

2022 Shopify Operating Manual



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2021.08.24	Add/modify merchant name	v1.0.1	Phoebe
2022.03.01	Add instruction for checkout page in dark Mode Add instruction for supporting checkout page in English Add instruction for installment in TWD payment Update Shopify Payment App merchant onboarding process (Credit Card/LINE Pay/JKO Pay)	v1.1.0	Bruce

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1. Preface

Welcome to use TapPay!

This document will guide you through setting for TayPay and Shopify Portal step by step and include all common Q&A to help you with any issue you may face. If you have any further question or advice while operating, please feel free to contact us via support@cherri.tech

We wish you a pleasant journey!

2. Before you Start

If you attempt to use Shopify with TapPay, please complete the steps as follows:

1. 【Register for TapPay Account】 please click the link below
<https://portal.tappaysdk.com/register>
2. 【Activate TapPay Account】 please click the link below to complete all required steps and check the checkbox “Using Shopify”
<https://portal.tappaysdk.com/activate>
3. Complete all the settings mentioned above and conduct one or multiple testing transactions via Shopify.
4. Click “Agree and Activate”. Once we approve, we will start charging accordingly.

3. Notice

3.1. About Shopify package of TapPay

- Currently support One-time payment Taiwan dollar, US dollar payments (do not support instalments, rewards points, Google Pay, Samsung Pay)
- Currently support VISA \ MasterCard \ JCB \ JKO pay \ LINE Pay (do not support UnionPay card, AE card)
- Remain native Shopify package to keep operations simple

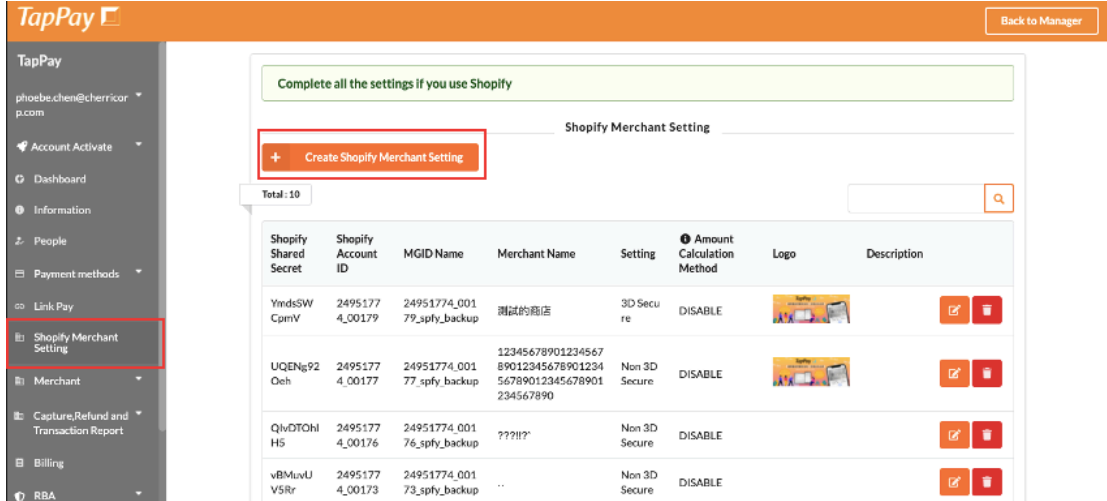
3.1. Only support online credit card transactions (do not support other functions such as ATM and E-invoice)

3.2. If you require both USD\$ and NTD\$ transactions, please apply for USD\$ and NTD\$ acquirer accounts. For USD\$ we only offer Global Payments Taiwan as the acquirer while for NTD\$ we support all banks in general.

4. How to Configure Shopify Merchant Setting

4.1. Create Shopify Merchant

Step1. Log in to TapPay Portal > Shopify Merchant Setting and click “Create Shopify Merchant Setting”.



Column Description

Shopify Shared Secret / Shopify Account ID	These two are unique to every Shopify merchant and will be used while configuring Shopify's setting (mentioned in 7. How to configure Setting on Shopify Portal).								
MGID Name	It is unique to every Shopify merchant and will be used while configuring MGID (mentioned in 6. How to configure MGID on TapPay Portal).								
Merchant Name	Self-defined. (restriction: 60 characters, Chinese and English are allowed + numbers.) Default : Legal Company Name Please input a space if you don't want to show the name.								
Setting	Select if this merchant needs 3D Secure payments. *If you need to turn on 3D Secure, you need to make sure all of your acquirer accounts support 3D secure.								
Amount Calculation Method	Only support TWD\$ transactions, there are 4 methods as below: <table border="1" style="margin-left: 20px;"> <tr> <td>DISABLE</td> <td>If you fill in "point", the transaction will fail.</td> </tr> <tr> <td>ROUND_OFF</td> <td></td> </tr> <tr> <td>ROUND_UP</td> <td></td> </tr> <tr> <td>ROUND_DOWN</td> <td></td> </tr> </table>	DISABLE	If you fill in "point", the transaction will fail.	ROUND_OFF		ROUND_UP		ROUND_DOWN	
DISABLE	If you fill in "point", the transaction will fail.								
ROUND_OFF									
ROUND_UP									
ROUND_DOWN									

Logo	Logo is optional, please upload if needed. (restriction: .png/.jpg, file size 500k)
Description	

Step2. Please complete all required fields and click "Submit".

*We can only accept one logo. (If you upload twice, the first one will be replaced.)

*If you want to remove the logo, please click "Remove File" on the right side.

x

Create Shopify Merchant Setting

Description

3D Secure (only support Direct Pay)

Amount Calculation Method (Support TWD only)

DISABLE

Merchant Name (60 characters, Chinese and English are allowed + numbers. Please input a space if you don't want to show the name)

testing

Upload Logo (format: .png / 500kb)

Choose file
banner3.png
Remove file

If you re-select the file, the original one will be replaced

Notice : After creating successfully, please go to MGID setting to complete the settings as well, and do a testing transaction to make sure all the settings are correct.

Submit
Cancel

Step3. You will see a new-established Shopify Merchant Setting in the list.

TapPay
Back to Manager

TapPay

phoeb.chen@cherricorp.com

Account Activate

Dashboard

Information

People

Payment methods

Link Pay

Shopify Merchant Setting

Merchant

Complete all the settings if you use Shopify

Shopify Merchant Setting

+ Create Shopify Merchant Setting

Total: 10 🔍




Shopify Shared Secret	Shopify Account ID	MGID Name	Merchant Name	Setting	Amount Calculation Method	Logo	Description
46dh6dkcWO	24951774_00180	24951774_00180_spfy_backup	testing	3D Secure	DISABLE		
YmdsWCpmV	24951774_00179	24951774_00179_spfy_backup	測試的商店	3D Secure	DISABLE		

Step4. If you want to edit or delete the setting, please click the "edit" or "delete" button on the right side of the list.

* If you need to edit 3D secure setting, please make sure that the setting corresponds to MGID

TAPPAY
7

setting (mentioned in 6. How to configure MGID on TapPay Portal) to avoid transaction failure.

Shopify Shared Secret	Shopify Account ID	MGID Name	Merchant Name	Setting	Amount Calculation Method	Logo	Description
46dh6dkc WO	2495177 4_00180	24951774_001 80_spfy_backup	testing	3D Secure	DISABLE		 

4.2. Enable dark mode in checkout Page

The background color on checkout page is white by default. If you would like to use dark mode, please follow procedures below.

Step1. Follow Create Shopify Merchant procedure to edit Shopify Merchant Setting

Step2. Click “Enable Dark Mode” and Click “Submit” to save the change

Edit Shopify Merchant Setting

Description

3D Secure (only support Direct Pay)

Amount Calculation Method (Support TWD only)

DISABLE

Merchant Name (60 characters, Chinese and English are allowed + numbers. Please input a space if you don't want to show the name)

Shopify Inc

Upload Logo (format:.png / 500kb)

Choose file logo.png Remove file

If you re-select the file, the original one will be replaced

Enable Dark Mode

Enable English Mode

Enable Instalment (Sandbox) ?

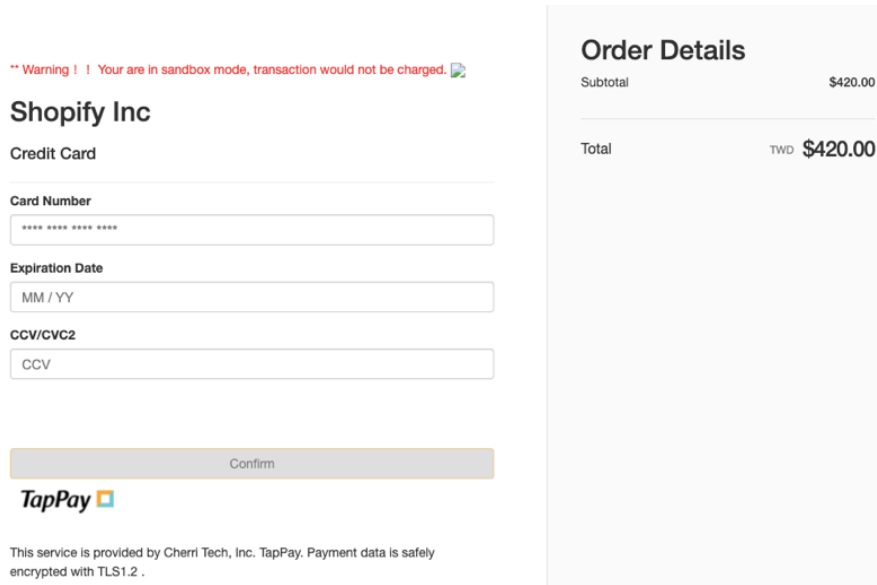
Enable Instalment (Production) ?


Notice : After creating successfully, please go to MGID setting to complete the settings as well, and do a testing transaction to make sure all the settings are correct.

Submit Cancel

Step3. Go to Shopify merchant to make a transaction and see if checkout page is displayed in dark mode

White mode:



**** Warning ! ! Your are in sandbox mode, transaction would not be charged. **

Shopify Inc


Credit Card

Card Number

Expiration Date
MM / YY

CCV/CVC2
CCV

Confirm

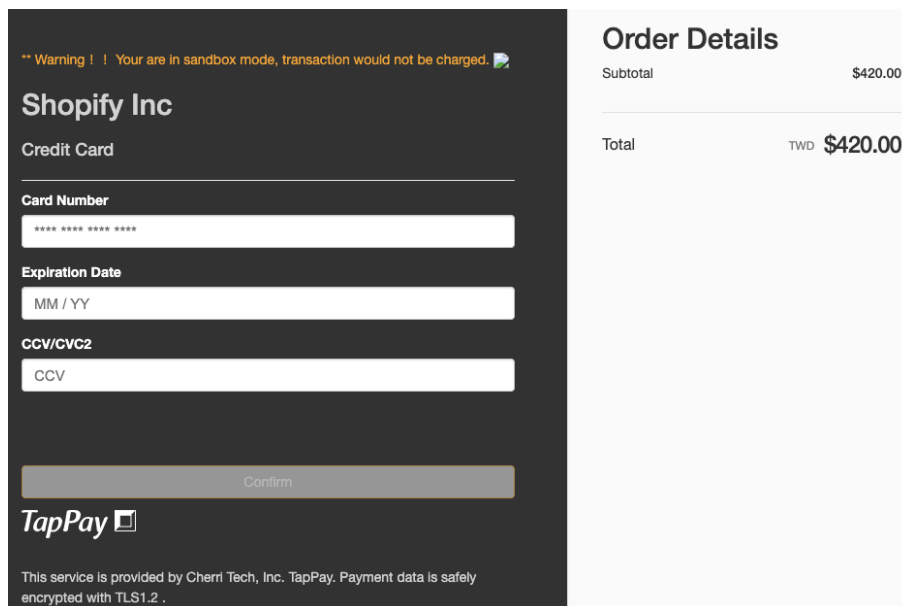
TapPay 


This service is provided by Cheri Tech, Inc. TapPay. Payment data is safely encrypted with TLS1.2 .

Order Details

Subtotal	\$420.00
Total	TWD \$420.00

Dark mode:



**** Warning ! ! Your are in sandbox mode, transaction would not be charged. **

Shopify Inc


Credit Card

Card Number

Expiration Date
MM / YY

CCV/CVC2
CCV

Confirm

TapPay 

This service is provided by Cheri Tech, Inc. TapPay. Payment data is safely encrypted with TLS1.2 .

Order Details

Subtotal	\$420.00
Total	TWD \$420.00

4.3. Enable English mode in checkout Page

The language on checkout page is both Chinese/English by default. If you would like to use English mode only, please follow procedures below.

Step1. Follow [Create Shopify Merchant](#) procedure to edit Shopify Merchant Setting

Step2. Click "Enable English Mode" and Click "Submit" to save the change

Edit Shopify Merchant Setting

Description

3D Secure (only support Direct Pay)

Amount Calculation Method (Support TWD only)

DISABLE

Merchant Name (60 characters, Chinese and English are allowed + numbers. Please input a space if you don't want to show the name)

Shopify Inc

Upload Logo (format: .png / 500kb)

Choose file logo.png Remove file

If you re-select the file, the original one will be replaced

Installed Payments App

LINE Pay TapPay JKO Pay

Note that if you want to uninstall the payment app, you have to also uninstall from Shopify store setting!

Enable Dark Mode

Enable English Mode

Enable Instalment (Sandbox)

Enable Instalment (Production)

Notice : After creating successfully, please go to MGID setting to complete the settings as well, and do a testing transaction to make sure all the settings are correct.

Submit Cancel

Step3. Go to Shopify merchant to manage a transaction and see if checkout page is displayed in English mode

English mode:

** Warning ! ! Your are in sandbox mode, transaction would not be charged.

Shopify Inc

Credit Card

Card Number

**** * * * * *

Expiration Date

MM / YY

CCV/CVC2

CCV

Confirm

TapPay

This service is provided by Cherri Tech, Inc. TapPay. Payment data is safely encrypted with TLS1.2 .

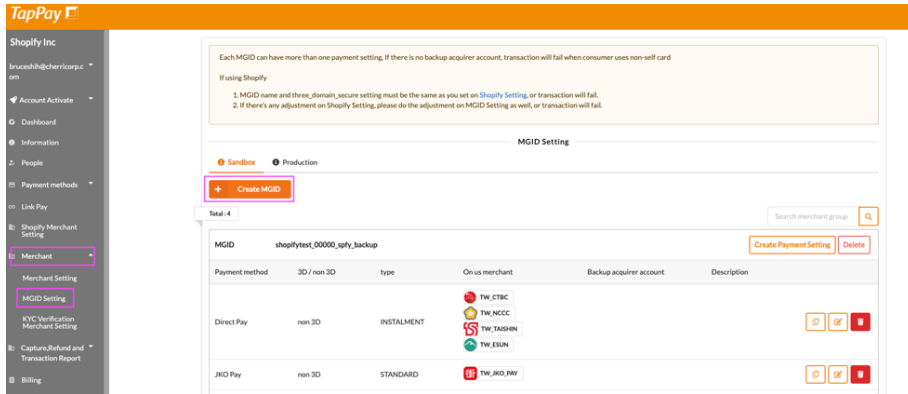
Order Details

Subtotal	\$420.00
Total	TWD \$420.00

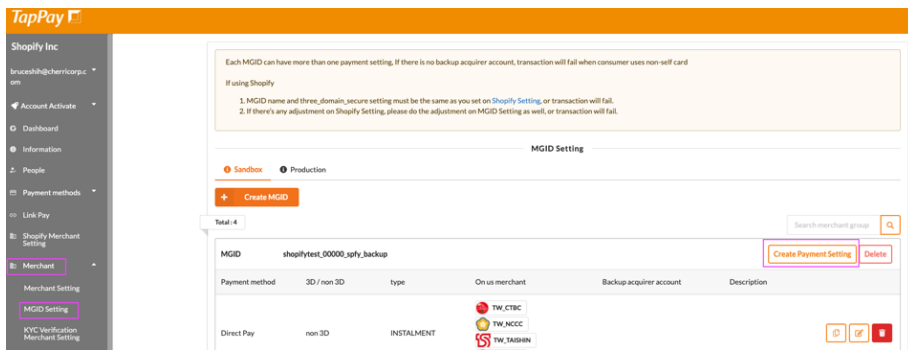
4.4. How to Enable Instalment for TWD

Step1. Complete Create Shopify Merchant process and obtain the MGID (Refer to 6. **How to configure MGID on TapPay Portal**)

Step2-1. Merchant Setting > MGID Setting, click **“Create MGID”**. If you have done the MGID Setting, please skip this step and go to Step2-2.



Step2-2. Merchant Setting > MGID Setting, click **“Create MGID”**, click **“Create Payment Setting”**



Step3. Payment method choose **“Direct Pay”**, Choose **“3D”** or **“Non 3D”**, choose type **“INSTALMENT”**, select on us merchant, confirm the setting is done, and click **“Submit”**

MGID : shopifytest_00000_spfy_backup

Description
Instalment

Payment method: Direct Pay | 3D / non 3D: 3D | type: INSTALMENT

On us merchant | Backup acquirer account

On us merchant	Merchant ID	Action
TW_CTBC	shopifytest_CTBC	Delete
TW_NCCC	shopifytest_NCCC	Delete

Create on us merchant
Select on us merchant

Please read the following message.



1. After submit on us merchant / backup acquirer account will update immediately.
2. If there is no backup acquirer account, transaction will fail when consumer uses non-self card

Submit Cancel

Step4. The newly created Shopify Merchant can be found in setting page.

Step5. Go to Shopify Merchant Setting, edit the Shopify Merchant you would like to enable instalment

Total: 5

Shopify Account ID	Store URL	Installed Payments Apps	MGID Name	Merchant Name	Setting	Amount Calculation Method	Logo	Description
shopifytest_00018	bruce-card-store-usa.myshopify.com	TapPay	shopifytest_00018_spf_y_backup	Shopify Inc	Non 3D Secure	DISABLE	 	

Step6. Check "Enable Instalment", then select the periods you would like to enable for each acquirer. After setting periods, click Submit to save.

Please make sure that your instalment setting is the same with the acquirer account from the bank you applied, if not, transaction will be failed.

Edit Shopify Merchant Setting

Description

3D Secure (only support Direct Pay)

Amount Calculation Method (Support TWD only)
 DISABLE

Merchant Name (60 characters, Chinese and English are allowed + numbers. Please input a space if you don't want to show the name)
 Shopify Inc

Upload Logo (format: .png / 500kb)
 Choose file logo.png Remove file

If you re-select the file, the original one will be replaced

Installed Payments App
 TapPay

Note that if you want to uninstall the payment app, you have to also uninstall from Shopify store setting!

Enable Dark Mode
 Enable English Mode
 Enable Instalment (Sandbox) ?

Taishin Bank CTBC Bank NCCC E.SUN Bank

3 Periods 6 Periods 9 Periods 10 Periods 12 Periods 18 Periods 24 Periods 30 Periods 36 Periods

Edit Shopify Merchant Setting

Installed Payments App

TapPay x

Note that if you want to uninstall the payment app, you have to also uninstall from Shopify store setting!

Enable Dark Mode

Enable English Mode

Enable Instalment (Sandbox) ?

Taishin Bank CTBC Bank **NCCC** E.SUN Bank

Supported_Banks ?

Cathay United Bank x Mega International Commercial Bank x

Choose_Periods

Cathay United Bank

3 Periods 6 Periods 9 Periods 10 Periods 12 Periods 18 Periods 24 Periods 30 Periods 36 Periods

Mega International Commercial Bank

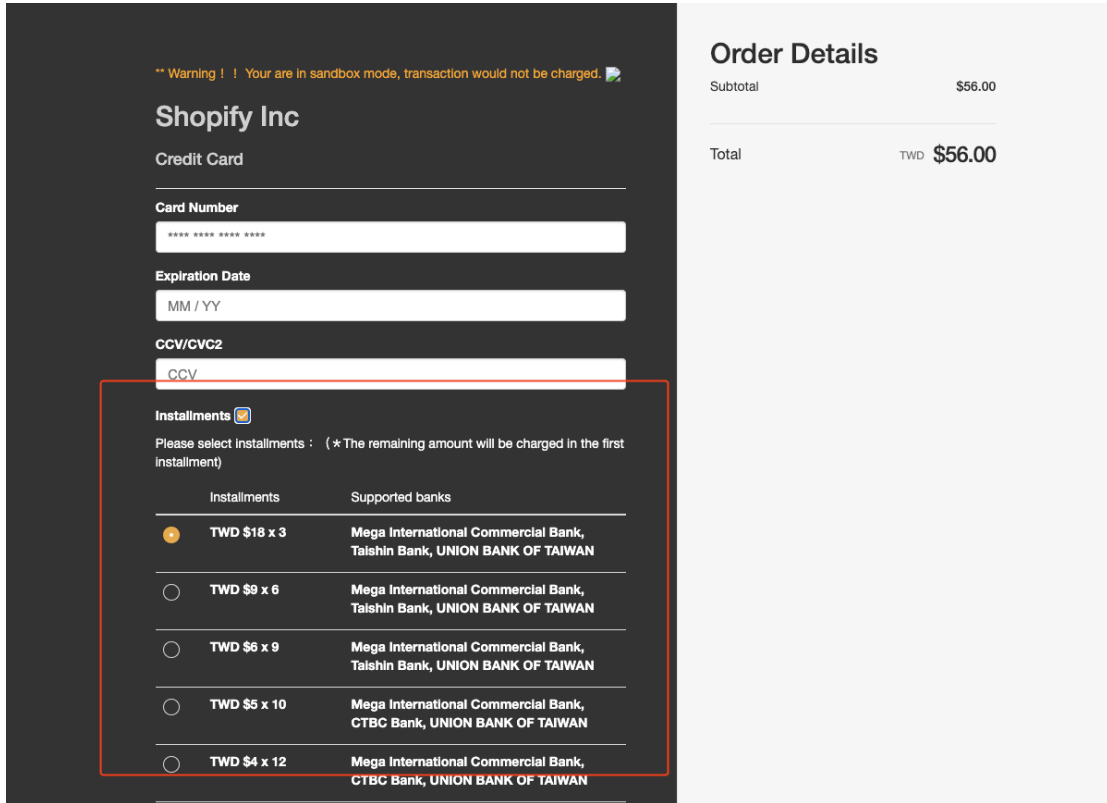
3 Periods 6 Periods 9 Periods 10 Periods 12 Periods 18 Periods 24 Periods 30 Periods 36 Periods

Enable Instalment (Production) ?

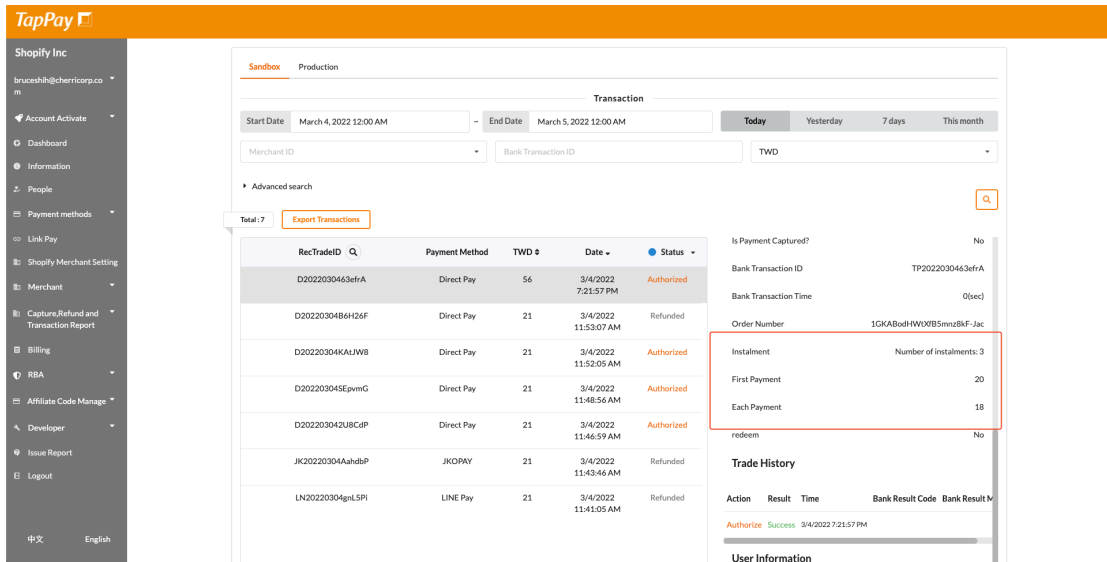
Notice : After creating successfully, please go to MGID setting to complete the settings as well, and do a testing transaction to make sure all the settings are correct.

Submit Cancel

Step7. Make a sandbox transaction from your Shopify Store, if the Instalments checkbox is present then you have successfully configured instalment.



Step8. Fill out the credit card fields and select an instalment option, you can find that transaction from the TapPay Portal.



Note:

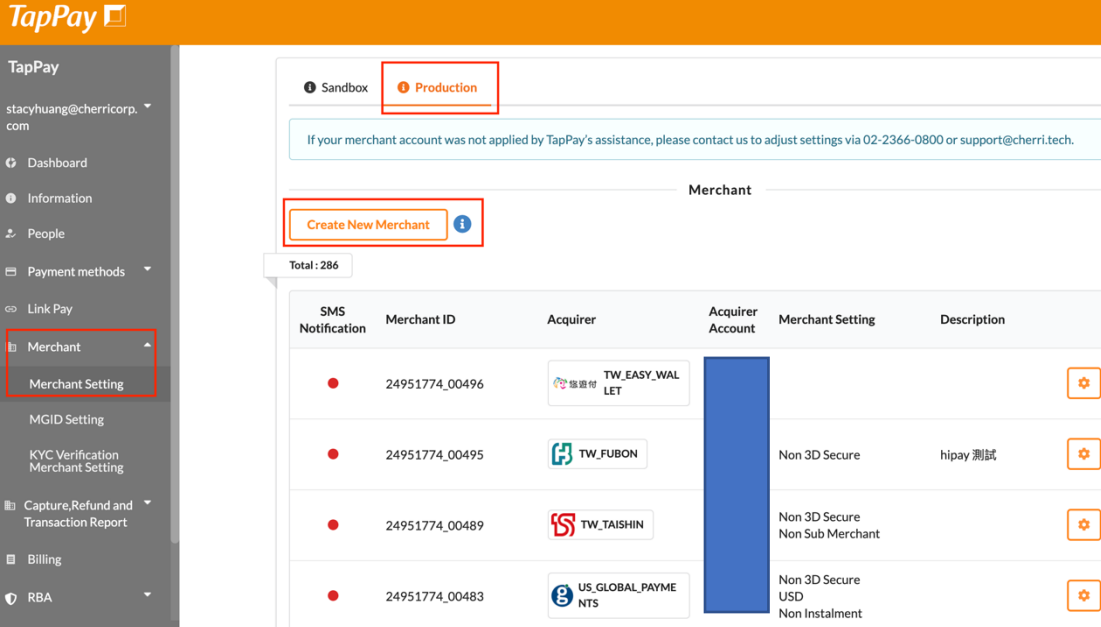
- The newly created Shopify Merchant does not have the MGID set, so the option to enable instalment is not available.
- The MGID is required for enabling instalment.
- **Make sure that the acquirer bank accounts you applied which support instalment is set in the onus merchant to ensure successful transaction.**

- Both sandbox and production environment have independent Instalment and MGID setting needed to be correctly set.
- The instalment settings that screenshot above shown are:
 - Onus acquirer:
 - Taishin Bank with 3, 6 and 9 periods instalments
 - Backup acquirer:
 - NCCC includes Cathay United Bank with 3, 9, 12, 24 and 36 periods instalments and Mega International Commercial Bank with 6, 10, 18 and 30 periods instalments
- All the acquirer banks support instalment that TapPay supported can be found at TapPay Official Website > HELP ([Link](#))
- Instalments and the amount of each payment cannot be found at Shopify Admin, please refer to Capture, Refund and Transaction Report > Transaction from TapPay Portal.

5. How to Establish an Acquirer Account in the Production Env?

Step0. Apply for an acquirer account at the bank

Step1. Go to Merchant > Merchant Setting and select “production environment”. Click “Create New Merchant”.



The screenshot shows the TapPay Merchant Management interface. The 'Production' environment is selected. A 'Create New Merchant' button is visible. Below it, a table lists existing merchants:

SMS Notification	Merchant ID	Acquirer	Acquirer Account	Merchant Setting	Description
●	24951774_00496	TW_EASY_WAL LET			
●	24951774_00495	TW_FUBON		Non 3D Secure	hipay 測試
●	24951774_00489	TW_TAISHIN		Non 3D Secure Non Sub Merchant	
●	24951774_00483	US_GLOBAL_PAYME NTS		Non 3D Secure USD Non Instalment	

Step2. Select your connected acquirer and fill in required information according to your bank settings. (For example, if you have applied for 3D Secure, please check “Enable 3D Secure”) Click “submit” when it is completed. (Below we choose CTBC bank as an example.)

Create New Merchant

1 Fill the merchant info

Description

Connected Acquirer *

CTBC COMMERCIAL BANK
▼

advance

3D Secure Union Pay

Batch Cap (Set up with CTBC, it only supports convenience.)

MerID *

CTBC Merchant ID *

CTBC Terminal ID *

Submit
Cancel

Step3. When the acquirer account is successfully created, you will see it in the list below.

TapPay

stacyhuang@cherricorp.com

- Dashboard
- Information
- People
- Payment methods
- Link Pay
- Merchant
 - Merchant Setting
 - MGID Setting
 - KYC Verification Merchant Setting
 - Capture, Refund and Transaction Report
 - Billing
 - RBA

中文 English

Merchant

Create New Merchant
i

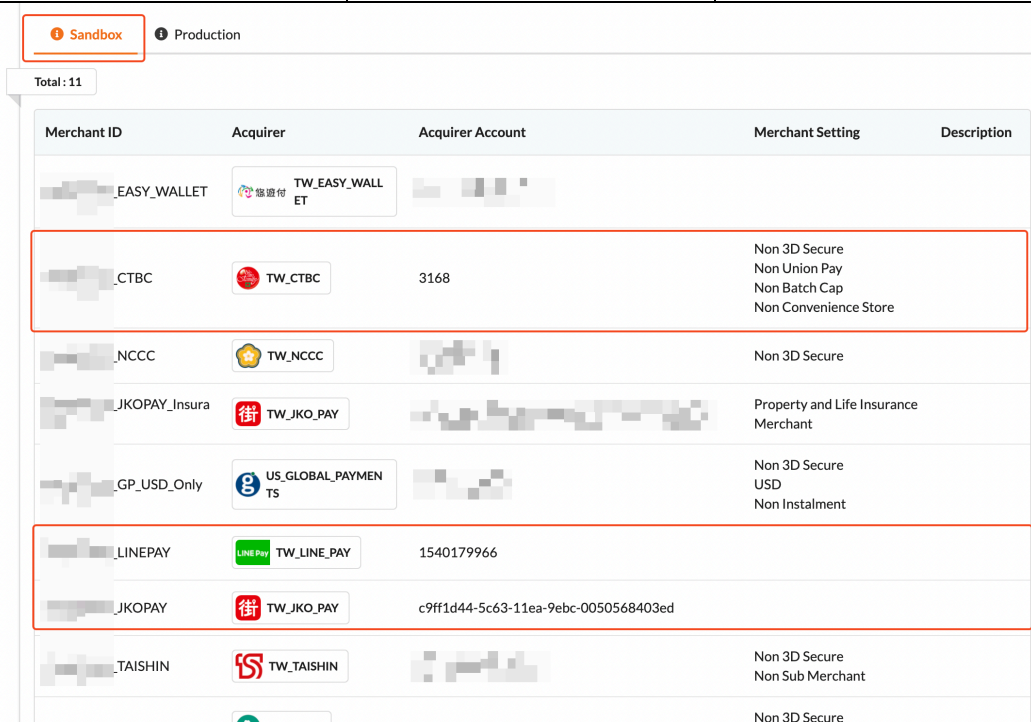
Total: 286

SMS Notification	Merchant ID	Acquirer	Acquirer Account	Merchant Setting	Description
●	24951774_00496	TW_EASY_WAL LET	[Redacted]		
●	24951774_00495	TW_FUBON	[Redacted]	Non 3D Secure	hipay 測試
●	24951774_00489	TW_TAISHIN	[Redacted]	Non 3D Secure Non Sub Merchant	
●	24951774_00483	US_GLOBAL_PAYMENTS	[Redacted]	Non 3D Secure USD Non Instalment	
●	24951774_00481	TW_CTBC	71958	3D Secure Non Union Pay Non Batch Cap Non Convenience Store	
●	24951774_00479	TW_ESUN	[Redacted]	3D Secure Non Sub Merchant	亞洲遊收單，勿亂用
●	-	TapPay	[Redacted]	3D Secure	TapPay 玉山測試

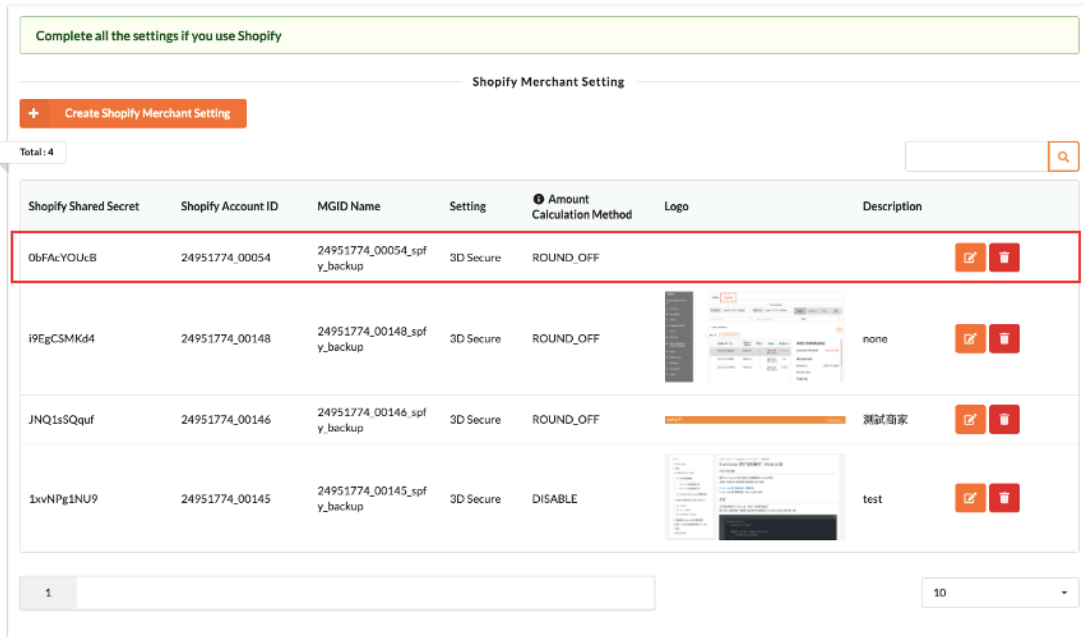
6. How to configure MGID on TapPay Portal?

Step1. Go to Merchant > Merchant Setting > Sandbox, and find below acquirer accounts for testing (will be used for Step5.) :

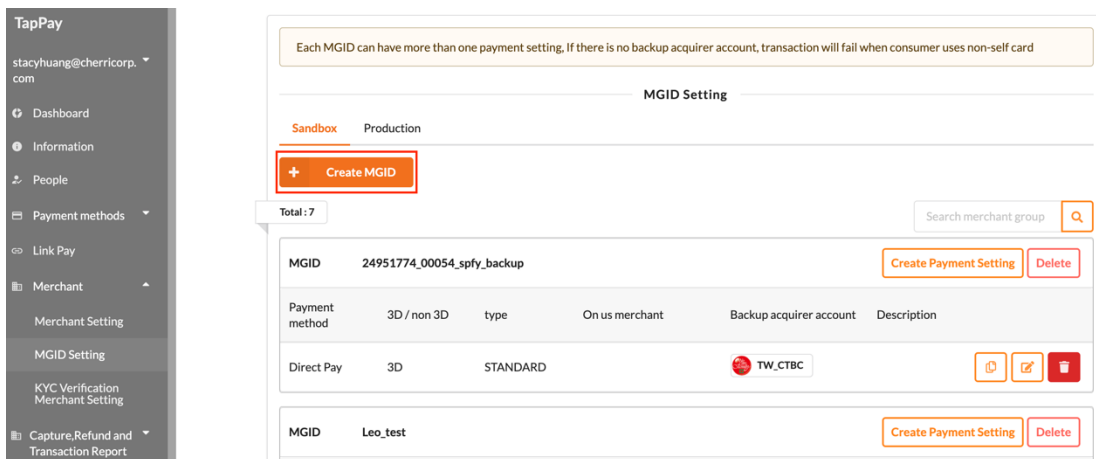
Payment Method	Merchant ID	Acquirer Account
Non-3D verified transaction 3D verification transaction Apple Pay	(partner_account)_CTBC	3168
LINE Pay	(partner_account)_LINEPAY	1540179966
JKOPay	(partner_account)_JKOPAY	c9ff1d44-5c63-11ea-9ebc-0050568403ed



Step2. Go to Shopify Setting page, please copy "MGID name". (will be used for Step4.)

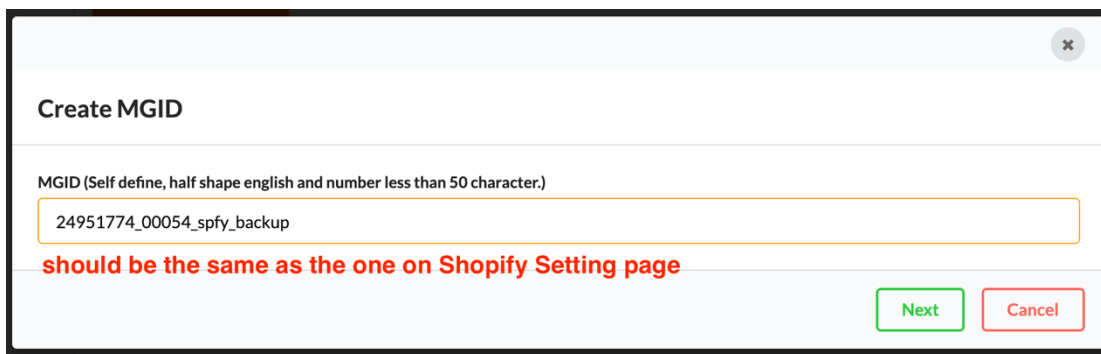


Step3. Go to Merchant > MGID Setting > Sandbox, click "Create MGID".



Step4. Please paste the MGID name (found in Step2.) and click "Next".

*MGID name should be identical to the one on Shopify Setting page. (if different, it will lead to transaction failure)



Step5. According to your supported payment methods, please use the acquirer accounts for testing (found in Step1.) and set up configuration as below:

Payment Method	3D/ Non-3D	Standard/Redeem/Instalment	Backup Acquirer Account
Direct Pay	3D	Standard	Acquirer Account 3168
	Non-3D		Acquirer Account 3168
Apple Pay	Non-3D		Acquirer Account 3168
LINE Pay	Non-3D		Acquirer Account 1540179966
JKOPAY	Non-3D		Acquirer Account c9ff1d44-5c63-11ea-9ebc- 0050568403ed

MGID : 24951774_00054_spfy_backup

Description

Payment method 3D / non 3D type

Direct Pay 3D STANDARD

On us merchant Backup acquirer account

On us merchant

TW_CTBC

Add

Delete

Create on us merchant

Select on us merchant
▼

Please read the following message.

1. After submit on us merchant / backup acquirer account will update immediately.

2. If there is no backup acquirer account, transaction will fail when consumer uses non-self card

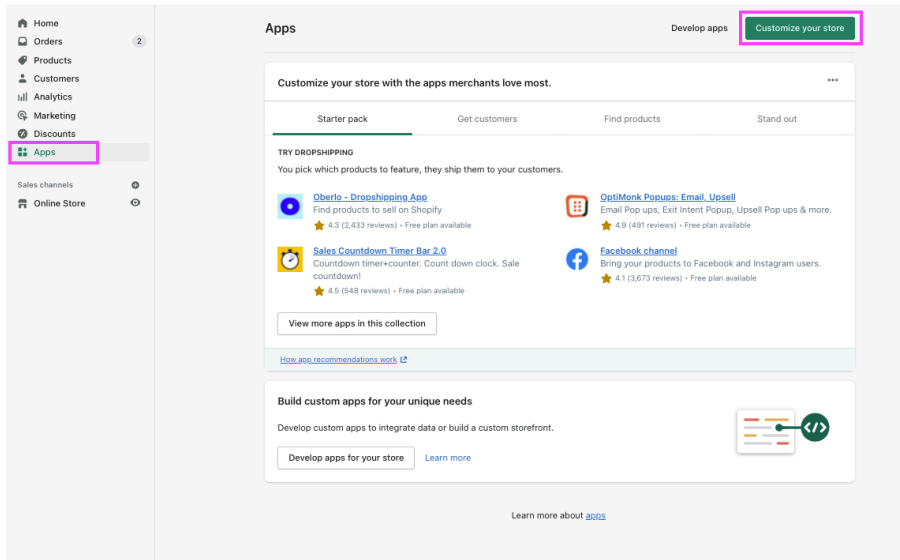
Submit

Cancel

7. How to configure Setting on Shopify Portal?

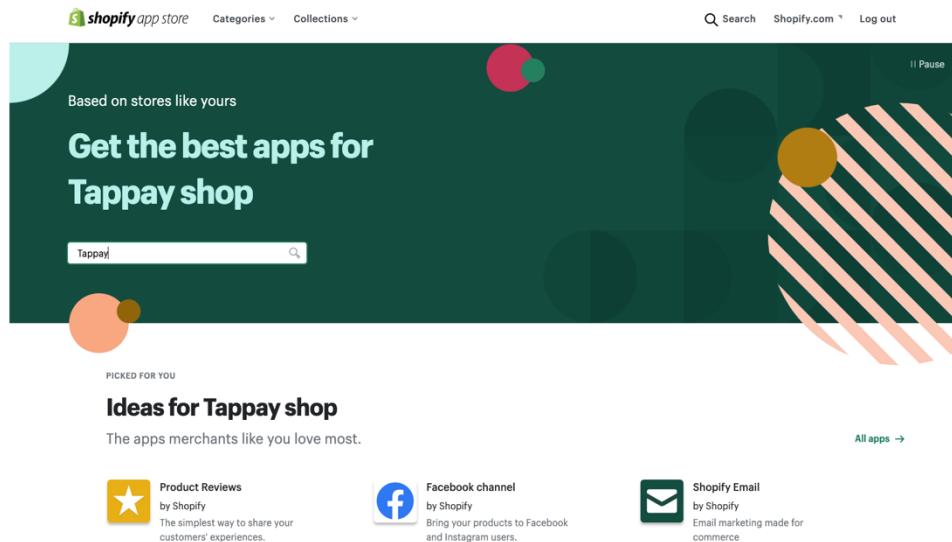
【Credit Card】

Step1. Log in to Shopify Admin, click “Apps”, then click “Customize your store”.



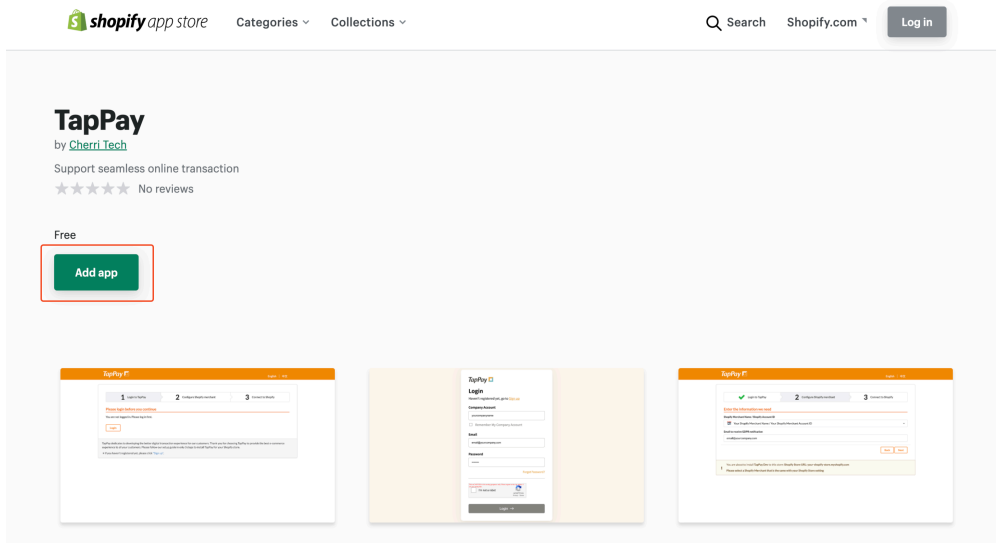
Step2. You will be redirected to Shopify App Store, fill-in “TapPay” in search bar, or using the direct link below to install:

(<https://apps.shopify.com/tappay>)

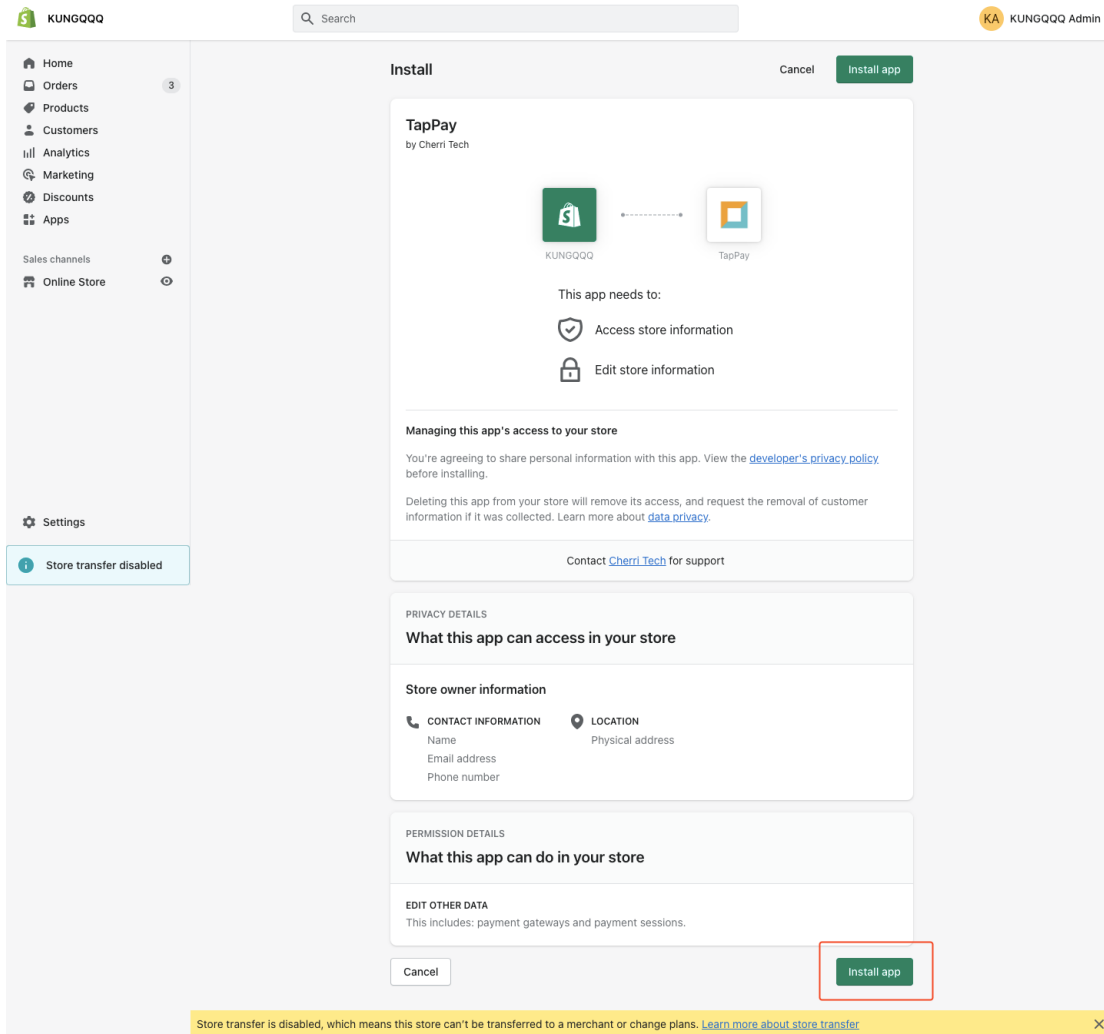


Step3. Select TapPay from the search result

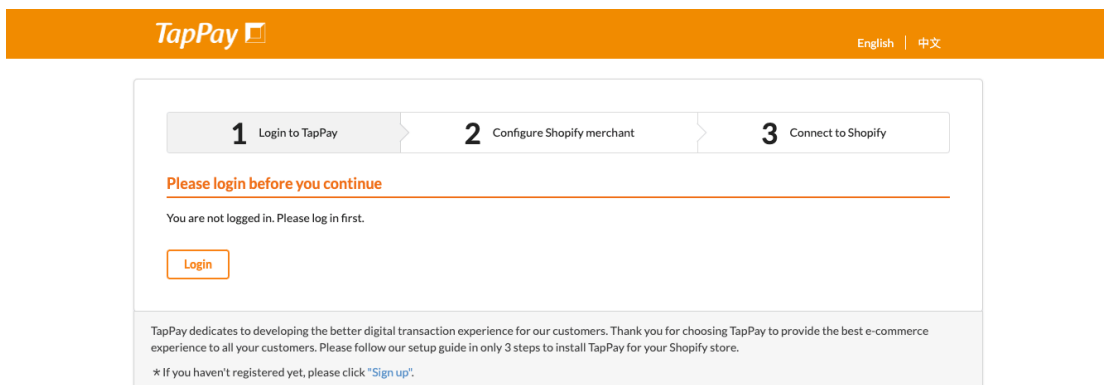
Step4. Click Add app



Step5. Click Install TapPay



Step6. Follow the instructions on the page and login with your TapPay account, second, select a Shopify Merchant you would like to install the Payments App, finally, click Next to proceed.

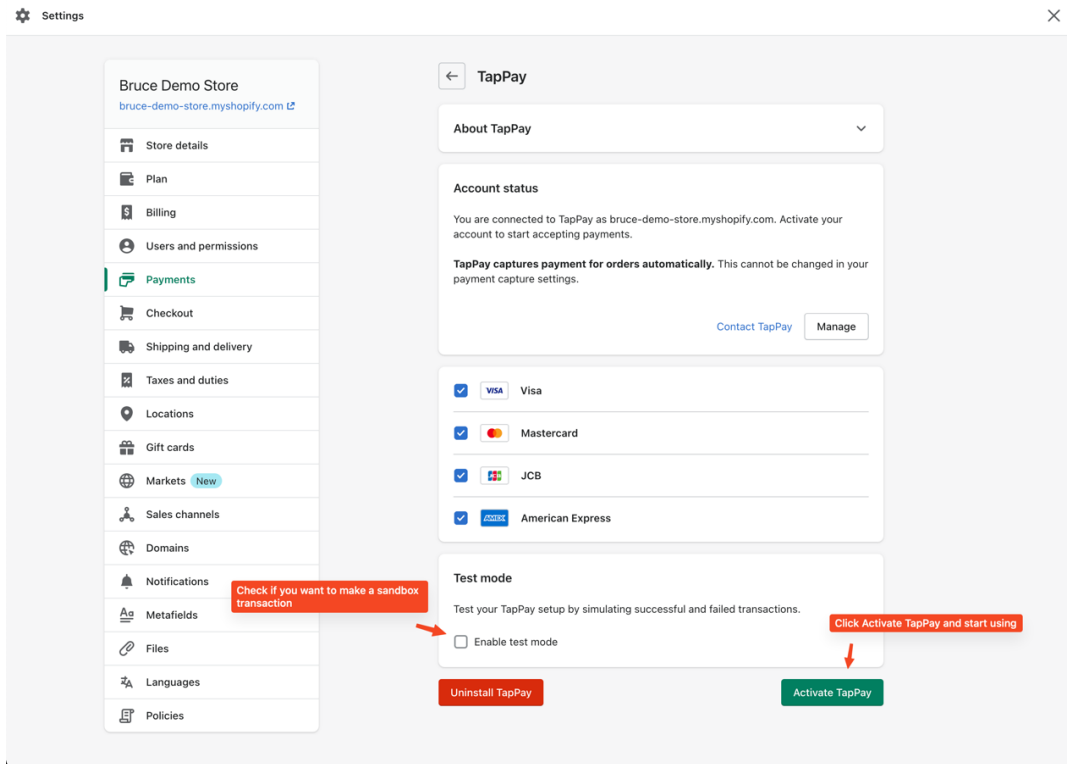


The screenshot shows the TapPay configuration interface. At the top, there is a progress bar with three steps: 1. Login to TapPay (checked), 2. Configure Shopify merchant (active), and 3. Connect to Shopify. Below the progress bar, the heading is "Enter the information we need". There are two input fields: "Shopify Merchant Name / Shopify Account ID" with a dropdown menu showing "Shopify Inc / shopifytest_00000" and "Email to receive GDPR notification" with the value "bruceshih@cherricorp.com". At the bottom right, there are "Back" and "Next" buttons. A red callout box points to the "Next" button with the text "Please select the Shopify Merchant to install TapPay Payments App". Another red callout box points to the "Next" button with the text "Confirm your setting and click Next". At the bottom, a warning message states: "You are about to install TapPay to this store: Shopify Store URL: bruce-demo-store.myshopify.com. Please select a Shopify Merchant that is the same with your Shopify Store setting." Below this, a red callout box says: "Please make sure that the Payments App you want to install and the Shopify Store will be installed the Payments App is correct."

Step7. Confirm your Payments App setting, if correctly set, click Connect to proceed on Shopify.

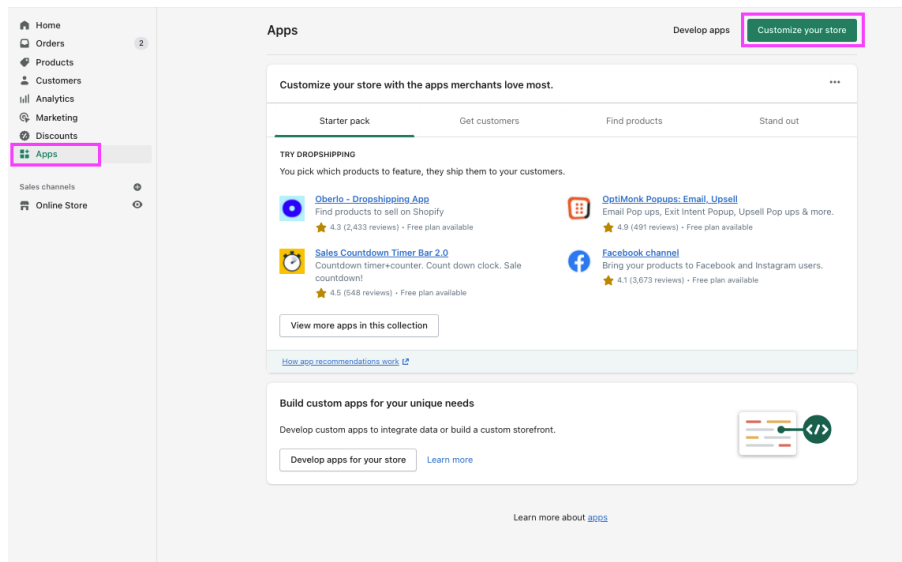
The screenshot shows the TapPay configuration interface. At the top, there is a progress bar with three steps: 1. Login to TapPay (checked), 2. Configure Shopify merchant (checked), and 3. Connect to Shopify (active). Below the progress bar, the heading is "Confirm your Shopify Payments App settings". There is a "Review Payments App settings" section with a list of settings: "Shopify Account Id: shopifytest_00000", "Shopify Store URL: bruce-demo-store.myshopify.com", "Payments App Name: TapPay", and "GDPR Notify Email: bruceshih@cherricorp.com". At the bottom right, there are "Back" and "Connect" buttons. A red callout box points to the "Connect" button with the text "Confirm your Payments App setting and click Connect". At the bottom, a light blue box contains the text: "You will be redirected to Shopify in order to complete the installation. Please click Install TapPay and then click Enable TapPay from Shopify to finish installation."

Step8. Check Enable test mode then click Activate TapPay. Next, make a test transaction from your Shopify Store to make sure all the configurations were correctly set, then you can disable test mode and the installation is complete.

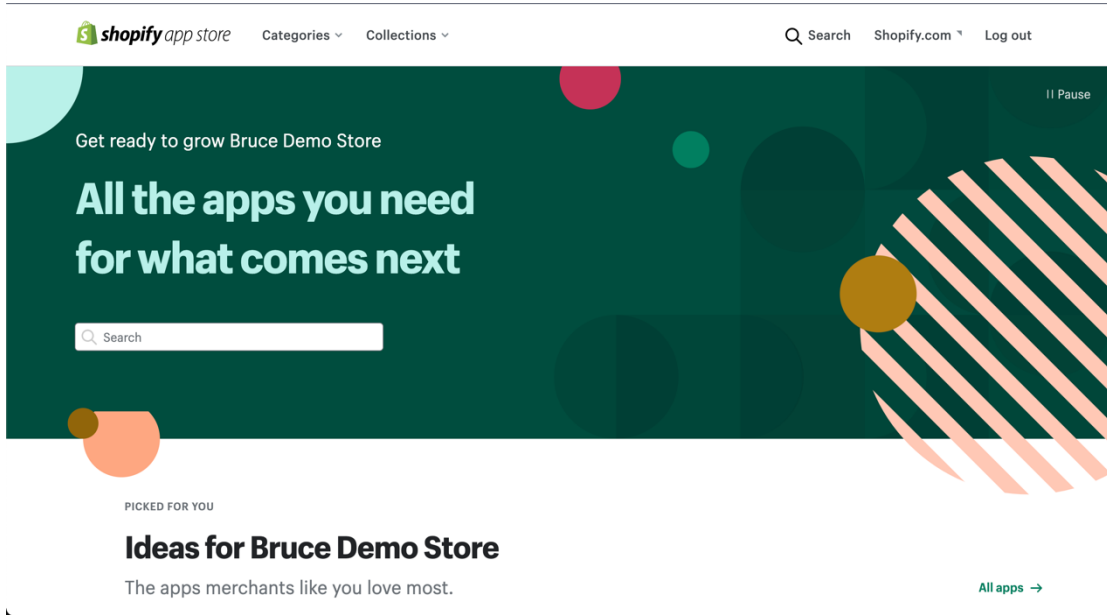


【LINE Pay】

Step1. Log in to Shopify Admin, click “Apps”, then click “Customize your store”.

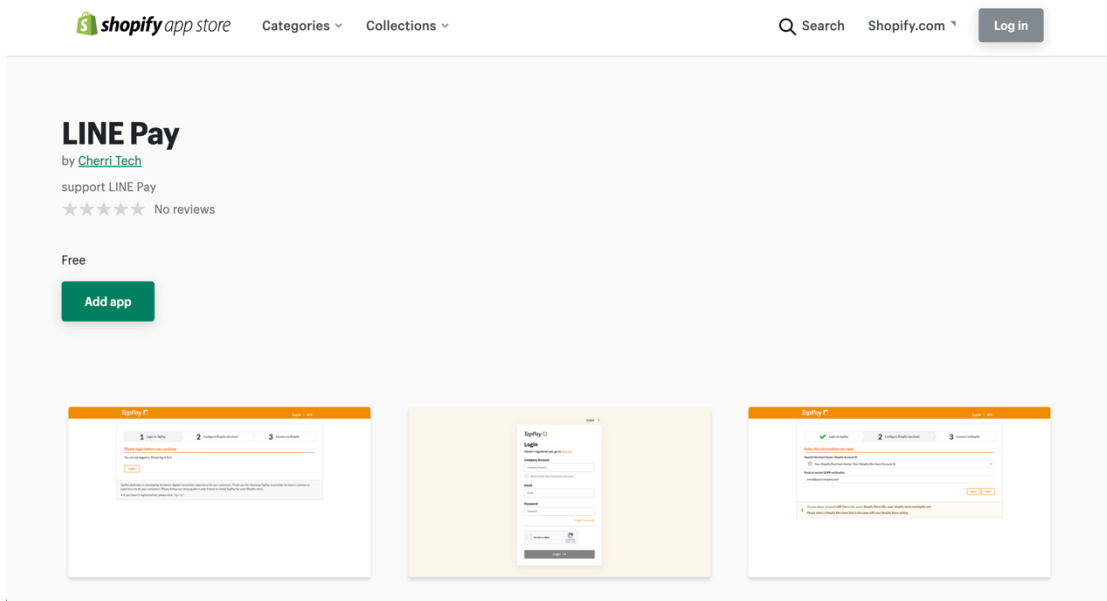


Step2. You will be redirected to Shopify App Store, fill-in “LINE Pay” in search bar

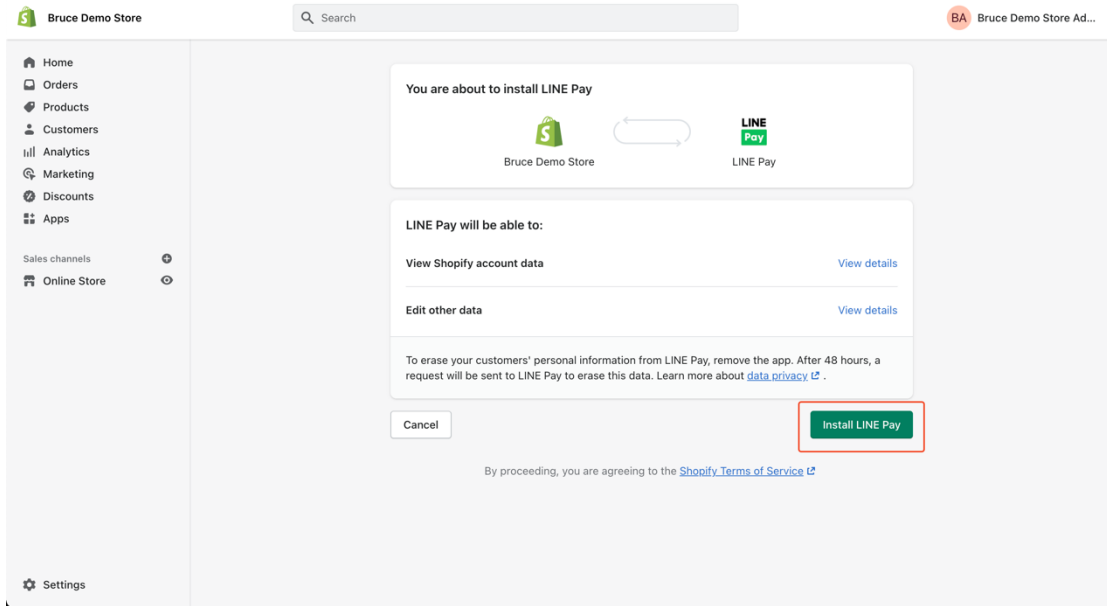


Step3. Select LINE Pay from the search result

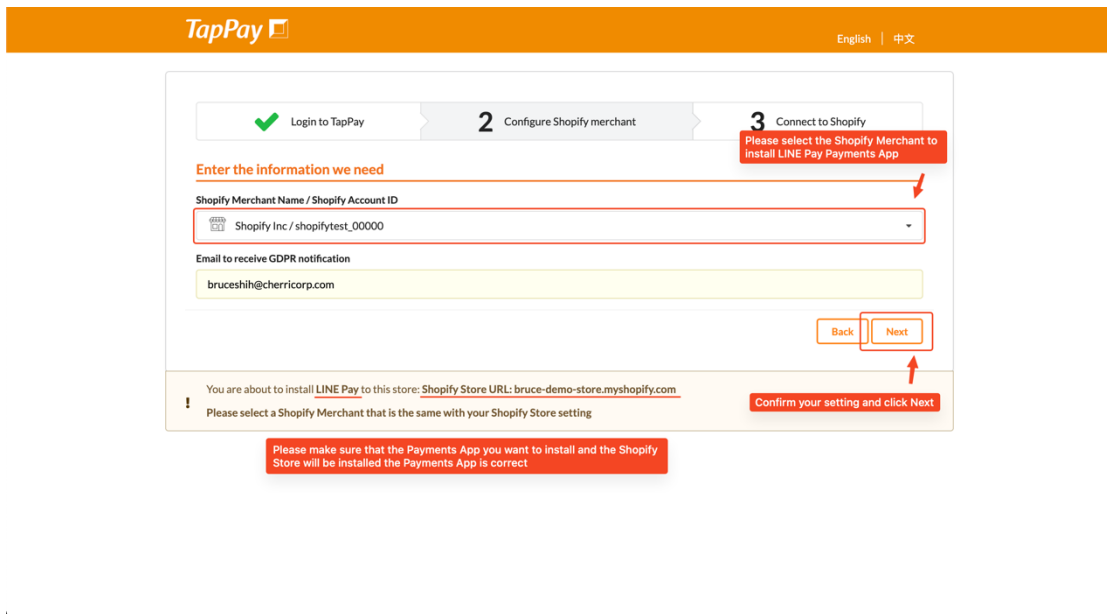
Step4. Click Add app



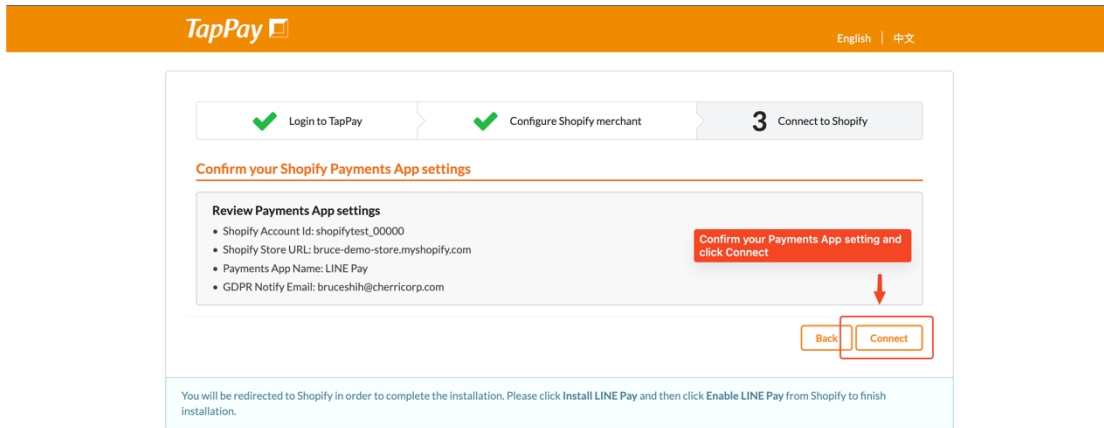
Step5. Click Install LINE Pay



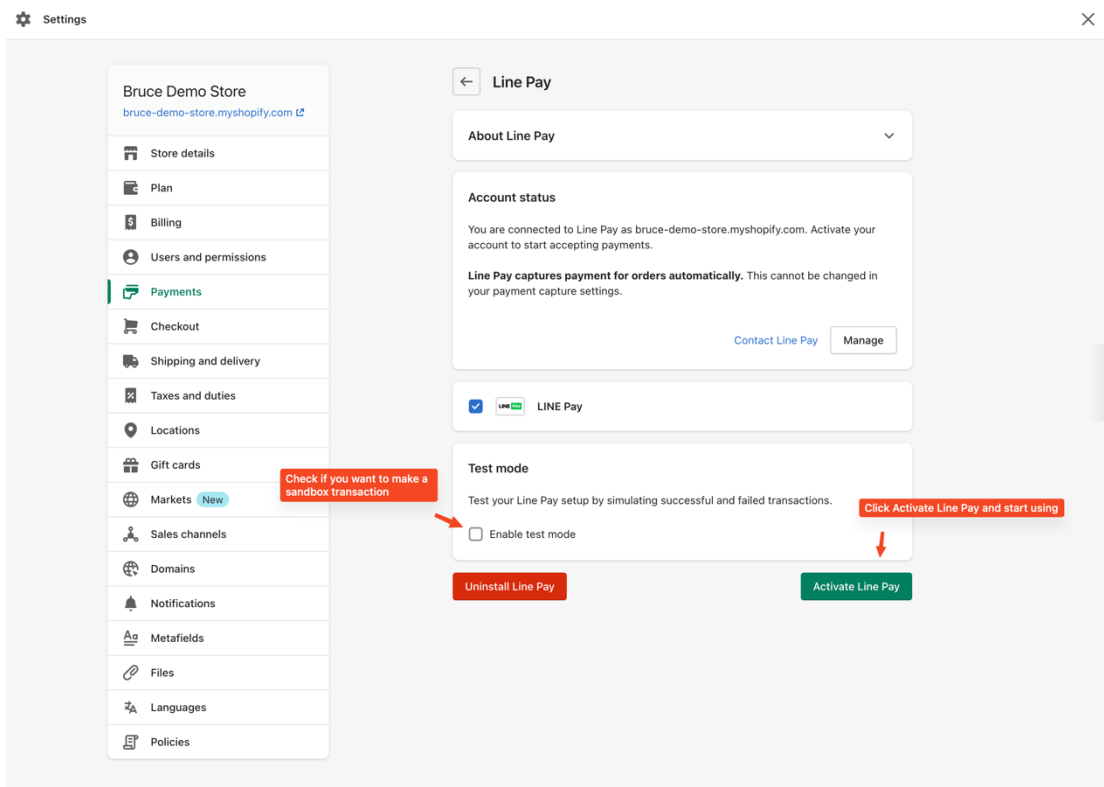
Step6. Follow the instructions on the page and login with your TapPay account, second, select a Shopify Merchant you would like to install the Payments App, finally, click Next to proceed.



Step7. Confirm your Payments App setting, if correctly set, click Connect to proceed on Shopify.

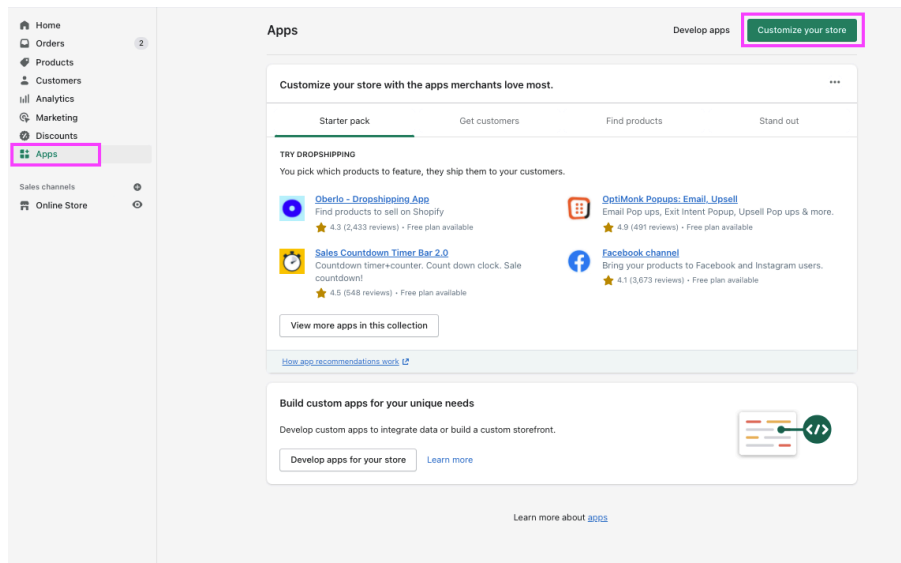


Step8. Check Enable test mode then click Activate LINE Pay. Next, make a test transaction from your Shopify Store to make sure all the configurations were correctly set, then you can disable test mode and the installation is complete.

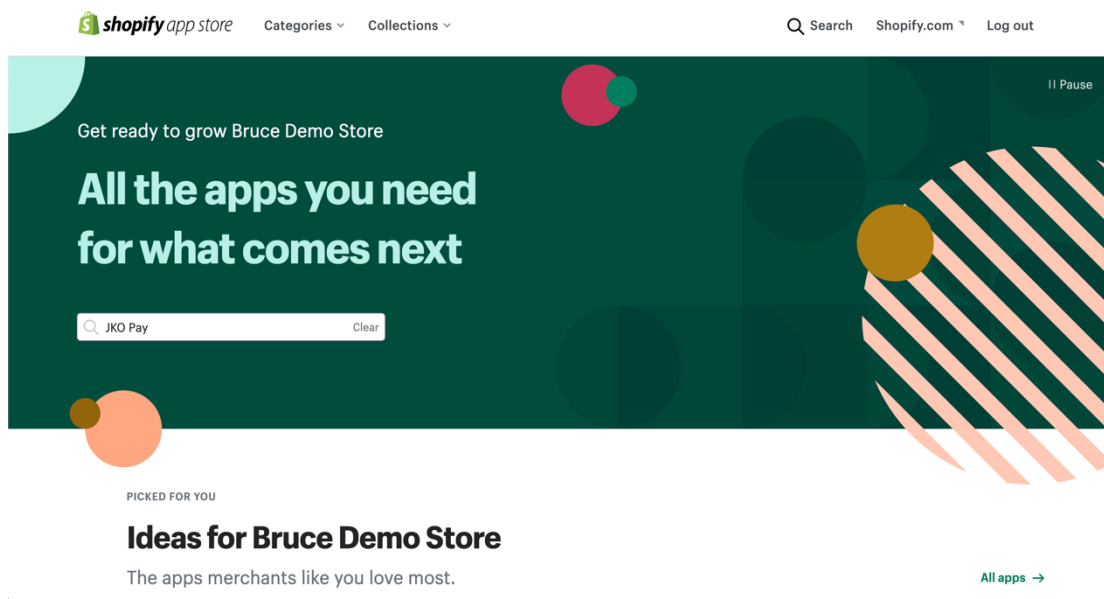


【JKOPay】

Step1. Log in to Shopify Admin, click “Apps”, then click “Customize your store”.

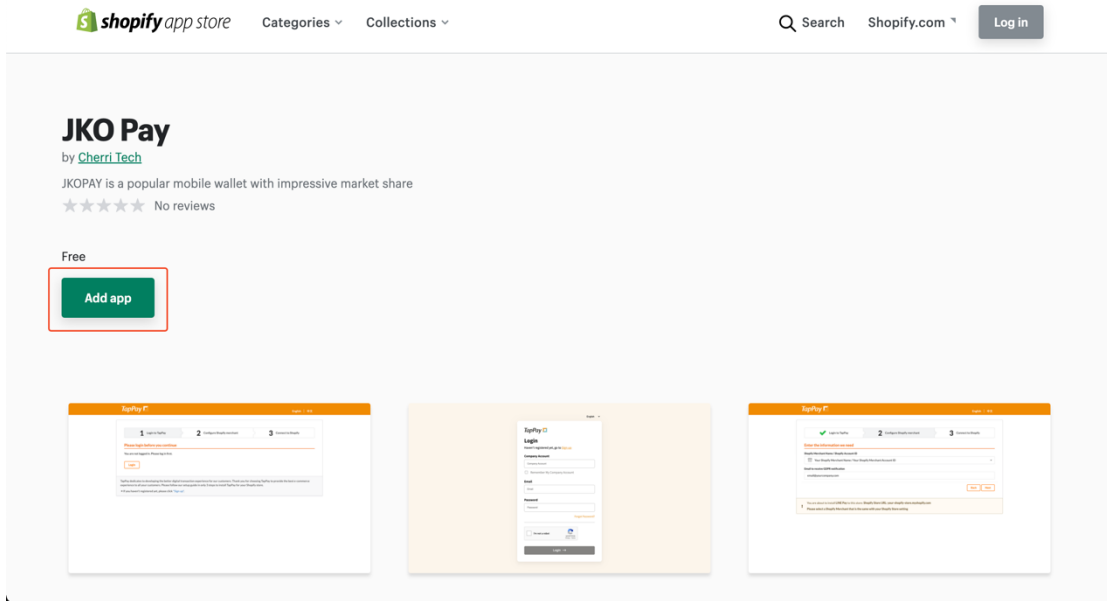


Step2. You will be redirected to Shopify App Store, fill-in “JKO Pay” in search bar

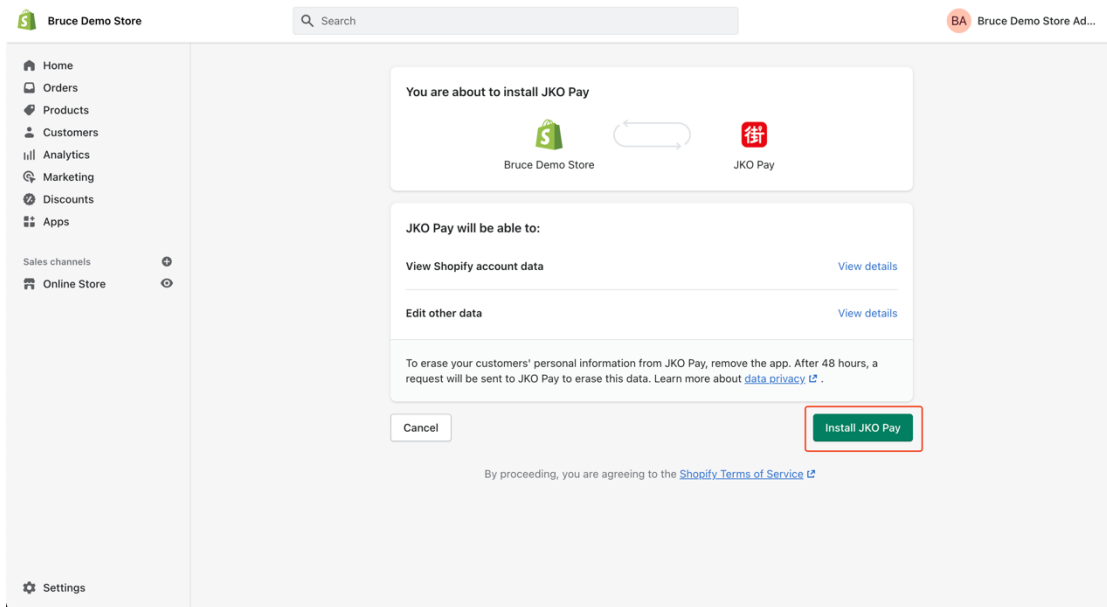


Step3. Select JKO Pay from the search result

Step4. Click Add app



Step5. Click Install JKO Pay



Step6. Follow the instructions on the page and login with your TapPay account, second, select a Shopify Merchant you would like to install the Payments App, finally, click Next to proceed.

TapPay English | 中文

1 Login to TapPay 2 Configure Shopify merchant 3 Connect to Shopify

Enter the information we need

Shopify Merchant Name / Shopify Account ID
Shopify Inc / shopifytest_00000

Email to receive GDPR notification
bruceshih@cherricorp.com

Back Next

You are about to install JKO Pay to this store; Shopify Store URL: bruce-demo-store.myshopify.com
Please select a Shopify Merchant that is the same with your Shopify Store setting

Confirm your setting and Click Next

Please make sure that the Payments App you want to install and the Shopify Store will be installed the Payments App is correct

Step7. Confirm your Payments App setting, if correctly set, click Connect to proceed on Shopify.

TapPay English | 中文

1 Login to TapPay 2 Configure Shopify merchant 3 Connect to Shopify

Confirm your Shopify Payments App settings

Review Payments App settings

- Shopify Account Id: shopifytest_00000
- Shopify Store URL: bruce-demo-store.myshopify.com
- Payments App Name: JKO Pay
- GDPR Notify Email: bruceshih@cherricorp.com

Confirm your Payments App setting then click Connect

Back Connect

You will be redirected to Shopify in order to complete the installation. Please click Install JKO Pay and then click Enable JKO Pay from Shopify to finish installation.

Step8. Check Enable test mode then click Activate LINE Pay. Next, make a test transaction from your Shopify Store to make sure all the configurations were correctly set, then you can disable test mode and the installation is complete.

Settings

Bruce Demo Store
bruce-demo-store.myshopify.com

- Store details
- Plan
- Billing
- Users and permissions
- Payments**
- Checkout
- Shipping and delivery
- Taxes and duties
- Locations
- Gift cards
- Markets New
- Sales channels
- Domains
- Notifications
- Metafields
- Files
- Languages
- Policies

JKO Pay

About JKO Pay

Account status

You are connected to JKO Pay as bruce-demo-store.myshopify.com. Activate your account to start accepting payments.

JKO Pay captures payment for orders automatically. This cannot be changed in your payment capture settings.

[Contact JKO Pay](#) [Manage](#)

Visa

Mastercard

JCB

Test mode

Test your JKO Pay setup by simulating successful and failed transactions.

Enable test mode

[Uninstall JKO Pay](#) [Activate JKO Pay](#)

Check if you want to make a sandbox transaction

Click Activate JKO Pay then start using

8. Q&A

8-1. Searching for Abandoned checkouts

1. Please enter Shopify backstage, click “Orders > Abandoned Checkouts”, you will see the order numbers as below.

Checkout	Date	Placed by	Email Status	Recovery Status	Total
#20117862383691	12:36 pm CST	1	Scheduled	Not Recovered	\$20.51
#20117846196299	12:33 pm CST	1	Scheduled	Not Recovered	\$10.51
#19904340394059	Mar 19, 12:54 pm CST	TapPaytest test	Not Sent	Not Recovered	\$10.00
#19896266883147	Mar 18, 5:47 pm CST	TapPaytest test	Not Sent	Not Recovered	\$10.00
#19896247713867	Mar 18, 5:43 pm CST	TapPaytest test	Not Sent	Not Recovered	\$10.00
#19896238342219	Mar 18, 5:41 pm CST	TapPaytest test	Not Sent	Not Recovered	\$10.00
#19895720968267	Mar 18, 3:44 pm CST	1	Sent	Not Recovered	\$10.00

2. Log in to TapPay backstage, click [Capture, Refund and Transaction Report > Transaction]. Click [Advanced Search] and fill in Order Number(order_number), and then execute search to see the status and result.

shopifytest
stacyhuang@cherricorp.com

- Dashboard
- Information
- People
- Payment methods
- Link Pay
- Merchant
- Capture, Refund and Transaction Report
- Transaction
- Capture and Refund Report
- Setting of Capture and Refund Report
- Billing
- RBA

Merchant ID: [] Bank Transaction ID: [] TWD: []

Advanced search Order Number: 19904340394059

Capture Date
Start Date: [] End Date: []

TapPay will automatically capture the payment for another two times while the result of the first capture is failed. Assume that the first capture day is T, we will automatically capture the payment on day T+1 and T+2 until the capture is successful or meet the upper limit of the capture frequency. You can search the transaction with practical payment capture time in this filter.

Transaction type

- General Transaction
- TSP Transaction

Enter Shopify's Checkout no.

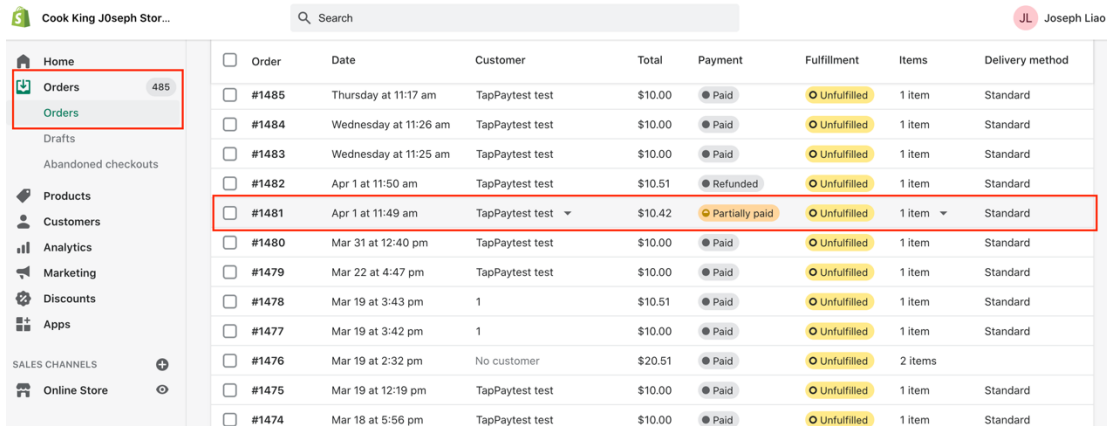
Transaction information

19904340394059 AuthCode: []

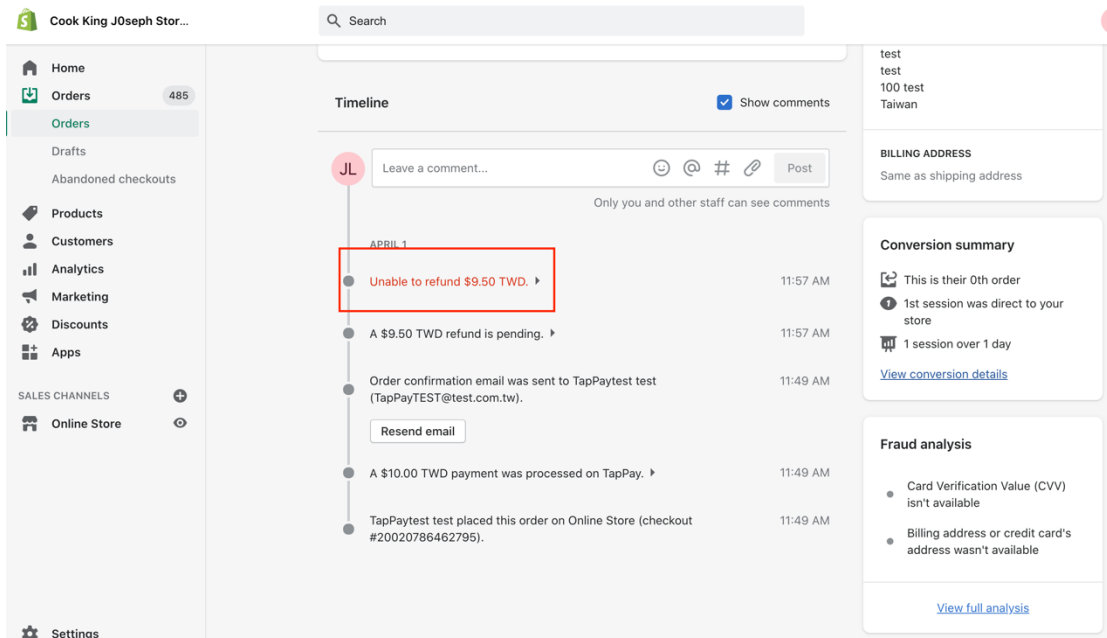
Amount: 0 - 0

8-2. Checking Capture and Refund Error

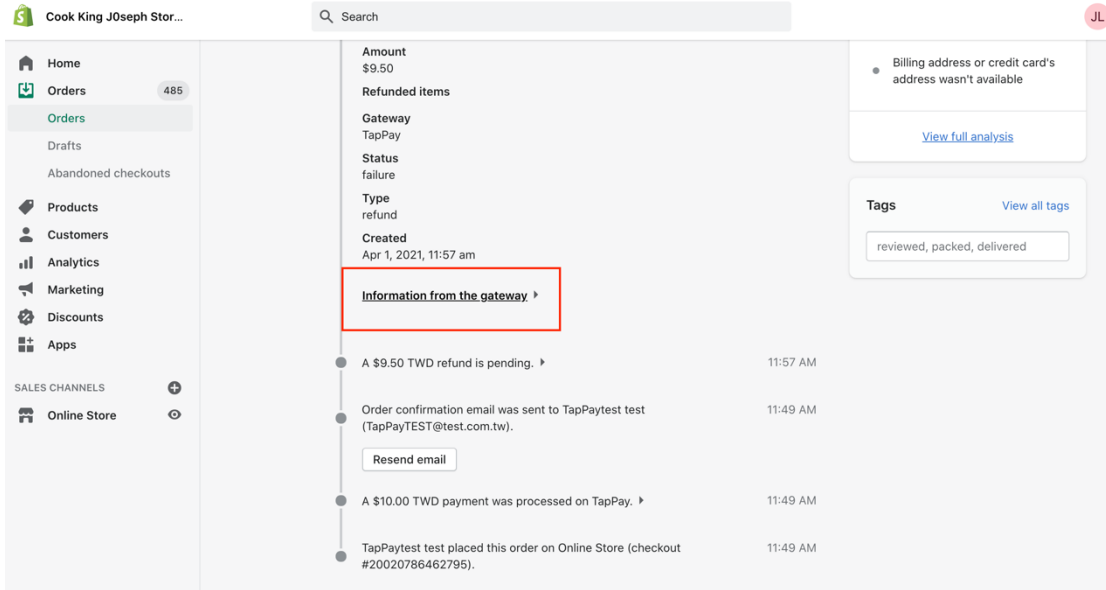
1. Log in to Shopify backstage, then click [Orders > Orders]. Select the order you would like to check.



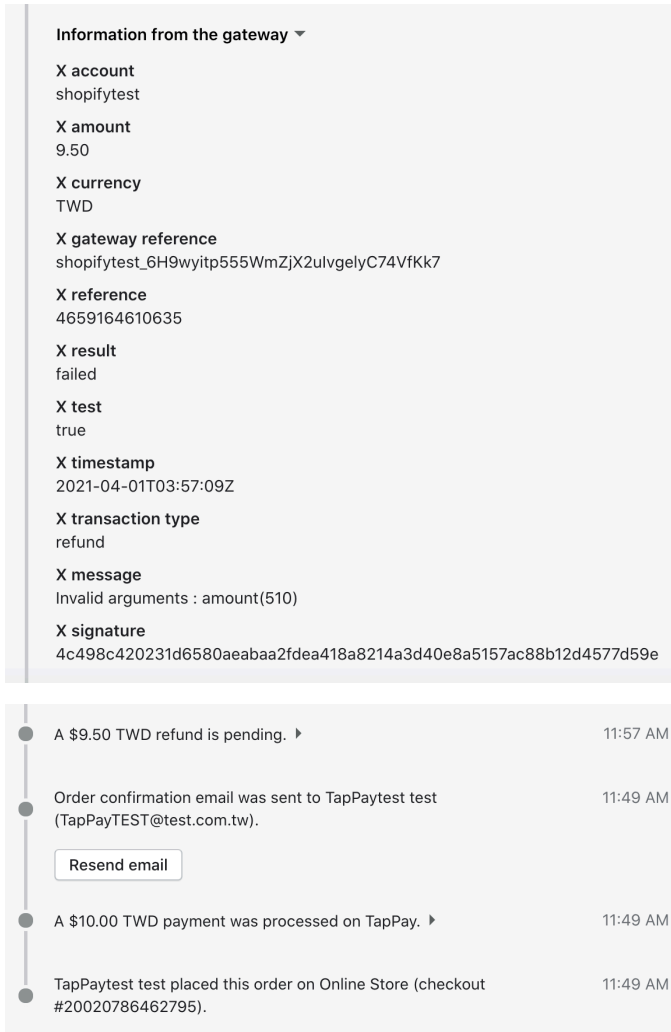
2. Scroll down to Timeline and click the red part shown as below.



3. Click "Information from the gateway "

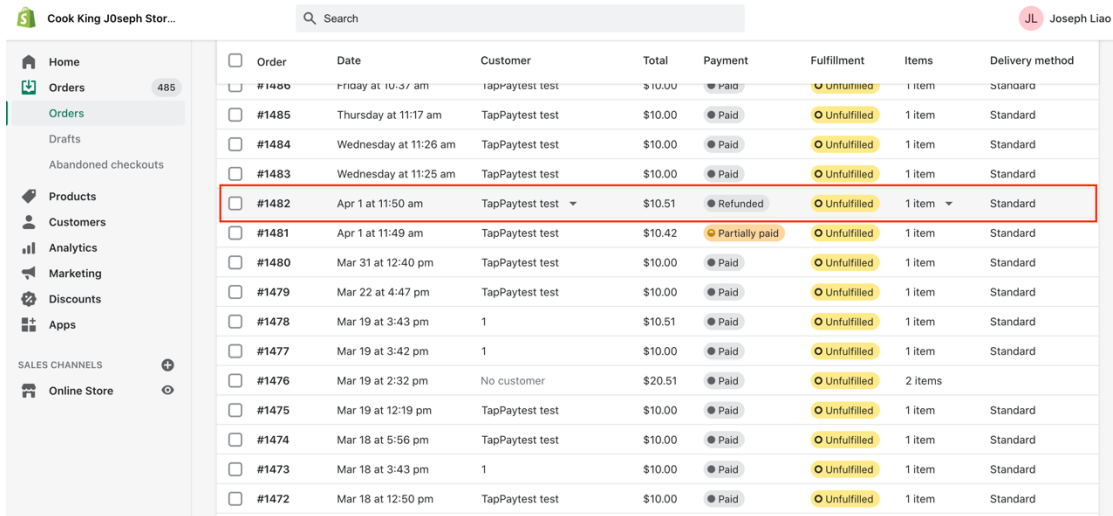


4. Please screenshot the information below and provide it for TapPay.

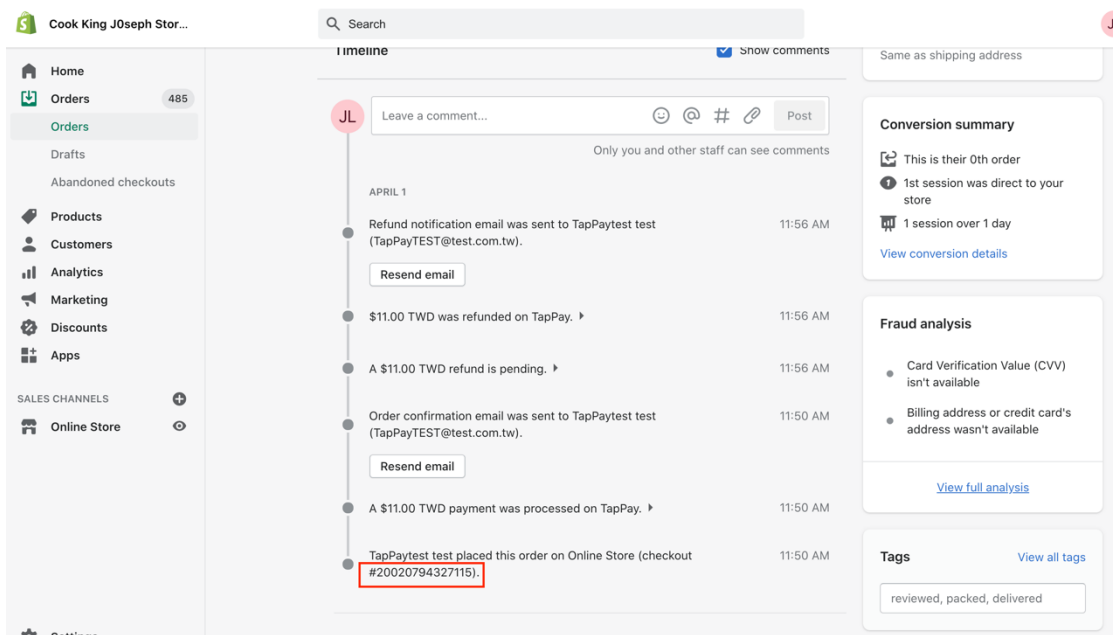


8-3. Checking Shopify orders on TapPay Portal

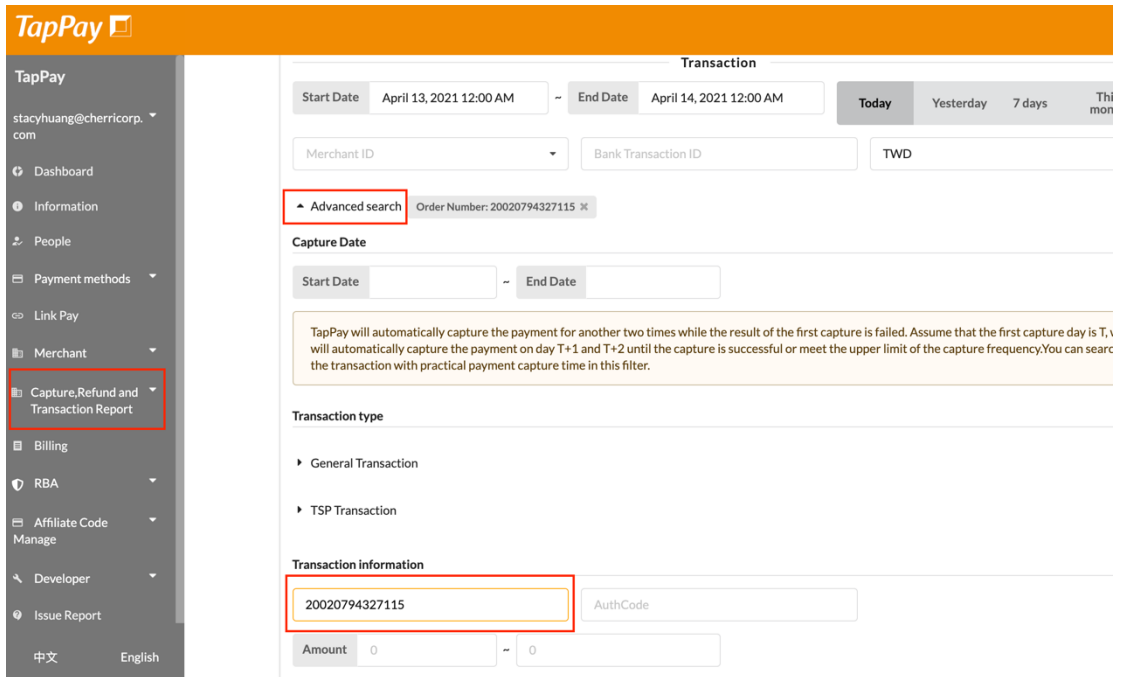
1. Log in to Shopify backstage, click Orders > Orders. Select the order you would like to check.



2. Scroll to Timeline and find the "checkout no."

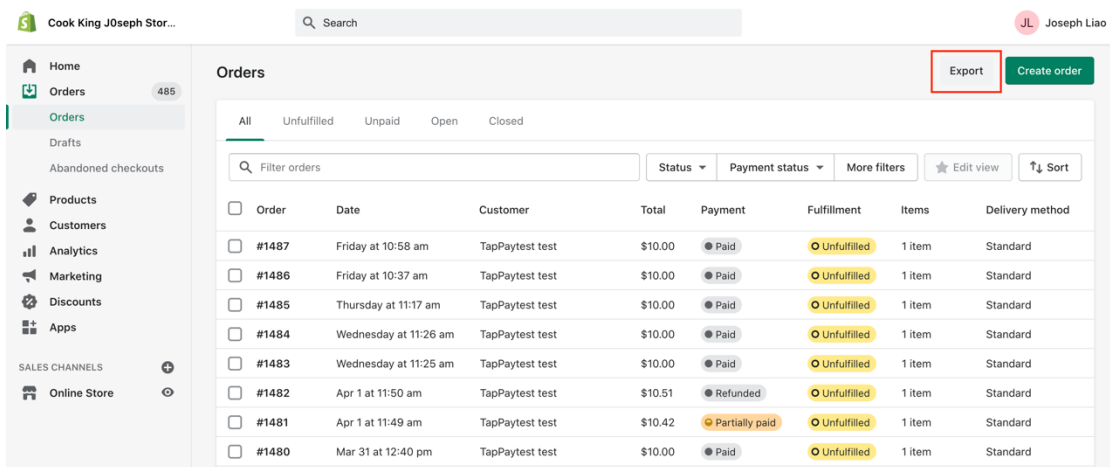


3. Log in to TapPay Portal, go to Capture, Refund and Transaction Report > Transaction. Click "Advanced Search" and fill in "checkout no." into "Order Number" and click Search. You can see the status and details of this order.



8-4. Order Reconciliation

1. Log in to Shopify backstage, click Orders > Orders, and then click "Export" at the upper right corner. You will get a csv file.



2. Open the file and see "Payment Reference"
 - 2-1 the prefix "C" is automatically generated by Shopify
 - 2-2 the last two characters ".2" means that this transaction has been executed twice and the second time it is paid successfully.
 - 2-3 the remaining number: 15436028182603 (exclude "c" and ".2") is the checkout no. of the order

Attributes	Cancelled at	Payment Method	Payment Reference	Refunded Amount	Vendor	Id	Tags	Risk Level	Source	Lineitem disco
		TapPay	c12783910158411.2	0.00	Joseph Store	2199870242891		Low	580111	C

- For reconciliation purpose, you can refer Shopify's [checkout no.] to TapPay's [order number] to check the accounts.