

# Axepta BNP Paribas

Version 23.2.0





## [Versions table](#)

Author	Date	Version	Description
J. Leroux	27/11/2021	1.0	Initial version
J. Leroux	07/01/2022	1.1	Creation of a failover/recovery section Update on “Services” section
C. Franchini	5/02/2024	1.3	Add paypal and Instanéa payment methods

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## 1. Summary

Axepta BNP Paribas payment platform accept payment orders, process the data and carry out the merchant's payment transactions in a secure way.

In order to send payment orders to the payment platform Axepta BNP Paribas, the merchant:

- Connects via Internet to the payment platform.
- Sends the required payment data in a defined homogeneous format.

Regardless of the payment method, the same parameters are transmitted so that all payment methods operate in the same way and require no additional effort.

Axepta BNP Paribas cartridge enables merchants to manage the different payment methods and their various options (Refund, Payment One click). The cartridge provides several options for adding payment specific details (credit card or debit card information) during the checkout process: through a hosted page that is, external to the Salesforce Commerce Cloud platform or via an iframe on the merchant's Salesforce Commerce Cloud storefront.

This document fully describes how to install the cartridge and integrate it into the online store. It is required for the merchant to first contact Axepta BNP Paribas and request an account for the integration to work properly. Axepta shall provide a testing and production accounts for the merchant.

There are also configurations to be made in both Salesforce Commerce Cloud Business Manager and Axepta BNP Paribas back office.

Axepta BNP Paribas cartridge currently supports the following payment methods:

- Bankcard
- American Express

Axepta BNP Paribas cartridge is developed based on en\_US locale but it can be configured in any locale needed.

The location of payment data storage is very important for the security of the payments online. The card organizations have established a security program with the PCI security authorization (Payment Card Industry) in order to guarantee the secure storage of card data. Also, the cartridge doesn't perform any request of PCI sensitive information.

This cartridge is available for the 2 versions of SFCC (SFRA or Sitegenesis)

## 2. Component Overview

### Functional Overview

#### *Business Manager Extension for Acepta*

Merchants can configure the Acepta cartridge features from the Salesforce Commerce Cloud BM. On the Business Manager page each merchant can configure the connection to Acepta. The merchant will have to enter the credentials received when opening an account with Acepta in order to create a connection to the platform.

#### *Hosted iframe Mode*

The cartridge enables the merchant to use the Acepta payment solutions via an iframe that is integrated into his own Salesforce Commerce Cloud implementation.

#### *Hosted Form Mode*

The cartridge supports the hosted payment page approach, where the payment information is entered directly on pages that are hosted and provided by Acepta. During the checkout process, when the customer selects to use one of the payment methods for which the hosted form mode is enabled, he/she will be redirected to the Acepta hosted payment pages in order to complete the order. Once the order is completed, the customer is returned to the merchant's store, where he/she can review the order summary.

#### *Payment Methods*

The cartridge allows the customer to select and use a variety of payment methods in order to complete the checkout process. The available payment methods and afferent configurations are handled via an activation key which Acepta provides, which is configured in Business Manager.

#### *Account configuration*

The cartridge supports multiple accounts configuration. Each account can be customized according to the merchant's needs, by accessing the Acepta Module > Accounts Configuration screen and editing the options.

#### *Manage Orders*

The custom order manager screen provided with the Acepta cartridge allows the merchant to perform operations on each individual order, as well as viewing the order information, payment details and notes.

#### *Acepta Signature*

A signature verification mechanism is available for verifying the content of requests and redirections between the merchant site and the Acepta platform. Every request it is signed with a string parameter that ensures the request's origin and integrity, hashed with a SHA256 algorithm.

#### *Supported Operations*

The cartridge supports both authorization and payment operations, as well as partial or total refunds. Each operation is triggered according to the payment method selected by the customer during the checkout process.

#### *Payment*

In this case the capture is requested automatically after the authorization. If the capture is not successful, the customer (the buyer) is redirected to an error page. If the capture is successful, the customer is redirected to a success page and completes the checkout process.

## Authorization

In this case the customer (the buyer) is not charged automatically or direct after the order is placed. The merchant has a defined amount of time to capture the amount money from the customer. Only total capture is supported by the cartridge. The capture can be triggered in a number of ways:

- automatically within a set time period, which can be configured by the merchant in the setting for the Deffered Payment Option

- via a job, which will capture the amount for all orders that have shipping status = "Shipped"

## Cancel

It is possible to cancel an order by accessing the `Axepta Module > Manage Orders > Order Details` screen. An order can only be cancelled if it has not been captured yet. Otherwise, the merchant will be offered to perform a refund.

## Refund

The cartridge offers the merchant the possibility to perform partial or total refund for an order, by accessing the `Axepta Module > Manage Orders > Order Details` screen. This operation enables the merchant to

credit funds back to an end-user following a previous debit and it is always linked to a succesfull payment or capture transaction.

## Use Cases

During the checkout, the customer can select to complete the process using one of the available payment methods:

- Bank card (CB, Visa, Mastercard)
- American Express

Each payment method can be customized by the merchant in `Bussiness Manager > Axepta Module > Accounts Configuration` section.

A variety of options can be enabled as well and customized, options that will be taken into account during the checkout process, according to the specifications set by the merchant :

- Standard Payment: this option triggers a payment operation
- Deffered Payment: this option triggers an authorization operation, which needs to be followed by a
- Capture
- manually for each order, by accessing the order details from the `Axepta Module > Manage Orders` screen

Two integration modes are in use for the Axepta cartridge in order to process the transactions:

- Hosted form: the shopper is redirected to Axepta's hosted payment page.
- Hosted form inside an iframe: the Axepta's hosted payment page is displayed inside an iframe.

After completing the payment, the shopper is returned to the shop's notification URL. This notification URL can be configured and contains the result of the payment (success or fail) . The data received in the notifications is added in the form of notes to the order details.

Both registered and guest customers will follow the standard checkout flow, with the following branching:

- When the shopper selects a payment method for which hosted form mode is enabled, he will no longer enter his credit card details in the payment page of the shop, but will be redirected instead for the Axepta payment page. Once the customer has confirmed the order, he/she is returned to the merchant's shop, on



the order summary page after a successful transaction or on the order confirmation page if the order was canceled or the payment was refused.

- When the shopper is authenticated and selects a credit card payment method, he will have several options presented, and once a selection is made, the normal checkout flow is continued:
  - Use a new credit card and save it
  - Use a new credit card without saving it
  - Use an already saved credit card
  - Edit and use an existing card

Sample of testing scenarios:

- All test scenarios involve successful and declined payments
- Test scenarios should be done with every available payment method and option
- The used currency should be EUR or USD
- If for a payment method on a hosted page there is an emulation page, all options (e.g. cancel, exception, decline) should be used as an outcome to test how the system will behave
- When making a payment a Salesforce Commerce Cloud Order object changes its status as follows:
  - CREATED - the iFrame page has been shown – the Basket has been cleared – the order may stay/hang in this status if the process did not complete properly (bug) or the user abandons the iFrame or Hosted page and does not complete the payment
  - NEW – the iFrame has been closed with an accept – the Order changed it's status
  - OPEN – the Order has been viewed in DW Business Manager after it was in status NEW
  - FAILED – all cases of cancel and decline

## UC – 1

### Summary:

Customer places an order as guest or authenticated, using a payment method with hosted form mode enabled

### Preconditions:

- Bank Card or American Express payment methods are enabled in `Business Manager > Merchant Tools > Acepta Module > Account Configuration`
- Hosted form mode is selected for the enabled payment method

### Steps:

1. Customer navigates to the site, selects some products and adds them to cart
2. Customer initiates the checkout flow and fills in the required information in the shipping form
3. Customer fills in the required information in the billing form
4. Customer proceeds to the payment step and selects the payment method and proceed to last step
5. The customer is redirected to the Acepta Payment Page where he/she will add the credit card information and proceeds to placing the order
6. After a succesfull payment, he/she is redirected to the Order Summary page
7. Customer can verify the Order Summary information
8. The merchant can verify the order details, payment information and notifications `Business Manager > Merchant Tools > Acepta Module > Manage Orders`
9. The merchant can verify the information in the Acepta Extranet platform

## UC – 2

### Summary:

Customer places an order as guest or authenticated, using a payment method with iframe form mode enabled

**Preconditions:**

- Bank Card or American Express payment methods are enabled in `Bussiness Manager > Merchant Tools > Axepta Module > Account Configuration`
- Iframe form mode is selected for the enabled payment method

**Steps:**

1. Customer navigates to the site, selects some products and adds them to cart
2. Customer initiates the checkout flow and fills in the required information in the shipping form
3. Customer fills in the required information in the billing form
4. Customer proceeds to the payment step and selects the payment method and proceed to last step
5. The iframe with form is displayed where the customer will add the credit card information and proceeds to placing the order
6. After a succesfull payment, he/she is redirected to the Order Summary page
7. Customer can verify the Order Summary information
8. The merchant can verify the order details, payment information and notifications `Bussiness Manager > Merchant Tools > Axepta Module > Manage Orders`
9. The merchant can verify the information in the Axepta Extranet platform

**UC – 3****Summary:**

Customer places an order as authenticated user, using Bank Card or American Express payment method with One Click option enabled

**Preconditions:**

- Bank Card and/or American Express payment methods are enabled in `Bussiness Manager > Merchant Tools > Axepta Module > Account Configuration`

**Steps:**

1. Customer navigates to the store and logs in with a pre-existing account
2. Customer selects some products and adds them to cart then initiates the checkout process
3. Customer fills in the required information in the shipping and billing forms
4. Customer proceeds to the payment step and selects the payment method
5. The customer selects in the form one of the presented options: use new card, use pre-saved card or edit and use presaved card
6. Customer proceeds to last checkout step and presses on Place Order button
7. After a succesfull payment, he/she is redirected to the Order Summary page
8. The merchant can verify the order details, payment information and notifications in `Bussiness Manager > Merchant Tools > Axepta Module > Manage Orders`
9. The merchant can verify the information in the Axepta Extranet platform

**UC – 4****Summary:**

The merchant performs a manual capture/refund operations on a new order

**Preconditions:**

- Orders have been placed, with New or Open status

**Steps:**

1. Merchant Navigates to `Bussiness Manager > Merchant Tools > Axepta Module > Manage Orders` and opens the order details screen for an existing order
2. The merchant triggers the available operation (capture or refund)
3. A message is presented to the merchant with the status of the operation (success or failure)
4. The merchant can verify the result once the notes have been added to the order

5. The order details are updated
6. The merchant can verify the information in the Acepta Extranet Platform

### Limitations, Constraints

- The merchant needs a configured Acepta account
- The following features are out of scope:
  - Multi-authorization
  - Multi-capture
  - Void
  - N-times payment
  - Direct Link payments

Acepta cartridge is developed based on en\_US locale but it can be configured in any locale needed. Also, the cartridge doesn't perform any request of PCI sensitive information

### Compatibility

Acepta integration cartridge was certified with the version of Salesforce Commerce Cloud : currently API version 22.10, Site Genesis version 104.1.3 and SFRA version 5.3.0. It is typically backward compatible with older versions since it uses common and stable methods accessing the Customer, Order and Payment system objects. Currently, SFRA version 6.x and above are not supported.



### FLOA PAY : General information

FLOA Pay allows a merchant to offer 3X, 4X, 1XD or 3XD installment plans for customers during checkout.

During the first step FLOA Pay checks the customer for eligibility for chosen installment. Then, in case of positive result, FLOA Pay redirects the customer to FLOA Pay Hosted Payment page.

A merchant can be configured on FLOA Pay side for AUTO Capture or for MANUAL Capture. In case of AUTO Capture, FLOA Pay does not expect capture from the merchant. FLOA Pay does capture automatically based on the authorization. In case of MANUAL Capture, the merchant needs to call Capture API.

After a credit check, FLOA Pay assumes the entire customer's payment default risk for each transaction. The merchant receives full amount of the installment from FLOA Pay after capture.

Documentation : [FLOA Pay Direct Integration - Documentation Acepta BNP Paribas - Acepta](#)

## Configuration

### Accounts configuration

Go to Merchant tools > AXEPTA BNP PARIBAS Module > Accounts Configuration > EUR and activate the FLOA payment method.

Cache Search Indexes Code Versions Cartridge Path Search with ease...

Merchant tools > AXEPTA BNP PARIBAS Module > Accounts Configuration > EUR

**Currency**  
EUR

**Merchant ID**  
BNP\_CLEVERAGE\_ECOM\_FR\_EUR\_1

**HMac key**  
dJj2[4M3Kb\*Ao78=Gk\_w9EzSj657cN

**Blowfish key**  
zM79C\*3k4Fole7W

**Activation key**  
CVM;AMX;PAL;AMA;APP;GGP;ALI;WEC;SOF;UPI;PAY;SDD;MYB;GIR;TRU;BAN;IDE;EPS;P24;MUL;FIN;ZIM;FPX;RHB;ENE;POL;AST;BOL;POF;JCB;DIS;DIN;PLB;FC3;FC4;PRE;ABO;ONE;FLO;EUR;  
of+9uZ6657op8b+bmYakYxy5hb5QmDF4WLKinAY34GQqEZVHsnHCPVB1z4L4vMAvr3k1VgCixkDKCQEU+cMAyu44BzChU+2EaO0EK3+T8x3fpi83Yk+6PeDssaE73RBPbj2A34CqjhM320J25PUDQW5Wnhak3S2Q=

Enabled Payment Methods

- CB, Visa, Mastercard
- American Express
- Floa

Save

### Payment method

Go to Merchant tools > Ordering > Payment Methods and add the FLOA payment method. You can also import the payment-methods.xml file.

and-drop

New Sort Order Credits/Debit Cards Import/Export Language: Default

ID	Name	Enabled	Sort Order
AXEPTA	Axepta	Yes	8
BANK_TRANSFER	Bank Transfer	No	3
BML	Bill Me Later	Yes	7
CREDIT_CARD	Credit Card	No	5
DW_ANDROID_PAY	Android Pay	No	2
DW_APPLE_PAY	Apple Pay	No	1
FLOA	Floa	Yes	9
GIFT_CERTIFICATE	Gift Certificate	Yes	4
PayPal	Pay Pal	Yes	6

**FLOA Details**

HTML Editor

Image:  Select

Payment Processor: AXEPTA <AXEPTA>

Countries: A3 Edit

Currencies: A3 Edit

Customer Groups: A3 Edit

MinMax Payment Ranges

Symbol	Min	to	Max
*	<input type="text"/>	to	<input type="text"/>
€	<input type="text"/>	to	<input type="text"/>
£	<input type="text"/>	to	<input type="text"/>
¥	<input type="text"/>	to	<input type="text"/>

Apply Cancel

### Custom preferences

Import the system-objecttype-extensions.xml file. 4 new preference groups should appear in Merchant tools > Site preferences:

Axepta Floa configuration.

1. Axepta Floa 1.
2. Axepta Floa 2.
3. Axepta Floa 3.

Merchant Tools / Site Preferences / Custom Site Preference Groups /

**Axepta Floa Configurations** Cancel Apply to Other Sites Save

Instance Type  
Sandbox

Search by ID

Name	Value	Default Value
<b>Create an installment</b>		
(axpCreateInstallmentUrl) (String) <small>Authorization: To create an installment, call the following URL</small>	<input type="text"/>	https://paymentpage.axepta.bnpparibas/foapay.aspx <a href="#">Edit Across Sites</a>
<b>Merchant ID</b>		
(foa_merchantID) (Integer)	38	<a href="#">Edit Across Sites</a>

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### Axepta Floa configuration

- axpCreateInstallmentUrl : Authorization: To create an installment, call the following URL.
- floa\_merchantID: Your Mechant ID FLOA.

### Axepta Floa 1

Follow this documentation to find out your test merchant site ID : Tester FLOA - Documentation Axepta BNP Paribas - Axepta

- floa\_1\_enabled : Activate FLOA 1X.
- floa\_1\_merchantSiteID : Your merchant site ID FLOA.
- floa\_1\_numberOfDaysOfDeferral : Number of days of deferral.
- floa\_1\_min : Min order amount to allow 1x installment payment.
- floa\_1\_max : Max order amount to allow 1x installment payment.

**Axepta Floa 1** Cancel Apply to Other Sites Save

Instance Type  
Sandbox

Search by ID

Name	Value	Default Value
<b>Floa 1 enabled</b>		
(foa_1_enabled)	Yes	<a href="#">Edit Across Sites</a>
<b>Merchant site ID</b>		
(foa_1_merchantSiteID) (String)	7377	<a href="#">Edit Across Sites</a>
<b>Number of days of deferral</b>		
(foa_1_numberOfDaysOfDeferral) (Integer)	20	<a href="#">Edit Across Sites</a>
<b>Min order amount to allow 1x installment payment</b>		
(foa_1_min) (String) <small>Calculated on the Total Price of merchandise</small>	50	<a href="#">Edit Across Sites</a>
<b>Max order amount to allow 1x installment payment</b>		
(foa_1_max) (String) <small>Calculated on the Total Price of merchandise</small>	2000	<a href="#">Edit Across Sites</a>

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## Axepta Floa 3

Follow this documentation to find out your test merchant site ID :  Tester FLOA - Documentation Axepta BNP

### Paribas - Axepta

- floa\_3\_enabled : Activate FLOA 3x.
- floa\_3\_merchantSiteID : Your merchant site ID FLOA.
- floa\_3\_min : Min order amount to allow 3x installment payment.
- floa\_3\_max : Max order amount to allow 3x installment payment.

Merchant Tools / Site Preferences / Custom Site Preference Groups /

#### Axepta Floa 3

Cancel Apply to Other Sites Save

Instance Type  
Sandbox

Search by ID

Name	Value	Default Value
Floa 3 enabled (floa_3_enabled)	Yes	<input type="button" value="Edit Across Sites"/>
Merchant site ID (floa_3_merchantSiteID) (String)	7369	<input type="button" value="Edit Across Sites"/>
Min order amount to allow 3x installment payment (floa_3_min) (String) Calculated on the Total Price of merchandise	50	<input type="button" value="Edit Across Sites"/>
Max order amount to allow 3x installment payment (floa_3_max) (String) Calculated on the Total Price of merchandise	2000	<input type="button" value="Edit Across Sites"/>

---

#### Axepta Floa 1

Cancel Apply to Other Sites Save

Instance Type  
Sandbox

Search by ID

Name	Value	Default Value
Floa 1 enabled (floa_1_enabled)	Yes	<input type="button" value="Edit Across Sites"/>
Merchant site ID (floa_1_merchantSiteID) (String)	7377	<input type="button" value="Edit Across Sites"/>
Number of days of deferral (floa_1_numberOfDaysOfDeferral) (Integer)	20	<input type="button" value="Edit Across Sites"/>
Min order amount to allow 1x installment payment (floa_1_min) (String) Calculated on the Total Price of merchandise	50	<input type="button" value="Edit Across Sites"/>
Max order amount to allow 1x installment payment (floa_1_max) (String) Calculated on the Total Price of merchandise	2000	<input type="button" value="Edit Across Sites"/>

## Axepta Floa 4

Follow this documentation to find out your test merchant site ID :  Tester FLOA - Documentation Axepta BNP

### Paribas - Axepta

- floa\_4\_enabled : Activate FLOA 4x.

- floa\_4\_merchantSiteID : Your merchant site ID FLOA.
- floa\_4\_min : Min order amount to allow 4x installment payment.
- floa\_4\_max : Max order amount to allow 4x installment payment.

Merchant Tools / Site Preferences / Custom Site Preference Groups / **Axepta Floa 4** Cancel Apply to Other Sites Save

Instance Type:

Search by ID:  Q T

Name	Value	Default Value
Floa 4 enabled <small>(floa_4_enabled)</small>	<input type="text" value="Yes"/>	<a href="#">Edit Across Sites</a>
Merchant site ID <small>(floa_4_merchantSiteID)</small> <small>(String)</small>	<input type="text" value="7017"/>	<a href="#">Edit Across Sites</a>
Min order amount to allow 4x installment payment <small>(floa_4_min)</small> <small>(String)</small> <small>Calculated on the Total Price of merchandise</small>	<input type="text" value="50"/> <small>Calculated on the Total Price of merchandise</small>	<a href="#">Edit Across Sites</a>
Max order amount to allow 4x installment payment <small>(floa_4_max)</small> <small>(String)</small> <small>Calculated on the Total Price of merchandise</small>	<input type="text" value="2000"/> <small>Calculated on the Total Price of merchandise</small>	<a href="#">Edit Across Sites</a>

## Storefront functionality

### Display FLOA in the checkout



### Place an order with FLOA 3x

1. Click on the FLOA 3x logo and then click the next button. You will be redirected to the Place-Order page.
2. Click on the Place an order button. You will be redirected to the FLOA form where you can provide additional customer information.

Vos achats	126,06 €
------------	----------

**Renseignez ces informations pour vérifier votre éligibilité au paiement fractionné par carte bancaire :**

\* Civilité

\*\* Numéro de téléphone

\*\* Téléphone portable

\* Date de naissance

\* Code postal de naissance

En cliquant sur "Envoyer", j'accepte que mes données soient utilisées aux fins d'évaluation de mon profil emprunteur.

[Plus d'informations ici.](#)

[Changer de mode de paiement](#)

3. Fill out the form and click the Send button. You will be redirected to the form for entering credit card information.



Articles	126,06 €
Livraison	0,00 €
<b>Montant total</b>	<b>128,10 €</b>

📘 Moyen de paiement disponible uniquement pour les cartes bancaires (des réseaux Visa, Mastercard et CB) émises en France.

## Paiement sécurisé par carte

Titulaire de la carte :

Numéro de carte :

Date d'expiration :

Cryptogramme visuel :  3 derniers chiffres au dos de votre carte, à droite de la signature

[Payer la commande](#)

**i** Votre première échéance ne sera prélevée qu'une fois votre demande validée.

**Votre échéancier**

1ère mensualité	<b>42,70 €</b>	Prélèvement le jour de la commande
2ème mensualité	<b>42,70 €</b>	Prélèvement le : 22/09/2023
3ème mensualité	<b>42,70 €</b>	Prélèvement le : 22/10/2023

[Changer de mode de paiement](#)

Vous acceptez les [conditions générales de paiement en plusieurs fois \(i\)](#)

- Enter the credit card information following the documentation here: [Tester FLOA - Documentation Axepta BNP Paribas - Axepta](#)
- Click the Pay for an order button. You will be redirected to the Salesforce confirmation page.

## General information about PayPal

PayPal is one of the world's leading eWallets for e- and m-Commerce. Around 179 million active members in over 200 countries pay for their online orders with PayPal. Customers can pay via direct debit, giropay or card (American Express, Diners Club, Discover, MasterCard, Visa). Along with the above payment methods, PayPal PLUS offers purchase on account and purchase by instalment. Members log into their PayPal account with their email address and a password during checkout and choose the preferred payment method (direct debit, PayPal credit, card and, if applicable purchase on account or by instalment). The amount payable is then immediately credited to their own

PayPal account. The usual direct debit periods for transfers or the delay resulting from distribution to collecting services do not apply. This allows real-time payments processing on the Internet.

Documentation : [PayPal direct integration - Documentation Axepta BNP Paribas -](#)

## Axepta

### Account configuration

Go to Merchant tools > AXEPTA BNP PARIBAS Module > Accounts Configuration > EUR and activate Paypal payment method.

[Merchant tools](#) > [AXEPTA BNP PARIBAS Module](#) > [Accounts Configuration](#) > EUR

Currency	EUR
Merchant ID	BNP_CLEVERAGE_ECOM_FR_EUR_1
HMac key	dJ]2(t4M3IKb*Ao78=Gk_w9EzS)65?cN
Blowfish key	zM?9C*3k4Fole7(W
Activation key	CVM;AMX;PAL;AMA;APP;INS;GGP;ALI;WEC;SOF;UPI;PAY;SDD;MYB;GIR;TRU;BAN;IDE;EPS;P24;MUL;FIN;ZIM;FPX;RHB;ENE;POL;AST;BOL;POF;JCB;DIS;DIN;PLB;FC3;FC4;PRE;ABO;ONE;FLO;EUR; p6ectjuNw0F0iSIOJ3R2l4k4SpYnrUmx9TUvjlLYUBNwxISjeZDGq8RJNShq73XFzdzGdalSbvF5VEP0UaBF4JXWWPYT5W6VaiOq32IGlsdym4BmqghOo81nSh54Pmnr/K4zHUnPaURT9/mqfIOOewL.OjWZ8XOc=
Enabled Payment Methods	<input checked="" type="checkbox"/> CB, Visa, Mastercard <input checked="" type="checkbox"/> American Express <input checked="" type="checkbox"/> Paypal <input checked="" type="checkbox"/> Instanea <input checked="" type="checkbox"/> Floa
	<input type="button" value="Save"/>

### Payment method

Go to Merchant tools > Ordering > Payment Methods and add the AXEPTA\_PAYPAL payment method. You can also import the payment-methods.xml file.

## Payment Methods

**i** To learn about Salesforce Payments, see [here](#).

**Payment Methods**

Payment methods are managed here. To create a new payment method, click the **New** button. To remove a payment method click the remove icon in the payment method row. The default payment methods can't be removed, and their IDs can't be changed. When you select the CREDIT\_CARD payment method, credit/debit cards can be reordered through and-drop.

[New](#) [Sort Order](#) [Credit/Debit Cards](#) [Import/Export](#) Language: **Default**

ID	Name	Enabled	Sort Ord
DW_ANDROID_PAY	Android Pay	No	2
DW_APPLE_PAY	Apple Pay	No	1
AXEPTA	Axepta	Yes	8
AXEPTA_PAYPAL	Axepta paypal	Yes	10
BANK_TRANSFER	Bank Transfer	No	3
BML	Bill Me Later	Yes	7
CREDIT_CARD	Credit Card	No	5
FLCA	Floa	Yes	9
GIFT_CERTIFICATE	Gift Certificate	Yes	4
INSTANEA	Instanea	Yes	11
PayPal	Pay Pal	No	6

---

**AXEPTA\_PAYPAL Details**

Description:

[HTML Editor](#)

Image:  [Set](#)

Payment Processor:

Countries: [All](#) [Edit](#)

Currencies: [All](#) [Edit](#)

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## Custom preferences

Import the system-objecttype-extensions.xml file. 1 new preference group should appear in Merchant tools > Site preferences:

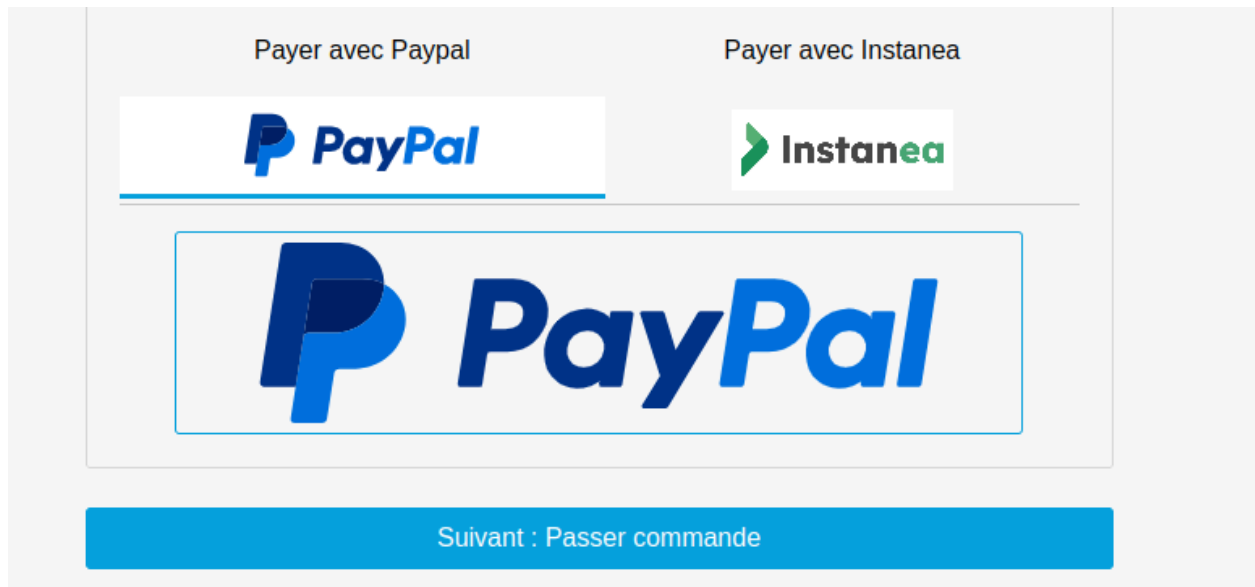
### Axepta Paypal

axpPaypalUrl : URL to initiate a PayPal payment in the Payment platform

(default : <https://paymentpage.axepta.bnpparibas/paypal.aspx>)


## Storefront functionality

### *Display PAYPAL in the checkout*



### Place an order with Paypal

1. Click on the Paypal logo and then click to the next button. You will be redirect to the Place-Order page.
2. Click on the Place an Order button. You will be redirect to paypal



## Pay with PayPal

Your eligible purchases are covered by PayPal's Buyer Protection program. [See terms](#)

[Forgot password?](#)

**Log In**

or

**Create an Account**

3. Log in, select your payment method, and make the payment. You will then be redirected to the Salesforce confirmation page.

## General information about Instanea



Instanea is an acceptance solution based on payment initiation as defined by PSD2, which allows you to receive instant transfers.

Through this solution, your company and your customers benefit from all the advantages of instant transfers:

- Speed: Transfer executed in less than 10 seconds with immediate availability of funds.
- Convenience: 24/7 availability all year round and notification to the payor in the event of rejection of the transaction.
- Ease: Choice of the reference of the transfer, allowing you to make an automatic reconciliation
- Secure payment: no risk of chargeback with SEPA Instant

...And a simple user journey for your customers.

Whether for in-store sales or online on your website, the Instanea user experience is fluid and secure.

Documentation: [Instanea Direct Integration - Documentation Axepta BNP Paribas - Axepta](#)

### *Account configuration*

Go to Merchant tools > AXEPTA BNP PARIBAS Module > Accounts Configuration > EUR and activate Instanea payment method.

[Merchant tools](#) > [AXEPTA BNP PARIBAS Module](#) > [Accounts Configuration](#) > EUR

**Currency**  
EUR

**Merchant ID**  
BNP\_CLEVERAGE\_ECOM\_FR\_EUR\_1

**HMac key**  
dJj2(t4M3IkB\*Ag78=Gk\_w9EzS)65?cN

**Blowfish key**  
zM?9C\*3k4Fole7(W

**Activation key**  
CVM;AMX;PAL;AMA;APP;INS;GGP;ALI;WEC;SOF;UPI;PAY;SDD;MYB;GIR;TRU;BAN;IDE;EPS;P24;MUL;FIN;ZIM;FPX;RHB;ENE;POL;AST;BOL;POF;JCB;DIS;DIN;PLB;FC3;FC4;PRE;ABO;ONE;FLO;EUR; p6ectjuNw0F0ISIOJ3R2l4k4SpYnrUmx9TUvjLYUBNwXISjeZDGq8R.JNShq73XfzdzgDalSbvF5VEP0UaBF4JXWWPYT5W6VaioFkYg4q2hpkQq32IGlsdym4BmqghOo81nSh54Pmmr/K4ZHUhPaURT9/mqfOewL.OjWZ8XOc=

Enabled Payment Methods

- CB, Visa, Mastercard
- American Express
- Paypal
- Instanea
- Floa

Save

## Payment method

Go to Merchant tools > Ordering > Payment Methods and add the INSTANEA payment method. You can also import the payment-methods.xml file.

**Payment Methods**

To learn about Salesforce Payments, see [here](#).

Payment Methods  
Payment methods are managed here. To create a new payment method, click the **New** button. To remove a payment method click the remove icon in the payment method row. The default payment methods can't be removed, and their IDs can't be changed. When you select the CREDIT\_CARD payment method, credit/debit cards can be reordered through drag-and-drop.

Language: Default

ID	Name	Enabled	Sort Order
AXEPTA	Axepta	Yes	8
AXEPTA_PAYPAL	Axepta paypal	Yes	10
BANK_TRANSFER	Bank Transfer	No	3
BML	Bill Me Later	Yes	7
CREDIT_CARD	Credit Card	No	5
DW_ANDROID_PAY	Android Pay	No	2
DW_APPLE_PAY	Apple Pay	No	1
FLOA	Floa	Yes	9
GIFT_CERTIFICATE	Gift Certificate	Yes	4
INSTANEA	Instanea	Yes	11
PayPal	Pay Pal	No	6

INSTANEA Details

## Custom preferences

Import the system-objecttype-extensions.xml file. 1 new preference group should appear in Merchant tools > Site preferences:

Axepta Instanea

axpInstaneaUrl : URL to initiate a Instanea payment  
(default : <https://paymentpage.axepta.bnpparibas/instanea.aspx>)

Storefront functionality

*Display Instanea in the checkout*



Place an order with Instanea

1. Click on the Instanea logo and then click to the next button. You will be redirect to the Place-Order page.
2. Click on the Place an Order button. You will be redirect to Instanea



[< Annuler](#)



English

## Sélectionnez votre banque

Pays:

 France

Recherche de banque par nom ou alors BIC

Ou sélectionnez parmi les banques ci-dessous:



Banque BCP



Banque de Savoie



Banque Populaire Alsace Lorraine  
Champagne



Banque Populaire Aquitaine  
Centre



Banque Populaire Bourgogne



powered by **BNP Paribas**

3. Choose your bank and then click to Accept. You will then be redirected to the Salesforce confirmation page.

### 3. Cartridge Installation - SFRA

#### Installation

Under SFRA, 3 of the cartridges will be used:

- `int_axepta_sfra` : contains the functionalities / adaptations dedicated to SFRA
- `int_axepta_core` : contains general functionalities to SFCC and various calls to services
- `bm_axepta` : contains the functions reserved for the BM (interface for configuring and managing transactions).

In the cartridge path, you must therefore add to cartridge path:

- `axepta_sg_changes:int_axepta_sfra`: for the Storefront
- `bm_axepta:int_axepta_core`: for the Business Manager

#### Installation of dependencies

Run the `npm install` command in order to install all the modules required for the operation of the cartridge.

#### Code compilation (JS / SCSS)

In order to generate the appropriate Javascript for the different stages of the checkout, run the `npm run compile:js` command. The compiled code will be found in the `int_axepta_sfra/cartridge/static/` folder.

#### Import of metadata

The necessary configuration data can be found in the metadata folder.

Before importing, replace the name of the `RefArch` folder in the `metadata> sites` folder with the ID of your site.

You can now compress the “metadata” folder and import it into `Administration> Site development> Site Import & Export`.

This import will add the configuration elements, as well as the various jobs, services and extensions of system-object.

#### Business Manager module

The permissions for the BM module must be set for every role you want to give access. This is done in `Administration > Roles & Permissions > [your role] > Business Manager Module`: select the Axepta module

## 4. Cartridge installation – Site Genesis

### Installation

Under SiteGenesis, 3 of the cartridges will be used:

- `int_axepta_sitegenesis`: contains the functionalities / adaptations dedicated to SFRA
- `int_axepta_core`: contains general functionalities to SFCC and various calls to services
- `bm_axepta`: contains the functions reserved for the BM (interface for configuring and managing transactions).
- `axepta_sg_changes`: contains all Axepta-customized controllers/models/templates that are cloned from `app_storefront_controller` or `app_storefront_core`

In the cartridge path, you must therefore add:

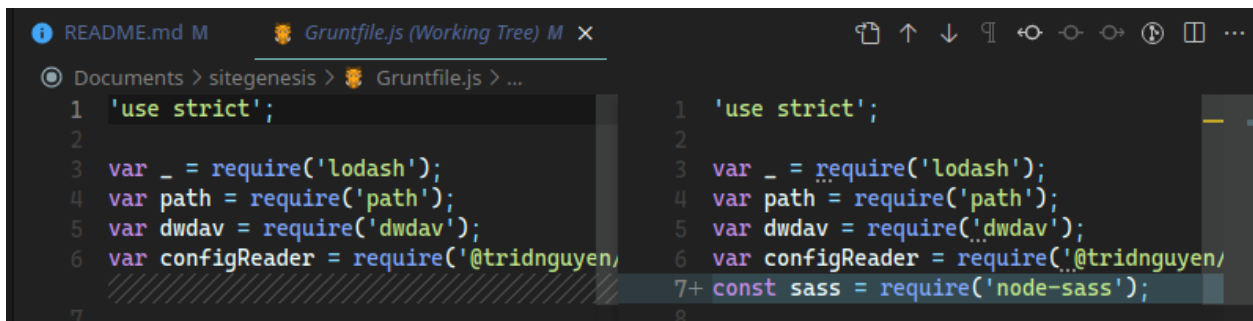
- `axepta_sg_changes:int_axepta_sitegenesis:int_axepta_core`: for the storefront
- `bm_axepta:int_axepta_core`: for the Business Manager

### Installation

We consider that you have a Sitegenesis cloned in the same root folder as Axepta cartridge.

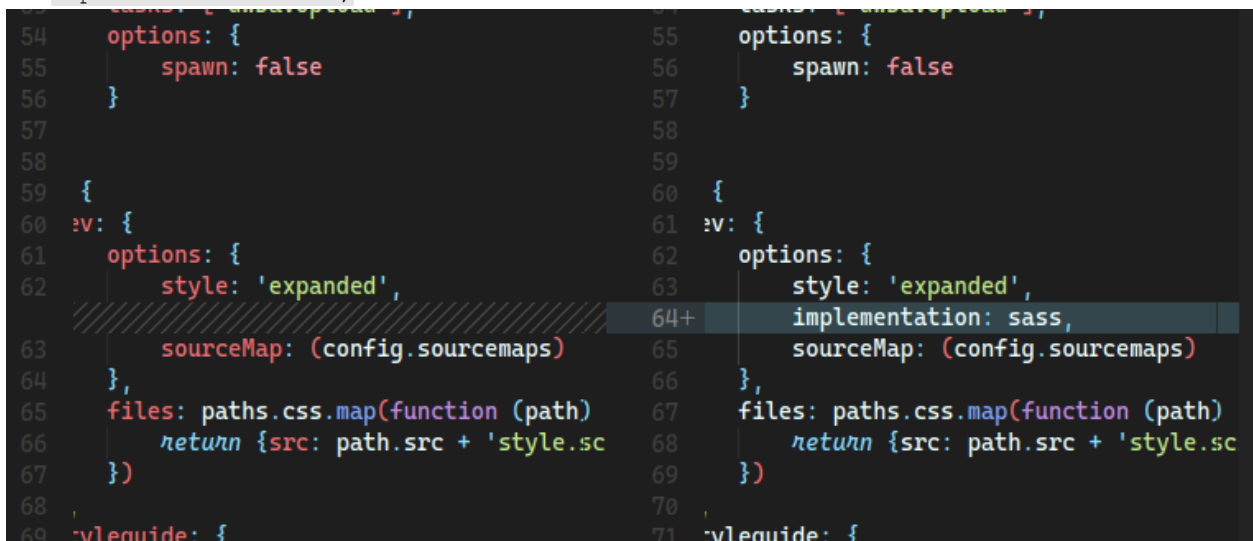
Before installing anything on sitegenesis folder, you can change Gruntfile.js in sitegenesis folder first:

Add `const sass = require('node-sass');`



```
1 'use strict';
2
3 var _ = require('lodash');
4 var path = require('path');
5 var dwdav = require('dwdav');
6 var configReader = require('@tridnguyen/
7+ const sass = require('node-sass');
```

And implementation: `sass,`



```
54 options: {
55   spawn: false
56 }
57
58
59 {
60   v: {
61     options: {
62       style: 'expanded',
63       sourceMap: (config.sourceMaps)
64+ implementation: sass,
65     },
66   },
67   files: paths.css.map(function (path)
68     return {src: path.src + 'style.sc
69   })
70
71   ylequide: {
```

Now cd into `sitegenesis` cartridge folder and run these commands in terminal:

```
npm install
npm run build
npm install -g grunt-cli
npm install grunt grunt-autoprefixer grunt-browserify grunt-cli grunt-sass sass
```

Now cd into `Axepte` cartridge folder and run these commands in terminal:

```
npm install
npm run buildsg
```

This will copy client JS and run grunt build. Please check the file `package.json` for more info.

### Import of metadata

The necessary configuration data can be found in the `metadata/` folder .

Before importing, replace the name of the *SiteGenesis* folder in the `metadata> sites` folder with the ID of your site. You can now compress the `metadata/` folder, and import it into `Administration> Site development> Site Import & Export` .

This import will add the configuration elements, as well as the various jobs, services and extensions of `system-object`.

## 5. Configuration

### Configuring Site Preferences

General configuration items can be found in Site Preferences (Merchant Tools> Custom Preferences> Acepta Configurations ). It contains the following elements:

- **Acepta payment method** : The chosen integration method (Redirection or Iframe)
- **Payment Capture Mode**: The capture mode chosen for payments:
  - Manual: The capture is triggered by a job, on condition of being sent
  - With delay: The capture is triggered automatically after a defined duration (in the *Capture delay (in hours) field*)
  - Automatic: The capture is triggered immediately upon validation of the payment
- **Capture delay (in hours)** : Only for “With delay” (Avec délai) mode. Set the desired time for the capture delay.
- **Challenge preference** :
  - **noPreference**: The merchant takes no action: the choice of exemption is left to the issuer.
  - **noChallenge**: The merchant requests an exemption of the strong authentication (no Challenge - Frictionless): The issuer will accept or not the merchant’s request according to the information he sent.


The merchant requires strong authentication (challenge):

- **mandateChallenge**: Mandatory (**mandate**): the issuer must authenticate the buyer (e.g. for the first subscription transaction)
- **requestChallenge**: Preference (**request**): The merchant wishes to authenticate the buyer. The final choice remains with the issuer.

See <https://docs.acepta.bnpparibas/display/DOCBNP/3DSV2+and+frictionless> for more information.





Axepta Configurations [Cancel](#)[Apply to Other Sites](#)[Save](#)

Instance Type

Sandbox 

Search by ID

1-5  of 5

Name	Value	Default Value	
Enable Axepta (axpEnabled)	Yes 	No	<a href="#">Edit Across Sites</a>
Mode de paiement Axepta (axpPaymentMode)	Redirection (redirect) 		<a href="#">Edit Across Sites</a>
Payment Capture Mode* (axpCaptureMode)	Automatique (AUTO) 		<a href="#">Edit Across Sites</a>
Délai de capture (en heures) (axpCaptureDelay) (Integer) Uniquement pour la capture différée avec un délai (mode Avec délai)	12	Uniquement pour la capture différée avec un délai ...	<a href="#">Edit Across Sites</a>
Challenge Preference (axpChallengePreference)	noPreference (noPreference) 	noPreference	<a href="#">Edit Across Sites</a>

## Configuring Custom Objects

Account configurations depend on the currencies activated on the site. After activating one / more currencies on the site, it is possible to create the necessary configurations.

For this, a custom interface is available in: `Merchant Tools > Axepta Module > Accounts Configuration`. In this interface, the activated currencies are listed, with the possibility of modifying / creating these configurations.

You must configure the following:

- **MerchantID** : the Axepta payment account ID
- **HMMac key**: The encryption key linked to the MerchantID
- **Blowfish key** : The Blowfish key for payment data
- **Activation Key**: the account activation key, which allows you to define the different payment methods available

Once the configuration has been created, it is possible to activate / deactivate the payment methods available via checkboxes.

### Job configuration

In order for the capture jobs to function correctly, it will be necessary to define one / more execution sites for them via the context of the steps.

## Transaction management

With the cartridge comes an Acepta transaction management interface. It can be found in `Merchant Tools > Acepta Module > Manage Orders`. When you click on the order ID, you will find the details of this order / related Acepta transaction.

### Details of transactions

On this page is the general information of the order (different SFCC statuses). Information on the various Acepta calls made for the order is also available.

On the left part *Order payment operations*, we find the list of calls, with the type of call made, as well as the status. We therefore have the operations *PAYMENT, CAPTURE, REFUND, CANCEL ...*

On the right, we find the details of the return of service calls (so all the details of the transaction made).

From this page, it is also possible to cancel or refund the payment.

### Cancellations

To make a cancellation, the order must meet the following criteria:

- `order.paymentStatus` equal to NOT PAID
- `order.status.value` is not CANCELED
- `order.custom.axpIsCaptured` is not TRUE

If the order meets these criteria, a “REFUND PAYMENT” button is available at the top of the page. When this button is clicked, a first call verifies that the order has no capture (via the `axcepta.inquire` service), then a call is made to the `axcepta.reverse` service, which will close the payment and cancel the order.

A “CANCEL” transaction line will therefore be added to the list.

### Refunds

To make one or more refunds, the order must meet these criteria:

- `order.custom.axpIsRefundCompleted` equal to false
- `order.custom.axpIsCaptured` equal to true

If it meets these criteria, a field and a button are added to the top of the page. By default, the value entered is the total of the order. You can enter a partial refund (therefore a lower amount) if necessary.

On validation, a call to the `axcepta.capture` service is made, and a transaction line is added. It will be either “PARTIAL REFUND” or “REFUND” depending on the amount.

### Capture

As indicated previously, 3 capture modes are available:

- **Auto**

This capture mode does not require any action. The order is marked as “PAID”, and the various Acepta attributes relating to the capture are fulfilled. On the Acepta side, the transaction is automatically captured as soon as it is validated.

- **With delay**

This capture mode also has no action on the Acepta side (the order is captured by itself after the time period specified in the Site Preferences).

However, for it to be up to date and marked as captured on SFCC, it is necessary to activate the Job *Acepta - Update Delayed Captures*. The job will run on orders with a capture date with an “expired” delay. On these, a call is made to verify the status of the payment, via the service `axcepta.inquire`. Following the return, it performs actions similar to “Auto” mode (so flags the command as captured).

- **Manual**

This capture mode requires a call to the capture endpoint. These calls are managed by the *Acepta - Capture Orders job*. This job runs on Acepta orders having a “SHIPPED” status, and not being captured.

It then makes a call to the `axapta.capture` service on these commands . If the feedback is positive, the order is marked as Captured and PAID.



## 6. Testing

The test cases are built to cover both the storefront functionality, from an end-customer's point of view, as well as business manager functionality, from a merchant's perspective.

Please refer also to section 2 – Component Overview: Use cases for more samples

Axepta has been tested with:

- SFRA version 5.3.0
- Sitegenesis 104.1.3
- SFCC API version up to 22.10

### Unit tests

A set of unit tests is available for the different helpers used. They are written with the `chai` plugin.

In order to run the tests, you have to run the `npm run test` command.

```
npm run test:integration --baseUrl {{yourDomainUrl}}
```

In Order to run unit tests run the following command:

```
npm run test
```

The result must be 15 passing

### Integration tests

In addition to unit tests, a set of integration tests are also present on the SFRA and SiteGenesis cartridge.

These are based on the `codeceptjs` plugin with its `TestCafe` driver

### Configuration

To be able to run the different tests, it is necessary to configure a sandbox on which to run the tests.

To do this, open the `int_axepta_sfra / test / integration / config.js` file:

In this file, modify the following lines:

```
Storefront: {  
  url: '<https://YOURSANDBOX/s/RefArch/home?lang=fr_FR',>  
  baseUrl: '<https://YOURSANDBOX',> // BASE URL  
  login: '/on/demandware.store/Sites-RefArch-Site/fr_FR/Checkout-Login' // Checkout  
  login page,  
},
```

```
Customer: {  
  email: '', // YOUR TEST CUSTOMER EMAIL  
  password: '' // YOUR TEST CUSTOMER PASSWORD  
}
```

With SiteGenesis, open `int_axepta_sitegenesis / test / integration / config.js` file:

```
Storefront: {  
  baseUrl: 'YOUR-SANDBOX-URL/on/demandware.store/Sites-SiteGenesis-Site/'  
},
```

```
Customer: {  
  email: 'TEST-EMAIL',  
  password: 'PASSWORD'  
},
```

### Launch of tests

Then, 2 commands are available, each for a different integration mode.

- Redirection mode

For this mode, you must first set the integration mode preference to redirect

Then, the npm run testint:redirect (SFRA) or npm run testintsg:redirect (SiteGenesis) command is used to run the tests for the redirect mode.

The tests for this mode are available in the file `int_axepta_sfra/test/integration/tests/Checkout_Redirect_test.js` or

`int_axepta_sitegenesis/test/integration/tests/Checkout_Redirect_test.js`

- Iframe mode

For this one, you must set the integration mode preference on iframe

Then, the npm run testint:iframe or npm run testintsg:iframe (SiteGenesis) command is used to run the tests for the redirect mode.

The tests for this mode are available in the file `int_axepta_sfra/test/integration/tests/Checkout_Iframe_test.js` or

`int_axepta_sitegenesis/test/integration/tests/Checkout_Iframe_test.js`

## 7. Operations, Maintenance

### Data Storage

#### Custom Objects

This cartridge adds one custom object `axpAccountsConfiguration`, needed to store informations about accounts. It contains information defined in Merchant Tools > Acepta Module > Accounts Configuration.

#### Orders

Acepta will store communication results in order notes like :

Select All	User	Time	Note
<input type="checkbox"/>	storefront	11/4/21 12:57:38 pm	<b>Order 00000702 SUCCESS STATUS:</b>  OperationType : PAYMENT CCBbrand : VISA CCExpiry : 202312 Code : 00000000 Description : success MAC : C965995EA8483E3381F5E1A7C95D8EDA04E4B410A25E769F02E3D65E55BFEEA4 PCNr : 0022589500163111 PayID : 26a9a039dfb74366b32adc727afb26f4 Plain : Custom Status : OK TransID : pygtq3rw23 Type : TestCard XID : 9c7f10d93d164e2294e8d2ed073e725b mid : BNP_Salesforce_ECOM_FR_EUR_t refrn : 00000702 saveCard : false token : 01o7F023zV0vjnM4aS71zB5hT-0ac7E_ohvkOhb_zVo
<input type="checkbox"/>	storefront	11/4/21 12:57:38 pm	<b>Order 00000702 AUTOMATIC CAPTURE:</b>  OperationType : CAPTURE Status : OK TransID : pygtq3rw23

New custom attributes are added to orders :

- `axpCCBrand` : The Credit Card Brand
- `axpCaptureDate` : The payment capture date
- `axpCaptureDelayedDate` : The delayed capture date
- `axpCode` : The response code from Acepta
- `axpIsOrder` : Flag that indicates if order was handled by Acepta
- `axpIsCaptured` : Flag that indicates if the payment has been captured
- `axpIsRefundCompleted` : Flag that indicates if the refund is complete
- `axpPayID` : The payment ID from Acepta
- `axpRefundedAmount` : The amount that has already been refunded
- `axpTransID` : The Transaction ID from Acepta

### Services

The Acepta integration uses the below services

Services Profiles Credentials

## Services ?

Select All	Name	Type	Profile	Credentials	Status
<input type="checkbox"/>	<a href="#">axepta.capture</a>	HTTPForm	<a href="#">axepta</a>	<a href="#">axepta.capture</a>	Live
<input type="checkbox"/>	<a href="#">axepta.credit</a>	HTTPForm	<a href="#">axepta</a>	<a href="#">axepta.credit</a>	Live
<input type="checkbox"/>	<a href="#">axepta.directpayment</a>	HTTPForm	<a href="#">axepta</a>	<a href="#">axepta.directpayment</a>	Live
<input type="checkbox"/>	<a href="#">axepta.inquire</a>	HTTPForm	<a href="#">axepta</a>	<a href="#">axepta.inquire</a>	Live
<input type="checkbox"/>	<a href="#">axepta.reverse</a>	HTTPForm	<a href="#">axepta</a>	<a href="#">axepta.reverse</a>	Live

[New](#) [Delete](#)

All services are using the below Profile configuration. It can be easily changed for different merchants. A different/ a separate Profile can be added for each service

<b>Name:</b> *	<input type="text" value="axepta"/>
<b>Connection Timeout (ms):</b>	<input type="text" value="1,000"/>
<b>Enable Circuit Breaker:</b>	<input checked="" type="checkbox"/>
<b>Max Circuit Breaker Calls:</b>	<input type="text" value="0"/>
<b>Circuit Breaker Interval (ms):</b>	<input type="text" value="0"/>
<b>Enable Rate Limit:</b>	<input type="checkbox"/>
<b>Max Rate Limit Calls:</b>	<input type="text" value="0"/>
<b>Rate Limit Interval (ms):</b>	<input type="text" value="0"/>

### Availability

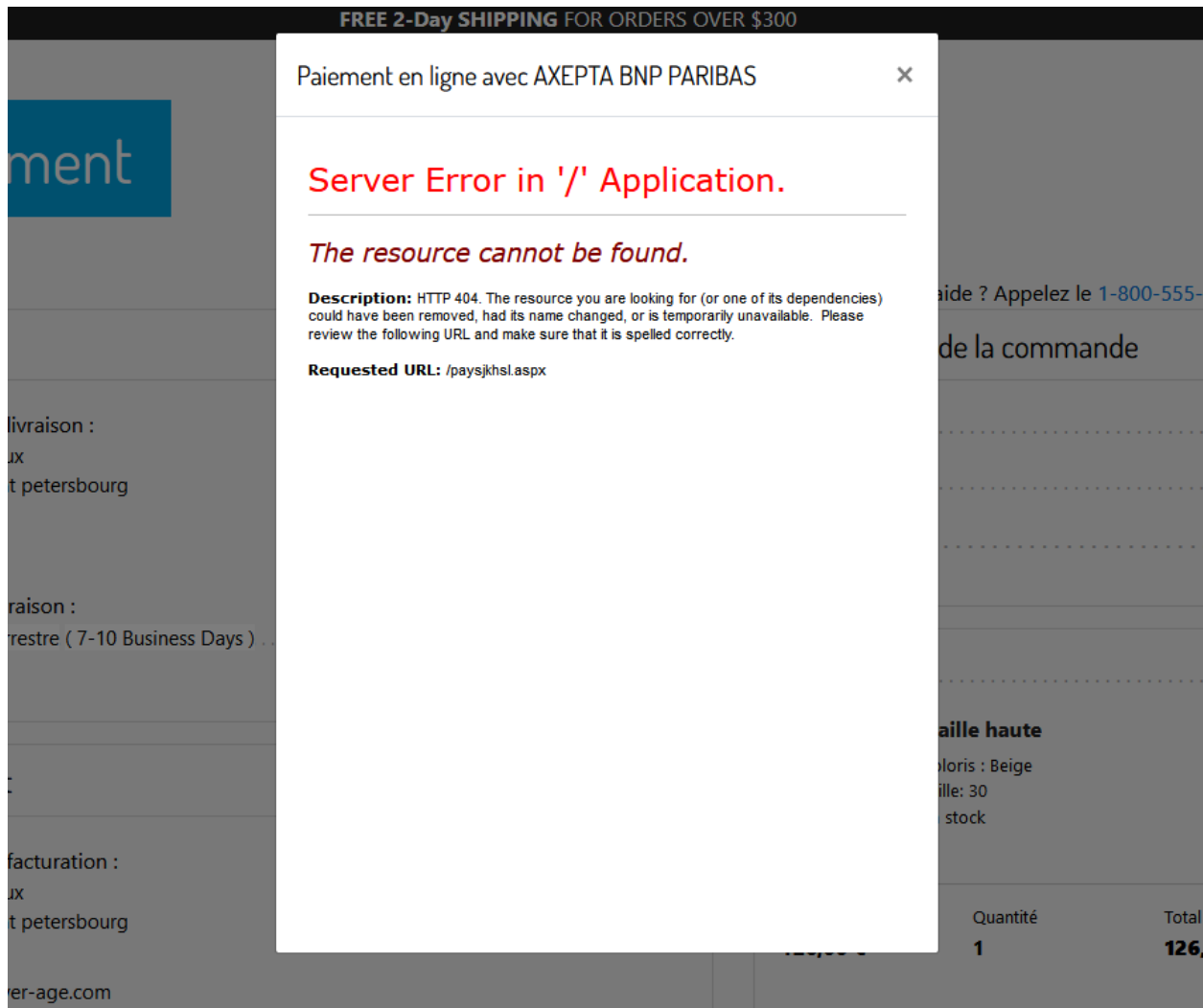
Every error related to Axepta is reported to the Axepta API endpoint. The request payload contains error description, order ID and stack trace payload in JSON format. The order will be failed and will contain an 'Error' within the Order Notes (BM – Order Management). Also, in the error logs, this situation will be added, with specific details.

The end user will receive a generic technical error with the message: "We're sorry that your order could not be placed. This probably happened due to a high order volume or temporary connection errors. Please wait a few minutes and resubmit your order. We won't process your payment until you successfully place your order. If you have further questions, please contact us."

### Failover

In case of unavailability of Axepta service, the content of the iframe or the redirection is broken.

Example :



The customer must close the popin or click on the back button on the browser to switch back to e-commerce website and chose another payment method.

## Support

In the event of problems with the integration, missing features, etc. please contact the Acepta Team at <https://axapta.bnpparibas/contact-us/> or your Acepta account manager.

## 8. User Guide

### Roles, Responsibilities

The store administrator is responsible for checking the configuration of the Acepta Merchant Account in the Acepta Extranet.

Admins should regularly check all the payments received to ensure they contain the expected data (currency, amount, customer information, etc.)

## Business Manager

### Axepta Module

Axepta Integration Module has been created. It used to configure the payment methods and payment options, as well as reviewing the order details and performing manual operations on each transaction.

### Configuration

- Go to Administration > Organization > Roles > Administrator > Business manager Module
- Select the site and press “Apply”

Select Context

Select a context to view and edit permissions. Organization and Sites can't be selected at the same time.

<input type="checkbox"/>	Organization
<input checked="" type="checkbox"/>	SiteGenesis
<input type="checkbox"/>	SiteGenesisGlobal
<input checked="" type="checkbox"/>	RefArch
<input type="checkbox"/>	RefArchGlobal

Cancel Apply

- Select the checkboxes for the Axepta Module and press “Update”

<input checked="" type="checkbox"/>	Axepta Module		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Accounts Configuration	Accounts Configuration	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Manage Orders	Manage Orders	<input checked="" type="checkbox"/>

- The Axepta Module is displayed under Merchant Tools

## Merchant Tools

Use the modules below to manage site-specific aspects of the application.

### [Products and Catalogs](#)

Manage catalogs and products of this site.

### [Content](#)

Manage the non-product content of this site.

### [Online Marketing](#)

Manage online marketing activities of this site.

### [Custom Objects](#)

Manage custom objects of this site.

### [Analytics](#)

Browse reports of this site.

### [Site Preferences](#)

Set preferences for this site.

### [Axepta Module](#)

Axepta Module

### [Search](#)

Manage Storefront search indexes and sorting options of this site.

### [Customers](#)

Manage the customers of this site.

### [Ordering](#)

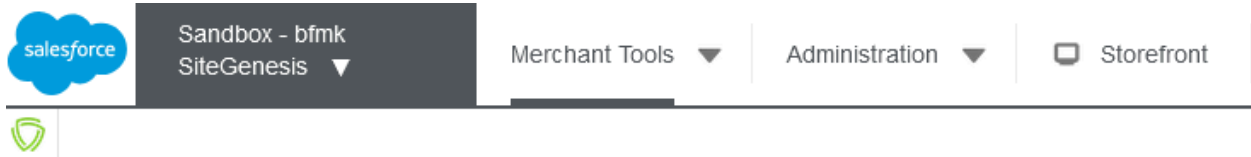
Manage the orders of this site.

### [SEO](#)

Optimize your page for search engines.

## Module configuration

This module has 2 entries in the "Merchant tools" menu.



## Axepta Module

Axepta Module



### [Accounts Configuration](#)

Accounts Configuration



### [Manage Orders](#)

Manage Orders

## Configuration of Axepta payment accounts - Accounts configuration

Account configurations depend on the currencies activated on the site. After activating one / more currencies on the site, it is possible to create the necessary configurations.

For this, a custom interface is available in: Merchant Tools > Axepta Module > Accounts Configuration.

[Merchant tools](#) > [Axepta Module](#) > [Accounts Configuration](#)

Devise	Merchant ID	Payment Methods	Action
USD	test	CVM, AMX	<a href="#">Modifier Supprimer</a>
EUR	BNP_Salesforce_ECOM_FR_EUR_t	CVM	<a href="#">Modifier Supprimer</a>
JPY			<a href="#">Modifier Supprimer</a>

In this interface, the activated currencies are listed, with the possibility of modifying / creating these configurations.

### Create a payment account

When entering a new payment account, you must enter the following 4 pieces of information that will have been sent to you by Acepta :

- **MerchantID** : the Acepta payment account ID
- **HMac key**: The encryption key linked to the MerchantID
- **Blowfish key** : The Blowfish key for payment data
- **Activation Key**: the account activation key, which allows you to define the different payment methods available

#### Devise

EUR

#### Merchant ID

BNP\_Salesforce\_ECOM\_FR\_EUR\_t

#### Clé HMac

Zf4([3Qd8Cx\_Ly!9?2kWEg)7\*6wTD=5n

#### Clé Blowfish

5Jt?o8]Q6Af\_i)L9

#### Activation Key

CVM;EUR;  
kusZd+PuCmWZXLMrqtAjRZ8iki2LGPLUURzj/BiH9xgC2l/fma7LX2aX+JSs0F/qB2EPT5DxLSC5jyp5R/QNRRfYmKB/ktsStaq1N8YETJch

#### Enabled Payment Methods

Enregistrer

When saving, a validation of the elements entered is performed. In case of error, an error message is displayed and blocks the saving of the elements entered.

Once the configuration is validated, it is possible to activate / deactivate the available payment methods via checkboxes.



[Merchant tools](#) > [Axepta Module](#) > [Accounts Configuration](#) > EUR

#### Currency

EUR

#### Merchant ID

BNP\_Salesforce\_ECOM\_FR\_EUR\_t

#### HMMac key

Zf4({3Qd8Cx\_Ly!9?2kWEg)7\*6wTD=5n

#### Blowfish key

5Jt?o8]Q6Af\_i)L9

#### Activation key

CVM;PAL;AMX;AMA;ALI;WEC;UPI;BAN;EUR;USD;GBP;  
AqHqGZyr+alZdAbL31uNvB4jomldb+Zv0FgjkTmlHYSieeYuozOcmQA1kYDLfkWyNjP7wrXq8KJgRmubRTOF9F2KVE85JUoVI4Kd4  
i3gtjxla5bjJ+ZiCgeshRVi+X/Yqr704IdmQUIGBsiRvBuyjVoiDQTutmpM56RzQ1JWRg=

Enabled Payment Methods

- CVM
- AMX

Save

The list of payment methods displayed depends on your contract with Axepta.

### **Modification of a payment account**

When modifying an existing payment account, the following 3 pieces of information must be entered, as provided by Axepta :

- **MerchantID** : the Axepta payment account ID
- **HMMac key**: The encryption key linked to the MerchantID
- **Blowfish key** : The Blowfish key for payment data

The following field can no longer be modified if it was validated at creation.

- **Activation Key**: the account activation key, which allows you to define the different payment methods available

Transaction management

### **Transaction list**

With the cartridge, you have an interface for managing Axepta transactions. It can be found in Merchant Tools > Axepta Module > Manage Orders. On this page, the orders with the "Is Axepta" flag are listed. The status and general information are also listed. When you click on the order ID, you will find the details of this order and the

related Acepta transaction.

[Merchant tools](#) > [Acepta Module](#) > [Manage orders](#)

Show  entries

Order Number	Order Date	Payment Status	Order Total	Order Status	
<input type="text" value="Search Order Number"/>	<input type="text" value="Search Order Date"/>	<input type="text" value="Search Payment Status"/>	<input type="text" value="Search Order Total"/>	<input type="text" value="Search Order Status"/>	
00003203	Fri Jun 25 14:06:59 GMT 2021	NOT PAID	EUR 31.49	CREATED	<a href="#">View in BM</a>
00003202	Fri Jun 25 14:06:18 GMT 2021	PAID	EUR 39.47	NEW	<a href="#">View in BM</a>
00003201	Fri Jun 25 14:05:37 GMT 2021	NOT PAID	EUR 56.18	CREATED	<a href="#">View in BM</a>
00003106	Fri Jun 25 06:51:10 GMT 2021	PAID	EUR 28.96	NEW	<a href="#">View in BM</a>
00003105	Fri Jun 25 06:43:30 GMT 2021	NOT PAID	EUR 28.96	CREATED	<a href="#">View in BM</a>
00003104	Fri Jun 25 06:33:10 GMT 2021	PAID	EUR 28.96	NEW	<a href="#">View in BM</a>
00003103	Fri Jun 25 06:30:43 GMT 2021	NOT PAID	EUR 28.96	CREATED	<a href="#">View in BM</a>
00003102	Fri Jun 25 06:27:18 GMT 2021	NOT PAID	EUR 28.96	CREATED	<a href="#">View in BM</a>
00003101	Fri Jun 25 06:25:26 GMT 2021	PAID	EUR 28.96	NEW	<a href="#">View in BM</a>
00003005	Thu Jun 24 07:56:51 GMT 2021	NOT PAID	EUR 39.47	CREATED	<a href="#">View in BM</a>

Showing 1 to 10 of 123 entries

Previous  2 3 4 5 ... 13 Next

## Transactions detail

On this page, the general information of the order and the payment with Acepta are displayed.

[Merchant tools](#) > [Acepta Module](#) > [Manage orders](#) > [Order no. 00003202](#)

[VIEW IN BM](#)

Order information	Payment information
Order no. 00003202 Date Received: Fri Jun 25 14:06:18 GMT 2021 Created by: Customer Customer: Fatima EL Customer No: 00003503 IP Address: 194.79.152.114 Email: felguedmi@clever-age.com Phone: 01 59 71 66 18	Payment method: AXEPTA Payment type: VISA Payment Status: PAID Order total amount: EUR 39.47 Is order total partially refunded: No Is order total refunded: No

Order payment operations	Order Notes																								
Showing 1 to 1 of 1 entries <table border="1"> <thead> <tr> <th>Operation Type</th> <th>Transaction ID</th> <th>Amount</th> <th>Date</th> <th>Operation Status</th> <th>User</th> <th>Time</th> <th>Note</th> </tr> </thead> <tbody> <tr> <td><input type="text" value="Search Operation T"/></td> <td><input type="text" value="Search Transaction"/></td> <td><input type="text" value="Search Amount"/></td> <td><input type="text" value="Search Date"/></td> <td><input type="text" value="Search Operation S"/></td> <td><input type="text" value="Search User"/></td> <td><input type="text" value="Search Time"/></td> <td><input type="text" value="Search Note"/></td> </tr> <tr> <td>PAYMENT</td> <td>zxrzpqc9uk</td> <td>EUR 39.47</td> <td>Fri Jun 25 14:06:19 GMT 2021</td> <td>OK</td> <td>storefront</td> <td>Fri Jun 25 14:06:19 GMT 2021</td> <td>Order 00003202 SUCCESS STATUS: OperationType : PAYMENT mid : BNP_Salesforce_ECOM_FR_EUR_t PayID : 6a2d1ed4c9d04b76a64c8b9596534833 XID : 61f7bc7f981f4cd485e28a344ba545a5 TransID : zxrzpqc9uk refnr : 00003202 Status : OK Code : 00000000 Description : success</td> </tr> </tbody> </table>	Operation Type	Transaction ID	Amount	Date	Operation Status	User	Time	Note	<input type="text" value="Search Operation T"/>	<input type="text" value="Search Transaction"/>	<input type="text" value="Search Amount"/>	<input type="text" value="Search Date"/>	<input type="text" value="Search Operation S"/>	<input type="text" value="Search User"/>	<input type="text" value="Search Time"/>	<input type="text" value="Search Note"/>	PAYMENT	zxrzpqc9uk	EUR 39.47	Fri Jun 25 14:06:19 GMT 2021	OK	storefront	Fri Jun 25 14:06:19 GMT 2021	Order 00003202 SUCCESS STATUS: OperationType : PAYMENT mid : BNP_Salesforce_ECOM_FR_EUR_t PayID : 6a2d1ed4c9d04b76a64c8b9596534833 XID : 61f7bc7f981f4cd485e28a344ba545a5 TransID : zxrzpqc9uk refnr : 00003202 Status : OK Code : 00000000 Description : success	Showing 1 to 1 of 1 entries
Operation Type	Transaction ID	Amount	Date	Operation Status	User	Time	Note																		
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On the left side *Order payment operations*, you can find the list of calls, with the type of call made, and the status.

So we have the *PAYMENT*, *CAPTURE*, *REFUND*, *CANCEL* operations...

On the right side, we find the details of the service call returns (so all the details of the transaction made).

From this page, it is also possible to cancel or refund the payment.

[VIEW IN RM](#) [CANCEL PAYMENT](#)

Order information	Payment information																																																
Order no. 00003203 Date Received: Fri Jun 25 14:06:59 GMT 2021 Created by: Customer Customer: Fatima EL Customer No: 00003503 IP Address: 194.79.152.114 Email: felquedmi@clever-age.com Phone: 01 59 71 66 18	Payment method: AXEPTA Payment type: MASTERCARD Payment Status: NOT PAID Order total amount: EUR 31.49 Is order total partially refunded: No Is order total refunded: No																																																
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## Cancellation

To perform a cancellation, the order must meet the following criteria:

- order.paymentStatus equal to NOT PAID
- order.status.value not equal to CANCELLED
- order.custom.axplsCaptured not equal to TRUE

If the order respects these criteria, a "REFUND PAYMENT" button is available on the top of the page. When this button is clicked, a first call verifies that the order has no capture (via the axepta.inquire service), then a call is made to the axepta.reverse service, which will close the payment, and cancel the order.

A "CANCEL" transaction line will then be added to the list.

## Refund

To perform one/several refunds, the order must meet these criteria:

- order.custom.axplsRefundCompleted equal to false
- order.custom.axplsCaptured equal to true

If it respects these criteria, a field and a button are added on the top of the page. By default the value is the total of the order. You can enter a partial refund (i.e. a lower amount) if necessary.

At the validation, a call to the axepta.capture service is made, and a transaction line is added. It will be either "PARTIAL REFUND" or "REFUND" depending on the amount.

## Capture mode

As previously mentioned, 3 capture modes are available.

### Auto

This capture mode requires no action. The order is marked as "PAID", and the various Axepta attributes concerning the capture are filled in. On the Axepta side, the transaction is captured automatically as soon as it is validated.

### With delay

This capture mode is also without any action on the Axepta side (the order is captured by itself after the delay specified in the Site Preferences).

However, in order for it to be updated and marked as captured on SFCC, it is necessary to activate the Axepta Job - Update Delayed Captures. This job will run on the orders with a capture date with delay "passed". On these orders, a call is made to check the status of the payment, via the axepta.inquire service. Following the return, it performs actions similar to the "Auto" mode (so flag the order as captured).

### Manual

This capture mode requires a call to the capture endpoint. These calls are managed by the Axepta - Capture Orders job. This job runs on Axepta orders with a status of "SHIPPED", and not captured. It then makes a call to the axepta.capture service on these orders. If the return is positive, the order is marked as Captured and PAID.

## Jobs configuration

There are 2 jobs created to manage transactions with Axepta:

- Axepta - Capture Orders: to retrieve the status of the payment in the "Manual" mode
- Axepta - Update Delayed Captures: to retrieve the status of the payment in the "With Delay" mode. This job uses the "**axpCaptureDelay**" parameter

In order for the capture jobs to function correctly, it will be necessary to define one / more execution sites for them via the context of the steps.

### Configuring Axepta Site Preferences

General configuration items can be found in Site Preferences ( Merchant Tools> Custom Preferences> Axepta Configurations ).

Merchant Tools / Site Preferences / Custom Site Preference Groups /

## Axepta Configurations ?

Cancel

Instance Type  
Sandbox

Search by ID

Name	Value	Default Value
<b>Payment URL*</b> <hr/> (axpPaymentURL) (String) Axepta payment URL	<input type="text" value="https://paymentpage.axepta.bnpparibas/paysl.aspx"/> Axepta payment URL	https://paymentpage.axepta.bnpparibas/pa...
<b>Mode de paiement Axepta</b> <hr/> (axpPaymentMode)	<input type="text" value="Redirection (redirect)"/>	
<b>Payment Capture Mode*</b> <hr/> (axpCaptureMode)	<input type="text" value="Automatique (AUTO)"/>	
<b>Délai de capture (en heures)</b> <hr/> (axpCaptureDelay) (Integer) Uniquement pour la capture différée avec un délai (mode Avec délai)	<input type="text" value="12"/> Uniquement pour la capture différée avec un délai (mode Avec délai)	

It contains the following elements:

- **Payment URL** : the default URL for generating payment pages
- **Axepta payment method** : The chosen integration method (Redirection or Iframe)
- **Payment Capture Mode**: The capture mode chosen for payments:
  - Manual: The capture is triggered by a job, on condition of being sent
  - With delay: The capture is triggered automatically after a defined duration (in the *Capture delay (in hours) field*)
  - Automatic: The capture is triggered immediately upon validation of the payment
- **Capture delay (in hours)** : Only for "With delay" (Avec délai) mode. Set the desired time for the capture delay.

### Payment processors

There is only one payment processor added for Axepta Implementation: AXEPTA.  
Go to: Merchant Tools > Ordering > Payment Processors

The list shows all payment processors currently defined for this site. Click [New](#) to create a custom payment processor. Use the checkboxes and then click [Delete](#) to delete payment processors. Note that standard system payment processors can't be deleted.

Select All	Processor ID	Description
<input type="checkbox"/>	<a href="#">AXEPTA</a>	Axepta payment processor
<input type="checkbox"/>	<a href="#">BASIC_CREDIT</a>	Internal credit card handling with simple card number check only.
<input type="checkbox"/>	<a href="#">BASIC_GIFT_CERTIFICATE</a>	Internal gift certificate handling.
<input type="checkbox"/>	<a href="#">CYBERSOURCE_BML</a>	'Bill Me Later' online authorization through Cybersource (test and production systems).
<input type="checkbox"/>	<a href="#">CYBERSOURCE_CREDIT</a>	Cybersource online credit card authorization (test and production systems).
<input type="checkbox"/>	<a href="#">PAYPAL_CREDIT</a>	Paypal online credit card authorization (test and production systems).
<input type="checkbox"/>	<a href="#">PAYPAL_EXPRESS</a>	Paypal Express Checkout (test and production systems).
<input type="checkbox"/>	<a href="#">SALESFORCE_PAYMENTS</a>	Salesforce Payments online authorization (test and production systems).
<input type="checkbox"/>	<a href="#">VERISIGN_CREDIT</a>	Verisign online credit card authorization (test and production systems).

[New](#) [Delete](#)

### Payment Methods

There is only one payment method added for Axepta Implementation: AXEPTA.  
Go to: Merchant Tools > Ordering > Payment Methods

**Payment Methods**

Payment methods are managed here. To create a new payment method, click the **New** button. To remove a payment method click the remove icon in the payment method row. The default payment methods can be removed, and their IDs can't be changed. When you select the CREDIT\_CARD payment method, credit/debit cards can be reordered through drag-and-drop.

[New](#)
[Sort Order](#)
[Credit/Debit Cards](#)
[Import/Export](#)
Language: **Default**

ID	Name	Enabled	Sort Order	
AXEPTA	Axepta	Yes	6	
BANK_TRANSFER	Bank Transfer	No	3	
BML	Bill Me Later	No	8	
CREDIT_CARD	Credit Card	Yes	5	
DW_ANDROID_PAY	Android Pay	No	2	
DW_APPLE_PAY	Apple Pay	No	1	
GIFT_CERTIFICATE	Gift Certificate	Yes	4	
PayPal	Pay Pal	No	7	

---

**AXEPTA Details**

Description:

[HTML Editor](#)

Image:  [Select](#)

Payment Processor: AXEPTA <AXEPTA>

Countries: All [Edit](#)

Currencies: All [Edit](#)

Customer Groups: All [Edit](#)

Min/Max Payment Ranges: **Min/Max Payment Ranges**

¥  to

€  to

¥  to

[Apply](#) [Cancel](#)

## Logs

Logs related to Axepta Implementation can be found in:

- error-blade6-9-appserver-*\*date\**.log – logs Salesforce Commerce Cloud errors
- customerror-blade6-9-appserver-*\*date\**.log – logs Salesforce Commerce Cloud custom errors
- custom-axepta -blade6-9-appserver-*\*date\**.log – Custom Axepta logs

All of the logs can be found in: Administration > Site Development > Development Setup  
 Select logs and enter your BM credentials if needed.

## Notifications and redirect URL's

In order to connect to Axepta back office, a configuration is required on each Axepta account to allow the communication between an instance of SFCC and Axepta.

The link is done through URL's, which are added in the Axepta Extranet platform for each account:

- Transaction notification URL  
[https://\\*domain.name\\*/on/demandware.store/\\*site.name\\*/\\*locale\\*/Notifications-Start](https://*domain.name*/on/demandware.store/*site.name*/*locale*/Notifications-Start)
- Chargeback notification URL

- \*domain.name\*/on/demandware.store/\*site.name\*/\*locale\*/Notifications-Chargeback
  - Redirection URL after payment form cancelling
- \*domain.name\*/on/demandware.store/\*site.name\*/\*locale\*/Notifications-Cancel

## Storefront Functionality

### Payment mode

#### Display of the payment method in the checkout

After entering the delivery information, the payment information and the choice of payment method are displayed. The customer chooses their card type and validates the payment in the next step.

Paiement


Adresse de facturation

jacques leroux 5 rue de saint petersbourg paris 75008

Mettre à jour l'adresse Ajouter nouveau





\*E-mail *i* jleroux@clever-age.com

\*N° téléphone *i* 0678541232

 AXEPTA  
BNP PARIBAS

Sélectionner un moyen de paiement

Les informations de votre carte bancaire seront à compléter lors de la dernière étape de votre commande.

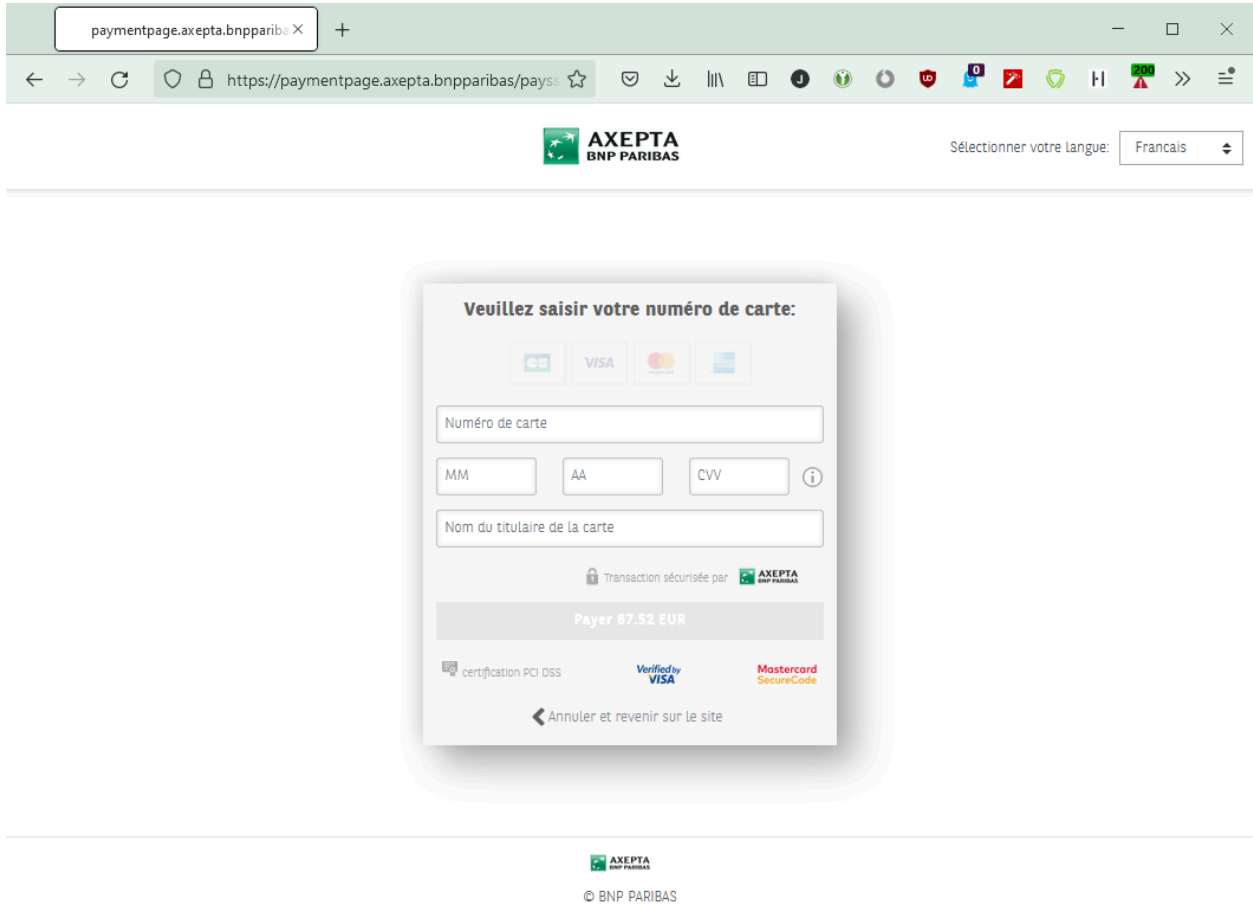
   

Enregistrer la carte sur le compte

Suivant : Passer commande

#### Payment by redirection

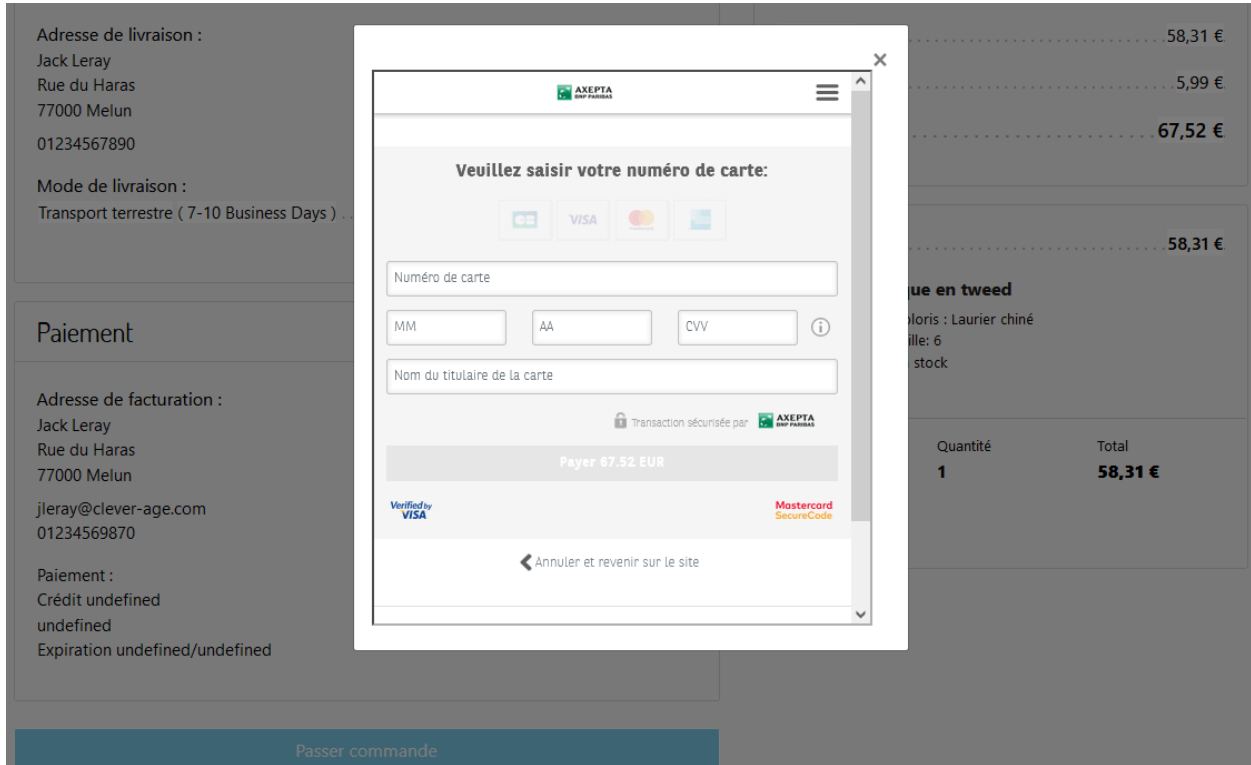
In this mode of payment, the customer is redirected to the Axepta website to enter his credit card information.



### Payment by iframe

In this payment method, the customer remains on the e-commerce site. The payment method is entered in an iframe when clicking on the "Place order" button.





## 9. Known Issues

No known issues.

## 10. Release History

Version	Date	Changes
22.1.0	2021-11-08	Initial release
23.1.0	2023-03-22	Challenge preferences for 3DSV2
23.2.0	2024-02-05	Paypal and Instanea methods