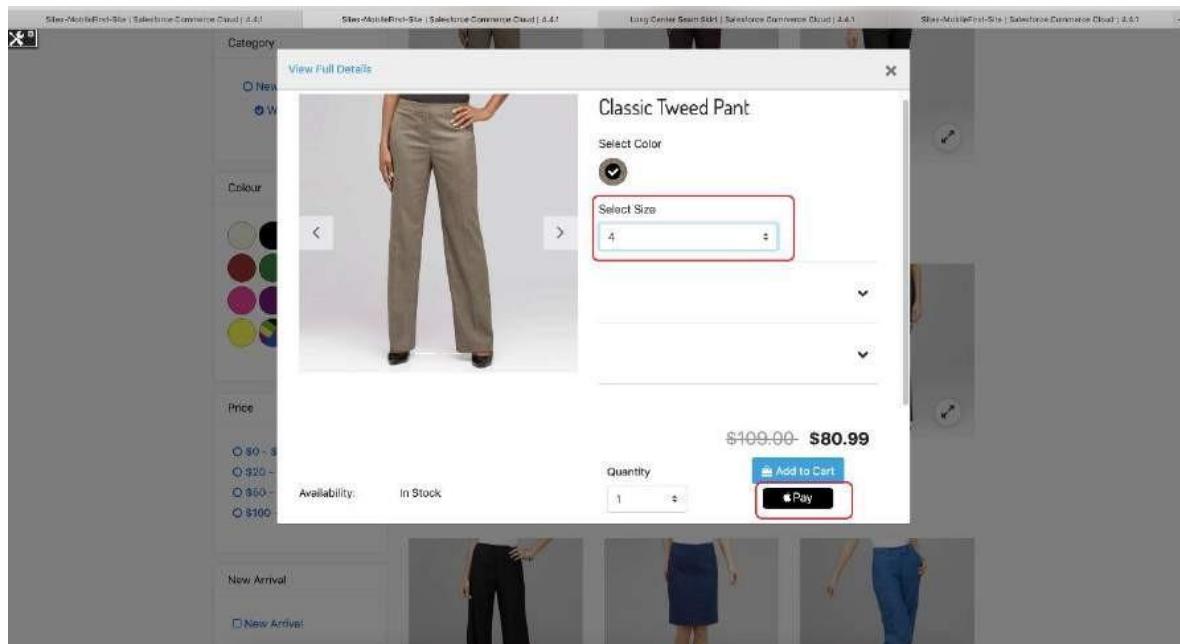
From PDP

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, colour, etc, the Apple Pay button appears when the page loads.

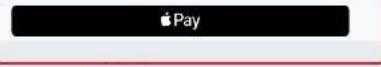


From quick view (PLP and search results)

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



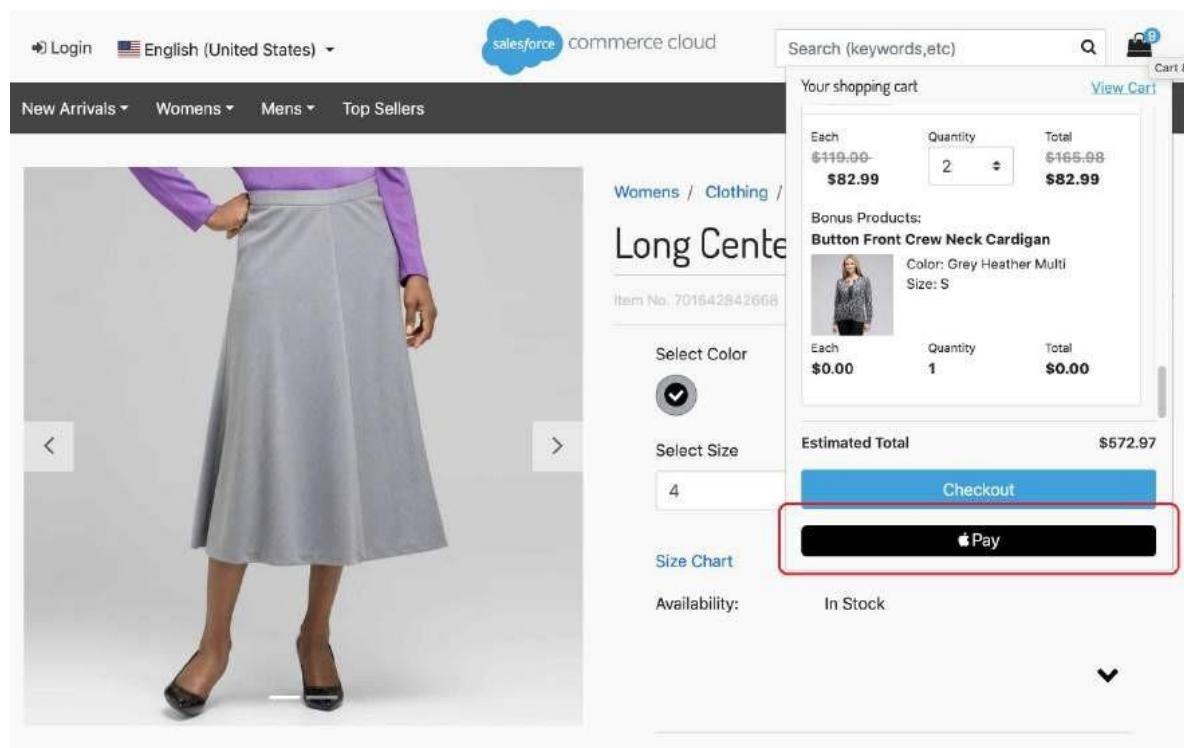
From cart page

| Item Details | Checkout Summary |
|--|--|
| Classic Tweed Pant  Color: Laurel Multi Size: 4 In Stock Edit | 1 Items Enter Promo Code <input type="text"/> Submit Shipping Ground (7-10 Business Days) Shipping cost \$5.99 Sales Tax \$4.35 Estimated Total \$91.33 Checkout  |

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

Locate Store Account Customer Service About

From mini cart



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

The Apple Pay button in the PDP and Quick View has a technical limitation. It only accepts a single SKU (Stock Keeping Unit) for the checkout. Due to this limitation, adding/checking out 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*

[Merchant Tools](#) / [Site Preferences](#) / [Custom Site Preference Groups](#) / [Account on file configurations](#)

Cancel Apply to Other Sites Save

Instance Type: Sandbox

Search by ID:

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

Stored credential disclaimer

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

To enable/disable this feature

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

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

Cancel Apply to Other Sites Save

Instance Type: Sandbox

Search by ID:

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

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? [Edit Across Sites](#)

Show Disclaimer in the Frontend [Edit Across Sites](#)

The screenshot shows a configuration interface with sections for 'Presentation', 'Rendering Template', 'Custom CSS File', and 'Content'. The 'Content' section contains a 'Body' field with the text 'Do You Want To Save The Card?' and a 'Year' field below it. At the bottom right are 'Download', 'Apply', and 'Reset' buttons.

The shopper's experience:

1. Show a disclaimer in the front end

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

The screenshot shows a credit card payment form. It includes fields for 'Phone Number' (9879879879), 'Name on Card' (empty), 'Card Number' (empty), 'Expiration Month' (month dropdown), 'Expiration Year' (year dropdown), 'Security Code' (empty), and a 'Save Card to Account' checkbox. A 'Disclaimer' link is located at the bottom left of the form area. There are also 'CREDIT' buttons in the top right and bottom right corners.

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, expiration year, and security code. Below these fields is a checkbox labeled "Save Card to Account" followed by the word "Disclaimer". A yellow highlighted message at the bottom of the form reads: "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:

The screenshot shows a payment form with fields for card number, expiration month, expiration year, and security code. Below these fields is a checkbox labeled "Save Card to Account" followed by the word "Disclaimer". A yellow highlighted message at the bottom of the form reads: "Please click on the disclaimer button to continue, and chose yes to save your card". A modal window titled "Disclaimer" is open, asking "Do You Want To Save The Card?" with "Yes" and "No" radio buttons. A "Close" button is at the bottom right of the modal.

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

3. When “is Disclaimer Mandatory” is disabled

The screenshot shows a payment form for a credit card. At the top right is a small 'CREDIT' logo. Below it are fields for 'Expiration Month' (month dropdown) and 'Expiration Year' (year dropdown). Underneath is a field for 'Security Code'. A checkbox labeled 'Save Card to Account' is checked. Below the checkbox is a link 'Disclaimer' which has been highlighted with a yellow box. A message below the link reads 'Please click on the disclaimer button to continue, and chose yes to save your card'. At the bottom right is a large blue button labeled 'Next: Place Order'.

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

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

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

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

Worldpay documentation

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

3DS and 3DS Flex

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

To enable 3DS and 3DS Flex:

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

The screenshot shows the 'Secure transaction configurations' section of the Site Preferences. It lists various configuration parameters with their current values and default values. Most fields have an 'Edit Across Sites' link.

| Name | Value | Default Value | Action |
|-----------------------|---|---|-------------------|
| Worldpay.TermURL | Worldpay.HandleAuthenticationResponse | Worldpay.HandleAuthenticationResponse | Edit Across Sites |
| 3ds.Type | two3d (two3d) | one3d | Edit Across Sites |
| Challenge.Preference | challengeMandated (challengeMandated) | noPreference | Edit Across Sites |
| challengeWindowSize | fullPage (fullPage) | 390x400 | Edit Across Sites |
| riskData | No | | Edit Across Sites |
| Authentication.Method | localAccount (localAccount) | | Edit Across Sites |
| DDC.URL | (https://secure-test.worldpay.com/shopper/3ds/ddc.html) | https://secure-test.worldpay.com/shopper/3ds/d... | Edit Across Sites |
| Challenge.URL | (https://secure-test.worldpay.com/shopper/3ds/challenge.html) | https://secure-test.worldpay.com/shopper/3ds/c... | Edit Across Sites |
| JWT.MAC.Key | fe2d3ee2-1fb8-45f6-6444-52805d5cd9e0 | | Edit Across Sites |
| JWT.Issuer | | 5bd9e0e444adce153428c940 | Edit Across Sites |

Worldpay documentation

Follow these links for information about 3DS:

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

Exemption engine

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

Site preferences:

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

The screenshot shows the 'Custom Preferences' section under 'Site Preferences'. It lists three configuration parameters for the exemption engine.

| Name | Value | Default Value | Action |
|-------------------------|---------------------------------|---------------|-------------------|
| Enable Exemption Engine | No | No | Edit Across Sites |
| Exemption Type | Optimised Exemption (OP) | | Edit Across Sites |
| Exemption Placement | AUTHENTICATION (AUTHENTICATION) | | Edit Across Sites |

Worldpay documentation

Follow the link for information on the Exemption Engine:

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

FraudSight

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

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

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

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

When FraudSight detects fraudulent payment authorization requests, FraudSight returns:

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

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

Workflow

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

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

FraudSight order flagging

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

```

<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE paymentService PUBLIC "-//WorldPay//DTD WorldPay PaymentService v1//EN"
"http://dtd.wp.fte08.testworldpay.com/dtd/paymentService_v1.dtd">
<paymentService version="1.4" merchantCode="YOUR MERCHANT CODE">
    <reply>
        <orderStatus orderCode="YOUR ORDER CODE">
            <payment>
                <paymentMethod>VISA-SSL</paymentMethod>
                <amount value="100" currencyCode="GBP" exponent="2" debitCreditIndicator="credit" />
                <lastEvent>AUTHORISED</lastEvent>
                <CVCResultCode description="NO RESPONSE FROM ACQUIRER" />
                <AVSResultCode description="NO RESPONSE FROM ACQUIRER" />
                <balance accountType="IN_PROCESS_AUTHORISED">
                    <amount value="100" currencyCode="GBP" exponent="2" debitCreditIndicator="credit" />
                </balance>
                <cardNumber>4444*****1111</cardNumber>
                <riskScore Provider="FraudSight" finalScore="0" id="188a9ae6-21c4-4fd9-87cd-8df4c719aafl" message="low-risk" />
                <FraudSight score="0.00267" id="188a9ae6-21c4-4fd9-87cd-8df4c719aafl" message="low-risk">
                    <reasonCodes>
                        <reasonCode>Card Unfamiliarity</reasonCode>
                        <reasonCode>High Risk Email</reasonCode>
                    </reasonCodes>
                </FraudSight>
            </payment>
        </orderStatus>
    </reply>
</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 'Merchant Tools > Ordering > Orders' page. At the top, there's a navigation bar with 'Cache', 'Search Indexes', 'Code Versions', 'Cartridge Path', and a search bar. Below the navigation, the page title is 'Orders'. A message says 'You're using the new Search service.' Below that, a note states: '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 ; or space or newline. Entered text is treated as case-sensitive; substring matching isn't supported.' At the bottom of the search area, it says 'Selected Site: MobileFirst' and has a 'Select Site' button. To the right of the search input, there are three tabs: 'Simple', 'Advanced' (which is highlighted in blue), and 'By Number'.

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

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

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

Manual operation

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

1. Go to Administration/ Operations/Jobs

2. Click the *Job Steps* tab.
3. Select **NotifyFraudSightOrdersJob** and scroll down to the *Custom Parameters* section.

The screenshot shows the 'NotifyFraudSightOrdersJob' configuration in Salesforce. The 'Job Steps' tab is active. A sidebar titled 'Select and Configure Step' shows 'ExecuteScriptModule' is selected. In the main area, there's a 'Scope' section with '2 Sites Assigned' and a list of steps. One step is highlighted: 'NotifyFraudSightOrdersJob'. The 'Custom Parameters' section contains a table with one row: ID 'status' and Value '0,3,4,5'. There are also sections for 'Exit Status Rules' and 'Job Parameters'.

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*

The screenshot shows the 'Notify Fraud Sight Order Mail To Address' field with '(NotifyFraudSightOrderMailTo)' and '(String)' below it. The 'Notify Fraud Sight Order Mail From Address' field is also shown with its corresponding type information.

Worldpay documentation

Follow the link for information on FraudSight:

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

Issuer Insights

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

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

- Prepaid Card Type
- Source Type

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

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

Configurations:

To configure the attributes:

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

Issuer Insights

Prepaid Card Type:

Source Type:

Card Product Type:

Issuer Country:

Affluence:

Virtual Account Number:

Reloadable:

Account Range ID:

Available Balance:

[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**.

Administration / Operations / Jobs /

OrderNotificationUpdatesJob

General

Enabled

Active

Trigger

Date*

Job History

| ID | Execution Scope | Status | Start Time | End Time | Duration | Log File |
|-------------------|-----------------|--------|------------|----------|----------|--|
| 3/23/2017 3:05 am | | | | | | <input type="button" value="Refresh"/> |

Order attributes related to issuer insights values are populated.

Issuer Insights

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

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

Worldpay documentation

Follow the link for information on Issuer Insights:

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

Extended response codes

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

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

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

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

Site preferences

To enable extended response codes:

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

Enable Overriding Checkout Error Messages

| | | |
|--|------------------------------------|-----------------------------------|
| <input checked="" type="checkbox"/> EnableCustomExtendedResponseMessages | <input type="button" value="Yes"/> | <input type="button" value="No"/> |
|--|------------------------------------|-----------------------------------|

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: Object ID: Simple Advanced

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

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 a checkout process on the Salesforce Commerce Cloud platform. At the top, there is a blue header bar with the word "Checkout". Below it, the "commerce cloud" logo is visible. A red error message box contains the text: "Invalid request, please choose a different Payment Method or try again later." To the right, there is an "Order Summary" section and a "Shipping" section. The "Order Summary" table includes rows for Subtotal (\$155.00), Shipping (\$7.99), Shipping Discount (\$5.99), Sales Tax (\$7.85), and Total (\$164.85). The "Shipping" section shows a shipping address for "Ramesh Vanka" at "USCity AL 35005" and a shipping method of "Ground (7-10 Business Days)" costing \$7.99. The "Payment" section shows a billing address identical to the shipping address, and a payment method of "Credit MasterCard" ending in "4444" with an expiration date of "7/2034". At the bottom, there is a "Place Order" button.

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

| 1 Items | | |
|-----------------------------------|--------------------------------------|-----------------|
| Summer Straight Fit Shorts | | \$155.00 |
| | Color: Black Size: 29 In Stock | |
| Each | Quantity | Total |
| \$155.00 | 1 | \$155.00 |

Troubleshooting:

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

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

Statement narrative

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

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

Site preferences

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

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

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

The shopper's experience

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

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

The screenshot shows a payment interface for PayPal. At the top, there is a logo for PayPal. Below it, there is a form field labeled ***Phone Number** containing the value **9879879879**. To the right of this, there is a **Purpose of transaction** field containing the value **Birthday Special**. A tooltip or callout box is positioned over this field, providing instructions: **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 |
|----------|----------|----------|
| € 112,00 | 1 | € 112,00 |

Place Order

```

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

```

CSC: full, multiple capture and partial capture

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

Configurations

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

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

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

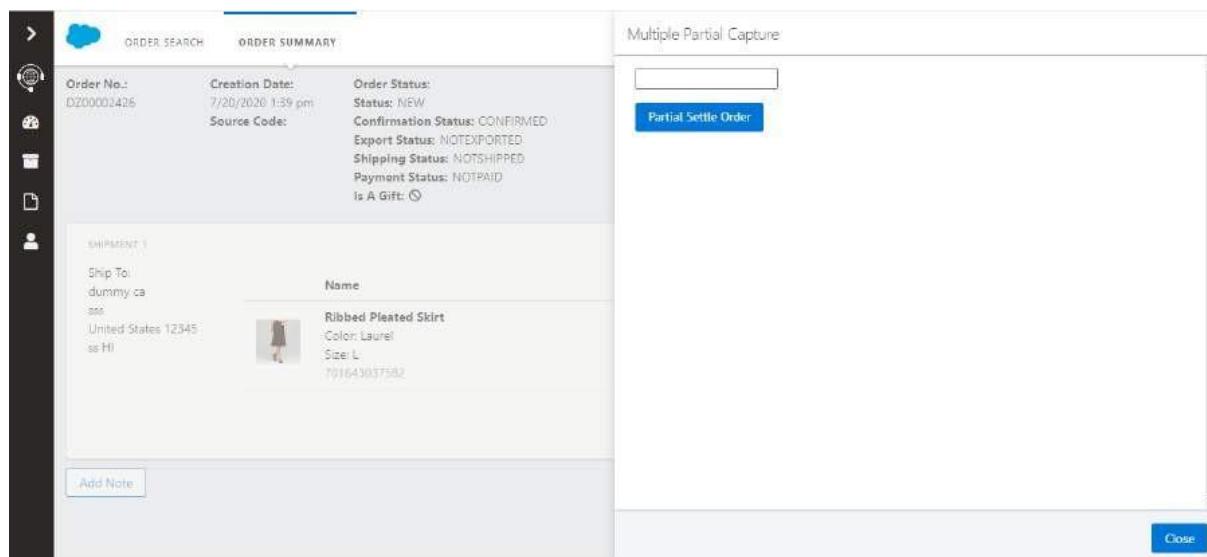
The screenshot shows the Salesforce Admin interface with the 'Customer Service Center Permissions' tab selected. The page title is 'Administrator - Customer Service Center Permissions'. It displays a list of permissions for the 'MobileFirst' context. The 'Multiple Partial Capture' permission is checked. At the bottom, there are 'Reset' and 'Update' buttons.

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

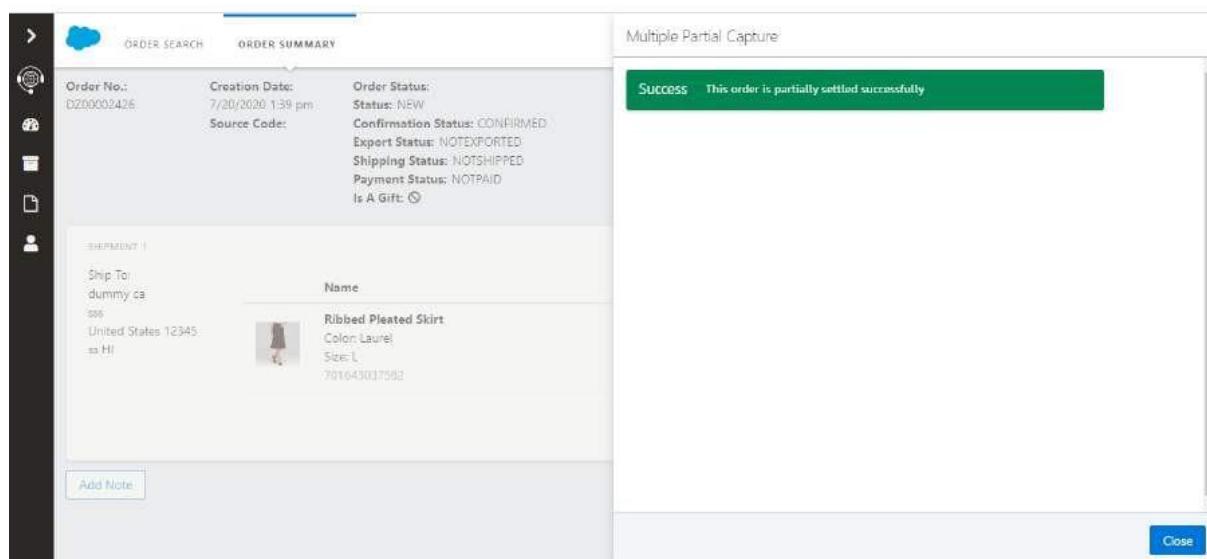
| | | | |
|--------------------------|-------------------------------|-----------------------|----------------|
| <input type="checkbox"/> | wpgPartialSettleAmount | Partial Settle Amount | String |
| <input type="checkbox"/> | wpgSettleReference | WPG Settle Reference | Set of Strings |

[« Back](#)

End user interaction (CSC agent) flow



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



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

| Payment Method | Cancel | Partial Capture | Full Capture | Partial refund | Full Refund | Void |
|------------------------|--------|-----------------|--------------|----------------|-------------|------|
| Credit/Debit Card /HPP | Yes | Yes | Yes | Yes | Yes | No |
| Paypal | Yes | Yes | Yes | Yes | Yes | No |
| Apple Pay | Yes | Yes | Yes | Yes | Yes | No |
| Google Pay | Yes | Yes | Yes | Yes | Yes | No |
| Alipay/Alipay Mobile | Yes | No | No | Yes | Yes | No |
| Poli AU | Yes | No | Yes | Yes | Yes | No |
| IDEAL | Yes | No | Yes | Yes | Yes | No |
| Klarna Pay Now | Yes | No | Yes | No | Yes | No |
| Klarna Pay Later | Yes | No | Yes | No | Yes | No |
| Klarna Slice It | Yes | No | Yes | No | Yes | No |
| ACH Pay | Yes | No | No | Yes | Yes | Yes |
| Wechat Pay | Yes | No | Yes | No | No | No |
| Konbini | Yes | No | Yes | No | No | No |
| Sepa | Yes | No | No | No | No | No |
| China Union Pay | Yes | No | Yes | Yes | Yes | No |
| Giropay | Yes | No | Yes | No | No | No |
| Sofort | Yes | No | Yes | Yes | Yes | No |
| PRZELEWY24 | Yes | No | Yes | Yes | Yes | No |
| Mistercash | Yes | No | Yes | No | No | No |

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

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

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

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

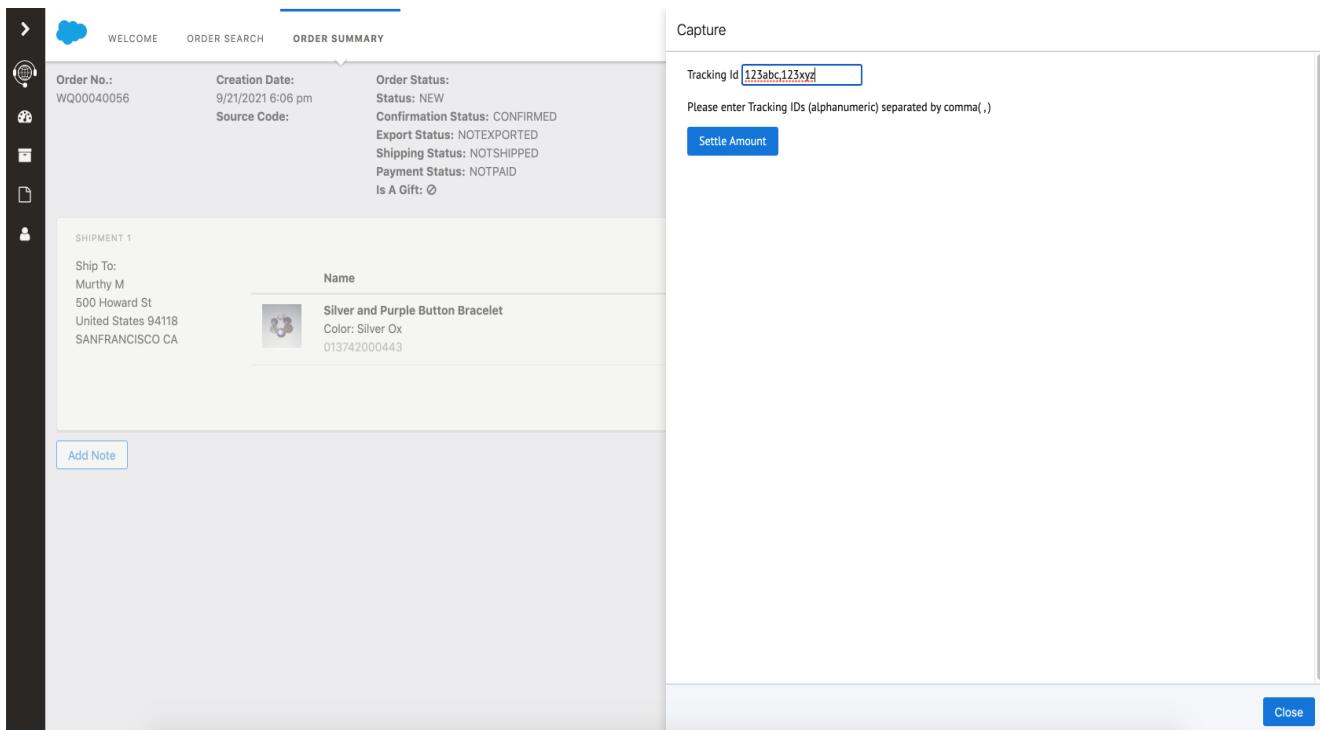
The screenshot shows the Salesforce Order Summary page for order WQ00039849. The page displays various order details such as creation date, status, and shipping information. A modal dialog titled "Capture" is open on the right side, containing a "Settle Amount" button. The "Add Note" button is visible at the bottom left of the main page area.

After validation the success screen below is displayed:

The screenshot shows the same Order Summary page as above, but now with a green success banner at the top right stating "Success Capture request is sent successfully". The "Close" button is visible at the bottom right of the modal.

End user interaction (CSC agent) flow: Klarna

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



Worldpay documentation:

Follow the link for information on partial and multiple captures:

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

Multi merchant support

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

To enable this feature in Business Manager:

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

The screenshot shows the 'Multi merchant configurations' page under 'Custom Site Preference Groups'. The 'Instance Type' is set to 'Sandbox'. A search bar for 'Search by ID' is present. The table lists a single preference:

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

Buttons for 'Cancel', 'Apply to Other Sites', and 'Save' are at the top right. A page navigation bar at the bottom right shows '14 of 4'.

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 | | | |
|----------------|----------------------------|-----------------------|-------|
| | Sitename: * 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: | https://secure-test.worldpay.com/jsp/merchant/xml/paymentService |
| User: | XU5UIXKPP30S30WTY3FP |
| Password: | |

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

Troubleshooting checklist

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

By channel

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

Site preference

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

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

Custom object

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

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

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

| Custom Object Search | | | |
|--------------------------|---|------------|----------------------|
| Object Type: | <input type="text" value="MultiMerchantByChannel"/> | Object ID: | <input type="text"/> |
| | | Find | |
| Select All | Channel Name (Name) | Scope | Last Modified |
| <input type="checkbox"/> | Desktop | Site | 9/10/20 5:38:11 am |
| <input type="checkbox"/> | Default | Site | 8/12/20 2:08:10 am |
| <input type="checkbox"/> | Mobile | Site | 9/29/20 3:33:58 am |
| <input type="checkbox"/> | iPad | Site | 9/4/20 7:50:06 am |
| <input type="checkbox"/> | CSC | Site | 8/12/20 1:07:26 am |

Edit All **Edit Selected** **New** **Delete**

Manage 'Desktop' (MultiMerchantByChannel)

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

Config

| | | | |
|---------------------------|--|-----------------------|--|
| Channel Name:* | <input type="text" value="Desktop"/> | | |
| Merchant ID: | <input type="text" value="SAPIENTNITROECOM"/> | | |
| Google Pay Merchant ID: | <input type="text" value="32e04907d379490"/> | | |
| Worldpay Merchant Number: | <input type="text" value="100038056"/> | | |
| XML User Name: | <input type="text" value="XIL4LJXKHP30530W1Y31P"/> | | |
| XML Password: | <input type="password" value="....."/> | Confirm XML Password: | <input type="password" value="....."/> |

Adding and removing channels

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

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

Search Attribute Value Definitions

| Value or Display Value: | Find | Default | Sorting |
|--------------------------|---|---------------|----------------------------------|
| Select All | Value | Display Value | |
| <input type="checkbox"/> | Default | Default | <input checked="" type="radio"/> |
| <input type="checkbox"/> | MultiMerchantChannelDesktop | Desktop | <input type="radio"/> |
| <input type="checkbox"/> | MultiMerchantChannelMobile | Mobile | <input type="radio"/> |
| <input type="checkbox"/> | MultiMerchantChannelPad | iPad | <input type="radio"/> |
| <input type="checkbox"/> | MultiMerchantChannelCSC | CSC | <input type="radio"/> |
| New Value: | <input type="text" value="MultiMerchantChannelTablet"/> | Tablet | <input type="radio"/> |

Apply **Reset** **Delete**

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 | Global toggle for Multi Merchant Support |
| Type of Multi Merchant (multiMerchantType) | Based on Payment Method (paymentMethod) | Based on Site |

Custom object

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

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

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

Manage Custom Objects

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

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

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

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

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

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

General

Manage 'CREDIT_CARD' (MultiMerchantByPaymentMethod)

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

custom

| | | | |
|-------------------------|----------------------|-----------------------|-------|
| Payment Method ID: | CREDIT_CARD | | |
| Merchant ID: | SAPIENTNITROECOM1 | | |
| XML User Name: | 52VXO0F6BB5W7JO1FUMH | | |
| XML Password: | ***** | Confirm XML Password: | ***** |
| Google Pay Merchant ID: | 55b2510eaa3f910 | | |
| SEPA Mandate Number: | | | |

Country spoofing

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

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

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

Site preference

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

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

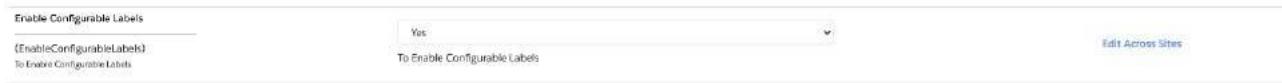
| | | |
|---|--|----|
| Country Spoofing (countryspoofing) | Yes | No |
| List of spoofed country (listofspoofedcountry) | <input type="button" value="Add"/> IM:GB JE:US | |

Configurable labels and alerts

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

Site preference changes

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



Custom object changes

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

To configure labels and alerts, do the following:

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

| Custom Object Search | | | | |
|---|------------|---------------------|--------|----------|
| Object Type: | Object ID: | Find | Simple | Advanced |
| Select All (labelName) | | | | |
| <input type="checkbox"/> field.customer.email | Site | 8/17/20 12:15:27 am | | |
| <input type="checkbox"/> labelInput.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 1:05:28 am | | |
| <input type="checkbox"/> labelKlarnaPaymentMethod | Site | 8/17/20 12:43:54 am | | |
| <input type="checkbox"/> worldpay.payment.amount | Site | 8/17/20 12:48:45 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)

Safari File Edit View History Bookmarks Develop Window Help

zzkv-011.sandbox.us01.dx.commercecloud.salesforce.com Mon 7:28 PM

Payment

Billing Address
Rahul Dravid 3333 N Texas St Fairfield, CA 94533-9715
Update Address Add New

CREDIT Google Pay Apple Pay

*Phone Number
2345678901

*Name on card

*Card Number

*Expiration Month *Expiration Year
month year

*Security Code

Save Card to Account
Disclaimer

Back to saved payments

Next: Review Order

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

Safari File Edit View History Bookmarks Develop Window Help

zzkv-011.sandbox.us01.dx.commercecloud.salesforce.com Mon 7:35 PM

Payment

Billing Address
Rahul Dravid 3333 N Texas St Fairfield, CA 94533-9715
Update Address Add New

CREDIT Google Pay Apple Pay

*Phone Number Test
2345678901

*Name on card Test

*Card Number Test

*Expiration Month Test *Expiration Year Test
month year

*Security Code Test

Save Card to Account
Disclaimer

Back to saved payments

Next: Review Order

Configurable alerts (When not configured)

This screenshot shows a payment form in a Salesforce commerce cloud application. The form includes fields for a billing address, payment method (Credit, Google Pay, Apple Pay), and payment details (Phone Number, Name on card, Card Number, Expiration Month, Expiration Year, Security Code). Standard validation errors are displayed in red boxes: 'Sorry your credit card number is wrong' for the card number, 'Sorry your credit card is expired' for both expiration month and year, and 'Please enter valid CVV number' for the security code.

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

This screenshot shows the same payment form as above, but with alert labels appended with 'Test'. The modified labels include: *Phone Number Test, *Name on card Test, *Card Number Test, *Expiration Month Test, *Expiration Year Test, and *Security Code Test. The validation errors remain the same as in the first screenshot.

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*.

| Object Type: | ConfiguredLabels | Simple | Advanced |
|--|---------------------------------|------------------------------------|---------------------------------------|
| Conditions: | Label Value (custom.labelValue) | equals | Email |
| | None | Select... | |
| Operator: | Default | | |
| Result: | Unsorted | ascending | 10 results per page |
| <input type="button" value="Reset"/> <input type="button" value="Find"/> | | | |
| <input checked="" type="checkbox"/> Select All (labelName) | | Scope | Last Modified |
| <input type="checkbox"/> field_customer_email | | Site | 8/17/20 12:15:27 am |
| <input type="button" value="Edit All"/> <input type="button" value="Edit Selected"/> | | <input type="button" value="New"/> | <input type="button" value="Delete"/> |
| 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.

Intelligent account verification (IAV)

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

How it works

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

There are two positive outcomes:

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

Site preferences

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

To enable IAV, do the following:

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

Nominal Value
(nominalValue)
(Number)

1.0

Edit Across Sites

Worldpay documentation

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

Order inquiry batch job Narrative Line1

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

The job consists of a four-stage process:

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

Sandbox - zzkv
MobileFirst ▾ Merchant Tools ▾ Administration ▾ Storefront Toolkit

Cache: Search Indexes: Code Versions: Cartridge Path: search with name...

Administration / Operations / Jobs / OrderInquiriesUpdateJob ?

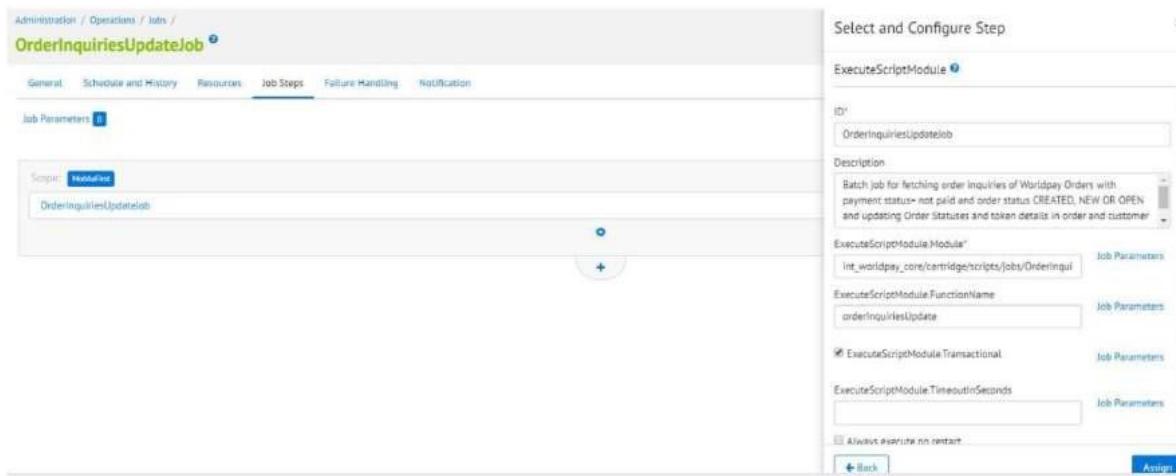
General Schedule and History Resources Job Steps Failure Handling Notification

ID*: OrderInquiriesUpdateJob

Description: 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

Priority: Normal High

The screenshot below shows you the job interface:



Job-failure email notifications

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

| | | |
|--|--|-------------------|
| EnableJobMailerService | No | Edit Across Sites |
| (EnableJobMailerService) | | |
| EnableJobMailerService | | |
| © 2020 salesforce.com, Inc. All Rights Reserved. | MobileFirst Time Zone: Coordinated Universal Time Instance Time Zone: Eastern Daylight Time Version: 20.7 Last Updated: Jun 22, 2020 (Compatibility Mode: 18.10) | |
| NotifyJobMailCC | achpay1@yopmail.com | Edit Across Sites |
| (NotifyJobMailCC) | | |
| NotifyJobMailFrom | | Edit Across Sites |
| (NotifyJobMailFrom) | | |
| NotifyJobMailTo | | Edit Across Sites |
| (NotifyJobMailTo) | | |

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.

| | |
|------------------------|-------------------------------------|
| EnableJobMailerService | <input checked="" type="checkbox"/> |
| 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

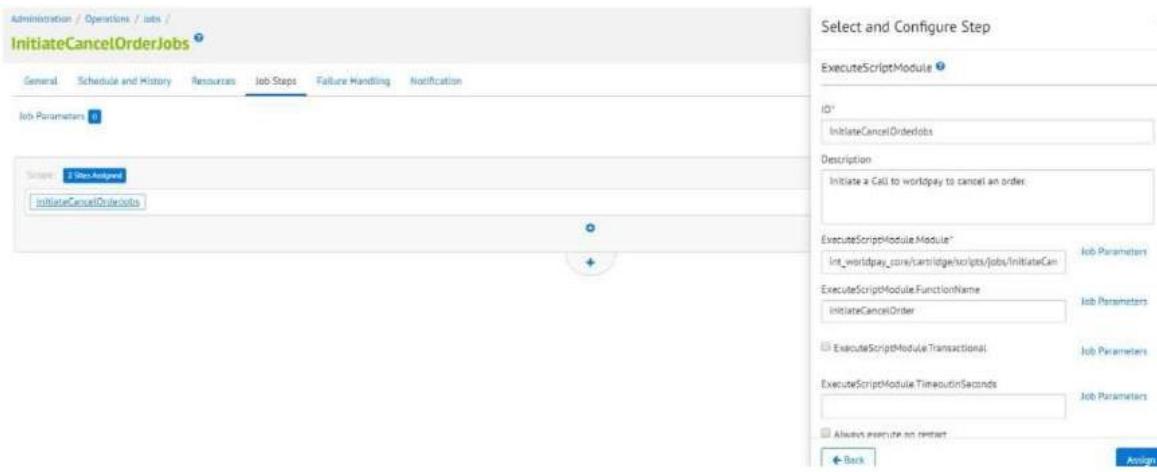
- [General](#)
- [Schedule and History](#)
- [Resources](#)
- [Step Configurator](#)
- [Notification](#)
- [Failure Handling](#)

ID*
InitiateCancelOrderJobs

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:



Country currency mapping

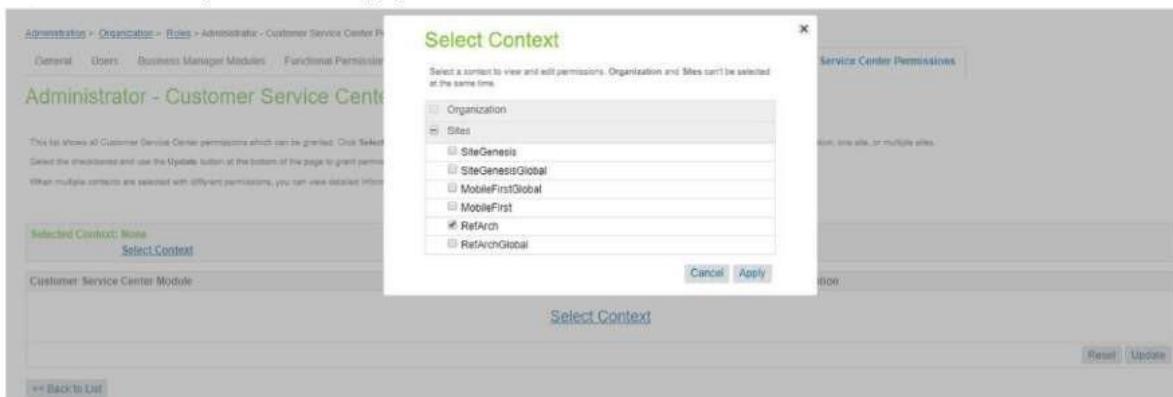
Countries are mapped against the following currencies:

| 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:

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: | <input type="text"/> |
| Type:* | <input type="text" value="REDIRECT (Redirect)"/> <input type="button" value="▼"/> |
| Password: | <input type="password"/> |
| Days after which Order expires: | <input type="text"/> (Number) |
| SEPA Mandate Number: | <input type="text"/> |
| Worldpay Statement Narrative: | <input type="text"/> |
| HPP CustomOptions JSON: | <pre>{ "type": "iframe", "lightboxMaskOpacity": 50, "lightboxMaskColor": "#000000", "debug": false }</pre> <p>HTML Editor</p> |

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:

| | | |
|---|-----------------|---|
| KLARNA SLICE IT | KLARNA PAYLATER | KLARNA PAYNOW |
| ACH Pay | | |
| 微信支付 WeChat Pay | Google Pay | Credit Card – Redirect |
| | | |
| <p>*Phone Number</p> <input type="text" value="9879879879"/> | | |
| <p>*Name on Card</p> <input type="text"/> | | |
| <p>*Card Number</p> <input type="text"/> | | |
| <p>*Expiration Month</p> <input style="width: 150px;" type="text" value="month"/> | | <p>*Expiration Year</p> <input style="width: 150px;" type="text" value="year"/> |
| <p>*Security Code</p> <input type="text"/> | | |

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

| | |
|--|--|
| Billing Address | |
| <input type="text" value="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 | |
| <input type="button" value="Place secure payment"/> | |

Select Payment Method

| | | |
|--|--|---------------|
| <input checked="" type="checkbox"/> Pay by Credit Card | | |
| Card Number | | |
| MM/ YYYY | | Security Code |
| <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 Apple Pay Buy with Google Pay | | |
| <small>*Please note: Once you select the selected wallet payment button below - your payment will be taken</small> | | |

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

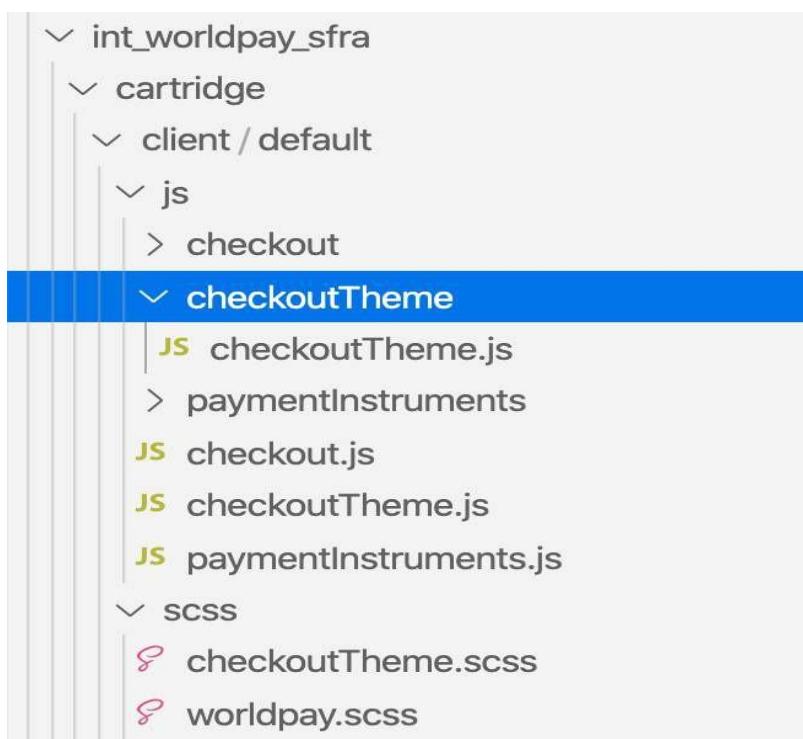
There is no change to existing implementation of registered and guest user payment flow.

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:

The screenshot shows the 'Services' section of the Salesforce Administration interface. A single service entry is listed: 'int_worldpay_http.worldpay.payment.post'. The details for this service are shown in a table row: Type is 'HTTP', Profile is 'worldpayprofile', Credentials are '\$APIENTNITROECOM', and Status is 'Live'. There are 'New' and 'Delete' buttons at the bottom of the table.

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.

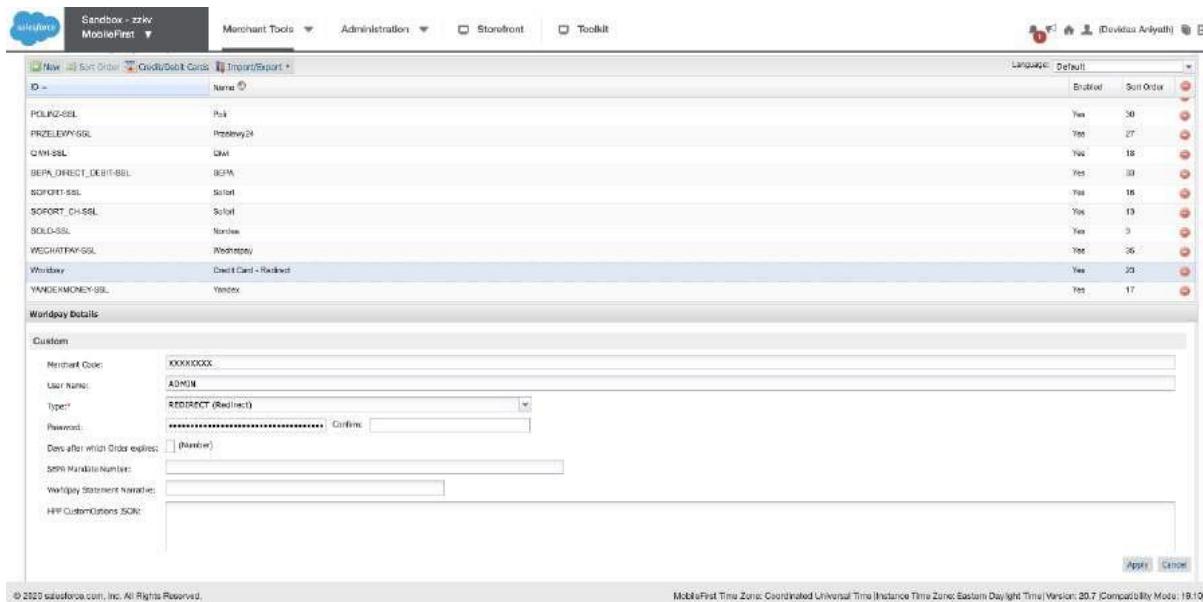
| | |
|-----------|--|
| Name: | SAPIENTNITROECOM |
| URL: | https://secure-test.worldpay.com/jsp/merchant/xml/paymentS |
| User: | XU6UIXKPP30S30WTY3FP |
| Password: | ***** |

Production set-up

To set up the production service in Business Manager:

1. Go to *Administration/Operations/Services*.
2. Click **Credentials**.
3. Create new credentials by inputting the merchant code, production service URL, username and password that Worldpay has sent you.
4. Now go to *Merchant Tools/Site Preferences /Custom Preferences*.
5. Inside the Worldpay group, input your merchant code in *Merchant Code for Worldpay* and update any other fields as needed:
 - *Worldpay Client Side Encryption Public Key* (only if you are using client-side encryption)
 - *Worldpay MAC Secret Code*
 - *Worldpay Merchant Number*

- *Worldpay Installation ID* (only if you are using hosted payment pages)
6. If you want to use a separate credentials at APM level, you can configure this at *Merchant Tools/Ordering/Payment Methods*.



Operations and maintenance

Data storage

Data-level attributes

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

| Sr. No. | Additional Custom Fields | Attribute ID | Description |
|---------|--------------------------|---------------|---|
| 1 | Refusal/decline code | declineCode | The result code of a declined transaction from the Worldpay response. |
| 2 | Risk score | riskScore | The overall risk score sent by Risk Management or Risk Guardian. |
| 3 | Authorization ID | authID | The value of the authorization ID for the authorization request. |
| 4 | Masked card number | cardNumber | The masked card number from Worldpay's response. First four and last four digits. |
| 5 | CVC Result Code | cvcResultCode | The CVV status code in the response. |
| 6 | AVS Result Code | avsResultCode | The Address Verification Service status code from the response. |

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

Order-payment instrument attributes

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

| Sr. No. | Additional Custom Fields | Description |
|---------|--------------------------|--|
| 1 | Bank | For the iDEAL APM. |
| 2 | Installments | Installments (Coming Soon) NOTE: 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 | <code>orderNo</code> |
| 2 | XML String | <code>xmlString</code> |
| 3 | Custom Object ID | <code>ID</code> |
| 4 | Time Stamp | <code>timestamp</code> |

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.