

## Your domain will expire soon

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## How to Identify and When to Use

Ticket Subject	Screenshot
<p>Your domain will expire soon.</p>	
<p><b>i</b> Before anything else, check if the <b>Domain URL</b> includes: <a href="#">connect.bolt.com</a>, <a href="#">connect-staging.bolt.com</a>, or <a href="#">connect-sandbox.bolt.com</a></p> <p><b>If it does, then you will need to notify the apm-oncall by:</b></p> <ol style="list-style-type: none"><li>1. Heading to the <a href="#">Support Alerts Program Slack Channel</a></li><li>2. Tag the <a href="#">@apms-oncall</a> engineer</li><li>3. Let them know the Domain URL that is expiring along with the expiration date</li></ol>	
<p>Let's check to see if the ticket is a duplicate of an existing ticket that someone else could be working on already.</p> <ol style="list-style-type: none"><li>1. Copy the <b>domain URL</b> that is provided, and search within Zendesk (see screenshot for example).</li><li>2. In the results shown, click on the <b>Requested</b> column to show tickets by most recently requested (sent in).</li><li>3. Click into each of the <b>OPEN</b> or <b>PENDING</b> status tickets to see if there are any duplicates (i.e. same <b>Subject</b> and <b>Domain URL</b>).</li></ol>	<p>1. Copy and paste that entire highlighted portion into the Zendesk search bar</p>
<p><b>⚠️</b> If you find a duplicate ticket, merge your ticket (the newer, unresponded ticket) <i>into</i> the existing, older ticket.</p>	<p>2. &amp; 3. After the results are shown, click on the Requested column to sort by most recent</p>
<p><b>✅</b> If you <b>don't</b> have a duplicate ticket, then proceed <a href="#">➡</a>.</p>	

After confirming this is not a duplicate, let's also check to see if the merchant is still **LIVE** (an active merchant) with Bolt.

1. Head to [Salesforce](#), and search for the merchant name in the search bar.
2. Select the corresponding Account (they'll show with a purple icon).
3. On the Account page, you can view the **Account Sub Status** to confirm if they are still listed as **LIVE** with Bolt, or anything else.

On the Account page, you can view:

1. The **Account Owner** aka the Account Manager aka the point of contact within Bolt you can reach out to for more information regarding this merchant.
2. **Account Sub Status** (if they're still with Bolt or not).
3. **Status Notes** (notes added by the Account Manager specific to this merchant) which function as updates.

If they are *not* shown as **LIVE**, then you can mark this ticket as **RESOLVED**.

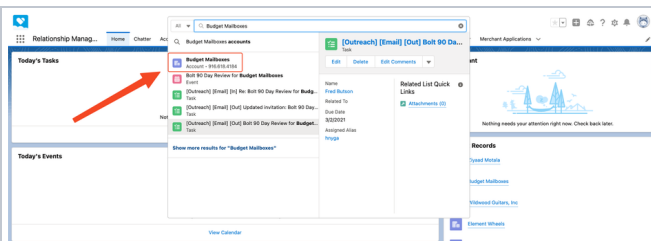
Don't forget to **Remove the Merchant from Apple Pay**, otherwise you will repeatedly receive this alert ticket.

If they are shown as **LIVE**:

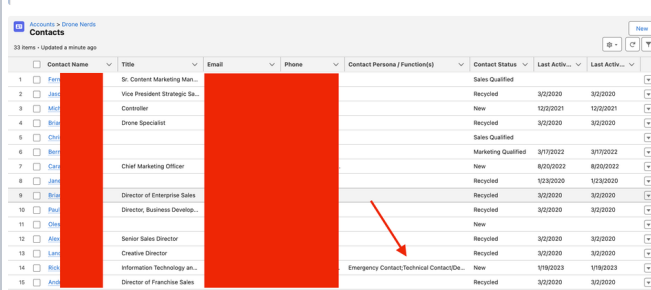
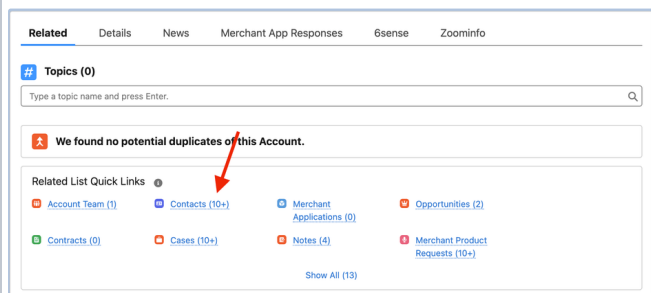
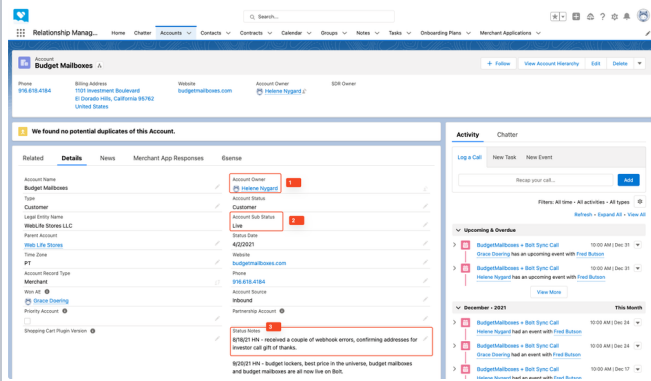
Go to **Related** → **Contacts** in Salesforce to confirm the merchant's "Technical Contact".

If no "Technical Contact" is identified, confirm with the account CSM by following the [Business Escalation Playbook](#).

Then proceed with the "What to Do" steps below.



In the screenshot above, we're searching for and found "Budget Mailboxes". Click on the result that is categorized as an "Account" (the icon will be purple).



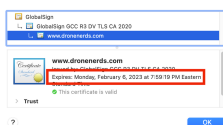
## Important Notes

### Note

If you happen to see that the expiration date of the domain coincides with PTO or during your OOO time, please reference this playbook to handoff your ticket: [Out of Office Playbook](#)

If the merchant is on BigCommerce then they will follow a different playbook for setting up Apple Pay, located here: [Enable Apple Pay for BigCommerce](#)

- The Apple Pay Cert lengths are tied to their site SSL cert lengths. In other words, if the site SSL cert is valid for 3 months until it needs to be renewed, then so will their Apple Pay cert.
- Why do some expire in a few months, while others expire in a year? This is typically determined by their dev teams, and is something they choose - shorter expirations are generally advantageous from a security perspective, see: [Why ninety-day lifetimes for certificates?](#)
- The easiest way to check their SSL cert expiration is through Safari by clicking the lock icon in the URL bar (it takes more clicks in Chrome). e.g.



# What to do

	Instruction Step	Screenshot
1	<p>Open a new Zendesk ticket to get in touch with the point of contact confirmed earlier. Apply the Zendesk macro <a href="#">Apple Pay - Domain Expiration (Step 1/3)</a>.</p> <p>⚠️ Certificates expire after 48 hours of being generated. This outreach confirms a specific date for you to send them the files and for them to upload.</p> <p>If you happen to see that the expiration date of the domain coincides with PTO or during your OOO time, please reference this playbook to handoff your ticket: <a href="#">Out of Office Playbook</a></p>	
2	<p>If the merchant does <b>NOT</b> respond to you:</p> <ol style="list-style-type: none"> <li>Loop in their CSM within the <a href="#">#customer-support Slack channel</a> (see screenshot for example). The CSM will assist in finding you another point of contact in the company, or reach out to them directly.</li> <li>Try searching through other tickets from the organization within Zendesk. This allows you to see if someone else is more responsive, and you can additionally CC them in your ticket to get additional visibility.</li> </ol> <p>❌ <b>If the merchant has still not responded to you and there is only 1 day remaining before expiration:</b></p> <ol style="list-style-type: none"> <li>The day before their Apple Pay Certificate expires, you will disable the ApplePay feature in the Admin Dashboard for their Division <ul style="list-style-type: none"> <li>For example if their Certificate expires on Dec 4, 2022 - then you will disable the ApplePay feature on Dec 3, 2022</li> <li>To do this, you can follow step #2 in this playbook: <a href="#">Apple pay domain was not able to verified for</a></li> </ul> </li> <li>Additionally, follow the steps here to remove them from the Apple Developer site: <a href="#">Removing a Merchant from the Apple Pay Developer Certificate List</a></li> <li>Finally, apply the Zendesk macro <a href="#">Apple Pay - Disabled</a> and mark the ticket as solved</li> </ol>	
3	<p>If the merchant <b>DOES</b> respond to you (and confirms that they want to proceed):</p> <ol style="list-style-type: none"> <li>Copy the URL</li> <li>Head back to the original Apple Developer ticket (that was sent from Apple directly)</li> <li>Paste the URL to your new ticket as an internal note</li> </ol> <p>ℹ️ Following these steps ensures that anyone can easily find and reference the corresponding ticket.</p>	<p>Link to the new ticket, like Spencer has done in this screenshot</p>
4	<p>Note the relevant URL. In this example, we are looking at <a href="http://www.industrywest.com">www.industrywest.com</a> which is a production-level domain.</p> <p>In the second example screenshot, we see "staging" as the subdomain of Rossignol. This indicates that this is <i>not</i> a production-level domain but rather a staging level domain (can also be referred to as sandbox level domain).</p>	<p>Domain: <a href="http://www.industrywest.com">www.industrywest.com</a> indicates that this is a production domain since it does not have staging or sandbox within the URL</p>



Dear Ryan Breslow,

Your website domain that uses Apple Pay has an SSL Certificate that expires on Dec 17, 2021. We were unable to automatically to reverify your domain. To ensure uninterrupted use of Apple Pay on your website, revalidate your domain by Dec 17, 2021 in [Certificates, Identifiers & Profiles](#).


Domain: **staging.rossignol.com**  
Team Name: **Bolt Financial Inc.**

Best regards,  
Apple Developer Relations

TM and © 2021 Apple Inc.  
One Apple Park Way, MS 301-11E-V, Cupertino, CA 95014.  
All rights reserved / Privacy Policy / Account

Domain: [staging.rossignol.com](#) indicates that this belongs to a  
staging/sandbox site

Head to <https://developer.apple.com/account/resources/identifiers/list/merchant>

 You will need your own Apple Developer account to access the link above. This should have been completed during your onboarding checklist. If not, please reach out to @Kyle Birns or another member of the Support Engineering team to set up. You will be prompted to login with your Bolt email address + 2 factor authentication code sent to your phone number.

IDENTIFIER

merchant.com.adyen.Niraj

merchant.io.ngrok.boltapp

merchant.com.bolt

merchant.com.bolt.sandbox

merchant.com.bolt.test

Changelog

Version Number		Person who Made Change	Modification Date	Modification Summary
	1.0.7	Ziyaad Motala	4/28/2021	<ul style="list-style-type: none"><li>Added steps to notify @apm-oncall if the domain is a Bolt internal</li></ul>

	1.0.6	Ziyaad Motala		4/19/2021	<ul style="list-style-type: none"> <li>Added a row in notes explaining background info on the cert expiration process</li> </ul>
	1.0.5	Ziyaad Motala		1/21/2021	<ul style="list-style-type: none"> <li>Added a step to link tickets</li> <li>Added steps for when merchant does not respond</li> <li>Added Apple Pay - Disabled macro to Zendesk</li> <li>Edited existing macros to warn merchants if they do not respond or renew in time</li> </ul>
6	1.0.4	Ziyaad Motala		1/19/2021	<p>✖ If the link above (in Step 3) does not take you to a page that looks like the corresponding screenshot, then follow these instructions to get there manually.</p> <p>1. Once logged in, click on <b>Certificates, IDs &amp; Profiles</b> on the left-hand menu.</p> <p>2. On the <b>Certificates, Identifiers &amp; Profiles</b> page, select <b>Identifiers</b> on the left-hand menu.</p> <p>3. There will be a dropdown next to the magnifying glass icon towards the right-hand side. Click on the dropdown and select <b>Merchant IDs</b>.</p> <p>Added reference for OOO playbook</p>
	1.0.3	Ziyaad Motala		1/13/2021	<p>Removed SendSafely instructions</p>
	1.0.2	Ziyaad Motala		12/30/2021	<p>Revamped table to include numbers.</p> <p>Changed the link in Step 3 to get there directly.</p> <p>Added Step 4 as a backup in case the link fails to work.</p>
	1.0.1	Ziyaad Motala		12/29/2021	<p>Coordinated with @Eric Chan to move the "Pre Playbook" steps into an updated "How to Identify and When to Use" section to maintain playbook standardization.</p> <p>Added steps to check Salesforce.</p>
	1.0.0	Ziyaad Motala		12/21/2021	<p>Created Playbook.</p>
					<p>Step 2</p> <p>Step 3</p>
7					<p>Refer back to Step #2 - is the domain in the ticket a <b>Production domain</b> or <b>Sandbox/Staging domain</b>? Depending on the type of site select either <b>Production</b> or <b>Sandbox</b>.</p> <p>Since our example is using <a href="http://www.industrywest.com">www.industrywest.com</a>, we will be selecting Production.</p>
8					<p>Search the page (CMD⌘ + F on your keyboard) and search for the relevant domain. In this example, search for "industrywest".</p> <p>Once found, click on the blue <b>Verify</b> button towards the right.</p> <p>Found it!</p>
9					<p>Here we're presented with 2 key pieces to send to the merchant:</p> <p>A) Copy the file address shown underneath <b>We'll look for your file at the following location:</b>. This will be sent to the merchant.</p> <p>B) Click the blue <b>Download</b> button in the top-right. This will download the certificate to be sent to the merchant.</p> <p>The merchant will take this certificate file (step B) and place it in the file address (step A).</p>
10					<p>Before moving forward, please double-check and confirm that you have both:</p> <ol style="list-style-type: none"> <li>The certificate text file downloaded</li> </ol>



In Zendesk, use the macro titled `Apple Pay - Domain Expiration (Step 2/3)`

1. Attach the downloaded .txt file to the ticket (as an attachment).
2. Replace the file path with the file path we noted earlier from Apple in Step #7.

Hi Apple,

I have attached the new certificate to this email. The certificate will expire within 48 hours if left unverified.

To update the certificate, please add the file to the following path on your site.

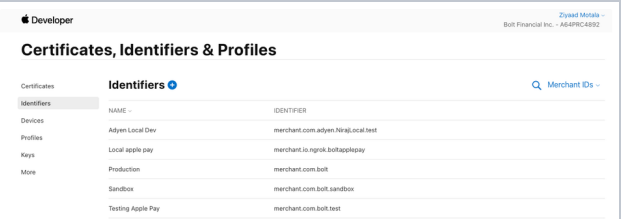

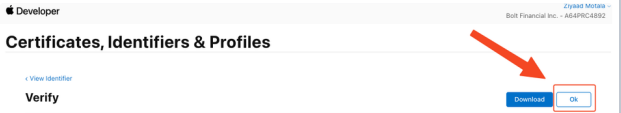
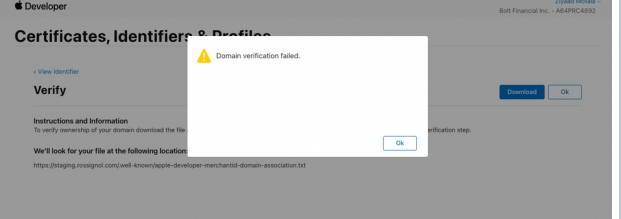
[INSERT\_MERCHANT\_NAME\_HERE] [PASTE\_FILE\_ADDRESS\_HERE]

Please let me know once the file has been uploaded and I can verify the domain on my end.

Please note that leaving the domain unverified will impact your ability to process payments through ApplePay. If you have any questions, just let me know. Thank you in advance!

Best,  
Bolt Support



12	Send the ticket to the merchant as <b>Pending</b> . Wait until they respond back to you, letting you know that they've uploaded the file(s) as requested.	
13	<p>Once they've confirmed that they've uploaded the file, head back to <a href="https://developer.apple.com/account/resources/identifiers/list/merchant">https://developer.apple.com/account/resources/identifiers/list/merchant</a>.</p> <p>Go into the respective environment for the domain you're working with (either <b>Production</b> or <b>Sandbox</b>).</p>	
14	Find the <b>Domain URL</b> again, and click the blue <b>Verify</b> button.	
15	We are now ready to verify if the certificate was uploaded successfully. This time, instead of clicking the download button, you will now click on the "OK" button next to it.	
16	<p>✓ If it was verified successfully, you will now see a new verification expiration date.</p> <p>✗ If it was not verified successfully, then you will see the following screenshot that says <b>"Domain verification failed"</b>.</p>	
17	<p>Finally, head back to your Zendesk ticket and use the macro titled <b>Apple Pay - Domain Expiration (Step 3/3)</b>.</p> <p>Fill in the text with the new, applicable expiration date shown from Apple and send.</p>	