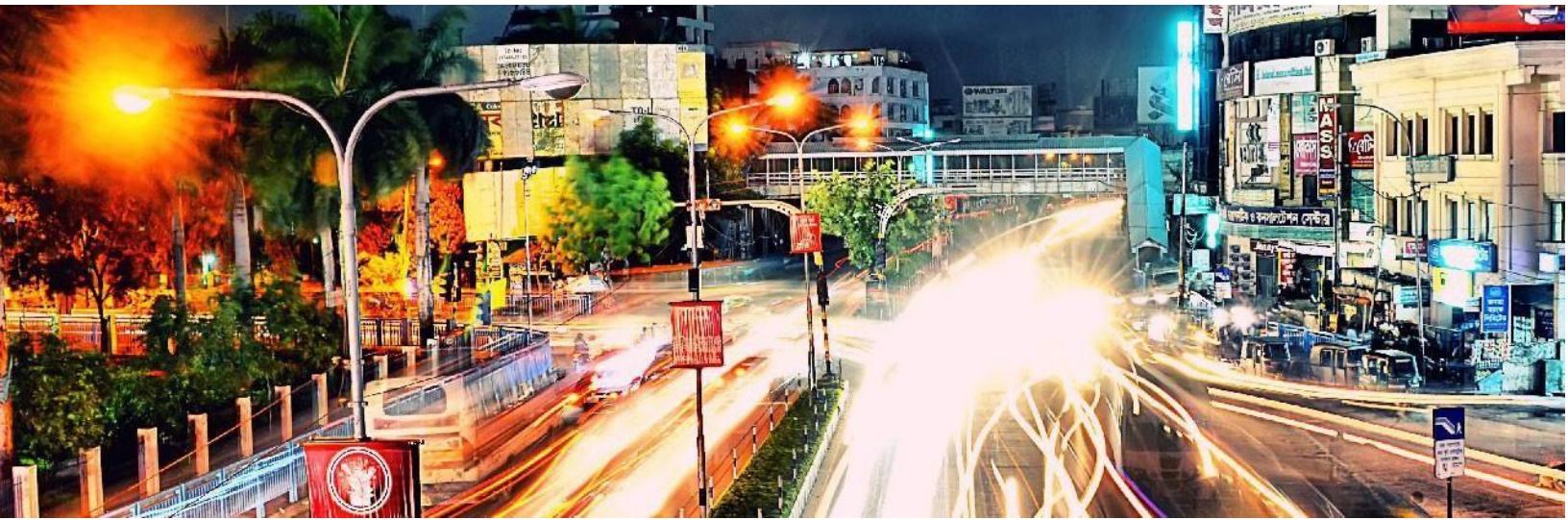


Cybersource®



Cybersource Official for Oracle Commerce Cloud

November 2024



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Release: November 2024

Version: 24.1.2

1. Introduction

This document contains the details of configuring the Cybersource Official payment plugin in Oracle Commerce Cloud. The configuration steps are related to Payment Acceptance, Payment Security, Fraud Management, Order Management and Commerce services for Credit/Debit Card, Google Pay and Apple Pay Payment Methods.

The purpose of this manual is to guide a user to configure and to use the Cybersource Official payment plugin for the Oracle Commerce Cloud platform. The Oracle Commerce Cloud platform includes the following Cybersource payment management capabilities.

Credit Cards (Microform)

- a) Payment Acceptance
 - Authorization
 - Sale (Authorization & Settlement)
- b) Payment Security
 - Tokenization -Create Payment Token for New Payment Methods
 - Tokenization - Make a Payment Using a Stored Token
 - Network Token Updates
- c) Fraud Management
 - Payer Authentication
 - Strong Customer Authentication
 - Decision Manager with Device Fingerprint
 - Advanced Fraud Screening with Decision Manager
- d) Order Management
 - Capture
 - Refund
 - Void (Authorization Reversal)
- e) Commerce service
 - On-demand conversion
 - Daily conversion

Google Pay

- a) Payment Acceptance
 - Authorization
- b) Fraud Management
 - Decision Manager with Device Fingerprint
 - Advanced Fraud Screening with Decision Manager
- c) Order Management
 - Capture
 - Refund
 - Void (Authorization Reversal)

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- d) Commerce service
 - On-demand conversion
 - Daily conversion

Apple Pay

- a) Payment Acceptance
 - Authorization
- b) Fraud Management
 - Decision Manager with Device Fingerprint
 - Advanced Fraud Screening with Decision Manager
- c) Order Management
 - Capture
 - Refund
 - Void (Authorization Reversal)
- d) Commerce service
 - On-demand conversion
 - Daily conversion

Note:

- Saved Card feature is supported only during checkout
- Services triggered using OMS will not be updated in OCC

1.1. Cybersource Configuration

To use the Cybersource services, the Merchant needs to procure an account from Cybersource. The Merchant will be provided with the Merchant key ID and Shared secret key. This Merchant key ID and Shared secret key should be configured in Oracle Commerce Cloud to enable the integration between Cybersource and Oracle Commerce Cloud.

A Cybersource account can be created from Cybersource.com. for more information on creating an account, Merchant can contact the Cybersource Customer support.

Key features of the Oracle Commerce Cloud and Cybersource Official Payment Add-on Integration:

- Enable the users to accept and manage payments in Oracle Commerce Cloud.
- Enable hassle-free, completely secure, PCI Compliant, Fraud management enabled - end to end payment transaction for Credit/Debit Card, Google Pay and Apple Pay Payment Methods.
- Supports Tokenization which eliminates electronic cardholder data from being stored in the Merchant environment thereby reduces the scope of Payment Card Industry (PCI) compliance considerations.

1.2. Generating API Keys in Business Center

This section provides the detailed steps to generate API Keys (Merchant key ID and Shared secret key) required to configure in the Oracle Commerce Cloud Back Office.

Step 1: Go to [Cybersource.com](#) and then login to the business center. Click on “Key Management” in “Payment Configuration” Tab.

Step 2: Click on “Generate Key” button.

Step 3: Select “REST - Shared Secret” and click on “Generate Key”.

Step 4: A Shared secret key will be generated.

Step 5: Go to “Key Management”, note the Key ID displayed. These keys can be used in Oracle Commerce Cloud Back Office Payment Settings for the MID in which these keys are generated.

1.3. Oracle Commerce Cloud Configuration

This section provides the plugin installation steps to enable integration between Oracle Commerce Cloud and Cybersource.

1.3.1. Payment Gateway Installation Details

The steps to install the plugin from Oracle Commerce Cloud Admin are:

1.3.1.1. Create an extension ID

To upload an extension into Commerce Cloud, you must generate an ID for the extension and update the same in packages/payment-gateway/ext.json file

To create an extension ID:

- Log into Commerce Cloud.
- Navigate to Settings -> Extensions -> Developer tab.
- Click on Generate ID button.
- Enter a name for the extension and click Save.
- Copy and update the generated extension ID

1.3.1.2. Upload Extension

Before uploading the extension, zip up all the files within your packages/payment-gateway directory excluding settings.json. This is the file you upload to Commerce Cloud to make the extension available for use.

Step 1: In the “Settings” tab on the left panel.

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The screenshot shows the Oracle Commerce Cloud Back Office Dashboard. On the left is a dark sidebar with various icons. The main area has a title 'Commerce' and 'Dashboard'. It displays 'Totals for yesterday' with 8 Orders, \$830.00 (USD) Gross Revenue, and 16 Visits. Below that is a 'Trend over last 7 days' chart showing a slight upward trend from 8 to 9. To the right is a 'Resources' sidebar with links for 'How Do I?', 'Videos and Tutorials', and 'Version 22.3.1'.

Figure 1: Oracle Commerce Cloud Back Office Dashboard

Step 2: In settings, click on “Extension” button.

The screenshot shows the Oracle Commerce Cloud Extension settings page. The sidebar on the left has an 'Extensions' button highlighted with a red box. The main area shows 'Payment Types' with logos for VISA, MasterCard, American Express, Discover, Diners Club, Elo, and CartaSi. It also shows 'Billing Countries' with a dropdown for 'Default Billing Country' set to 'No Selection'. A note says the storefront will only accept payments from selected countries. At the bottom are 'Cancel' and 'Save' buttons.

Figure 2: Extension button

Step 3: Click the Upload Extension button and select the extension zip file from your local file system.

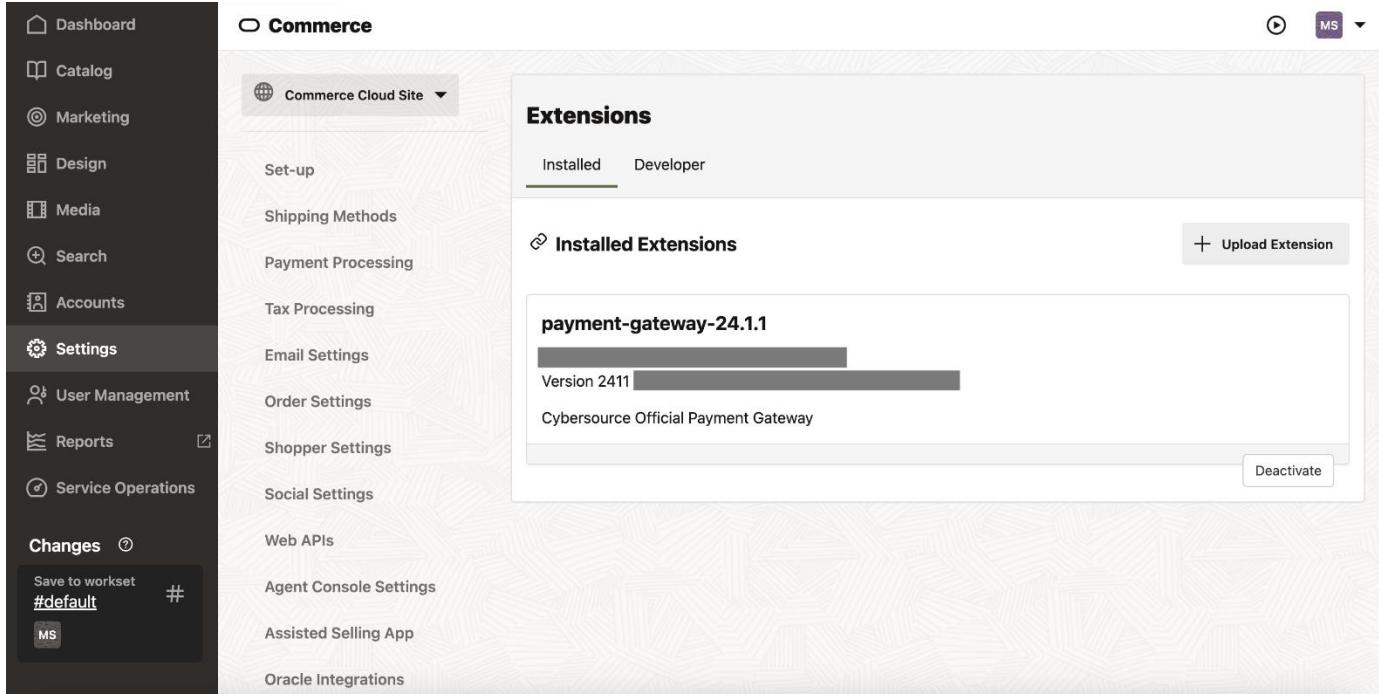


Figure 3: Upload Extension

Once the module is installed, head back to the Oracle Commerce Cloud Admin settings to configure it.

1.3.2. SSE (server-extension) installation details

Configure production settings in the following file packages/server-extension/config/app.prod.json:

- cache.service.ttl.secs - Default caching TTL, can be zero value
- cache.gatewaysettings.ttl.secs - Caching TTL for gateway settings call (see packages/serverextension/src/middlewares/gatewaySettings.ts). You might want to use TTL value '1' while testing SSE so that changes in gateway settings performed in OCC Admin become immediately available to SSE and Payment Widget respectively
- crypto.service.key - Random key which is used to encrypt data so that it is not tampered in UI
- partner.developerId - Leave the value as is
- partner.solutionId - Leave the value as is
- logging.webhook.http - Enable webhook request/response logging
- logging.api.error - Enable logging for errors
- logging.api.access - Enable logging for incoming requests
- payments.secret.key - Webhook secret key (SHA512)

1.3.3. Plugin installation details

- Copy the contents from cybersource-plugins-oraclecxcommerce/plugins into the plugin's directory of your storefront (OSF workspace) code.

Copy plugins/actions into your storefront code and export the actions in the index and meta files: plugins/actions/index.js

```
export * from '@oracle-cx-commerce/actions';

export const flexMicroformAction = () => import('./flex-microform-action');
export const applePayValidationAction = () => import('./apple-pay-validation-action');
export const getPayerAuthSetupAction = () => import('./get-payer-auth-setup-action');
```

plugins/actions/meta.js

```
export * from '@oracle-cx-commerce/actions/meta';
|
export {flexMicroformAction} from './flex-microform-action/meta';
export {applePayValidationAction} from './apple-pay-validation-action/meta';
export {getPayerAuthSetupAction} from './get-payer-auth-setup-action/meta';
```

Copy plugins/components into your storefront code and export the components in the index and meta files: plugins/components/index.js

```
export * from '@oracle-cx-commerce/react-widgets';
export const IsvPaymentMethod = () => import('./isv-payment-method/index');
export const IsvCheckoutContinueToReviewOrderButton = () => import('./isv-checkout-continue-to-review-order-button');
export const IsvCheckoutPlaceOrderButton = () => import('./isv-checkout-place-order-button');
```

plugins/components/meta.js

```
export * from '@oracle-cx-commerce/react-widgets/meta';
export {default as IsvPaymentMethod} from './isv-payment-method/meta';
export {default as IsvCheckoutContinueToReviewOrderButton} from './isv-checkout-continue-to-review-order-button/meta';
export {default as IsvCheckoutPlaceOrderButton} from './isv-checkout-place-order-button/meta';
```

Copy plugins/endpoints into your storefront code and export the endpoints in the index and meta files: plugins/endpoints/index.js

```
export * from '@oracle-cx-commerce/endpoints';
export * from '@oracle-cx-commerce/oce-endpoints';
export const flexMicroformEndpoint = () => import('./flex-microform-endpoint');
export const paymentMethodConfigEndpoint = () => import('./payment-method-config-endpoint');
export const applePayValidationEndpoint = () => import('./apple-pay-validation-endpoint');
export const payerAuthSetupEndpoint = () => import('./payer-auth-setup-endpoint');
```

plugins/endpoints/meta.js

```
export * from '@oracle-cx-commerce/endpoints/meta';
export * from '@oracle-cx-commerce/oce-endpoints';
export {default as flexMicroformEndpoint} from './flex-microform-endpoint/meta';
export {default as paymentMethodConfigEndpoint} from './payment-method-config-endpoint/meta';
export {default as applePayValidationEndpoint} from './apple-pay-validation-endpoint/meta';
export {default as payerAuthSetupEndpoint} from './payer-auth-setup-endpoint/meta';
```

Copy plugins/selectors into your storefront code and export the selector in the index file: plugins/selectors/index.js

```
export * from './flex-microform-selector';
export * from './payment-method-config-selector';
|
```

Copy plugins/fetchers into your storefront code and export the fetchers in the hook, index and meta files:

```
plugins/fetchers/hooks.js
export {default as useFlexMicroformFetcher} from './flex-microform-fetcher/hook';
export {default as usePaymentMethodConfigFetcher} from './payment-method-config-fetcher';

plugins/fetchers/index.js
export {default as flexMicroformFetcher} from './flex-microform-fetcher';
export {default as paymentMethodConfigFetcher} from './payment-method-config-fetcher';

plugins/fetchers/meta.js
export {default as flexMicroformFetcher} from './flex-microform-fetcher/meta';
export {default as paymentMethodConfigFetcher} from './payment-method-config-fetcher/meta';
```

Note: Install jwt-decode package by running '**yarn add jwt-decode -W**'

- Deploy with the following command and mount the widgets to checkout layout.

yarn occ deploy

2. Version History

This section gives details on the release notes of the Cybersource Official.

Version 24.1.2

1. SSRF Vulnerability Fix for Apple Pay

Compatible with OSF: v5.4.0

OCC Version: v24.08.02

Version 24.1.1

1. Auto Auth Reversal for DM Reject
2. Cybersource rest client upgrade
3. Code optimization changes
4. Replaced superagent and superagent-proxy libraries
5. Addressed Checkmark issues

Compatible with latest OSF: v5.4.0

OCC Version: v23.11

Version 24.1.0

1. Standard Field Mapping
2. Addressed Checkmark issues
3. Removed unused dependencies and scripts
4. Updated OSF endpoints format
5. Compatible with OCC v23.11

Compatible with latest OSF: v5.1.0

OCC Version: v23.11

Version 23.3.0

1. Network Tokens
2. Microform upgrade
3. Cybersource rest client and other dependencies upgrade
4. Updated the user guide
5. Addressed Checkmarx issues

Compatible with latest OSF: v5.0.0

OCC Version: v23.08.01

Version 23.2.0

1. Allow merchants to configure when to enforce Strong Consumer Authentication.
2. Module compatible with latest Oracle 23C upgrade.

Compatible with OSF: v5.0.0

OCC Version: v23.08.01

Version 23.1.0

1. Payer Authentication from Hybrid model to direct connection API
2. Included custom properties in the request
3. Addressed Checkmarx issues
4. Updated the user guide with support items

Note: Local instance doesn't support Payer Authentication with saved card due to product limitation.

Compatible with OSF: v4.4.0

OCC Version: v23.1.1.1

Version 22.1.0

1. Implemented Payment Acceptance, Fraud Management and Payment Security Services for Credit Card, Google Pay and Apple Pay for OSF framework.
2. Security and vulnerability issues, Checkmarx issue and
3. Handled promise rejection with error logs

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4. Request - response logs for webhook and API calls

Compatible with OSF: 3.7

3. Configuration Details

This section provides the details about the steps for configuring the extension with Merchant Details, Payment Method enabling for Credit/Debit Card, Google Pay and Apple Pay

3.1. General Settings

Step 1: Go to OCC Admin -> Settings ->Payment Processing and then click on “Payment Gateways”.

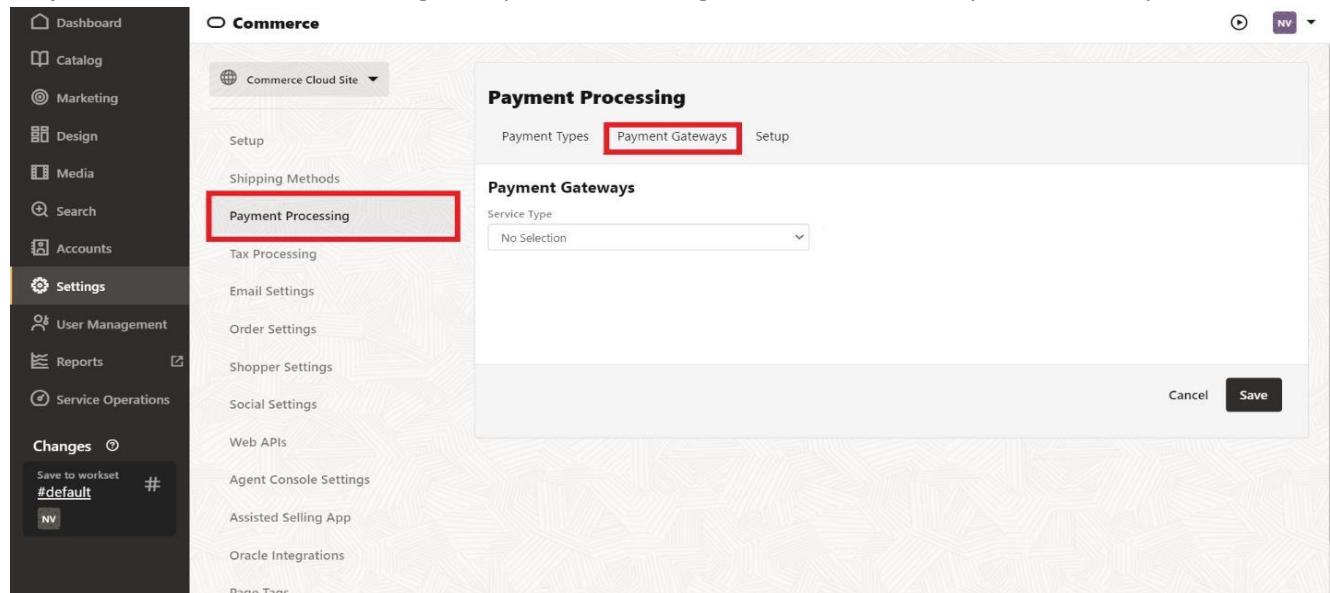


Figure 4: Payment Gateways

Step 2: Under Payment Gateways, select the Service Type “Cybersource Official” and enable the Payment Gateway

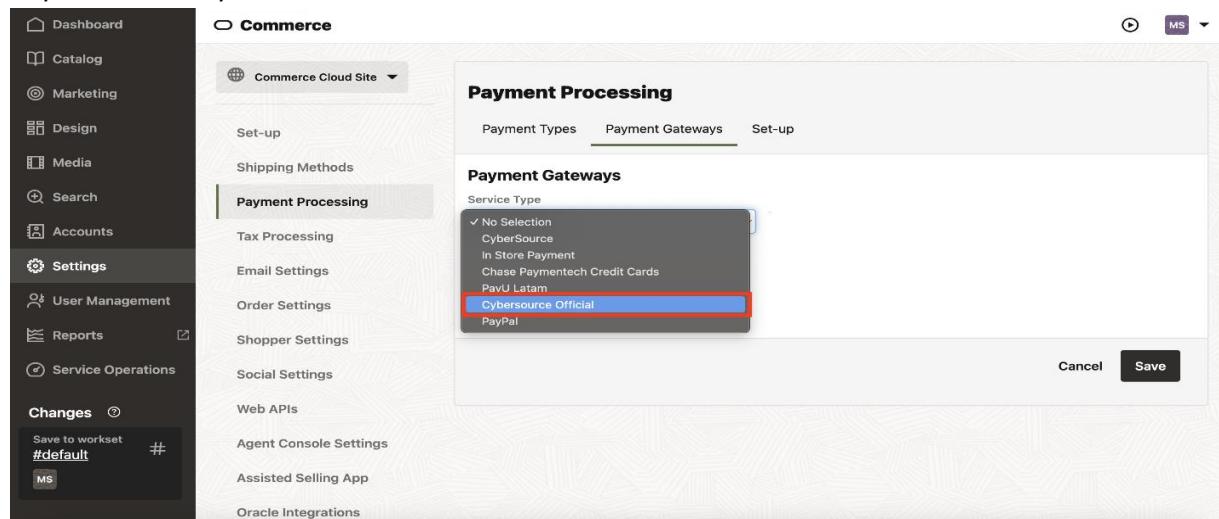


Figure 5: Cybersource Official Gateway

Step 3: Under Cybersource Official Gateway, enter the details for Preview, StoreFront and Agent Configurations

Figure 6: Preview Configuration

Section	Description
Merchant ID	Enter the Cybersource Merchant ID details
Key id	Enter the Cybersource Merchant Key ID
Secret key	Enter the Cybersource Merchant Secret Key
Key alias	Key Alias (in case authentication type = jwt)
Key pass	Key Pass (in case authentication type = jwt)
Key file name	Key File Name (in case authentication type = jwt)
Authentication type	Choose the authentication type from the drop down
Environment	PSP REST API environment to send requests to
Google Pay Gateway	To retrieve payment and customer information from a payment gateway that's supported by the Google Pay API. Gateway's identifier, which is issued by Google
Google Pay Gateway merchant ID	To retrieve payment and customer information from a payment gateway that's supported by the Google Pay API. Your gateway account ID, which is provided by the gateway

Google Pay Merchant ID	A Google merchant identifier issued after registration with the Google Pay Business Console. Required when Payments Client is initialized with an environment property of PRODUCTION. See Request production access for more information about the approval process and how to obtain a Google merchant identifier
Google Pay Merchant Name	Merchant name encoded as UTF-8. Merchant name is rendered in the payment sheet. In TEST environment, or if a merchant isn't recognized, a "Pay Unverified Merchant" message is displayed in the payment sheet
Google Pay Supported Networks	Google Pay Supported networks
Apple Pay Merchant ID	Apple Pay Merchant ID
Apple Pay initiative context	Fully qualified domain name associated with your Apple Pay Merchant Identity Certificate
Apple Pay supported network	Apple Pay Supported Networks
Apple Pay display name	Apple Pay Display Name

Table 1: Configuration Fields

Step 4: Save changes

Step 5: Go back to the 'Payment Types' type

Step 6: Select supported credit/debit card types from the list [Possible card types: VISA, MASTERCARD, AMEX, DISCOVER, DINERSCLUB, JCB, CARTESBANCAIRES, MAESTRO, CARNET, CUP]

Step 7: Save and publish the changes

3.2. Fraud Management Settings

3.2.1. Enabling Payer Authentication

Step 1: Login to OCC Admin dashboard and click on Settings.

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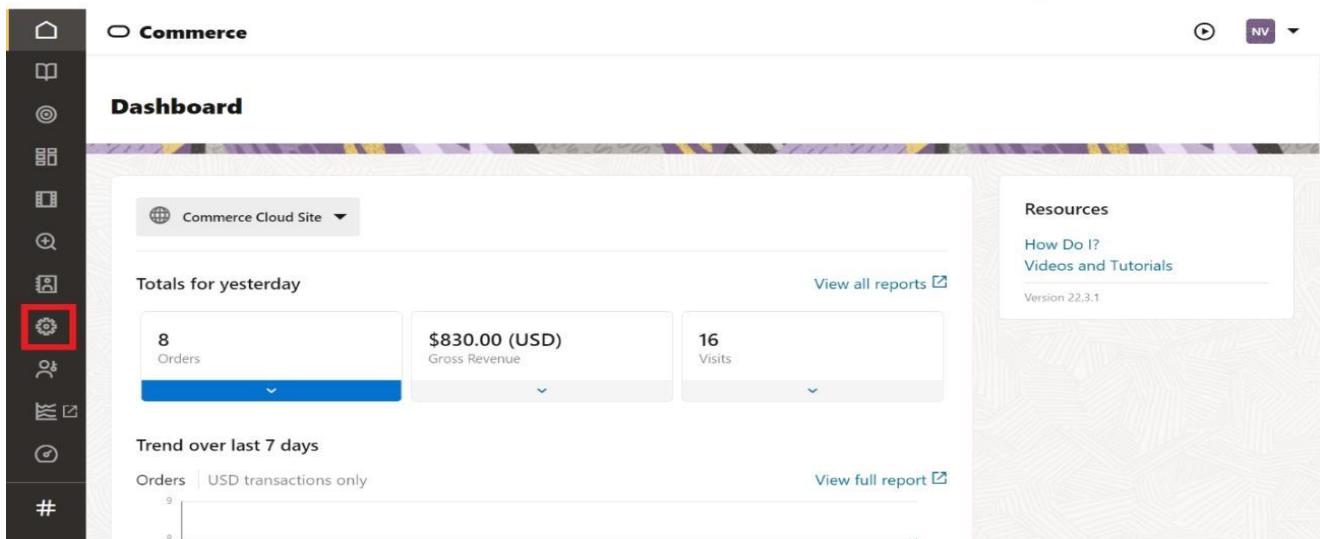


Figure 7: Enabling Payer Authentication

Step 2: Go to Settings -> Payment Processing and then click on “Payment Gateways”.

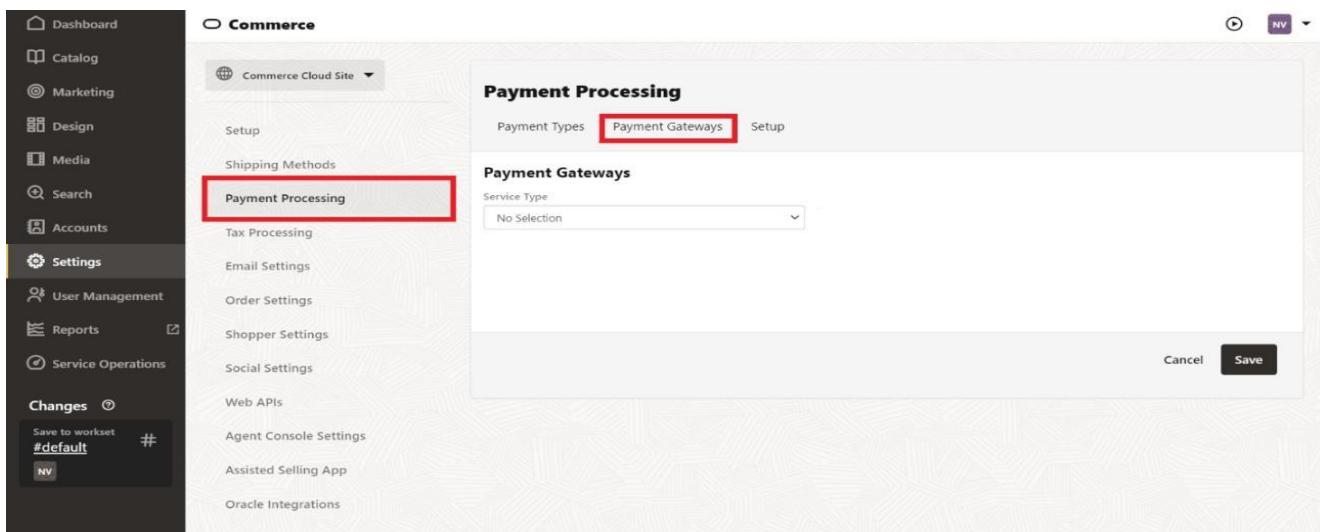


Figure 8: Payment Gateways

Step 3: Under Payment Gateways, select the Service Type “Cybersource Official”. Select the Credit Card Payer Authentication Enabled checkbox. Save the changes.

Note: Local Instance doesn't support Payer Authentication with saved cards

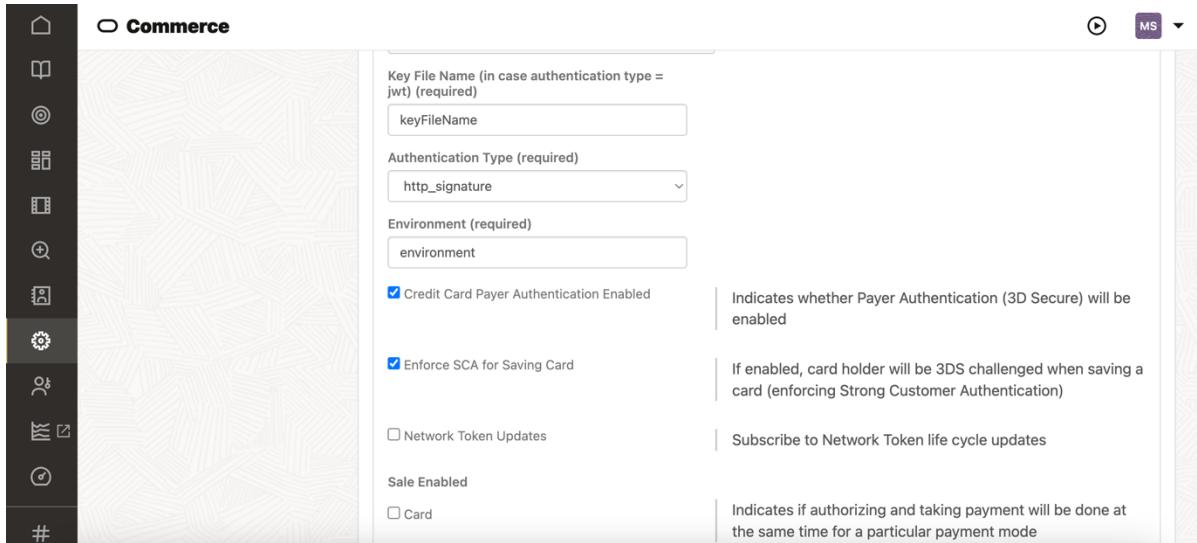


Figure 9: Enabling Payer Authentication

3.2.2. Enabling Strong Customer Authentication

When payer authentication is enabled, if a transaction gets declined with the reason as Strong Customer Authentication required, then another request will be sent from Oracle Commerce Cloud automatically for the same order and the customer will be 3DS challenged.

This section covers information on how to enable a Strong Customer Authentication Service. Under Payment Gateways -> "Cybersource Official", select the Enforce Strong Customer Authentication checkbox to enable the Strong Customer Authentication. Save the changes.

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The screenshot shows a configuration page for payment gateways. On the left is a vertical toolbar with icons for Home, Commerce, Reports, Analytics, and Configuration. The main area is titled 'Commerce' and contains the following fields:

- Key File Name (in case authentication type = jwt) (required):
- Authentication Type (required):
- Environment (required):
- Credit Card Payer Authentication Enabled: Indicates whether Payer Authentication (3D Secure) will be enabled.
- Enforce SCA for Saving Card: If enabled, card holder will be 3DS challenged when saving a card (enforcing Strong Customer Authentication).
- Network Token Updates: Subscribe to Network Token life cycle updates.
- Sale Enabled: Card: Indicates if authorizing and taking payment will be done at the same time for a particular payment mode.

Figure 10: Enabling Strong Customer Authentication

Note: The “Enforce SCA for Saving Card” setting will be only available if “Payer Authentication” is enabled

3.2.3. Enabling Device fingerprint

This section covers information on how to enable Device Fingerprint Service.

Under Payment Gateways -> “Cybersource Official”, select the Device Fingerprint Enabled checkbox to enable the Device Fingerprint and enter the details for Device Fingerprint URL & Device Fingerprint Organization Id. Save the changes.

The screenshot shows a configuration page for payment gateways. On the left is a vertical toolbar with icons for Home, Commerce, Reports, Analytics, and Configuration. The main area is titled 'Commerce' and contains the following fields:

- DM Decision Skip:
 - Card
 - Apple Pay
 - Google PayIndicates which payment modes should skip the decision manager step.
- Daily Report Name (required):
- Device Fingerprint URL (required):
- Device Fingerprint Organization Id (required):
- Device Fingerprint Enabled

At the bottom right are 'Cancel' and 'Save' buttons.

Figure 11: Enabling Device fingerprint

3.2.4. Advanced Fraud Screening with Decision Manager

This section provides information on configuring Decision Manager Services in OCC.

Under Payment Gateways -> “Cybersource Official”, uncheck the DM Decision Skip to enable Decision Manager for the desired Payment Service.

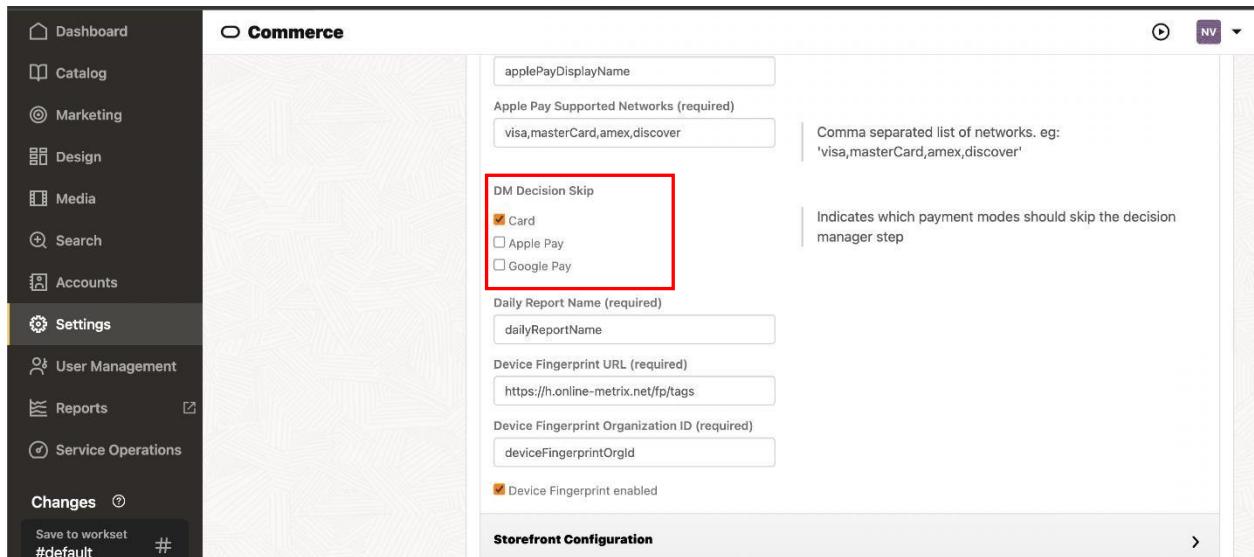


Figure 12: DM Decision Skip

Note: For the transactions with DM enabled and rejected after authorization, an Authorization Reversal will be triggered automatically.

4. Reporting

This section covers the details of the Reports imported from Cybersource to Oracle Commerce Cloud. Following Reports are generated in Cybersource and are imported in Oracle Commerce Cloud:

1. On-demand conversion
2. Daily conversion

4.1. Reporting configuration

This section covers the configuration to be made for Reporting:

The types of Reports supported are:

1. **On-demand conversion:** Daily transaction level report that provides details related to each individual transaction.

2. **Daily conversion:** Report that can be scheduled for daily execution which returns conversion report for a given date.

In settings, give the daily report name as **ConversionDetailReport_Daily_Classic**

The screenshot shows the Oracle Commerce Cloud interface with the 'Commerce' tab selected. On the left, a sidebar lists various settings like Catalog, Marketing, Design, Media, Search, Accounts, and Reports. The 'Settings' section is currently active. In the main content area, there are several configuration fields for payment methods. One field, 'Daily Report Name (required)', contains the value 'dailyReportName'. This field is highlighted with a red rectangular box. Other visible fields include 'Google Pay Supported Networks' (AMEX,DISCOVER,INTERAC,JCB,MASTERCARD,VISA), 'Apple Pay Merchant ID' (merchant.com.cybs.wiprold), 'Apple Pay Initiative' (web), 'Apple Pay Initiative context' (www.occ.isvplugins.com), 'Apple Pay Supported Networks' (visa.masterCard.amex.discover), and 'DM Decision Skip' checkboxes for Card, Apple Pay, and Google Pay. A note next to the 'Daily Report Name' field specifies it must be a comma-separated list of networks.

Figure 13: Enter the Daily Report Name

5. Shipping Region

This section covers the details about changing the Shipping Region in OCC Admin

Step 1: Under Settings -> Shipping Methods, click on New Shipping Region

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The screenshot shows the Oracle Commerce Cloud interface. On the left, there is a dark sidebar with various navigation options: Dashboard, Catalog, Marketing, Design, Media, Search, Accounts, Settings (which is selected), User Management, Reports, Service Operations, Changes, and Save to workset. The main area is titled 'Commerce' and has a sub-section 'Shipping Methods'. Under 'Shipping Methods', there are links for Setup, Payment Processing, Tax Processing, Email Settings, Order Settings, Shopper Settings, Social Settings, Web APIs, Agent Console Settings, and Assisted Selling App. To the right of these links is a table titled 'Shipping Methods' with four rows:

Shipping Method	Type	Selected Site
Shipping Cost	Internally Priced	✓
Shipping Cost External	Externally Priced	✓
US shipping	Internally Priced	✓

Below the table, there is a section for 'Default Shipping Country' with a dropdown menu set to 'United States'. A note states: 'Preselected in the shipping address form during checkout, though shoppers can change it. The country must be part of an enabled shipping method. Otherwise, no country is preselected at checkout.' At the bottom right of the main area is a button '+ New Shipping Region'.

Figure 14: Shipping methods

Step 2: Enter the display name as per your preference and select the shipping country and save

The screenshot shows a modal dialog box titled 'New Shipping Region'. It has a 'Display Name (required)' input field which is currently empty. Below it is a section titled 'Select Countries and Regions' with a list of countries and regions. Each item has a checkbox followed by a right-pointing arrow. The listed items are: Afghanistan, Åland Islands, Albania, Algeria, American Samoa, Andorra, and Angola. At the bottom right of the dialog box are 'Cancel' and 'Save' buttons. In the background, the same Commerce Cloud interface as Figure 14 is visible, showing the 'Shipping Methods' table and the note about the default shipping country.

Figure 15: New Shipping Region

6. Placing order from Storefront

This section provides the steps for placing order from Storefront.

Step 1: Open the Oracle Commerce Cloud Storefront

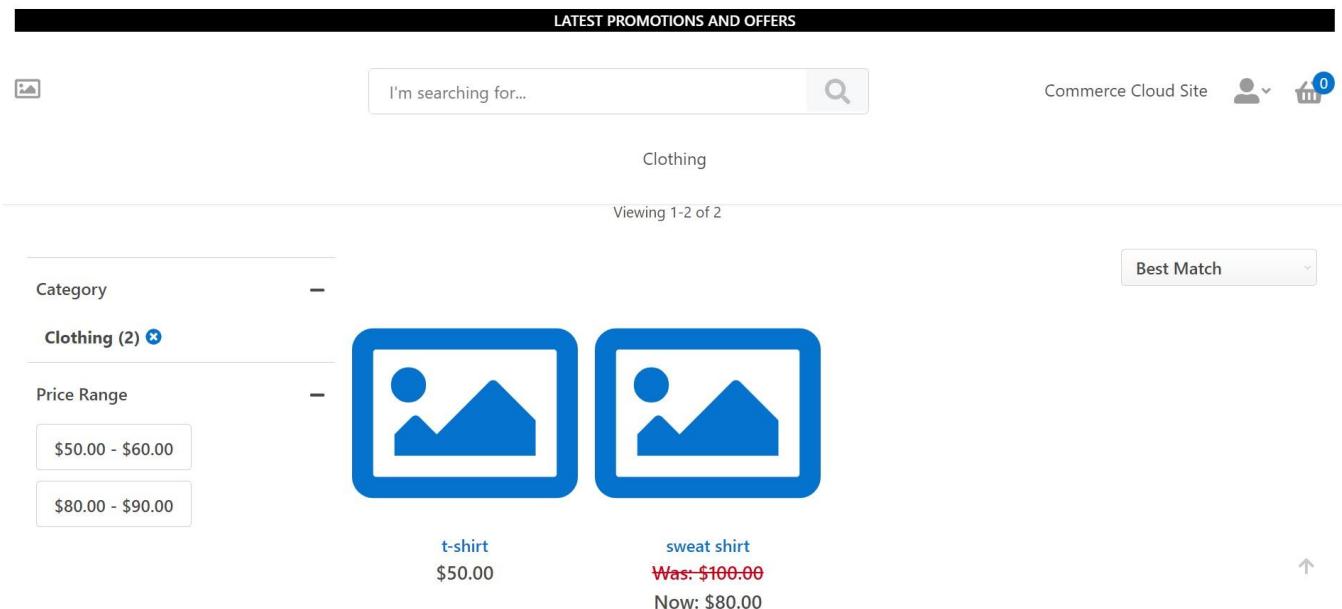


Figure 16: Oracle Commerce Cloud StoreFront

Step 2: Add an item in to cart

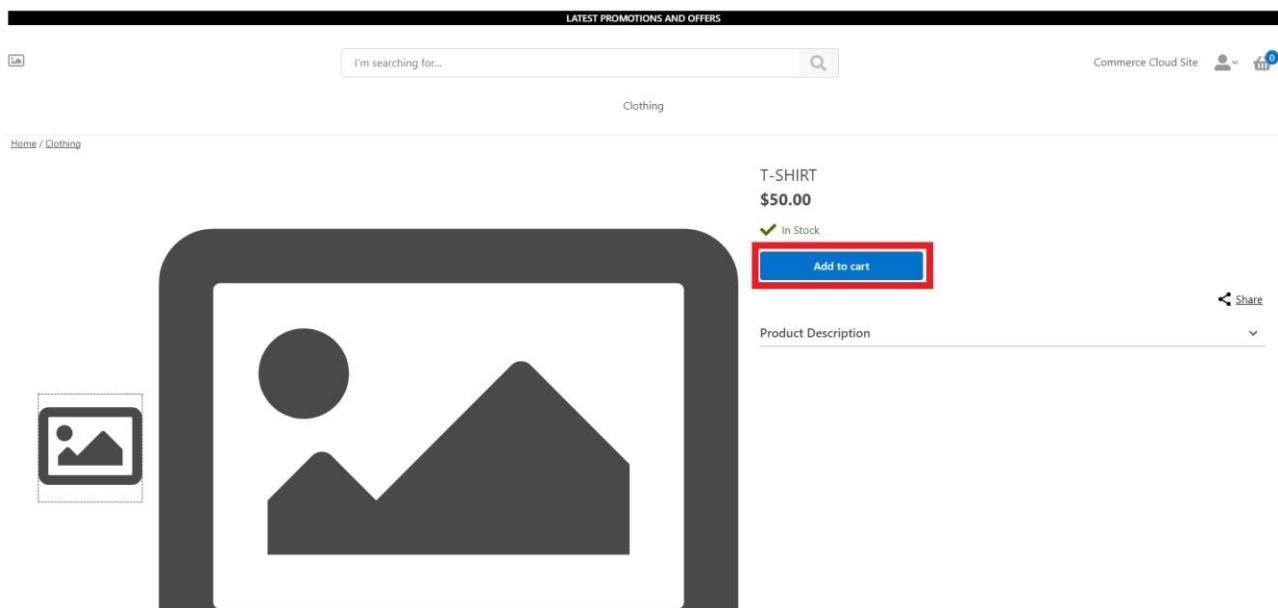


Figure 17: Oracle Commerce Cloud Add to Cart

Cybersource Official - Oracle Commerce Cloud User Installation Guide

Step 3: After adding an item to cart, click on “Checkout” option.

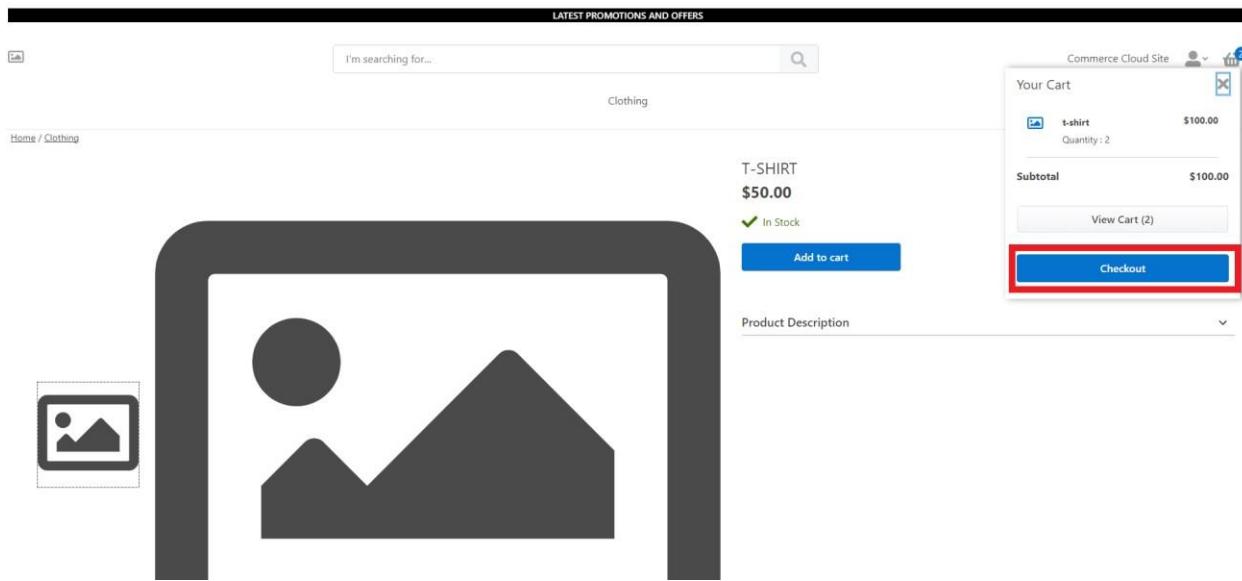


Figure 18: Oracle Commerce Cloud Checkout

Step 4: Click on “Checkout as Guest”

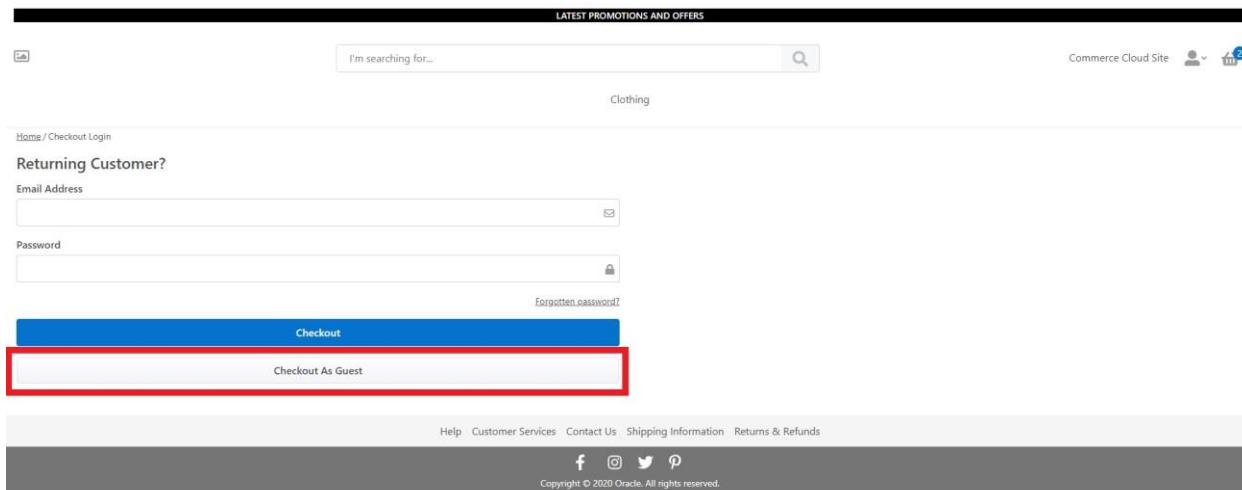


Figure 19: Oracle Commerce Cloud Checkout as Guest

Step 5: Fill in the Shipping details.

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The screenshot shows the Oracle Commerce Cloud Checkout process at the Shipping step (Step 1). The page is titled "Checkout" with three steps: SHIPPING, PAYMENT, and REVIEW. On the left, there's a "SHIPPING" section for entering delivery address details like First Name, Last Name, ZIP Code, State, Street Address, and Town/City. A "Phone Number (optional)" field is also present. To the right is an "Order Summary" table:

Order Summary	
Subtotal	\$100.00
Shipping	Free
Tax	\$0.00
Total	\$100.00

At the bottom, there's a "Continue" button and a footer with links to Help, Customer Services, Contact Us, Shipping Information, Returns & Refunds, and social media icons (Facebook, Instagram, Twitter, Pinterest). The footer also includes a copyright notice: "Copyright © 2020 Oracle. All rights reserved."

Figure 20: Shipping address

Step 6: Select the desired shipping option & click “Continue to Payment”

The screenshot shows the Oracle Commerce Cloud Checkout process at the "Continue to Payment" step (Step 2). The page is titled "Checkout" with three steps: SHIPPING, PAYMENT, and REVIEW. On the left, there's a "Home Delivery" section for item details, showing a t-shirt image, the item name "t-shirt", and a status "In Stock". Below this is a "Ship to" section with the recipient's name "Amin Babu" and address "1295 Charleston Road, Mountain View CA 94043 US". There's also an "Edit Address" link. At the bottom of this section is a "Shipping Options" block with two radio buttons: "Shipping Cost: \$6.00" (selected) and "US shipping: \$5.00". To the right is an "Order Summary" table:

Order Summary	
Subtotal	\$100.00
Shipping	\$6.00
Tax	\$0.00
Total	\$106.00

At the bottom, there's a red-bordered "Continue to Payment" button.

Figure 21: Continue to Payment

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Step 7: Select the required Payment method and enter the necessary details. For Credit Card, click on Continue to Review Order button and respective buttons for Google Pay & Apple Pay.

The screenshot shows the payment section of an Oracle Commerce Cloud checkout. It includes fields for Card Number, Expiry Date (MM/YY), CVV Number, Name on Card, and Billing Address (1295 Charleston Road, Mountain View ABE 94043 GB). There are buttons for Credit Card, Google Pay, and Apply a Promo Code. To the right is an Order Summary table:

Order Summary	
Subtotal	\$2,101.00
Shipping	Free
Tax	\$0.00
Total	\$2,101.00

Buttons at the bottom are 'Continue to Review Order' (blue) and 'Back to Previous'.

Figure 22.1: Credit Card Payment Method

The screenshot shows the payment section of an Oracle Commerce Cloud checkout. It includes fields for Credit Card, Google Pay, and Apply a Promo Code. The Google Pay button is highlighted with a red box. To the right is an Order Summary table:

Order Summary	
Subtotal	\$50.00
Shipping	\$6.00
Tax	\$0.00
Total	\$56.00

Buttons at the bottom are 'Continue to Review Order' (blue) and 'Back to Previous'.

Figure 22.2: Google Pay Payment Method

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The screenshot shows the payment step of an Oracle Commerce Cloud checkout process. At the top, there are three tabs: 1 SHIPPING, 2 PAYMENT, and 3 REVIEW. The PAYMENT tab is active, showing a list of payment methods: Credit Card, Google Pay, and Apple Pay. The Apple Pay option is selected. Below this is a button labeled "Buy with Apple Pay". To the right, there is an "Order Summary" box with the following details:

Order Summary	
Subtotal	\$50.00
Shipping	\$6.00
Total	\$56.00

Below the payment method section, there is a "Billing Address" field containing the address: 1295 charleston road, Mountain view CA 94043 US. There is also an "Edit Address" link. At the bottom left is a link to "Apply a Promo Code", and at the bottom right are "Continue to Review Order" and "Back to Previous" buttons.

Figure 22.3: Apple Pay Payment Method

Step 8: Enter the email address, click on “Place Order” button

The screenshot shows the review order step of the Oracle Commerce Cloud checkout process. At the top, there are three tabs: 1 SHIPPING, 2 PAYMENT, and 3 REVIEW. The REVIEW tab is active. On the left, there is a "REVIEW ORDER" section with "Contact Information" and an email input field containing "test@gmail.com", which is highlighted with a red box. Below it is a "Shipping Details" section with a table for "Home Delivery". On the right, there is an "Order Summary" box with the following details:

Order Summary	
Subtotal	\$50.00
Shipping	\$6.00
Tax	\$0.00
Total	\$56.00

At the bottom right of the summary box is a large blue "Place Order" button, which is also highlighted with a red box. At the very bottom of the page, there is a footer with links for Help, Customer Services, Contact Us, Shipping Information, Returns & Refunds, and social media icons for Facebook, Instagram, Twitter, and Pinterest. It also includes a copyright notice: "Copyright © 2020 Oracle. All rights reserved."

Figure 23: Place Order

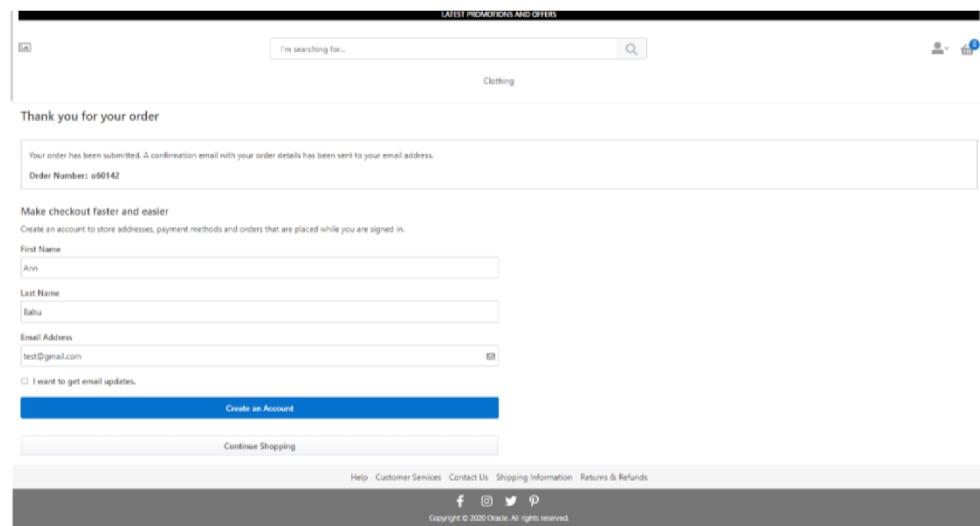


Figure 24: Order placed

7. Oracle Commerce Cloud Storefront Cancel an order

The Customer can cancel the order from Oracle Commerce Cloud.

Step 1: Click on “Agent Console Settings” and then “Remorse Period”.

Figure 25: Remorse Period

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Step 2: Specify the Time for Remorse Period and save.

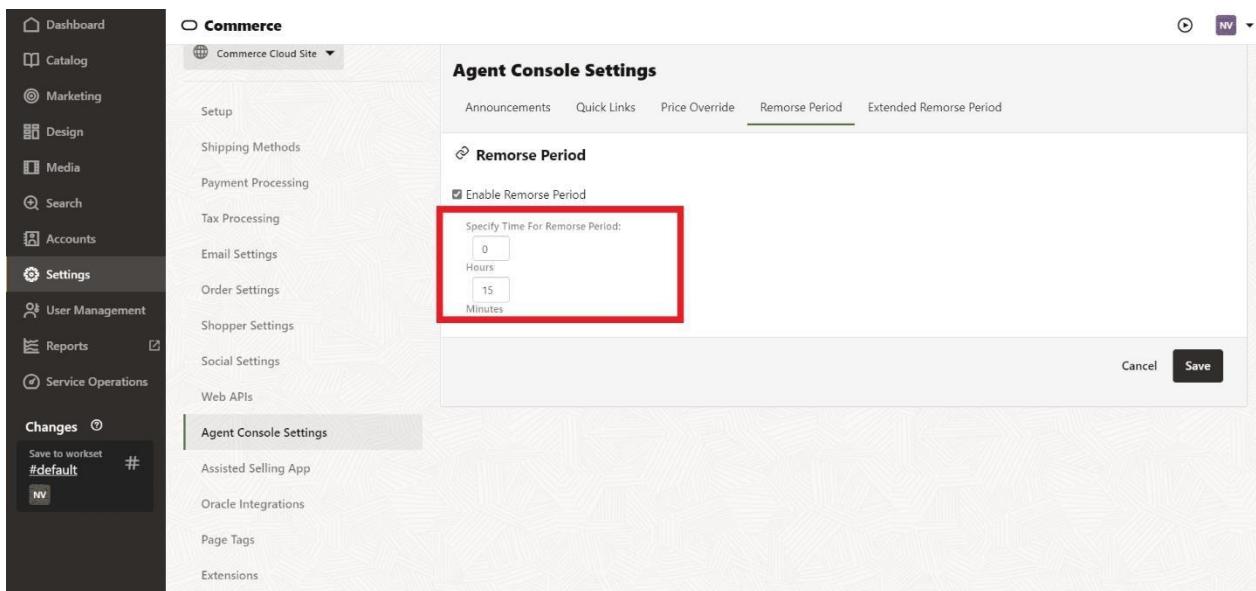


Figure 26: Enable Remorse Period

Step 3: Login into user account and select Order History from the profile

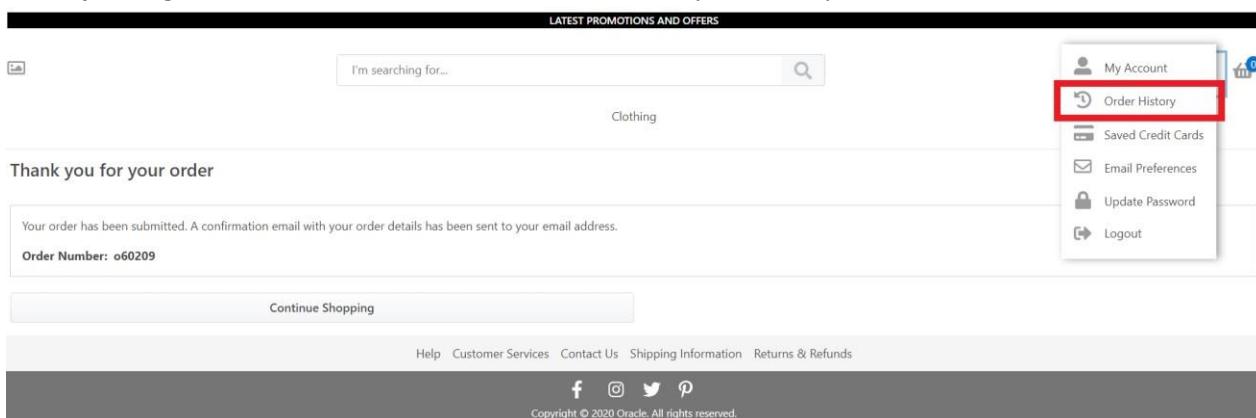


Figure 27: Order History

Step 4: Click on the order to be cancelled

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The screenshot shows the 'Order History' section of the Oracle Commerce Cloud interface. It displays two orders in a grid format. Order 060209 is listed under 'Submitted to fulfillment' status, while Order 060201 is listed under 'Removed' status. Both orders show a total cost of \$106.00 and were placed on 9/26/2022.

Status:	Order Number:	Total Cost:	Order Date:
Submitted to fulfillment	060209	\$106.00	9/26/2022
Removed	060201	\$56.00	9/26/2022

Figure 28: Orders page

Step 5: Click on “Cancel This Order” button

The screenshot shows the 'Order Details' page for Order 060209. On the right side, there is a 'Copy Order' button and an 'Order Summary' table. The summary table includes Subtotal (\$100.00), Shipping (\$6.00), Tax (\$0.00), and a Total of \$106.00. Below the summary, a red box highlights the 'Cancel This Order' button.

Subtotal	\$100.00
Shipping	\$6.00
Tax	\$0.00
Total	\$106.00

Figure 29: Cancel This order

Step 6: Select the reason for the cancellation & click on “Submit Cancellation”

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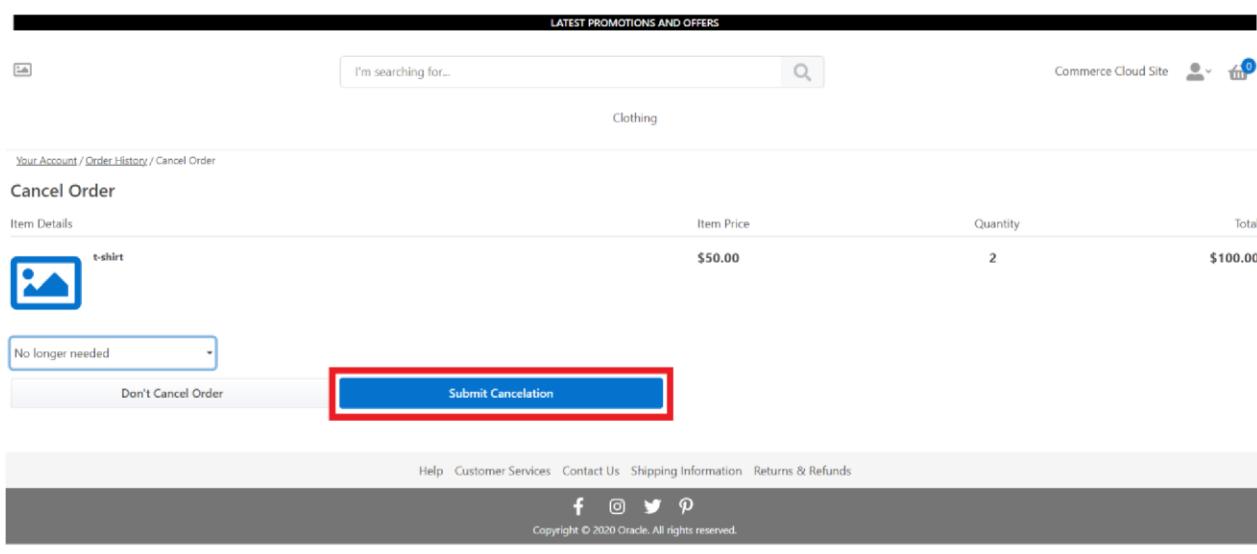


Figure 30: Submit cancellation

Step 7: The Order Cancellation screen.

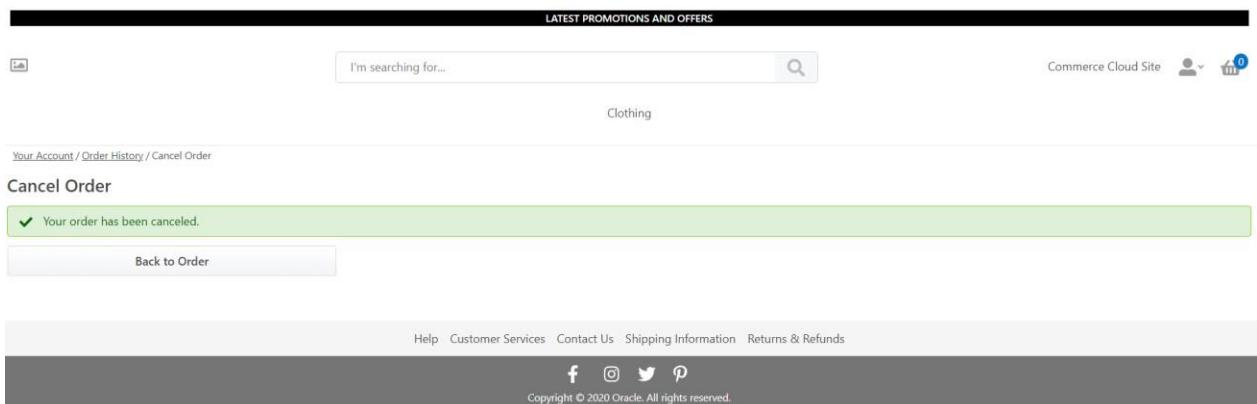


Figure 31: Order Canceled successfully

8. Apple Pay Configuration

In order to use Apple Pay there are few assumptions and prerequisites one should take into consideration.

- You must have an Apple Developer Account.
- All pages that incorporate Apple Pay must be served over HTTPS.
- Your website must comply with the Apple Pay guidelines. [Click here](#) for more information.
- Your website must have HTTPS mode enabled. [Click here](#) to know more about server requirements

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In order to configure Apple Pay added in the Cybersource Official plugin, you need to perform the following actions:

1. Register an Apple Pay Merchant ID
2. Validate your Store domain in Apple Pay.
3. Create a Payment Processing Certificate.
4. Create a Merchant Identity Certificate.

8.1. Create a Merchant ID

[Click here](#) to visit Apple's official article

1. Go to [Certificates, Identifiers & Profiles](#) page.
2. Select Identifiers from the sidebar. Click the “+” button.
3. Find and select the Merchant IDs from the list.

The screenshot shows the 'Certificates, Identifiers & Profiles' page in the Apple Developer portal. At the top, there is a navigation bar with 'Certificates', 'Identifiers', and 'Profiles'. Below the navigation, there is a sub-navigation bar with 'All Identifiers', 'Identifiers', and 'Profiles'. A 'Register a new identifier' button is prominently displayed. On the left, there is a sidebar with various identifier types: App IDs, Services IDs, Pass Type IDs, Website Push IDs, iCloud Containers, App Groups, Merchant IDs, Media IDs, and Maps IDs. Each item has a brief description and a link to more information. On the right, there is a large text area for entering identifier details, and at the bottom right, there is a 'Continue' button.

Figure 32: Register a New Identifier Page

4. Fill in the Description and the Identifier field values. Record the value of the Identifier as it is required in the following configuration process. Click the Continue button.

The screenshot shows a registration form for a Merchant ID. At the top left is the Apple Developer logo. Below it, the title 'Certificates, Identifiers & Profiles' is displayed. Underneath, the section 'Register a Merchant ID' is shown. On the left, there is a 'Description' field containing 'Cybersource Test Merchant ID'. A note below it states: 'You cannot use special characters such as @, &, *, !, ", -, .'. On the right, there is an 'Identifier' field containing 'merchant.com.test.cyberosource'. A note below it says: 'We recommend using a reverse-domain name style string (i.e., com.domainname.appname)'. At the bottom right of the form are 'Back' and 'Continue' buttons.

Figure 33: Register a Merchant ID Page

5. Click the Register button to finish the Merchant ID creation process.

This screenshot shows the same registration form after the merchant ID has been registered. The 'Identifier' field now contains 'merchant.com.test.cyberosource'. The 'Register' button at the bottom right is highlighted in blue, indicating it is the next action to be taken. The rest of the interface remains the same, including the Apple Developer logo, navigation links, and descriptive text.

Figure 34: Finishing a New Merchant ID Registration Page

8.2. Create Payment Processing Certificate

A Payment Processing certificate is used to establish secure communication between Apple Pay and Cybersource.

1. Log in to your Cybersource Enterprise Business Center account.
2. On the left navigation panel go to “Payment Configuration” > “Digital Payment Solutions”.
3. Click “Configure” button near “Apple Pay”.
4. Enter the value of your Apple Pay Merchant ID in the Apple Merchant ID field.



Step 1: Generate the Certificate Signing Request
The Certificate Signing Request (CSR) contains an identifier and a public key. Apple requires this file to encrypt sensitive payment credentials.

To use the CSR generated on this page, download and submit it to Apple (see step 2). Your old certificate can be used until its expiration, 25 months from the date of generation or until the new CSR is submitted to Apple.

Enter the Apple Merchant ID you registered in the certificates, identifiers, and profiles area of the member center on the Apple Website.

Apple Merchant ID

GENERATE NEW CERTIFICATE SIGNING REQUEST

Step 2: Submit the CSR to Apple

Submit the CSR to Apple to get the required Apple Pay Certificate. [Learn more about the submission process.](#)

Step 3: Generate Transaction Security Key

Complete this step if you use the SDK. When using the SDK, each transaction request originating from your iOS application must include a unique signature.

At least one CyberSource SOAP Toolkit API transaction security key exists. If you do not want to reuse an existing key, [generate a new transaction security key here.](#)

Important - To use Apple Pay, your processor must support payment network tokenization.

Figure 35: Business Centre Apple Pay Registration Page

5. Click Generate New Certificate Signing Request button.
6. Save the generated CSR on your disk.
7. Go to [Certificates, Identifiers & Profiles](#) page on your Apple Developer portal.
8. Select Identifiers from the sidebar.
9. Select your Merchant ID from the list.
10. Under Apple Pay Payment Processing Certificate click the Create Certificate button.
11. Select the CSR file you have downloaded from Business Centre in the previous step.

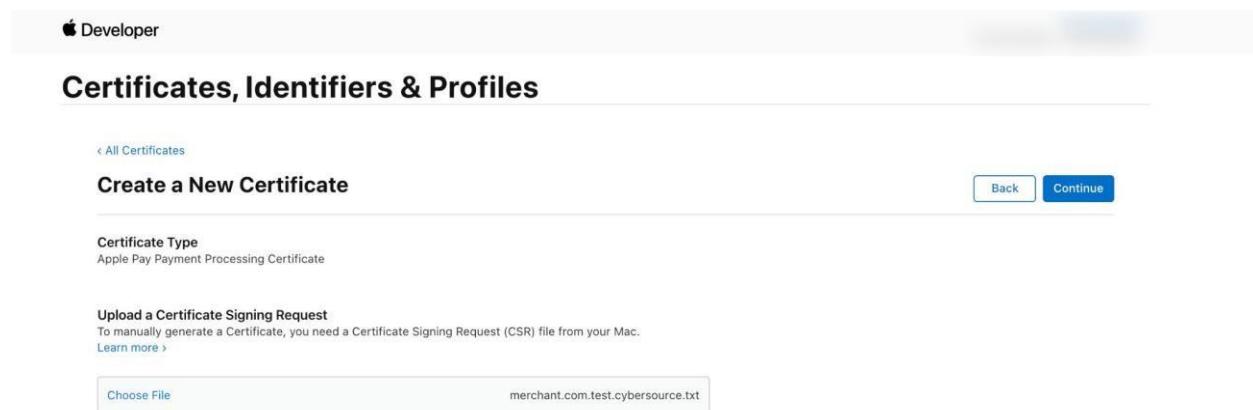


Figure 36: Uploading Payment Processing Certificate Request

12. Click Continue button.
13. Click Download button.

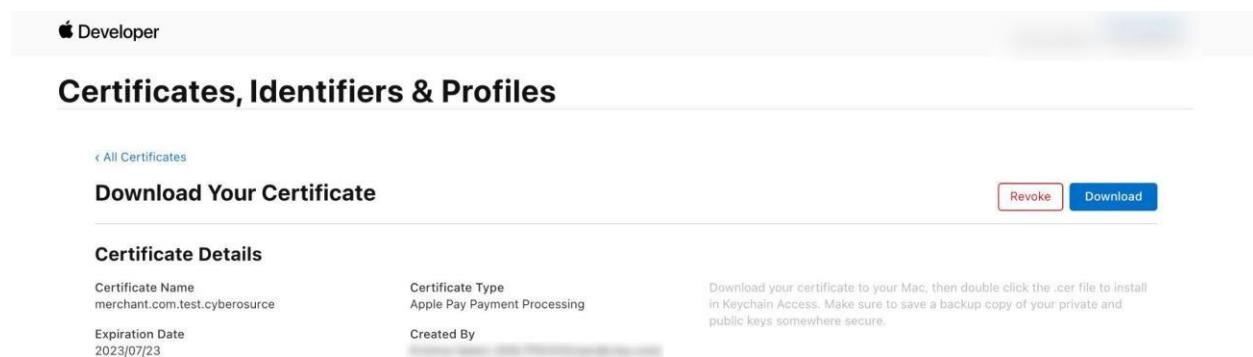


Figure 37: Downloading Payment Processing Certificate Request

8.3. Domain Validation

1. Go to [Certificates, Identifiers & Profiles](#) page on your Apple Developer portal.
2. Select your Merchant ID from the list.
3. Click Add Domain button under Merchant Domains.

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The screenshot shows the 'Certificates, Identifiers & Profiles' section under 'Edit or Configure Merchant ID'. A sub-section titled 'Apple Pay Payment Processing Certificate' is displayed. It shows a certificate entry for 'Cybersource Test Merchant ID' with identifier 'merchant.com.test.cyberosource'. The certificate is active until Jul 23, 2023. Buttons for 'Revoke' and 'Download' are present. Below this, there's a link to 'Create an additional certificate to use for this Merchant ID' and a 'Create Certificate' button. Another section, 'Apple Pay Payment Processing on the Web', is partially visible.

Figure 38: Configure Apple Pay Merchant ID Page.

4. Enter your Admin domain name into the field.

The screenshot shows the 'Certificates, Identifiers & Profiles' section under 'Register'. A sub-section titled 'Enter the domain you wish to register' is shown. A text input field contains 'https://'. To the right is a 'Save' button. The top right corner shows user information: 'Krishna Salem' and 'Krishna Salem - 94C658DZ5A'.

Figure 39: Domain Registration Page.

5. Click Save button.
6. Download the validation file and save on your disk.

The screenshot shows a step in the Apple Developer portal for verifying a domain. It includes instructions to download a file and place it at a specific location, followed by a URL where the file should be uploaded. Buttons for 'Download' and 'Ok' are visible.

Figure 40: Domain Verification Page

7. The [Upload an Apple Pay merchant identity certificate](#) guide can be used in order to setup Apple Pay for testing in the sandbox environment. `yarn occ` CLI tool has a command for your convenience which can upload domain association file for you:

```
yarn occ upload-apple-domain-association -u ${OCC_ADMIN_HOST} -k  
${APPLICATION_KEY} <appledeveloper-merchantid-domain-association>
```

Where

- `APPLICATION_KEY` - Application Key created in Settings -> Web APIs -> Registered Applications
 - `OCC_ADMIN_HOST` - your OCC specific environment, e.g. `asbx80c1dev-admin-{env}.oraclecloud.com`
 - `apple-developer-merchantid-domain-association` - domain association file downloaded from ApplePay dev account
8. When you verify domain make sure it is accessible from ApplePay network. OCC Admin (e.g. `https://asbx80c1dev-admin-{env}.oraclecloud.com/thirdparty/.well-known/apple-developer-merchantid-domain-association`) is often protected by basic authentication which might fail the domain verification process. You can use [updateBasicAuthConfiguration](#) to update your storefront access control settings by removing basic authentication or whitelisting [Apple Pay IP Range](#).
 9. Click the Ok button to finish the Domain Validation process.

8.4. Create Merchant Identity Certificate

Merchant Identity certificate is used to authenticate your sessions on Apple Pay servers. The certificate and its private key files must be uploaded to your server and full paths to these files must be entered in Cybersource Official add-on settings.

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1. Go to [Certificates, Identifiers & Profiles](#) page on your Apple Developer portal.
2. Select your Merchant ID from the list.
3. Generate your CSR following [Apple Developer Help article](#).
4. Click Create Certificate under Apple Pay Merchant Identity Certificate.

Apple Pay Payment Processing on the Web

To configure Apple Pay Payment Processing on the web for this merchant ID, you must register and verify the domains that will process transactions. You must also create a Apple Pay Merchant Identity, which authenticates your web sessions with the Apple Pay Payment Processing servers.

Incorporation of Apple Pay Payment Processing into your website is subject to these [Apple Pay Payment Processing Web Merchant Terms and Conditions](#) and [Acceptable Use Guidelines](#). Failure to comply with any of these Terms and Conditions or guidelines may result in deactivation of Apple Pay Payment Processing transactions on your website.

Merchant Domains

Domain: www.qa.prestashop.cybsplugin.com
Status: **Verified**

Verification Expires: Aug 3, 2021 Remove Verify

Add a domain for use with this Merchant ID.

Add Domain

Apple Pay Merchant Identity Certificate

Create an Apple Pay Merchant Identity Certificate for this Merchant ID.

Create Certificate

Figure 41: Create Merchant Identity Certificate Page.

5. Upload the CSR and click Continue.

Apple Developer

Certificates, Identifiers & Profiles

< All Certificates

Create a New Certificate

Back Continue

Certificate Type
Apple Pay Merchant Identity Certificate

Upload a Certificate Signing Request
To manually generate a Certificate, you need a Certificate Signing Request (CSR) file from your Mac.
[Learn more >](#)

Choose File CertificateSigningRequest.certSigningRequest

Figure 42: Create a New Merchant Identity Certificate Page.

6. Click the Download button and save the Certificate on your disk.

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The screenshot shows the 'Certificates, Identifiers & Profiles' section of the Apple Developer portal. A specific certificate for 'merchant.com.test.cyberosource' is selected. The details show it's an 'Apple Pay Merchant Identity' type, issued by 'Apple Worldwide Developer Relations Certification Authority', and created on '2023/07/23'. There are 'Revoke' and 'Download' buttons at the top right.

Figure 43: Download Merchant Identity Certificate Page.

7. Convert the Certificate into PEM format.

```
openssl x509 -inform der -in merchant_id.cer -out merchant_id.pem
```

8. Install the certificate by double clicking on it. Certificate will be available under Keychain Access.

The screenshot shows the 'Keychain Access' application window. It lists several certificates, including the 'Apple Pay Merchant Identity' certificate for 'merchant.com.test.cyberosource' which is selected. Other entries include various Apple Root and Developer CA certificates. The table includes columns for Name, Kind, Expires, and Keychain.

Name	Kind	Expires	Keychain
Apple Pay Merchant Identity:merchant.com.test.cyberosource	certificate	Jul 17, 2023 at 12:42:18 PM	login
Apple Pay Merchant Identity:merchant.com.test.cyberosource	certificate	Jul 23, 2023 at 2:06:49 PM	login
private key	private key	++	login
Apple Root CA - G3	certificate	Apr 30, 2039 at 11:49:06...	login
Apple Root CA - G3	certificate	Apr 30, 2039 at 11:49:06...	login
Apple Worldwide Developer Relations CA - G2	certificate	May 7, 2029 at 5:13:24 AM	login
Apple Worldwide Developer Relations Certification Authority	certificate	Feb 8, 2023 at 3:18:47 AM	login
dbc4b90f-63a5-46ca-b2e0-81fecc62fd02	certificate	May 30, 2031 at 7:38:36...	login

Figure 44: Certificates Under Keychain Access.

9. Right click on the private key file and export as merchant_id.p12

10. Convert your private key into KEY format.

```
openssl pkcs12 -in merchant_id.p12 -out merchant_id.key -nodes
```

11. Before deploying, place the certificate and private key files in the specified paths with exact file names as follows:

1. Identity Certificate: packages/server-extension/certs/applePayIdentityCert.pem.
2. Private Key: packages/server-extension/certs/applePayIdentityKey.key.

The screenshot shows the Oracle Commerce Cloud interface with a sidebar containing various icons. The main area is titled "Commerce" and displays configuration settings for Apple Pay. The fields and their descriptions are:

- Apple Pay Merchant Id (required)**: `applePayMerchantId`
- Apple Pay Initiative (required)**: `web` (A predefined value that identifies the e-commerce application making the request. For Apple Pay on the web use 'web')
- Apple Pay Initiative Context (required)**: `applePayInitiativeContextId` (Fully qualified domain name associated with your Apple Pay Merchant Identity Certificate)
- Apple Pay Display Name (required)**: `applePayDisplayName` (Name to be displayed on Apple Pay payment sheet)
- Apple Pay Supported Networks (required)**: `visa.masterCard.amex.discover` (Comma separated list of networks. e.g: 'visa,masterCard,amex,discover')

Figure 45: Cybersource Official Payment Processing Page.

9. Network Tokens

A Network Token is a card scheme generated token, that represents customer card information for secure transactions that references a customer's actual PAN.

Before a MID can be enabled for Network Tokens, it must be provisioned with a Token Requestor ID (TRID) for each card scheme. Please contact your Cybersource representative or reseller to arrange for Network Tokens to be enabled on your Cybersource account.

Plug-in would need to subscribe to the necessary webhook notifications and ingest them for changes to the card. Webhook subscription to the Network Token life cycle updates is created when Authorization is processed, while the Network Token Updates is enabled in the back office.

The following Token updates are processed in Oracle Commerce Cloud:

- Expiry month
- Expiry year
- Card suffix

This section covers information on how to enable Network Token service. Under Payment Gateways -> "Cybersource Official", select the Network Token Updates checkbox to enable Network Tokens. Save the changes.

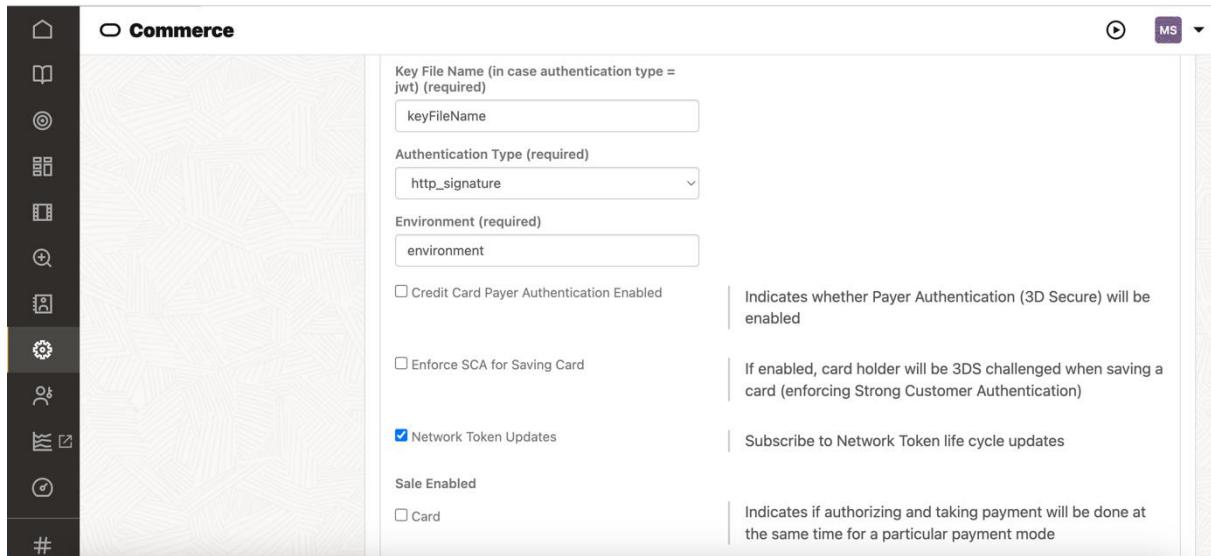


Figure 46: Enabling Network Tokens

10. Uninstallation Steps

This section provides the steps to uninstall the extension and unmount the widgets from the OCC environment.

10.1. Deleting Payment Gateway

This section provides the steps to delete payment gateway extension from OCC environment.

Step 1: Go to OCC Admin -> Settings -> Extension -> Installed Extension.

Step 2: Click on the deactivate button to deactivate the Cybersource Official Payment extension.

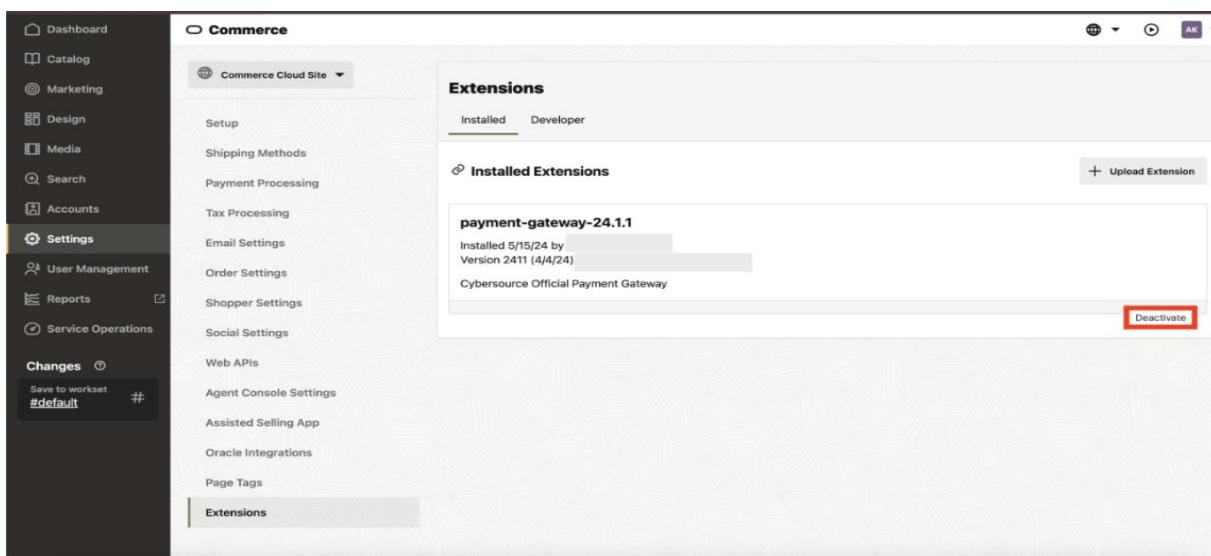


Figure 47: Deactivate Extension

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Step 3: After deactivating the extension, click on the delete button to delete the extension.

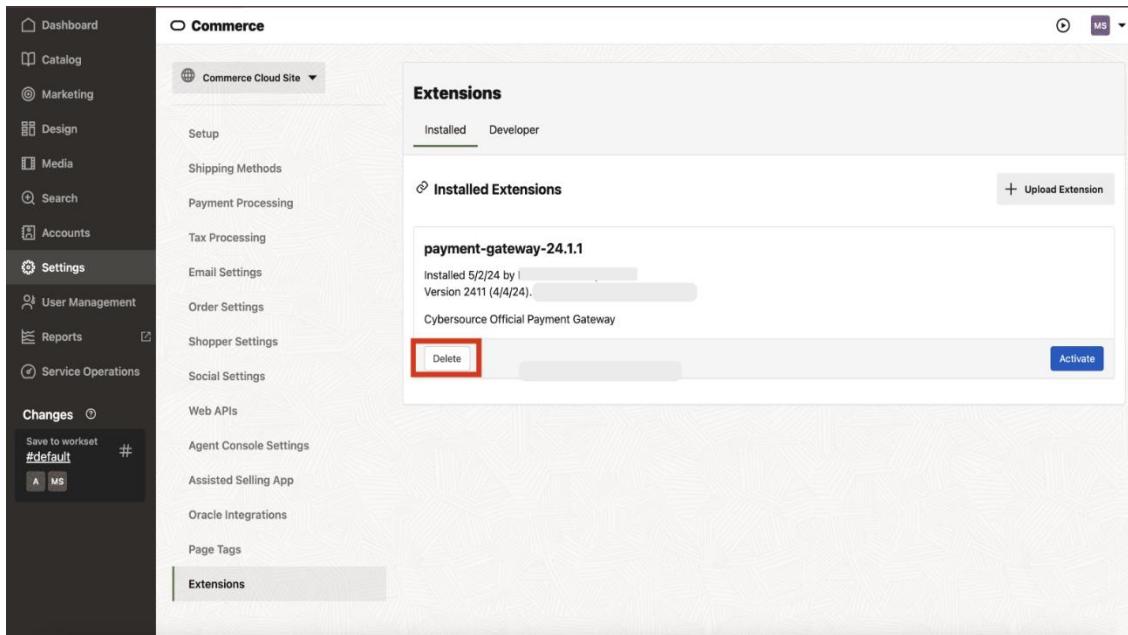


Figure 48: Deleting Payment Gateway

10.2. Deleting Server-Side extension

This section provides the details of removing the SSE from the OCC environment before installing the new SSE.

- To remove Server-Side Extension (SSE), trigger a post request to below mentioned endpoint from postman.
URL: '{ENV_URL}}/ccadmin/v1/serverExtensions/deleteFiles'
- After successful deletion of server-side extension, 204 response will be returned.

A screenshot of the Postman application. At the top, it shows a 'POST' method and a URL field containing '({{ENV_URL}})/ccadmin/v1/serverExtensions/deleteFiles'. To the right of the URL field is a 'Send' button. Below the URL field, there are tabs for 'Params', 'Authorization', 'Headers (9)', 'Body', 'Scripts', and 'Settings'. The 'Body' tab is selected and has a 'raw' radio button selected. In the body editor, there is a JSON object with a single key 'paths': '"/osf-payment-sse.zip"'. At the bottom of the screen, there are tabs for 'Body', 'Cookies (4)', 'Headers (11)', and 'Test Results'. The 'Body' tab is selected. To the right of these tabs, it shows 'Status: 204 No Content', 'Time: 908 ms', 'Size: 559 B', and other options like 'Save as example' and 'Pretty'. Below the tabs, there are buttons for 'Pretty', 'Raw', 'Preview', 'Visualize', 'Text', and 'JSON'.

Figure 49: Deleting Server-Side Extension

10.3. Unmounting Storefront Widgets

This section provides the details of unmounting the widgets before deploying the new plugin.

- Login to the OCC admin dashboard, navigate to the Design tab and unmount the **IsvCheckoutContinueToReviewOrderButton** component from the checkout-payment page.
[Layouts > Checkout Payment - Default > checkout-payments-container](#)
- Unmount the **IsvPaymentMethod** component from the checkout payments container layout
[Layouts > Checkout Payment - Default > checkout-payments-container > checkout-payment-methods-container \(shared\)](#)
- Remove the **IsvCheckoutPlaceOrderButton** component from the checkout-review-order container
[Layouts > Checkout Review Order - Default > checkout-review-order-container](#)
- Publish the changes

11. Support

If you require support with this software, please contact GlobalPartnerSolutionsCS@visa.com and provide the following details:

- Summary of the issue
- Steps to reproduce the issue
- Oracle Commerce Cloud Platform version: You can find Oracle Commerce Cloud Platform Version in Oracle Commerce Cloud Backoffice dashboard.

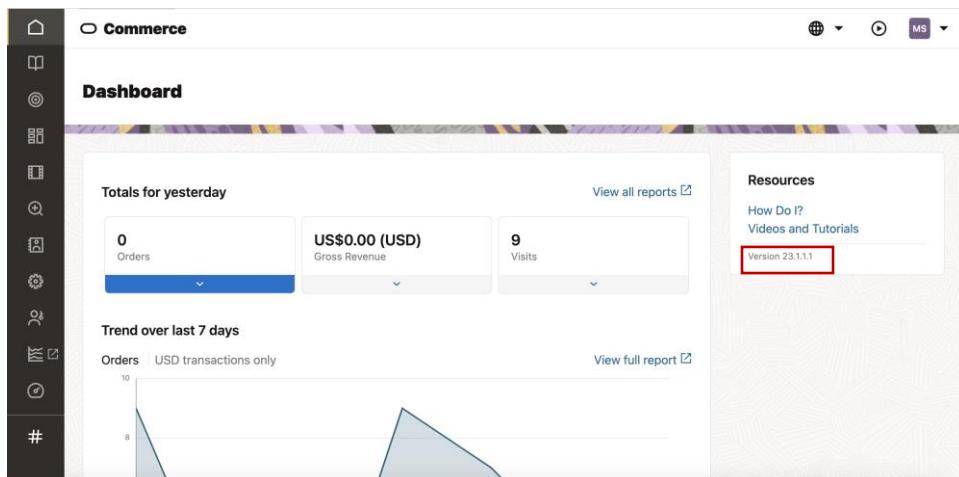


Figure 50: Cybersource Official Payment Processing Page.

- Plugin/ Extension version: Under Settings->Extension, find the version of the installed Cybersource Official extension.

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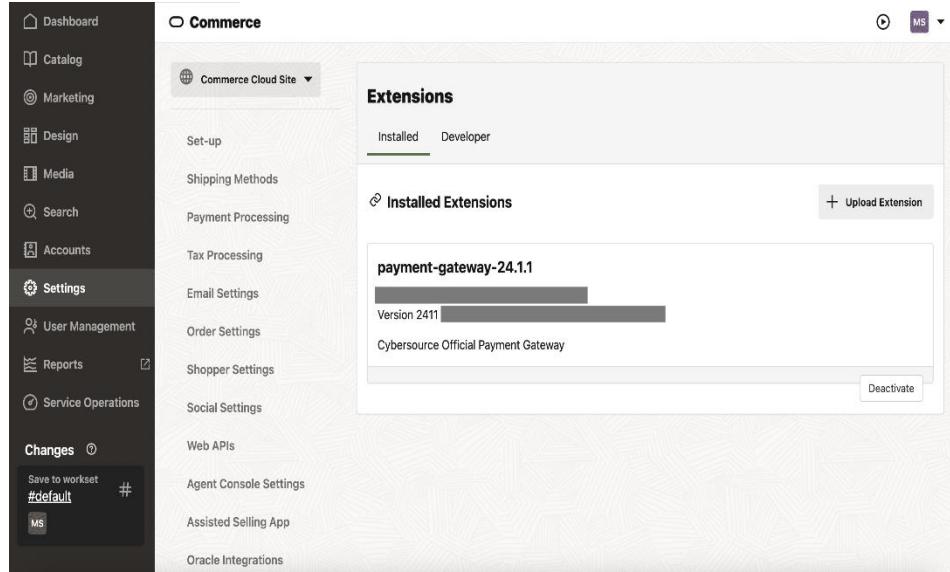


Figure 51: Cybersource Official Extension Page.

- Cybersource Merchant ID: Under Settings->Payment Processing, Select the Cybersource Official Payment from the Service Type dropdown, find the Merchant Id.

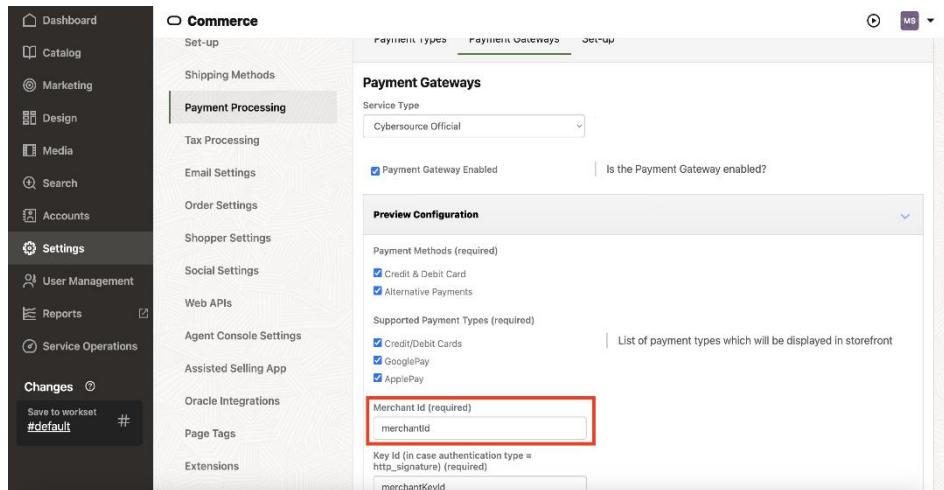


Figure 52: Cybersource Official Payment Processing Page.

- Order ID/ Merchant Reference Number: Order ID can be found in Order Confirmation Page or Order History.
- Configuration screenshots: Please provide screenshots of Cybersource Official Configurations.
- Log file and other relevant data: Download the **debug** and **error** logs from Oracle Commerce Cloud using `getExtensionServerLogs` admin endpoint.

12. Abbreviations

This section covers the full form of all the abbreviations used in the document.

Abbreviation	Full Form
MID	Merchant ID
Org ID	Organization ID
API	Application Programming Interface
PCI	Payment Card Industry

Table 2: Abbreviations