## Document Version Control:

<table>
<thead>
<tr>
<th>Date</th>
<th>Revision Description (Add/Modify)</th>
<th>Version No.</th>
<th>Author</th>
</tr>
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<tr>
<td>2021.04.07</td>
<td>Initial version</td>
<td>v1.0.0</td>
<td>Stacy</td>
</tr>
<tr>
<td>2021.08.24</td>
<td>Add/modify merchant name</td>
<td>v1.0.1</td>
<td>Phoebe</td>
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<tr>
<td>2022.03.01</td>
<td>Add instruction for checkout page in dark Mode</td>
<td>v1.1.0</td>
<td>Bruce</td>
</tr>
<tr>
<td></td>
<td>Add instruction for supporting checkout page in English</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Add instruction for installment in TWD payment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Update Shopify Payment App merchant onboarding process (Credit Card/LINE Pay/IKO Pay)</td>
<td></td>
<td></td>
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1. Preface

Welcome to use TapPay!

This document will guide you through setting for TapPay 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

Step 1. Log in to TapPay Portal > Shopify Merchant Setting and click "Create Shopify Merchant Setting".

<table>
<thead>
<tr>
<th>Column Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shopify Shared Secret / Shopify Account ID</td>
<td>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).</td>
</tr>
<tr>
<td>MGID Name</td>
<td>It is unique to every Shopify merchant and will be used while configuring MGID (mentioned in 6. How to configure MGID on TapPay Portal).</td>
</tr>
</tbody>
</table>
| 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 TWDS transactions, there are 4 methods as below:  
                                        | DISABLE | If you fill in “point”, the transaction will fail. |
                                        | ROUND_OFF |  |
                                        | ROUND_UP |  |
                                        | ROUND_DOWN |  |
Step 2. 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.

Create Shopify Merchant Setting

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
</table>

- **3D Secure (only support Direct Pay)**
- **Amount Calculation Method (Support TWD only)**
  - DISABLE

<table>
<thead>
<tr>
<th>Merchant Name (60 characters. Chinese and English are allowed + numbers. Please input a space if you don’t want to show the name)</th>
</tr>
</thead>
<tbody>
<tr>
<td>testing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Upload Logo (format: .png / 500kb)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose file</td>
</tr>
<tr>
<td>banner3.png</td>
</tr>
<tr>
<td>Remove file</td>
</tr>
</tbody>
</table>

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.

Step 3. You will see a new-established Shopify Merchant Setting in the list.

Step 4. 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
setting (mentioned in 6. How to configure MGID on TapPay Portal) to avoid transaction failure.

<table>
<thead>
<tr>
<th>Shopify Shared Secret</th>
<th>Shopify Account ID</th>
<th>MGID Name</th>
<th>Merchant Name</th>
<th>Setting</th>
<th>Amount Calculation Method</th>
<th>Logo</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4dh9hikc WO</td>
<td>2495177</td>
<td>2495174_001</td>
<td>testing</td>
<td>3D Secu re</td>
<td>DISABLE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

** Warning 1 | You are in sandbox mode, transaction would not be charged.

** Shopify Inc

Credit Card

Card Number

Expiration Date

CVV/CVC2

---

Confirm

Order Details

Subtotal: $420.00

Total: $420.00

---

Dark mode:

** Warning 1 | You are in sandbox mode, transaction would not be charged.

** Shopify Inc

Credit Card

Card Number

Expiration Date

CVV/CVC2

---

Confirm

Order Details

Subtotal: $420.00

Total: $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.

Step 1. Follow [Create Shopify Merchant](#) procedure to edit Shopify Merchant Setting

Step 2. Click “Enable English Mode” and Click “Submit” to save the change
Step3. Go to Shopify merchant to manage a transaction and see if checkout page is displayed in English mode
4.4. How to Enable Instalment for TWD

Step 1. Complete Create Shopify Merchant process and obtain the MGID (Refer to 6. How to configure MGID on TapPay Portal)

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

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

Step 3. 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”
Step 4. The newly created Shopify Merchant can be found in setting page.

Step 5. Go to Shopify Merchant Setting, edit the Shopify Merchant you would like to enable instalment.

Step 6. 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.
Step 7. Make a sandbox transaction from your Shopify Store, if the Instalments checkbox is present then you have successfully configured instalment.
Step 8. 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:
  o Onus acquirer:
    ▪ Taishin Bank with 3, 6 and 9 periods instalments
  o 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?

Step 0. Apply for an acquirer account at the bank

Step 1. Go to Merchant > Merchant Setting and select “production environment”. Click “Create New Merchant”.

Step 2. 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.)
Step 3. When the acquirer account is successfully created, you will see it in the list below.
6. How to configure MGID on TapPay Portal?

Step 1. Go to Merchant > Merchant Setting > Sandbox, and find below acquirer accounts for testing (will be used for Step 5):

<table>
<thead>
<tr>
<th>Payment Method</th>
<th>Merchant ID</th>
<th>Acquirer Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-3D verified transaction</td>
<td>(partner_account)_CTBC</td>
<td>3168</td>
</tr>
<tr>
<td>3D verification transaction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apple Pay</td>
<td>(partner_account)_LINEPAY</td>
<td>1540179966</td>
</tr>
<tr>
<td>LINE Pay</td>
<td>(partner_account)_JKOPAY</td>
<td>c9ff1d44-5c63-11ea-9ebc-0050568403ed</td>
</tr>
</tbody>
</table>

Step 2. Go to Shopify Setting page, please copy “MGID name”. (will be used for Step 4.)
Step 3. Go to Merchant > MGID Setting > Sandbox, click "Create MGID".

Step 4. Please paste the MGID name (found in Step 2.) and click "Next".

*MGID name should be identical to the one on Shopify Setting page. (If different, it will lead to transaction failure)
Step 5. According to your supported payment methods, please use the acquirer accounts for testing (found in Step 1.) and set up configuration as below:

<table>
<thead>
<tr>
<th>Payment Method</th>
<th>3D/Non-3D</th>
<th>Standard/Redeem/Instalment</th>
<th>Backup Acquirer Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Pay</td>
<td>3D</td>
<td>Standard</td>
<td>Acquirer Account 3168</td>
</tr>
<tr>
<td></td>
<td>Non-3D</td>
<td></td>
<td>Acquirer Account 3168</td>
</tr>
<tr>
<td>Apple Pay</td>
<td>Non-3D</td>
<td></td>
<td>Acquirer Account 3168</td>
</tr>
<tr>
<td>LINE Pay</td>
<td>Non-3D</td>
<td></td>
<td>Acquirer Account 1540179966</td>
</tr>
</tbody>
</table>
| JKOPAY          | Non-3D    |                            | Acquirer Account c9ff1d44-5c63-11ea-9ebc-
|                 |           |                            | 0050568403ed                           |

**MGID: 24951774_00054_spfy_backup**

- **Description**: 
  
- **Payment method**: Direct Pay
  
- **3D / non 3D**: 3D
  
- **Type**: STANDARD
  
- **On us merchant**: Backup acquirer account
  
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】

Step 1. Log in to Shopify Admin, click “Apps”, then click “Customize your store”.

Step 2. 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)

Step 3. Select TapPay from the search result
Step 4. Click Add app

Step 5. Click Install TapPay
Step 6. 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.
Step 7. Confirm your Payments App setting, if correctly set, click Connect to proceed on Shopify.

Step 8. 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
Step 3. Select LINE Pay from the search result

Step 4. Click Add app

Step 5. Click Install LINE Pay
Step 6. 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.

Step 7. Confirm your Payments App setting, if correctly set, click Connect to proceed on Shopify.
Step 8. 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】
Step 1. Log in to Shopify Admin, click “Apps”, then click “Customize your store”.

Step 2. You will be redirected to Shopify App Store, fill-in “JKO Pay” in search bar

Step 3. Select JKO Pay from the search result

Step 4. Click Add app
Step 5. Click Install JKO Pay

Step 6. 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.
Step 7. Confirm your Payments App setting, if correctly set, click Connect to proceed on Shopify.

Step 8. 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.
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.

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.
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.

Information from the gateway

- X account: shopifytest
- X amount: 9.50
- X currency: TWD
- X gateway reference: shopifytest_6H9wylp5S5WmZjX2uhvgeyC74VfKk7
- X reference: 465964610636
- X result: failed
- X test: true
- X timestamp: 2021-04-01T03:57:09Z
- X transaction type: refund
- X message: Invalid arguments: amount(910)
- X signature: 4c498c420231d65b0aeebba8f8dee418a6214a3d40e8a5157ac80b12d4577d59e
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
3. For reconciliation purpose, you can refer Shopify’s [checkout no.] to TapPay’s [order number] to check the accounts.