

ACI Worldwide®

User manual

ACI BigCommerce extension



Installation

BigCommerce Plugin Installation Guide

1. Obtain Installation Link:

- Contact your project team/account manager or search ACI Payments in [BigCommerce Marketplace](#) to get the installation link for the BigCommerce plugin.

2. Access the Installation Link:

- Click on the provided installation link. This will redirect you to the BigCommerce app marketplace or a direct installation page.

3. Follow the On-Screen Instructions:

- Carefully follow the instructions provided on the installation page. This typically involves:
 - Logging into your BigCommerce account: Ensure you have the necessary permissions to install plugins.
 - Granting necessary permissions: The plugin may require access to certain parts of your store. Review and accept these permissions.
 - Completing the installation: Follow any additional steps to finalize the installation, such as configuring settings or connecting to other services.

4. Verify Installation:

- Once the installation is complete, verify that the plugin is active and functioning correctly. You can usually find it under the “Apps” section in your BigCommerce dashboard.

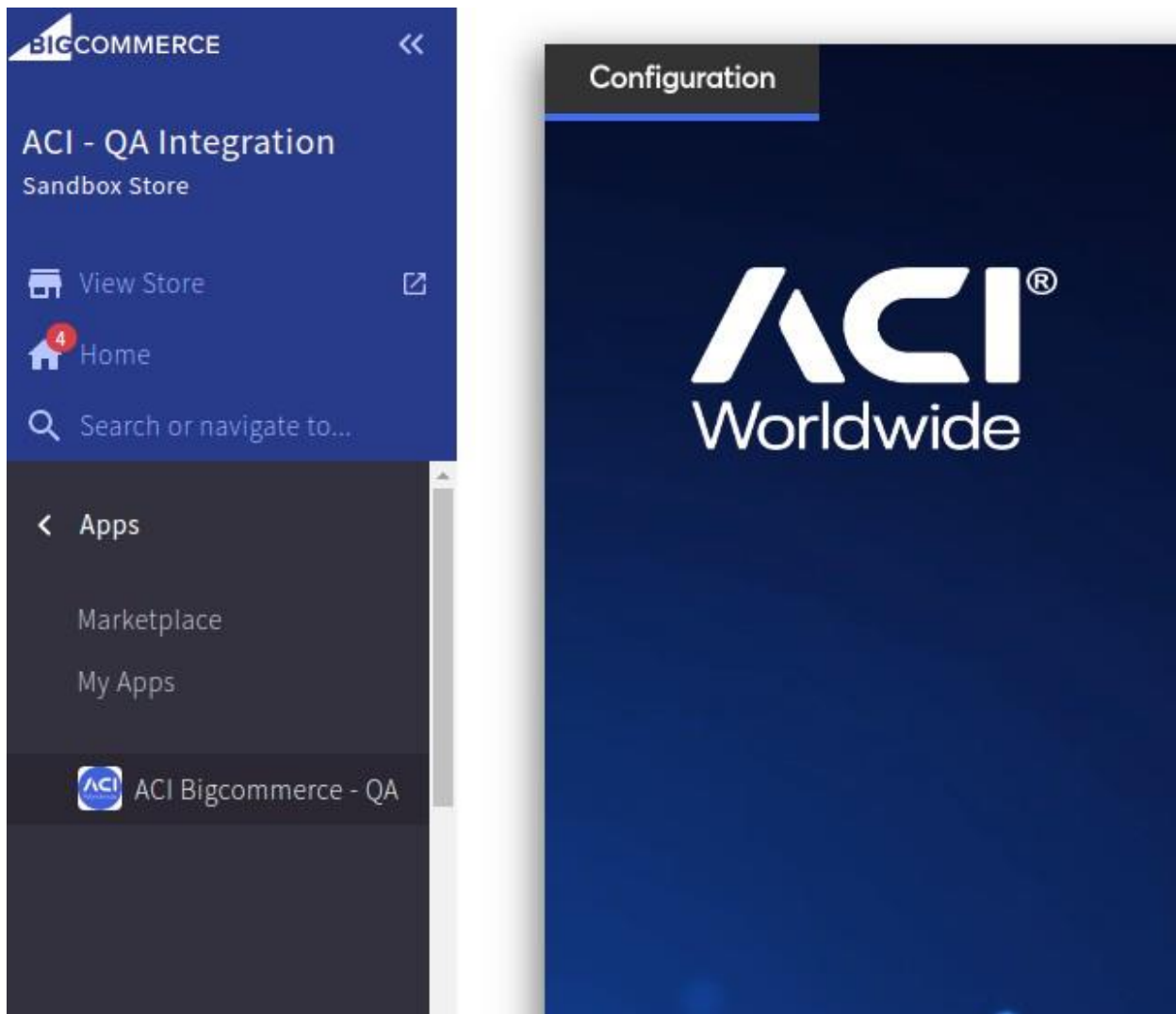
5. Configuration and Setup:

- Depending on the plugin, you may need to configure additional settings. Refer to the plugin’s documentation or support resources for detailed setup instructions.

Admin Settings

To adjust the settings for a payment module in BigCommerce after installation, you typically follow these steps:

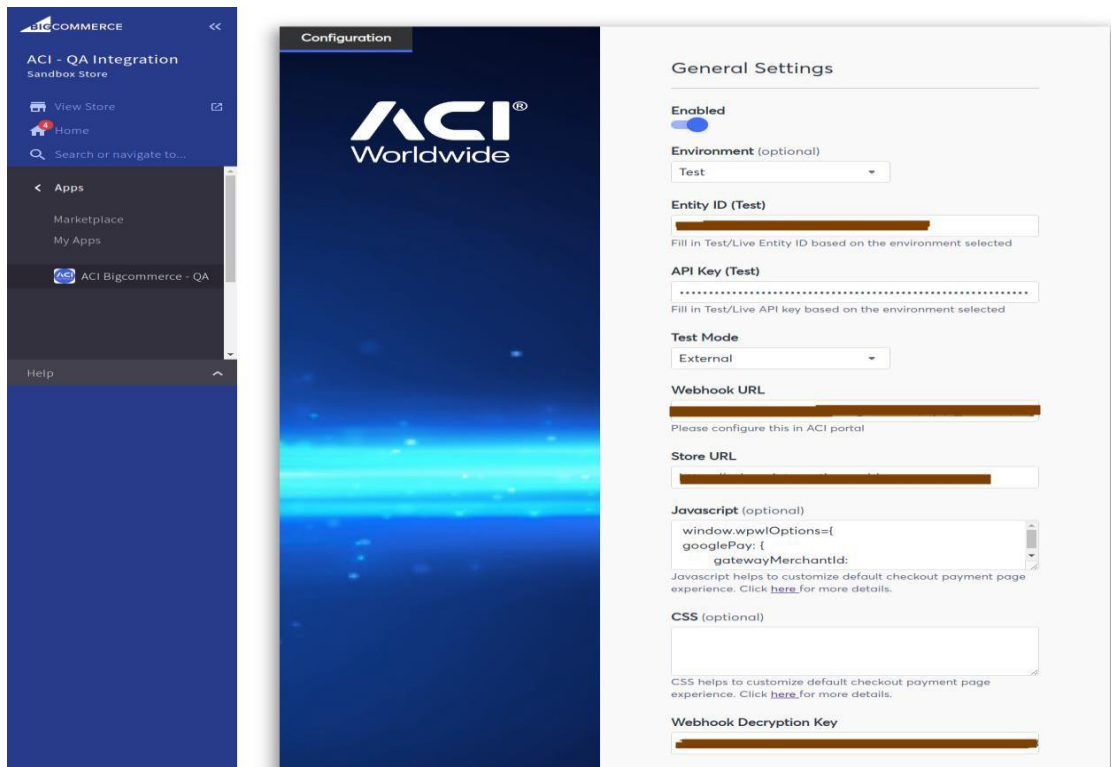
- Log in to your BigCommerce account: Access your BigCommerce dashboard by logging in with your credentials. (<https://login.bigcommerce.com/login>)
- Navigate to the Payment Settings
 - From the BigCommerce Side Panel, Choose the APP Menu.
 - Under APP menu, Select "ACI BigCommerce". (See Screenshot)



General Settings

- **Enabled**- Yes/No
- **Environment** - Test/Live (Use 'Live' in the production)

- **Entity ID (Test)** - Entity ID of your Channel or Merchant from BIP Portal
- **API Key (Test)**- Access token of your Channel or Merchant from BIP Portal
- **Entity ID (Live)** - Entity ID of your Channel or Merchant from BIP Portal (Production)
- **API Key (Live)**- Access token of your Channel or Merchant from BIP Portal (Production) – The test/live boxes are interchanged based on the value of “Environment”
- **Test Mode** - INTERNAL/EXTERNAL - This field is only applicable if the Environment is ‘Test’. External mode will redirect the APM methods to their dedicated sites. For example, if the customer selects 'Klarna,' the payment will be processed on Klarna's site.
- **Webhook URL** – Read only webhook URL. Use this URL to configure webhook in BIP Portal.
- **Store URL** – Merchant’s BigCommerce domain URL.
- **JavaScript** – Can use JavaScript based on the instruction given in the ACI documentation <https://docs.aciworldwide.com/integrations/widget/advanced-options>
- **CSS** – Can use CSS based on the instruction given in the ACI documentation <https://docs.aciworldwide.com/integrations/widget/customization#cssreference>
- **Webhook Decryption Key** – When completing webhook setup in ACI BIP Portal, you will get this key.



Card Settings:

- **Enabled** - Yes/No

- **Title** - Any Text (It will be displayed on the checkout payment page)
- **Charge Type** – Authorization (PA)/Sale (DB)
- **Supported Card Types** - Authorization/Sale (Ex, VISA, MASTER, AMEX). You will get the brand codes - <https://docs.aciworldwide.com/integrations/widget/customization#optionsbrands>
- **Card Type Icons** – Multiple brand image upload
- **Save Payment Option** – Yes/No - Allow consumer to save the card details for future use

Card Settings ^

Enabled


Title

Charge Type
 Sale
 Authorization

Supported Card Types

Add supported card types separated by comma

Card Type Icons ^

 Mastercard.png

Card Type Icon maximum size allowed is 100 KB and supported file types are JPG, JPEG and PNG

Save Payment Option

Selecting this will give an option for user to save the card for future use

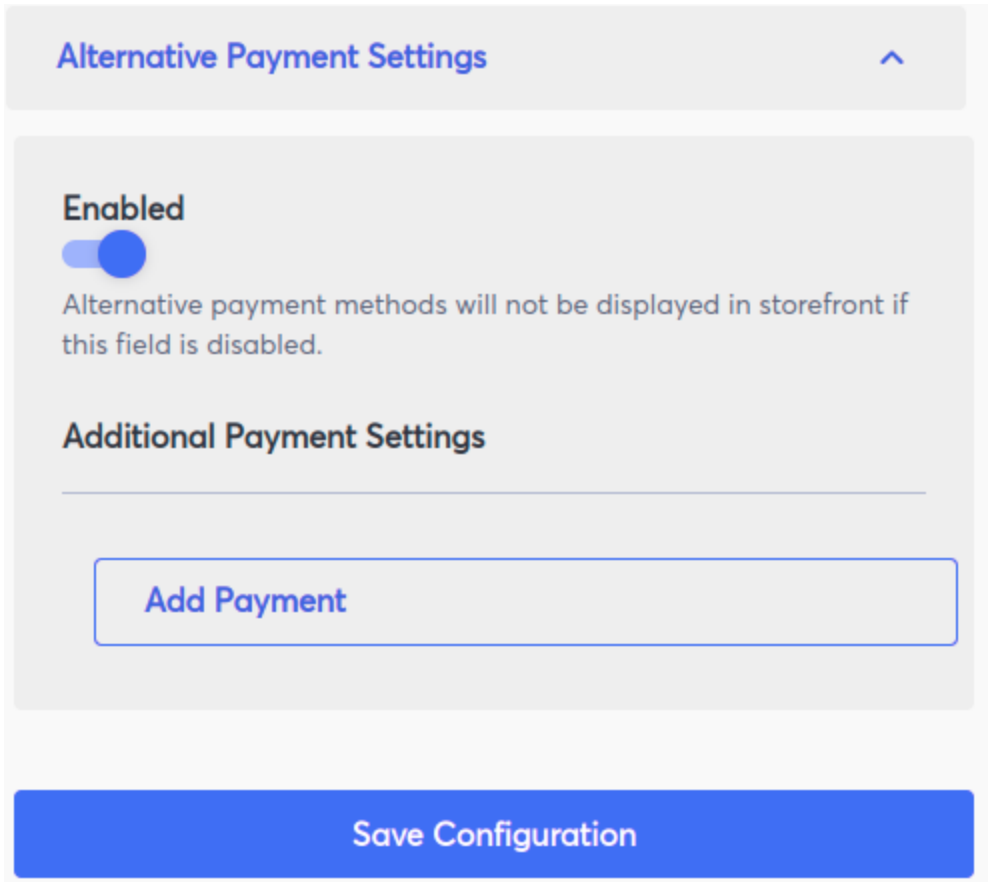
Alternative Payment Settings ^

Alternative Payment Settings

- **Enabled** - Yes/No - If No, the payment method will not display in the storefront event it is enabled in the APM payment method settings.

Additional Payment Settings

This has a button called “Add Payment”. The APM payment config form will display if clicking on this button.



The screenshot shows a configuration panel titled "Alternative Payment Settings" with a blue header bar. Below the header, there is a section for the "Enabled" toggle, which is currently turned on (blue). A descriptive text below the toggle states: "Alternative payment methods will not be displayed in storefront if this field is disabled." Underneath this, there is a section titled "Additional Payment Settings" separated by a horizontal line. A prominent blue button labeled "Add Payment" is located below this section. At the bottom of the entire configuration area, there is a large blue button labeled "Save Configuration".

- **Enabled** - Yes/No
- **Title** - Any Text (It will be displayed on the checkout payment page)
- **Charge Type** – Authorization (PA)/Sale (DB) – As applicable for APM brand
- **APM Icon** - Single Image Upload
- **Payment Key** – Payment Method Key – You will get the Payment Key from <https://docs.aciworldwide.com/integrations/widget/customization#optionsbrands>

- Currently certified payment methods and its payment keys are
- Google Pay – GOOGLEPAY
- Apple Pay – APPLEPAY
- Klarna - KLARNA_PAYMENTS_ONE
- PayPal – PAYPAL

Alternative Payment Settings

Enabled
 Alternative payment methods will not be displayed in storefront if this field is disabled.

Additional Payment Settings

Enabled

Title (optional)

Charge Type
 Sale
 Authorization

Apm Icon ^

Drag and drop image here

APM Icon maximum size allowed is 100 KB and supported file types are JPG, JPEG and PNG.

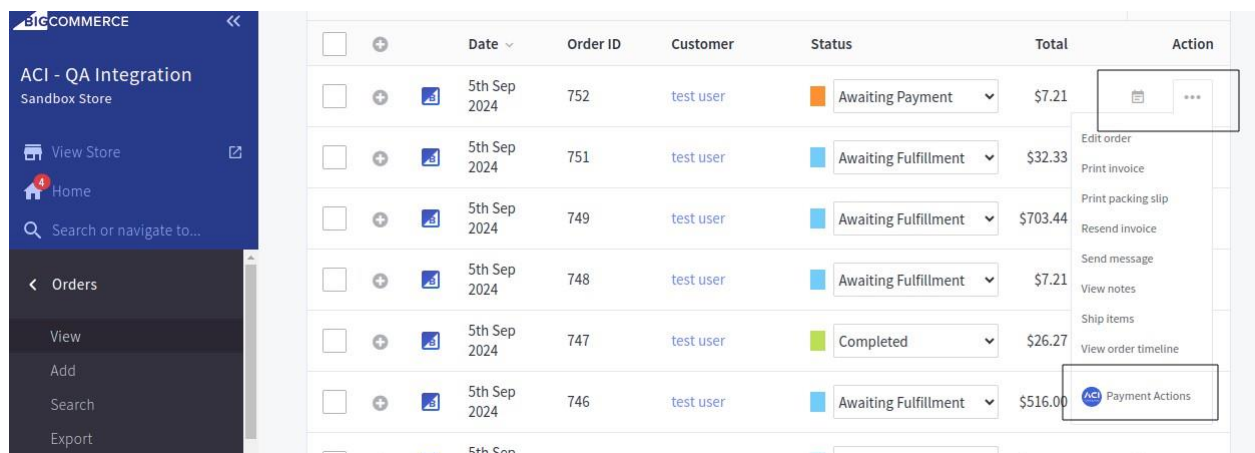
Payment Key (optional)

Name of brand to be used for Copy and Pay widget.

Delete Payment – To remove the APM payment method from admin.

Manage Post Order Payment Actions

- Log in to your BigCommerce account: Access your BigCommerce dashboard by logging in with your credentials. (<https://login.bigcommerce.com/login>)
- Navigate to the Orders Menu
 - From the BigCommerce Order grid list, choose the corresponding order.
 - Under the action column, click on the three dots.
 - From menu list, please select the "Payment Actions".
 - The "Order Action panel" will be displayed.



Three actions will be performed in the order panel: Capture, Refund, and Void

Capture

- **Initiating Payment Authorization:** When a payment is initiated with an "Authorize" action, a capture form is displayed in the order panel.
- **Capture Options:** In the capture form, there is a text box filled with the total amount initially authorized. This amount represents the maximum amount that can be captured. If you want to make a partial capture, you can adjust the amount in the field to specify the amount you wish to capture.
- **Capturing Payment:** After adjusting the capture amount (if making a partial capture), you click on the capture button to proceed. Upon clicking the capture button, an overlay appears, indicating that the system is processing the capture request.
- **Waiting for API Response:** While the capture request is being processed, the overlay remains active, indicating that the system is waiting for a response from the API.

- **Displaying API Response:** Once the response is received from the API, the response message is displayed as a message in a popup window. This message likely confirms whether the capture was successful or not.
- **Automated Reload and Next Action:** After a few seconds, the message in the popup disappears. The order panel form renders the next available actions or steps in the workflow.

Refund

- **Initiating Payment Capture:** When a payment is initiated with a "Sale" action, a refund form is displayed in the order panel.
- **Refund Options:** In the Refund form, there is a text box filled with the total amount initially captured. This amount represents the maximum amount that can be refunded. If you want to make a partial refund, you can adjust the amount in the field to specify the amount you wish to refund.
- **Refunding Payment:** After adjusting the refund amount (if making a partial refund), you click on the Refund button to proceed. Upon clicking the refund button, an overlay appears, indicating that the system is processing the refund request.
- **Waiting for API Response:** While the refund request is being processed, the overlay remains active, indicating that the system is waiting for a response from the API.
- **Displaying API Response:** Once the response is received from the API, the response message is displayed as a message in a popup window. This message likely confirms whether the refund was successful or not.
- **Automated Reload and Next Action:** After a few seconds, the message in the popup disappears. The order panel form renders the next action or step in the workflow.

Void

- **Initiating Payment Authorization:** When a payment is initiated with an "Authorize" action, a void form is displayed in the order panel.
- **Void Form with Read only Field:** The void form includes a read only text box displaying the total authorized amount. Users cannot edit this field since voiding is for the entire authorized amount, and partial voiding is not supported.
- **Voiding the Authorization:** To void the authorization, users click on the "Void" button within the void form.
- **Processing Void Request:** Upon clicking the void button, an overlay appears, indicating that the system is processing the void request.

- **Waiting for API Response:** While the void request is being processed, the overlay remains active, indicating that the system is waiting for a response from the API.
- **Displaying API Response:** Once the response is received from the API, the response message is displayed as a message in a popup window. This message likely confirms whether the void was successful or not.
- **Automated Reload and Next Action:** After a few seconds, the message in the popup disappears. The order panel form renders the next action or step in the workflow.

The screenshot shows a 'Payment Actions' popup window with a close button in the top right. The window is divided into three main sections. The top section, titled 'Order Details', contains a table of information: Order ID (752), Order Status (Awaiting Payment), Payment ID (redacted), Total Order Value (\$ 7.21), Payment Provider (ACI), Transaction Status (AUTHORIZED), and Store Credit (No Store Credit Used). The bottom section is split into two panels: 'Capture' and 'Void'. Each panel has a text input field for 'Apply For Capture' or 'Apply For Void' with the value '\$ 7.21' and a corresponding action button ('Capture' or 'Void').

Order Details	
Order ID	Payment Provider
752	ACI
Order Status	Transaction Status
Awaiting Payment	AUTHORIZED
Payment ID	Store Credit
[Redacted]	No Store Credit Used
Total Order Value	
\$ 7.21	

Capture	Void
Apply For Capture	Apply For Void
<input type="text" value="\$ 7.21"/>	<input type="text" value="\$ 7.21"/>
<input type="button" value="Capture"/>	<input type="button" value="Void"/>

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< Payment Actions Close X

Order Details

Order ID	Payment Provider
752	ACI
Order Status	Transaction Status
Awaiting Payment	CAPTURED
Payment ID	Store Credit
[Redacted]	No Store Credit Used
Total Order Value	
\$ 7.21	

Refund

Apply For Refund

\$ 7.21

Refund

View Payment Details on Order Details page

- **Log in to Your BigCommerce Account:** Go to <https://login.bigcommerce.com/login> and enter your credentials to access your BigCommerce dashboard.
- **Navigate to the Orders Menu:** From the dashboard, locate and click on the "Orders" menu option. This will take you to the list of orders in your BigCommerce account.

- **Choose the Corresponding Order:** Scroll through the list of orders and select the specific order for which you want to view the ACI payment details.
- **View Order Details:** Within the selected order, look for the plus (+) icon associated with each order item. Click on the plus icon to expand and view the details of the order item.
- **Access ACI Payment Details:** After expanding the order item details, you should be able to see the ACI payment details displayed within the order details page. This may include information such as payment method used, transaction ID etc.

The screenshot displays an order summary for a user named 'test user'. The order is dated '5th Sep 2024' and has an order ID of '752'. The status is 'Awaiting Payment' with a total amount of '\$7.21'. The order is categorized as '1 item'.

Billing Information:

- Name: test user
- Address: [Redacted]
- Country: United States
- Phone: [Redacted]
- Email: [Redacted]
- Order Date: 05 Sep 2024 08:42:44
- Version: 127.0.0.1
- Integration: ACI - QA Integration (Checkout API)
- Payment Method: ACI
- Transaction ID: 8ac7a4a291bf0e800191c159b1f8295d
- Tax: Basic Tax

Shipping Information:

- Name: test user
- Address: [Redacted]
- Method: Free Shipping
- Default location: [Redacted]
- Cost: \$0.00
- Tracking: N/A
- Contact: test user
- Phone: [Redacted]
- Email: [Redacted]

Item Details:

- Item: 1 x [Sample] 1 L Le Parfait Jar - \$7.21
- SKU: SLLPJ-0138EE43
- Brand: OFS
- Color: Blue
- Size: Medium

Summary:

- Subtotal: \$7.21
- Shipping: \$0.00
- GRAND TOTAL: \$7.21**
- VAT Included in Total: \$0.21

Setup ACI Payment Method

Note – This configuration is only required to setup the plugin payment method and no money movement is involved or anything related to banking operations.

- **Log in to Your BigCommerce Account:** Go to <https://login.bigcommerce.com/login> and log in with your credentials to access your BigCommerce dashboard.
- **Navigate to Settings Menu:** From the dashboard, locate and click on the "Settings" menu.
- **Access Payments Setup:** Within the Settings menu, find and select the "Payments" option.
- **Select one of the Offline Payment Methods. E.g. Bank Deposit Settings:** Under the Payments setup, locate and select the tab labeled corresponding to the offline payment method. E.g. "Bank Deposit Settings."
- **Update Display Name to ACI:** In the settings for offline payment name, e.g. Bank Deposit, you'll find a text box labeled "Display Name." Enter "ACI" in this field.
- **Save Settings:** After entering the display name, be sure to save the settings to apply the changes.

Bank Deposit

To integrate Bank Deposit into your store simply complete the form below and click the 'Save' button.

Display Name

The text in this box will be used to describe this payment method on your site.

Available Countries (optional)

Which countries do you want to offer Bank Deposit to? If the customers billing country matches any of the selected countries then they pay by Bank Deposit.

Onboarding Configurations

- Credentials for the following admin fields to be provided by PSP or from ACI BIP Portal
 - Test EntityId
 - Test API Key
 - Live EntityId
 - Live API Key
- Merchant to configure webhooks and generate the webhook decryption key in the merchant dashboard for webhook handling.
 - Login to merchant dashboard
 - Select your division
 - Go to the menu: Administration > Webhooks
 - Click on 'Add New Webhook' button

[Administration](#) [Administration](#) > [Webhooks](#)

L PSP **tryzens**

Webhooks

URLs registered here receive notifications on events such as payments, state changes to payments or transactions connected to a payment (e.g. chargebacks)

Search:

URL	State	Notification Types	Fields to include	Test	Enablement
No matching records found					

* In order for the notifications to be sent, the URL must be tested first

[Add new webhook](#)

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- Enter relevant details

X

Add new webhook

URL

Only ports 80 and 443 are guaranteed to work

Notification Types Select notification types you want to receive:

PAYMENTS ALL AD PA CB CD CP CR DB RB RC RF RL RV CL CT PO

REGISTRATIONS ALL

SCHEDULES ALL SD RS DS

RISKS ALL MD EA RI 3D SA EN IC DP CG TG SF IS VD DV AF GK
 RD TM FT KT AR AL PL FN FZ RE RX AC CS FO EX SE

Fields to include

Secret for encryption Copy to Clipboard

Wrapper for encrypted notification

Emails Add more email

Save

- URL: Get the webhook URL from Bigcommerce ACI Admin configuration page.
- Notification Types: Select ALL PAYMENTS notification types
- Fields to include ALL
- Secret for encryption: Copy the value and add in the 'Webhook Decryption Key' field under general settings of Bigcommerce ACI Admin configuration page.
- Wrapper for encrypted notification: JSON
- Save

Note -= For detailed configuration and functionality, please refer to our internal documentation. If you do not have access, kindly contact your account manager.