Worldpay SFRA Integration





:	L. SUMMA	RY	4
2.	CHANGE	LOG	4
1	IMPLEME	NTATION GUIDE	6
٠.	3.1	INSTALLATION	
	3.1.1	Adding the Cartridges in Salesforce Commerce Cloud Studio	
	3.1.2	IP Address	
	3.1.3	Activating the Cartridges in Business Manager	
	3.2	CONFIGURATION	
	3.2.1	Importing Meta Data with a single Site Import	
	3.2.2	Managing Worldpay Custom Site Preferences	
	3.2.3	Manage Worldpay Payment Processor	
	3.2.4	Manage Worldpay Payment Methods	16
	3.2.5	Manging Job	17
	3.2.6	Order Notifications	18
	3.2.9	Order Inquiry job	21
	3.2.10	Job Failure Mailer Service	22
	3.2.11	APM Lookup Service	25
	3.2.12	Multiple Merchant ID Support	23
	3.2.13	Brazil Integration	24
	3.2.14	Order CleanUp Batch Job	
	3.2.15	Initiate Cancel Order Job	
	3.2.16	Managing Content Asset	
	3.2.17	Managing Service	
	3.2.18	IDEAL APM Integration	
	3.2.19	Multiple Merchant ID Support Integration	
	3.2.20	Look and Feel Customization for Worldpay Redirect Pages	
	3.2.21	Hosted Payment Pages iframe or lightbox for Worldpay Redirect Payment Method	
	3.2.22	Country Currency Mapping	
	3.2.23	Country Currency and Locale Mapping for Klarna	
	3.2.24 3.2.25	Managing the Customer Service Center (int_worldpay_csc) Setting up Apple Pay	
4		TION SETUP	
	4.1.1 F	Production Service Setup	36
5	OPERATI	ONS, MAINTAINENCE	37
	5.1.1	Order Payment Instrument Attributes	37
	5.1.2	Order Notification Custom Object	37
	5.1.3	Order Payment Instrument Attributes	38
6	USER GU	IDE	38
	6.1.1 F	Production Service Setup	38
API	PENDIXA:A	PM/CARDMAPPINGKEYS	38
API	PENDIXB:IE	DEALBANKLIST	39
API	PENDIX C: E	ERROR CODES AND ERROR MESSAGES FOR TRANSACTION NOTIFICATION	30
API	PENDIX D:	ORDER NOTIFICATION AND SFCC ORDER STATUS MAPPING	40

worldpay

APPENDIX E: ERROR CODES AND ERROR MESSAGES	41
APPENDIX F: ENABLING AND DISABLING WORLDPAY INTEGRATION	41
APPENDIX G: CHECKLIST	42

1. SUMMARY

This document provides technical overview and implementation details for each Worldpay service integrated within SFCC platform with SFRA. The Worldpay cartridges (int_worldpay_sfra, int_worldpay_csc and int_worldpay_core) extends the functionality of reference eCommerce Storefront, enabling synchronous and asynchronous access to Worldpay payment transaction services listed below.

- Payment Methods:
 - 1) Sofort
 - 2) IDeal
 - 3) Qiwi
 - 4) Alipay
 - 5) Mistercash
 - 6) Yandex
 - 7) Boleto
 - 8) Paypal
 - 9) China Union Pay
 - 10) Enets
 - 11) Giropay
 - 12) Poli
 - 13) Poli NZ
 - 14) Konbini
 - 15) Przelewy24
 - 16) CashU
 - 17) Sepa DD
 - 18) Klarna
 - 19) 3D/Non 3D Credit Cards (XML Direct with client side encryption and tokenization features)
 - 20) 3D/Non 3D Credit Cards (XML Redirect with tokenization and hosted payment pages lightbox/iframe feature)
 - 21) WeChat Pay
 - 22) MOTO
 - 23) Google Pay
 - 24) Apple Pay
 - 25) Klarna (PayNow/PayLater)
 - 26) ACH PAY
 - 27) Alipay Mobile
- Order Notification Job
- Order Enquiry Job
- Order Cancel Or Refund Job for mac Issue identified orders
- Order Cleanup Batch Job
- APM Look Up Service
- Multiple Merchant ID support
- Statement Narrative support
- Brazil Integration

2. Change Log

Release Version	Date	Description
release-20.1.0		Certified Release
release-19.1.1	July 7, 2020	Certified Release
release-19.1.0	Dec 11, 2019	Certified Release
19.2.0	August 31, 2019	 Best Practices Automation Test Suite US Domestic Acquiring (Prime Routing) Tokenization (My Account-Add Card/Delete Card) Stored Credential Improved Flow 3ds2 Security Fixes CodeCept JS Previous Releases Feedbacks
19.1.0	April 3, 2019	 Google Pay Stored Credentials Release 18.3.0 Feedback
18.3.0	Feb 20, 2019	 WeChat implementation Alternative payment method Merchant token MOTO payment method
18.2.0	Jul 16, 2018	Complete SFRA implementation

3. IMPLEMENTATION GUIDE

3.1 INSTALLATION

3.1.1 Adding the Cartridges in Salesforce Commerce Cloud Studio

Inside cartridges directory in **int_worldpay_sfra** folder, open package.json and ensure the base path mentioned is correctly resolved (please provide the correct path to app_storefront_base), open the command prompt and run 'npm install' (assuming node.js (8.9.4 and above) is installed). Run the "npm run compile:js" followed by "npm run compile:scss". Create the dw.json file(

6

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

) at the location. Upload the code to the environment using the command 'npm run uploadCartridge'. Please go to the <code>int_worldpay_sfra:int_worldpay_core:int_worldpay_csc</code> cartridge and upload the code by configuring the various parameters in the sample dw.json.

3.1.2 IP Address

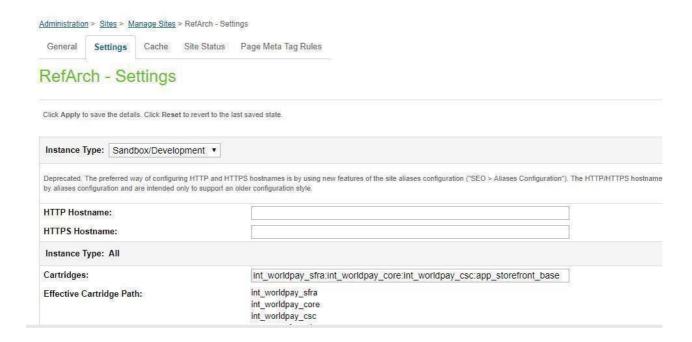
Please provide outgoing IP of your client in order to white list your IP otherwise some of the attempts to make payment will be marked as fraud.

3.1.3 Activating the Cartridges in Business Manager

Before the Worldpay, functionality can become available to Reference Architecture, the cartridges needs to be added to the cartridge path of the Site in question. In order to do this, follow the following instructions:

- 1. Log into Business Manager
- 2. Navigate to Administration > Sites > Manage Sites.
- 3. Click on the site name and on the next page go to the Settings tab.
- 4. In the textbox cartridges add
 - int_worldpay_sfra:int_worldpay_core: int_worldpay_csc:app_storefront_base
- 5. Click Apply.
- 6. To activate the cartridge for the Sandbox instances repeat steps 4 and 5 after selecting the appropriate instance from the <u>Instance Type</u> dropdown menu.
- 7. Repeat steps 3 to 6 for each site that is to use Worldpay.
- 8. To run the Job in worldpay cartridge, Navigate to Administration > Sites > Manage Sites.
- 9. Go to "Manage the Business Manager site"
- 10. In the textbox Cartridges add to the start:

int_worldpay_sfra:int_worldpay_core: int_worldpay_csc:app_storefront_base.



3.2 CONFIGURATION

This chapter will guide the user to configure the cartridge in Business Manager.

3.2.1 Importing Meta Data with a single Site Import

All import files are in the import folder (metadata) within cartridge installation pack. To import all necessary Worldpay settings,

- Open the metadata folder from the repository structure > open jobs.xml > change the references of RefArch to your site id (in this case worldpayDemo)
- Open the metadata folder from the repository structure > open jobs.xml > change the references of RefArch to your site id (in this case worldpayDemo)
- Ensure content assets in the import has appropriate library Id of the site where XML to be imported
- For this, In the business manger
 - Go to Merchant Tools > Content > Libraries
 - Check the library ID assignment to your site (here for RefArch the library assignment is RefArchSharedLibrary)

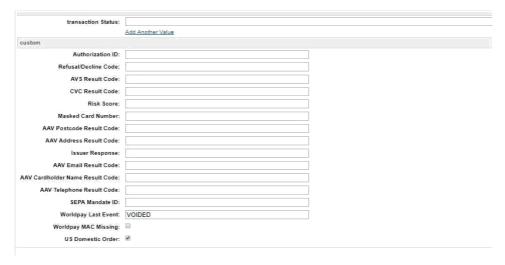


Open the metadata folder from the repository structure > open libraries > change the folder name according to the library id to which your site is assigned (Here in the BM we saw that for RefArch, assigned Library is RefArchSharedLibrary) > open library.xml and change the reference of RefArchSharedLibrary, if needed (according to your site assignment)

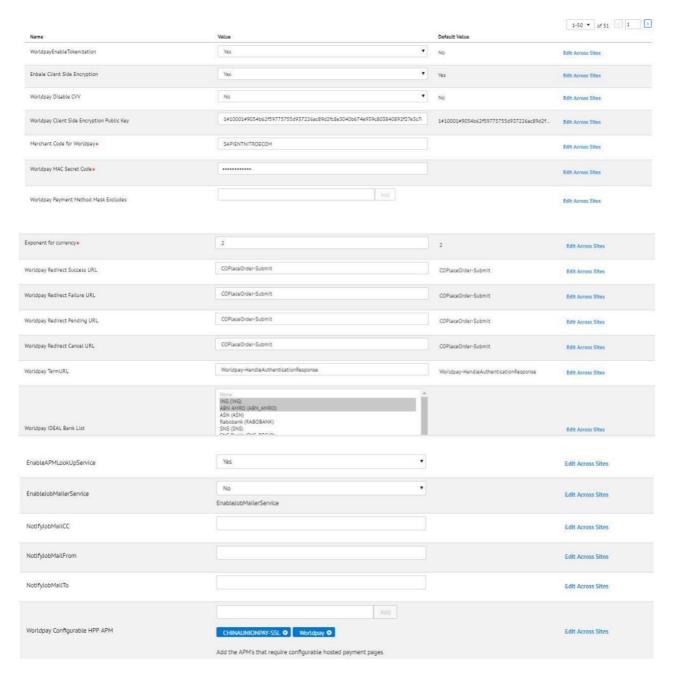
- ZIP the metadata folder from the repository structure,
- Log in to the Business Manager and navigate to Administration > Site Development > Site Import & Export, and upload the zipped folder (Zipped Metadata Folder) using the upload button and, finally go back and use the import button to import the file.
- After a successful import, the entire configuration requirements needed for worldpay is available to you is according to your Worldpay account data.
- Also, verify the Order level attributes in BM (Site -> Ordering -> Order) open any order and navigate
 to the Attributes tab. It should be as below



On this page you can edit the attributes of the order. Fields with a red asterisk (*) are mandatory. Click Apply to save changes. Click Reset to revert your changes.



Custom Preferences Screenshot





10

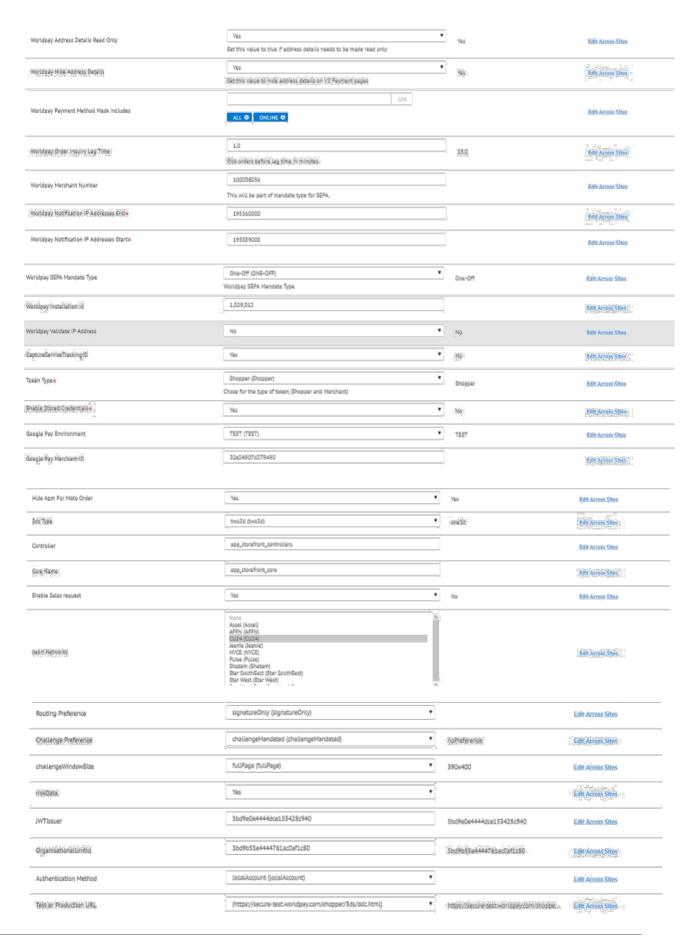


Fig: 2.2

3.2.2 Managing Worldpay Custom Site Preferences

In Business Manager, navigate to the Site > Merchant Tools > Site Preferences > Custom Preferences. Two custom site preference group with the ID Worldpay & Worldpay-MultiMerchant is available. Please select it and edit the attributes according to your Worldpay account data and the data shown in figure

- 2.2. In addition to the ones supplied by Worldpay fill out the following properties with the values listed against them:
 - Worldpay Redirect SuccessURL: COPlaceOrder-Submit
 - Worldpay Redirect PendingURL: COPlaceOrder-Submit
 - Worldpay Redirect FailureURL: COPlaceOrder-Submit
 - Worldpay Redirect CancelURL: COPlaceOrder-Submit

Worldpay TermURL: Worldpay-HandleAuthenticationResponse

** The fields highlighted in blue in the below table are mandatory fields

Site Preference	Description	Default Values
Merchant Code for	This field represents the specific Merchant code	Merchant Specific - Provided
Worldpay	value.	by Worldpay
Worldpay MAC Secret Code	The field represents the MAC secret code that configurable in Worldpay Merchant Interface.	Merchant Specific
Worldpay Payment Method Mask Includes	This field represents all the Cards and APM's supported and will be shown on Hosted Payment Page.	Merchant Specific - Add the Cards /APMs supported on Hosted Payment Pages. (Refer to Appendix A for values)
Worldpay Payment Method Mask Excludes	This field represents all the Cards and APM's that are needs to be excluded and will not be shown on Hosted Payment Page.	Merchant Specific
Exponent for currency	This field represents the decimal places supported in the Order Amount.	Merchant Specific (Default Value : 2)
Worldpay Redirect Success URL	This field represents the Success URL, that the user will be redirected to incase of a successful transaction in APM's or Credit Card Redirect.	Default Value : COPlaceOrder- Submit
Worldpay Redirect Failure URL	This field represents the Failure URL, that the user will be redirected to incase of a Failure transaction in APM's or Credit Card Redirect.	Default Value : COPlaceOrder- Submit
Worldpay Redirect Pending URL	This field represents the Pending URL, that the user will be redirected to incase of a Pending or Pending-Open transaction in APM's or Credit Card Redirect.	Default Value : COPlaceOrder- Submit

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		worldnav
Worldpay Redirect	This field represents the Cancel URL, that the user	Default Value : COPlaceOrder-
Cancel URL	will be redirected to incase of a cancelled	Submit
Cancerone	transaction in APM's or Credit Card Redirect.	Submit
		Worldpay-
Worldnay Torm IDI	This field represents the Term URL on which the	· ·
Worldpay TermURL	user will be redirected in case of 3D secure.	Handle Authentication Respons e
Moddman :DEAL	This field represents the Double comparted for IDEAL	
Worldpay iDEAL	This field represents the Bank's supported for iDEAL APM. The merchant can select the Banks that	Merchant Specific - Select the
Bank List	needs to be displayed on the Merchant Site.	ones to be supported.
Worldpay	This field represents the installation ID provided by	Merchant Specific - Provided
Installation Id	Worldpay, it will determine the look and feel of the	by Worldpay
mstanation id	Hosted Payment Pages.	by Worldpay
Worldpay Address	This field is set to true if address details needs to be	Merchant Specific
Details Read Only	made read only	(Default Value : true)
Worldpay Hide	This field is set to true to hide address details on V3	Merchant Specific
Address Details	Payment pages	(Default Value : true)
EnableAPMLookUpS	This field can be used to Turn On/Off the Look Up	NA CHARLES CONTES
ervice	service, based upon the Merchant requirement.	Merchant Specific
	This field can be used to Turn On/Off the Email	
EnableJobMailerSer	Service. The Emails are triggered in-case the	
vice	cartridge logic fails to handle the Order	Merchant Specific
	Notification/Enquiry and update its status in Order	
	transaction field.	NA sustant Constitut NA state
	This field represents the Email address of the	Merchant Specific: Multiple
NotifyJobMailCC	people to kept in CC.	Emails can be added
	<u>'</u>	separated by semicolon. Merchant Specific: Multiple
_	This field represents the Email address of the	· ·
NotifyJobMailFrom	people to be in From.	Emails can be added
		separated by semicolon. Merchant Specific: Multiple
	This field represents the Email address of the	·
NotifyJobMailTo	people to be in To.	Emails can be added separated by semicolon.
WorldpayEnable	This field is set to true if merchant wants to enable	Merchant Specific(Default
Tokenization	tokenization	value : false)
	This field is set to true if merchant want to disable	
	CVV check for Saved Card with token and new card.	
Worldpay Disable	We are suppressing the cvv field in the request of	Merchant Specific(Default
CVV	the order placed with saved card having token and new card.	value : false)
Enable Client Side	This field is set to true if merchant wants to enable	Merchant Specific(Default
Encryption	Client Side Encryption	value : false)
Worldpay Client	This field assumes the mobile by the field by	
Side Encryption	This field represents the public key provided by	Merchant Specific
Public Key	Worldpay, used to calculate mac value of an order	

Worldpay Order Inquiry Lag Time	This field represents the maximum time(in minutes) for which orders to be look-up in Worldpay for Order Enquiry or order cancel/refund Job	Merchant Specific(Default value : 15)
Worldpay	This field represents the APM's for which the site	Merchant Specific - Add the APM's that support configurable Hosted Payment
Configurable HPP	supports configurable Hosted Payment Pages (Look	Pages.
APM	& Feel configuration).	Ensure that the Worldpay
		InstallationID set if some value is added to this Preference.
Frankla Cand	This field represents the Merchants choice to	Merchant Specific: Enable
Enable Card	·	/Disable Card selection on the
Selection	enable /disable Card selection on the Site.	Site.
Worldpay Merchant Number	This field represents a Merchant specific number provided by Worldpay; this is sent as a part of request for SEPA.	Merchant Specific - Provided by Worldpay
Worldpay SEPA Mandate Type	This field represents the Mandate type to be sent in the SEPA request. (Default value ONE-OFF)	Merchant Specific – This represents the mandate type to be set for SEPA request. The merchant can choose to set it either as ONE-OFF or RECURRING.
Worldpay Notification IP Addresses End	This field represents the Worldpay IP Address range which send notification, last IP Address in range	Merchant Specific - Provided by Worldpay
Worldpay Notification IP Addresses Start	This field represents the Worldpay IP Address range which send notification, first IP Address in range	Merchant Specific - Provided by Worldpay
Token Type	This field represents the type of token that merchant wants to send when there is token request.	Default value : Shopper
Enable Stored Credentials	This field is set to true to comply with scheme mandates for storing (and subsequently using) card payment credentials for cardholder and merchant-initiated transactions.	Default value : No
Controller	Name of the controller cartridge	Merchant Specific

Core Name	Name of the core cartridge	Merchant Specific
Worldpay validate IP Address	This field is set to true if merchant want to validate IP address	Merchant Specific(Default value : false)
CaptureServiceTra ckingID	This field is set to true if merchant want to Validates the order id and token upon match it will proceed for capture service initiation with tracking ID	Merchant Specific(Default value : false)
3ds Type	This is type of 3ds version you want to chose	Default value : one3d (3ds1)
Hide Apm For Moto Orde	This toggle facilitates the admin to hide/unhide the available payment methods in the CSC area. Since this is particular to the MOTO orders, only credit card is applicable.	Default value : Yes
Google Pay Environment	Google Pay is supported in the Worldpay Sandbox. Please use the TEST parameter for any test transactions and the PRODUCTION parameter for production transactions.	Mechant Specific (Default value : TEST)
Google Pay Merchant ID	The merchant ID is specific to the environment we are using for transactions. This will be provided by worldpay.	Merchant Specific
Enable Sales request	This toggle enables prime routing.	Merchant Specific (Default value : No)
debit Networks	This toggle lets the merchant chose the debit network to be used to process the transaction	Merchant Specific
Routing Preference	This field specifies the Routing Preference	Merchant Specific

	T	
Challenge Preference	 Possible Values: noPreference - You have no preference Whether a challenge should be performed. This is the default. noChallengeRequested - You prefer that no challenge should be performed. challengeRequested - You prefer that a challenge should be performed. challengeMandated - There are local or regional mandates that mean that a challenge must be performed. Note: The interpretation of this field will vary from issuer to issuer, so Worldpay cannot guarantee any particular behavior on their part as a result of you setting this field. 	Merchant Specific
challengeWindowS ize	With this field, the issuer should use to display the challenge.	Merchant Specific
riskData	This filed lets you Provide additional information in the <riskdata> element to increase the chances that the shopper won't be challenged, for 3ds2 Orders.</riskdata>	Merchant Specific
JWTIssuer	This fileld is an identifier of who is issuing the JWT. Use "5bd9e0e4444dce153428c940" in test. Worldpay will provide values for live.	Merchant Specific
OrganisationalUnitl d	This filed is the identity associated with your Account. Use "5bd9b55e4444761ac0af1c80" in test. Worldpay will provide the values for live.	Merchant Specific
Authentication Method	Mechanism used by the shopper to authenticate With you.	Merchant Specific
Test or Production URL	This is the URL where ddc form is submitted	Merchant Specific (Default value :
Test or Production URL Challenge	This is the URL where ddc form is submitted	Merchant Specific
JWT MAC Key	MAC value is used to verify that the contents of the JWT have not been tampered with. Worldpay suggested to use fa2daee2-1fbb-45ff-4444-52805d5cd9e0 in test. Worldpay will provide the	Merchant Specific

	values for live.	
Is Disclaimer Mandatory?	Merchants can chose if they want to make the disclaimer option mandatory for customers when they opt to save credit card.	worldr Merchant Specific
Show Disclaimer in the Frontend	This toggle facilitates the Merchant with enabling the Disclaimer feature in their site.	Merchant Specific
Klarna Product Type Values	There are different potential product types that define when and how your shopper pays with Klarna Payment. Merchant needs to decide what options he wants for his shoppers.	Merchant Specific
Enable Exemption Engine	This toggle facilitates the Merchant with enabling the Exemption Engine feature in their site.	Merchant Specific
Exemption Type	If Exemption engine is enabled, order request must be submitted with an additional element of <exemption> with attributes type and placement (both required). Possible Values: • LV - Low value exemption (less than 30 EUR). • LR - Low risk exemption. • OP - Optimized exemption (highest probability of issuer acceptance determined by the EE).</exemption>	Merchant Specific
Exemption Placement	If Exemption engine is enabled, order request must be submitted with an additional element of <exemption> with attributes type and placement (both required). Possible Values: • AUTHORISATION- Applies exemption in authorization flow. • AUTHENTICATION - Applies exemption in authentication flow. OPTIMISED - Applies the exemption placement that has the highest probability of issuer acceptance as determined by the EE.</exemption>	Merchant Specific

Enable Merchant Support	Global toggle for Multi Merchant	Merchant Specific
	Support. If set to Yes,	_
	MultiMerchant feature is enabled	
Type of Multi Merchant	Site Preferences to select the type	Merchant Specific
	of Multi Merchant support would	_
	be used to look up the CO	
	configuration based on current site.	

3.2.3 Manage Worldpay Payment Processor

In Business Manager Select the required Site from the dropdown and Navigate to Merchant Tools > Ordering > Payment Processors.

CYBERSOURCE_BML

CYBERSOURCE_CREDIT

Cybersource online credit card authorization (test and production systems).

PAYPAL_CREDIT

Paypal online credit card authorization (test and production systems).

PAYPAL_EXPRESS

Paypal Express Checkout (test and production systems).

VERISIGN_CREDIT

Verisign online credit card authorization (test and production systems).

Worldpay

Showing 1 - 8 of 8 items

Fig: 2.3

3.2.4 Manage Worldpay Payment Methods

In the integration package, a payment method definition is provided in the file that you have already imported

- 1. Navigate to Merchant Tools > Ordering > Payment Methods.
- 2. Enable the Payment Method under Ordering > Payment Methods section that needs to be activated. Repeat these steps for all the Payment Methods that are required to be supported on the site. (Refer to Fig: 2.4)

Set below custom attributes of Payment method as provided by merchant: (Refer to Fig: 2.5)

Custom Attribute	Description	
Merchant Code	This field represents the hex code provided by merchant	
User Name	This field represents the username provided by merchant	
Туре	Select the Payment Method Type to DIRECT/REDIRECT as per the one that needs to be supported on the merchant site. (Refer to Fig: 2.5)	
Password	This field represents the password provided by merchant	
Days after which Order		
expires	Configure the number of days after which the Order should be cleaned up	
SEPA mandate number	This will be part of mandate type for SEPA.	
HPP Custom Options JSON	This would only be populated in case of payment method as "Credit Card Redirect" where merchant defines JSON, which determines the type as iframe/lightbox in which Hosted Payment Page appears on Merchant site. Default Value is blank represent Worldpay redirection page appears	



Fig: 2.4

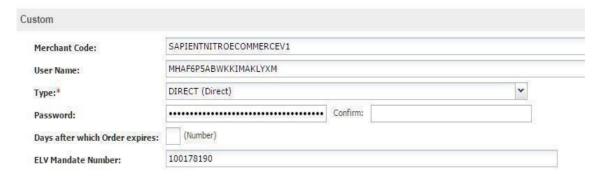


Fig: 2.5

Once the payment methods are added and enabled successfully, update credit or debit card details as provided by merchant under Payment method-> Credit/Debit Cards section. Enable the credit/debit card under <u>Credit/Debit Cards Section</u> that needs to be activated. Ensure custom attribute named "Worldpay Card Type" is populated for all active cards with corresponding Worldpay type like for VISA it is "VISA-SSL". Repeat these steps for all the cards that need to be supported on the site. (Refer to Fig: 2.6)

Set below card details of Payment method as provided by merchant. All these fields are optional (Refer to Fig: 2.6)

Card Attribute	Description		
Security Code Length This field represents maximum length of security code for card type			
Card Number Verification This field represents maximum length of CVV for card type			
Card Number Length	This field represents maximum length of card number(range between 13-16) for card type		
Checksum Verification This field is set to True if merchant wants to verify the card details			
Worldpay Card Type	This field represents the card type in Worldpay like for VISA it is "VISA-SSL"		

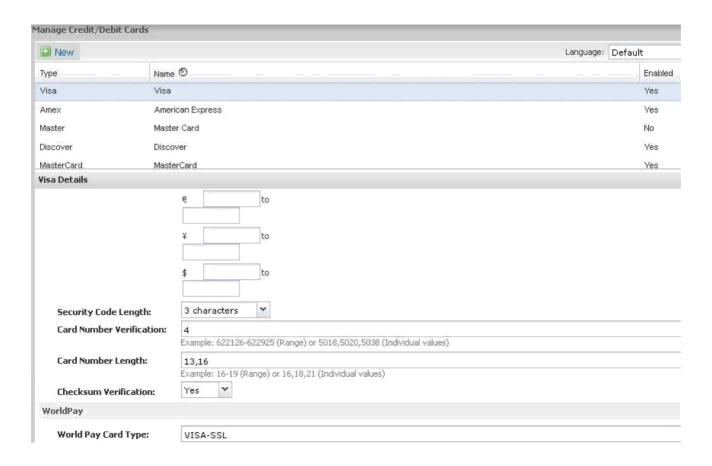
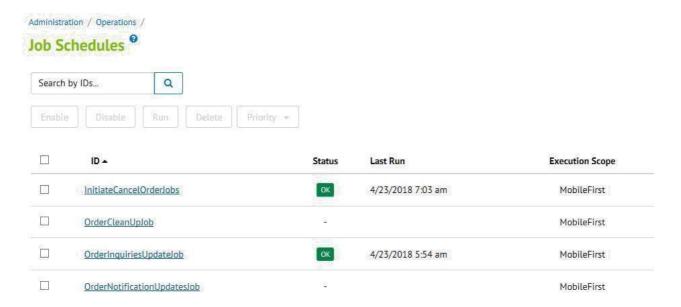


Fig: 2.6

3.2.5 Managing Job

In the integration package, a job definition is provided in the *import zip* file (jobs.xml).

1. Make sure to associate the jobs to respective merchant site.



2. Make sure to enable the jobs to be active, apply the configurations setting of scheduling into General and Sites sections one by one while managing/manipulating.

3.2.6 Order Notifications

The int_worldpay_core cartridge provides a service to update all the SFCC Order status according to status changes of individual payments in Worldpay. (PUSH mechanism)

Worldpay-Notify is the secure route function exposed to Worldpay to receive Order Notifications i.e. a HTTPS message whenever a payment status changed at Worldpay. Following URL (https://mechantsandbox/Worldpay-Notify) has been exposed to Worldpay to send the notifications. SFCC will send an HTTP 200 [OK] response to Worldpay to acknowledge the receipt of notification. Corresponding to each Order Notification received a custom object is created with the Order Number and Order Notification XML captured. A SFCC Job is then run (manually or scheduled), to process those custom objects and update the Orders corresponding to each Order Notification.

If the Worldpay system does not receive an [OK] in reply to an HTTPS order notification, it waits for approximately an hour to deliver the notification again. Then it will resend the order notification approximately every five minutes for a week until it is acknowledged. Worldpay places order notifications in a queue and the first notification in the queue will be resent until it is acknowledged. If acknowledged, or if after a week still no [OK] is returned, the retry mechanism stops sending the message and proceeds with the next order notification from the queue.

This URL (https://mechantsandbox/Worldpay-Notify) needs to be updated in Worldpay Admin console by the merchant to receive the Order Notifications. The order notifications are captured from Worldpay Payment Service when a payment reaches one of the following statuses:

AUTHORISED

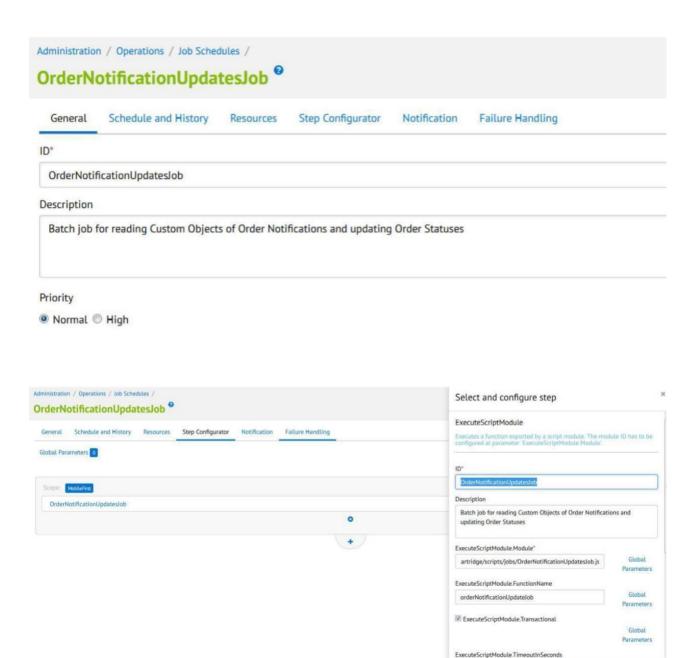
■ CANCELLED

- CAPTURED
 - EXPIRED
 - SENT_FOR_REFUND
 - REFUSED
 - SETTLED
 - INFORMATION REQUESTED
 - CHARGED BACK
 - POST AUTH CANCELLED

3.2.7 Order Notification job

The OrderNotificationUpdatesJob is a batch job which can be run manually or scheduled at a specific interval of time -i.e., 2 mins, 5 mins. Each time the job runs, it will pick all the custom objects created because of the prior received Order Notifications, sorted by the creation time. The job read the custom objects one by one, will update the statuses in Business Manager (Order Status/Payment Status/Confirmation Status) depending on the notification status in xml string and update the token details in order/customer card and finally remove the custom object post processing from SFCC.

Refer below Step configuration section in job to execute script and their functions



Worldpay Integration 21

← Back

Fields	Fields data	
ID	OrderNotificationUpdatesJob	
Description	Batch job for reading Custom Objects of Order Notifications and updating Order Statuses	
ExecuteScriptModule.Module	int_worldpay_core/cartridge/scripts/jobs/OrderNotificationUp datesJob.js	
ExecuteScriptModule.FunctionName	orderNotificationUpdateJob	
ExecuteScriptModule.Transactional	Enabled	

3.2.7.1 Error Handling for Order Notification Job

Please refer to Appendix C for error codes and error messages for Order Notifications

3.2.7.2 Transaction payment status handling for Order Notification Job

Please refer to Appendix D for mapping of different status on receipt of different order notification from WP into BM.

3.2.8 Notification update Service

The Cartridge provides feature to expose the history of the Payment Transaction change (Order Notifications) for a particular Order in SFCC business manager. A JSON object is returned by the notifications updates service. This service is provided in 2 flavors, depending upon the need to fetch the entire status history or just the latest status. If order no or status history is not found an error JSON is returned.

Worldpay-GetNotificationUpdates is the route exposed to get the History of Notifications received by particular Order.

This service takes 2 parameters as Http Parameters,

- (i) orderNo
- (ii) allupdates

If 'allupdates' is true, all notifications received for the order will be returned as JSON response.

If 'allupdates' is false, only the latest notifications received for the order will be returned as JSON response.

All values for 'allupdates' i.e. true, TRUE, True will be considered as true, any value other than these will be considered as false.

Example for the JSON response when 'allupdates' = true is as below:

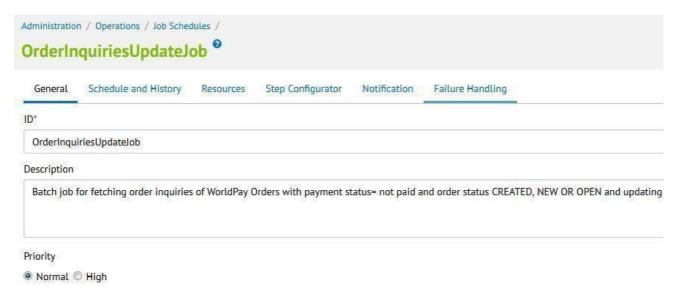
RESPONSE:

Example for the JSON response when 'allupdates' = false is as below:

RESPONSE:

3.2.9 Order Inquiry job

The OrderInquiryUpdatesJob is a batch job which can be run manually or scheduled at a specific interval of time -i.e., 2 mins, 5 mins. Each time the job runs, it will pick all the orders with status as CREATED/ NEW/OPEN and payment status as NOT PAID and order placed at least 15 mins back (configurable custom preference in business manager) by the creation time. The job iterates the orders and make order inquiry service call, will update the statuses in Business Manager (Order Status/Payment Status/Confirmation Status) depending on the response status in xml response of order enquiry and update the token details in order/customer card



Refer below Step configuration section in job to execute script and their functions

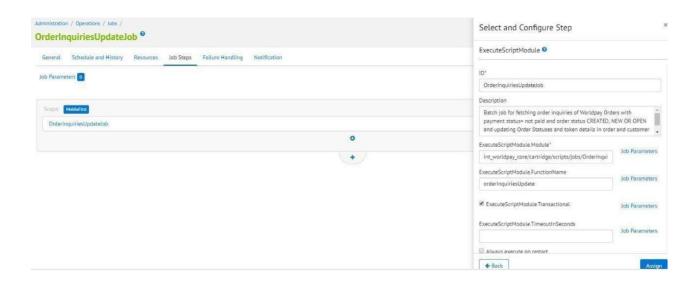


Table for Reference:

Fields	Fields data		
ID	OrderInquiriesUpdateJob		
Description	Batch job for fetching order inquiries of Worldpay Orders with		
	payment status= not paid and order status CREATED, NEW OR		
	OPEN and updating Order Statuses and token details in order and		
	customer saved payment instruments		
ExecuteScriptModule.Module	Module.Module int_worldpay_core/cartridge/scripts/jobs/OrderInquiriesUpdate		
	.js		
ExecuteScriptModule.FunctionNam	orderInquiriesUpdate		
е			
ExecuteScriptModule.Transactional	Enabled		

3.2.10 Job Failure Mailer Service

The cartridge also provides a feature to send Emails to the registered Emails in case of failure of any Order Notification update. On receipt of any Order Notification, a custom object is created in SFCC with the Order Number and the Order Notification XML, if for any reason the XML captured is incorrect of some error occurs while the execution of the job an email is triggered.

To enable job mailer service to notify BM admin for any failure happens while processing the Order Notification Batch Job, the site preference EnableJobMailerService needs to be select **Yes** from the dropdown. Also, the below site preferences needs to be set



3.2.11 APM Lookup Service

To enable APM look up service, the site preference **EnableAPMLookUpService** needs to be selected Yes from dropdown.

EnableAPMLookUpService when enabled	 This service works for merchant code configured in site preference, which return APMs which are enabled for respective merchant code. All active Payments methods which have different merchant code configured in payment method section will be displayed All active payment methods other than Worldpay processor will be displayed
EnableAPMLookUpService when disabled	 Loookup service will not be executed All active payment methods will be displayed

[Note: If merchant supports multiple merchant Ids through payment methods, in that case, APM Look service may not work so, it should not be enabled in site preference.]

3.2.12 Multiple Merchant ID Support

Worldpay cartridge also supports a mechanism to provide separate Merchant ID's at APM level. This is primarily required for Merchants that need to configure different Merchant ID for financial purpose or if a specific APM is of a different version (to support both V1 and V3 APMs on a single Merchant Site).

This is achieved, by setting a different MID and its details (Username & password) in the Payment Methods section in Business Manager. If merchant ID, username and password present at payment method level then would get preference compare to merchant ID in site preference, username and password from service credentials. If they are not configured at payment method level then merchant ID (in site preference), username and password provided in service credential will be used in request.

Payment Method Merchant ID Support Settings

Merchant Code:	merchantcode actual		
User Name:	username actual		
Туре:*	DIRECT (Direct)		~
	Control and Control	Confirm:	

Service Credential Settings when service merchant settings to be picked up

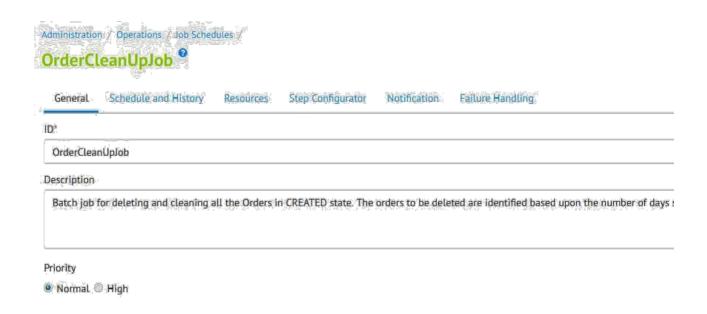
dministration	> Operations > Services > Service Credentials
Fields with a re	d asterisk (*) are mandatory. Click Apply to save the details. Click Reset to revert to the last saved state
These credenti	als are used by 1 service.
Name:*	Merchant ID
URL:	Payment Service URL
User:	User Name
Password:	Password

3.2.13 Brazil Integration

The Worldpay cartridge provides support to Credit Cards and supported APM's (BOLETO) in Brazil. The implementation ensures that all the additional information (Example: CPF/CNJP and Installment Number) that are required by the payment service provider in Brazil are also captured.

3.2.14 Order CleanUp Batch Job

The Worldpay cartridge provides support to a batch job that will mark all the orders with status as **CREATED** and aged by a defined time interval. The time interval field is Business Manager configurable and configurable at Payment Method level. A Batch Job configured in Business Manager shall run (as per the set schedule) and check the orders with order status **CREATED** which are old to a defined interval and will mark those orders in **FAILED** status in demandware system. This ensures that all the inventory transactions and coupon redemptions associated with the Order are rolled back. Job can be Enabled/Disabled or from Business Manager itself. Email will be sent to BM configured recipients once the job run with Job run status.



Refer below Step configuration section in order to execute script and their functions

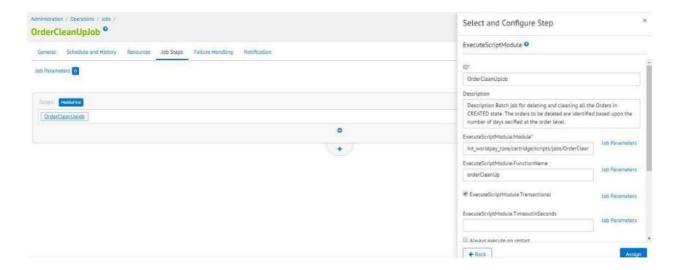
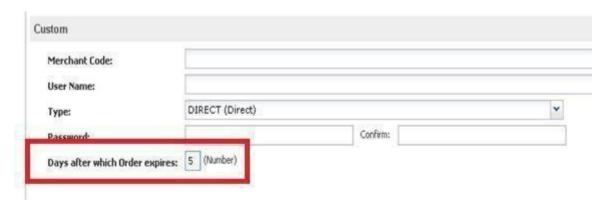


Table for Reference:

Attributes Fields	Attributes
ID	OrderCleanUpJob
Description	Description Batch job for deleting and cleaning all the Orders in CREATED state. The orders to be deleted are identified based upon the number of days secified at the order level.
ExecuteScriptModule.Module	int_worldpay_core/cartridge/scripts/jobs/OrderCleanUpJob.js
ExecuteScriptModule.FunctionName	orderCleanUp
ExecuteScriptModule.Transactional	Enabled

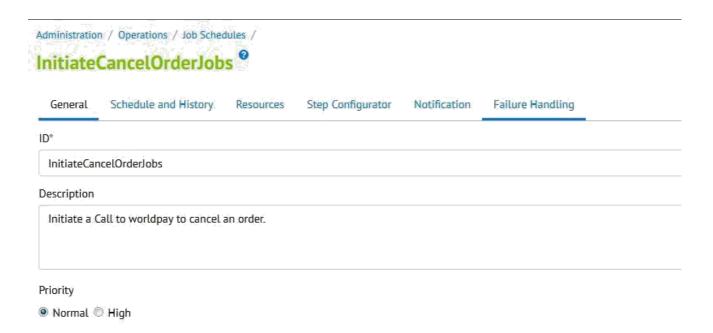
<u>Note:</u> Please ensure before running batch job every payment method in site has attribute "Days after which order expires" value configured.

Business Manager Configuration field:



3.2.15 Initiate Cancel Order Job

The Worldpay cartridge provides support to a batch job that cancels or refunds FAILED orders with the attribute Worldpay MAC Missing. The time interval for selecting orders defined in the custom preference Worldpay Order Inquiry Lag Time. A Batch Job configured in Business Manager shall run (as per the set schedule) and check orders with order status FAILED, with Worldpay MAC Missing which are old to a defined interval of time and will send a request to Worldpay System to either cancel or refund. Job can be Enable/Disable from Business Manager itself. Email will be sent to BM configured recipients after job run with Job run status.



Refer below Step configuration section in order to execute script and their functions

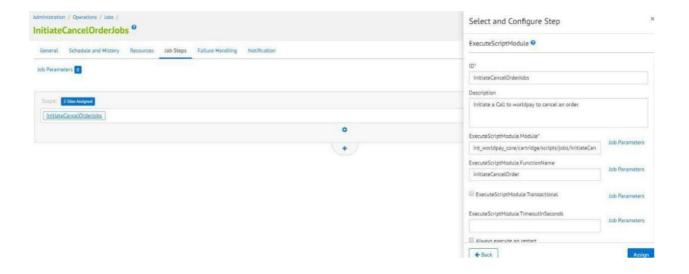


Table for Reference:

Fields	Fields data	
ID	InitiateCancelOrderJobs	
Description	Initiate a Call to worldpay to cancel an order.	
ExecuteScriptModule.Module	int_worldpay_core/cartridge/scripts/jobs/InitiateCancelOrderJob.j	
	s	
ExecuteScriptModule.FunctionNam	initiateCancelOrder	
е		
ExecuteScriptModule.Transactional	Enabled	

3.2.16 Managing Content Asset

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

Note: Ensure content assets in the import has appropriate library Id of the site where XML to be imported

- 1. Navigate to Merchant Tools > Content > Content Asset.
- 2. Ensure that Content Assets with IDs "worldpayhelper" and "worldpay-elv-consent" are added.

3.2.17 Managing Service

Go to Services > Service Profile > Worldpay Profile with the values listed against them:

Worldpay Profile	Description
Name	Default "worldpayprofile". Merchant can give any name as per need
Timeout (ms)	Default 30000 Timeout value in milli sec as per Merchant contract with Worldpay for webservice timeout
Circuit Breaker	Circuit break settings when connection not established for long time
Rate limits	Rate Limits after which service resumed back once circuit breaks

Ensure that the following properties under Worldpay credentials with the values listed against them:

All the above service credentials are used by one Worldpay service only. (Refer Fig. 2.9)

Worldpay		
Credentials	Description	
Name	Merchant Hex Code provided by Worldpay	
URL	This field represents the Web service URL that is invoked while calling Worldpay service.	
User	This field represents the User Name provided specifically to the above mentioned Merchant Code.	
Password	This field represents the Password provided specifically to the above mentioned Merchant Code.	

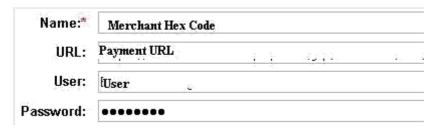


Fig 2.9

3.2.18 IDEAL APM Integration

Bank configurations in Business Manager:

All the supported Bank List values are preconfigured. However, Modify/Delete the list if required. Follow the below steps to add additional banks:

- 1. Log into Business Manager
- 2. Navigate to Administration > Site Development > System Object Definition > SitePreferences
- 3. Open the tab Attribute Definition and find "WorldpayldealBankList"
- 4. Ensure that the required Bank ID and Bank Name in the Value and Display Value correspondingly. (For more details refer Appendix B)

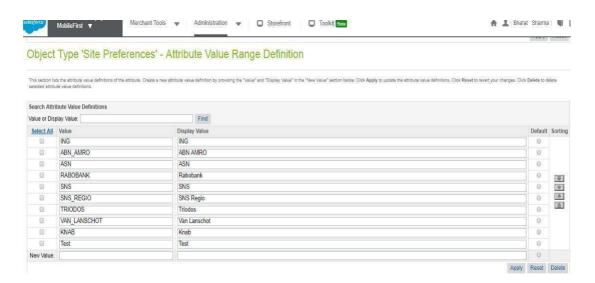


Fig: 2.6

32

Select the specific banks using the below steps:

- 1. Log into Business Manager
- 2. From the top bar, select the required site for which configurations are to be done.
- 3. Navigate to Merchant Tools > Site Preferences > Custom Preferences > Worldpay
- 4. Select the banks to be supported. (Multiple banks can be selected from the drop down)



Fig: 2.7

Note: Please ensure list of bank should be updated; please contact Worldpay to get the latest list of Bank.

3.2.19 Multiple Merchant ID Support Integration

After importing metadata provided with Worldpay cartridge, additional fields (merchant ID, username, and password) will be created in payment methods in BM.

- 1. Log into Business Manager
- 2. From the top bar select the required site for which configurations are to be done
- 3. Navigate to Merchant Tools > Ordering > Payment Methods.
- 4. Input the required details for the below field:
 - Merchant ID

 Username

Password



3.2.20 Look and Feel Customization for Worldpay Redirect Pages

Configurations that needs to be done in Business Manager to support look and feel customization:

- 1. Log into Business Manager
- 2. From the top bar select the required site for which configurations are to be done.
- 3. Navigate to Preferences > Custom Preferences > Worldpay
- 4. Input the required details for the below field:

Worldpay Configurable HPP APM
Worldpay Installation Id
Worldpay Address Details Read Only
Worldpay Hide Address Details

- ** Ensure that the Payment Method ID (refer to APPENDIX A KEY column), which needs to be supported for customizable is added to the **Worldpay Configurable HPP APM** SitePreferences.
- ** Please contact the Worldpay contact person for values of the above details.

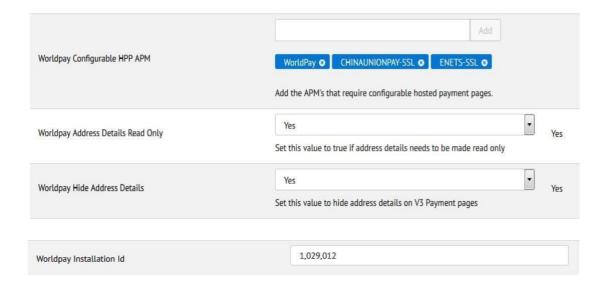


Fig 2.9

3.2.21 Hosted Payment Pages iframe or light box for Worldpay Redirect Payment Method

Configurations that needs to be done in Business Manager to support look and feel customization:

- 1. Log into Business Manager
- 2. Navigate to Merchant Tools > Ordering > Payment Methods
- 3. Select "Credit Card Redirect" payment method and add the following data under worldpay HPP CustomOptions JSON attribute.
- 4. Write JSON specifically type as iframe or lightbox. Click on Apply to enable the Iframe/Light box on HPP. Example:

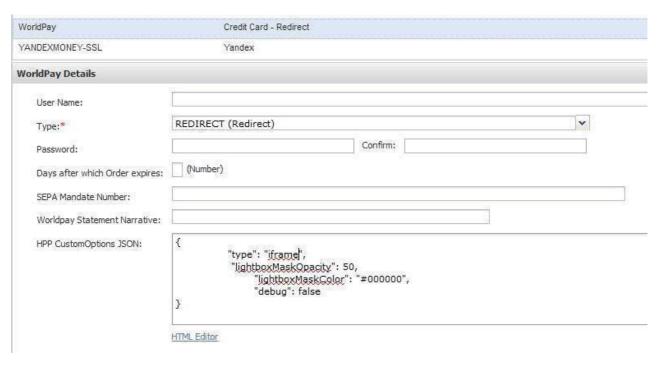
```
{
    "type":"iframe"
}

OR

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

For Lightbox JSON settings below two attributes can be specified with merchant specific values.

- lightboxMaskOpacity
- lightboxMaskColor



3.2.22 Country Currency Mapping

Country	Currency
United States	US Dollars
UNITED KINGDOM	Pound Sterling
GERMANY	Euro
SINGAPORE	Singapore Dollar
JAPAN	Japanese Yen
SWEDEN	Yuan Renminbi
CHINA	Euro
FRANCE	Euro
RUSSIAN FEDERATION	Russian Ruble
BELGIUM	Euro
ITALY	Euro
CANADA	Canadian Dollar
AUSTRALIA	Australian Dollar

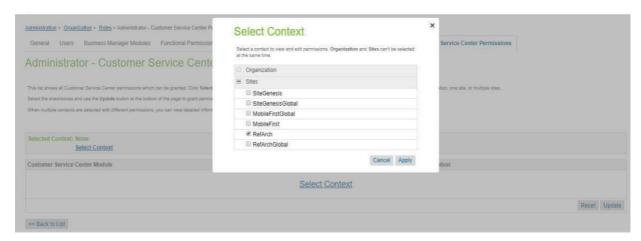
3.2.23 Country Currency and Locale Mapping for Klarna

purchase_country	purchase_currency	locale	extra locale
AT	Euro	de-at	en-at
FI	Euro	fi-fi	en-fi , sv-fi
DE	Euro	de-de	en-de
NL	Euro	nl-nl	en-nl
NO	NOK	nb-no	en-no
SE	SEK	sv-se	en-se
GB	GBP	gb-gb	en-sb

Ensure the appropriate locale, currencies and countries setting are available in business manage

3.2.24 Managing the Customer Service Center (int_worldpay_csc)

- Go to Administration > Organization > Roles > Administrator Customer Service Center
 Permissions
- Select context for your site and apply



• Select void sale and Update (This is for voiding sale for Prime Routing orders)

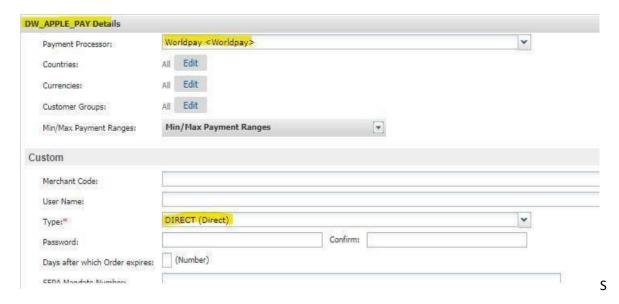


3.2.25 Setting up Apple Pay

Business Manager Configuration:

Step 1: Enabling Applepay Payment Method

- Go to Merchant Tools > Ordering > Payment Methods
- Enable the Payment Method with the ID as DW_APPLE_PAY
- Select the Payment Processor as Worldpay
- Under custom section, select the type as DIRECT
- Finally it should like below



Step 2: Configuring the Applepay Preferences

- Go to Merchant Tools > Site Preferences > Apple Pay
- Fill in the form as shown below.

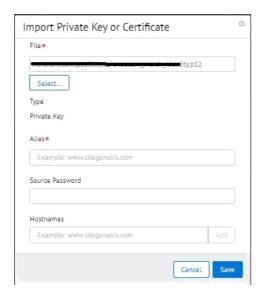
Preference Name	Configuration
Apple Pay Enabled?	Select this to enable Apple Pay
Apple Merchant ID	Enter your Apple merchant ID
Apple Merchant Name	Enter your Apple merchant name
Country Code	Enter the country code based on Worldpay account
Merchant Capabilities	Choose them based on Worldpay account
Supported Networks	Choose them based on Worldpay account
Required Shipping Address Fields	Choose them based on Worldpay account
Required Billing Address Fields	Choose them based on Worldpay account
Inject Apple Pay Button on Mini Cart?	Choose this to display Apple Pay button in Mini Cart
Inject Apple Pay Button on Cart Page?	Choose this to display Apple Pay button in Cart
Redirect Pages to HTTPS?	Redirect Pages to HTTPS
Use Commerce Cloud Apple Pay Payment API?	Not required. Leave this unchecked
Payment Provider URL	Not required. Leave this unchecked
Payment Provider Merchant ID	Not required. Leave this unchecked
API Version	Set to v1
Use Basic Authorization	This must be enabled.
Payment Provider User	Not required. Leave this unchecked
Payment Provider Password	Not required. Leave this unchecked
Use JWS?	This must be enabled.
JWS Private Key Alias	Match the name of Alias imported in Private Keys

Click on Register Sandbox/Production to register the domain accordingly.

- Click on Register Sandbox for lower environment.
- Click on Register Production for Production environment.

Step 3: Configuring the Private Key

- Go to Administration > Operations > Private Keys and Certificates
- Select the file (.p12) from which was received from Worldpay
- Give the alias name as "applepayworldpay" for example. It can be anything.
- Note that the alias name should match with JWT Private Key Alias in Apple Pay Preferences form
- Provide the Source Password which should have received along with p12
- Leave Hostname as blank.
- Click on Import and fill the form as below.



4. PRODUCTION SETUP

4.1.1 Production Service Setup

Steps for setting up the production service in business manager

- 1. In business manager navigate to "Administration > Operations > Services"
- 2. Click on "Credentials" Tab
- 3. Create new credentials by providing the merchant code, production URL, username and password
- 4. Now, navigate to "Merchant Tools > Site Preferences > Custom Preferences"
- 5. Inside "Worldpay" group "Merchant Code for Worldpay" as created in step 3. Also modify the other desired preferences on need basis
 - a) Worldpay Client Side Encryption Public Key
 - b) Worldpay MAC Secret Code
 - c) Worldpay Merchant Number
 - d) Worldpay Installation Id
- 6. In case if for separate merchant to be used at APM level, then service detail modification to be done in "Merchant Tools > Ordering > Payment Method.

5. OPERATIONS, MAINTENANCE

5.1.1 Order Payment Instrument Attributes

S. No.	Additional Custom Fields	Attribute Id
1	Bank	bank
2	Installments	installments Note: Please contact Worldpay for further information on the max number of installments.
3	CPF	cpf
4	BankCode	bankCode
5	Worldpay Merchant ID	Merchant Hex Code whose order is placed
6	Worldpay Token Requested	Token requested value where selected for cards

5.1.2 Order Notification Custom Object

The attributes for custom Object 'OrderNotifyUpdates' are defined in the below table. A new custom Object is created each time a notification is received with all these attributes and the custom object will be retained until it is deleted by the Notification job.

S. No.	Additional Custom Fields	Attribute Id
1	Order No	orderNo
2	Xml String	xmlString
3	Custom Object ID	ID
4	Time Stamp	timeStamp

5.1.3 Multi Merchant By SIte Custom Object

The attributes for custom Object 'MultiMerchantBySite' are defined in the below table.

S. No. Additional Custom Fields		Attribute Id
1	Site ID	SiteID
2	Merchant ID	MerchantID
3	XML User Name	XMLUserName
4	XML Password	XMLPassword

5.1.4 Order Payment Instrument Attributes

Name	Email	Support Type
Lochan Sim	Lochan.Sim@worldpay.com	Primary
Rhuta Patel	Rhuta.Patel@worldpay.com Secondary	
Jonathan Berry	jonathan.berry@worldpay.com	Secondary

6. USER GUIDE

6.1.1 Production Service Setup

Typically, the backend developer does most of the integration works. We expect that the person doing this integration is familiar with the web service, xml processing and has hands on experience with the SFCC platform

APPENDIX A: APM/Card Mapping Keys

Supported Cards Mapping table:

Card Name	Key Value	Test card number
Airplus	AIRPLUS-SSL	122000000000003
American Express	AMEX-SSL	343434343434
Dankort	DANKORT-SSL	5019717010103742
Diners	DINERS-SSL	36700102000000
Discover card	DISCOVER-SSL	6011000400000000
JCB	JCB-SSL	3528000700000000
Laser	LASER-SSL	6304950600000000000,
Lasei	LASER-SSL	630490017740292441
Maestro	MAESTRO-SSL	6759649826438453,
iviaestro	IVIAESTRO-SSL	6799990100000000019
MastarCard	ECMC SSI	555555555554444,
MasterCard ECMC-SSL	ECIVIC-33L	54545454545454
Visa VISA-S	VISA-SSL	4444333322221111,
VISa	VISA-SSL	4911830000000

Supported Payment Method Mapping table:

Payment Method Name	Key Value
Konbini	KONBINI-SSL
Poli	POLI-SSL
Poli NZ	POLINZ-SSL
Przelewy24	PRZELEWY-SSL
SEPA-DD	ELV-SSL
Alipay	ALIPAY-SSL

Boleto	BOLETO-SSL
CashU	CASHU-SSL
Credit Card – Direct	CREDIT_CARD
Credit Card – Redirect	Worldpay
China Union Pay	CHINAUNIONPAY-SSL
ENETS	ENETS-SSL
Giropay	GIROPAY-SSL
IDEAL	IDEAL-SSL
Mistercash	MISTERCASH-SSL
Paypal	PAYPAL-EXPRESS
Sofort	SOFORT-SSL
Qiwi	QIWI-SSL
Yandex	YANDEXMONEY-SSL

APPENDIX B: IDEAL Bank List

Bank Name	Bank Code
ABN	ABN_AMRO
ASN	ASN
ING	ING
Knab	KNAB
Rabobank	RABOBANK
SNS	SNS
SNS Regio	SNS_REGIO
Triodos	TRIODOS
Van Lanschot	VAN_LANSCHOT

APPENDIX C: Error Codes and Error Messages for Transaction Notification

Master Error Code	Error Message
111	XML Parse error has occurred
112	XML Corrupted, Could not find Order No.
113	XML in Custom Object Corrupted
114	Error occurred while deleting Custom Object
115	Error occurred while reading status history from Order Object

Worldpay Integration 41

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116	Error occurred while Updating Order Object
117	Error occurred while reading Custom Object
118	No Transaction History Available
119	Last status Not available as No Transaction History is Available
120	Wrong Order Number

APPENDIX D: Order Notification and SFCC Order status mapping

Order Notifications Received From	Changes in Order object in Business Manager
Worldpay	Changes in Order object in business wanager
AUTHORISED	Order Status: NEW
AGTIONISES	Payment Status: no change
	Export Status: READY FOR EXPORT
	Confirmation Status : CONFIRMED
CANCELLED	Order Status: FAILED/CANCELLED
CARCELLED	Payment Status: NOT PAID
	Export Status: NOT EXPORTED
	Confirmation Status : NOT CONFIRMED
CAPTURED	Order Status: COMPLETED
CALIONED	Payment Status: PAID
	Export Status: no change
	Confirmation Status : no change
SENT_FOR _REFUND	Order Status: no change
SERVI_FOR _REPORTS	Payment Status: no change
	Export Status: no change
	Confirmation Status : no change
REFUSED	Order Status: FAILED
NEI GOED	Payment Status: NOT PAID
	Export Status: NOT EXPORTED
	Confirmation Status : NOT CONFIRMED
SETTLED	Order Status: no change
	Payment Status: no change
	Export Status: no change
	Confirmation Status : no change
INFORMATION_REQUESTED	Order Status: no change
	Payment Status: no change
	Export Status: no change
	Confirmation Status : no change
CHARGED_BACK	Order Status: no change
_	Payment Status: no change
	Export Status: no change
	Confirmation Status : no change
EXPIRED	Order Status: FAILED
	Payment Status: NOT PAID
	Export Status: NOT EXPORTED
	Confirmation Status : NOT CONFIRMED

APPENDIX E: Error Codes and Error Message

Master Error Code	Error Message
worldpay.error.code1	Internal error has occurred , please choose a different Payment Method or try again later.
worldpay.error.code2	Parse error has occurred, please choose a different Payment Method or try again later.
worldpay.error.code3	Invalid amount error, please choose a different Payment Method or try again later.
worldpay.error.code4	Security error , please choose a different Payment Method or try again later.
worldpay.error.code5	Invalid request, please choose a different Payment Method or try again later.
worldpay.error.code6	Please choose a different Payment Method or try again later.
worldpay.error.code7	Payment details in the order element are incorrect, please choose a different Payment Method or try again later.
worldpay.error.code8	Submission error , please choose a different Payment Method or try again later.
worldpay.error.generalerror	Please choose a different Payment Method or try again later.
worldpay.error.cancelerror	Your transaction has been cancelled.

APPENDIX F: Enabling

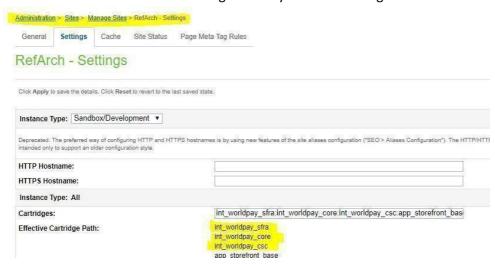
- Go to Merchant tools > Ordering > Payment Methods
- Disable all the worldpay specific payment methods
- Also cross check one by one for the type of processor, the payment method is using (To check it, click on any of the payment method let us say, CREDIT_CARD, and see the Payment Processor).
 If it is worldpay, change it to some other desired processor (e.g. For CREDIT_CARD, BASIC_CREDIT).
- Enable the payment methods we want to use with the type of processor.
- To enable it again change the processor type to worldpay.

Go to Merchant Tools > Site Preferences > custom Preferences > worldpay and disable 'Enable APM look up service'.

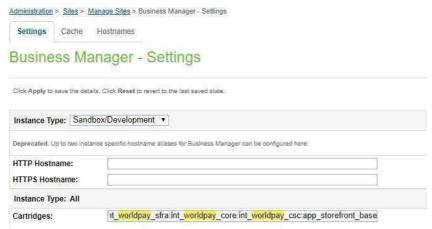
APPENDIX G: CHECKLIST

This Section will help you ensure that all the Business Manager required configurations for worldpay are in Place and you are able to proceed with the transactions.

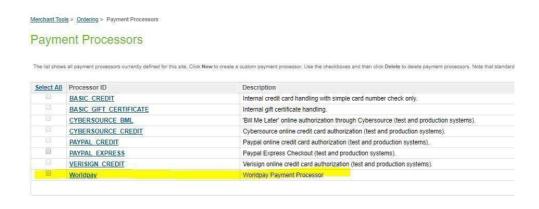
Cartridge Path is set properly
 Go to Administration > Sites > Manage Sites > your site - Settings



Go to Administration > Sites > Manage Sites > Business Manager – Settings Check if your worldpay cartridges are added there

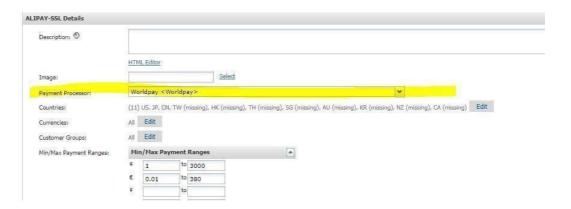


Payment Processor with id Worldpay is available
 Go to Merchant Tools > Ordering > Payment Processors

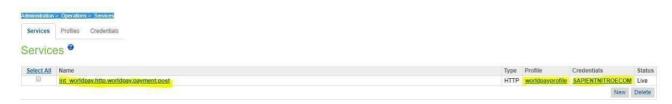


45

- 3) Payment methods are enabled and have worldpay as their processors set
 - Go to Merchant Tools > Ordering > Payment Methods, and check for the availability of payment methods
 - Open the Payment method and check if processor is worldpay or not.



4) Go to Administration > Operations > Services and check if Service is available or not



- 5) Navigate to
 - Merchant Tools > Content > Content Asset.
 - Ensure that Content Assets with IDs "worldpayhelper" and "worldpay-elv-consent" are added.
- 6) Navigate to Merchant Tools > Site Preferences > Custom Preferences
 Check for worldpay group availability.
 If it's there, open the group to see for all the custom preferences
- 7) Go to Administration > Operations > Custom Log Settings, and cross check if worldpay debug is

