

# **Worldline Direct - SAP Commerce Cloud Payments Plugin - User Documentation**

Worldline

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# 1 SAP Commerce Cloud - Installation

## 1.1 Installation

The first step to use the plugin is the installation process. Before you proceed, make sure your infrastructure meets these system requirements:

### 1.1.1 Prerequisites

Plugin Package	Download the plugin
Worldline Credentials	Active <a href="#">test</a> <sup>1</sup> / <a href="#">live</a> <sup>2</sup> account on our platform
Java	Must be version 17, sapMachine 17 is recommended. JAVA_HOME property will need to be set to the correct location in order for the Installer to work correctly.
SAP Commerce	Officially supported versions of SAP Commerce cloud are: <ul style="list-style-type: none"> <li>• 2211</li> </ul> Other patch releases of 2211 should work without issue, however the plugin is untested for versions not stated above. You will need to source a copy of SAP Commerce - it is not included with the plugin.
SAP Commerce Components	The reference storefront implementation is designed to work with the Apparel and Powertools Accelerator. Use with the Electronics Accelerator or others is not officially supported, however the backend services are in place to facilitate this. If your storefront has already been heavily customised, some additional integration may be required as this plugin is designed to work with the standard Accelerator UI.
Development Environment	The examples in this document assume a UNIX-based development environment (e.g. Mac OS X or Linux). For Windows installations, use the appropriate Windows commands (e.g. setantenv.bat, hybrisserver.bat).
PCI compliance level SAQ A (14) <sup>3</sup>	The plugin's in-built features ensure this security level, but you still need to get the certificate from your acquirer

1. <https://secure.ogone.com/Ncol/Test/Backoffice/login>

2. <https://secure.ogone.com/Ncol/Prod/Backoffice/Login>

3. <https://support.direct.ingenico.com/best-practices/service/pci-dss>

## 1.1.2 Extension Structure

worldlinedirectb2ccheckoutaddon	Contains the storefront modifications required to facilitate the injection of the Worldline Direct payment journeys into the B2C Apparel Storefront Checkout Journey.
worldlinedirectb2bcheckoutaddon	Contains the storefront modifications required to facilitate the injection of the Worldline Direct payment journeys into the B2B Powertools Storefront Checkout Journey.
worldlinedirectbackoffice	Contains Backoffice modifications to facilitate configuration of the plugin.
worldlinedirectcore	Contains any data model additions and functional services which integrate with the Worldline Direct APIs. Also includes the Worldline Direct Java SDK.
worldlinedirectoc	Contains enhancements to the Omni Commerce Connect REST APIs included with SAP Commerce so that Worldline Direct payments can be taken from a headless storefront or mobile app.
worldlinedirectwebhook	Contains an endpoint used by Worldline Direct to pass transactional updates to SAP Commerce via webhooks.

## 1.1.3 Installation

This section of the document provides guidance for installation of the plugin on either a brand new project with a standard, out of the box accelerator storefront or on an existing project with its own storefront extension based on yacceleratorstorefront.

### 1.1.3.1 Install SAP Commerce using the 'cx' Recipe for Composable storefront

You can follow the steps from this document [https://help.sap.com/docs/SAP\\_COMMERCE\\_COMPOSABLE\\_STOREFRONT/cfcf687ce2544bba9799aa6c8314ecd0/6a04941777e242508bdd1dc395a15553.html#loio31a04a72f7c8482884285c6c2fd0be50](https://help.sap.com/docs/SAP_COMMERCE_COMPOSABLE_STOREFRONT/cfcf687ce2544bba9799aa6c8314ecd0/6a04941777e242508bdd1dc395a15553.html#loio31a04a72f7c8482884285c6c2fd0be50) . If you follow this document you can skip the "Install SAP Commerce using the 'cx' Recipe for Accelerator storefronts".

### 1.1.3.2 Install SAP Commerce using the 'cx' Recipe for Accelerator storefronts

You will require an existing installation of SAP Commerce in order to be able to use the Worldline Direct plugin. If you already have an installation of SAP Commerce with the B2C Accelerator and its corresponding extensions included, you can skip this step.

SAP provides instructions for using the installation recipes: <https://help.sap.com/viewer/a74589c3a81a4a95bf51d87258c0ab15/2011/en-US/8c46c266866910149666a0fe4caeee4e.html> . It

is recommended to read through this if you are unfamiliar with the general installation process before proceeding with the installation of this plugin.

Generally speaking, your download of SAP Commerce will be in Zip format. Unzip the platform and navigate to the 'installer' directory.

Run the following command:

```
./install.sh -r cx -A local_property:initialpassword.admin=your_password
```

Replace 'your\_password' with your desired administrator password for the system.

Once this has completed, run the following to build and initialize the system:

```
./install.sh -r cx initialize -A  
local_property:initialpassword.admin=your_password
```

### 1.1.3.3 Adding the Worldline Direct Extensions to your Codebase

You will receive the Worldline Direct Extensions in Zip format. Unzip the file and you should get the following directory structure:

- hybris/
  - config/
  - bin/
    - custom/
      - worldline/

The config directory contains a sample set of configurations in the local.properties file. These configurations should be copied into the local.properties file that was generated when you installed SAP Commerce.

The config directory also contains a localextensions.xml file. You should add the following from this file to your own localextensions.xml file that was generated when you installed SAP Commerce:

```
<!-- WORLDLINE -->
<extension dir="${HYBRIS_BIN_DIR}/custom/worldline/worldlinedirectcore"/>
<extension dir="${HYBRIS_BIN_DIR}/custom/worldline/worldlinedirectb2ccheckoutaddon"/>
<extension dir="${HYBRIS_BIN_DIR}/custom/worldline/worldlinedirectb2bcheckoutaddon"/>
<extension dir="${HYBRIS_BIN_DIR}/custom/worldline/worldlinedirectbackoffice"/>
<extension dir="${HYBRIS_BIN_DIR}/custom/worldline/worldlinedirectocc"/>
<extension dir="${HYBRIS_BIN_DIR}/custom/worldline/worldlinedirectwebhook"/>
```

You should examine each extension's extensioninfo.xml file (contained within the root of each extension's directory) to ensure the extensions mentioned within each **<requires-extension>** tag are included in your localextensions.xml.

The bin/custom/worldline directory contains all required extensions. These should be copied into your own hybris/bin/custom/worldline directory. If you wish to put these extensions in a different directory, your localextensions.xml should be updated accordingly.

### 1.1.3.4 Installing the Worldline Direct Extensions to your Storefront

In order to run the 'ant' commands below, you will need to run './setantenv.sh' or its Windows equivalent within the hybris/bin/platform directory.

This step covers the installation of the Worldline Direct Storefront Addon to your storefront extension.

You may need to run the following command to ensure the correct addons are available in your storefront (replace '<YOUR-STOREFRONT>' with your storefront extension's name, e.g. yacceleratorstorefront or <project>storefront).

```
ant addoninstall
-Daddonnames="adaptivesearchsamplesaddon,assistedservicecustomerinterestsaddon,assistedservicepromotionaddon,assistedservicestorefront,assistedserviceyprofileaddon,captchaaddon,configurablebundleaddon,consignmenttrackingaddon,customercouponaddon,customercouponsamplesaddon,customerinterestsaddon,customericketingaddon,eventtrackingwsaddon,merchandisingaddon,merchandisingstorefrontsampledataaddon,multicountrysampledadataaddon,notificationaddon,ordermanagementaddon,orderselfserviceaddon,pcmbackofficesamplesaddon,personalizationaddon,personalizationsampledadataaddon,personalizationprofilesampleradataaddon,profiletagaddon,selectivecartsplitlistaddon,smarteditaddon,stocknotificationaddon,textfieldconfiguratortemplateaddon,timedaccesspromotionengineaddon,timedaccesspromotionenginesamplesaddon,xyformssamples,xyformsstorefrontcommons,ysaproductconfigurationaddon" -DaddonStorefront.yacceleratorstorefront="<YOUR-STOREFRONT>"
```

To install the Worldline Direct Addon to your Storefront, use the following command:

```
ant addoninstall -Daddonnames="worldlinedirectb2ccheckoutaddon"
-DaddonStorefront.yacceleratorstorefront="<YOUR-STOREFRONT>"
```

To install the Worldline Direct Addon to your B2B Storefront, use the following command:

```
ant addoninstall -Daddonnames="worldlinedirectb2bcheckoutaddon"
-DaddonStorefront.yacceleratorstorefront="yb2bacceleratorstorefront"
```

You will now need to rebuild your system:

```
ant clean all
```

And perform either an initialization or system update. Both can be performed via the Hybris Administration Console (HAC) at <https://<your-server>:9002/hac> or you can initialize via the ant target:

```
ant initialize
```

### 1.1.4 Next Steps

If the above steps completed without issue, you have now successfully installed the Worldline Direct plugin for SAP Commerce. Now you will proceed to the [SAP/SPA Technical Configuration](#)<sup>4</sup> section for guidance on configuring the plugin.

While creating your itemTypes be mindful about the reserved typeCodes in SAP CC. Please refer to the following page [https://help.sap.com/docs/SAP\\_COMMERCE/d0224eca81e249cb821f2cdf45a82ace/8c6254f086691014b095a08a61d1efed.html](https://help.sap.com/docs/SAP_COMMERCE/d0224eca81e249cb821f2cdf45a82ace/8c6254f086691014b095a08a61d1efed.html) . Also check the file <HYBRIS\_BIN\_DIR>/platform/ext/core/resources/core/unittest/reservedTypecodes.txt where a full list with reserved typeCodes can be found.

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4. <https://greenlight-digital.atlassian.net/wiki/spaces/ING/pages/4395696168/SAP+SPA+Technical+Configuration>

## 2 SAP Commerce Cloud - Technical Configuration

This section of the documentation will cover technical configuration elements only. For configuration within the Backoffice, please see the [Backoffice Configurations](#)<sup>5</sup> section.

Note - The Worldline API limits the number of characters for the customer email address field to 50 characters, the SAP CC platform and this plugin does not impose the 50 character limit. Merchants implementing the plugin into their platforms may wish to include some validation on this field to conform to the 50 character limit.

### 2.1 Properties

From `worldlinedirectcore/project.properties`:

```
worldline.direct.api.authorizationType=V1HMAC
worldline.direct.api.connectTimeout=10000
worldline.direct.api.socketTimeout=10000
worldline.direct.api.maxConnections=10
worldline.direct.api.integrator=Worldline
```

These configurations are passed through to Worldline Direct's Java SDK and control the connectivity. For more information, please see <https://epayments.developer-ingenico.com/documentation/sdk/server/java/#initialization>.

From `worldlinedirectbackoffice/project.properties`:

```
worldline.contact.support.default.cc=
worldline.contact.support.default.bcc=
worldline.contact.support.default.subject=default subject
```

These configurations control the button within the Backoffice which is used to contact Worldline support via email.

---

5. <https://greenlight-digital.atlassian.net/wiki/spaces/ING/pages/3269427291/Backoffice+Configurations>

## 2.2 Webhooks

The plugin uses [webhooks](#)<sup>6</sup> to get the current status of your transactions from our platform.

The endpoint `/worldline/webhook` is used in SAP Commerce so that it can receive transactional updates for payments from Worldline Direct.

This URL will need to be configured in Worldline Direct's Backoffice system. These settings can be found in the Configuration → Technical Information → Worldline Direct Settings page under the section 'Webhooks Configuration'.

The URL should contain your site's hostname, for example `https://<your-domain>:9002/worldline/webhook` and should have a valid SSL certificate in order for the system to receive webhooks.

---

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

## 3 Backoffice Configurations Admin

### 3.1 Backoffice Configurations Admin

This section of the document covers any configurations which can be made to the plugin using the SAP Commerce Backoffice tool.

In order to log in to the SAP Commerce Backoffice, the default URL will be `https://<hostname>:9002/backoffice`. Default administrator credentials will have been defined during installation or provided to you separately.

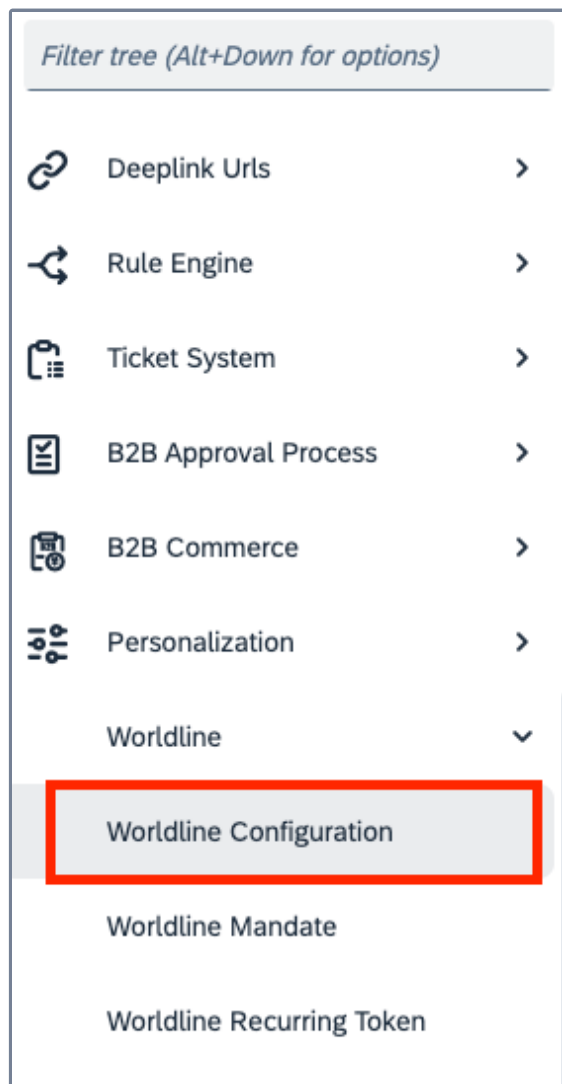


This document is not intended to provide guidance on how to use the SAP Commerce Backoffice. It will provide guidance on elements relevant to the Worldline Direct plugin only. For Business User guides for the SAP Commerce Backoffice, please visit <https://help.sap.com/viewer/c0234cf985ba4390b4eebe4a38a4457f/2011/en-US/81d8c381151f4c6498e79cdcc6fd7f83.html>.

#### 3.1.1 Worldline Configuration

A new item type has been created in SAP Commerce which will hold the majority of Worldline-related configuration. The Worldline Configuration objects can be associated with a Base Store in SAP Commerce in order to define the configurations for that store.

You can find the Worldline Configurations by navigating to the Worldline section in the left navigation:

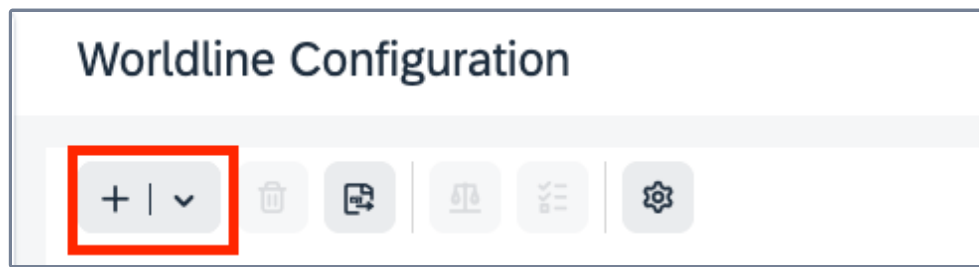


1 Navigation menu in Backoffice Admin

Upon clicking this, you will see a list of all available configurations in the system with the ability to create additional configurations.

### 3.1.1.1 Creating a Worldline Configuration

In order to create a Worldline Configuration, navigate to the Worldline Configuration section as described above and press the button shown below:



Upon doing so, you will see a popup:

Create New WorldlineConfiguration ✕

API Key:\* ?

API Secret:\* ?

Apply Surcharge:\* ?

☐ True ☒ False

ask Consumer Consent:\* ?

☒ True ☐ False

Enforce SCA.:\* ?

☐ True ☒ False

Endpoint URL:\* ?

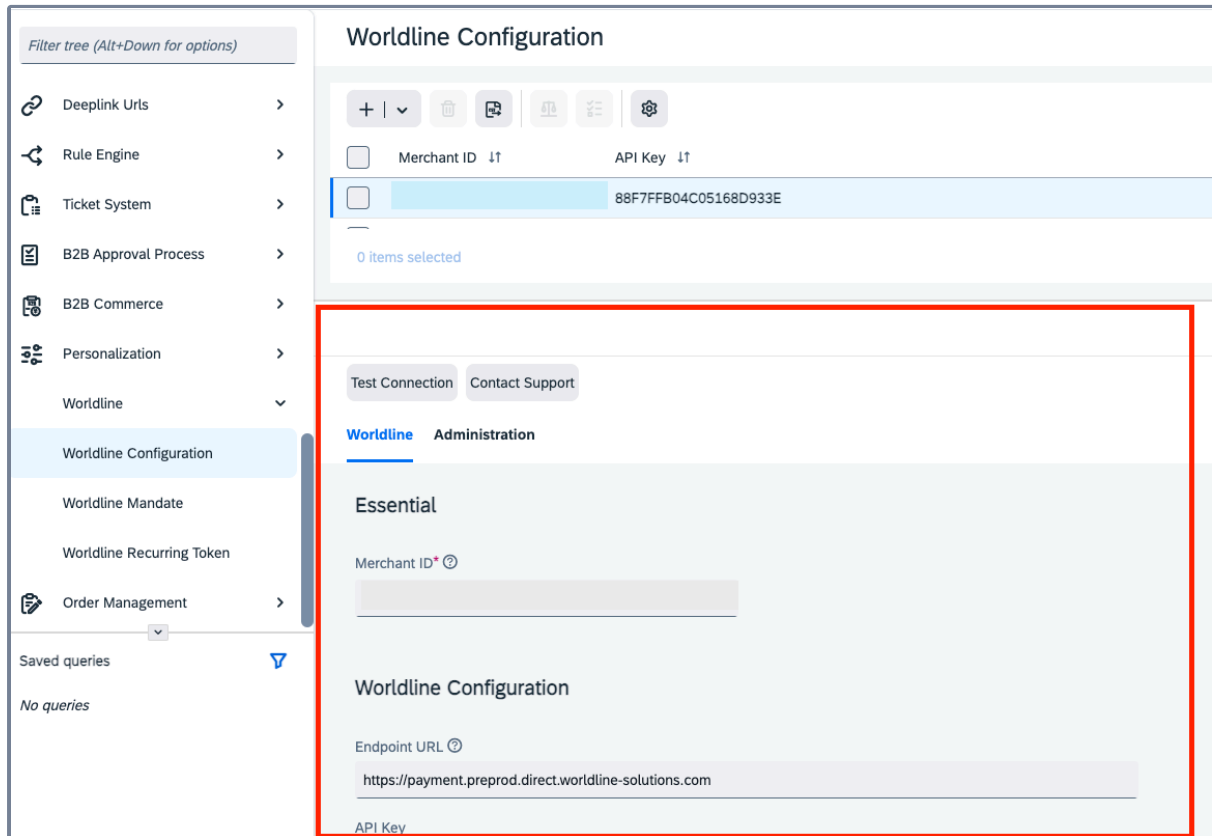
Finish Cancel

Fill in the required information (Time Created can be left blank) in order to configure the API and webhook credentials, as well as your merchant ID and the endpoint URL for Worldline (this information will be available from Worldline Direct's Backoffice system or from the Worldline team).

Once you have filled in the required information, press the yellow 'DONE' button to create the Worldline Configuration. Please note that once created, the Worldline Configuration will be associated to the Base Store you wish it to apply to. This will be covered later in this document.

### 3.1.1.2 Modifying an existing Worldline Configuration

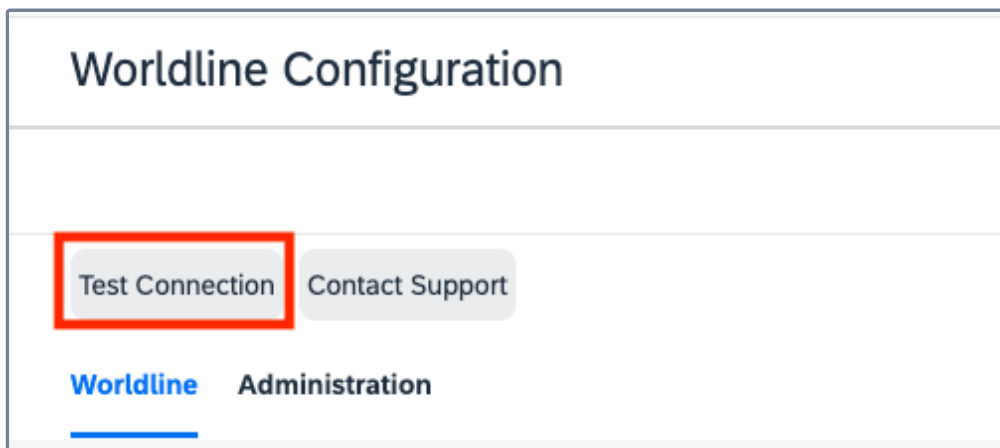
With the Worldline Configuration section open, you can see a list of all existing Worldline Configurations in the middle of the screen. Simply click the one you wish to edit and an editor area will appear at the bottom of the screen:



When you make a change, the yellow 'SAVE' button will be enabled and must be clicked in order to save your changes. If you do not wish to save any changes made, you can safely navigate away from the page or press the 'REFRESH' button to reload the Worldline Configuration from the database without saving.

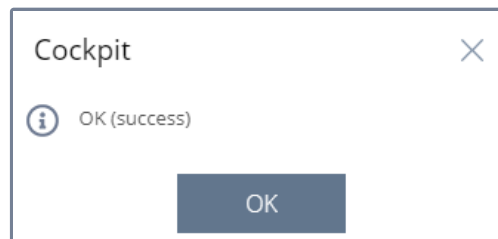
### 3.1.1.3 Test Connection

A button is available against each Worldline Configuration within its editor pane at the bottom of the screen which will enable you to test your configuration.

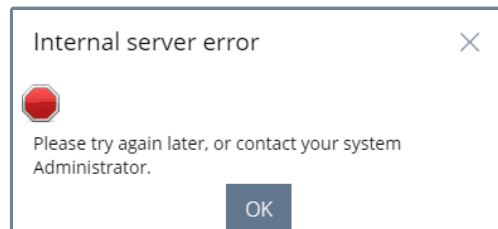


Pressing this button will attempt to make a test connection to the Worldline Direct API using the details provided within the current Worldline Configuration. A popup message will be displayed to indicate whether the connection was successful.

A successful connection will display:

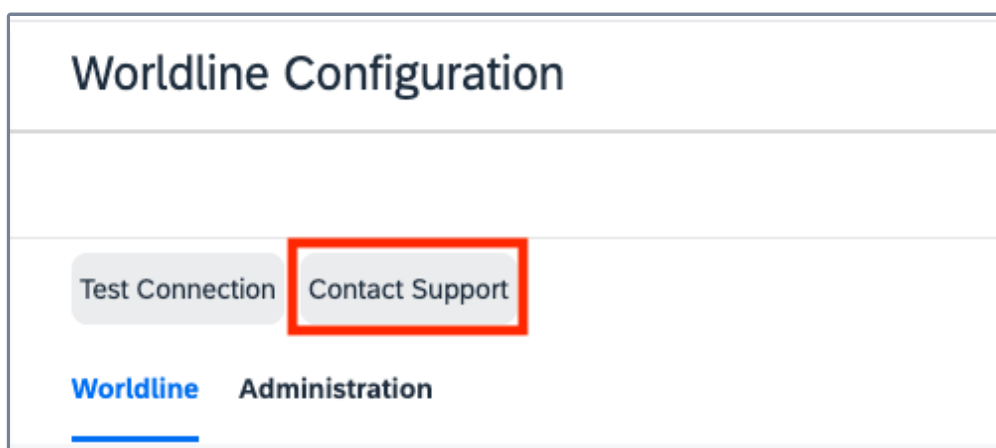


An unsuccessful connection will display:



### 3.1.1.4 Contact Worldline Support

An additional button is available in the editor pane for Worldline Configuration which will allow you to contact Worldline's support team directly via email. Simply click this button and your configured email client will pop up with a new email with the 'to' address pre-populated.



### 3.1.1.5 Order Level to Line Level Promotion Splitting



This functionality has been left in the plugin, but it is no longer technically required as Worldline have updated their API to include order level discounts. It can be safely disabled.

Due to a discrepancy between the way SAP Commerce and Worldline Direct store promotions, any promotions which are defined and offered at order level (e.g. a discount off the total order value) cannot be sent to Worldline in this way as the Worldline Direct API only supports line-level promotions (e.g. x off a particular product). To cater for this, there is a setting against the Worldline Configuration to enable order level to line level conversion of a promotion where the system will attempt to apportion the total order discount value as evenly as possible across the products so that they can be sent to Worldline as line level promotions.

It is important to note that this configuration will not affect the way orders are stored within SAP Commerce. Order level promotions will still be stored at the order level. The splitting and apportioning only happens in the data sent to Worldline when requesting a payment.

This functionality can be enabled or disabled, but please note that if this functionality is disabled and your business uses order level promotions, any orders with order level promotions will not be sent correctly to Worldline and this could cause issues with certain Payment Products (e.g. Klarna).

To enable or disable this functionality, please use the following option in Backoffice against the Worldline Configuration:

Worldline Configuration

Test Connection

Contact Support

Worldline

Administration

☐ True
☒ False

☐ True
☒ False

Grouped Cards Configuration

Group Cards.\* ?

☐ True
☒ False

Group Cards Icon.

...

Recurring Payments Configuration

Replenishment number of retries on failure ?

☐ True
☒ False

First recurring payment\* ?

☐ True
☒ False

Other Configurations

Split order level promotion to order line items\* ?

☐ True
☒ False

Apply Surcharge\* ?

☒ True
☐ False

### 3.1.1.6 Worldline Configuration Attribute Reference

The following table describes each configurable attribute of the Worldline Configuration and the element of the plugin that it controls.

Attribute	Description
Merchant ID	Your Merchant ID. This will be provided by Worldline.
Endpoint URL	The API endpoint you wish to send payment requests to. This will be useful when configuring an instance to connect to a sandbox or production environment.

Attribute	Description
API Key	Your API Key for connecting to the Worldline Direct API. This will be available in the Worldline Direct Backoffice
API Secret	Your API Secret, used when connecting to the Worldline Direct API. This will be available in the Worldline Backoffice.
webhookKeyld	Your Webhook Key ID used to authenticate incoming webhooks from Worldline Direct. This will be available in the Worldline Backoffice.
webhookSecret	Your Webhook Secret used to authenticate incoming webhooks from Worldline Direct. This will be available in the Worldline Direct Backoffice.
Operation code	<p>This is the operation code that is sent to Worldline Direct when requesting a payment. It has two possible values:</p> <ul style="list-style-type: none"> <li>• <b>Authorization</b> - Worldline Direct will only authorise payments and will not automatically capture.</li> <li>• <b>Sale</b> - Worldline Direct will attempt to Authorize and then Capture payments.</li> </ul>
Capture Time Frame	If automatic capture is enabled, this controls how long the system will wait before requesting a capture for an authorised payment.
Session Timeout	This parameter sets how long should a customer session for adding his payment details to last. If left blank user session will be 180 minutes. (Valid only for Hosted checkout flow)
Ask Consumer Consent	This parameter is used to determine if a checkbox for getting customer's permission on saving his payment details to be displayed. (Valid only for Hosted tokenization flow)
Tokenization Template	This is the template that is used for the Hosted Tokenization Iframe. The templates can be managed in the Worldline Direct Backoffice. If this field is left blank, a default value will be used by Worldline Direct.

Attribute	Description
Group cards	Use this boolean value to group all card payment methods and display them as one. (Valid only for Hosted checkout)
Group cards icon	Add SAP CC media file to display as icon for Cards label
Replenishment number of retries on failure	This configures how many times the plugin will try to create a payment for a subsequent order in case there was a payment failure. Default value: 5
First recurring payment	Boolean value to indicate if the first of many orders to be paid in full or not charged. <ul style="list-style-type: none"> <li>• <b>True</b> - if true the first order will be paid in full</li> <li>• <b>False</b> - the customer is not charged for his first order</li> </ul>
Split Order Level Promotion to Order Line Items	This configures whether or not the system will attempt to apportion Order Level Promotions across the individual order lines when sending an order to worldline.  This is no longer required and can be disabled safely since Worldline now provides order level promotion attributes.
Apply Surcharge	Boolean value to indicate if a surcharge should be applied to the final amount that a customer will be charged.
Payment Mode Sorting	Leave blank if you wish to use the default sorting provided by Worldline. Provide a list of PaymentModes if you wish the Payment Modes returned to the storefront during checkout to be sorted. Note that if this field is not empty, any PaymentModes not included will not be returned.
Instant Bank Transfers	<ul style="list-style-type: none"> <li>• <b>Off (default):</b> Both instant and standard bank transfers are accepted.</li> <li>• <b>On:</b> Only instant bank transfers (e.g., real-time SEPA credit transfers) are accepted. Standard bank transfers that take 1-3 business days to settle will be rejected.</li> </ul>
Intersolve Timeout	Configures the Session Timeout sent for Intersolve payments.

Attribute	Description
<b>3D Secure Tab</b>	
Enable 3D Secure	<p>Controls whether 3D Secure authentication (SCA) is requested for card payments. It maps <b>inversely</b> to the Worldline API's skipAuthentication flag:</p> <ul style="list-style-type: none"> <li>• <b>On (default):</b> skipAuthentication = false - the cardholder will be prompted for 3D Secure authentication (e.g., SMS code, bank app approval).</li> <li>• <b>Off:</b> skipAuthentication = true - 3D Secure is skipped entirely, meaning no cardholder authentication challenge is triggered.</li> </ul>
Enable Mandatory 3D Secure	<p>Controls the challengeIndicator sent to the Worldline API:</p> <ul style="list-style-type: none"> <li>• <b>Off (default):</b> challengeIndicator = "no-preference" - the issuing bank decides whether to challenge the cardholder. The bank may still allow the transaction without SCA if it deems the risk low enough.</li> <li>• <b>On:</b> challengeIndicator = "challenge-required" - forces the issuing bank to always challenge the cardholder, regardless of risk assessment. Every card transaction will require active authentication.</li> </ul>
3D Secure Exemption Type	<p>Allows you to request that qualifying transactions be exempt from Strong Customer Authentication (SCA) under PSD2 rules.</p> <ul style="list-style-type: none"> <li>• NO_3DS_EXEMPTION: <ul style="list-style-type: none"> <li>• Disables exemptions entirely. No exemption is ever requested.</li> </ul> </li> <li>• NO_CHALLENGE_REQUEST: <ul style="list-style-type: none"> <li>• Asks the issuer not to challenge, but the issuer may still require SCA (max configurable limit of 100 EUR).</li> </ul> </li> <li>• LOW_VALUE: <ul style="list-style-type: none"> <li>• Requests the PSD2 low-value exemption for small transactions (max configurable limit of 30 EUR).</li> </ul> </li> <li>• TRANSACTION_RISK_ANALYSIS: <ul style="list-style-type: none"> <li>• Requests an acquirer-side TRA exemption. <b>Liability shifts to the merchant</b> if fraud occurs on exempted transactions (max configurable limit of 100 EUR).</li> </ul> </li> </ul>

Attribute	Description
3D Secure Exemption Limit	<p>Sets the maximum order total below which the configured exemption will be applied. If the order total is greater than equal to this limit, no exemption is requested and standard 3DS/SCA rules apply instead.</p> <p>This field is dynamically validated based on the selected exemption type.</p> <ul style="list-style-type: none"> <li>• Must be &lt;= 30 EUR when exemption type is LOW_VALUE</li> <li>• Must be &lt;= 100 EUR when exemption type is NO_CHALLENGE_REQUEST or TRANSACTION_RISK_ANALYSIS</li> </ul>



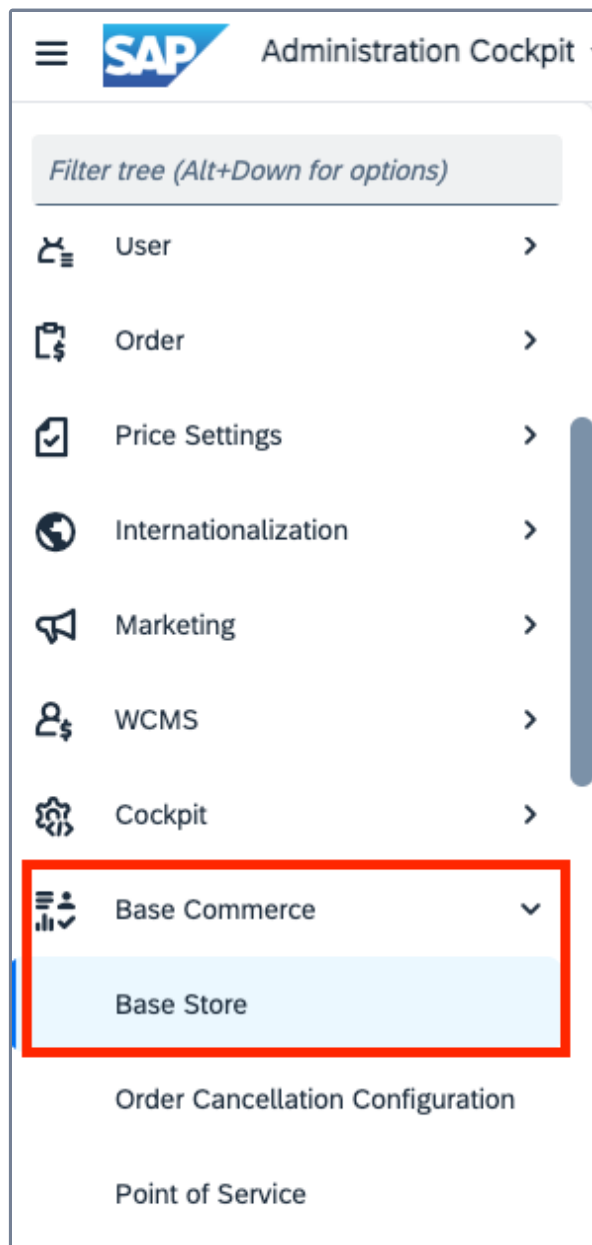
When Operation Code is set to Authorization Mode:

- Make sure that you capture them later. Only then the transaction will reach StatusCode=9, for which you receive the actual payment for the transaction. (customer account will be debited)
- Even if the Capture Delay is set to X days, you can also manually capture funds fully / partially by opening an individual order once you have delivered the goods/services

### 3.1.2 Base Store Configuration

The Base Store in SAP Commerce contains key configurations for each Store. Against each Base Store there are several configurations which will need to be completed in order to set up the Worldline Direct Plugin and enable Worldline payments during the checkout journey.

To find the Base Store, navigate to Base Commerce → Base Store.




### 3.1.2.1 Associating a WorldlineConfiguration

A WorldlineConfiguration will need to be associated with each BaseStore. In order to do this, select the Base Store you wish to use from the main list in the centre of the screen and an editor pane will appear at the bottom of the screen. Navigate to the Worldline tab and use the 'Payment Provider Configuration' field. Clicking in this field will show a list of all Worldline Configurations in the system. Simply click the Worldline Configuration you wish to use and then save.

The screenshot shows the 'Worldline Configuration' section with tabs for Properties, Locations, Worldline, and Administration. The 'Worldline' tab is active. Under 'Worldline Configuration', there is a 'Payment Provider Configuration' field (highlighted with a red box), a 'Checkout type\*' dropdown menu currently set to 'Hosted Checkout', and a 'Merchant Email' field with 'es\_CO' and 'pt' as visible entries. A help icon is present in the top right corner of the configuration area.

### 3.1.2.2 Selecting Checkout Type

You can offer Card Payments with two different integration modes:

Checkout Type	Description/Actions
Hosted Tokenization Page	<p>All card brands bundled together in a single iFrame on your checkout page itself via our <a href="#">\${dv.get('direct.hostedTokenisationPage')}</a><sup>7</sup></p> <p>Your customers stay on your checkout page while entering their card details in an iframe hosted on our server. The iframe presents a single payment method "Credit card" which autodetects the card brand based on card number input</p> <p>Select "(1) Hosted Tokenization Page" to use this option</p> <p>Read our dedicated guide about <a href="#">\${dv.get('direct.hostedTokenisationPage')}</a><sup>8</sup> to learn more about this integration mode</p> <div>  <p>Bancontact is automatically offered through <a href="#">\${dv.get('direct.hostedCheckoutPaymentPage')}</a><sup>9</sup> via the Card and QR code flow</p> </div>

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

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

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

Hosted Checkout Page	<ul style="list-style-type: none"> <li>Each card brand listed individually for redirect upon selection to our <a href="#">\${dv.get('direct.hostedCheckoutPaymentPage')}</a><sup>10</sup></li> </ul> <p>All card brands are listed individually on your checkout page. Upon selection of the brand, the plugin redirect your customers to our <a href="#">\${dv.get('direct.hostedCheckoutPaymentPage')}</a><sup>11</sup> to enter their card credentials for the selected brand</p> <p>Select "(2) Hosted Checkout Page" to use this option</p> <p>Read our dedicated guide about <a href="#">\${dv.get('direct.hostedCheckoutPaymentPage')}</a><sup>12</sup> to learn more about this integration mode</p>
----------------------	--

In order to switch between the Hosted Checkout and Hosted Tokenization journeys, use the 'Checkout Type' option in the below screen. This will be updated immediately - it is advisable not to change this configuration whilst the site is live as customers part-way through the checkout journey may see unusual behaviour.

### 3.1.2.3 Merchant Email

This localised property indicates from what email address the customer will receive update emails that are related to his replenishment orders.

### 3.1.2.4 Return Url

This field hold the url that the customer will be returned after a redirect (e.g. redirect to HOP). It must have the following format:

<https://<hostName>/%s/%s?user=%s&order=%s&orderType=%s&cartId=%s><sup>13</sup>

### 3.1.2.5 Configuring the Checkout Flow

Within the same Base Store configuration, move to the 'Administration' tab. Within this tab you will find the attribute 'Checkout Flow Group'. In order to use the Worldline Direct payments within the checkout journey, the Checkout Flow Group must be set to 'worldlineB2CResponsiveCheckoutGroup'.

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

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

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

13. <https://ogone-uat.greenlightcommerce.com:4200/%25s/%25s?user=%25s&order=%25s&orderType=%25s&cartId=%25s>

The screenshot shows the 'Worldline Configuration' panel with tabs for Properties, Locations, Worldline, and Administration. The 'Worldline' tab is active. It contains three main sections: 'Payment Provider Configuration', 'Checkout type\*', and 'Merchant Email'. The 'Merchant Email' section is highlighted with a red box and shows the value 'es\_CO' in the main field and 'pt' in a smaller field below it.

### 3.1.2.6 Configuring the Payment Provider

In order to use the Worldline Direct payments within a storefront, its Base Store will need the payment provider attribute setting correctly. Under the 'Properties' tab of the Base Store editor pane, set the attribute 'Payment Provider' to 'WORLDLINE'.

The screenshot shows the SAP Administration Cockpit interface. On the left, a sidebar lists 'store', 'Base Commerce', and 'Base Store'. The 'Base Store' is selected. The main area shows the 'Base Store' configuration with tabs for Properties, Locations, Worldline, and Administration. The 'Properties' tab is active, showing the 'Payment Provider' attribute set to 'WORLDLINE'. This attribute is highlighted with a red box.

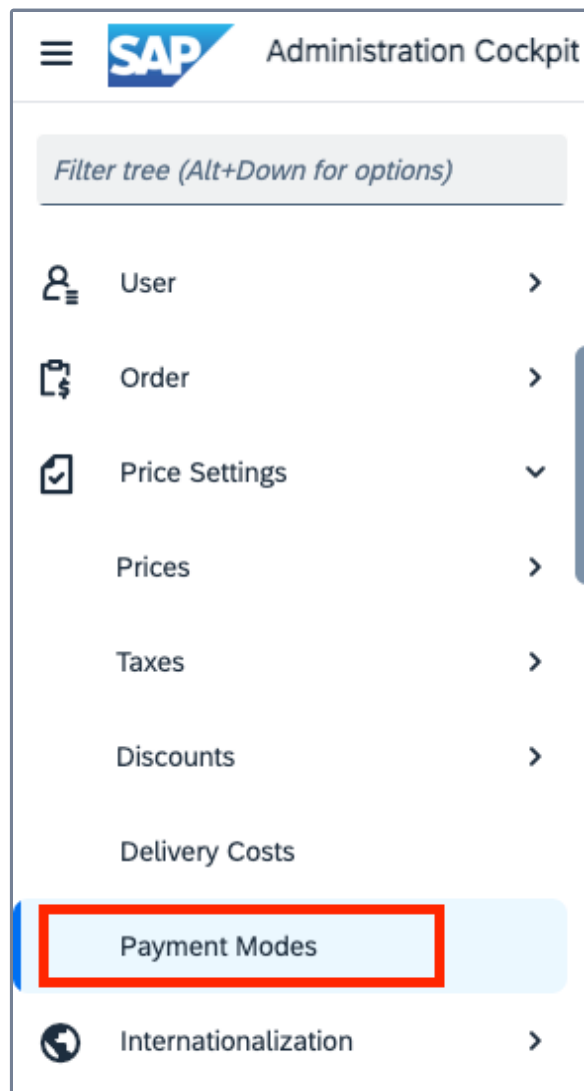
### 3.1.3 Payment Mode Configurations

The Worldline Direct plugin supports configuration of which Payment Methods (Payment Modes in SAP Commerce) to enable or disable for customer selection during the checkout journeys.



Any payment methods enabled in SAP Commerce must also be enabled against your merchant account with Worldline in order to appear in checkout. The system will only show Payment Modes enabled in SAP Commerce if they are also returned by Worldline's GetPaymentProducts call during checkout.

In order to configure this list of Payment Modes in SAP Commerce, navigate to the following menu in Backoffice:



Once clicking on Payment Modes, you will see a list of Payment Modes currently loaded in the system. Upon clicking a Payment Mode, you can enable or disable it by changing the isActive flag as shown below:

### Payment Modes

+ | v

<input type="checkbox"/>	Id...	Name	Is ...
<input type="checkbox"/>	863	WeChat Pay	true
<input type="checkbox"/>	771	SEPA Direct Debit	true
<input type="checkbox"/>	840	Paypal	true
<input type="checkbox"/>	5600	OneyBrandedGiftCard	true

0 items selected

### SEPA Direct Debit[771]

Properties

Transaction costs

Administration

771

SEPA Direct Debit

#### Properties

Payment Info Type\*

Worldline Payment Info [WorldlinePaymentInfo]

Is Active\*

☒ True ☐ False

Description

SEPA Direct Debit

The system will come pre-loaded with all the Payment Modes currently supported by Worldline at the time of the add-on's creation. If a new Payment Mode is introduced by Worldline, you may need to manually add it to the system by clicking the 'plus' button at the top of the Payment Modes List and filling in the following information (identifier must be the Payment Product identifier provided by Worldline):

Create New Payment Modes

Net:\*


☐ True ☒ False

Is Active:\*

☐ True ☐ False

Identifier:\*

Time created:



Payment Info Type:\*

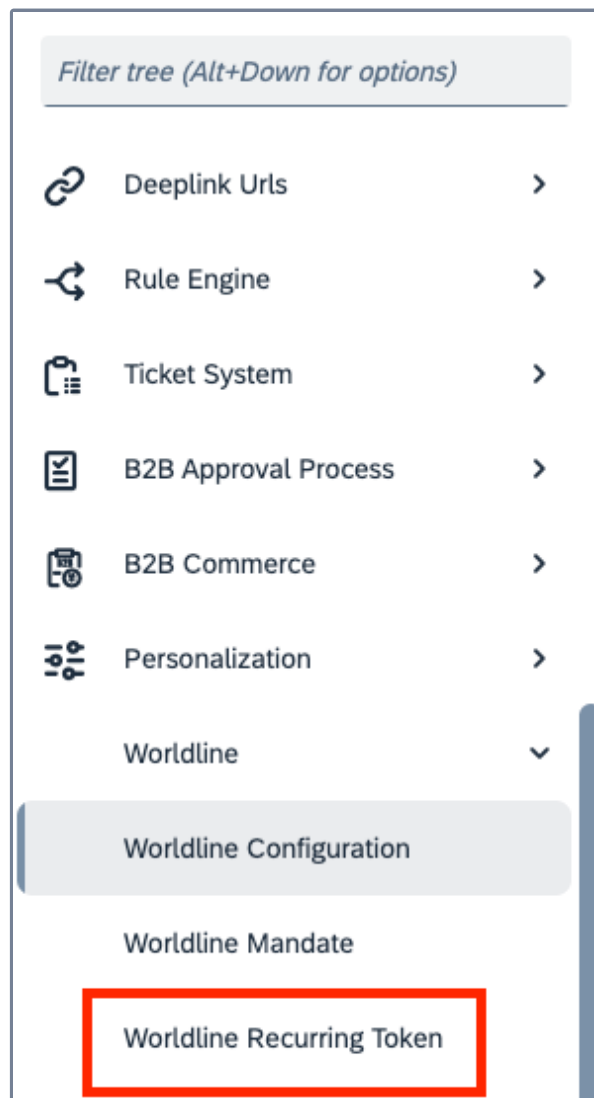
...

Finish

Cancel

### 3.1.4 Worldline Recurring Token

New item type was introduced to the plugin which can be found as a section in the left side navigation bar. Its purpose is to store payment details for replenishment orders that are paid by cards.



#### 3.1.4.1 Preview all recurring tokens

When the merchant navigates to Worldline Recurring token section all recurring tokens will be displayed with their most important properties.

Worldline Recurring Token			
<div> <div>+</div> <div> </div> <div>▼</div> <div>🗑️</div> <div>📄</div> <div>⚖️</div> <div>📋</div> <div>⚙️</div> </div>			
<input type="checkbox"/>	Token	Subscription ID <span>↕</span>	Status <span>↕</span>
<input type="checkbox"/>	53dda7f3-ade2-4b79-a82d-77b4a772f707	000001JT	ACTIVE
<input type="checkbox"/>	87083e58-5c15-40ef-8b5a-24cc342ce73e	00000UVJ	ACTIVE
<input type="checkbox"/>	da5044fa-eba7-43b4-b864-81e751343a19	00000UVN	ACTIVE
<input type="checkbox"/>	ae7238ed-b80f-4419-998a-01cbd20545b7	00000VMZ	ACTIVE
<input type="checkbox"/>	a36f7147-6a23-459a-9462-161cc48495d2	00000VN1	ACTIVE

### 3.1.4.2 Worldline Recurring token properties

The following table gives short description of all properties that are saved in recurring token item type.

Property	Description
Token	This is a string property where plugin keeps token ID that was returned when the first recurring order is placed
Alias	Masked string representation of card number
Cardholder name	Cardholder name returned as part of token information
Expiry Date	Expire date of the card that was used for paying the first recurring order
Subscription ID	ID of the replenishment order (also ID of cronjob which is responsible for creating all subsequent orders)

Property	Description
Status	Status of the token. Can be any of the following: <ul style="list-style-type: none"> <li>Active - the token can be used for creating subsequent orders. Can be changed to Blocked or Revoked.</li> <li>Blocked - the token is blocked in the plugin and it is not allowing subsequent order to be created. Can be changed to Active or Revoked</li> <li>Revoked - the token is deleted in Worldline. No subsequent orders can be created. Cannot be changed.</li> </ul>
Customer	Reference to the customer who placed the initial order. (Located in Administration tab)
Store	Reference to store ID in which the replenishment is taking place. (Located in Administration tab)

### 3.1.4.3 Worldline Recurring token actions

The status of the recurring token can be managed through the introduced actions. There are three buttons/actions on top of every token details section.

**Worldline Recurring Token**

Token	Subscript...	Status
1cb572cc-fd60-4fae-9269-896f94ec2757	000013CR	ACTIVE
18f009eb-6490-4c78-9422-69b7fc985bb0	000011TF	ACTIVE
2d9ff51d-4fd4-472a-9315-423ae8ea3785	00000XYB	ACTIVE
8089a11f-586f-483b-8174-42c643eeb474	00000WGZ	BLOCKED

0 items selected

**000011TF - 18f009eb-6490-4c78-9422-69b7fc985bb0**

Block Unblock Revoke

Worldline Administration

**Block action:** this action changes only the status property of the token and sets its value to BLOCKED. It is active only if token has status Active.

**Unblock action:** this action changes the status property to ACTIVE. It is enabled if token has status Blocked.

**Revoke action:** this action changes the status property to REVOKED and also sends a request to Worldline to delete the token. It is enabled if token has status Blocked or Active.

### 3.1.5 Worldline Mandate

Worldline mandate is an item type which is used to keep the data that is returned to the plugin when a payment with SEPA DD payment method is performed.

#### 3.1.5.1 Preview all mandates

Mandates are returned to the plugin when an order is paid by SEPA DD.

Filter tree (Alt+Down for options)

Deeplink Urls

Rule Engine

Ticket System

B2B Approval Process

B2B Commerce

Personalization

Worldline

Worldline Configuration

Worldline Mandate

Worldline Mandate

+ | v

<input type="checkbox"/>	Customer	Unique Mandate Reference <sup>1</sup>	Subscription ID / Order Nu...	Recurr...	Status
<input type="checkbox"/>	William Hunter [william.hunter@pronto-hw.com]	01ea8c89dcb94ef3a5d7d3aba3fccdd	MKP00000005_1709627006877	UNIQUE	REVOK...
<input type="checkbox"/>	William Hunter [william.hunter@pronto-hw.com]	10898a9663974c69a5fa4ff3111a9679	MKP00000020_1709637251842	UNIQUE	REVOK...
<input checked="" type="checkbox"/>	William Hunter [william.hunter@pronto-hw.com]	1a1593440e8640b099a6c756257b49f6	00000KUF_1712573574283	RECURRING	ACTIVE
<input type="checkbox"/>	William Hunter [william.hunter@pronto-hw.com]	2d77b8c4029d41129669c4fd702accf	MKP00000015_1709628812988	UNIQUE	REVOK...
<input type="checkbox"/>	William Hunter [william.hunter@pronto-hw.com]	3b406b1dd21d421b9760863c43a027...	MKP00000001_1709619374630	UNIQUE	REVOK...
<input type="checkbox"/>	William Hunter [william.hunter@pronto-hw.com]	4a25dae0cd974eed8961e9d1a45ca62e	MKP00000026_1709706930771	UNIQUE	REVOK...

0 items selected

#### 3.1.5.2 Worldline mandate properties

The following table gives short description of all properties that are saved in mandate item type.

Property	Description
IBAN	IBAN
Company name	Company name (if customer had filled in)
Email address	Customer's email address
Country	Customer' country
City	Customer's city
Street	Customer's street

Property	Description
House Number	Customer's house number
Zip code	Customer's zip code
Title	Customer's title
First Name	Customer's first name
Last Name	Customer's last name
Store	The store id where order was placed
Unique Mandate Reference	Unique Mandate reference returned from Worldline
Customer	Reference to customer that placed the order
Status	<p>Current Mandate status.</p> <ul style="list-style-type: none"> <li>• Active - mandate can be used for placing subsequent orders.</li> <li>• Blocked - mandate cannot be used for placing subsequent orders before its status is changed to active</li> <li>• Revoked - mandate cannot be used for placing subsequent orders and cannot change its status.</li> </ul>
Recurrence type	<p>This property could have any of the following values:</p> <ul style="list-style-type: none"> <li>• Recurring - mandate details were used for creating a subscription</li> <li>• Unique - mandate details were used for placing one-off order</li> </ul> <p>The recurrence type cannot be changed.</p>
Subscription ID / Order Number	<p>Unique key that keeps the order ID or subscription ID followed by a timestamp which this mandate was used for. The timestamp ensures that the record will be unique. In order to search for a specific record the options "Starts with" or "Contains" can be used from Advanced search panel.</p>

### 3.1.5.3 Worldline Mandate actions

The status of the mandate can be managed through the introduced actions. There are three buttons/ actions on top of every mandate details section. All three buttons are active for mandates of type Recurring. All actions have update mandate details in plugin and Worldline platform.

Customer	CustomerReference	Recurrence	Status
<input type="checkbox"/>	00000WGV_1705046845689	RECURRING	ACTIVE
<input type="checkbox"/>	00000WGR_1705045022022	RECURRING	ACTIVE
<input type="checkbox"/>	00000WQG_1705044813264	RECURRING	ACTIVE
<input type="checkbox"/>	00000WGP_1705044720400	RECURRING	ACTIVE

0 Items selected

- 00000WGV\_1705046845689 - 030b8ea43a6e4c2183affaa62dc80e6e

Block UnBlock Revoke

ORGANIZATION ADDRESS Administration

**Block action:** this action sends request to Worldline to block the mandate and updates mandate status in the plugin. It is active only if mandate has status Active.

**Unblock action:** this action sends request to Worldline to unblock the mandate and updates mandate status in the plugin. It is enabled if token has status Blocked.

**Revoke action:** this action sends request to Worldline to revoke the mandate and updates mandate status in the plugin. It is enabled if mandate has status Blocked or Active.

### 3.1.6 Perform Maintenance Operations

Certain operations can be performed on a transaction within the system by using the Customer Support Backoffice. Access to the Customer Support Backoffice is controlled by the user roles configuration within SAP Commerce. Default accounts which can access the Customer Support Backoffice are:

- CustomerSupportAdministrator
- CustomerSupportManager
- CustomerSupportAgent

By default, these user accounts are disabled and should be re-enabled in the Backoffice. However, it is recommended to use individual user accounts in a production system and associate the relevant "Customer Support X Group" user groups.

Once you are logged in and have switched to the Customer Support perspective, selecting an Order will provide numerous options within the Order Editor screen:

The screenshot shows the SAP Customer Support interface for the 'Orders' section. The top navigation bar includes 'Tickets', 'Product Reviews', 'Customers', 'Personal Data Reports', 'Orders', and 'Returns'. The 'Orders' section is active, showing a search bar and a list of orders. The selected order is 'MKP00065135 - Fri Feb 09 00:00:25 EET 2024 - 1286.63 - READY'. The 'Order Information' section displays fields for Customer, Created Date/Time, Order Status, Delivery Mode, Billing Address, and Shipping Address. The 'Line Details' section shows a table with columns for More Actions, Product, Currency, Item Price, QTY, Total Price, and Alloc. The 'Order Totals' section shows the Order Total, Currency (Euro [EUR]), Subtotal, and Taxes.

- **Payment Capture** - Will attempt to perform a manual capture request on the order's payment. This option is only enabled if the transaction is in a state where it can be captured. The amount to capture can be specified, but will only allow to capture up to the remaining non-captured amount on the transaction.
- **Cancel Order** - When the order is cancelled, the transaction will be refunded if possible. This will also attempt to perform a reverse authorisation if the payment has not yet been captured.



The 'Create Return' process has also been updated to include creation of a refund request against the transaction.

### 3.1.7 Perform Test Transactions

Use our platform's test environment to make sure your plugin works as intended. We offer test data sets on both our [dedicated test cases page](#)<sup>14</sup> and in the "Testing" tab for individual payment methods.



2 The image above shows where to find the "Testing" tab



Make sure to switch to the LIVE-URL as soon as you have finalised your tests.

14. <https://support.direct.ingenico.com/documentation/test-cases/>

## 3.2 Customer Support Backoffice

### 3.2.1 Perform Maintenance Operations on Orders

Certain operations can be performed on a transaction within the system by using the Customer Support Backoffice. Access to the Customer Support Backoffice is controlled by the user roles configuration within SAP Commerce. Default accounts which can access the Customer Support Backoffice are:

- CustomerSupportAdministrator
- CustomerSupportManager
- CustomerSupportAgent

By default, these user accounts are disabled and should be re-enabled in the Backoffice. However, it is recommended to use individual user accounts in a production system and associate the relevant “Customer Support X Group” user groups.

Once you are logged in and have switched to the Customer Support perspective, selecting an Order will provide numerous options within the Order Editor screen:

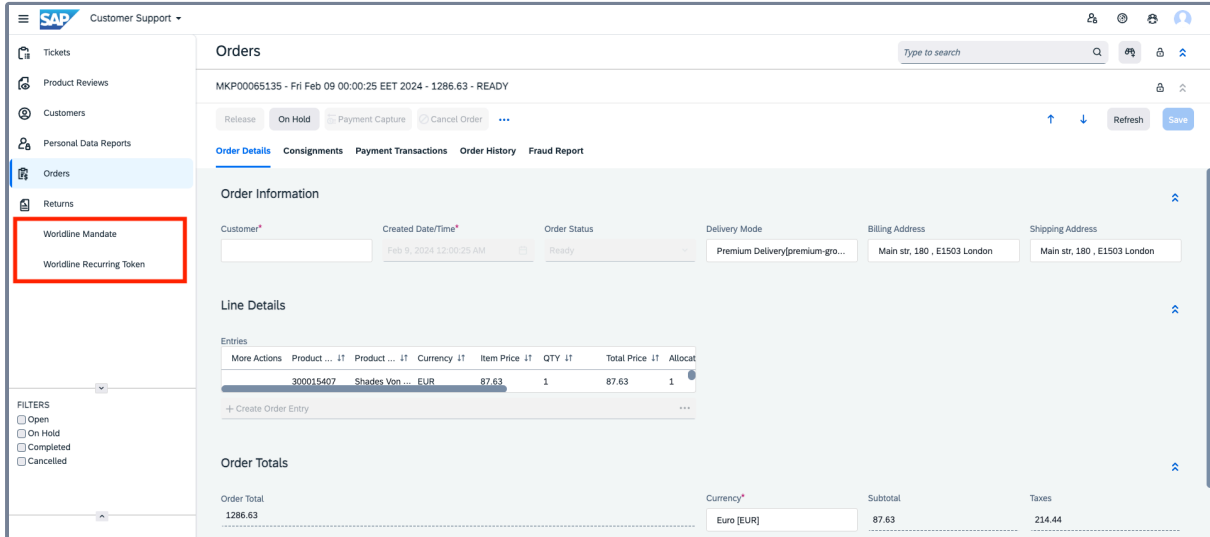
- **Payment Capture** - Will attempt to perform a manual capture request on the order's payment. This option is only enabled if the transaction is in a state where it can be captured. The amount to capture can be specified, but will only allow to capture up to the remaining uncaptured amount on the transaction.
- **Cancel Order** - When the order is cancelled, the transaction will be refunded if possible. This will also attempt to perform a reverse authorisation if the payment has not yet been captured.



The 'Create Return' process has also been updated to include creation of a refund request against the transaction.

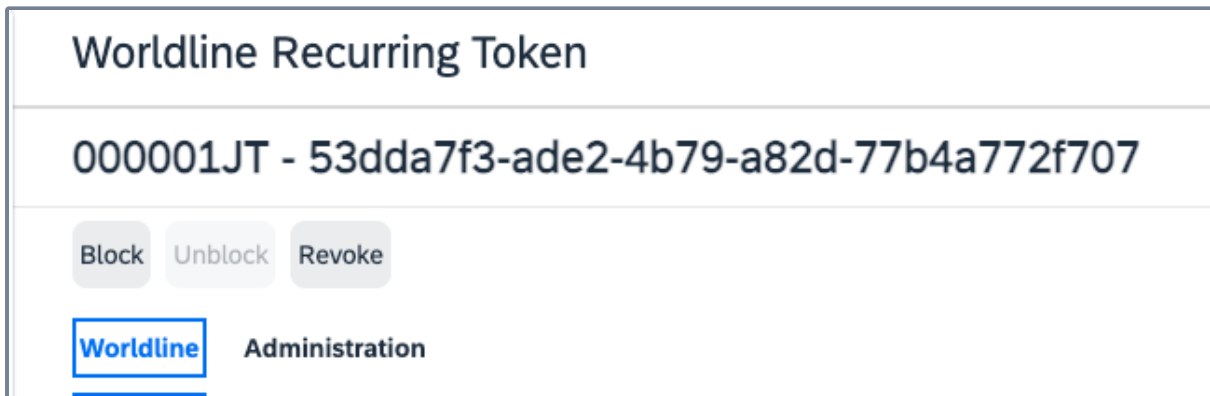
### 3.2.2 Perform Maintenance Operations on Replenishment Data

On the left side menu there are two new sections for maintaining the payment data for replenishment order.



#### 3.2.2.1 Worldline Recurring token actions

The status of the recurring token can be managed through the introduced actions. There are three buttons/actions on top of every token details section.



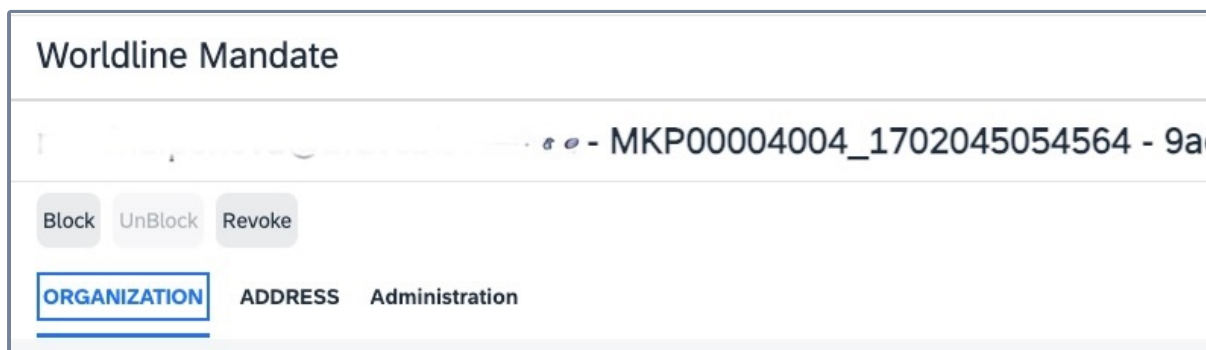
**Block action:** this action changes only the status property of the token and sets its value to BLOCKED. It is active only if token has status Active.

**Unblock action:** this action changes the status property to ACTIVE. It is enabled if token has status Blocked.

**Revoke action:** this action changes the status property to REVOKED and also sends a request to Worldline to delete the token. It is enabled if token has status Blocked or Active.

### 3.2.2.2 Worldline Mandate actions

The status of the mandate can be managed through the introduced actions. There are three buttons/actions on top of every mandate details section. All three buttons are active for mandates of type Recurring. All actions have update mandate details in plugin and Worldline platform.



**Block action:** this action sends request to Worldline to block the mandate and updates mandate status in the plugin. It is active only if mandate has status Active.

**Unblock action:** this action sends request to Worldline to unblock the mandate and updates mandate status in the plugin. It is enabled if token has status Blocked.

**Revoke action:** this action sends request to Worldline to revoke the mandate and updates mandate status in the plugin. It is enabled if mandate has status Blocked or Active.



For more details on what information is stored against Recurring token and Mandate entities, review the document for Administration Backoffice.

## 3.3 Replenishment orders



SAP CC payment plugin for Worldline implements the functionality around replenishment orders for B2C and B2B. There are changes in the checkout flow which help the plugin to know as soon as possible to gather the information if the customer wants to place a replenishment or one-off order.



The functionality for creating replenishment orders using the plugin does not support mixed basket. All products in the basket will be added to the subsequent orders!



It is merchant's responsibility to inform the customer which products can be purchased as part of replenishment order (e.g. tagging them in the PDP) and validate if the customer tries to create mixed basket.

### 3.3.1 Backoffice

#### 3.3.1.1 Configurations

The replenishment order functionality is present for both B2B and B2C storefronts. There are a number of configurations that need to be set in order to customise it. Please check the information about the Worldline Configuration properties described in [Administration Backoffice](#) (see page 12).

#### 3.3.1.2 Cronjob

In the cronjob entity is kept the blueprint of the replenishment orders. There the merchant can find the full information and history of the replenishment order. The following properties are the ones that are important to the replenishment order process.

The screenshot shows the SAP Administration Cockpit interface for the 'CronJobs' entity. The main configuration area is titled 'worldlineAcceleratorCartToOrderJob : 000013CR - FINISHED - SUCCESS'. The 'Administration' tab is selected. The configuration includes several sections: 'ActiveCronJobHistory', 'Documents', 'Assigned Cockpit Item Templates', 'Cart', 'Changes', 'Comments', 'CronJobHistoryEntries', 'Delivery address', 'Error mode', 'number of retries', 'Orders', 'Payment address', 'Payment info', 'Maximum number of rows', 'Request abort step', 'Is blocked for processing', and 'submitted'. The 'submitted' field is highlighted with a red box, showing a radio button selection for 'True' (selected) and 'False'.

**Cart** - this is the blueprint of the replenishment order.

**Orders** - list of orders that are placed using the Cart data. The first order that is place is the one that the customer places manually through checkout process. All subsequent orders are created from the cronjob.

**CronJobHistoryEntries** - keeps information about the executions of the cronjob

**Payment Info** - the payment info that is used for S2S calls to Worldline so the payment for the subsequent orders is processed.

**submitted** - this property is used to mark that there was no issues during the cronjob creation. If it is set to false no future orders will be created.

### 3.3.1.3 Payment information

In order for the payment for all subsequent orders to be processed without problems in the plugin, there are two entities that hold the details of payment products that were used by the customer. Those entities are Mandate (if SEPA DD is used) and Recurring Token (if a card is used). More detailed information can be found under [Administration Backoffice](#) (see page 12) section.

### 3.3.1.4 Cart


In order the plugin to use the replenishment data as soon as possible, the Replenishment data form is part of the Basket Page. This requires the data to be saved as part of the Cart item type. Data related to this can be found under the Worldline tab.

The screenshot shows the SAP Administration Cockpit interface for the 'Carts' section. The order ID is MKP00065034, and the status is '- Feb 2, 2024 12:00:32 AM - €0.00 - Null'. The 'Worldline' tab is selected, showing the 'Replenishment Order Data' section. The 'Replenishment order' is set to 'False'. The 'Replenishment start date' is 'Feb 2, 2024 12:00:32 AM'. The 'Replenishment end date' is 'Null'. The 'Type of replenishment recurrence' is 'Null'. The 'Number of days' is '1'. The 'Number of weeks' is '1'. The 'Days of week' is 'Select from List'. The 'Number of months' is '1'. The 'Day of month' is '1'.

## 3.3.2 Storefront

### 3.3.2.1 Guest checkout

Replenishment orders are not allowed for non registered customers. All guest users are informed that they could benefit from the functionality if they create a profile which after that could be associated with the replenishment order.

ITEM (STYLE NUMBER)	PRICE	QTY	DELIVERY	TOTAL
 <b>Shades Von Zipper Fernstein gold moss gradient</b> 300015407 In Stock	€87.63	1	SHIP	€87.63

EXPORT CSV

Coupon Code:  APPLY

Subtotal: €87.63

**ORDER TOTAL** €87.63

Your order includes €14.60 tax.

**Auto Replenish Order**

☐ REPLENISH ORDER

Please create an account or login to place a replenishment order

**Express Checkout**

**Benefit from a faster checkout by:**


- setting a default Delivery Address in your account or when you checkout
- setting a default Payment Details when you checkout
- using a default shipping method

CONTINUE SHOPPING CHECK OUT

SELECT AN ALTERNATIVE CHECKOUT FLO

### 3.3.2.2 Basket page

A logged in customer can place replenishment orders. On the basket page, there is an option for changing the type of the order. All data that is provided by the customer is stored against the Cart item type and passed through the checkout process.

ITEM (STYLE NUMBER)	PRICE	QTY	DELIVERY	TOTAL
 <b>Shades Von Zipper Fernstein gold moss gradient</b> 300015407 In Stock	€87.63	1	SHIP	€87.63

EXPORT CSV

Coupon Code:  APPLY

Subtotal: €87.63

**ORDER TOTAL** €87.63

Your order includes €14.60 tax.

**Auto Replenish Order**

☒ REPLENISH ORDER

EVERY  DAYS

START ON

END ON

**Express Checkout**


**Benefit from a faster checkout by:**


- setting a default Delivery Address in your account or when you checkout
- setting a default Payment Details when you checkout
- using a default shipping method


CONTINUE SHOPPING CHECK OUT


### 3.3.2.3 Hosted checkout

When using Hosted checkout flow it is required to get customer consent on saving his payment details BEFORE he is redirected to the page where he actually adds the data. This is ensured by additional checkbox on the last checkout step which makes impossible to continue if it is not selected.

 **Secure Checkout**

1. Shipment/Pick Up Location

2. Shipping Method

3. Payment Method & Billing Address

4. Final Review

Subtotal: €87.63

Delivery: €1,199.00

**ORDER TOTAL** €1,286.63

Your order includes €214.44 tax.

☐ By placing a replenishment order, I agree for my payment details to be saved for the duration of my subscription.

☐ By placing the order, I am confirming that I have read and agree with the [Terms & Conditions](#)

PLACE ORDER

### 3.3.2.4 Hosted tokenization


As with this checkout flow the payment details form is imported in the plugin Payment Method & Billing Address step it includes the consent checkbox for saving the payment details. There is a reminding message for the customer to ensure that the checkbox is selected in order to be able to place the order.

### 3. Payment Method & Billing Address

#### Payment Method

☒ Use New Card

Card number




Cardholder's name


Expiry date

01

2024

Card verification code




☒ Remember my payment details for future purchases 


Please ensure you opt-in to store your payment details for your replenishment order.

If for some reason the customer tries to continue without selecting the “Remember my payment details for future purchases” checkbox he is redirected back to this step and a warning message is showed at the top of the page.

Please opt-in to store your payment details for your replenishment order.

## Secure Checkout

1. Shipment/Pick Up Location 


2. Shipping Method 

3. Payment Method & Billing Address

### Payment Method

☒ Use New Card

Card number

4330 2649 3634 4675 


Cardholder's name


Test user

Expiry date

01 2028

Card verification code

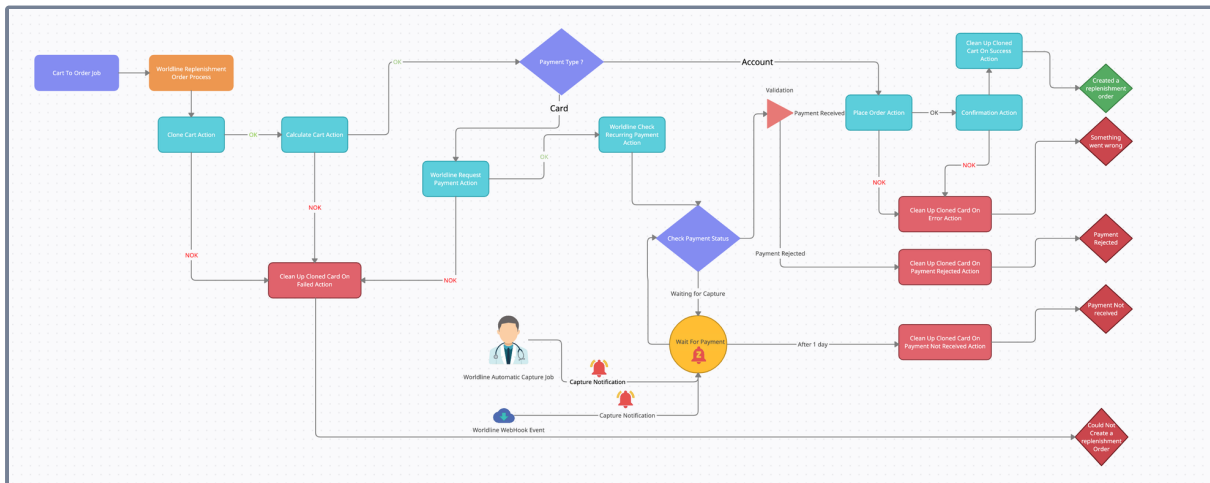
555 

☐ Remember my payment details for future purchases 

Please ensure you opt-in to store your payment details for your replenishment order.

### 3.3.3 Replenishment order process

The diagram below illustrate the Worldline ReplenishmentOrder Process:



Once the Cart To Order Cron job is performed , a new process is triggered  
 “WorldlineReplenishmentOrderProcess”

- The Clone Cart action clones the cart attached to the cart To order job
- Calculate Cart Action recalculate the cloned Cart

. In Case the Payment Type equals to Account:

skip to Place Order Action

. In Case the Payment Type equals to Account :

The Worldline Request Payment Action call the create Payment method using the Mandate Stored inside CartToOrderCronJob->paymentInfo

The Worldline Check recurring payment action will check if the payment is successful or rejected, or pending, if the payment is pending, the process will wait for a notification from the Worldline Automatic Capture Job or the Worldline WebHook Event Job in order to verify payment status again

- in Case the payment is successful , The Place Order Action will create the Order from The Cart
- Confirmation action sends a email to notify the customer about the new created Order

### 3.3.4 Customer and Merchant email notifications

The plugin can be configured to send emails to merchant and customer in the following stages of a replenishment order lifecycle:

- When a product is out of stock: In this case when the cronjob responsible for creating the subsequent order is started it doesn't create a new order. The customer is notified via email that there is a product which is out of stock and his order cannot be created. Similar email is sent to the merchant. Once the product is restocked the cronjob will be executed as per the triggers that were set. The skipped orders will not be recreated.
- When there was a problem with the S2S payment: In this case, an email is sent to both merchant and customer to notify them there was a problem during payment action which is still present after a certain number of retries.

### 3.3.5 Payment Retry Mechanism



Check [Backoffice Admin](#) (see page 12) section for more information about Replenishment number of retries on failure.

Once a replenishment order is successfully placed, the SAP CC plugin stores payment information which is used for the payments of all future orders. There are use cases (e.g. expired card, insufficient funds etc.) which could make the S2S call for creating a payment to fail. In those cases, the plugin uses its built in payment retry mechanism which is dependent on two main variables - how many retries to perform before freezing the future executions of the replenishment order cronjob and time interval at which to perform a retry.

**Replenishment number of retries on failure** - this property is part of the Worldline configuration item type and can be set to any positive integer number. Its default value is 5.

**Time interval** - this parameter is part of the Replenishment order process. It can be set through the Backoffice or via editing the impex file of the process. Its default value is 6H (6 hours) which means that the plugin will attempt to capture failed payment every six hours until it reaches the amount of retries that are allowed.

### 3.3.6 Free trial



Check Backoffice Admin section for more information about First Recurring Payment property.

Merchant can offer his customers to create replenishment order in which the first order will be free of charge. In this case, no matter the checkout flow, the first transaction that is sent to Worldline is with zero amount. The customer is not charged for the goods he ordered and his payment details are saved for all subsequent orders. In the Order confirmation page and in Replenishment details page the amount is actually the expected amount for the future orders.

## 3.4 Surcharge

### 3.4.1 Backoffice configuration

To enable surcharge functionality for a merchant account the property Apply Surcharge in Worldline configuration section must be set to true.



Make sure that the merchant account has surcharge enabled in Worldline too. If the functionality is only active in the SAP CC plugin all payment requests will be rejected by Worldline!

**Worldline Configuration**

Test Connection Contact Support

**Worldline** Administration

☐ True ☒ False ☐ True ☒ False

**Grouped Cards Configuration**

Group Cards.\* ☐ True ☒ False Group Cards Icon. ...

**Recurring Payments Configuration**

Replenishment number of retries on failure ☐ True ☒ False First recurring payment\* ☐ True ☒ False

**Other Configurations**

Split order level promotion to order line items\* ☐ True ☒ False **Apply Surcharge\* ☒ True ☐ False**

## 3.4.2 Display Surcharge Information

### 3.4.2.1 Backoffice

Once an order is placed with applied surcharge on the total amount Worldline sends to the plugin detailed information about it. That information is saved against the Order entity. It can be found under Order → Positions and Prices → Worldline Surcharge Info. The surcharge value is also saved against Payment cost which allows it to be included in OOTB calculation process.

MKP00067000 - | - Feb 12, 2024 12:50:06 PM - €1,325.26 - Ready

Properties **Positions and Prices** Payment and Delivery Output Documents Vouchers Promotions Promotion Engine Results Coupons Order history Consignments Related CronJobs Fraud reports Tickets

**Positions**

Entries: MKP00067000.0 : Shades Von Zipper Fernstein gold...  
+ Create Order Entry ...

Entry groups: No Item

Discounts Included: No Item

Incl. Tax Values: uk-vat-full : 20.00% = 220.88

Payment Cost	Delivery Cost	Total Price	Incl. Tax
38.63	1199	1325.26	220.88

**Worldline Surcharge Info**

Product Type ID	Product Type Version	Ad Valorem Rate	Specific Rate
VISA INTERNATIONAL	ca314ab1-039b-4967-81d2-e4d969d381b3	3	3

Surcharge Amount: 38.63

### 3.4.2.2 Storefront

There are several places on the storefront where customer could find information about surcharge. Depending on the checkout flow that the store uses there are differences in which steps the customer will be able to see that a surcharge could be applied to his order and what is the exact amount.

#### 3.4.2.2.1 Hosted tokenization checkout flow

When using Hosted tokenization checkout flow on the Payment Method & Billing Address step there is a message that informs the customer that a surcharge can be applied to his order totals. This message appears only if the selected payment method is Card.


### 3. Payment Method & Billing Address

#### Payment Method

Please note that a surcharge may be added to the amount you have to pay depending on the payment method you have chosen.

☒ Use New Card

Card number




Cardholder's name

Expiry date


01

2024


Card verification code



☐ Remember my payment details for future purchases









On the last checkout step the customer will be able to see what is the exact amount of the surcharge and the final total amount that he will pay for his order.

Secure Checkout		Order Summary	
1. Shipment/Pick Up Location		Ship To: Mrs. Martina Peneva Main str, 180, London, Germany, E1503	
2. Shipping Method		 Shades Von Zipper Fernstein gold moss gradient Item Price: €87.63 QTY: 1	
3. Payment Method & Billing Address		Payment: Mrs. Card Main str, 180, London, E1503, Germany	
4. Final Review			
Subtotal:	€87.63	Subtotal:	€87.63
Delivery:	€1,199.00	Delivery:	€1,199.00
Surcharge:	€38.63	Surcharge:	€38.63
<b>ORDER TOTAL</b>	<b>€1,325.26</b>	<b>ORDER TOTAL</b>	<b>€1,325.26</b>
Your order includes €220.88 tax.		Your order includes €220.88 tax.	
<input checked="" type="checkbox"/> By placing the order, I am confirming that I have read and agree with the <a href="#">Terms &amp; Conditions</a>			
PLACE ORDER			

### 3.4.2.2.2 Hosted checkout flow

When Hosted checkout flow is used the customer is notified that a surcharge may apply to his order on Payment Method & Billing Address step.

3. Payment Method & Billing Address	
Payment Method	
Please note that a surcharge may be added to the amount you have to pay depending on the payment method you have chosen.	
Use Saved Card	
<input type="radio"/> 	VISA      Test User      *****4675      01/31
Another payment method	
<input type="radio"/> 	American Express
<input type="radio"/> 	Diners Club
<input type="radio"/> 	MasterCard
<input type="radio"/> 	JCB
<input type="radio"/> 	VISA

On the last checkout there is no information about the surcharge. When the customer is redirected to the page where he could add his payment details the surcharge value is calculated and displayed as part of the order details.

<div>Card number</div> <div><div>43302649XXXX4675</div><div>VISA</div></div> <div>Cardholder's name</div> <div><div>Test User</div></div> <div>Expiry date</div> <div><div>01</div><div>2031</div></div> <div>Card verification code</div> <div><div>666</div><div>?</div></div>	<div>Order overview</div> <div>Total charge: EUR 1325.26</div> <div>Order reference: MKP00067002</div> <div>Shades Von Zipper Fernstein gold moss gradient x 1</div> <div>EUR 87.63</div> <div>Premium Delivery x 1</div> <div>EUR 1199.00</div> <div>Card surcharge</div> <div>EUR 38.63</div> <div>Subtotal</div> <div>EUR 1325.26</div> <div>Shipping</div> <div>EUR 1325.26</div> <div>Total charge</div> <div>EUR 1325.26</div> <div><div>Pay Securely</div><div>Cancel</div></div>
--	--

### 3.4.2.2.3 Order Confirmation Page and Order Details Page

These two pages do not depend on the selected checkout flow of the store. If Order has applied surcharge it will be displayed at the bottom section of the page.

## THANK YOU FOR YOUR ORDER!


Your Order Number is **MKP00067000**

A copy of your order details has been sent to **martina.peneva@bravebison.com**

Order Summary			
ORDER NUMBER MKP00067000	ORDER STATUS In Process	DATE PLACED Feb 12, 2024 12:50 PM	TOTAL €1,325.26

**Pending**

**SHIP TO**

ITEM (STYLE NUMBER)	PRICE	QTY	TOTAL
 <b>Shades Von Zipper Fernstein gold moss gradient</b> 300015407 In Stock	€87.63	1	€87.63

**Billing Information**

<b>BILLING ADDRESS</b> <div style="background-color: #ccc; height: 40px; width: 100%;"></div>	<b>PAYMENT TYPE</b> card
--	-----------------------------

Subtotal:	€87.63
Shipping:	€1,199.00
Surcharge:	€38.63
<b>ORDER TOTAL</b>	<b>€1,325.26</b>

Total includes €220.88 in taxes

CONTINUE SHOPPING

### 3.4.3 Surcharge on Subsequent Orders

When a replenishment order is created and the Apply Surcharge option is enabled, all subsequent orders will also have surcharge included in their total price. The surcharge amount is not static which means that it will be calculated for every subsequent order and will reflect any other changes in the total price (e.g. product price change).

### 3.4.4 Surcharge and Manual Capture Action

The authorised amount (order total + surcharge) can safely be captured in full or in portions.

### 3.4.5 Surcharge and Manual Refund Action

Currently there is no automatic way to include surcharge in the refund amount (e.g. like including delivery cost). It is up to the merchant to calculate proportionally, refund in full or not refunding the captured surcharge amount.

### 3.4.6 Surcharge Management

Below is a summary of how the surcharge that's been applied to the order during checkout is handled by the plugin.

#### 3.4.6.1 Order placement - Payment

	Scenario	Sale Mode	Surcharge behaviour
1	Payment for the order is authorised	AUTH	Full surcharge amount is included in the order total authorised amount.
2	Payment for the order is partly captured	AUTH	A proportional amount of surcharge is captured when partial order amount is captured.
3	Capture remaining amount	AUTH	The remainder of surcharge amount is captured when the remaining order amount is captured.
4	Payment for the order is captured in full	AUTH	Full surcharge amount is captured as part of the order total authorised amount capture.
5	Order is paid in full	CAPTURE	Full surcharge amount is included in the order total captured amount.

#### 3.4.6.2 Order is not shipped

##### 3.4.6.2.1 Order payment is authorised

If order payment is authorised, there is no refund due.

	User	Storefront / My Account	SAP CC Backoffice	Worldline console
1	Customer	<p>There is an option for a customer to cancel his order items partly (reduce qty) or in full.</p> <p>There is no option to increase qty for existing order items or add a different item to existing order - a new order would need to be placed instead.</p>	<p>As a result of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation           <ol style="list-style-type: none"> <li>a) The original order remains (status Ready).</li> <li>b) New order is created with amount 0 and status Cancelled in Backoffice. The latest order version is then used on storefront and in relevant integrations.</li> <li>c) Auth-reversal request is <b>not</b> sent from SAP CC to Worldline. Auth expires before the funds are released back to customer's bank account. This includes full surcharge amount as it's included into order total authorised amount.</li> </ol> </li> <li>• <b>Partial</b> order cancellation           <ol style="list-style-type: none"> <li>a) The original order remains (status Ready).</li> <li>b) New order is auto-created with the remaining items and is linked to the original order.</li> <li>c) Original order Auth amount is kept in full and moved to the newly created order. No re-Auth is done. Full surcharge amount remains as part of the order total authorised amount.</li> </ol> </li> </ul>	<p>As a result of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• Full order cancellation           <ol style="list-style-type: none"> <li>a) No request is sent from SAP CC to Worldline. No Auth reversal.</li> </ol> </li> <li>• <b>Partial</b> order cancellation           <ol style="list-style-type: none"> <li>a) No request is sent from SAP CC to Worldline. No Auth reversal.</li> </ol> </li> </ul>

	User	Storefront / My Account	SAP CC Backoffice	Worldline console
2	Merchant	N/A	<p>There is a "Cancel order" button in SAP CC Backoffice.</p> <ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation           <ol style="list-style-type: none"> <li>a) The original order remains (status Ready).</li> <li>b) New order is created with amount 0 and status Cancelled in Backoffice. The latest order version is then used on storefront and in relevant integrations.</li> <li>c) Auth-reversal request is sent from SAP CC to Worldline for the full order total authorised amount that includes surcharge.</li> </ol> </li> <li>• <b>Partial</b> order cancellation N/A</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation SAP CC send Auth-reversal request for full Auth amount that includes surcharge to Worldline. Worldline does Auth-reversal for full amount.</li> <li>• <b>Partial</b> order cancellation N/A. No Auth reversal.</li> </ul>

#### 3.4.6.2.2 Order payment is captured

If order payment is captured, there is a refund due for partial or full order cancellation.

	User	Storefront / My Account	SAP CC Backoffice	Worldline console
1	Customer	<p>There is an option for a customer to cancel his order items partly (reduce qty) or in full.</p> <p>There is no option to increase qty for existing order items or add a different item to existing order - a new order would need to be placed instead.</p>	<p><b>As a result</b> of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full order cancellation</b> <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is created with amount 0 and status Cancelled in Backoffice. The latest order version is then used on storefront and in relevant integrations.</li> <li>No refund is automatically issued to the customer. Surcharge amount remains as part of order total amount.</li> </ol> </li> <li>• <b>Partial order cancellation</b> <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is auto-created with the remaining items and is linked to the original order.</li> <li>Original order Captured amount is kept in full, including full surcharge amount, and moved to the newly created order.</li> <li>No partial refund is automatically issued to the customer.</li> </ol> </li> </ul>	<p>As a result of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full order cancellation</b> <ol style="list-style-type: none"> <li>Nothing is sent from SAP CC to Worldline, no refund is issued.</li> </ol> </li> <li>• <b>Partial order cancellation</b> <ol style="list-style-type: none"> <li>Nothing is sent to Worldline from SAP CC, no partial refund.</li> </ol> </li> </ul>
2	Merchant	N/A	A merchant cannot issue a partial or full refund from SAP CC Backoffice.	<p>A merchant can partly or fully refund against the original capture transaction that includes surcharge.</p> <p>It's up to the merchant to include surcharge amount in that refund amount or not when triggering a refund from Worldline console.</p> <p>Refund webhook from Worldline that arrives to SAP CC will result in SAP CC logging the refund entry against the newly created order. Worldline refund won't be matched against SAP CC order items.</p>

### 3.4.6.3 Order is shipped

If the order is shipped, a customer can no longer cancel the order. A customer can initiate an RMA process by getting in touch with the merchant CS. By this time, the payment for the order is captured.

	Location	Customer	Merchant
1	Storefront / My Account	The option to cancel the order doesn't appear.	N/A
2	SAP CC Backoffice	N/A	Merchant CS can initiate an RMA and the refund amount is linked to the products in the return, however it's possible to edit the refund amount. A merchant can choose not to refund delivery charge and/or surcharge (if applies) or do a full refund.
3	Worldline console	N/A	After the order is shipped, a merchant should do a refund using RMA via SAP CC Backoffice.  Even though it's possible to fully or partly refund the order directly via Worldline console (and it's up to the merchant whether to refund the surcharge amount or not), if RMA flow is not followed and refund is triggered from Worldline console then SAP CC will only log the refund transaction against the order. Order status and order items will not be updated.

## 3.5 Order Cancellation Process



Below is a summary of how a merchant and a customer can handle order cancellation before and after the order is shipped as part of the Worldline SAP CC plugin.

### 3.5.1 The order is not shipped

#### 3.5.1.1 Order payment is authorised

If order payment is authorised, there is no refund due.

	User	Storefront / My Account	SAP CC Backoffice	Worldline console
1	Customer	There is an option for a customer to cancel his order items partly (reduce qty) or in full. There is no option to increase qty for existing order items or add a different item to existing order - a new order would need to be placed instead.	<p>As a result of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation           <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is created with amount 0 and status Cancelled in Backoffice. The latest order version is then used on storefront and in relevant integrations.</li> <li>Auth-reversal request is <b>not</b> sent from SAP CC to Worldline. Auth expires before the funds are released back to customer's bank account.</li> </ol> </li> <li>• <b>Partial</b> order cancellation           <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is auto-created with the remaining items and is linked to the original order.</li> <li>Original order Auth amount is kept in full and moved to the newly created order. No re-Auth is done.</li> </ol> </li> </ul>	<p>As a result of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation           <ol style="list-style-type: none"> <li>No request is sent from SAP CC to Worldline. No Auth reversal.</li> </ol> </li> <li>• <b>Partial</b> order cancellation           <ol style="list-style-type: none"> <li>No request is sent from SAP CC to Worldline. No Auth reversal.</li> </ol> </li> </ul>
2	Merchant	N/A	<p>There is a "Cancel order" button in SAP CC Backoffice.</p> <ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation           <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is created with amount 0 and status Cancelled in Backoffice. The latest order version is then used on storefront and in relevant integrations.</li> <li>Auth-reversal request is sent from SAP CC to Worldline.</li> </ol> </li> <li>• <b>Partial</b> order cancellation N/A</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation SAP CC send Auth-reversal request for full Auth amount to Worldline. Worldline does Auth-reversal for full amount.</li> <li>• <b>Partial</b> order cancellation N/A. No Auth reversal.</li> </ul>

### 3.5.1.2 Order payment is captured

If order payment is captured, there is a refund due for partial or full order cancellation.

	User	Storefront / My Account	SAP CC Backoffice	Worldline console
1	Customer	<p>There is an option for a customer to cancel his order items partly (reduce qty) or in full.</p> <p>There is no option to increase qty for existing order items or add a different item to existing order - a new order would need to be placed instead.</p>	<p><b>As a result</b> of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full order cancellation</b> <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is created with amount 0 and status Cancelled in Backoffice. The latest order version is then used on storefront and in relevant integrations.</li> <li>No refund is automatically issued to the customer.</li> </ol> </li> <li>• <b>Partial order cancellation</b> <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is auto-created with the remaining items and is linked to the original order.</li> <li>Original order Captured amount is kept in full and moved to the newly created order.</li> <li>No partial refund is automatically issued to the customer.</li> </ol> </li> </ul>	<p>As a result of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full order cancellation</b> <ol style="list-style-type: none"> <li>Nothing is sent from SAP CC to Worldline, no refund is issued.</li> </ol> </li> <li>• <b>Partial order cancellation</b> <ol style="list-style-type: none"> <li>Nothing is sent to Worldline from SAP CC, no partial refund.</li> </ol> </li> </ul>
2	Merchant	N/A	A merchant cannot issue a partial or full refund from SAP CC Backoffice.	<p>A merchant can partly or fully refund against the original capture transaction.</p> <p>Refund webhook from Worldline will result in SAP CC logging the refund entry against the newly created order. Worldline refund won't be matched against SAP CC order items.</p>

### 3.5.2 The order is shipped

If the order is shipped, a customer can no longer cancel the order. A customer can initiate an RMA process by getting in touch with the merchant CS. By this time, the payment for the order is captured.

	Location	Customer	Merchant
1	Storefront / My Account	The option to cancel the order doesn't appear.	N/A
2	SAP CC Backoffice	N/A	Merchant CS can initiate an RMA and the refund amount is linked to the products in the return, however it's possible to edit the refund amount. A merchant can choose not to refund delivery charge and/or surcharge (if applies) or do a full refund.
3	Worldline console	N/A	After the order is shipped, a merchant should do a refund using RMA via SAP CC Backoffice. Even though it's possible to fully or partly refund the order directly via Worldline, SAP CC will only log the refund transaction against the order. Order status and order items will not be updated.

## 4 Customer Support Backoffice Actions

### 4.1 Perform Maintenance Operations on Orders

Certain operations can be performed on a transaction within the system by using the Customer Support Backoffice. Access to the Customer Support Backoffice is controlled by the user roles configuration within SAP Commerce. Default accounts which can access the Customer Support Backoffice are:

- CustomerSupportAdministrator
- CustomerSupportManager
- CustomerSupportAgent

By default, these user accounts are disabled and should be re-enabled in the Backoffice. However, it is recommended to use individual user accounts in a production system and associate the relevant “Customer Support X Group” user groups.

Once you are logged in and have switched to the Customer Support perspective, selecting an Order will provide numerous options within the Order Editor screen:

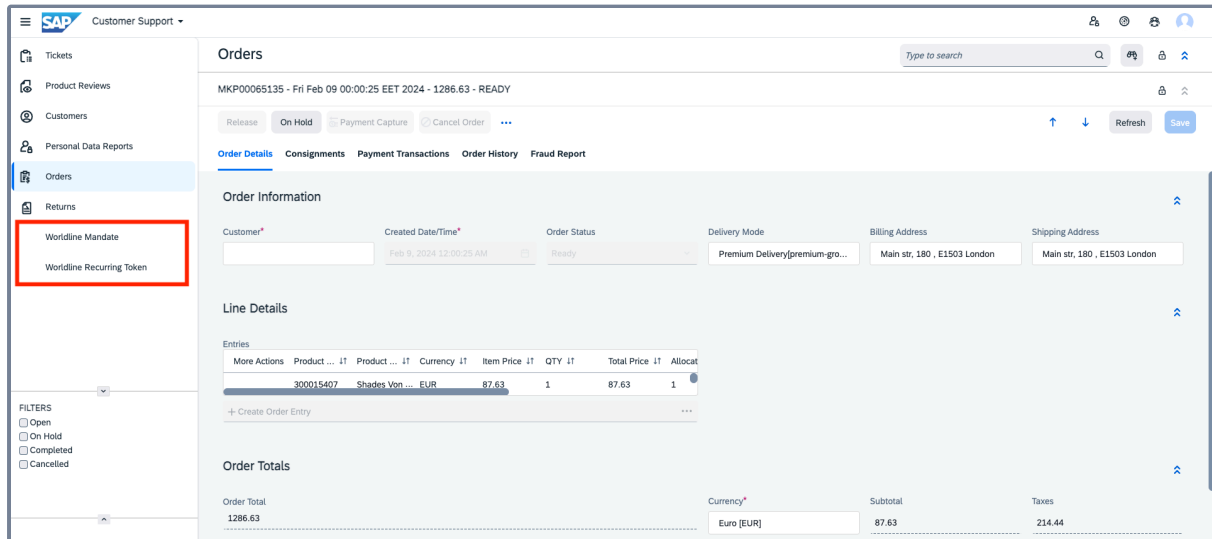
- **Payment Capture** - Will attempt to perform a manual capture request on the order's payment. This option is only enabled if the transaction is in a state where it can be captured. The amount to capture can be specified, but will only allow to capture up to the remaining uncaptured amount on the transaction.
- **Cancel Order** - When the order is cancelled, the transaction will be refunded if possible. This will also attempt to perform a reverse authorisation if the payment has not yet been captured.



The 'Create Return' process has also been updated to include creation of a refund request against the transaction.

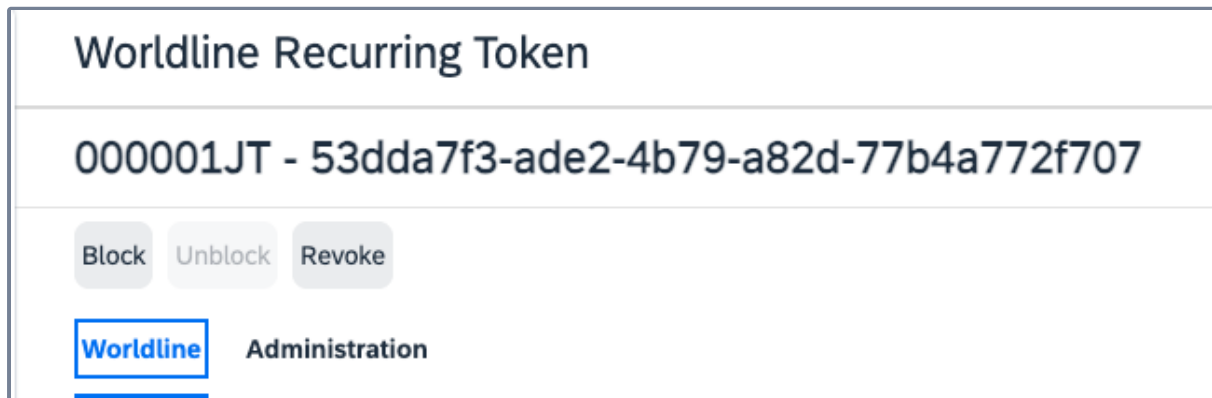
## 4.2 Perform Maintenance Operations on Replenishment Data

On the left side menu there are two new sections for maintaining the payment data for replenishment order.



### 4.2.1 Worldline Recurring token actions

The status of the recurring token can be managed through the introduced actions. There are three buttons/actions on top of every token details section.



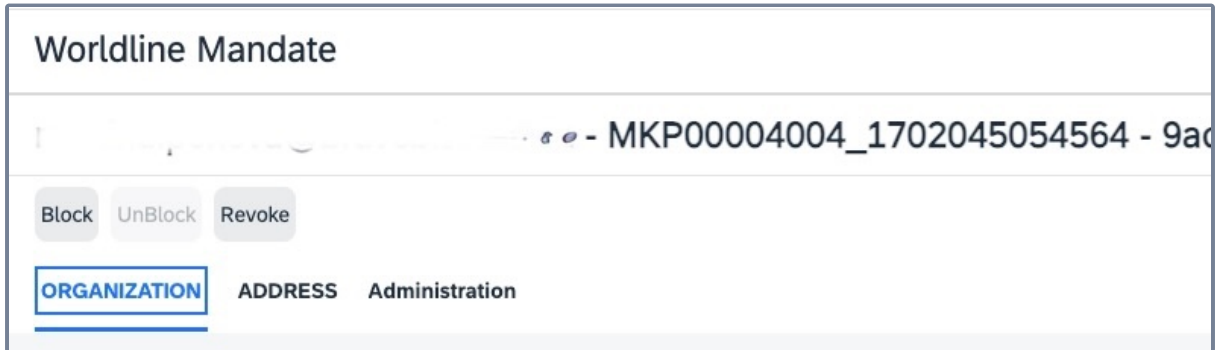
**Block action:** this action changes only the status property of the token and sets its value to BLOCKED. It is active only if token has status Active.

**Unblock action:** this action changes the status property to ACTIVE. It is enabled if token has status Blocked.

**Revoke action:** this action changes the status property to REVOKED and also sends a request to Worldline to delete the token. It is enabled if token has status Blocked or Active.

## 4.2.2 Worldline Mandate actions

The status of the mandate can be managed through the introduced actions. There are three buttons/actions on top of every mandate details section. All three buttons are active for mandates of type Recurring. All actions have update mandate details in plugin and Worldline platform.



**Block action:** this action sends request to Worldline to block the mandate and updates mandate status in the plugin. It is active only if mandate has status Active.

**Unblock action:** this action sends request to Worldline to unblock the mandate and updates mandate status in the plugin. It is enabled if token has status Blocked.

**Revoke action:** this action sends request to Worldline to revoke the mandate and updates mandate status in the plugin. It is enabled if mandate has status Blocked or Active.



For more details on what information is stored against Recurring token and Mandate entities, review the document for Administration Backoffice.

## 5 Surcharge

### 5.1 Backoffice configuration

To enable surcharge functionality for a merchant account the property Apply Surcharge in Worldline configuration section must be set to true.



Make sure that the merchant account has surcharge enabled in Worldline too. If the functionality is only active in the SAP CC plugin all payment requests will be rejected by Worldline!

The screenshot displays the SAP Administration Cockpit interface for the Worldline Configuration page. The left sidebar contains a navigation menu with 'Worldline Configuration' highlighted. The main content area is titled 'Worldline Configuration' and includes several configuration sections:

- Worldline:** Radio buttons for 'True' and 'False', with 'False' selected.
- Administration:** Radio buttons for 'True' and 'False', with 'False' selected.
- Grouped Cards Configuration:** Includes 'Group Cards' (radio buttons for 'True' and 'False', with 'False' selected) and 'Group Cards Icon' (a text input field with a dropdown arrow).
- Recurring Payments Configuration:** Includes 'Replenishment number of retries on failure' (a text input field) and 'First recurring payment' (radio buttons for 'True' and 'False', with 'False' selected).
- Other Configurations:** Includes 'Split order level promotion to order line items' (radio buttons for 'True' and 'False', with 'False' selected) and 'Apply Surcharge' (radio buttons for 'True' and 'False', with 'True' selected and highlighted by a red box).

### 5.2 Display Surcharge Information

#### 5.2.1 Backoffice

Once an order is placed with applied surcharge on the total amount Worldline sends to the plugin detailed information about it. That information is saved against the Order entity. It can be found under Order → Positions and Prices → Worldline Surcharge Info. The surcharge value is also saved against Payment cost which allows it to be included in OOTB calculation process.

MKP00067000 - | Feb 12, 2024 12:50:06 PM - €1,325.26 - Ready

Properties Positions and Prices Payment and Delivery Output Documents Vouchers Promotions Promotion Engine Results Coupons Order history Consignments Related CronJobs Fraud reports Tickets

Positions

Entries	Entry groups	Discounts Included	Incl. Tax Values
MKP00067000.0 : Shades Von Zipper Fernstein gold... + Create Order Entry ...	+ - No Item	+ - No Item	+ - uk-vat-full : 20.00% = 220.88
Payment Cost 38.63	Delivery Cost 1199	Total Price 1325.26	Incl. Tax 220.88

Worldline Surcharge Info

Product Type ID	Product Type Version	Ad Valorem Rate	Specific Rate
VISA_INTERNATIONAL	ca314ab1-039b-4967-81d2-e4d969d381b3	3	3
Surcharge Amount	38.63		

## 5.2.2 Storefront

There are several places on the storefront where customer could find information about surcharge. Depending on the checkout flow that the store uses there are differences in which steps the customer will be able to see that a surcharge could be applied to his order and what is the exact amount.

### 5.2.2.1 Hosted tokenization checkout flow


When using Hosted tokenization checkout flow on the Payment Method & Billing Address step there is a message that informs the customer that a surcharge can be applied to his order totals. This message appears only if the selected payment method is Card.

### 3. Payment Method & Billing Address

#### Payment Method

Please note that a surcharge may be added to the amount you have to pay depending on the payment method you have chosen.


☒ Use New Card


Card number 

Cardholder's name

Expiry date

01 2024

Card verification code 

☐ Remember my payment details for future purchases 

On the last checkout step the customer will be able to see what is the exact amount of the surcharge and the final total amount that he will pay for his order.

#### Secure Checkout

1. Shipment/Pick Up Location
2. Shipping Method
3. Payment Method & Billing Address
4. Final Review

#### Order Summary

**Ship To:** Mrs. Martina Peneva  
Main str, 180, London, Germany, E1503

**Shades Von Zipper Fernstein gold moss gradient** €87.63  
Item Price: €87.63  
QTY: 1

**Payment:** Mrs. Card  
Main str, 180, London, E1503, Germany

Subtotal:	€87.63
Delivery:	€1,199.00
Surcharge:	€38.63
<b>ORDER TOTAL</b>	<b>€1,325.26</b>

Your order includes €220.88 tax.

☒ By placing the order, I am confirming that I have read and agree with the [Terms & Conditions](#)

**PLACE ORDER**

Subtotal:	€87.63
Delivery:	€1,199.00
Surcharge:	€38.63
<b>ORDER TOTAL</b>	<b>€1,325.26</b>

Your order includes €220.88 tax.

### 5.2.2.2 Hosted checkout flow


When Hosted checkout flow is used the customer is notified that a surcharge may apply to his order on Payment Method & Billing Address step.

### 3. Payment Method & Billing Address


#### Payment Method


Please note that a surcharge may be added to the amount you have to pay depending on the payment method you have chosen.


Use Saved Card


☐  VISA Test User \*\*\*\*\*4675 01/31


Another payment method

☐  American Express

☐  Diners Club



☐  MasterCard

☐  JCB


☐  VISA

On the last checkout there is no information about the surcharge. When the customer is redirected to the page where he could add his payment details the surcharge value is calculated and displayed as part of the order details.

Card number

 43302649XXXX4675 



Cardholder's name

 Test User

Expiry date

01 ▼ 2031 ▼

Card verification code


 666 

#### Order overview

Total charge: EUR 1325.26

Order reference: MKP00067002

Shades Von Zipper Fernstein gold moss gradient x 1	EUR 87.63
Premium Delivery x 1	EUR 1199.00
<b>Card surcharge</b>	<b>EUR 38.63</b>
<b>Subtotal</b>	<b>EUR 1325.26</b>
Shipping	EUR 1325.26
<b>Total charge</b>	<b>EUR 1325.26</b>

 [Cancel](#)

### 5.2.2.3 Order Confirmation Page and Order Details Page

These two pages do not depend on the selected checkout flow of the store. If Order has applied surcharge it will be displayed at the bottom section of the page.

**THANK YOU FOR YOUR ORDER!**


Your Order Number is **MKP00067000**

A copy of your order details has been sent to **martina.peneva@bravebison.com**

Order Summary			
ORDER NUMBER MKP00067000	ORDER STATUS In Process	DATE PLACED Feb 12, 2024 12:50 PM	TOTAL €1,325.26

**Pending**

**SHIP TO**

ITEM (STYLE NUMBER)	PRICE	QTY	TOTAL
 <b>Shades Von Zipper Fernstein gold moss gradient</b> 300015407 In Stock	€87.63	1	€87.63

**Billing Information**

<b>BILLING ADDRESS</b> <div style="background-color: #ccc; height: 20px; width: 100%;"></div>	<b>PAYMENT TYPE</b> card
--	-----------------------------

Subtotal: €87.63

Shipping: €1,199.00

**Surcharge: €38.63**

**ORDER TOTAL €1,325.26**

Total includes €220.88 in taxes

**CONTINUE SHOPPING**

## 5.3 Surcharge on Subsequent Orders

When a replenishment order is created and the Apply Surcharge option is enabled, all subsequent orders will also have surcharge included in their total price. The surcharge amount is not static which means that it will be calculated for every subsequent order and will reflect any other changes in the total price (e.g. product price change).

## 5.4 Surcharge and Manual Capture Action

The authorised amount (order total + surcharge) can safely be captured in full or in portions.

## 5.5 Surcharge and Manual Refund Action

Currently there is no automatic way to include surcharge in the refund amount (e.g. like including delivery cost). It is up to the merchant to calculate proportionally, refund in full or not refunding the captured surcharge amount.

## 5.6 Surcharge Management

Below is a summary of how the surcharge that's been applied to the order during checkout is handled by the plugin.

### 5.6.1 Order placement - Payment

	Scenario	Sale Mode	Surcharge behaviour
1	Payment for the order is authorised	AUTH	Full surcharge amount is included in the order total authorised amount.
2	Payment for the order is partly captured	AUTH	A proportional amount of surcharge is captured when partial order amount is captured.
3	Capture remaining amount	AUTH	The remainder of surcharge amount is captured when the remaining order amount is captured.
4	Payment for the order is captured in full	AUTH	Full surcharge amount is captured as part of the order total authorised amount capture.
5	Order is paid in full	CAPTURE	Full surcharge amount is included in the order total captured amount.

### 5.6.2 Order is not shipped

#### 5.6.2.1 Order payment is authorised

If order payment is authorised, there is no refund due.

	User	Storefront / My Account	SAP CC Backoffice	Worldline console
1	Customer	<p>There is an option for a customer to cancel his order items partly (reduce qty) or in full.</p> <p>There is no option to increase qty for existing order items or add a different item to existing order - a new order would need to be placed instead.</p>	<p>As a result of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation           <ol style="list-style-type: none"> <li>a) The original order remains (status Ready).</li> <li>b) New order is created with amount 0 and status Cancelled in Backoffice. The latest order version is then used on storefront and in relevant integrations.</li> <li>c) Auth-reversal request is <b>not</b> sent from SAP CC to Worldline. Auth expires before the funds are released back to customer's bank account. This includes full surcharge amount as it's included into order total authorised amount.</li> </ol> </li> <li>• <b>Partial</b> order cancellation           <ol style="list-style-type: none"> <li>a) The original order remains (status Ready).</li> <li>b) New order is auto-created with the remaining items and is linked to the original order.</li> <li>c) Original order Auth amount is kept in full and moved to the newly created order. No re-Auth is done. Full surcharge amount remains as part of the order total authorised amount.</li> </ol> </li> </ul>	<p>As a result of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• Full order cancellation           <ol style="list-style-type: none"> <li>a) No request is sent from SAP CC to Worldline. No Auth reversal.</li> </ol> </li> <li>• <b>Partial</b> order cancellation           <ol style="list-style-type: none"> <li>a) No request is sent from SAP CC to Worldline. No Auth reversal.</li> </ol> </li> </ul>

	User	Storefront / My Account	SAP CC Backoffice	Worldline console
2	Merchant	N/A	<p>There is a "Cancel order" button in SAP CC Backoffice.</p> <ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation           <ul style="list-style-type: none"> <li>a) The original order remains (status Ready).</li> <li>b) New order is created with amount 0 and status Cancelled in Backoffice. The latest order version is then used on storefront and in relevant integrations.</li> <li>c) Auth-reversal request is sent from SAP CC to Worldline for the full order total authorised amount that includes surcharge.</li> </ul> </li> <li>• <b>Partial</b> order cancellation N/A</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation SAP CC send Auth-reversal request for full Auth amount that includes surcharge to Worldline. Worldline does Auth-reversal for full amount.</li> <li>• <b>Partial</b> order cancellation N/A. No Auth reversal.</li> </ul>

### 5.6.2.2 Order payment is captured

If order payment is captured, there is a refund due for partial or full order cancellation.


	User	Storefront / My Account	SAP CC Backoffice	Worldline console
1	Customer	<p>There is an option for a customer to cancel his order items partly (reduce qty) or in full.</p> <p>There is no option to increase qty for existing order items or add a different item to existing order - a new order would need to be placed instead.</p>	<p><b>As a result</b> of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full order cancellation</b> <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is created with amount 0 and status Cancelled in Backoffice. The latest order version is then used on storefront and in relevant integrations.</li> <li>No refund is automatically issued to the customer. Surcharge amount remains as part of order total amount.</li> </ol> </li> <li>• <b>Partial order cancellation</b> <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is auto-created with the remaining items and is linked to the original order.</li> <li>Original order Captured amount is kept in full, including full surcharge amount, and moved to the newly created order.</li> <li>No partial refund is automatically issued to the customer.</li> </ol> </li> </ul>	<p>As a result of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full order cancellation</b> <ol style="list-style-type: none"> <li>Nothing is sent from SAP CC to Worldline, no refund is issued.</li> </ol> </li> <li>• <b>Partial order cancellation</b> <ol style="list-style-type: none"> <li>Nothing is sent to Worldline from SAP CC, no partial refund.</li> </ol> </li> </ul>
2	Merchant	N/A	A merchant cannot issue a partial or full refund from SAP CC Backoffice.	<p>A merchant can partly or fully refund against the original capture transaction that includes surcharge.</p> <p>It's up to the merchant to include surcharge amount in that refund amount or not when triggering a refund from Worldline console.</p> <p>Refund webhook from Worldline that arrives to SAP CC will result in SAP CC logging the refund entry against the newly created order. Worldline refund won't be matched against SAP CC order items.</p>


### 5.6.3 Order is shipped


If the order is shipped, a customer can no longer cancel the order. A customer can initiate an RMA process by getting in touch with the merchant CS. By this time, the payment for the order is captured.

	Location	Customer	Merchant
1	Storefront / My Account	The option to cancel the order doesn't appear.	N/A
2	SAP CC Backoffice	N/A	Merchant CS can initiate an RMA and the refund amount is linked to the products in the return, however it's possible to edit the refund amount. A merchant can choose not to refund delivery charge and/or surcharge (if applies) or do a full refund.
3	Worldline console	N/A	After the order is shipped, a merchant should do a refund using RMA via SAP CC Backoffice.  Even though it's possible to fully or partly refund the order directly via Worldline console (and it's up to the merchant whether to refund the surcharge amount or not), if RMA flow is not followed and refund is triggered from Worldline console then SAP CC will only log the refund transaction against the order. Order status and order items will not be updated.

## 6 Replenishment orders

 SAP CC payment plugin for Worldline implements the functionality around replenishment orders for B2C and B2B. There are changes in the checkout flow which help the plugin to know as soon as possible to gather the information if the customer wants to place a replenishment or one-off order.

 The functionality for creating replenishment orders using the plugin does not support mixed basket. All products in the basket will be added to the subsequent orders!

 It is merchant's responsibility to inform the customer which products can be purchased as part of replenishment order (e.g. tagging them in the PDP) and validate if the customer tries to create mixed basket.

### 6.1 Backoffice

#### 6.1.1 Configurations

The replenishment order functionality is present for both B2B and B2C storefronts. There are a number of configurations that need to be set in order to customise it. Please check the information about the Worldline Configuration properties described in [Administration Backoffice](#) (see page 12).

#### 6.1.2 Cronjob

In the cronjob entity is kept the blueprint of the replenishment orders. There the merchant can find the full information and history of the replenishment order. The following properties are the ones that are important to the replenishment order process.

The screenshot shows the SAP Administration Cockpit interface for the 'CronJobs' section. The job 'worldlineAcceleratorCartToOrderJob : 000013CR - FINISHED - SUCCESS' is selected. The 'Administration' tab is active, displaying various configuration fields. Two fields are highlighted with red boxes: 'Payment info' with the value 'WorldlinePaymentInfoModel (8798157504554@4)' and 'submitted\*' with the value 'True'.

**Cart** - this is the blueprint of the replenishment order.

**Orders** - list of orders that are placed using the Cart data. The first order that is place is the one that the customer places manually through checkout process. All subsequent orders are created from the cronjob.

**CronJobHistoryEntries** - keeps information about the executions of the cronjob

**Payment Info** - the payment info that is used for S2S calls to Worldline so the payment for the subsequent orders is processed.

**submitted** - this property is used to mark that there was no issues during the cronjob creation. If it is set to false no future orders will be created.

### 6.1.3 Payment information

In order for the payment for all subsequent orders to be processed without problems in the plugin, there are two entities that hold the details of payment products that were used by the customer. Those entities are Mandate (if SEPA DD is used) and Recurring Token (if a card is used). More detailed information can be found under [Administration Backoffice \(see page 12\)](#) section.

### 6.1.4 Cart

In order the plugin to use the replenishment data as soon as possible, the Replenishment data form is part of the Basket Page. This requires the data to be saved as part of the Cart item type. Data related to this can be found under the Worldline tab.


## 6.2 Storefront

### 6.2.1 Guest checkout

Replenishment orders are not allowed for non registered customers. All guest users are informed that they could benefit from the functionality if they create a profile which after that could be associated with the replenishment order.

### 6.2.2 Basket page

A logged in customer can place replenishment orders. On the basket page, there is an option for changing the type of the order. All data that is provided by the customer is stored against the Cart item type and passed through the checkout process.

ITEM (STYLE NUMBER)	PRICE	QTY	DELIVERY	TOTAL
 <b>Shades Von Zipper Fernstein gold moss gradient</b> 300015407 In Stock	€87.63	1	SHIP	€87.63

**EXPORT CSV**

COUPON CODE  
 **APPLY**

Subtotal: €87.63

**ORDER TOTAL** €87.63

Your order includes €14.60 tax.

**Auto Replenish Order**

☒ REPLENISH ORDER

EVERY  
 14  DAYS

START ON  
 02/15/2024

END ON  
 03/29/2024

**Express Checkout**


**Benefit from a faster checkout by:**


- setting a default Delivery Address in your account or when you checkout
- setting a default Payment Details when you checkout
- using a default shipping method


**CONTINUE SHOPPING** **CHECK OUT**


### 6.2.3 Hosted checkout

When using Hosted checkout flow it is required to get customer consent on saving his payment details BEFORE he is redirected to the page where he actually adds the data. This is ensured by additional checkbox on the last checkout step which makes impossible to continue if it is not selected.


**Secure Checkout**

1. Shipment/Pick Up Location 

2. Shipping Method 

3. Payment Method & Billing Address 

**4. Final Review**

Subtotal: €87.63

Delivery: €1,199.00

**ORDER TOTAL** €1,286.63

Your order includes €214.44 tax.

☐ By placing a replenishment order, I agree for my payment details to be saved for the duration of my subscription.

☐ By placing the order, I am confirming that I have read and agree with the [Terms & Conditions](#)

**PLACE ORDER**

### 6.2.4 Hosted tokenization


As with this checkout flow the payment details form is imported in the plugin Payment Method & Billing Address step it includes the consent checkbox for saving the payment details. There is a reminding message for the customer to ensure that the checkbox is selected in order to be able to place the order.

### 3. Payment Method & Billing Address

#### Payment Method


☒ Use New Card


Card number




Cardholder's name


Expiry date





Card verification code




☒ Remember my payment details for future purchases 


Please ensure you opt-in to store your payment details for your replenishment order.

If for some reason the customer tries to continue without selecting the “Remember my payment details for future purchases” checkbox he is redirected back to this step and a warning message is showed at the top of the page.

Please opt-in to store your payment details for your replenishment order.

## Secure Checkout

1. Shipment/Pick Up Location 


2. Shipping Method 

3. Payment Method & Billing Address

### Payment Method

☒ Use New Card

Card number

4330 2649 3634 4675 


Cardholder's name


Test user

Expiry date

01 2028

Card verification code

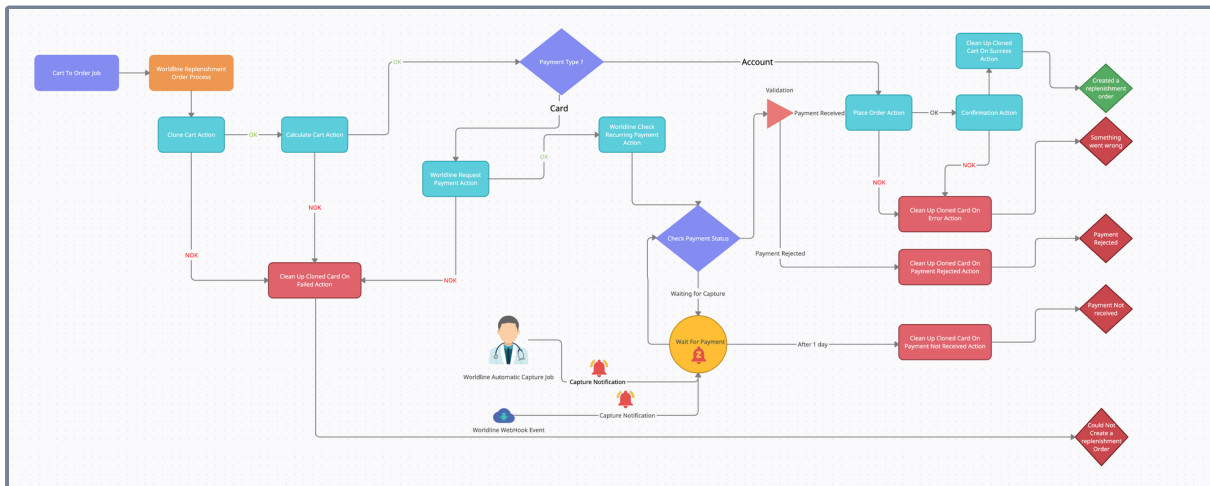
555 

☐ Remember my payment details for future purchases 

Please ensure you opt-in to store your payment details for your replenishment order.

## 6.3 Replenishment order process

The diagram below illustrate the Worldline ReplenishmentOrder Process:



Once the Cart To Order Cron job is performed , a new process is triggered  
 “WorldlineReplenishmentOrderProcess”

- The Clone Cart action clones the cart attached to the cart To order job
- Calculate Cart Action recalculate the cloned Cart

. In Case the Payment Type equals to Account:

skip to Place Order Action

. In Case the Payment Type equals to Account :

The Worldline Request Payment Action call the create Payment method using the Mandate Stored inside CartToOrderCronJob->paymentInfo

The Worldline Check recurring payment action will check if the payment is successful or rejected, or pending, if the payment is pending, the process will wait for a notification from the Worldline Automatic Capture Job or the Worldline WebHook Event Job in order to verify payment status again

- in Case the payment is successful , The Place Order Action will create the Order from The Cart
- Confirmation action sends a email to notify the customer about the new created Order

## 6.4 Customer and Merchant email notifications

The plugin can be configured to send emails to merchant and customer in the following stages of a replenishment order lifecycle:

- When a product is out of stock: In this case when the cronjob responsible for creating the subsequent order is started it doesn't create a new order. The customer is notified via email that there is a product which is out of stock and his order cannot be created. Similar email is sent to the merchant. Once the product is restocked the cronjob will be executed as per the triggers that were set. The skipped orders will not be recreated.
- When there was a problem with the S2S payment: In this case, an email is sent to both merchant and customer to notify them there was a problem during payment action which is still present after a certain number of retries.

## 6.5 Payment Retry Mechanism



Check [Backoffice Admin](#) (see page 12) section for more information about Replenishment number of retries on failure.

Once a replenishment order is successfully placed, the SAP CC plugin stores payment information which is used for the payments of all future orders. There are use cases (e.g. expired card, insufficient funds etc.) which could make the S2S call for creating a payment to fail. In those cases, the plugin uses its built in payment retry mechanism which is dependent on two main variables - how many retries to perform before freezing the future executions of the replenishment order cronjob and time interval at which to perform a retry.

**Replenishment number of retries on failure** - this property is part of the Worldline configuration item type and can be set to any positive integer number. Its default value is 5.

**Time interval** - this parameter is part of the Replenishment order process. It can be set through the Backoffice or via editing the impex file of the process. Its default value is 6H (6 hours) which means that the plugin will attempt to capture failed payment every six hours until it reaches the amount of retries that are allowed.

## 6.6 Free trial



Check Backoffice Admin section for more information about First Recurring Payment property.

Merchant can offer his customers to create replenishment order in which the first order will be free of charge. In this case, no matter the checkout flow, the first transaction that is sent to Worldline is with zero amount. The customer is not charged for the goods he ordered and his payment details are saved for all subsequent orders. In the Order confirmation page and in Replenishment details page the amount is actually the expected amount for the future orders.

## 7 Order cancellation



Below is a summary of how a merchant and a customer can handle order cancellation before and after the order is shipped as part of the Worldline SAP CC plugin.

### 7.1 The order is not shipped

#### 7.1.1 Order payment is authorised

If order payment is authorised, there is no refund due.

	User	Storefront / My Account	SAP CC Backoffice	Worldline console
1	Customer	<p>There is an option for a customer to cancel his order items partly (reduce qty) or in full.</p> <p>There is no option to increase qty for existing order items or add a different item to existing order - a new order would need to be placed instead.</p>	<p>As a result of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation               <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is created with amount 0 and status Cancelled in Backoffice. The latest order version is then used on storefront and in relevant integrations.</li> <li>Auth-reversal request is <b>not</b> sent from SAP CC to Worldline. Auth expires before the funds are released back to customer's bank account.</li> </ol> </li> <li>• <b>Partial</b> order cancellation               <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is auto-created with the remaining items and is linked to the original order.</li> <li>Original order Auth amount is kept in full and moved to the newly created order. No re-Auth is done.</li> </ol> </li> </ul>	<p>As a result of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• Full order cancellation               <ol style="list-style-type: none"> <li>No request is sent from SAP CC to Worldline. No Auth reversal.</li> </ol> </li> <li>• <b>Partial</b> order cancellation               <ol style="list-style-type: none"> <li>No request is sent from SAP CC to Worldline. No Auth reversal.</li> </ol> </li> </ul>

	User	Storefront / My Account	SAP CC Backoffice	Worldline console
2	Merchant	N/A	<p>There is a "Cancel order" button in SAP CC Backoffice.</p> <ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation           <p>a) The original order remains (status Ready).</p> <p>b) New order is created with amount 0 and status Cancelled in Backoffice. The latest order version is then used on storefront and in relevant integrations.</p> <p>c) Auth-reversal request is sent from SAP CC to Worldline.</p> </li> <li>• <b>Partial</b> order cancellation</li> </ul> <p>N/A</p>	<ul style="list-style-type: none"> <li>• <b>Full</b> order cancellation           <p>SAP CC send Auth-reversal request for full Auth amount to Worldline. Worldline does Auth-reversal for full amount.</p> </li> <li>• <b>Partial</b> order cancellation           <p>N/A. No Auth reversal.</p> </li> </ul>

### 7.1.2 Order payment is captured

If order payment is captured, there is a refund due for partial or full order cancellation.

	User	Storefront / My Account	SAP CC Backoffice	Worldline console
1	Customer	<p>There is an option for a customer to cancel his order items partly (reduce qty) or in full.</p> <p>There is no option to increase qty for existing order items or add a different item to existing order - a new order would need to be placed instead.</p>	<p><b>As a result</b> of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full order cancellation</b> <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is created with amount 0 and status Cancelled in Backoffice. The latest order version is then used on storefront and in relevant integrations.</li> <li>No refund is automatically issued to the customer.</li> </ol> </li> <li>• <b>Partial order cancellation</b> <ol style="list-style-type: none"> <li>The original order remains (status Ready).</li> <li>New order is auto-created with the remaining items and is linked to the original order.</li> <li>Original order Captured amount is kept in full and moved to the newly created order.</li> <li>No partial refund is automatically issued to the customer.</li> </ol> </li> </ul>	<p>As a result of a customer action on storefront / My Account:</p> <ul style="list-style-type: none"> <li>• <b>Full order cancellation</b> <ol style="list-style-type: none"> <li>Nothing is sent from SAP CC to Worldline, no refund is issued.</li> </ol> </li> <li>• <b>Partial order cancellation</b> <ol style="list-style-type: none"> <li>Nothing is sent to Worldline from SAP CC, no partial refund.</li> </ol> </li> </ul>
2	Merchant	N/A	A merchant cannot issue a partial or full refund from SAP CC Backoffice.	<p>A merchant can partly or fully refund against the original capture transaction.</p> <p>Refund webhook from Worldline will result in SAP CC logging the refund entry against the newly created order. Worldline refund won't be matched against SAP CC order items.</p>

## 7.2 The order is shipped

If the order is shipped, a customer can no longer cancel the order. A customer can initiate an RMA process by getting in touch with the merchant CS. By this time, the payment for the order is captured.

	Location	Customer	Merchant
1	Storefront / My Account	The option to cancel the order doesn't appear.	N/A
2	SAP CC Backoffice	N/A	Merchant CS can initiate an RMA and the refund amount is linked to the products in the return, however it's possible to edit the refund amount. A merchant can choose not to refund delivery charge and/or surcharge (if applies) or do a full refund.
3	Worldline console	N/A	After the order is shipped, a merchant should do a refund using RMA via SAP CC Backoffice. Even though it's possible to fully or partly refund the order directly via Worldline, SAP CC will only log the refund transaction against the order. Order status and order items will not be updated.

## 8 Customising or Extending the Plugin

This document provides general guidance for customising or extending on top of the Worldline payments plugin for SAP Commerce.

SAP's recommended best practices should always be followed and work should only be undertaken by experienced professionals with SAP Commerce implementation expertise.

### 8.1 Never Overwrite

You should never touch the plugin's code directly when customising or extending the plugin. Create a new extension of your own and override/extend existing configurations and classes from the payment plugin as per SAP best practice.

### 8.2 Consider Future Changes

The SAP Commerce Worldline payments plugin is being constantly developed and improved, so future versions of the plugin may change or alter existing methods and their signatures. All efforts will be made to keep the upgrade process coherent and simple, however it may be necessary to refactor any code inheriting from the plugin's. Be mindful of this when extending and customising.

### 8.3 Type Codes

SAP provides a list of reserved item typecodes with the SAP Commerce platform. Ensure any custom item types you have created do not conflict with these or it could lead to collisions/issues when upgrading the underlying platform to a new version. This could cause very big issues in a live system as changing deployment type codes for an existing item types is a difficult and risky task.

## 9 Choosing Oney Branded vs Unbranded Card

This document describes how to switch between using the standard unbranded version of the Oney card and the branded version if you have a branded version of the card.

### 9.1 Payment Modes

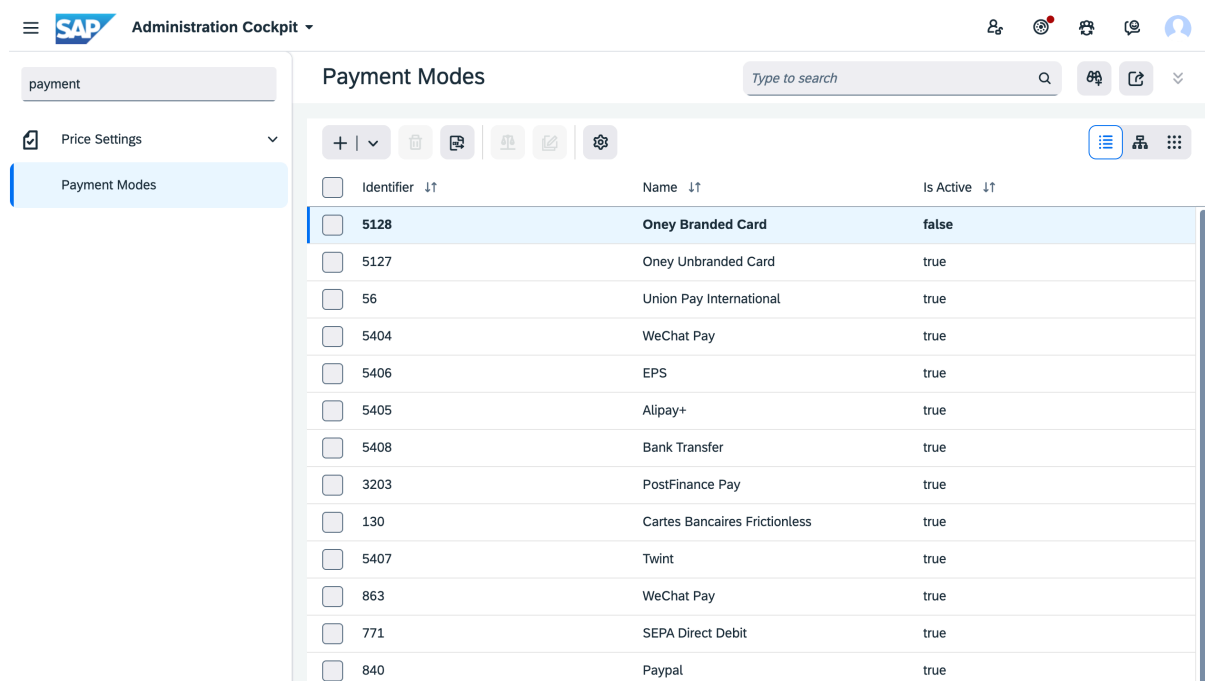
A Payment Mode in SAP Commerce describes a mode of payment - or a Payment Product in Worldline vernacular. For each Payment Product enabled in your Worldline merchant account, a corresponding PaymentMode must be available in SAP Commerce to represent it, else it will not be shown as an option for customers to choose during checkout.

During checkout, when the payment products are shown to a customer, a call is made to Worldline to retrieve all payment products applicable for the configured merchant account. Once this list is retrieved, it is compared to the list of active PaymentModes held within the SAP Commerce platform. Only payment products which exist in both lists are shown to the customer.

### 9.2 Choosing Branded vs Unbranded Payment Modes

In order to pick which payment mode is shown to customers, you will need to first log in to your SAP Commerce Backoffice system.

Once logged in, pick Price Settings → Payment Modes and you will be presented with a screen like this:

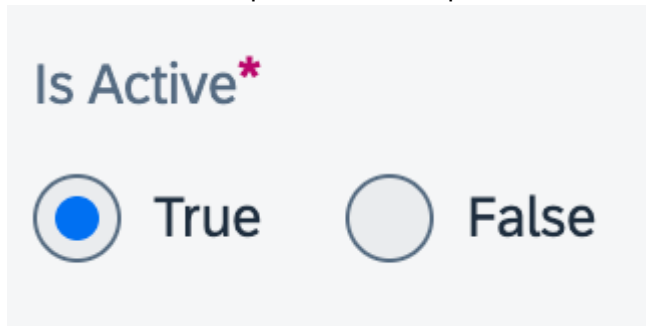


Identifier	Name	Is Active
5128	Oney Branded Card	false
5127	Oney Unbranded Card	true
56	Union Pay International	true
5404	WeChat Pay	true
5406	EPS	true
5405	Alipay+	true
5408	Bank Transfer	true
3203	PostFinance Pay	true
130	Cartes Bancaires Frictionless	true
5407	Twint	true
863	WeChat Pay	true
771	SEPA Direct Debit	true
840	Paypal	true

You will see two similar entries - “Oney Branded Card” and “Oney Unbranded Card”. By default, “Oney Branded Card” is set to inactive and “Oney Unbranded Card” is set to active. This means by default the

unbranded version of the Oney card will be shown to customers. If you wish to change this so that the branded card is shown:

- Click on Oney Unbranded Card
- Find the “Is Active” option on the “Properties” tab:



- Change it to 'False'
- Click 'Save'
- Select the Oney Branded Card
- Find the “Is Active” option on the “Properties” tab
- Change it to 'True'
- Click 'Save'.

This will show the branded version of the card during checkout instead of the unbranded one.



Please ensure you have a branded version of the Oney card set up with Worldline before enabling it, or you may see unexpected results!

## 10 Debug Logging

This document will cover how to enable debug logging within the Worldline Direct SAP Commerce plugin and the best place to view these logs.

### 10.1 Logging Configuration

To enable debug logging of every payment call, the following configurations should be enabled via your local.properties or CCv2 cockpit:

```
log4j2.logger.WorldlineCoreServices.name=com.worldline.direct.service.impl
log4j2.logger.WorldlineCoreServices.level=DEBUG
```



This should only be used for debugging purposes and should not be used for production. Customer names and addresses will be logged and this is extremely inadvisable in a real environment. Use this functionality for debugging in staging and development environments without real customer data!

### 10.2 Viewing the Logs

SAP Commerce logs can be accessed in two different ways depending on how the environment is deployed.

#### 10.2.1 Local / On Premise Environment

If you are hosting the environment yourself or running a local development environment, raw log files can be found in {HYBRIS\_ROOT}/log/tomcat/console-yyyyMMdd.log, e.g. hybris/log/tomcat/console-20260327.log.

These files can get extremely large so it is advisable to view them using a robust text editor such as Sublime Text (or commandline tool such as vi(m) or nano).

Individual log entries should look something like this:

```
INFO | jvm 1 | main | 2026/03/27 15:54:24.563 | DEBUG [https-jsse-nio-9002-exec-32]
[WorldlinePaymentServiceImpl] [ WORLDLINE ] Result : {"createdPaymentOutput":{"payment":
{"hostedCheckoutSpecificOutput":
{"hostedCheckoutId":"4481592604"},"id":"4481592604_0","paymentOutput":{"acquiredAmount":
{"amount":121374,"currencyCode":"EUR"},"amountOfMoney":
{"amount":121374,"currencyCode":"EUR"},"cardPaymentMethodSpecificOutput":{"acquirerInformation":
{"name":"ACQUIRER"},"authorisationCode":"607490","card":
{"bin":"51370098","cardCorporateIndicator":false,"cardEffectiveDate":"2024-08-29","cardEffectiveDateI
ndicator":true,"cardNumber":"*****3438","cardPanType":"pan","cardProductCode":"MCC","cardPr
```

```

    oductName":"Mastercard® Credit Card (mixed
    BIN)","cardProductUsageLabel":"credit","cardScheme":"Mastercard","cardType":"Credit","countryCode":
    "BE","expiryDate":"0428","issuerCode":"00000012653","issuerName":"CREDIT AGRICOLE
    S.A.","issuerRegionCode":"d","issuingCountryCode":"FR","panLengthMax":19,"panLengthMin":13,"panLu
    hnCheck":true,"virtualCardIndicator":false},"fraudResults":
    {"avsResult":"X","cvvResult":"M","fraudServiceResult":"challenged"},"paymentAccountReference":"83GH
    DCPJ54828L24ZE8D9B7E6B73B","paymentProductId":3,"schemeReferenceData":"176831590264","thr
    eeDSecureResults":{"acsTransactionId":"30085389-CFC5-46D1-AF3C-
    B5D8F7E486BC","authenticationStatus":"Y","cavv":"AAABBEg0VhI0VniQEjRWAAAAAAA\u003d","challe
    ngelIndicator":"no-preference","dsTransactionId":"f25084f0-5b16-4c0a-ae5d-
    b24808a95e4b","eci":"5","flow":"frictionless","liability":"issuer","schemeEci":"02","version":"2.2.0","xid":"N
    DQ4MTU5MjYwNA\u003d\u003d"},"customer":{"device":{"ipAddressCountryCode":"GB"},"discount":
    {"amount":0,"paymentMethod":"card","references":
    {"merchantReference":"00003005"},"status":"CAPTURED","statusOutput":
    {"isAuthorized":false,"isCancellable":false,"isRefundable":true,"statusCategory":"COMPLETED","statusC
    ode":9},"paymentStatusCategory":"SUCCESSFUL"},"status":"PAYMENT_CREATED"}
  
```

Look for [ WORLDLINE ] and run the JSON through your favourite formatter to make it more readable.

## 10.2.2 SAP Commerce Cloud V2

Use the cloud platform's Dynatrace view to search the logs for [ WORLDLINE ] and you should find each request/response made between SAP Commerce and Worldline.

## 11 Supported Payment Methods




This document contains a list of payment methods that are currently supported by the plugin. In the table can be found information about the type of payment method and its ID.






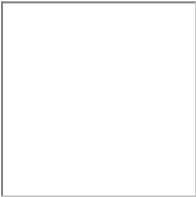








When the customer chooses to place a replenishment order only Payment methods that support the recurring payments will be displayed on Select Payment Method checkout step.



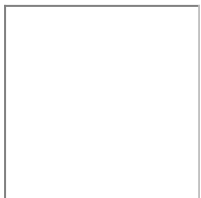











There is an option to group all card payment methods. It is applied only for Hosted checkout flow (for hosted tokenization checkout flow the plugin always filter the card payment methods as there is embedded form for filling in card details). When it is enabled all card payment methods will be hidden and a combined payment method Cards will be displayed to the customer. For more information check [Backoffice Configurations Admin#Creating-a-Worldline-Configuration](#) (see page 13).







Payment Product	Payment Method	Payment Product ID
 3 Visa	Card	1
 4 American Express	Card	2
 5 Mastercard	Card	3



Payment Product	Payment Method	Payment Product ID
 6 UnionPay International	Card	56
 7 Maestro	Card	117
 8 JCB	Card	125
 9 Discover	Card	128
 10 CB (Cartes Bancaires)	Card	130
 11 Diners Club	Card	132

Payment Product	Payment Method	Payment Product ID
 12 Apple Pay	Mobile	302
 13 Google Pay	Mobile	320
 14 SEPA Direct Debit	Direct Debit	771
 15 iDEAL   Wero	Redirect	809
 16 PayPal	Redirect	840
 17 Bancontact	Card	3012

Payment Product	Payment Method	Payment Product ID
 18 Przelewy24	Redirect	3124
 19 PostFinance Pay	Redirect	3203
 20 BLIK	Redirect	3204
 21 Klarna Pay Now	Redirect	3301
 22 Klarna Pay Later	Redirect	3302
 23 Linxo Connect	Redirect	5003

Payment Product	Payment Method	Payment Product ID
 24 Oney Card	Redirect	5127
 25 Oney Branded Card	Redirect	5128
 26 Floa 1x	Redirect	5138
 27 Floa 3x	Redirect	5139
 28 Floa 4x	Redirect	5140
 29 Floa 10x	Redirect	5144

Payment Product	Payment Method	Payment Product ID
  30 Pledg (Payez en plusieurs fois)	Redirect	5300
  31 E-Vouchers (Mealvouchers)	Redirect	5402
  32 Chèque-Vacances Connect	Redirect	5403
  33 WeChatPay	Redirect	5404
  34 Alipay+	Redirect	5405
  35 eps	Redirect	5406

Payment Product	Payment Method	Payment Product ID
<b>BANK TRANSFER</b> by <b>WORLDLINE</b>   36 Bank Transfer	<b>Redirect</b>	5408
  37 Intersolve	<b>Card</b>	5700