



WorldNet TPS

GoLive Checklist

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1 Scope

This guide is intended to help you make the transition from the WorldNet test environment to the live environment. It contains all the required steps and settings needed to perform a smooth launch of payments through our gateway.

2 Testing Complete?

Going live should only be considered once all testing is completed as per our Testing Guidelines document and your site/system handles all expected and common unexpected outcomes reasonably. As stated in that document, the test system should be as similar to the live environment as possible, not only to improve the quality of the testing but also to ease the transition from test to live.

Once the live account is set up on our live host, billing will begin automatically and therefore any request to delay billing due to ineffective testing can not be supported by our system.

3 Merchant account and legalities

To use the WorldNet service you must have a merchant account with an Acquiring Bank (acquirer). Your merchant account does not have to be with the same bank that you normally bank with, for example you can have a normal account with UlsterBank but have a merchant account with Elavon paying into the UlsterBank account. The process of getting a merchant account is very different depending on the acquirer you choose. Each have different charging structures, different preferred markets and different lead times for an answer. For more information on getting a merchant account, please refer to our "3 Steps to Online Payments Guide" which also contains a checklist of things required for your site to be eligible for one.

You will also have to have a contract in place with WorldNet. To agree pricing and be sent a proposal, or for any information about merchant accounts or our service, please

contact sales@worldnettps.com or visit www.WorldNetTPS.com and click "Contact Us".

4 Time to GoLive?

Before you go live you must have:

- ✓ A merchant account enabled for eCommerce
- ✓ A valid SSL cert that reaches PCI standards (not required if using our Hosted Payment Page)
- ✓ Completed testing as per our testing guidelines
- ✓ Agreed pricing with our sales team and received a contract proposal
- ✓ Signed and returned that WorldNet contract (and Direct Debit mandate form)
- ✓ Decided who will have access and what levels of access they should have (see "Going live – Administrative considerations" section below)

5 How the GoLive process works

When you are approved by an acquirer for a merchant account, they will assign you a Merchant Identification Number (MID). You should contact our team with the name of the acquirer and this number and from there we will pretty much take care of setting up your live account. The acquirer will generate a form for us containing the full list of details that we need to set up the account, called an Activation Form. After the MID is assigned it can take 1-5 days for this form to become available, but we will let you know when we have it, and agree on a date to go live. We agree a date because our system will automatically start billing when the live account is set up, and therefore we don't want to set it up too early. By the way, we don't advise going live on a Friday!

We will then have some basic accounting questions to ask before we create the live account and it's desired user logins as per the two sections below. Once these are created, we will send secure login details and temporary passwords to each user by e-mail. Please note that the live account is hosted on a completely different server to the test account, and so once the account is set up you should make sure that each feature

is configured as expected.

6 Going live – Accounting considerations

The WorldNet gateway can be configured to meet your business needs, whatever they may be. Transactions can be configured to require one, two or three stages of verification before settlement. For example, payments for services or delayed delivery goods can be authorised over the phone, but then settled at the time of delivery several days later. The price can even be adjusted should there be any changes in the order between initial authorisation and order fulfillment.

You should consider which solution is most appropriate for your business. We would be happy to advise on the most appropriate setup.

Our most common setups are:

- **Auto internet payments:** Internet (eCommerce) transactions settle nightly without requiring manual intervention.
- **Admin verification:** Transactions can be performed by helpdesk users but require manual intervention by an admin user to settle.
- **Delayed payment:** Similar to above but the reason is because payment should only be settled once goods are delivered.
- **Pre-authorised payments:** When the final amount is not known. Preauthorise an approximate amount and subsequently complete the transaction with the exact amount. Used for hotel reservations etc.
- **Manual shift end:** if you would like the day/shift end for your Virtual Terminal transactions to coincide with your physical terminals, for example, you can perform a day end so that the timeframes match for lodgements from both systems.

7 Going live – Administrative considerations

In the live environment, unlike in test, you will have to consider user access rights to your administration interface, the Merchant SelfCare system. There are two main ways how we can set up accounts on your system:

- You can supply us with the desired permissions, username and e-mail address for each user and we can set up the accounts
- You can supply these details for one “account administrator” who will then have the ability to set up other user accounts themselves.

Regardless of the decision made about the account setup method, each user will have distinct privileges. These are set individually and comprise of:

- **Merchant Setup:** Gives access to change Hosted Payment Page setup and colour scheme
- **Terminal Setup:** Can change site integration (Receipt Page URL, Shared Secret) as well as card schemes accepted, CVV/AVS requirements, custom fields, e-mail alerts, SMS alerts and Terms & Conditions on receipts.
- **Virtual Terminal:** For putting through Mail order/Telephone order transactions.
- **Open Batch:** View transactions that have not yet settled, void, hold or mark pending transactions for settlement (in the case where transactions are configured to require this confirmation).
- **Closed Batch:** View details of settled transactions
- **Refunds:** Refund previously settled transactions
- **Reporting:** MIS reporting interface
- **Billing:** View issued WorldNet invoices for our charges. Also shows the payment status of those invoices.

More details about setting up user accounts can be found in our SelfCare System User Guide, which will be sent to you with full test/live account details.

As well as the user details, we will require one e-mail address for our invoices to be

sent to on the first of each month.

8 Going live - Security considerations

In the live environment you will be subject to PCI DSS scrutiny and should therefore be very careful that you are not accidentally storing card information anywhere if you are not PCI DSS compliant. Please make sure that your web server logs do not contain card numbers for example, if you are using the POST page or XML gateway integration methods. There are no security implications if you are using the Hosted Payment Page option, as the sensitive data is never entered on your site.

9 Going live – Technical migration considerations

9.1 From sandbox testing

Sandbox testing is only intended for testing of very basic integrations and proof of concept testing for other integrations. If you have been using the sandbox until now and intend to go live with us with features that are not available in the sandbox accounts, please contact us at info@worldnettps.com and we will set up a full dedicated test account, including extended backend access, that properly replicates the live environment.

9.2 From Full test account testing

When you change from the test environment to live there are many things to consider, and they depend on the method of integration.

9.2.1 Hosted Payment Page

- WorldNet will migrate a lot of settings for you from the live system to the test system including the customised header, footer and colour scheme for the Hosted Payment Page.

9.2.2 Hosted Payment Page and POST Page

- You must configure the live Receipt Page URL through the live SelfCare system.

9.2.3 Hosted Payment Page, POST page and XML gateway

- You must configure the live client side system just as you did the test system, with the exception of the live URL and Terminal ID (TID) which will be given to you by WorldNet once the live account is set up, and the Shared Secret which you will have to set up through the live SelfCare system.

10 Gone Live – Systems Check

You should ALWAYS perform a live transaction to ensure that all works as expected! We can't stress this enough.

