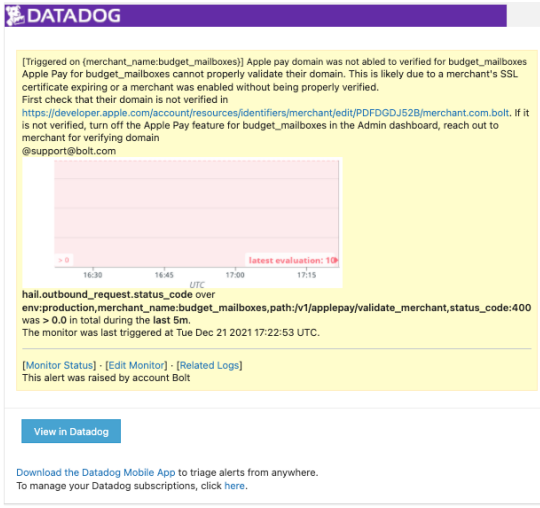
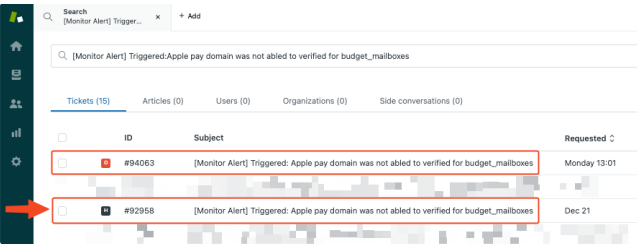
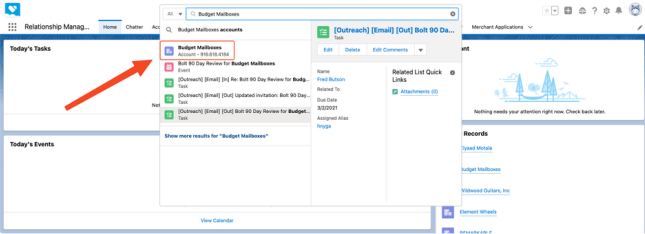




Apple pay domain was not able to verified for

How to Identify and When to Use

Ticket Subject	Datadog Screenshot
[Monitor Alert] Triggered: Apple pay domain was not able to verified for [MERCHANT_NAME]	
<p>First, check if the Merchant Name includes "Bolt" or "Dev" in it (these are internal Bolt domains that don't need to be renewed). These internal domains can simply be Solved. :bolt:</p> <p>Next, check if another Analyst is already working on a duplicate ticket.</p> <ol style="list-style-type: none">Copy the Ticket Subject (for example, [Monitor Alert] Triggered: Apple pay domain was not able to verified for budget_mailboxes), and search for that exactly within Zendesk.In the results shown, click on the Requested column to show tickets by most recently requested (sent in).Click into each of the OPEN or PENDING status tickets to see if there are any duplicates (i.e. same Subject and Merchant Name). <p>If you find a duplicate ticket, merge your ticket (the newer, unresponded ticket) <i>into</i> the existing, older ticket.</p> <p>If you no duplicate ticket is found, then proceed ➡.</p>	 <p>We received ticket #94063 (the ticket in the red Open status).</p> <p>Before working on it, we searched for the ticket subject in Zendesk.</p> <p>★ Great, looks like our ticket is a duplicate of ticket #92958 (the ticket in the black On-Hold status) - we can merge our open ticket into that existing, older ticket!</p>
<p>Next, check to see if the merchant is still LIVE (an active merchant) with Bolt.</p> <ol style="list-style-type: none">Head to Salesforce, and search for the merchant name in the search bar.Select the corresponding Account (Accounts will have their icon colored purple).On the Account page, the Account Sub Status section will confirm if they are still listed as LIVE with Bolt, or anything else. <p>On the Account page, you can view:</p> <ul style="list-style-type: none">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.Account Sub Status (if they're still with Bolt or not).Status Notes (notes added by the Account Manager specific to this merchant) which function as updates.	 <p>In the ticket we're using, we'll search for "Budget Mailboxes". Looks like we found it! Click on the result that is categorized as an "Account" (the icon will be purple).</p>

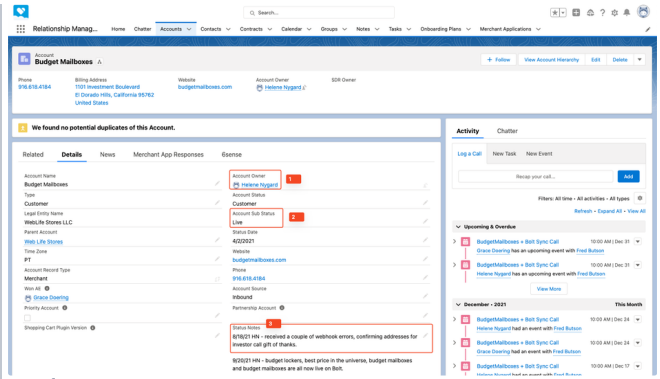
If they are *not* shown as **LIVE**, you can mark this ticket as **RESOLVED**.

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

✔ If they are shown as **LIVE**:

Open a Business Escalation with the CSM by following the steps in this playbook: [Business Escalation Playbook](#) and ask them if they can provide you with a Point of Contact you can reach out to, to update their Apple Pay Certificate (this Point of Contact will be who you set the Ticket Requestor to later on).

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



What to do

	Instruction Step	Screenshot
1	<p>Open the Bolt Admin Dashboard, and navigate to Merchant Lookup.</p> <ol style="list-style-type: none">1. Search for the relevant Merchant2. Click into the relevant Division <p>You should now be in the Merchant Division.</p>	
2	<ol style="list-style-type: none">1. Locate the Enable ApplePay - Enables ApplePay on supported devices feature flag. It should already be checked ON.2. Uncheck the feature flag OFF.3. Click the Save Changes button in the bottom-right corner. <p>✔ We have now successfully disabled the Apple Pay Button within the Merchant's site.</p>	
3	<p>Open a new Zendesk ticket to get in touch with the point of contact confirmed earlier. Apply the Zendesk macro Apple Pay - Disabled.</p>	
4	<p>It's now up to the Merchant if they want to re-enable Apple Pay or not:</p> <div><p>❗ If they follow up with you and want to re-enable:</p><ol style="list-style-type: none">1. Follow the steps in this playbook: Your domain will expire soon as the process is largely the same.2. Don't forget to re-enable the ApplePay feature flag after you've verified their certificate.</div> <div><p>❌ If they do not follow up with you after roughly 2 weeks (you can use your best judgement here!), or they do follow up with you confirming they do <i>not</i> want to re-enable:</p><ol style="list-style-type: none">1. Follow the steps in this playbook: Removing a Merchant from the Apple Pay Developer Certificate List</div>	

Changelog

Version Number	Person who Made Change	Modification Date	Modification Summary
1.0.1	Ziyaad Motala	2/14/2022	<ul style="list-style-type: none">Added steps for What to do
1.0.0	Ziyaad Motala	12/29/2021	<ul style="list-style-type: none">Created Playbook.