

# **Worldline GoPay Cartridge**

Worldline

27 March, 2026

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# 1 Functionality Overview

This cartridge provides integration of Worldline's payment system into a Salesforce Commerce Cloud store.

It's built on top of SFRA v7.0.1 and when set up it will display Worldline's payment methods on the Salesforce checkout billing page and allow the payment to be completed and processed using them.

The merchant needs to have an account in Worldline's Backoffice in order to configure the communication between Salesforce and Worldline.

The process of setting up and configuring the integration is explained in the following sections.

## 2 Install the cartridge

### 2.1 Before you begin

The cartridge has been tested on the following platform versions:

- Salesforce Commerce Cloud platform Compatibility Modes 21.2, 21.7, 22.1 and 22.7
- SFRA version 6.0.0, 6.1.0, 6.2.0, 6.3.0, 7.0.0, 7.0.1
- All locales should work properly, as long as there are payment methods enabled for the specific country in the Worldline Backoffice



The cartridge can be used with other SFRA/platform versions but it may require code changes performed by you or your system integrator.



The cartridge is not compatible with SiteGenesis versions using Pipelines or Controllers.

### 2.2 Step 1: Install the cartridge

Install the cartridge to your project root directory at the same level as **storefront-reference-architecture**.

Example folder structure:

```
my-project/
|-- link_worldline_direct/
|   |-- cartridges/
|   |   |-- bm_worldline_direct/
|   |   |-- int_worldline_direct/
|   |-- documentation/
|   |-- metadata/
|-- storefront-reference-architecture
|   |-- cartridges/
|   |   |-- app_storefront_base/
|   |   |-- modules/
```



If you have renamed the **storefront-reference-architecture** folder, please make sure to update the **base** path in package.json

## 2.3 Step 2: Install Node modules

The recommended Node version to use is 12.21.0 - this is also the recommended version for SFRA v6. From the cartridge's root directory, install Node modules using your command line:

```
npm install
```

## 2.4 Step 3: Build the code

From the cartridge's root directory, compile the client-side assets using your command line:

```
npm run build
```

## 2.5 Step 4: Add System Integrator Information (optional)

If your integration with Worldline GoPay API is built by a system integrator let us know their name, so that we can offer you better support.

1. Open **int\_worldline\_direct/cartridge/templates/resources/version.properties**
2. Replace **YOUR\_COMPANY\_NAME** with the system integrator's company name.

```
worldline.direct.sdk.integrator=YOUR_COMPANY_NAME
```

## 2.6 Step 5: Upload the code

Upload **int\_worldline\_direct** and **bm\_worldline\_direct** using Commerce Cloud UX Studio or sgmf-scripts command line utils.

## 2.7 Step 6: Import the metadata

To add new configuration items, import the predefined metadata:

1. Open the **/metadata/site\_import/sites/** folder.
2. Rename the **yourSiteId** folder to the ID of your site in the Business Manager.
3. Zip the **site\_import** folder.
4. In the Business Manager, go to **Administration > Site Development > Site Import & Export** and import the zipped file.

After the import, attributes named **worldlineDirect[attributeName]** are added to:

- **Administration > Site Development > System Object Types > Site Preferences > Attribute Definitions**
- **Administration > Site Development > System Object Types > Order > Attribute Definitions**
- **Administration > Site Development > System Object Types > OrderPaymentInstrument > Attribute Definitions**
- **Administration > Site Development > System Object Types > CustomerPaymentInstrument > Attribute Definitions**
- **Administration > Site Development > Custom Object Types**

Also, the following service is added to **Administration > Operations > Services**:

- **worldline.https.direct.yourSiteId**

## 3 Set up the cartridge

### 3.1 Before you begin

Before you begin, make sure that you have performed the following steps:

1. Create an active [test/live account](#) with Worldline GoPay.
2. Install the cartridge.
3. In Salesforce Commerce Cloud, [enforce HTTPS](#)<sup>1</sup>.



To be compatible with the Chrome v80 Cookie policy, you need to enforce the use of HTTPS for all sites.

### 3.2 Step 1: Set up the cartridge path

#### 3.2.1 Set up the site cartridge path in the Business Manager:

1. Go to **Administration > Sites > Manage Sites > [yourSite] > Settings**.
2. In the **Cartridges** box add **int\_worldline\_direct** in front of **app\_storefront\_base**  
Example cartridges configuration:

```
int_worldline_direct:app_storefront_base
```

3. Select **Apply**.

#### 3.2.2 Set up the Business Manager cartridge path in the Business Manager:

1. Go to **Administration > Sites > Manage Sites > Manage the Business Manager site > Settings**
2. In the **Cartridges** box add **bm\_worldline\_direct:int\_worldline\_direct** in front of any other cartridges.  
Example cartridges configuration:

```
bm_worldline_direct:int_worldline_direct:bm_app_storefront_base:bm_custom_plugin
```

1. [https://documentation.b2c.commercecloud.salesforce.com/DOC2/topic/com.demandware.dochelp/content/b2c\\_commerce/topics/admin/b2c\\_enforce\\_https.html?resultof=%22%65%6e%66%6f%72%63%65%22%20%22%65%6e%66%6f%72%63%22%20%22%68%74%74%70%73%22%20%22%68%74%74%70%22%20](https://documentation.b2c.commercecloud.salesforce.com/DOC2/topic/com.demandware.dochelp/content/b2c_commerce/topics/admin/b2c_enforce_https.html?resultof=%22%65%6e%66%6f%72%63%65%22%20%22%65%6e%66%6f%72%63%22%20%22%68%74%74%70%73%22%20%22%68%74%74%70%22%20)

3. Select **Apply**.

### 3.3 Step 2: Set up Business Manager permissions in the Business Manager

1. Go to **Administration > Organization > Roles & Permissions > [roleToUpdate] > Business Manager Modules**
2. From the pop-up select all storefront sites that will use Worldline GoPay Cartridge
3. Find Ordering modules in the modules table
4. Assign the **Worldline GoPay Transactions** module permissions for the selected role.
5. Assign the **Worldline GoPay Subscriptions** module permissions for the selected role

### 3.4 Step 3: Connect your Commerce Cloud store to Worldline GoPay API

To connect your Commerce Cloud store to the Worldline GoPay API, you need to set up an API key in the Worldline GoPay Backoffice, and copy it over to the Business Manager.

Information on how to set up an API key in Worldline GoPay Backoffice can be found here. [Read our dedicated guide](#)<sup>2</sup> to learn how to generate one.

To copy the API key over to the Business Manager, go to **Administration > Operations > Services**

#### 3.4.1 Step 3.1: Configure the service credentials

1. Open the Credentials tab
2. Open **worldline.https.direct.yourSiteId.TEST** and edit:
  - a. Name: replace **yourSiteId** with the actual ID for your site
  - b. User: enter your API key ID.
  - c. Password: enter your API key secret.
3. Select **Apply** in the bottom-right corner of the screen.



Make sure you don't change the URL field in the service credentials. Doing so could lead to errors in your integration. Double check the URL [from our dedicated guide](#)<sup>3</sup>.

#### 3.4.2 Step 3.2: Configure the service

1. Open Services tab

---

2. <https://support.direct.ingenico.com/documentation/api/authentication>

3. <https://support.direct.ingenico.com/documentation/api/endpoints>

2. Open **worldline.https.direct.yourSiteId** and edit:
  - a. Name: replace **yourSiteId** with the actual ID for your site.
  - b. On test environments, the communication log could be enabled for debugging purposes.
  - c. Credentials: Check the updated **worldline.https.direct.yourSiteId.TEST** service credentials is selected.
3. Select **Apply** in the bottom-right corner of the screen.



To configure the service for LIVE credentials you need to:  
 Follow step 3.1 for the **worldline.https.direct.yourSiteId.LIVE** credentials  
 Follow step 3.2 selecting **worldline.https.direct.yourSiteId.LIVE** credentials in 3.2.2.c

## 3.5 Step 4: Set up Worldline GoPay Cartridge

### 3.5.1 Step 4.1: Set up Worldline GoPay Cartridge Configuration

To set up the Worldline GoPay Cartridge Configuration in the Business Manager, go to **Merchant tools > Site Preferences > Custom Preferences > Worldline GoPay: General Config**

1. In the **Merchant ID** box, enter your Worldline GoPay merchant ID (PSPID).
2. In the **Merchant Company Name** box, enter your legal company name.
3. Set your **Operation code** to one of:
  - a. **SALE** - direct capture (set by default)  
 The amount has been ordered to be paid out in one go. Successful transactions will have StatusCode=9
  - b. **FINAL\_AUTHORIZATION** - delayed capture  
 The amount is only blocked on your customer's card. Successful transactions will have StatusCode=5 (this is used when you wish to capture a transaction only after shipping the article)



When **FINAL\_AUTHORIZATION** is selected

- make sure that you capture them later. Only then the transaction will reach StatusCode=9, for which you receive the payment for the transaction.
- make sure to enable and configure the **Automatic Capture Job** (see page 45) or to implement a **custom capture procedure** on top of this cartridge.
- you can manually capture funds fully / partially by opening an individual order once you have delivered the goods/services

4. Set **Checkout type** to one of:
  - a. Hosted Checkout Page (set by default) - read more information for [Hosted Checkout Page](#)<sup>4</sup>.

b. Hosted Tokenization Page - read more information for [Hosted Tokenization Page](#)<sup>5</sup>.

5. Set **Apply Surcharge** to Yes or No.



Surcharge must be enabled on your Worldline account first or all payment requests will fail.

6. Set **Enable Subscriptions** to Yes or No.



Read more about subscription configuration in Step 7.

7. Set **Wero capture trigger**



**Wero capture trigger** is a configuration/info-only field for the plugin to pass on the field value to Worldline and Wero for display to customers viewing their transactions in Wero portal when the operation code is set to **FINAL\_AUTHORIZATION**.  
The plugin will not attempt to capture based on the option selected by the merchant for this field. It's merchant's responsibility to arrange funds capture to be in line with the selected option.

8. Set **Instant Bank transfers only** to Yes or No



Activate this option to only accept instant bank transfers from your consumers.

9. Select **Save** in the upper-right corner of the screen.

### 3.5.2 Step 4.2: Set up Worldline GoPay Cartridge 3DS Configuration

To configure the Worldline GoPay 3D Secure settings in the Business Manager, go to **Merchant tools > Site Preferences > Custom Preferences > Worldline GoPay: 3DS Settings**

1. Set **Enable 3DS** to Yes or No.
2. Set **Enable mandatory 3DS** to Yes or No - enables the Strong Customer Authentication (SCA).
3. Configure the **Exemption type**:
  - a. No exemption
  - b. No challenge required
  - c. Exemption Low-Value
  - d. Exemption Transaction-Risk-Analysis

4. <https://support.direct.ingenico.com/documentation/integrate/hosted-checkout-page/>

5. <https://support.direct.ingenico.com/documentation/integrate/hosted-tokenization-page/>



By enabling the **3DS Exemption**, you allow the card issuer and your acquirer to assess the risk level of transactions up to the specified Exemption Limit in EUR. If the criteria are met, your customers will be exempt from Strong Customer Authentication (SCA).

If your acquirer rejects the exemption and requires SCA, this is a soft decline. In such cases, we will prompt the customer for SCA and reinitiate the transaction if they successfully authenticate.

The **No challenge required** preference requests the card issuer (and the customer's card) not to apply Strong Customer Authentication (SCA). The issuer will approve or deny this request, and the transaction will proceed accordingly.

The **Low-Value** exemption applies to transactions below 30 EUR, allowing these transactions to bypass Strong Customer Authentication (SCA) and streamline the checkout process.

Conversely, the **Transaction-Risk-Analysis** exemption allows for dynamic risk assessment. The card issuer and your acquirer will evaluate the transaction based on various risk factors, permitting transactions up to 100 EUR to qualify for exemption if deemed low risk.

***Make your selection carefully to balance customer experience and security for your transactions.***

4. Configure **Exemption limit (No challenge required)** - only applicable if Exemption type is set to Exemption *No challenge required*.
5. Configure **Exemption limit (Low-Value)** - only applicable if Exemption type is set to Exemption *Low-Value*.
6. Configure **Exemption limit (Transaction-Risk-Analysis)** - only applicable if Exemption type is set to Exemption *Transaction-Risk-Analysis*.
7. Select **Save** in the upper-right corner of the screen.

### 3.5.3 Step 4.3: Configure Hosted Checkout Page Settings

To configure the Worldline GoPay Hosted Checkout Page settings in the Business Manager, go to **Merchant tools > Site Preferences > Custom Preferences > Worldline GoPay: Hosted Checkout Page Settings**

1. If you have uploaded a [custom template](#)<sup>6</sup> for the Hosted Checkout Page in Worldline GoPay Merchant Portal, enter the template file name with the .html suffix in the **Hosted Checkout Template** box.
2. By default the cartridge lists all the credit card brands as separate payment methods. You can choose to group them together under single "Credit/Debit card" payment method by using the **"Groups Cards on the Hosted Checkout Page"** setting
3. Configure the **Hosted Checkout Session Timeout**. By default is set to 180 minutes.
4. Configure the **OneyCard Payment option** with the number of instalments the transaction would be split into.
5. Select **Save** in the upper-right corner of the screen.

6. <https://support.direct.ingenico.com/documentation/template-builder/>

### 3.5.4 Step 4.4: Configure Intersolve payment ID (optional)

The default Intersolve payment product ID is 5700. There is possibility that the Intersolve payment ID provided to you by Worldline is different, or there are multiple Intersolve payment product IDs associated with your merchant account.

To configure the Intersolve payment ID(s) for the Worldline GoPay Cartridge in the Business Manager:

1. Go to **Merchant tools > Site Preferences > Custom Preferences > Worldline GoPay: Hosted Checkout Page Settings**
2. In the **Intersolve IDs** enter a comma separated list of the Intersolve ID(s) associated with your merchant account.
3. Select **Save** in the upper-right corner of the screen.

### 3.5.5 Step 4.5: Configure Hosted Tokenization Page Settings

To configure the Worldline GoPay Hosted Checkout Page settings in the Business Manager, go to **Merchant tools > Site Preferences > Custom Preferences > Worldline GoPay: Hosted Tokenization Page Settings**

1. If you set your checkout type to Hosted Tokenization Page, in the **Hosted Tokenization JS** box enter the URL to the [Worldline GoPay Tokenizer Script](#)<sup>7</sup>.
2. If you have uploaded a [custom template](#)<sup>8</sup> for Hosted Tokenization form in Worldline GoPay Backoffice, in the **Hosted Tokenization Template** box, enter the name of the template file including .html suffix.
3. Select **Save** in the upper-right corner of the screen.

## 3.6 Step 5: Verify your connection to Worldline GoPay API

To test the connection with Worldline GoPay Direct API:

1. Go to **Merchant Tools > Ordering > Worldline GoPay Transactions**
2. Click on **Test API Connection** button in the upper-right corner of the screen.
3. If the set up is correct, an alert box **Connection to the Worldline GoPay API succeeded** should be displayed.

## 3.7 Step 6: Fetch enabled Payment Products from Worldline GoPay

To fetch enabled payment products from Wordline-Direct and accept payments on your checkout:

---

7. <https://support.direct.ingenico.com/documentation/integrate/hosted-tokenization-page/#validtokenisationURL>

8. <https://support.direct.ingenico.com/documentation/integrate/hosted-tokenization-page/#createiframeemplate>

1. Go to **Merchant tools > Ordering > Worldline GoPay Payment Products**
2. Click on the button “**Fetch payment products from Worldline**” and wait for the page to reload
3. A table is shown with all the payment products enabled in Worldline for your merchant account. Read more about the configuration options here: [Take payments with the cartridge#Worldline-Payment-products \(see page 18\)](#)



Please repeat the process above when new payment products are added to your Worldline merchant account.



The list of all available Worldline GoPay [payment products](#)<sup>9</sup> can be found in Worldline GoPay Support Portal. Please work with Worldline to enable additional payment products for your merchant account.

## 3.8 Step 7: Configure Worldline GoPay Subscriptions (optional)

### 3.8.1 7.1: Enable subscription / replenish order functionality

The site preference responsible for enabling and disabling the Subscription functionality is called “Enable subscriptions” and sits under the General configuration group.

Select YES if you want the functionality to be turned ON.

### 3.8.2 7.2: Configure the service credentials

1. Open the Credentials tab
2. Open **worldline.httpform.ocapi** and edit:
  - a. URL: add the URL to your site/instance
  - b. User: enter your API key ID.
  - c. Password: enter your API key secret.
3. Select **Apply** in the bottom-right corner of the screen.

### 3.8.3 7.3: Configure the service

1. Open Services tab
2. Select the **worldline.httpform.ocapi** credentials in the credentials drop down.
3. Select a profile suitable for OCAPI request, if you don't have one create it first and select
4. Select **Apply** in the bottom-right corner of the screen.

9. <https://docs.direct.worldline-solutions.com/en/payment-methods-and-features/>

### 3.9 Step 8: Configure payment by mealvouchers (optional)

Meal vouchers operate within strict regulations that restrict their use to food and beverage purchases. These rules ensure vouchers provide nutritional benefits to employees rather than act as general currency. Merchants must track which products qualify for meal voucher payments to comply with these regulations.

To enable product flagging, the cartridge adds a custom attribute to the Product object: **Mealvouchers product type**, with these values:

- FoodAndDrink - Food and beverage items eligible for meal vouchers
- HomeAndGarden - Home and garden items typically eligible for eco-cheques
- GiftAndFlowers - Gift and flower items potentially eligible for eco-cheques and another voucher type (Cheques Cadeau)

Configure this field per product by including it in your product feed to Salesforce Commerce Cloud or by editing products manually in Business Manager.

## 4 Take payments with the cartridge

### 4.1 Payment methods

After the metadata import, two new payment methods have been added to the platform with their corresponding payment processors.

To make sure that this has been set up correctly:

1. In the Business Manager, go to **Merchant tools > Ordering > Payment Methods**.
2. In the list, check that **WORLDLINE\_DIRECT\_CARD**, **WORLDLINE\_DIRECT\_REDIRECT** and **WORLDLINE\_DIRECT\_CREDIT\_REDIRECT** are created.

The payment methods added to the platform are placeholders only, no additional configuration is required and they are hidden from the end customer.

The list of customer's applicable payment methods (products) is retrieved in real-time API request to Worldline GoPay API during checkout. The cartridge maps Worldline GoPay payment methods to the payment methods in the platform as follows:

- Card payment methods, except Bancontact, are mapped to **WORLDLINE\_DIRECT\_CARD**
- The SEPA Direct Debit payment method is mapped to **WORLDLINE\_DIRECT\_DIRECTDEBIT**
- All other payment methods are mapped to **WORLDLINE\_DIRECT\_REDIRECT**



When **checkout mode** is set to **Hosted Tokenization Page**, the **WORLDLINE\_DIRECT\_CARD** method is visible on the storefront. It is being used to group Worldline GoPay card payment methods into a single credit card option for the customer.

### 4.2 Worldline Payment products

The Worldline GoPay Cartridge allows individual payment products to be customised on the checkout billing page on the current site.

Merchants can customize the following settings for each payment product:

- **Localized Name:** Modify the display name for each supported locale.
- **Logo overwrite:** Overwrite the payment product logo supplied by Worldline with a custom one
- **Visibility:** Show or hide the payment product at checkout on a per-site basis. This functionality is useful when the merchants are using the same PSPID (merchant ID) but want to offer different payment products for different channels. Another use case is Oney payment methods for which there is choice between standard card and branded card
- **Display Order:** Adjust the order in which payment products appear during checkout.

To be able to manage the individual payment products, in the Business Manager, go to **Merchant tools > Ordering > Worldline GoPay Payment Products**

Please be aware that if fraud occurs on a transaction that has been granted an exemption, the liability falls on the merchant!

[Merchant Tools](#) > [Ordering](#) > Worldline-Direct Payment Products

#### Worldline-Direct Payment Products

[Fetch payment products from Worldline](#)

Worldline Direct payment products are stored as Custom Objects of the type *WorldlineDirectPaymentProducts*. These can be managed either through the Custom Object Editor or by using the Edit button next to each payment product.

**Important:** It is mandatory to first fetch the payment products from Worldline before any configuration or editing can take place.

Merchants can customize the following settings for each payment product:

- Localized Name: Modify the display name for each supported locale.
- Visibility: Show or hide the payment product at checkout on a per-site basis.
- Display Order: Adjust the order in which payment products appear during checkout.

ID	Display ID	Name	Logo Overwrite	Display order	Show on checkout	Enabled in Worldline	
2	AMERICAN_EXPRESS	American Express	Yes	0	Yes	Yes	<a href="#">Edit</a>
5700	INTERSOLVE	Intersolve	No	1	Yes	Yes	<a href="#">Edit</a>
861	ALIPAY	alipay	No	2	Yes	Yes	<a href="#">Edit</a>
5405	ALIPAYPLUS	AlipayPlus	No	3	Yes	Yes	<a href="#">Edit</a>
3012	BCMC	BCMC	No	4	Yes	Yes	<a href="#">Edit</a>
5144	FLOA10X	Float10x	No	5	Yes	Yes	<a href="#">Edit</a>
5001	BIZUM	Bizum	No	6	Yes	Yes	<a href="#">Edit</a>
5406	EPS	EPS	No	7	Yes	Yes	<a href="#">Edit</a>
5408	A2A	A2A	No	8	Yes	Yes	<a href="#">Edit</a>
5403	CVCONNECT	CVCONNECT	No	9	Yes	Yes	<a href="#">Edit</a>
3204	BLIK	Blik	No	10	Yes	Yes	<a href="#">Edit</a>
302	APPLEPAY	APPLEPAY	No	11	Yes	Yes	<a href="#">Edit</a>
5003	LINXO	Linxo	No	26	Yes	Yes	<a href="#">Edit</a>
117	MAESTRO	Maestro	No	27	Yes	Yes	<a href="#">Edit</a>
5402	MEALVOUCHERS	Mealvouchers	No	28	Yes	Yes	<a href="#">Edit</a>
5110	ONEY3X4X	Oney3x4x	No	29	Yes	Yes	<a href="#">Edit</a>
5128	ONEYBRANDEDCARD	OneyBrandedCard	No	30	Yes	Yes	<a href="#">Edit</a>
5600	ONEYBRANDEDGIFTCARD	OneyBrandedGiftCard	No	31	Yes	Yes	<a href="#">Edit</a>
5127	ONEYCARD	OneyCard	No	32	Yes	Yes	<a href="#">Edit</a>
5125	ONEYFINANCEMENTLONG	OneyFinancementLong	No	33	Yes	Yes	<a href="#">Edit</a>
840	PAYPAL	PAYPAL	No	34	Yes	Yes	<a href="#">Edit</a>
5300	PLEDG	Pledg	No	35	Yes	Yes	<a href="#">Edit</a>
3203	POSTFINANCEPAY	PostFinancePay	No	36	Yes	Yes	<a href="#">Edit</a>
3124	PRZELEWY24	Przelewy24	No	37	Yes	Yes	<a href="#">Edit</a>
5407	TWINTWL	TWINTWL	No	38	Yes	Yes	<a href="#">Edit</a>
56	UPI	UPI	No	39	Yes	Yes	<a href="#">Edit</a>
1	VISA	VISA	No	40	Yes	Yes	<a href="#">Edit</a>
771	SEPADIRECTDEBIT	SepaDirectDebit	No	41	Yes	Yes	<a href="#">Edit</a>
5404	WECHATPAY	WeChatPay	No	42	Yes	Yes	<a href="#">Edit</a>
900	WERO	Wero	No	43	Yes	Yes	<a href="#">Edit</a>

[Sort](#)

Contact the support team at [support.ecom@worldline.com](mailto:support.ecom@worldline.com)

Have an idea for new feature? We'd love to hear all about it. [Request a new feature](#)

## 4.2.1 Fetch payment products from Worldline

1. Click on the button “**Fetch payment products from Worldline**” and wait for the page to reload
2. A table is shown with all the payment products enabled in Worldline for your merchant account.



Please repeat the process above when new payment products are added to your Worldline merchant account.



The list of all available Worldline GoPay [payment products](#)<sup>10</sup> can be found in Worldline GoPay Support Portal. Please work with Worldline to enable additional payment products for your merchant account.

## 4.2.2 Manage Worldline Payment Products

To customise **Worldline payment products** on the checkout pages, click the edit button in the last column:

1. Select a language from the top of the pop-up and click Apply.
2. Update the following data:
  - a. Name (localizable)
  - b. Description (localizable)
  - c. Logo URL - provide an HTTPS URL to overwrite the default Worldline icon for the payment product
  - d. Display order - reorder the payment products on the checkout page
  - e. Show on checkout - hide payment methods when not needed on a specific site
3. Click Save.
4. Repeat for other locales if necessary.

Merchants can **reorder Worldline payment products** interactively using the **Sort** button at the bottom of the table:

1. Click the Sort button at the bottom of the payment products table to enter sorting mode.
2. Drag and drop table rows vertically into the desired positions; multiple payment products can be sorted at once.
3. Click Save at the bottom of the table.
4. The page will reload, and the payment methods will appear in the desired order.

## 4.3 Taking payments

The Worldline GoPay Cartridge ships pre-integrated to Worldline GoPay API.

It supports two of the most commonly used integration methods:

- Hosted Checkout Page
- Hosted Tokenization Page

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10. <https://docs.direct.worldline-solutions.com/en/payment-methods-and-features/>

### 4.3.1 Hosted Checkout Page

Hosted Checkout Page is the ideal solution to offer your customers online payments in your Salesforce Commerce Cloud store. The cartridge will redirect your customers from your checkout page to the Worldline GoPay platform for entering payment data.

Hosted Checkout Page supports all applicable Worldline GoPay payment methods.

Please read the [Hosted Checkout Page](#)<sup>11</sup> documentation in Worldline GoPay Support Portal.

### 4.3.2 Hosted Tokenization Page

Worldline GoPay Hosted Tokenization Page solution offers you maximum security and flexibility at once. The cartridge will include an iFrame payment form in your checkout page. Worldline GoPay host the iFrame safely at their end, but you control its look and feel. The payment data entered by your customers is saved as a token, which you can use to make payments.

Hosted Checkout Page supports all Worldline GoPay card payment methods.

Please read the [Hosted Tokenization Page](#)<sup>12</sup> documentation in Worldline GoPay Support Portal.

## 4.4 PCI Compliance

Hosted Checkout Page and Hosted Tokenization Page allow you to keep a low PCI profile as Worldline GoPay is responsible for managing sensitive data.

The **compliance level** for Hosted Checkout Page and Hosted Tokenization Page is **SAQ A (14)**.

## 4.5 Subscriptions

The Worldline GoPay Subscriptions allow the customer to order a specific set of products from the online store once and configure an interval in which the order will be repeated.

This functionality is available only for registered customers.

When the customer reaches the basket page and is already logged in you will see the option to enable the “replenish order” functionality. If you do, you can configure the following fields:

1. Start date - the first date on which the order will be recreated again
2. End date - when the subscription should end (no orders will be created after this date), you can leave this field empty if you want the subscription to be valid for ever (until manually canceled)
3. Every - the interval of execution of the subscription, works in the context of the Frequency field
4. Frequency - the time context for the Every property, so Days, Weeks, Months and Years

The subscriptions are visible in the My Account section of the online store for the customer and in the Worldline GoPay Subscription module in the BM.

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11. <https://support.direct.ingenico.com/documentation/integrate/hosted-checkout-page/>

12. <https://support.direct.ingenico.com/documentation/integrate/hosted-tokenization-page/>

The customer can cancel his subscriptions at any time from the My Account section, the same is possible for the store operators with access to the BM module.

## 5 Manage payments with the cartridge

The Worldline GoPay Cartridge ships with a Business Manager module where you can see Worldline GoPay payment details as well as perform manual actions on transactions.

[Merchant Tools](#) > Ordering > Worldline-Direct Transactions

### Worldline-Direct Transactions

Test API connection

This page allows you to search for orders which have Worldline-Direct transactions by order number. Also there is possibility to search Worldline transaction by id.

Search Order							By Order Number	By Transaction ID
Order Number: <input type="text"/> <a href="#">Find</a>								
Number	Order Date	Created By	Registration Status	Customer	Customer Email	Order Total	Worldline Amount	Payment Status Category
<a href="#">00000514</a>	4/04/22 12:03 pm	Customer	Registered	Test1 User1	testuser1@demandware.com	£174.79	£174.79	AUTHORIZED <a href="#">Details</a>
<a href="#">00000509</a>	4/04/22 11:07 am	Customer	Unregistered	Test1 User1	testuser1@demandware.com	£90.45	£90.45	AUTHORIZED <a href="#">Details</a>
<a href="#">00000508</a>	4/04/22 11:04 am	Customer	Unregistered	Test1 User1	testuser1@demandware.com	£90.45	£90.45	AUTHORIZED <a href="#">Details</a>
<a href="#">00000505</a>	4/04/22 11:03 am	Customer	Unregistered	Test1 User1	testuser1@demandware.com	£90.45	£90.45	AUTHORIZED <a href="#">Details</a>
<a href="#">00000504</a>	4/04/22 11:03 am	Customer	Unregistered	Test1 User1	testuser1@demandware.com	£90.45	£90.45	AUTHORIZED <a href="#">Details</a>
<a href="#">00000503</a>	4/04/22 10:53 am	Customer	Unregistered	Test1 User1	testuser1@demandware.com	£90.45	£90.45	AUTHORIZED <a href="#">Details</a>
<a href="#">00000502</a>	4/04/22 10:52 am	Customer	Unregistered	Test1 User1	testuser1@demandware.com	£90.45	£90.45	AUTHORIZED <a href="#">Details</a>
<a href="#">00000501</a>	4/04/22 10:50 am	Customer	Unregistered	Test1 User1	testuser1@demandware.com	£90.45	£90.45	AUTHORIZED <a href="#">Details</a>
<a href="#">00000401</a>	4/04/22 10:38 am	Customer	Registered	Test1 User1	testuser1@demandware.com	£101.35	£101.35	AUTHORIZED <a href="#">Details</a>
<a href="#">00000303</a>	4/04/22 9:39 am	Customer	Registered	Test1 User1	testuser1@demandware.com	£33.91	£33.91	AUTHORIZED <a href="#">Details</a>

Showing 1 - 10 of 10 items.

Contact the support team at [support.ecom@ingenico.com](mailto:support.ecom@ingenico.com)



### 1 Worldline GoPay Transactions Business Manager Module

To access the Worldline GoPay Transactions in the Business Manager, go to **Merchant Tools > Ordering > Worldline GoPay Transactions**.

The Worldline GoPay Transactions module provides the ability to search by Order number or by Worldline GoPay Transaction ID.

Transactions matching the search criteria are displayed in a table with information about the order, customer and Worldline GoPay transaction.

### 5.1 Open Details Dialog for a transaction in the Business Manager

To view more details for the Worldline GoPay transaction, you need to:

1. Open Worldline GoPay Transactions module.
2. Find the transaction
3. Click on **Details** link in the last column

The **Details Dialog** will be shown providing you more information to the transaction and the ability to perform manual actions (capture, refund, cancel) against the transaction.

### 5.2 Capture transactions in the Business Manager

Worldline GoPay Transactions module allows you to perform manual captures against a transaction. The page also shows a list of all captures to the transaction.



Captures are available only when transaction is created in **FINAL\_AUTHORIZATION** operation code. Transactions created in **SALE** operation code are captured directly at the time of the authorisation.



Captures for payments with TWINT are limited to one per transaction.

The screenshot shows the 'Worldline-Direct Payment Details' dialog box. It contains the following information:

- Order No:** 00000514
- Order Status:** NEW
- Worldline Payment ID:** 3187760829
- Payment Status Category:** AUTHORIZED
- Order Total:** £174.79
- Transaction Amount:** 174.79 GBP
- Captured Amount:** 150.00 GBP
- Refunded Amount:** 0.00 GBP

Below this is the 'ORIGINAL TRANSACTION DETAILS' table:

Transaction ID	Amount	Currency Code	Status
3187760829_0	174.79	GBP	PENDING_CAPTURE / 5

There is a 'Cancel transaction' button next to the first transaction row.

Below the table are two tabs: 'Captures' (selected) and 'Refunds'.

The 'Captures' tab shows a table with the following data:

Capture ID	Amount	Currency Code	Status
3187760829_1	150.00	GBP	CAPTURE_REQUESTED / 91

Below the captures table is a section to 'Add a new capture' with an 'Amount' input field (containing 24.79), a currency dropdown (set to GBP), and a 'Capture' button.

2 Capture view in Details dialog

## 5.2.1 View all captures for a transaction

To view the list of all captures for a transaction, in the Business Manager:

1. Open the **Details Dialog** for the transaction.
2. Click on **Captures** tab (selected by default)



The capture transactions are retrieved in real-time using Worldline GoPay API and you can see the latest status of the capture request.

### 5.2.2 Manual capture a transaction

To perform a manual capture, in the Business Manager:

1. Open the **Details Dialog** for the transaction
2. Click on **Captures** tab (selected by default)
3. At the bottom of the dialog window, find the **Add a new capture** form.
4. In the **Amount** box, enter the amount you wish to capture - it could be **full** or **partial amount** of the transaction.
5. Click on **Capture** button next to the amount field.

When the capture request is submitted, the Details Dialog will refresh its contents and will display the new capture transaction in the captures list.

As part of the capture request the [Handle Capture Business Process](#) (see page 54) will be triggered.

### 5.2.3 Automatic capture a transaction

The Worldline GoPay Cartridge ships with built-in scheduled job to automatically capture transactions after configurable amount of time.

To configure the job please read [Automatic Capture Job](#) (see page 45) documentation.

## 5.3 Refund transactions in the Business Manager

Worldline GoPay Transactions module allows you to perform manual refunds against a transaction. The page also shows a list of all refunds to the transaction.

The screenshot shows the 'Worldline-Direct Payment Details' dialog box. It contains the following information:

- Order No:** 00000514
- Order Status:** NEW
- Worldline Payment ID:** 3187760829
- Payment Status Category:** AUTHORIZED
- Order Total:** £174.79
- Transaction Amount:** 174.79 GBP
- Captured Amount:** 150.00 GBP
- Refunded Amount:** 50.00 GBP

Below this, there is a section for 'ORIGINAL TRANSACTION DETAILS' with a table:

Transaction ID	Amount	Currency Code	Status
3187760829_0	174.79	GBP	PENDING_CAPTURE / 5

There is a 'Cancel transaction' button next to the first row. Below the table are tabs for 'Captures' and 'Refunds'. The 'Refunds' tab is active, showing a table of refund details:

Refund ID	Amount	Currency Code	Status
3187760829_2	50.00	GBP	REFUND_REQUESTED / 81


At the bottom, there is a form to 'Add a new refund' with an 'Amount' field set to 100.00 and a 'Refund' button.

3 Refunds view in Details dialog

### 5.3.1 View all refunds for a transaction

To view the list of all refunds for a transaction, in the Business Manager:

1. Open the **Details Dialog** for the transaction.
2. Click on **Refunds** tab

 The refund transactions are retrieved in real-time using Worldline GoPay Direct API and you can see the latest status of the refund requests.

### 5.3.2 Refund a transaction

To refund a transaction, in the Business Manager:

1. Open the **Details Dialog** for the transaction
2. Click on **Refunds** tab
3. At the bottom of the dialog window, find the **Add a new refund** form.
4. In the **Amount** box, enter the amount you wish to refund - it could be **full** or **partial amount** of the transaction.



Transactions paid in full or partially with Intersolve can only be fully returned. Partial returns are not supported.

5. Click on **Refund** button next to the amount field.

When the refund request is submitted, the Details Dialog will refresh its contents and will display the new refund transaction in the refunds list.



Transactions paid in full or partially with Intersolve can only be returned within 14 days of the original transaction.

## 5.4 Cancel transaction within the Business Manager

To cancel a transaction (authorisation reversal), in the Business Manager:

1. Open the **Details Dialog** for the transaction
2. Find the **Payment Status** section in the upper-right corner of the **Details Dialog**
3. Click on the **Cancel transaction** button.

## 6 Manage subscriptions with the cartridge

The Worldline GoPay Cartridge ships with a Business Manager module where you can see Worldline GoPay subscription details as well as perform manual actions on them.

Merchant Tools > Ordering > Worldline-Direct Subscriptions

Worldline-Direct Subscriptions

Search subscription

Subscription Order Number:

Customer Number:

Subscription Status: All

Find

Advanced

Number	Order Date	Customer	Customer Email	Subscription Status	Order Total	
30321801	11/05/24 6:57 am	Test User1	test.user1@demandware.com	Active	EUR 32.00	<a href="#">Details</a>
30321253	11/04/24 10:05 am	Test User1	test.user1@demandware.com	Active	EUR 30000.60	<a href="#">Details</a>
30321230	11/04/24 9:44 am	Test User1	test.user1@demandware.com	Cancelled	EUR 75.00	<a href="#">Details</a>
30321529	11/01/24 6:35 am	Test User1	test.user1@demandware.com	Active	EUR 152.00	<a href="#">Details</a>
30321528	11/01/24 6:33 am	Test User1	test.user1@demandware.com	Active	EUR 152.00	<a href="#">Details</a>
30321532	11/01/24 6:33 am	Test User1	test.user1@demandware.com	Active	EUR 152.00	<a href="#">Details</a>
30321536	11/01/24 6:32 am	Test User1	test.user1@demandware.com	Active	EUR 152.00	<a href="#">Details</a>
30321525	11/01/24 6:32 am	Test User1	test.user1@demandware.com	Active	EUR 152.00	<a href="#">Details</a>
30321529	10/31/24 1:02 pm	Test User1	test.user1@demandware.com	Active	EUR 39.68	<a href="#">Details</a>
30321527	10/31/24 11:36 am	Test User1	test.user1@demandware.com	Active	EUR 7090.00	<a href="#">Details</a>

Showing 1 - 10 of 125 items.

Show 50 | 100 | All items

11 2 3 4 5 6 ... 13

Contact the support team at [support.ecom@ingenico.com](mailto:support.ecom@ingenico.com)

To access the Worldline GoPay Transactions in the Business Manager, go to **Merchant Tools > Ordering > Worldline GoPay Subscriptions**

The Worldline GoPay Subscriptions provides the ability to search by Subscription order number, customer number and subscription status.

The search results are displayed in a table with information about the order date, customer, customer email, subscription status, order total and the option to see more details about the subscription.

### 6.1 Details page for a subscription

On this page you can see the start, end (if applicable) dates, period and frequency, the next execution date, status and retry count of the subscription. The customer data is also available.

From this page you have the ability to see the original order and the created recurring orders.

Merchant Tools > Ordering > Worldline-Direct Subscriptions > Subscription: 30321801

Details for Subscription 30321801

Subscription No: 30321801 [view order](#)

Subscription Status: Active

Subscription Start Date: 06/11/2024

Subscription End Date: 05/11/2024

Subscription Period: 1

Subscription Frequency: Day(s)

Customer: Test User1

Customer Number: 00016001

Customer Email: test.user1@demandware.com

Payment product name: CB

Payment product ID: 130

[Block subscription](#) [Cancel subscription](#)

Subscription Retry Count: 1.0

Subscription Next Execution Date: 05/11/2024

Number	Order Date	Order Total	
30321805	11/05/24 7:11 am	EUR 32.00	<a href="#">view order</a>
30321804	11/05/24 7:06 am	EUR 32.00	<a href="#">view order</a>
30321803	11/05/24 7:01 am	EUR 32.00	<a href="#">view order</a>

Showing 1 - 3 of 3 items.

11

Contact the support team at [support.ecom@ingenico.com](mailto:support.ecom@ingenico.com)

On this page you can **Block** or **Cancel** a subscription.

## 6.2 Subscription status Blocked

This status is used when an order can be fulfilled (if a product is temporary not available), the status can be triggered manually or by the job itself when the retry count reaches the configured retry count limit. The status is reversible, once the the reason for blocking the order is resolved you can go on the details page of the subscription and click the **Ublock subscription** button

Payment product name:

CB

Payment product ID:

130

Unblock subscription

Cancel subscription

Number

30321802

Order Date

11/05/24 7:01 am

Order Total

EUR 30000.00

[view order](#)

Showing 1 - 1 of 1 items.

## 6.3 Subscription status Cancelled

This status will permanently cancel the execution of the subscription.

## 7 Receive payment updates - Webhooks

Webhooks are messages sent from the Worldline GoPay platform to your Salesforce Commerce Cloud storefront. These messages inform you about the result of your transactions or about status changes that happen at a later point (i.e. captures, refunds).

More information about webhooks can be found in [Worldline GoPay Support Site](#)<sup>13</sup>

### 7.1 Configure Salesforce Commerce Cloud to receive payment updates

#### 7.1.1 Step 1: Set up webhooks in Worldline GoPay Backoffice and Salesforce Commerce Cloud

To set up your Commerce Cloud store to receive updates from Worldline GoPay API, you need to set up a **Webhook URL**, **Webhook Key** and **Webhook Secret** in the Worldline GoPay Backoffice and copy it over to the Business Manager.



The **Webhook URL** to be configured in Worldline GoPay Backoffice by default is:  
<https://{domain}/on/demandware.store/Sites-{yourSiteId}-Site/{locale}/WorldlineDirect-Webhooks>

Information on how to set up an Webhooks in Worldline GoPay Backoffice can be found [here](#)<sup>14</sup>.

To copy the **Webhook Key** and **Webhook Secret** over to the Business Manager:

1. Go to **Merchant Tools > Site Preferences > Custom Preferences > Worldline GoPay: Webhooks Config**
2. In the **Webhooks Key ID** field, enter the webhook key ID created in Worldline GoPay Backoffice.
3. In the **Webhooks Key Secret** field, enter the webhook key secret created in Worldline GoPay Backoffice.
4. Select **Save** in the upper-right corner of the screen.

#### 7.1.2 Step 2: Set up the Process Webhooks Job

To set up the **Process Webhooks Job** in the Business Manager:

1. Go to **Administration > Operations > Jobs**
2. Click on **WorldlineProcessWebhooks** in the list
3. Open **Job Steps** tab
4. Make sure the **scope** is set to your **site**

13. <https://support.direct.ingenico.com/documentation/api/webhooks>

14. <https://support.direct.ingenico.com/documentation/api/webhooks#configurewebhooks>

5. Configure the schedule for the job based on your needs.



For near real-time processing a value between 1 and 5 minutes is recommended based on your order volume. By default, the job is scheduled to run every 5 minutes.

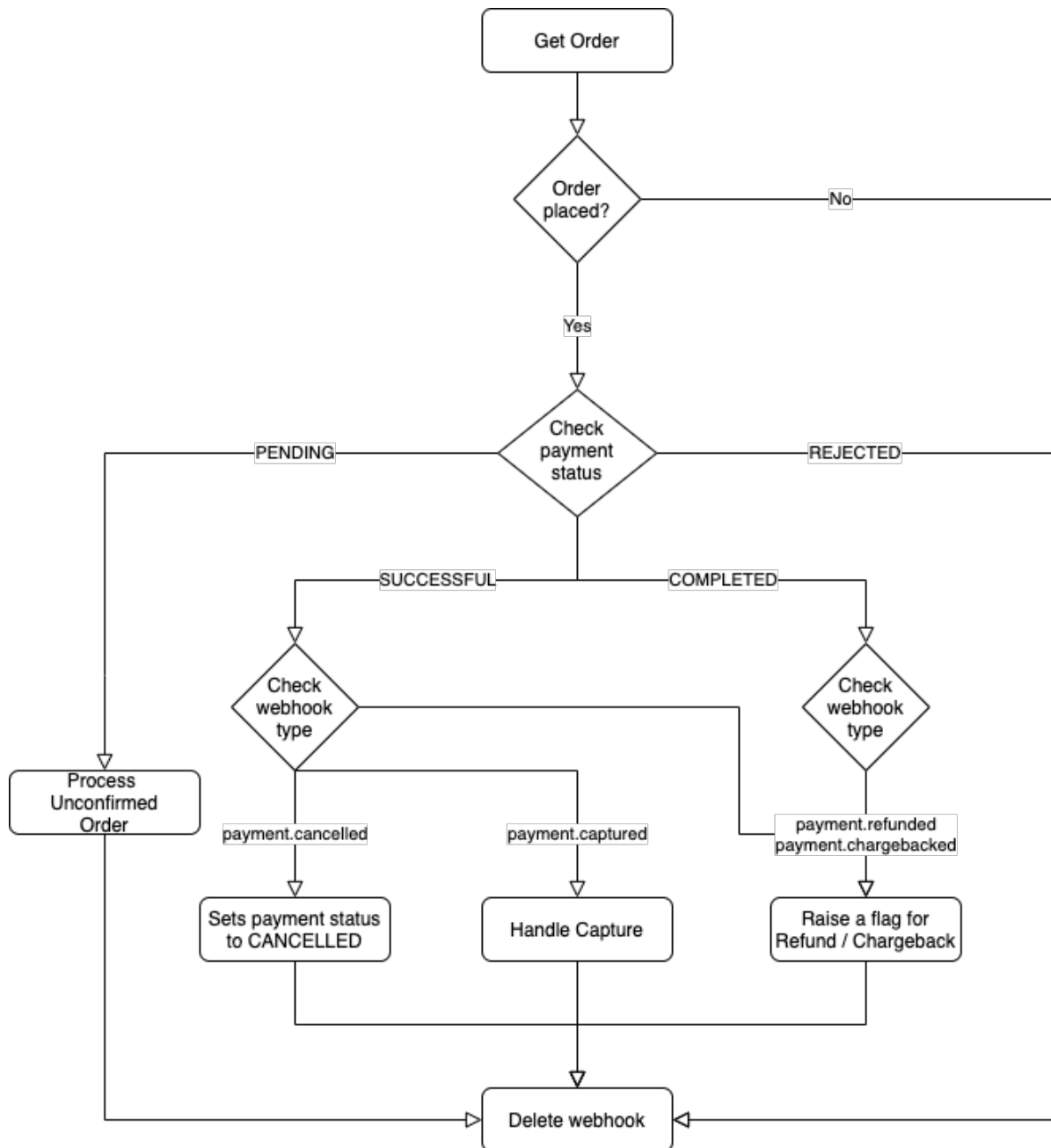
## 7.2 Webhook handling and processing

Whenever a message is received by the webhook endpoint, its signature is verified using the webhooks key and secret and if it's valid, then a new record is stored in WorldlineDirectWebhooks Custom Object.

The cartridge responds with HTTP 201 (Created) status code to notify Worldline GoPay that the webhook was received and it should not be sent again.

The webhook is later processed by the **Process Webhooks Job**.

### 7.2.1 Webhook event process flow



### 7.2.2 Business processes triggered by Process Webhooks Job

- [Process Unconfirmed Order Business Process \(see page 52\)](#)
- [Handle Capture Business Process \(see page 54\)](#)

### 7.2.3 Webhook events and process mapping

The table below describes the webhook events send to the system and actions performed for each of them.

Worldline GoPay API Event	Worldline GoPay API Event Description	Worldline GoPay Payment Cartiridge Action
payment.created	The transaction has been created. This is the initial state once a new payment is created	Not processed. Created payment is handled on customer redirection back to Commerce Cloud storefront after payment. Fallback: Payment Status Check Job.
payment.redirected	The consumer has been redirected to a 3rd party to complete the authentication/ payment	Not processed. Redirected payment is handled on customer redirection back to Commerce Cloud storefront after payment. Fallback: Payment Status Check Job.
payment.authorization_requested	We have requested an authorization against an asynchronous system and is awaiting its response (This is only applicable to Union Pay and Braspag.)	Not processed. Authorization requested payment is handled on customer redirection back to Commerce Cloud storefront after payment. Fallback: Payment Status Check Job.
payment.pending_approval	There are transactions waiting for your approval	Not processed. Pending approval payment is handled on customer redirection back to Commerce Cloud storefront after payment. Fallback: Payment Status Check Job.
payment.pending_completion	There are transactions waiting for you to complete them	Not processed. Pending completion payment is handled on customer redirection back to Commerce Cloud storefront after payment. Fallback: Payment Status Check Job.

payment.pending_capture	There are transactions waiting for you to capture them.	Not processed. Pending capture payment is handled on customer redirection back to Commerce Cloud storefront after payment. Fallback: Payment Status Check Job.
payment.capture_requested	The transaction is in the queue to be captured. (For Cards, this means that the transaction has been authorized.)	Not processed.
payment.captured	The transaction has been captured and we have received online confirmation	Processed. Triggers Handle Captures process.
payment.chargebacked	The transaction has been chargebacked	Processed. Raises flag "hasChargebacks" against the order.
payment.rejected	The transaction has been rejected	Not processed. Rejected payment is handled on customer redirection back to Commerce Cloud storefront after payment. Fallback: Payment Status Check Job.
payment.rejected_capture	We or one of our downstream acquirers/providers have rejected the capture request For every 4xx and 5xx response an error and an array of errors is returned providing detailed error information.	Not processed.
payment.cancelled	You have cancelled the transaction	Processed. Sets the <code>worldlineDirectStatusCategory</code> custom order parameter to <code>CANCELLED</code> .
payment.refunded	The transaction has been refunded	Processed. Raises flag "hasRefunds" against the order.

refund.refund_requested	The transaction is in the queue to be refunded	Not processed.
-------------------------	--	----------------

## 7.2.4 Logging and debugging

The webhooks use the following custom log files:

Log file prefix	Log category	Description
worldline-webhooks	worldline-webhooks	Used by the controller that receives the webhooks. Set the “Log level” to <b>DEBUG</b> if you want to log each webhook that arrives. Otherwise set to <b>WARN</b> or <b>ERROR</b> (recommended for Production instances).
worldline-job-webhooks	worldline-jobs	Used by the scheduled job that processes the webhooks. Set the “Log level” to <b>DEBUG</b> if you want to log each webhook that gets processed. Otherwise set to <b>WARN</b> or <b>ERROR</b> (recommended for Production instances).

## 8 Appendix 1: Salesforce Commerce Cloud data model extensions

### 8.1 System Objects

#### 8.1.1 Site Preferences

Attribute ID	Attribute Group	Description
worldlineDirectMerchantID	WORLDLINE_DIRECT	Merchant ID for Worldline GoPay platform
worldlineDirectMerchantCompanyName	WORLDLINE_DIRECT	Company Name appearing on your customers' bank statement
worldlineDirectOperationCode	WORLDLINE_DIRECT	The operation code will be valid for all transactions: <ul style="list-style-type: none"> <li>• SALE: capture the payments when the order is placed</li> <li>• FINAL_AUTHORIZATION: capture later (manually or through a job)</li> </ul>
worldlineDirectCheckoutType	WORLDLINE_DIRECT	Checkout type for card payments: Hosted Checkout Page (Redirect) OR Hosted Tokenization Page (iFrame)
worldlineDirectApplySurcharge	WORLDLINE_DIRECT	Whether to activate surcharge on transactions or not. The surcharge option should be active on the PSPID on Worldline side too.
worldlineDirectSubscription	WORLDLINE_DIRECT	If set to Yes, the recurring orders (subscriptions) will be enabled
worldlineDirectRequestFeatureEmail	WORLDLINE_DIRECT	Email address for request a feature form (Hidden: not to be managed by merchants)

Attribute ID	Attribute Group	Description
worldlineDirectWeroCaptureTrigger	WORLDLINE_DIRECT	Display your customers in the Wero portal when you will capture the transaction.
worldlineDirectA2AInstantPaymentOnly	WORLDLINE_DIRECT	Activate this option to only accept instant bank transfers from your consumers
worldlineDirect3DSEnable3DS	WORLDLINE_DIRECT_3DS	Whether to enable 3DS or not
worldlineDirect3DSEnforceSCA	WORLDLINE_DIRECT_3DS	Whether to enable 3DS SCA or not
worldlineDirect3DSExemptionType	WORLDLINE_DIRECT_3DS	Type of 3DS exemption
worldlineDirect3DSLowValueExemptionLimit	WORLDLINE_DIRECT_3DS	The exemption limit specified in EUR (0-30) for Low-Value exemption
worldlineDirect3DSTRAExemptionLimit	WORLDLINE_DIRECT_3DS	The exemption limit specified in EUR (0-100) for Transaction-Risk-Analysis exemption
worldlineDirectHTJS	WORLDLINE_DIRECT_HTTP	Please provide the URL to Hosted Tokenization JS Library
worldlineDirectHTTPTemplate	WORLDLINE_DIRECT_HTTP	Please provide the template name as in Worldline GoPay Backoffice to be rendered to the customer
worldlineDirectHCPTemplate	WORLDLINE_DIRECT_HCP	Please provide the template name as in Worldline GoPay Backoffice to be rendered to the customer
worldlineDirectHCPGroupCards	WORLDLINE_DIRECT_HCP	Whether to groups Cards on the Hosted Checkout Page or not
worldlineDirectHCPSessionTimeout	WORLDLINE_DIRECT_HCP	Hosted Checkout Session Timeout (min). Default value: 180 min

Attribute ID	Attribute Group	Description
worldlineDirectIntersolvePaymentMethodIDs	WORLDLINE_DIRECT_HCP	Comma separated list for the Intersolve IDs in use
worldlineDirectOneyCardPaymentOption	WORLDLINE_DIRECT_HCP	Amount of instalments the transaction is split into
worldlineDirectWebhooksKeyID	WORLDLINE_DIRECT_WEBHOOKS	The webhooks key id that should be copied from Worldline GoPay's backoffice
worldlineDirectWebhooksKeySecret	WORLDLINE_DIRECT_WEBHOOKS	The webhooks key secret that should be copied from Worldline GoPay's backoffice

### 8.1.2 Customer Payment Instrument

Attribute ID	Attribute Group	Description
worldlineDirectPaymentProductID	WORLDLINE_DIRECT	Worldline GoPay Payment Product ID
worldlineDirectPaymentProductName	WORLDLINE_DIRECT	Worldline GoPay Payment Product Name
worldlineDirectPaymentMethod	WORLDLINE_DIRECT	Worldline GoPay Payment Method
worldlineDirectCreditCardAlias	WORLDLINE_DIRECT	The masked credit card number given by the Worldline API

### 8.1.3 Product

Attribute ID	Attribute Group	Description
worldlineDirectMealvouchersProductType	WORLDLINE_DIRECT	Meal vouchers product type

### 8.1.4 Order

Attribute ID	Attribute Group	Description
isWorldlineDirectOrder	WORLDLINE_DIRECT	A flag to mark orders that have an Worldline GoPay payment
worldlineDirectTransactionID	WORLDLINE_DIRECT	The Worldline GoPay transaction ID
worldlineDirectStatusCategory	WORLDLINE_DIRECT	Payment status category
worldlineDirectStatus	WORLDLINE_DIRECT	Payment status
worldlineDirectStatusCode	WORLDLINE_DIRECT	Transaction status code
worldlineDirectIsAuthorized	WORLDLINE_DIRECT	Is the transaction authorized
worldlineDirectIsCancellable	WORLDLINE_DIRECT	Is the transaction cancellable
worldlineDirectIsRefundable	WORLDLINE_DIRECT	Is the transaction refundable
worldlineDirectHasCaptures	WORLDLINE_DIRECT	Whether there have been captures for this order
worldlineDirectHasRefunds	WORLDLINE_DIRECT	Whether there have been refunds for this order
worldlineDirectHasChargebacks	WORLDLINE_DIRECT	Whether there have been chargebacks for this order
worldlineDirectSurchargeAmount	WORLDLINE_DIRECT	Stores the surcharge amount on top of the order total
worldlineDirectSubscriptionStartDate	WORLDLINE_DIRECT_S UBSCRIPTION	Subscription start date
worldlineDirectSubscriptionEndDate	WORLDLINE_DIRECT_S UBSCRIPTION	Subscription end date (could be empty)
worldlineDirectSubscriptionPeriod	WORLDLINE_DIRECT_S UBSCRIPTION	Subscription period

Attribute ID	Attribute Group	Description
worldlineDirectSubscriptionFrequency	WORLDLINE_DIRECT_S UBSCRIPTION	Subscription frequency
worldlineDirectSubscriptionStatus	WORLDLINE_DIRECT_S UBSCRIPTION	Subscription status
worldlineDirectSubscriptionNextDate	WORLDLINE_DIRECT_S UBSCRIPTION	Subscription next execution date
worldlineDirectSubscriptionRetryCount	WORLDLINE_DIRECT_S UBSCRIPTION	Subscription retry count
worldlineDirectSubscriptionOrderType	WORLDLINE_DIRECT_S UBSCRIPTION	Subscription order type (created by the customer or the system)
worldlineDirectSubscriptionOriginalOrderID	WORLDLINE_DIRECT_S UBSCRIPTION	Subscription original order ID
worldlineDirectSubscriptionInitialTransactionID	WORLDLINE_DIRECT_S UBSCRIPTION	Subscription transaction ID

### 8.1.5 Order Payment Instrument

Attribute ID	Attribute Group	Description
worldlineDirectPaymentMethod	WORLDLINE_DIRECT	Worldline GoPay Payment Method
worldlineDirectPaymentProductID	WORLDLINE_DIRECT	Worldline GoPay Payment Product ID
worldlineDirectPaymentProductName	WORLDLINE_DIRECT	Worldline GoPay Payment Product Name
worldlineDirectCardExpiry	WORLDLINE_DIRECT	Card Expiry
worldlineDirectAuthorisationCode	WORLDLINE_DIRECT	Authorisation Code
worldlineDirectHostedCheckoutID	WORLDLINE_DIRECT	Hosted Checkout ID
worldlineDirectSavedCardToken	WORLDLINE_DIRECT	Saved Card Token

Attribute ID	Attribute Group	Description
worldlineDirectCreditCardAlias	WORLDLINE_DIRECT	The masked credit card number given by the Worldline API
worldlineDirectCardSchemeReferenceData	WORLDLINE_DIRECT	Card Scheme Reference Data
worldlineDirect3DSLiability	WORLDLINE_DIRECT	3DS Liability
worldlineDirect3DSAppliedExemption	WORLDLINE_DIRECT	3DS Applied exemption type
worldlineDirect3DSChallengeIndicator	WORLDLINE_DIRECT	3DS Challenge indicator
worldlineDirectMandateReference	WORLDLINE_DIRECT	Mandate Reference

### 8.1.6 Payment Transaction

Attribute ID	Attribute Group	Description
worldlineDirectAcquiredAmount	WORLDLINE_DIRECT	Acquired amount for the transaction
worldlineDirectMealvouchersProductType	WORLDLINE_DIRECT	Mealvouchers product type for the transaction
worldlineDirectMealvouchersBrand	WORLDLINE_DIRECT	Mealvouchers brand used for the payment

## 8.2 Custom Objects

### 8.2.1 WorldlineDirectWebhooks

When a [webhook](#)<sup>15</sup> arrives, first its signature will be checked and if it's valid, it will get stored in this custom object. It will later be processed by the Process Webhooks Events Job. Once processed, the custom object will be deleted.

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15. <https://support.direct.ingenico.com/documentation/api/webhooks>

Attribute ID	Type	Description
body	String	Stores the body of the webhook.

### 8.2.2 WorldlineDirectPaymentProducts

The plugin allows the merchant to customise Worldline payment methods. In order to achieve this, the payment products are stored in a custom object.

Attribute ID	Type	Description
displayID (Key)	String	Display ID for the method
ID	Integer	Worldline Payment Product ID
name	String	Name - localisable field
description	Text	Description - Localisable field
logo	String	Logo URL Overwrite
displayOrder	Integer	Display (sort) order
enabled	Boolean	Show on checkout
enabledInWorldline	Boolean	Enabled in Worldline

## 9 Appendix 2: Scheduled Jobs

Job ID	Description	Default schedule
WorldlineCaptureAuthorizedPayments	<p>Captures the payments that are awaiting capture. It can be configured to either capture all awaiting payments or capture only the payments that have been made more than X days ago (using the worldlineDirectCaptureProcedureDelay parameter).</p> <p>More information can be found here:  <a href="#">Automatic Capture Job (see page 45)</a></p>	Every day at 11:00 pm server time
WorldlinePaymentStatusCheck	<p>Checks the Worldline GoPay status for payments in Pending status or orders in status Created and updates the order.</p> <p>More information can be found here:  <a href="#">Check Payment Status Job (see page 43)</a></p>	Every hour
WorldlineProcessWebhooks	<p>Takes the webhooks that were previously stored in the WorldlineDirectWebhooks custom object and processes them.</p> <p>More information can be found here:  <a href="#">Receive payment updates - Webhooks (see page 30)</a></p>	Every 5 minutes
WorldlineProcessRecurringOrders	<p>The WorldlineRecurringOrders job is meant to select all active subscriptions and create new orders for them if they meet the job's criteria.</p>	Once a day

### 9.1 Check Payment Status Job

#### 9.1.1 Description

This job consists of two parts:

- processes orders that are in status “CREATED” (which means “incomplete”), but have a successful payment
- processes orders whose Worldline GoPay payment status is still not finalised and is waiting for a certain update (unconfirmed orders)

Detailed explanation of each part is given below.

#### 9.1.1.1 Processing orders in status “CREATED” which have a successful payment

This can happen in case the user started checkout, got redirected to the Worldline GoPay site, completed the payment there and got charged, but for some reason, such as a network error, did not get redirected back to the SCC website to complete the order (i.e. the user did not see the “thank you for your order” page, which also completes the order on SCC side).

The scheduled job will try to finalise these orders. To do that, it will look for orders that are in status “**CREATED**”, have a successful payment and have been created more than 1 hour ago. The 1 hour period is added to make sure the job does not mistakenly pick up orders that are currently being placed.

The job will then validate the payment and if it was successful, it will finalise the order, so that it will become in status “**NEW**” or “**OPEN**”.

#### 9.1.1.2 Processing unconfirmed orders

The job will pick up all unconfirmed orders (order status is not in “**CREATED**” or “**FAILED**” and confirmation status is “**Not Confirmed**”). For each order the job will make a request to check the latest payment status:

- If the payment status is successful, the job will update the confirmation status to “**Confirmed**”.
- If the payment status is rejected, the job will cancel the order.
- If the payment status is still pending and the order is older than 30 hours (the number of hours is configurable with a default value of 30), the job will cancel the order and the payment transaction.

A detail description of the process can be found in [Process Unconfirmed Order Business Process \(see page 52\)](#).

### 9.1.2 Configuration

The job uses the following configuration parameters:

Parameter Name	Default Value	Description
cancelUnconfirmedOrderAfterHours	30	How many hours to wait before cancelling an order with a pending Worldline GoPay payment status.

### 9.1.3 Schedule

The job is preconfigured to run once per hour in order to regularly receive payment updates. It is up to the merchant to determine if this default needs to be changed in order to fit their business requirements.

## 9.2 Automatic Capture Job

### 9.2.1 Description

This scheduled job can perform automatic captures of payments that have not been captured yet. This is typically needed when the payments do not get captured automatically when placing the order (i.e. when the “Operation code” site preference is set to “FINAL\_AUTHORIZATION”) and a mechanism is needed to perform these captures at a later stage.

There are cases in which the merchant may decide that this job is not needed and can be disabled:

- If the payment gets automatically captured as soon as the order is placed (i.e. when the “Operation code” site preference is set to “SALE”).
- If the merchant wants to perform the captures manually

Once a payment gets picked up by this job, the following process gets executed:

[Handle Capture Business Process \(see page 54\)](#)

### 9.2.2 Configuration

The job uses the following parameters:

Parameter name	Description	Configuration steps
<code>worldlineDirectCaptureProcedureDelay</code>	How many days to wait before capturing a pending payment	Administration > Jobs > WorldlineCaptureAuthorizedPayments > Job Steps > WorldlineCaptureAuthorizedPayments

How frequently the job should run and whether it should wait for a specific number of days before capturing a payment depends on the specific business case and is up to the merchant to decide.

Two typical use cases are described below as well as the configurations needed to achieve them.

### 9.2.2.1 Capture payments, placed more than X days ago

In this case the merchant may decide to run this job several times per day. This can be achieved with the following steps:

1. Go to Business Manager, then **Administration > Jobs > WorldlineCaptureAuthorizedPayments > Schedule and History**
2. Make sure the “Enabled” checkbox is checked
3. Set “Trigger” to “Recurring Interval”
4. The job can be scheduled to run every N hours by setting “Interval” to “Hours” and “Amount” to N
5. The initial hour can be specified in the “From” field. For example: if configured to run every 3 hours and the “From” field specifies “01:00:00” as an hour, then the job will be executed at 01:00:00, 04:00:00, 07:00:00, etc. These hours will be in the server’s timezone which can be seen at the bottom of the Business Manager page (“Instance Time Zone: ...”).

Additionally the `worldlineDirectCaptureProcedureDelay` parameter needs to be set to the correct value:

- If it is set to 1, then all pending payments made more than 1 day ago will be captured
- If it is set to 2, then all pending payments made more than 2 days ago will be captured
- ...

### 9.2.2.2 Capture all pending payments once per day, at the end of the day

This can be achieved with the following steps:

1. Go to Business Manager, then **Administration > Jobs > WorldlineCaptureAuthorizedPayments > Schedule and History**
2. Make sure the “Enabled” checkbox is checked
3. Set “Trigger” to “Recurring Interval”
4. Set the “Amount” field to “1” and “Interval” to “Days”
5. The exact hour can be specified in the “From” field. This hour will be in the server’s timezone which can be seen at the bottom of the Business Manager page (“Instance Time Zone: ...”).

Additionally the `worldlineDirectCaptureProcedureDelay` parameter can be set to 0, in this case all pending payments will be captured.

## 9.2.3 Schedule

The job ships preconfigured to run once per day at 23:00 server time (the timezone can be seen at the bottom of the page in SCC Business Manager).

By default the `worldlineDirectCaptureProcedureDelay` parameter is set to 1, which means that payments made more than 1 day ago will be captured. It is up to the merchant to determine if these defaults need to be changed to fit their specific business requirements.

## 9.3 Subscription orders job

### 9.3.1 Description

The `WorldlineRecurringOrders` job is meant to select all active subscriptions and create new orders for them if they meet the job's criteria.

It can be configured to run at any interval, but it should preferably be run daily.

### 9.3.2 Configurations

Parameter Name	Value	Description
<code>worldlineDirectRetry</code>	3	How many attempts to recreate a subscription order the job gets, before moving it into status Blocked
<code>worldlineDirectOCAPIUsername</code>	tbc	OCAPI Username
<code>worldlineDirectOCAPIAgentKey</code>	tbc	OCAPI Agent Key
<code>mailFrom</code>	noreply@email.com	the email address from which the customer and the store administrator will receive notifications
<code>adminEmail</code>	admin@email.com	The email of a store administrator, who is going to check on failed subscriptions

The service `worldline.httpform.ocapi` needs to be configured as well, please refer to [Set up the cartridge | Step 7: Configure Worldline GoPay Subscriptions \(see page 16\)](#) for more information

### 9.3.3 How it works

1. Calculates today's date
2. Executes a search query to retrieve all subscriptions which are due at the time of execution
  - a. `worldlineDirectSubscriptionNextDate <= Today`
  - b. `worldlineDirectSubscriptionStatus = Active`

- c. worldlineDirectSubscriptionOrderType = CIT
  - d. status != CREATED | FAILED | CANCELLED
3. The result returned from point 2 is looped and processed 1 by 1 (this orders are referred as subscription order below) as follows:
- a. The job creates a web service instance to use with the OCAPI account provided in the configurations
  - b. A Basket DTO (Data Transformation Object) is created based on the subscription order's data
  - c. A new order is created with OCAPI
  - d. A payment instrument is added to the order (from point C)
  - e. If the status of the order (from point C) is **"created"**
    - i. an error email is sent to the admin Email (configured in the adminEmail field of the job),
    - ii. the worldlineDirectSubscriptionRetryCount is increased by 1, if it exceeds the configuration in worldlineDirectRetry, the subscription order (from point 2) status is set to Blocked.
  - f. If the status of the order (from point C) is **not "created"**
    - i. the next execution date is calculated for the subscription order and updated
    - ii. worldlineDirectSubscriptionRetryCount is set back to 0
    - iii. an order confirmation email is sent to the customer
  - g. If an exception occurs
    - i. an email with details is sent to the configure into the adminEmail field email
    - ii. if the exception is Payment or Product related, an email is sent to the customer as well

## 10 Appendix 3: Business processes

### 10.1 Validate Payment Business Process

#### 10.1.1 Description

Worldline GoPay Cartridge validates the payment response after customer has made a payment attempt.

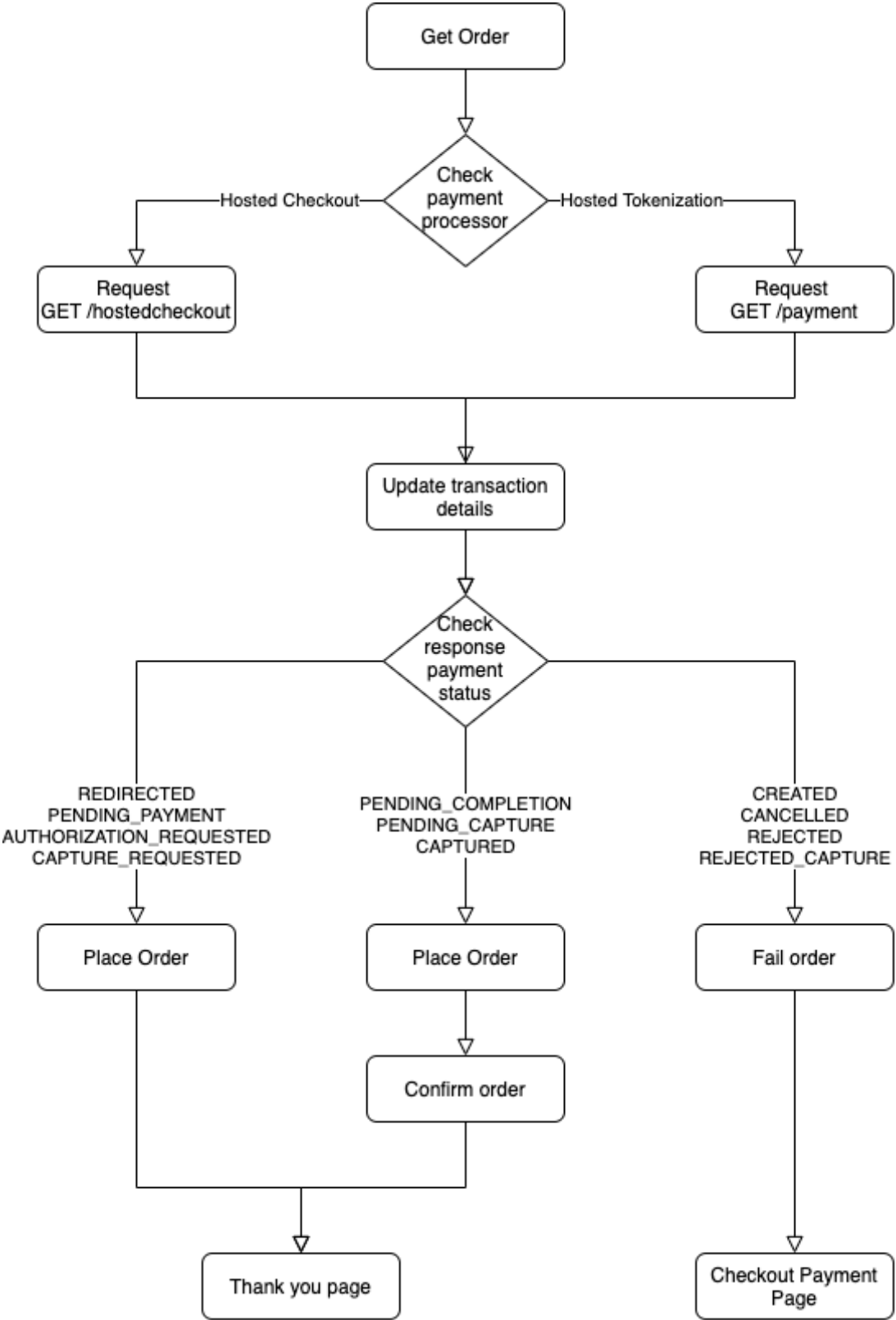
The business process is triggered by following actions:

- Customer is redirected back to Commerce Cloud storefront from Hosted Checkout Page
- Customer is redirected back to Commerce Cloud storefront from 3DS verification
- Customer has completed a payment on Hosted Tokenization flow without redirect

#### 10.1.2 Steps

1. Get customer's order
2. Get payment instrument
3. Make a request to Worldline GoPay to retrieve the actual payment status
4. Save payment details against the payment instrument
5. Check payment status
  - a. When status is one of REJECTED statuses the process **fails the order**, restores customer baskets and redirects the customer to the Checkout: Payment page with an user-friendly error message
  - b. When status is one of SUCCESSFUL statuses the process **places the order**, sets Confirmation Status to **Confirmed** and redirects the customer to the Thank you page.
  - c. When status is one of STATUS\_UNKNOWN statuses the process **places the order**, sets Confirmation Status to **Not Confirmed** and redirects the customer to the Thank you page.

10.1.3  
Flowchart



### 10.1.4 Worldline GoPay Payment statuses mapping

The table below showcase the mapping between Worldline GoPay API Payment Statuses, Worldline GoPay Payment Cartridge statuses and Salesforce Commerce Cloud Order statuses used in Validate Payment Business Process.

Worldline GoPay API Status Category	Worldline GoPay API Status	Worldline GoPay Payment Cartridge Status Category	Order Status	Order Confirmation Status	Storefront Customer landing page
REJECTED	CREATED	REJECTED	FAILED	Not Confirmed	Checkout: Payment page with error message
	CANCELLED				
	REJECTED				
	REJECTED_CAPTURE				
STATUS_UNKNOWN	REDIRECTED	STATUS_UNKNOWN	NEW		Thank you page
SUCCESSFUL	AUTHORIZATION_REQUESTED				
	CAPTURE_REQUESTED				
	PENDING_PAYMENT				
	PENDING_COMPLETION	SUCCESSFUL	Confirmed		
	PENDING_CAPTURE				
	CAPTURED				

## 10.2 Process Unconfirmed Order Business Process

### 10.2.1 Description

Worldline GoPay Cartridge implements business process to process the unconfirmed orders in Salesforce Commerce Cloud platform.

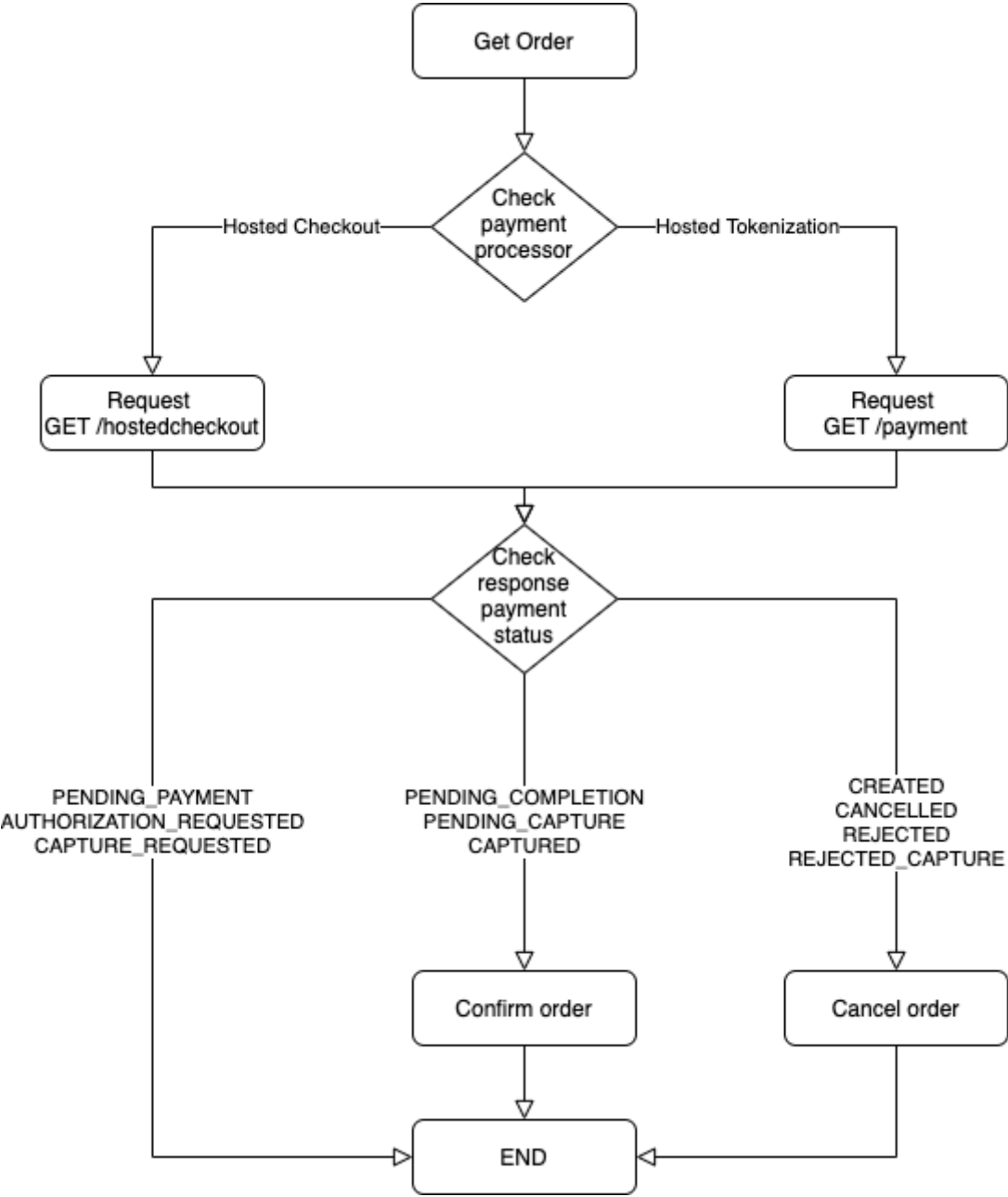
The business process is triggered by following actions:

- [Check Payment Status Job](#) (see page 43) is processing an unconfirmed order
- Process Webhook Events Job is processing an unconfirmed order

### 10.2.2 Steps

1. Get the order
2. Get the payment transaction
3. Make a request to Worldline GoPay API to retrieve the latest available payment status
4. Save payment details against the payment instrument
5. Check payment status
  - a. When status is one of REJECTED statuses the process **cancels the order**.
  - b. When status is one of SUCCESSFUL statuses the process sets Confirmation Status to **Confirmed**.
  - c. When status is one of STATUS\_UNKNOW statuses the process **does nothing**.

10.2.3  
Flowchart



10.2.4 Worldline GoPay API Payment statuses mapping

The table below showcase the mapping between Worldline GoPay API Payment Statuses, Worldline GoPay Payment Cartridge statuses and Salesforce Commerce Cloud Order statuses used in Process Unconfirmed Order Business Process.

Worldline GoPay API Status Category	Worldline GoPay API Status	Worldline GoPay Payment Cartridge Status Category	Order Status	Order Confirmation Status
REJECTED	CREATED	REJECTED	Cancelled	Not Confirmed
	CANCELLED			
	REJECTED			
	REJECTED_CAPTURE			
STATUS_UNKNOWN	REDIRECTED	STATUS_UNKNOWN	Not modified	
SUCCESSFUL	AUTHORIZATION_REQUESTED			
	CAPTURE_REQUESTED			
	PENDING_PAYMENT			
	PENDING_COMPLETION	SUCCESSFUL		Confirmed
	PENDING_CAPTURE			
	CAPTURED			

## 10.3 Handle Capture Business Process

### 10.3.1 Description

Worldline GoPay Cartridge implements business process to monitor the successful captures against an order.

The business process is triggered by following actions:

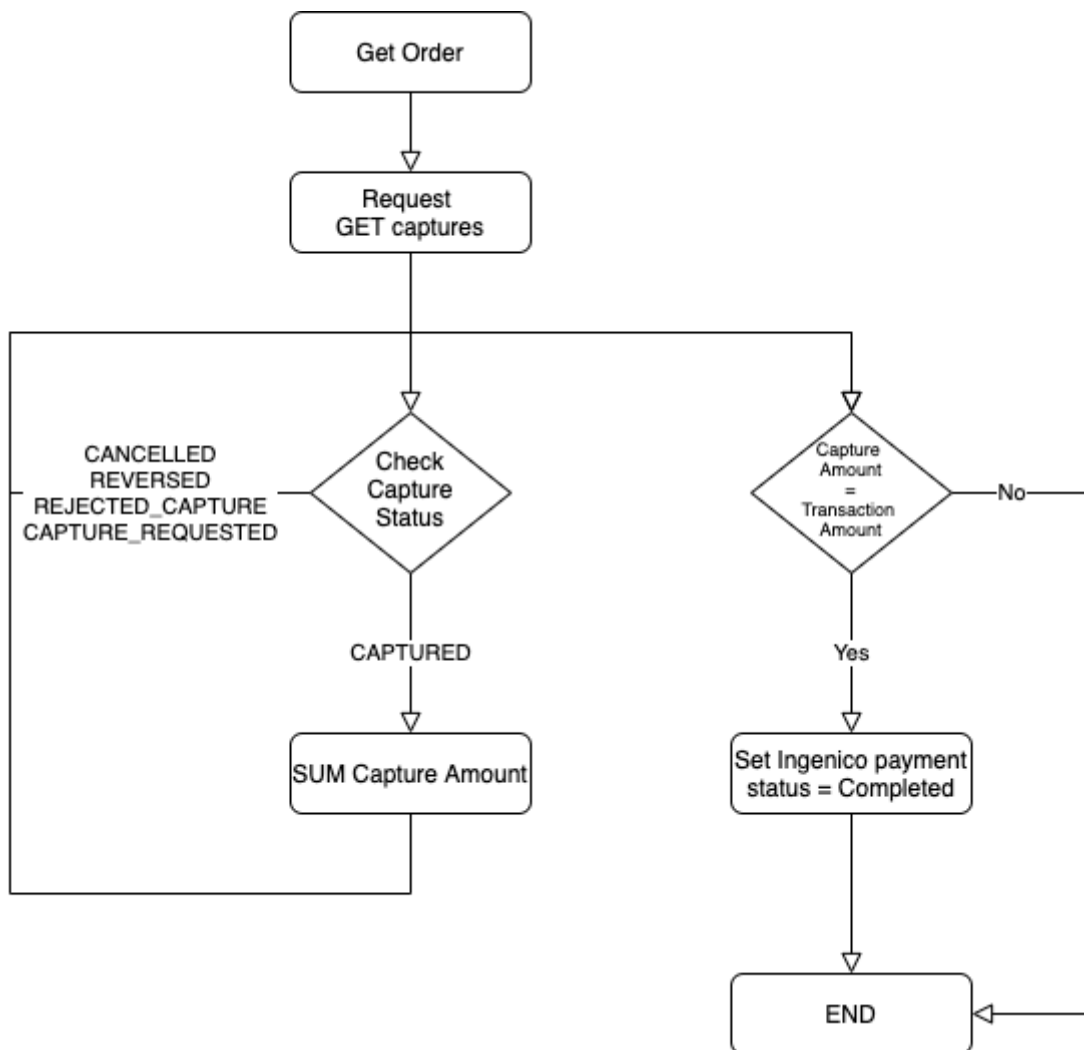
- Merchant is requesting manual capture using Business Manager
- Cartridge is requesting automatic capture via [Automatic Capture Job](#) (see page 45)
- Process Webhook Events Job is processing a “payment.captured” event

### 10.3.2 Steps

1. Get the order
2. Get the payment transaction
3. Make a request to Worldline GoPay API to retrieve all captures for this payment
4. Parse the response and for each "CAPTURED" capture sums the captured amount
5. When captured amount equals the transaction amount sets the order's "Worldline Payment Status Category" to COMPLETED.

### 10.3.3

#### Flowchart



### 10.3.4 Worldline GoPay API Capture statuses mapping

The table below showcase the mapping between Worldline GoPay API Payment Statuses, Worldline GoPay Payment Cartridge statuses and Salesforce Commerce Cloud Order statuses used in Handle Capture Business Process.

Worldline GoPay API Status Category	Worldline GoPay API Status	Worldline GoPay Payment Cartridge Status Category
UNSUCCESSFUL	CANCELLED	Not modified
	REJECTED_CAPTURE	
	REVERSED	
PENDING_CONNECT_OR_3RD_PARTY	CAPTURE_REQUESTED	
COMPLETED	CAPTURED	COMPLETED

## 11 Appendix 4: Services

Service Name	Type	Description
worldline.https.direct.yourSiteID	HTTP	The main service used to communicate to Worldline GoPay API.
worldline.httpform.ocapi	HTTPForm	Used to create the SFCC orders for the subscriptions

## 12 Appendix 5: Failover and Recovery

If during the checkout process communication between Salesforce and Worldline fails for some reason (server outage, misconfiguration, etc.) an error will be displayed on the checkout page.

Additionally all communication errors are recorded in the server logs where the merchant is able to examine the exact error.

### 12.1 Log files

The main communication between Salesforce and the Worldline API is logged in the service log that is configured in **Administration > Operations > Services > worldline.https.direct.yourSiteId**

If the checkbox “**Communication Log Enabled**” is enabled, then the API requests and responses will be available in the log file “`service-worldline- ...`”.

Additional log settings can be configured from **Administration > Operations > Custom Log Settings**

The cartridge uses two additional log categories, besides the standard root category: “**worldline-jobs**” and “**worldline-webhooks**” for the jobs and webhooks respectively.

Log levels can be configured for each category.

## 13 Appendix 7: Visa Specific Requirements

From mid August 2024, Visa requires 11 fields to be filled in the authentication request in order to enhance its scoring tool and optimise Frictionless buying journeys.

The cartridge sent all the required fields since version 21.1.0. Below is a mapping table of the fields sent to Worldline Direct.

### 13.1 Mapping table

Visa parameter	Worldline Direct parameter	Salesforce Commerce Cloud parameter
Browser IP Address	order.customer.device.ipAddress	Current Request > HTTP Remote Address
Browser Screen Height	order.customer.device.browserData.screenHeight	Retrieved by JS function on billing page and sent to the server for processing
Browser Screen Width	order.customer.device.browserData.ScreenWidth	Retrieved by JS function on billing page and sent to the server for processing
Cardholder Billing Address City	order.customer.billingaddress.city	Basket > Billing Address > City
Cardholder Billing Address Country	order.customer.billingAddress.countryCode	Basket > Billing Address > Country
Cardholder Billing Address Line	order.customer.billingAddress.street	Basket > Billing Address > Address 1
Cardholder Billing Address Postal Code	order.customer.billingAddress.zip	Basket > Billing Address > Postal code
Cardholder Billing Address State	ordercustomer.billingAddress.state	Basket > Billing Address > State
Cardholder Email Address	order.customer.contactDetails.emailAddress	Basket > Customer Email
Cardholder Name	order.customer.personalInformation.name.firstName	Basket > Billing Address > Name

Visa parameter	Worldline Direct parameter	Salesforce Commerce Cloud parameter
Cardholder Phone Number (Work / Home / Mobile) (At least one of these fields must be provided)	order.customer.contactDetails.phoneNumber	Basket > Billing Address > Phone



The email address field is limited to 50 characters by Worldline Direct API.  
 The cartridge does NOT imply such limitation because the email field is being used in various forms and such limitation is outside the scope of the cartridge.  
 It is up to the merchant (or their SI) to implement such limitation on the forms across the site.