Test and Go Live Guide

Version 1

WorldPay
Internet Payment Solutions

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About this Guide

Welcome to the Test and Go Live User Guide. This guide describes how to test your website shop with our payment processing system, and how to take your website live. It provides practical guidance as well as reference material.

To get the most from this guide, you will need to know how to use an HTML or text editor.

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Introduction

What is Test and Go Live?

This guide describes how you can test your installation and how to go live with it.

WorldPay provides a special Test Environment to enable you to test your installation and integration to your website before going live. It is a self-contained working environment that behaves in the same way as the live Production Environment, except that no funds are transferred.

Accordingly, you will be able access details of test transactions and payments with the Merchant Administration Interface (MAI). This will enable you to get a genuine sense of the whole payment processing procedure via WorldPay, without any money ever changing hands.

You can access the test environment in the MAI by selecting **Switch Application** at the bottom of the MAI left-hand menu and then selecting **Test Merchant Interface**.

When you initially integrate your system with ours, the live Production Environment is not enabled for transactions so there is no risk of accidentally triggering a live transaction until you and WorldPay have agreed that you are ready to go live. If you try to submit a live payment before you go live, you will receive an error message telling you that there are no appropriate accounts to process your payment.

Website Rules

Before we will activate an installation and make it live we must ensure that websites are compliant with website rules - this forms part of our test and go live procedure.

For information about the website rules, please refer to the following links:

for the UK and other non-USA countries:

```
http://www.worldpay.com/support/content.php?page=startup&sub=compliance&subsub=
rules
```

for the USA:

```
http://www.worldpay.com/support/content.php?page=startup&sub=compliance&subsub=
usrules
```

Getting Started

Once your application to join WorldPay has been approved, you will be sent a 'welcome' email containing the following:

1. **Installation ID** - This should not be confused with the WorldPay Administration Code, which is sent to you as soon as your application to us is provisionally

accepted.

The Installation ID is important as it must be included in the order details submissions you send from your website shop to us.

2. **Two separate URLs for each installation** - These URLs are needed for your order details submissions. One will be the URL to use in order details submissions to the **Test Environment** and the other will be the URL to use in order details submissions to the **Production Environment**.

3. **Merchant Administration Interface (MAI) URL** - This URL provides access to the MAI. The MAI provides various administrative facilities to help you manage your shop. For example:

   - you can access your installation details, such as statements and transaction information,

   - you can perform refunds and capture delay transactions (if you have chosen to use the capture delay service),

   - you can upload files to use when customising the WorldPay Payment Service Pages,

   - you can customise your installation settings.

4. **MAI user name and password** - These enable you to login to the MAI for the first time. The password is the one you gave gave us during the application process. You will be prompted to change this password when you login for the first time.

   Note that you can change this user name and password as often as you like.

For more information about the MAI, please refer to the Merchant Administration Interface Guide.

Skills you will Need

You will need to know how to use an HTML or text editor.

Integrating

You can now begin the process of integrating your website shop with our payment system. Integration is very straightforward - when you can successfully send us the order details of a purchase from your website and get an email response from us, you have integrated your website.

If you intend using an off-the-shelf shopping cart that is already integrated with us, please refer to https://support.worldPay.com/integrations/shopping_carts_body.html#jnr

For details about integrating with HTML, please refer to the Submitting Transactions in the Redirect Model Guide.

As soon as you have integrated you can then activate your installation and, subject to some checks, you can go live.

Reference

Introduction

The topics listed below provide access to the main areas of information about testing and going live.

- ⇥ Testing your Installation
- ⇥ Going Live
- ⇥ Error Messages and Problems

Testing your Installation

Purpose

This chapter describes the Test Environment, which enables you to test your website before going live - you can of course use the Test Environment at any time after going live.

The Test Environment is a complete, working environment that behaves in exactly the same way as the live Production Environment - but no funds are transferred.

Use

Please refer to the following sections for more details about using the Test Environment.

☞ **Live and Test Environments** - independent and parallel systems

☞ **The Test Environment** - using the Test Environment

☞ **Test Card Numbers** - dummy card details

☞ **Test and Live States** - the various ways to submit order details

Live and Test Environments

WorldPay provides a special Test Environment to enable you to test your installation. You can access the Test Environment by selecting it at the bottom of the Merchant Administration Interface (MAI) left-hand menu.

When you run in the Test Environment you are actually using a complete, working environment that behaves in the same way as the live Production Environment - except that no money is actually transferred when you submit transactions, so you can use real card details as well as dummy test cards.

Accordingly, you will be able access reports of test transaction details with the MAI. This will enable you to get a realistic sense of the whole payment processing procedure via WorldPay, without any money ever changing hands.

When you register with WorldPay you will be given two separate URLs for each installation. These URLs are needed for your order details submissions. One will be the URL to use in order details submissions to the **Test Environment** and the other will be the URL to use in order details submissions to the **Production Environment**.

When you initially integrate, the live Production Environment is not enabled for transactions so there is no risk of accidentally triggering a live transaction until you and WorldPay have agreed that you are ready to go live.

If you try to submit a live payment before you go live, you will receive an error message telling you that there are no appropriate accounts to process your payment.

> Note that you can also test your live Production Environment - also note that this is different to running in the Test Environment - for more information please refer to Testing the Live Installation.

Statements and Test Transactions

Statements for all your installations, both production and test, can found on the MAI.

Your test transactions for an installation will appear on the statements for your Test Environment, and your live transactions for the installation will appear on the statements for your Production Environment.

When you are testing your site you should set the URL in your order details submissions for the Test Environment.

You can continue to submit test transactions even when your site has gone live by using the Test Environment URL.

The Test Environment

You can use an installation's Test Environment at any time, even when your site has gone live. The live and test environments run in parallel as independent systems.

You should note that the environments operate at the individual order level rather than at a session level.

This means that when you submit order details to the Test Environment, you submit details of **individual orders** to the environment, rather than an instruction to start a test session for a series of orders.

Real or Dummy Cards

You can use real card details in the Test Environment - no money is actually transferred when you submit transactions in the Test Environment. However, if you prefer to use dummy test card details, please refer to the list in Test Card Numbers.

You must be especially careful about submitting test transactions once you are live. If you submit order details to the live, Production Environment our systems will attempt to debit accounts.

Reversing transactions such as these, and adjusting accounts, will cause additional work for us as well as yourself and processing charges cannot be refunded. For this reason you should test with low value transactions where possible.

Submitting a Test Transaction

To submit order details to the Test Environment in an HTML form, you need to specify the Test Environment URL and include the `testMode` parameter as follows:

```
<form action="https://select-test.worldpay.com/wcc/purchase" method=POST>
<input type=hidden name="testMode" value="100">
```

The testMode Parameter

You can use the `testMode` parameter to specify either Live or Test mode, as shown in the table below.

testMode value	description
0	**Live Mode**. The transaction is sent to bank for the standard authorisation process with resultant funds transfer if successful.
100 or 101	**Test Mode**. The result will depend upon the value specified in the name parameter, as shown below. But funds will NOT be transferred, regardless of the result.

Specify a Result

If you have specified a `testMode` value of 100, you should also instruct the Test Environment how to respond to a transaction. To do this, specify the test result you want by using an appropriate value in the shopper's `name` parameter, valid values are shown in the table **Test Result Values** below.

For example:

```
<input type=hidden name="name" value="AUTHORISED">
```

If you do not specify one of the values shown in the table below, the system will assume you want an AUTHORISED response. For example, if you entered a real name, such as John Smith, the system would reply with an AUTHORISED response.

> **ⓘ** Note that you can also enter a test result value directly into the **Name** field when a Payment Page is being displayed.

Test Result Values

Use the shopper `name` parameter in the order details submission to specify the result value.

`name` value	system response
REFUSED	Will be equivalent to a refused transaction at the bank.
AUTHORISED	Will be equivalent to a successful authorisation at the bank, but no funds transferred.
ERROR	Will be equivalent to a payment that ends in error.
CAPTURED	Will be equivalent to a successful capture result - where funds are ready to be transferred (settled) to the merchant's account. Please note that this process depends on the capture delay set in the Merchant Administration Interface.

> **ⓘ** Please note that the system will decline obviously fraudulent names, such as, Mickey Mouse and Test.

Test Card Numbers

The following card numbers can be used when you make test transactions in test environments only - do not use them in live, production environments:

card type	card number	number length	issue no length
Mastercard	5100080000000000	16	0
Visa Delta - UK	4406080400000000	16	0
Visa Delta - Non UK	4462030000000000	16	0
Visa	4911830000000	13	0
Visa	4917610000000000	16	0

American Express	370000200000000	15	0
Diners	36700102000000	14	0
JCB	3528000700000000	16	0
Visa Electron (UK only)	4917300800000000	16	0
Solo	6334580500000000	16	0
Solo	633473060000000000	18	1
Discover Card	6011000400000000	16	0
Laser	630495060000000000	18	0
Maestro (UK only)	6759649826438453	16	0
Visa Purchasing	4484070000000000	16	0

Note that Visa Purchasing transactions are treated as Visa credit card transactions.

German ELV

To test German ELV payments in the test environment a correctly formatted account number (Kontonummer) and valid bank code (Bankleitzahl) should be used, for example:

Account number: 12345678
Bank code: 10000000
Bank name: Bundesbank
Bank residence: Berlin

payment method	bank code	account number
ELV	20030000	92441196
ELV	43050001	122108525
ELV	30070024	5929120

Please note that ELV must be activated in the production environment for merchants who would like to test ELV transactions.

Test and Live States

There are four possible states and responses for an order details submission, these are described below:

1. the details can be submitted to the **live** URL without the `testMode` parameter (or with the `testMode` parameter set to live mode - 0),

   response - this will be treated as a normal live submission.

2. the details can be submitted to the **live** URL with the `testMode` parameter set to test mode (100 or 101),

   response - this will cause a redirect page to open, with the following two outcomes:
   1. the redirect button will be selected on the page and the submission will be redirected to the test environment, or
   2. the submission will fail.

3. the details can be submitted to the **test** URL without the `testMode` parameter (or with the `testMode` parameter set to live mode - 0),

   response - this will generate an error.

4. the details can be submitted to the **test** URL with the `testMode` parameter set to test mode (100 or 101),

   response - this will be treated as a test submission in the test environment.

Going Live

Purpose

This chapter describes how to go live with your website, and how to test it when it is live.

Use

The following topics cover the steps involved in setting your site live.

- **Activating your Installation** - the first step in going live
- **Setting your Installation Live** - we assess your site and confirm connections
- **Testing the Live Installation** - additional to the Test Environment, using dummy card details

Activating your Installation

Once you have integrated your website, the next step in going live is filling in the online **Installation Activation Details Page**.

Access to the Installation Activation Details Page is via the **Installations Page**. The Installations Page displays all of your installations, each one is identified by its Installation Id, such as 10175473.

To access the Installation Activation Details Page:

1. login to the Merchant Administration Interface (MAI) using your password and user name,
2. select the **Installations** option from the left-hand Menu in the MAI, the Installations page will open,
3. select the ✅ tick button in the **Activation** column for the installation you want to take live (you may have more than one), the Installation Activation Details Page will open, it is described below.

The Installation Activation Details Page

To complete the page:

1. Enter the URL of the site that you want to make live in the **Your website URL for activation** field. We cannot activate your installation without this information.

   Please check that you have entered the correct URL. This is a one-time editable field - once you have confirmed the URL, you cannot change it. If at a later date you need to change this URL, please contact activations@worldpay.com.
2. Confirm the URL, by entering a tick in the confirmation checkbox.
3. Enter your **Test Transaction Instructions** in the text area provided (to a maximum 255 characters).

   Please note that our activation team will test your site and these instructions could be very useful to them when they attempt a test transaction. For instance, if your website requires special instructions, such as the selection of a special button to carry out a transaction, then our team would appreciate it if you would let them know this in the text area.
4. Select the **Save Changes** button. This will automatically confirm that you intend to go live.

When we have received your activation details, it should take two working days to activate your site - assuming that it works correctly and all your paperwork is in order.

Setting your Installation Live

When we receive your activation details, we carry out a quality assessment of your site and ensure that it conforms to the website rules, we also confirm connections with the banking system.

If these are successful, we will set your installation live on our system. You should then change any Test Environment URLs in your order details submissions to Production

Environment URLs and also remove the `testMode` parameters (or specify live mode by setting them to 0 - zero). This will mean that transactions will be in **live mode**.

For example, in your HTML order details submission form you should change lines like this:

```
<form action="https://select-test.worldpay.com/wcc/purchase" method=POST>
```

to:

```
<form action="https://select.worldpay.com/wcc/purchase" method=POST>
```

That is, you should change **select-test** to **select**.

You should also remove **testMode** parameters, such as:

```
<input type=hidden name="testMode" value="100">
```

alternatively, you can specify **live mode** by setting them to 0 (zero):

```
<input type=hidden name="testMode" value="0">
```

Please also remember to remove any test result instructions from the shopper's `name` parameter, as shown below:

```
<input type=hidden name="name" value="AUTHORISED">
```

Testing the Live Installation

When the installation has been set live, we recommend that you check your site by running through the payment process using a live card.

You will be able to refund this transaction later but as the transaction is live you will be charged the normal processing fee, for this reason you should test with a low value transaction.

If the live transaction fails, please take a careful note of the attempted transaction and email your local technical support team with this information pasted into the email rather than attached to it.

> Note that this is different to running in the Test Environment - for more information about the Test Environment please refer to Testing your Installation.

Error Messages and Problems

Introduction

The error messages and problems described in this chapter have been included in response to specific merchant queries.

- ⇨ **I Copied the HTML Example Code and It Doesn't Work**
- ⇨ **Merchant Has No Suitable Accounts for This Purchase**
- ⇨ **I Get a Processing Error When I Attempt a Transaction**
- ⇨ **Some of My Chosen Currencies are Missing**

I Copied the HTML Example Code and It Doesn't Work

If you have problems using the example HTML code, please check the following points:

- check that you have copied the code correctly, in particular, take care with spelling the parameters and note that they are case-sensitive: INSTID is **not** the same as instId,

- check that the punctuation and spacing of your code matches the example HTML code.

For a full list of parameters and their descriptions, please refer to the guide Submitting Transactions in the Redirect Model.

Merchant Has No Suitable Accounts for This Purchase

This error message can be generated in response to a premature attempt to submit live order details to the Production Environment before your installation has been enabled.

Initially, your Production Environment is not enabled for transactions, so there is no risk of accidentally triggering a live transaction until you and we have agreed that you are ready to go live. If you try to submit order details to the Production Environment before you go live, you will receive this error message.

For more information on the test environment, please refer to Testing your Installation.

I Get a Processing Error When I Attempt a Transaction

This error message usually occurs while a merchant is in the process of integrating.

The most common causes are that an unknown character is being included in the values for the parameters, or no value is being supplied at all. For example, consider the following HTML:

```
<input type=hidden name="instId" value="#12345">
```

The # symbol would cause an error to occur when the content of the form is posted to our secure server, because the server is not expecting the value of instId to contain a non-numeric character.

Some of My Chosen Currencies are Missing

If some of your chosen currencies are missing from the Currency Selector listbox in the payment page, please check that you are using the correct Installation ID for the transaction. If this is correct, then your currencies may not have been added to our system, please contact us.