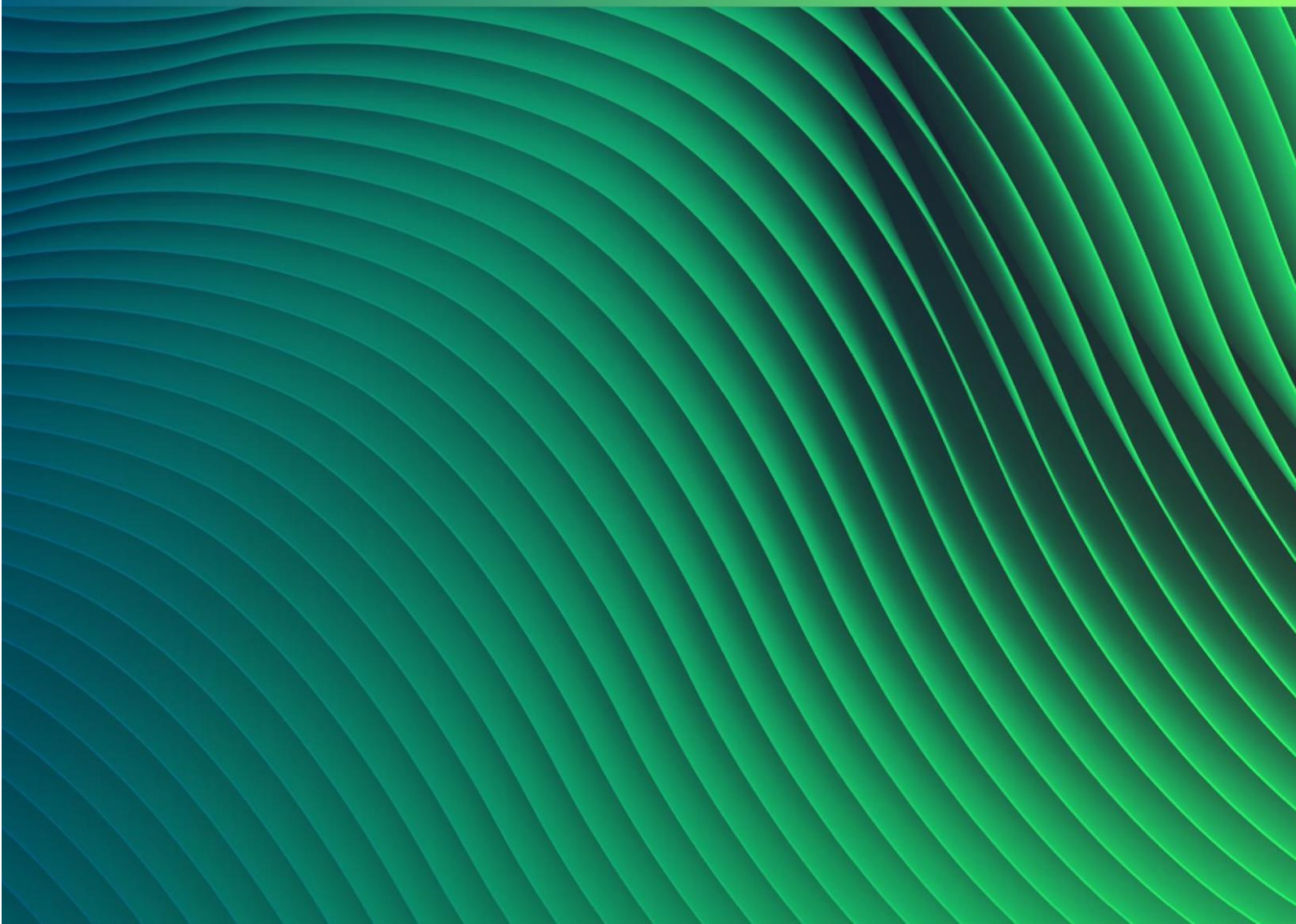


# Salesforce SFCC

Installation and overview guide

Version q2-23-v23.2.0 – June 2023



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## Introduction

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

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

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

## Features overview

These are the main features of the cartridge:

### Payment methods

#### Cards

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

#### APMs

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

#### Mobile wallets

### Apple Pay from PDP and cart

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

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

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

### Google Pay from PDP

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

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



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

## Google Pay

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

### Payment pages

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

### Payments through call center

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

## KLARNA

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

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

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

## 3DS and 3DS Flex

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

## Exemption engine

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

## Account on file

Tokenization: Tokens are created to send authorization requests with stored card details. This process is PCI

compliant. There are two types of token; one is the shopper token and other is the merchant token.

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

## Stored credentials

With sophisticated methods to improve authorization rates and ensure compliance, we support stored credentials for credit cards. This feature complies with scheme mandates for storing (and subsequently using) card payment credentials for cardholder and merchant-initiated transactions.

## Extended Response Codes

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

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

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

## Issuer Insights

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

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

## FraudSight

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

It uses machine learning to exploit vast anonymous transactional insights to produce a fraud risk score in real time.

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

## Statement narratives

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

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

## LATAM payments

The cartridge supports payments from the following Latin American countries

- Argentina

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

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



## CSC: full, multiple capture and partial capture

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

## Pay By Link/Share Order in Storefront

With this feature a user can create an order for which, payment can be completed at a later time that suits them. It lets a customer make a secure payment using the Worldpay hosted payment page with a preferred payment method. The payment page works across different devices and can be customized with a merchant's name and logo.

### Shopper Experience:

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

mysores  
Sacramento CA 95834  
9823167345

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

Test Payment [Edit](#)

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

Payment:  
Payment By China Union Pay  
Amount \$35.69

1 Items ..... **\$33.99**

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

Each	Quantity	Total
<del>\$49.00</del>	1	<b>\$33.99</b>

[Place Order](#)

[Share Order](#)

Sacramento CA 95834  
9823167345

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

Test Payment [Edit](#)

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

Payment:  
Payment By China Union Pay  
Amount \$35.69

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

Each	Quantity	Total
<del>\$49.00</del>	1	<b>\$33.99</b>



[Place Order](#)

[Share Order](#)

Your order has been created, payment URL is sent to your email

**Email notification:**

Pay by Link for order WQ00061142

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

[Reply](#) [Reply All](#) [Forward](#) [More](#)

Thu 7/14/2022 2:28 PM

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

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







**worldpay**

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

**Order summary**

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

**Select payment method**

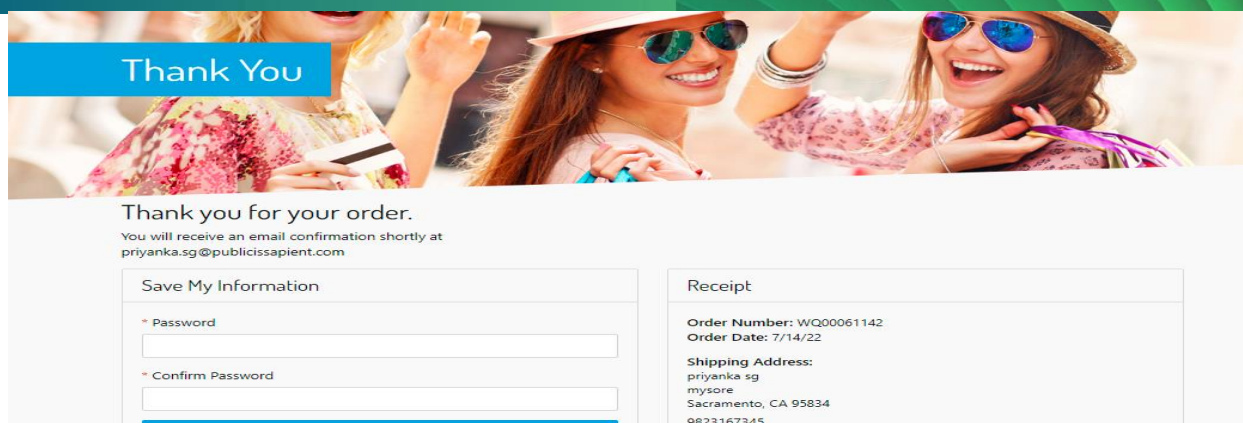


[Cancel](#)

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

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**Order Confirmation after Successful payment**



**Thank You**

Thank you for your order.  
You will receive an email confirmation shortly at  
priyanka.sg@publicissapient.com

Save My Information

\* Password

\* Confirm Password

Receipt

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

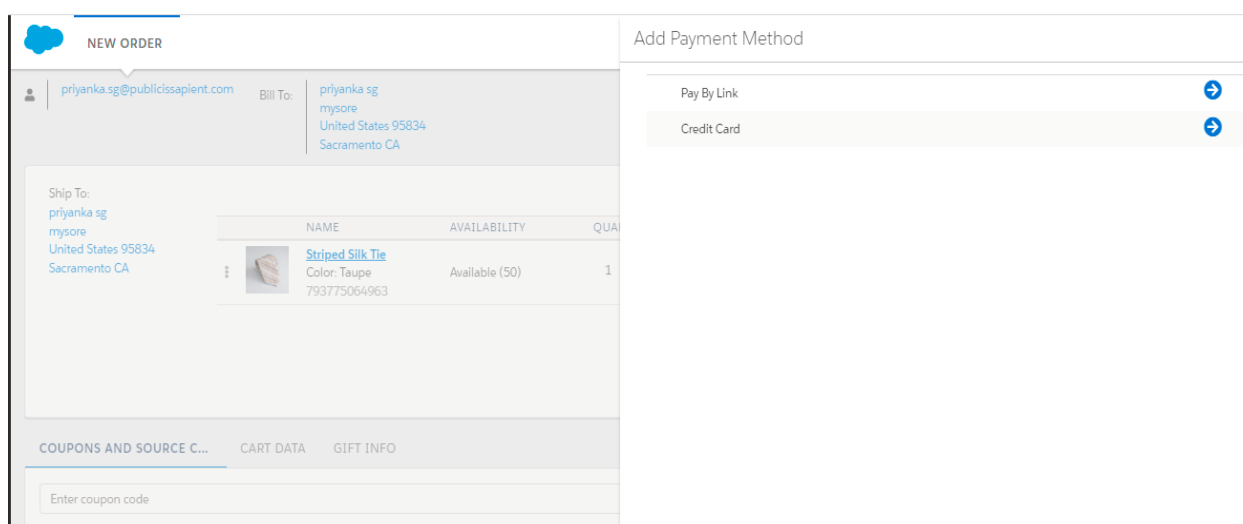
Shipping Address:  
priyanka sg  
mysore  
Sacramento, CA 95834  
9823167345

## CSC Pay By Link

Using CSC (customer service center), your customer service team can create and place orders using the Create Order interface in SFCC. The link for the payment will be sent by email (This is the registered email id for registered customer and the customer email id provided in the csc flow entered manually by csc representative for the guest user) to the customer and they can make the payment using the link provided in the email.

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

## Shopper Experience:



**NEW ORDER**

Ship To: priyanka sg, mysore, United States 95834, Sacramento CA

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

**Add Payment Method**

- Pay By Link
- Credit Card

COUPONS AND SOURCE C... | CART DATA | GIFT INFO

Enter coupon code

# Salesforce SFCC Installation and overview guide

**ORDER SUMMARY**

Success The order has been placed.

Order No.: WQ00060839  
Creation Date: 7/12/2022 1:34 pm  
Source Code:


Order Status: NEW  
Status: NEW  
Confirmation Status: NOTCONFIRMED  
Export Status: NOTEXPORTED  
Shipping Status: NOTSHIPPED  
Payment Status: NOTPAID  
Is A Gift: ☐


Shipping Address:  
priyanka.sg  
mysore  
United States 95834  
Sacramento CA  
priyanka.sg@publicissapiant.com

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

**SHIPMENT 1**

Ship To:  
priyanka.sg  
mysore  
United States 95834  
Sacramento CA

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

Shipping Method:  Ground


Tax: \$ 0.10



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

## Email notification:

Pay by Link for order WQ00060838



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

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

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

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


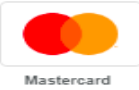




## worldpay



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

**Order summary**

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

**Select payment method**

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

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### Order Confirmation after Successful payment

Thank you for your order.

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

**Save My Information**

\* Password

\* Confirm Password

**Receipt**

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

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

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

**Billing Address:**

## Multi merchant support

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

### By site

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

### By channel

You can configure different Worldpay merchant codes per channel: e.g. MYBUSINESSECOM for “desktop” and

MYBUSINESSMOBILE for “mobile”.

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

The following channels are supported:

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

## By payment method

You can configure different merchant codes by payment method.

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

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

## Chrome payment

The cartridge supports Payment Request API.

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

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



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

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

## One-click payment (quick checkout)

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

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

## Country spoofing

This is a useful feature for taking international payments.

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

## Configurable labels and alerts

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

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

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

- If EnableConfigurableLabels in custom preferences is not enabled.
- If you have not added the key value pair in custom object.
- The key is present in our custom object, but the value is empty.

## Checkout theme (optional cartridge)

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

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

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

- Pay by Credit card: Shopper selects this method when they want to use a credit card to pay
- Pay by Wallet: Shopper selects this method when they want to use e-wallets like Google Pay or Apple Pay to pay
- Pay by Alternative Payment: Shopper selects this method when they want to pay with multiple alternative payment options based on selected country

## Compatibility

This cartridge is compatible with SFRA version v6.3.0.

## Before you start

### Prerequisites

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

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

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

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

### Access the system

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

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

## Install the Salesforce cartridge

### Add the cartridge in the Salesforce Commerce Cloud Studio

Do the following:

1. In the *int\_worldpay\_sfra* folder, find the cartridge subfolder.
2. Open *package.json*.
3. Ensure the base path is correctly resolved to *app\_storefront\_base*, as shown below.

```
"paths": {
    "base": ".../storefront-referencearchitecture/cartridges/app_storefront_base/"
}
```

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

```
{
    "hostname": "your-sandbox-hostname.demandware.net",
    "username": "your login",
    "password": "your pwd",
    "code-version": "version_to_upload_to"
}
```

## Activate the cartridge in Business Manager

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

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

```
int_worldpay_sfra:int_worldpay_core:int_worldpay_csc:app_storefront_base
```

5. Click **Apply**.

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

19

## Configurations

### Importing metadata with a single site import

All the import files are in the import folder (metadata) in the cartridge installation pack.

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

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

To import all the necessary Worldpay settings:

1. Open the metadata folder from the repository structure `open jobs.xml`.
2. Change the references in *RefArch* to your site ID
3. Ensure that the assets in the import have the appropriate library ID for the site where the XML is imported. To do this in Business Manager:
  - a. Go to *Merchant Tools > Content > Libraries*
  - b. Check the library ID assignment to your site (in the screenshot, for *RefArch*, the library assignment is *RefArchSharedLibrary*):

Libraries

Salesforce CMS Status:

The list below contains all libraries defined by your organization, along with some statistical information about the library content.

- Libraries of the type "Private" are owned by a site, can only be used by that site, and can't be deleted.
- Libraries of the type "Shared" are owned by the organization, can be shared by multiple sites, and can be deleted by the user.

The administration of content libraries, including the ability to create new ones, is located [here](#).

ID	Type	Site Assignments	Salesforce CMS Channel Assignment	Folders	Content Assets	Status
<a href="#">Library - MobileFirst</a>	Private			1	0	Online
<a href="#">Library - MobileFirstGlobal</a>	Private			1	0	Online
<a href="#">Library - SiteGenesis</a>	Private			1	1	Online
<a href="#">Library - SiteGenesisGlobal</a>	Private			1	0	Online
<a href="#">MobileFirstSharedLibrary</a>	Shared	MobileFirst MobileFirstGlobal		28	110	Online
<a href="#">RefArchSharedLibrary</a>	Shared			1	4	Online
<a href="#">SiteGenesisSharedLibrary</a>	Shared	SiteGenesis SiteGenesisGlobal		28	105	Online

© 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)

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



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

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

## Provide your IP address

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

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

Worldpay Notification IP Addresses End\*

(WorldpayNotificationIPAddressesEn...  
(String)

195360000

Worldpay Notification IP Addresses Start\*

(WorldpayNotificationIPAddressesSt...  
(String)

195359000

## Managing custom site preferences

To manage your custom site preferences, do the following:

1. In Business Manager, go to *Site/Merchant Tool/Site Preferences/Custom Preferences*, where you will see many custom site preference groups.
2. Click the preference group with the Worldpay-PaymentScreen ID.

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

3. Edit the attributes according to your Worldpay account data. As well as the attributes supplied by Worldpay, enter the properties in the table with these values:

Site preference	Value
<b>Worldpay Redirect SuccessURL</b>	COPlaceOrder-Submit
<b>Worldpay Redirect PendingURL</b>	COPlaceOrder-Submit
<b>Worldpay Redirect FailureURL</b>	COPlaceOrder-Submit
<b>Worldpay Redirect CancelURL</b>	COPlaceOrder-Submit

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

Name	Value	Default Value
Worldpay TermURL (WorldpayTermURL) (String)	Worldpay-HandleAuthenticationResponse	Worldpay-HandleAuthenticationResponse

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

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

## Configuration tables and screens

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

### Core configuration table

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

\* = Mandatory field.

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

Core configurations

Instance Type: Sandbox

Search by ID

Name	Value	Default Value
<b>Merchant Code for Worldpay*</b> (WorldpayMerchantCode) (String)	SAPIENTNITROECOM	
<b>Worldpay MAC Secret Code*</b> (WorldpayMACSecretCode)	.....	
<b>Enable Client Side Encryption</b> (WorldpayEnableClientSideEncrypt...)	No	Yes
<b>Worldpay Client Side Encryption Public Key</b> (WorldpayClientSideEncryptionPubli...) (String)	1#10001#9054b62f597755d937226ac89d2fc8e3040b674e939c803840892f27e3c7d44	1#10001#9054b62f597755d937226ac89d2fc8e...
<b>Worldpay Installation Id</b> (WorldpayInstallationId) (Integer)	102901	
<b>Controller</b> (siteController) (String)	app_storefront_controllers	
<b>Core Name</b> (siteCore) (String)	app_storefront_core	

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## General configuration table

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

\* = Mandatory field.

Site preference	Description	Default values
<b>EnableJobMailerService</b>	Use this field to switch the email service on or off. Emails are triggered if the cartridge logic fails to handle the order notification or enquiry. Or, if it fails to update its status in the order transaction field.	You set this preference. Please change to Yes for enabling this preference.
<b>NotifyJobMailCC</b>	The email address to be kept in CC for receiving the order notify job status update.	You set this preference. You can add multiple addresses separated by semicolons.
<b>NotifyJobMailFrom</b>	The email address that shows the recipients of job status notifications where the email was sent from.	You set this preference. You can add multiple addresses separated by semicolons.
<b>NotifyJobMailTo</b>	The email address to be added for receiving the notify job status update.	You set this preference. You can add multiple addresses separated by semicolons.

Worldpay Order Inquiry Lag Time	The time interval (in minutes) for selecting failed orders to be refunded	Default value: 15
------------------------------------	--	-------------------

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

Merchant Tools / Site Preferences / Custom Site Preference Groups /

**General configurations**

Cancel Apply to Other Sites Save

Instance Type  
Sandbox

Search by ID

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




## Payment method configuration table

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



\* = Mandatory field.

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








Merchant Tools / Site Preferences / Custom Site Preference Groups / **Payment method configurations** 

Cancel Apply to Other Sites Save

Instance Type  
Sandbox

Search by ID   

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Name	Value	Default Value
Worldpay Payment Method Mask Includes	<input type="text"/> 	
(WorldpayPaymentMethodMaskIncl...	 	
Worldpay Payment Method Mask Excludes	<input type="text"/> 	
(WorldpayPaymentMethodMaskExcl...		
Exponent for currency*	<input type="text" value="2"/>	2 
(WorldpayCurrencyExponent) (Integer)		

## Card-specific configuration table

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

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

Merchant Tools / Site Preferences / Custom Site Preference Groups /

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

Instance Type  
Sandbox

Search by ID

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Name	Value	Default Value	
Worldpay Disable CVV (WorldpayDisableCVV)	No	No	<a href="#">Edit Across Sites</a>
Enable Card Selection (WorldpayEnableCardSelection) Enable card selection for Credit redirect model	Yes	Yes	<a href="#">Edit Across Sites</a>


## Payment screen configuration table

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

\* = Mandatory field.



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

Merchant Tools / Site Preferences / Custom Site Preference Groups /

**Payment screen configurations** 

Cancel Apply to Other Sites Save

Instance Type  
Sandbox

Search by ID  

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

## APM configuration table

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

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

**Klarna Product Type Values**

You can choose any or all of the following:  
Klarna Pay Later, Klarna Pay Now, Klarna Instalment.

You set this preference.

Merchant Tools / Site Preferences / Custom Site Preference Groups /

**Alternate payment methods configurations**

Cancel Apply to Other Sites Save

Instance Type  
Sandbox

Search by ID

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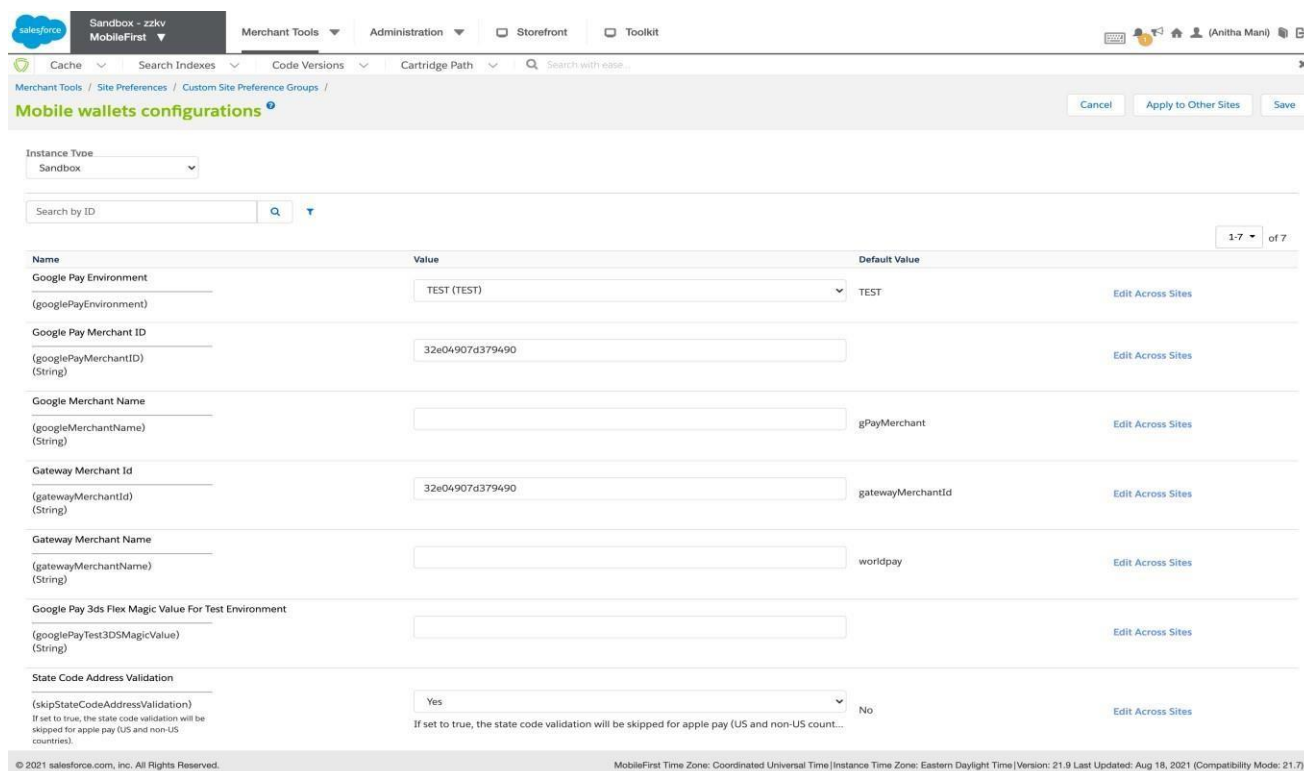
Name	Value	Default Value
Worldpay IDEAL Bank List (WorldpayIdealBankList)	<div> None  ING (ING)  ABN AMRO (ABN_AMRO)  ASN (ASN)  Rabobank (RABOBANK)  SNS (SNS)  SNS Regio (SNS_REGIO)  Triodos (TRIODOS)  Van Lanschot (VAN_LANSCHOT)  Knab (KNAB)  Test (Test) </div>	Edit Across Sites
EnableAPMLookUpService (EnableAPMLookUpService)	Yes	Edit Across Sites
Worldpay Configurable HPP APM (WorldpayConfigurablePaymentMet... Add the APM's that require configurable hosted payment pages.	<div> Worldpay </div>	Edit Across Sites
Worldpay Merchant Number (WorldpayMerchantNumber) (String) This will be part of mandate type for SEPA.	100038056	Edit Across Sites
Worldpay SEPA Mandate Type (WorldpayELVMandateType) Worldpay SEPA Mandate Type	One-Off (ONE-OFF)	One-Off Edit Across Sites
Hide Apm For Moto Order (hideApmForMoto)	Yes	Yes Edit Across Sites
Klarna Product Type Values (WorldPayKlarnaPaymentMethods)	<div> None  KLARNA INSTALLMENT (KLARNA_SLICEIT-SSL)  KLARNA PAYLATER (KLARNA_PAYLATER-SSL)  KLARNA PAYNOW (KLARNA_PAYNOW-SSL) </div>	Edit Across Sites

**Mobile wallet configuration table**

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

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

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



Instance Type: Sandbox

Search by ID

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

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## Account on file configurations table

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

\* = Mandatory field.

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



Merchant Tools / Site Preferences / Custom Site Preference Groups /

**Account on file configurations** [?](#) Cancel Apply to Other Sites Save

Instance Type: Sandbox

Search by ID:  Q ⌵ 1-2 of 2

Name	Value	Default Value	
WorldpayEnableTokenization (WorldpayEnableTokenization)	<span>Yes</span>	No	<a href="#">Edit Across Sites</a>
Token Type* (tokenType) Chose for the type of token (Shopper and Merchant)	<span>Shopper (Shopper)</span>	Shopper	<a href="#">Edit Across Sites</a>

Chose for the type of token (Shopper and Merchant)

## Scheme-mandated configuration table

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

\* = Mandatory field.

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

Merchant Tools / Site Preferences / Custom Site Preference Groups /

**Scheme mandated configurations** [?](#) Cancel Apply to Other Sites Save

Instance Type: Sandbox

Search by ID:  Q ⌵ 1-3 of 3

Name	Value	Default Value	
Enable Stored Credentials* (enableStoredCredentials)	<span>Yes</span>	No	<a href="#">Edit Across Sites</a>
Is Disclaimer Mandatory? (isDisclaimerMandatory)	<span>No</span>	Yes	<a href="#">Edit Across Sites</a>
Show Disclaimer in the Frontend (showDisclaimer)	<span>Yes</span>	Yes	<a href="#">Edit Across Sites</a>

## Secure-transaction configuration table

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

\* = Mandatory field.

Site preference	Description	Default values
<b>Worldpay Term URL</b>	For 3D Secure transactions, shoppers are redirected to this URL.	Default value: Worldpay-HandleAuthenticationResponse
<b>3DS Type</b>	The version of 3DS (3DS1 or 2) that you can enable.	Default value: <b>one3d</b> (3DS1)
<b>Challenge Preference</b>	<p>Possible values:</p> <p><b>noPreference:</b> You have no preference about whether to challenge. This is the default.</p> <p><b>noChallengeRequested:</b> You prefer that no challenge is made.</p> <p><b>challengeRequested:</b> You prefer to challenge.</p> <p><b>challengeMandated:</b> There are local or regional mandates that mean that you must challenge.</p> <p><b>NOTE:</b> The interpretation of this field varies from issuer to issuer. Worldpay cannot guarantee any particular action or behavior as a result of this field.</p>	You set this preference.
<b>challengeWindowSize</b>	The issuer uses this window to display the challenge.	You set this preference.
<b>riskDataID</b>	<p>If set to <b>Yes</b>, you provide additional details about the shopper's payment to Worldpay. These details are used in 3DS2 transactions. This increases the chances that the shopper is not challenged. For testing, use</p> <p>5bd9b55e4444761ac0af1c80</p> <p>Worldpay provides the values for live.</p>	You set this preference for test use. Worldpay provides the value for live use.
<b>Authentication Method</b>	The mechanism the shopper uses to authenticate with you. The following mechanisms are available:	You set this preference.

	<ul style="list-style-type: none"> <li>• localAccount</li> <li>• guestCheckout</li> <li>• federatedAccount</li> <li>• fidoAuthenticator</li> <li>• issuerCredentials</li> <li>• thirdPartyAuthentication</li> </ul>	
<b>Test or Production URL</b>	The URL where the device data collection form is submitted.	You set this preference.
<b>Test or Production URL Challenge</b>	The 3DS2 challenge URL.	You set this preference.
<b>JWT MAC Key*</b>	A base64url-encoded hash value of the header and payload combined with a JWT MAC key. Use this value to verify that the contents of the JWT have not been tampered with. The app verifies the authentication codes by recreating the MAC from the JWT header, body and JWT MAC key.	Default value: fa2daee2-1fbb-45ff-4444-52805d5cd9e0
<b>JWTIssuer</b>	An identifier for whoever is issuing the JWT. Use 5bd9e0e4444dce153428c940 in test. Worldpay provide the values for live.	You set this preference.
<b>OrganisationalUnitId</b>	An identity associated with your account. Use 5bd9b55e4444761ac0af1c80 in test. Worldpay provides the values for live.	You set this preference.
<b>Enable Exemption Engine</b>	If set to <b>True</b> , the Exemption Engine is enabled.	Default value: <b>False</b> .
<b>Exemption Type</b>	If the Exemption Engine is enabled, select: <b>LV - Low value exemption</b> OR <b>LR - Low risk exemption</b> OR <b>OP - Optimized exemption</b>	You set this preference.
<b>Exemption Placement</b>	If the exemption engine is enabled, select the placement as: <b>AUTHORISATION</b> or <b>AUTHENTICATION</b> or <b>OPTIMISED</b> .	You set this preference.

**Nominal Value**

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

**0** **$\leq 2$ GB**

You set this preference.

Merchant Tools / Site Preferences / Custom Site Preference Groups /

**Secure transaction configurations**

Instance Type: Sandbox

Search by ID

Name	Value	Default Value	
Worldpay TermURL (WorldpayTermURL) (String)	Worldpay-HandleAuthenticationResponse	Worldpay-HandleAuthenticationResponse	<a href="#">Edit Across Sites</a>
3ds Type (dstype)	two3d (two3d)	one3d	<a href="#">Edit Across Sites</a>
Challenge Preference (challengePreference)	challengeRequested (challengeRequested)	noPreference	<a href="#">Edit Across Sites</a>
challengeWindowSize (challengeWindowSize)	fullPage (fullPage)	390x400	<a href="#">Edit Across Sites</a>
riskData (riskData)	Yes		<a href="#">Edit Across Sites</a>
Authentication Method (authenticationMethod)	localAccount (localAccount)		<a href="#">Edit Across Sites</a>
DDC URL (testOrProductionUrl)	(https://secure-test.worldpay.com/shopper/3ds/ddc.html)	https://secure-test.worldpay.com/shopper/3ds/ddc.html	<a href="#">Edit Across Sites</a>

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Name	Value	Default Value	
DDC URL (testOrProductionUrl)	(https://secure-test.worldpay.com/shopper/3ds/ddc.html)	https://secure-test.worldpay.com/shopper/3ds/ddc.html	<a href="#">Edit Across Sites</a>
Challenge URL (testOrProductionUrlchallenge)	(https://secure-test.worldpay.com/shopper/3ds/challenge.html)	https://secure-test.worldpay.com/shopper/3ds/challen...	<a href="#">Edit Across Sites</a>
JWT MAC Key (jwtMacKey) (String)	fa2daee2-1fb-45ff-4444-52805d5cd9e0		<a href="#">Edit Across Sites</a>
JWTIssuer (iss) (String)	5bd9e0e444dce153428c940	5bd9e0e444dce153428c940	<a href="#">Edit Across Sites</a>
OrganisationalUnitId (OrgUnitId) (String)	5bd9b55e4444761ac0af1c80	5bd9b55e4444761ac0af1c80	<a href="#">Edit Across Sites</a>
Enable Exemption Engine (WorldPayEnableExemptionEngine)	No	No	<a href="#">Edit Across Sites</a>
Exemption Type (WorldPayExemptionType)	Low Value Exemption (LV)		<a href="#">Edit Across Sites</a>
Exemption Placement (WorldPayEnableExemptionPlaceme...)	AUTHENTICATION (AUTHENTICATION)		<a href="#">Edit Across Sites</a>
Nominal Value (nominalValue) (Number)	0.812		<a href="#">Edit Across Sites</a>

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## US-specific configuration table

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

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

Merchant Tools / Site Preferences / Custom Site Preference Groups /

**US specific configurations**

Cancel Apply to Other Sites Save

Instance Type: Sandbox

Search by ID

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Name	Value	Default Value
Enable Sales request (enableSalesrequest)	Yes	No
Debit Networks (debitNetworks)	None Accel (Accel) AFFN (AFFN) <b>CU24 (CU24)</b> Jeanie (Jeanie) NYCE (NYCE) Pulse (Pulse) Shazam (Shazam) Star SouthEast (Star SouthEast) Star West (Star West) Star NorthEast (Star NorthEast)	
Routing Preference (routingPreference)	signatureOnly (signatureOnly)	

## Multi merchant configurations table

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

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

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

Merchant Tools / Site Preferences / Custom Site Preference Groups /

**Multi merchant configurations** [?](#) Cancel Apply to Other Sites Save

Instance Type: Sandbox

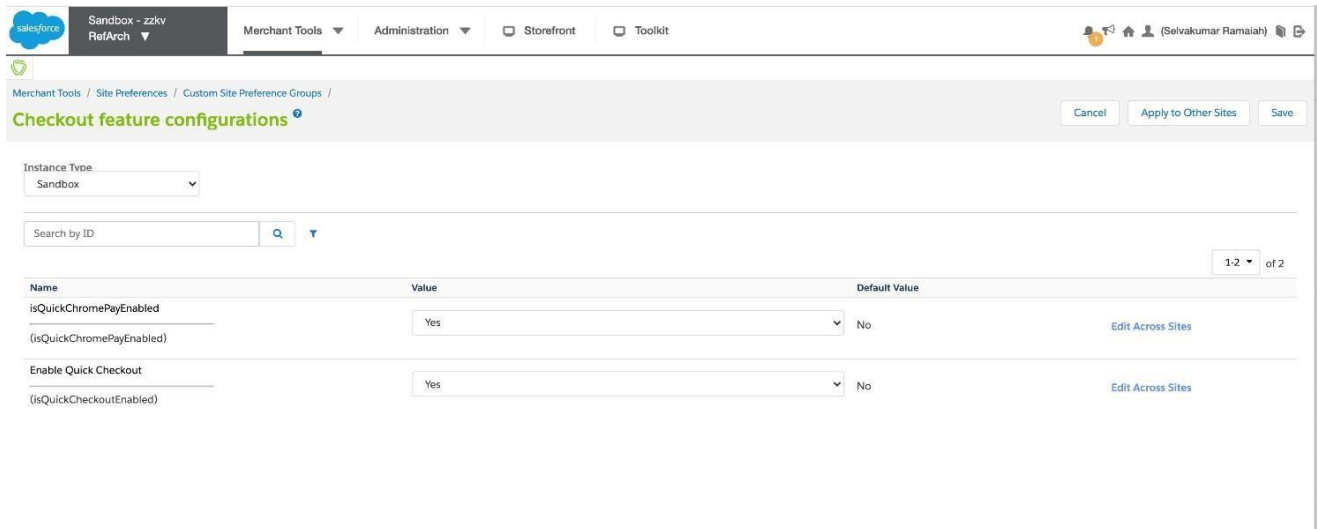
Search by ID  Q T 1-4 of 4

Name	Value	Default Value	
Enable Merchant Support (enableMultiMerchantSupport) Global toggle for Multi Merchant Support	<span>No</span>		<a href="#">Edit Across Sites</a>
Type of Multi Merchant (multiMerchantType)	<span>None</span>	Based on Site	<a href="#">Edit Across Sites</a>
Multi Merchant Channel List (multiMerchantChannelList)	<div> None  Default (Default)  Desktop (MultiMerchantChannelDesktop)  Mobile (MultiMerchantChannelMobile)  IPad (MultiMerchantChannelIPad)  CSC (MultiMerchantChannelCSC) </div>	Default	<a href="#">Edit Across Sites</a>
Google Pay Respective Merchant Code (googlePayRespectiveMerchantCode) (String) This will be an equivalent Google Pay Merchant ID	<span>SAPIENTNITROCOM</span>		<a href="#">Edit Across Sites</a>

## Checkout feature configurations table

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

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



The screenshot shows the 'Checkout feature configurations' page in the Salesforce SFCC Merchant Tools interface. The page is for a 'Sandbox - zzkv' instance. It displays two configuration items:

- isQuickChromePayEnabled**: Set to 'Yes'. The default value is 'No'. There is an 'Edit Across Sites' link.
- Enable Quick Checkout**: Set to 'Yes'. The default value is 'No'. There is an 'Edit Across Sites' link.

At the top right, there are buttons for 'Cancel', 'Apply to Other Sites', and 'Save'. The breadcrumb trail indicates the path: Merchant Tools / Site Preferences / Custom Site Preference Groups / Checkout feature configurations.

## LATAM payments configurations table

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

\* = Mandatory field.

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



<b>Installment For Mexico*</b>	Select any or all of the following values from: ONE TIME (1) 3 Months (3) 6 Months (6) 9 Months (9) 10 Months (10) 12 Months (12) 15 Months (15)	You set this preference. Default value: <b>ONE TIME</b>
<b>Installments For Country Codes BZ, CL, CR, SV, GT, HN, NI, PA and PE*</b>	Select any or all of the following values from: ONE TIME (1) 3 Months (3) 6 Months (6) 9 Months (9) 10 Months (10) 12 Months (12) 18 Months (18) 24 Months (24) 36 Months (36) 48 Months (48)	You set this preference. Default value: <b>ONE TIME</b>
<b>Installments For Argentina and Brazil*</b>	Select any or all of the following values from: ONE TIME (1) 2 Months (2) 3 Months (3) 4 Months (4) 5 Months (5) 6 Months (6) 7 Months (7) 8 Months (8) 9 Months (9) 10 Months (10) 11 Months (11) 12 Months (12)	You set this preference. Default value: <b>ONE TIME</b>

## Installments For Columbia\*

Name	Value	Default Value
Enable Instalments For LatAm Countries (enableInstalmentsForLatAm)	<div>Yes</div>	<div>Edit Across Sites</div>
Latam Countries Applicable For Installment (latAmCountriesForInstallment) <Type1- AR and BR> <Type2- MX> <Type3- CO> <Type4- BZ,CL,CR,SV,GT,HN,NL,PA,PE>	<div><div></div><div>Add</div></div> <div>BR-Type1 <div></div> MX-Type2 <div></div> HN-Type4 <div></div> CO-Type4 <div></div> AR-Type3 <div></div></div> <div>PE-Type1 <div></div></div> <div>&lt;Type1- AR and BR&gt; &lt;Type2- MX&gt; &lt;Type3- CO&gt; &lt;Type4- BZ,CL,CR,SV,GT,HN,NL,PA,PE&gt;</div>	<div>Edit Across Sites</div>
Enable CPF (enableCPF)	<div>Yes</div>	<div>Edit Across Sites</div>
Installation For Mexico* (installmentType2)	<div>None</div> <div>ONE TIME (1)</div> <div>3 Months (3)</div> <div>6 Months (6)</div> <div>9 Months (9)</div> <div>10 Months (10)</div> <div>12 Months (12)</div> <div>15 Months (15)</div>	<div>ONE TIME</div> <div>Edit Across Sites</div>
Installation For Country Codes BZ, CL, CR, SV, GT, HN, NI, PA, PE* (installmentType4)	<div>None</div> <div>3 Months (3)</div> <div>6 Months (6)</div> <div>9 Months (9)</div> <div>10 Months (10)</div> <div>12 Months (12)</div> <div>18 Months (18)</div> <div>24 Months (24)</div> <div>36 Months (36)</div>	<div>ONE TIME</div> <div>Edit Across Sites</div>
Installation For Country Codes BZ, CL, CR, SV, GT, HN, NI, PA, PE* (installmentType4)	<div>None</div> <div>3 Months (3)</div> <div>6 Months (6)</div> <div>9 Months (9)</div> <div>10 Months (10)</div> <div>12 Months (12)</div> <div>18 Months (18)</div> <div>24 Months (24)</div> <div>36 Months (36)</div> <div>48 Months (48)</div> <div>ONE TIME (1)</div>	<div>ONE TIME</div> <div>Edit Across Sites</div>
Installation For Argentina and Brazil* (installmentType1)	<div>None</div> <div>ONE TIME (1)</div> <div>2 Months (2)</div> <div>3 Months (3)</div> <div>4 Months (4)</div> <div>5 Months (5)</div> <div>6 Months (6)</div> <div>7 Months (7)</div> <div>8 Months (8)</div> <div>9 Months (9)</div> <div>10 Months (10)</div> <div>11 Months (11)</div>	<div>ONE TIME</div> <div>Edit Across Sites</div>
Installation For Columbia* (installmentType3)	<div>None</div> <div>3 Months (3)</div> <div>6 Months (6)</div> <div>9 Months (9)</div> <div>10 Months (10)</div> <div>12 Months (12)</div> <div>18 Months (18)</div> <div>24 Months (24)</div> <div>36 Months (36)</div>	<div>ONE TIME</div> <div>Edit Across Sites</div>

### Additional features configurations table

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

\* = Mandatory field.

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

Merchant Tools / Site Preferences / Custom Site Preference Groups / **Additional features** Cancel Apply to Other Sites Save

Instance Type  
Sandbox

Search by ID

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

## Checkout theme (optional cartridge) configurations table

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



Site preference	Description	Default values
<b>Worldpay Payment Order</b>	The sort order value for display in the front end.	You set this preference. The possible values are 1 to 4.
<b>Wallet Payment Order</b>	The sort order value for display in the front end.	You set this preference. The possible values are 1 to 4.
<b>CreditCard Payment Order</b>	The sort order value for display in the front end.	You set this preference. The possible values are 1 to 4.
<b>APM Payment Order</b>	The sort order value for display in the front end.	You set this preference. The possible values are 1 to 4.

Merchant Tools / Site Preferences / Custom Site Preference Groups /

**Checkout theme for payment section** 

Cancel Apply to Other Sites Save

Instance Type  
Sandbox

Search by ID  

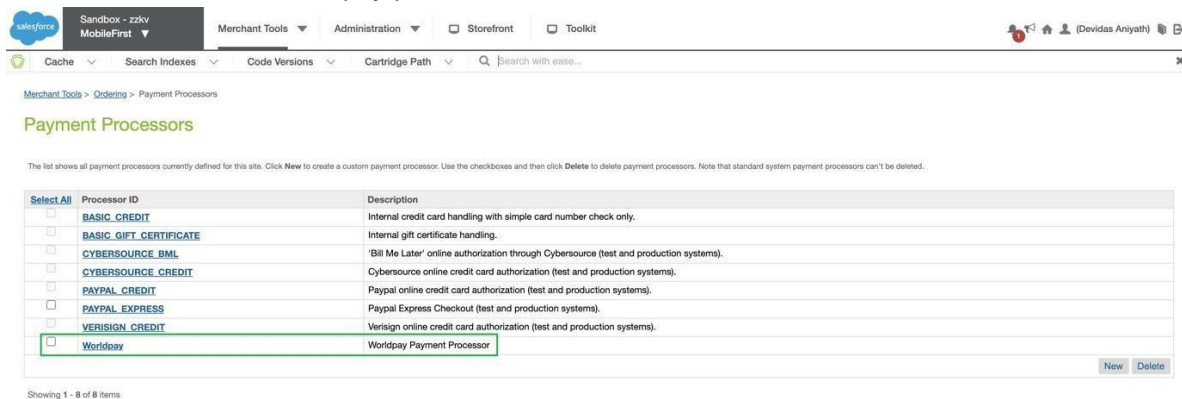
1-4 of 4

Name	Value	Default Value	
<b>WorldPay Payment Order</b>			
(WorldPayPaymentOrder) (Integer)	4	4	<a href="#">Edit Across Sites</a>
WorldPay Redirect Payment Order, Min 1, Max 4. Please fill all values			
<b>Wallet payment Order</b>			
(WalletPaymentOrder) (Integer)	3	2	<a href="#">Edit Across Sites</a>
Wallet Payment Order, Min 1, Max 4. Please fill all values			
<b>CreditCard Payment Order</b>			
(CreditCardPaymentOrder) (Integer)	1	1	<a href="#">Edit Across Sites</a>
CreditCard Payment Order, Min 1, Max 4. Please fill all values			
<b>APM Payment Order</b>			
(APMPaymentOrder) (Integer)	2	3	<a href="#">Edit Across Sites</a>
APM Payment Order, Min 1, Max 4. Please fill all values			

## Verify your payment processors

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

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



The screenshot shows the Salesforce Merchant Tools interface. The breadcrumb trail is: Merchant Tools > Ordering > Payment Processors. The page title is "Payment Processors". A note states: "The list shows all payment processors currently defined for this site. Click New to create a custom payment processor. Use the checkboxes to delete payment processors. Note that standard system payment processors can't be deleted." Below this is a table with columns: Select All, Processor ID, and Description. The table lists several processors, with "Worldpay" highlighted in green. The "Worldpay" row shows "Worldpay Payment Processor" as the description. At the bottom of the table are "New" and "Delete" buttons. The footer shows "Showing 1 - 8 of 8 items".

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

Showing 1 - 8 of 8 items

The screenshot shows the Salesforce SFCC Admin console interface. The top navigation bar includes 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. The left sidebar shows 'Cache', 'Search Indexes', 'Code Versions', and 'Cartridge Path'. The main content area is titled 'Worldpay' and shows the 'General' tab for the 'Worldpay Payment Processor'. The 'ID' field is 'Worldpay' and the 'Description' field is 'Worldpay Payment Processor'. There are 'Apply', 'Reset', and 'Delete' buttons at the bottom right. A 'Back to List' button is at the bottom left. The footer shows copyright information for Salesforce and version details for MobileFirst.

## Payment methods

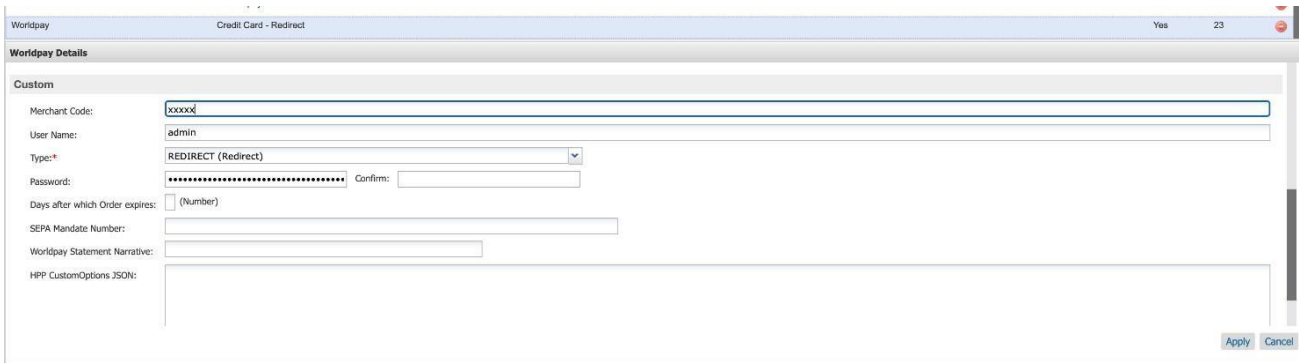
In the integration package, a payment-method definition is provided in the file *payment-methods.xml* within the metadata folder that you have already imported.

To enable the payment methods:

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

The screenshot shows the 'CHINAUNIONPAY-SSL Details' configuration page in the Salesforce SFCC Admin console. The page displays a table of payment methods with columns for Name, Description, Enabled, and Count. The 'CHINAUNIONPAY-SSL' method is highlighted. Below the table, the 'Details' section shows fields for 'Image' (China UnionPay.png), 'Payment Processor' (Worldpay <Worldpay>), 'Countries' (All), 'Currencies' (All), and 'Customer Groups' (All). There are 'Edit' buttons for each of these fields. The 'Min/Max Payment Ranges' section shows input fields for 'Y', '€', and '¥' currencies, each with 'to' and 'from' fields.

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



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

\* = Mandatory field.

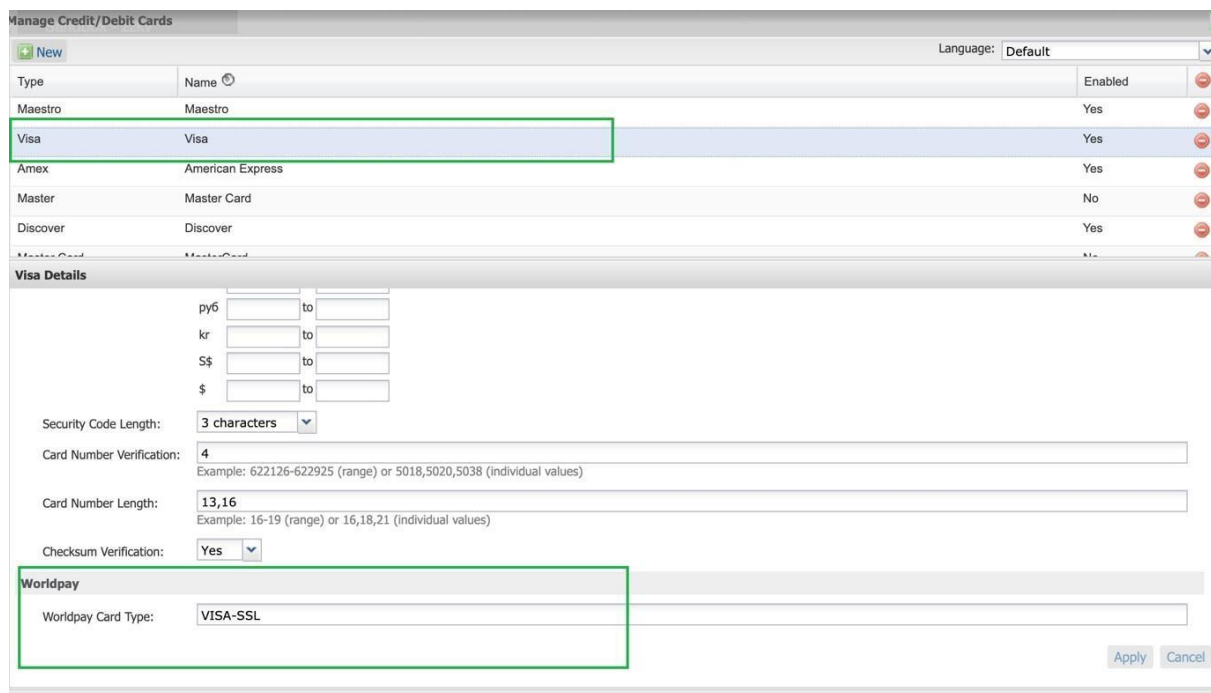
Custom attribute	Description
<b>Merchant code</b>	Your Worldpay merchant code.
<b>User Name</b>	Your Worldpay username.
<b>Type</b>	Select whether the integration type for this method should be <i>Direct</i> (for direct credit card integration) or <i>Redirect</i> (hosted payment page).
<b>Password*</b>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

## How to enable and manage credit cards

To enable and manage card details, do the following:

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





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

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

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

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

## Managing jobs

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

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

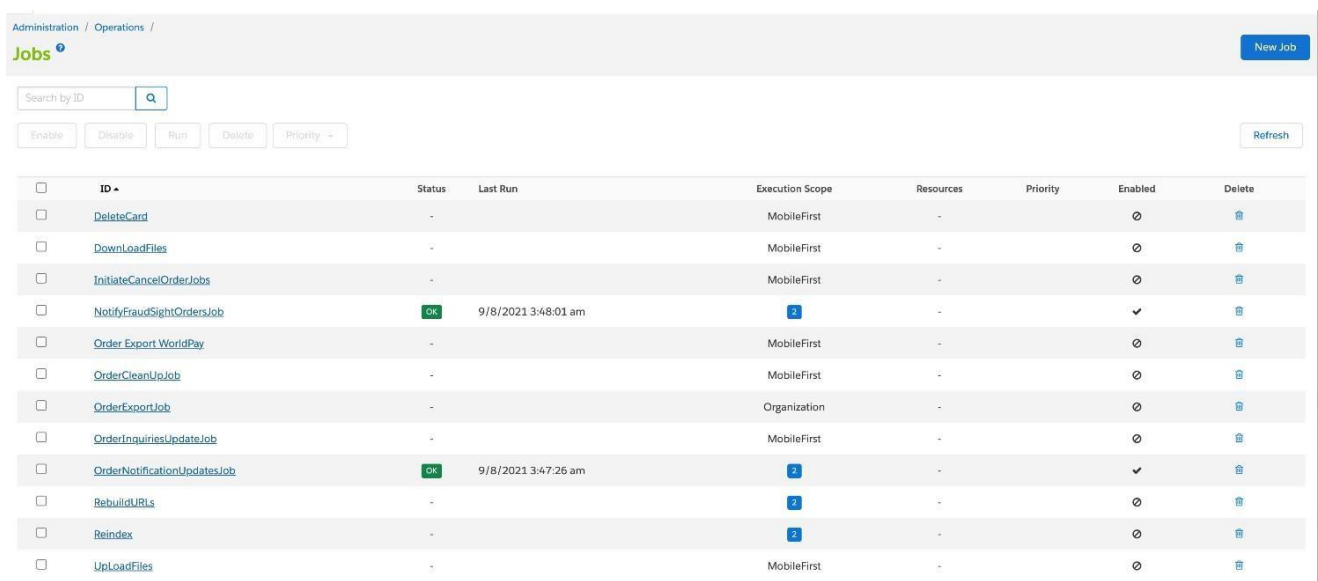
Jobs	Description
<b>DeleteCard</b>	Deletes all saved credit cards that have empty tokens.

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

## Associate jobs with sites

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

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



ID	Status	Last Run	Execution Scope	Resources	Priority	Enabled	Delete
<a href="#">DeleteCard</a>	-		MobileFirst	-		<input type="checkbox"/>	
<a href="#">DownloadFiles</a>	-		MobileFirst	-		<input type="checkbox"/>	
<a href="#">InitiateCancelOrderJobs</a>	-		MobileFirst	-		<input type="checkbox"/>	
<a href="#">NotifyFraudSightOrdersJob</a>	OK	9/8/2021 3:48:01 am	2	-		<input checked="" type="checkbox"/>	
<a href="#">Order Export WorldPay</a>	-		MobileFirst	-		<input type="checkbox"/>	
<a href="#">OrderCleanUpJob</a>	-		MobileFirst	-		<input type="checkbox"/>	
<a href="#">OrderExportJob</a>	-		Organization	-		<input type="checkbox"/>	
<a href="#">OrderInquiriesUpdateJob</a>	-		MobileFirst	-		<input type="checkbox"/>	
<a href="#">OrderNotificationUpdatesJob</a>	OK	9/8/2021 3:47:26 am	3	-		<input checked="" type="checkbox"/>	
<a href="#">RebuildURLs</a>	-		3	-		<input type="checkbox"/>	
<a href="#">Reindex</a>	-		3	-		<input type="checkbox"/>	
<a href="#">UploadFiles</a>	-		MobileFirst	-		<input type="checkbox"/>	

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

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

## Appendix A: payment mapping tables

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

## Appendix B: disabling and enabling the Worldpay integration

To disable the Worldpay integration:

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

To enable Worldpay again

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

## Appendix C: integration checklist

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

### Ensure the cartridge paths are correct

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

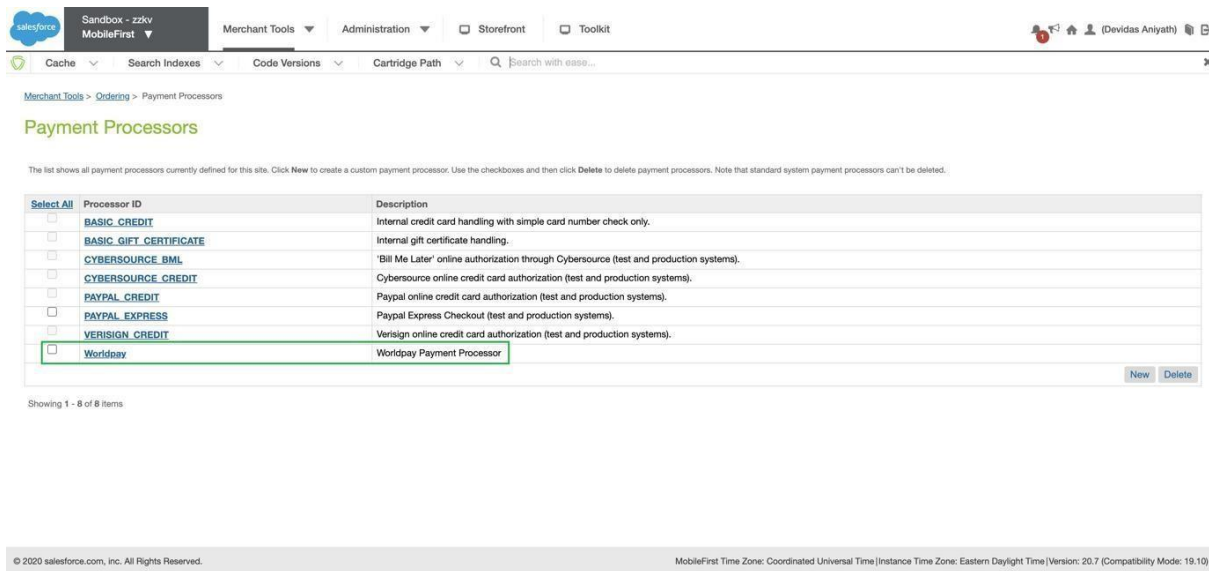
Screenshot of the MobileFirst - Settings page in Salesforce SFCC. The page shows the 'Effective Cartridge Path' field with a list of cartridges: int\_worldpay\_sfra, int\_worldpay\_core, int\_worldpay\_cac, app\_storefront\_base, plugin\_apple\_pay, plugin\_facebook, plugin\_pinterest\_commerce, plugin\_web\_payments, bc\_content, and core. The 'int\_worldpay\_sfra' cartridge is highlighted with a green box.

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

Screenshot of the Business Manager - Settings page in Salesforce SFCC. The page shows the 'Effective Cartridge Path' field with a list of cartridges: app\_business\_manager, plugin\_apple\_pay, plugin\_facebook, plugin\_pinterest\_commerce, plugin\_web\_payments, bc\_impex, bc\_search, bc\_analytics, bc\_transaction, bc\_catalog, bc\_content, core, bm\_app\_storefront\_base, bm\_custom\_plugin, int\_worldpay\_sfra, and int\_worldpay\_core. The 'int\_worldpay\_sfra' cartridge is highlighted with a green box.

## Check that the payment processor with Worldpay ID is available

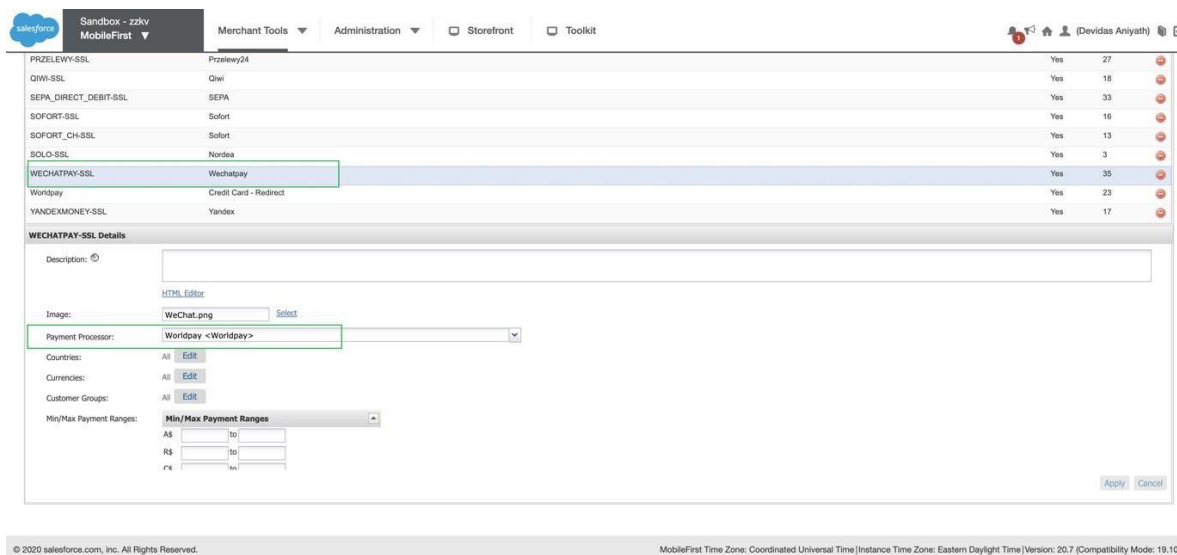
Go to *Merchant Tools/Ordering/Payment Processors*. The Worldpay ID should be visible as in the screenshot below:



The screenshot shows the Salesforce Merchant Tools interface. The breadcrumb trail is *Merchant Tools > Ordering > Payment Processors*. The page title is **Payment Processors**. Below the title, there is a note: "The list shows all payment processors currently defined for this site. Click **New** to create a custom payment processor. Use the checkboxes and then click **Delete** to delete payment processors. Note that standard system payment processors can't be deleted." Below this is a table with columns: **Select All**, **Processor ID**, and **Description**. The table lists several processors, with **Worldpay** highlighted by a green box. The **Worldpay** entry has the description "Worldpay Payment Processor". At the bottom of the table, there are **New** and **Delete** buttons. Below the table, it says "Showing 1 - 8 of 8 items". At the very bottom, there is a footer with copyright information: "© 2020 salesforce.com, inc. All Rights Reserved." and "MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Daylight Time | Version: 20.7 (Compatibility Mode: 19.10)".

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

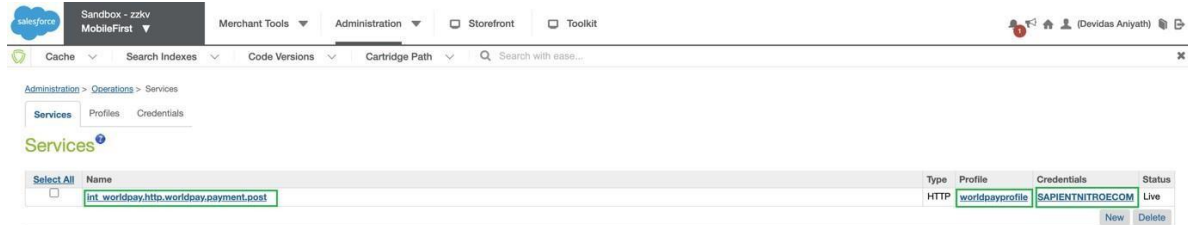
1. Go to *Merchant Tools/Ordering/Payment Methods* and check the availability of payment methods.
2. Open each payment method and verify that the processor is Worldpay, see the screenshot below:



The screenshot shows the Salesforce Merchant Tools interface. The breadcrumb trail is *Merchant Tools > Ordering > Payment Methods*. The page title is **Payment Methods**. Below the title, there is a table with columns: **Payment Method ID**, **Payment Method Name**, **Payment Method Type**, **Payment Method Status**, and **Payment Method Count**. The table lists several payment methods, with **WECHATPAY-SSL** highlighted by a green box. Below the table, there is a section titled **WECHATPAY-SSL Details**. This section contains a **Description** field, an **Image** field (set to **WeChat.png**), a **Payment Processor** dropdown menu (set to **Worldpay <Worldpay>**), **Countries** and **Currencies** fields (both set to **All**), a **Customer Group** field (set to **All**), and a **Min/Max Payment Ranges** section. At the bottom right of the details section, there are **Apply** and **Cancel** buttons. At the very bottom, there is a footer with copyright information: "© 2020 salesforce.com, inc. All Rights Reserved." and "MobileFirst Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Daylight Time | Version: 20.7 (Compatibility Mode: 19.10)".

## Check that the Worldpay service is available

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



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



## Simple checks

### Check that content assets have been added

- Go to *Merchant Tools/Content/Content Assets* and make sure that the content assets with the IDs `worldpayhelper`, `saveCardDisclaimer` and `worldpay-elv-consent` are there.

### Check for Sitepreferences group availability

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

### Check that the Worldpay debug is on

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

The screenshot shows the Salesforce MobileFirst Administration console. The top navigation bar includes 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. The 'Administration' tab is active, showing the 'Custom Log Filters' section. Below this, there is a table for 'Custom Log Filters' with columns 'Active', 'Log Category', and 'Log Level'. The table contains two entries: 'root' with 'DEBUG' level and 'worldpay' with 'DEBUG' level. Below the table, there is a section for 'Custom Log Targets' with options for 'Email' (Messages with log level FATAL can be sent to email recipients), 'Log Files' (Select Log Levels Written to Files: FATAL, ERROR, WARN, INFO, DEBUG), and 'Log Center' (Messages that pass the filters are sent to the log search application). The footer shows copyright information for Salesforce and version details for MobileFirst.

## Payment method restriction on Storefront and CSC for Multi-shipping

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

### User Flow

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


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



Shipping


☒ Shipping to more than one address?

**Classic Bermuda Short**

 Color: Tan & Ivory Stone  
Size: 16

Enter Address

**High Waist Pant**

 Color: New Rattan  
Size: 14

Enter Address

Next: Payment

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

CREDIT


\*Phone Number

9234567890

\*Name on Card

test

\*Card Number

5555 5555 5555 4444 

\*Expiration Month

04

\*Expiration Year

2026

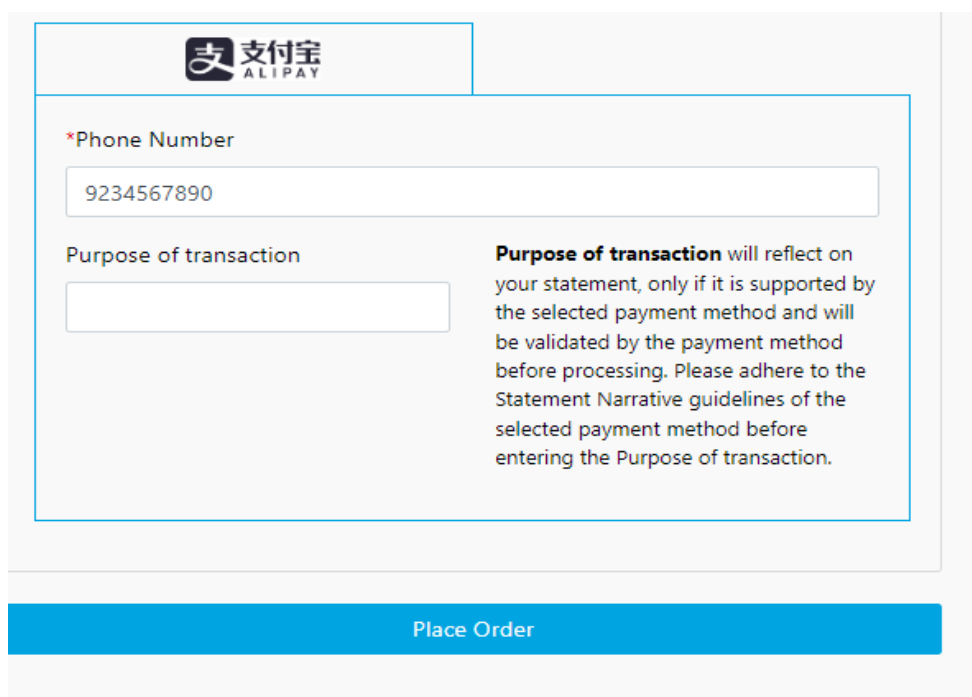
\*Security Code

678

Place Order

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

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



The screenshot shows the Alipay payment interface. At the top left is the Alipay logo (支付宝 ALIPAY). Below it, there is a field for the phone number, labeled with a red asterisk and the text '\*Phone Number'. The phone number '9234567890' is entered in the field. Below the phone number field is a section for the 'Purpose of transaction'. It includes a text input field and a detailed instruction: 'Purpose of transaction will reflect on your statement, only if it is supported by the selected payment method and will be validated by the payment method before processing. Please adhere to the Statement Narrative guidelines of the selected payment method before entering the Purpose of transaction.' At the bottom of the form is a blue button labeled 'Place Order'.

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

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

Customer

[Edit](#)

Customer Information:  
priyanka@gmail.com

Shipping

[Edit](#)

Addresses & shipping methods are listed under your items.

Test Payment

[Edit](#)

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

Payment:  
Payment By Alipay  
Amount \$124.93

Place Order

## CSC Post Order handling for Multi-shipping

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

### User Flow

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

ORDER SEARCH

ORDER SUMMARY

Order No.: WQ00063237


Creation Date: 8/26/2022 10:17 am  
Source Code:

Order Status: Status: NEW  
Confirmation Status: CONFIRMED  
Export Status: NOTEXPORTED  
Shipping Status: NOTSHIPPED  
Payment Status: NOTPAID  
Is A Gift: ☹

SHIPMENT 1

Ship To: priyanka.sg  
mysore  
CN 95834  
Sacramento CA

NAME




High Waist Pant  
Color: New Rattan  
Size: 14  
701643404865

SHIPMENT 2

Ship To: priyanka.sg  
mysore  
United States 95834  
Sacramento CA



NAME



Classic Bermuda Short  
Color: Tan & Ivory Stone  
Size: 16  
701643343294

Add Note

Capture

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

Settle Amount

Close

ORDER SEARCH

ORDER SUMMARY

Order No.: WQ00063237


Creation Date: 8/26/2022 10:17 am  
Source Code:

Order Status: Status: NEW  
Confirmation Status: CONFIRMED  
Export Status: NOTEXPORTED  
Shipping Status: NOTSHIPPED  
Payment Status: NOTPAID  
Is A Gift: ☹

SHIPMENT 1

Ship To: priyanka.sg  
mysore  
CN 95834  
Sacramento CA

NAME




High Waist Pant  
Color: New Rattan  
Size: 14  
701643404865

SHIPMENT 2

Ship To: priyanka.sg  
mysore  
United States 95834  
Sacramento CA

NAME



Classic Bermuda Short  
Color: Tan & Ivory Stone  
Size: 16  
701643343294

Add Note

Capture

Success Capture request is sent successfully

Close

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

**ORDER SUMMARY**

Order No.: WQ00063237  
 Creation Date: 8/26/2022 10:17 am  
 Source Code:

Order Status: Status: NEW  
 Confirmation Status: CONFIRMED  
 Export Status: NOTEXPORTED  
 Shipping Status: NOTSHIPPED  
 Payment Status: NOTPAID  
 Is A Gift: ☹

**SHIPMENT 1**

Ship To: priyanka.sg mysore CN 95834 Sacramento CA


NAME
High Waist Pant Color: New Rattan Size: 14 701643404865

**SHIPMENT 2**

Ship To: priyanka.sg mysore United States 95834 Sacramento CA

NAME
Classic Bermuda Short Color: Tan & Ivory Stone Size: 16 701643343294

**Capture**

Name	Quantity	Price	Tax	Total
<input type="checkbox"/>  Classic Bermuda Short Color: Tan & Ivory Stone Size: 16 701643343294	1.0	USD 33.99	USD 1.70	USD 33.99

[Settle Amount](#)

[Close](#)

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

## User Flow

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

ORDER SEARCH

ORDER SUMMARY

ORDER SUMMARY

Order No.: WQ00063237


Creation Date: 8/26/2022 10:17 am  
Source Code:

Order Status: Status: NEW  
Confirmation Status: CONFIRMED  
Export Status: NOTEXPORTED  
Shipping Status: NOTSHIPPED  
Payment Status: NOTPAID  
Is A Gift: ☹

SHIPMENT 1

Ship To: priyanka sg  
mysore  
CN 95834  
Sacramento CA


NAME

High Waist Pant  
Color: New Rattan  
Size: 14  
701643404865



SHIPMENT 2

Ship To: priyanka sg  
mysore  
United States 95834  
Sacramento CA

NAME

Classic Bermuda Short  
Color: Tan & Ivory Stone  
Size: 16  
701643343294

Refund

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

Refund

Close

ORDER SEARCH

ORDER SUMMARY

ORDER SUMMARY

Order No.: WQ00063237


Creation Date: 8/26/2022 10:17 am  
Source Code:

Order Status: Status: NEW  
Confirmation Status: CONFIRMED  
Export Status: NOTEXPORTED  
Shipping Status: NOTSHIPPED  
Payment Status: NOTPAID  
Is A Gift: ☹

SHIPMENT 1

Ship To: priyanka sg  
mysore  
CN 95834  
Sacramento CA


NAME

High Waist Pant  
Color: New Rattan  
Size: 14  
701643404865

SHIPMENT 2

Ship To: priyanka sg  
mysore  
United States 95834  
Sacramento CA

NAME

Classic Bermuda Short  
Color: Tan & Ivory Stone  
Size: 16  
701643343294

Refund

Success Refund request is sent successfully

Close


## CSC CANCEL

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


ORDER SEARCH ORDER SUMMARY ORDER SUMMARY WELCOME ORDER Cancel

Order No.: WQ00063238	Creation Date: 8/26/2022 11:07 am Source Code:	Order Status: Status: NEW Confirmation Status: CONFIRMED Export Status: NOTEXPORTED Shipping Status: NOTSHIPPED Payment Status: NOTPAID Is A Gift: ☹
--------------------------	--	--

SHIPMENT 1

Ship To: fnme lbame fort pl BR 98225 tucson AZ	 <table><tr><th>NAME</th></tr><tr><td>Men's Resolve Gloves Size: M 061492216683</td></tr></table>	NAME	Men's Resolve Gloves Size: M 061492216683
NAME			
Men's Resolve Gloves Size: M 061492216683			

SHIPMENT 2

Ship To: Rahul dravid 23, Fort Pl United Kingdom 85705 England AZ	 <table><tr><th>NAME</th></tr><tr><td>Brown and Pink Drop Earrings Color: Gold 013742000160</td></tr></table>	NAME	Brown and Pink Drop Earrings Color: Gold 013742000160
NAME			
Brown and Pink Drop Earrings Color: Gold 013742000160			

Cancel Order

Close

## Contact us

Please contact your Worldpay Relationship Manager or Worldpay Support.

Tel: 0800 096 3997.