# 2024 Shopify User Manual





## Document Version Control:

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2021.12.07	Addition of 4-4: Enable dark mode for the checkout page. L.12.07 Addition of 4-5: Enable English checkout page. Addition of 4-6: Configure installment payments in TWD.			
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## Table of Contents

1.	Preface
2.	Before you Start4
3.	Notice5
4.	How to Configure Shopify Merchant Setting6
4.1.	Create Shopify Merchant6
4.2.	Delete Shopify Store9
4.3.	Enable dark mode in checkout Page10
4.4.	Language setting12
4.5.	How to Enable Instalment for TWD15
5.	How to Establish an Acquirer Account in the Production Env?19
6.	How to configure MGID on TapPay Portal?20
7.	How to configure Setting on Shopify Portal?23
7.1.	Credit Card23
7.2.	LINE Pay
7.3.	JKOPay
8.	Q&A
8.1.	Searching for Abandoned checkouts37
8.2.	Checking Capture and Refund Error38
8.3.	Checking Shopify orders on TapPay Portal40
8.4.	Order Reconciliation41

## 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
- CActivate TapPay Account Delase 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
- About Shopify package of TapPay
- Remain native Shopify package to keep operations simple
- Only support online credit card transactions (do not support other functions such as ATM and E-invoice)
- 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.
- If you require JPY payment collection, please apply for JPY acquiring. JPY transactions are only supported by the TapPay payment gateway.
- Supports TWD, JPY, and USD. For detailed support information, please refer to the table below.

	Pay in	lump sum		Pay in installments			Apple	JKO Pay	LINE Pay
	VISA	MasterCard	JCB	VISA	MasterCard	JCB	Рау		
TWD	>	✓	<	>	✓	<	~	<b>~</b>	✓
JPY	~	✓	>	-	-	-	~	-	-
USD	~	✓	~	-	-	-	-	-	-

# 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".

shopifytest		Cor	nplete all the	settings if you us	e Shopify						
	Information					Shonifi	Merchant Setting				
B Dashboard		+	Create Shopi	fy Merchant Setting		510511	, merenant setting				
Merchant Setting		Total : 0									
⊖ Transaction Report		Shopi	fy Account ID	Store URL	Installed Payments Apps	MGID Name	Merchant Name	Setting	Amount     Calculation Method	Logo	Description
🟦 Payment Facility											
Payment methods		1									10
Link Pay											
Shopify Merchant											
🖉 Affiliate Code											
E-Invoice											
🚡 Tap to Pay on Iphor											

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.

	×
Edit Shopify Merchant Setting	
Description	
3D Secure (only support Direct Pay)	
Amount Calculation Method (Support TWD only)	
ROUND_OFF	•
Merchant Name (60 characters, Chinese and English are allowed + numbers.	Please input a space if you don't want to show the name)
ТарРау	
Upload Logo (format: .png / 500kb)	
Choose file No file selected	
Shopify Payments App	
Enabled Payment Methods (Sandbox)	Enabled Payment Methods (Production)
Direct Pay LINE Pay JKO Pay	Direct Pay LINE Pay JKO Pay
Enable Dark Mode	
Language Setting	
Chinese	
Enable Instalment (Sandbox)	
Enable Instalment (Production)	
	Cubmit Connel
	Submit

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

Internation <ul> <li>Chabased         <ul> <li>Chabased             <li>Chabased             <li>Chabased             <li>Chabased             <li>Chabased             <li>Chabased             <li>Chabased             <li>Chabased             <li>Chabased             </li> <li>Chabased             </li> <li>Chabased             </li> <li>Chabased             <li>Chabased             </li> <li>Chabased             <th>hopifytest</th><th></th></li></li></li></li></li></li></li></li></li></li></ul></li></ul>	hopifytest	
		Information
Marchant Setting       •         Transition Report       •         Shopily Account       Store         Installed Phyment's       MGID Name       Merchant       Setting       Canonit       Logo       Description         Shopily Account       Store       Installed Phyment's       MGID Name       Morchant       Setting       Canonit       Logo       Description         Shopily Account       Store       Installed Phyment's       MGID Name       Morchant       Setting       Canonit       Logo       Description         Shopily Account       Store       Installed Phyment's       MGID Name       Morchant       Setting       Canonit       Logo       Description         Shopily Account       Store       Insplay       -       Joker       Non 3D Secur       -       Insplay       Joker       Secur       -       Insplay       Joker       Non 3D Secur       -       Insplay       Joker       Insplay       Joker       Non 3D Secur       -       Insplay       Joker       Non 3D Secur       -       Insplay       Joker       Insplay       Joker       Non 3D Secur       -       Insplay       Joker       Insplay       Joker       Insplay       Joker       Insplay       Joker       Insplay	] Dashboard	
Prenexation Report       -         Shopifytest_00006       -         TopPay       -         Joker       Non 3D Secur         e       -         Prenexation Report       -         Shopifytest_00006       -       TopPay         1       -       -         1       -       -         Prenexation Report       -       -         Prenexation Report       -	Merchant Setting	
Pymert Heilty     •       Pymert Heilty     •       Pymert Heilty     •       Pymert Heilty     •       Shopily Merchant     •       E franke     •	Transaction Report	
P promeet methods     •       b Likk Pay       Stopphy Merchanet       2 Affaire Code       •        •       •<	Payment Facility	
Luk Pay Shookfy Merchanet  Affilate Code  Citoration  Citoration	Payment methods	
Shopify Merchant 10 Affiliate Code • E-Invoice •		
Affäute Code + Etwolce +	Shopify Merchant	
E-Invoice •	Affiliate Code	
	E-Invoice	
ap to ray of the second s	Tap to Pay on Iphor	

## **Column Description**

•	
Shopify Shared Secret / Shopify	These two are unique to every Shopify merchant
Account ID	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	The possible reasons for decimal points in TWD
	transactions:
	1. Taxes were added to the product in the
	Shopify product settings.
	2. Decimal points were generated when
	setting the discount value as a
	percentage.

	*Please try to avoid	generating decimal points			
	in TWD transactions to prevent issues with				
	subsequent transaction tracking.				
	If vou encounter TW	D transactions with decimal			
	noints there are fou	r possible configuration			
	points, there are rou				
	methods:				
	1. DISABLE (default	t use ROUND_DOWN)			
	Shopify Product	Transaction			
	Price Actual	Amount			
	TWD 299.40	TWD 299.00			
	TWD 299.70	TWD 299.00			
	2. ROUND_OFF				
	Shopify Product Transaction				
	Price Actual	Amount			
	TWD 299.40	TWD 299.00			
	TWD 299.70	TWD 300.00			
	3. ROUND_UP				
	Shopify Product	Transaction			
	Price Actual	Amount			
	TWD 299.40	TWD 300.00			
	TWD 299.70	TWD 300.00			
	1. ROUND_DOWN	$\rightarrow$ Suggested options			
	Shopify Product Transaction				
	Price Actual Amount				
	TWD 299.40 TWD 299.00				
	TWD 299.70	TWD 299.00			
Logo	Logo is optional, ple	ase upload if needed.			
	(restriction: .png/.jpg	g, file size 500k)			
Description	You can enter remarks for store notes.				

Т

► Note

- A store can only have one merchant logo.
  - If file A.png is selected first and then file B.png is selected, A.png will be replaced by B.png.

- To remove the merchant logo after selection, click on the "Remove File" button on the right side.
- To edit, click on the "Edit" button on the right side.
- If there are edits related to 3D settings, be sure to synchronize changes with <u>how MGID is</u> configured to avoid transaction abnormalities.
- New Shopify merchant settings added.
  - Checking "Dark Mode" enables the dark mode for the checkout page (please refer to 4-3. Enable Dark Mode for Checkout Page).
  - Language settings can be configured for the checkout page, supporting Chinese, English, and Japanese (please refer to 4-4. Language Settings).
- TWD installment payments need to be set up after the Shopify merchant setup is completed (please refer to 4-5. Configure TWD Installment Payments).

#### 4.2. Delete Shopify Store

To delete a Shopify merchant, please follow the steps below:

**Step 1.** Log in to the Portal > Go to Shopify Merchant Settings.

Step 2. For the Shopify merchant you want to delete, click on "Delete" on the right side.Step 3. Click "Submit" after confirming that you have read the instructions to complete the deletion of the Shopify merchant.

shopifytest												
			Complete all the	settings if	f you use Shopify							
] Dashboard	Information		+ Create Shop	ify Merchan	t Setting		Shopify Mero	hant Setting				
Merchant Setting		Ę	Total : 1									[
Transaction Report			Shopify Account ID	Store URL	Installed Payments Apps	MGID Name	Merchant Name	Setting	Amount     Calculation Method	Logo	Description	
Payment Facility												
Payment methods			shopifytest_00006		ТарРау		Joker	Non 3D Secur e		经营营科书面包到 中美两美23 经商销型	Joker	8
Shopify Merchant			1								10	
Affiliate Code												
E-Invoice												
Tap to Pay on Iphone												

	×
Please read the following message.	
WARNING: After deleting this Shopify merchant ,it will no longer support any transaction related operation. But pre merchant will keep going. Transaction operation i.e Auth.Capture.Refund	vious transactions belong to this
	Submit Cancel

► Note

• After deleting the Shopify merchant, no transaction-related operations (authorization, capturing, refunding) can be performed. Previous transactions will proceed as normal according to the standard process.

#### 4.3. 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 <u>Create Shopify Merchant</u> 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 + 1	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		
Shopify Payments App Enabled Payment Methods (Sandbox) <u>No payment method set, please set MGID first</u> Enable Dark Mode	Enabled Payment Methods (Production) No payment method set, please set MGID first	
Language Setting		
Chinese	•	
Enable Instalment (Sandbox)		
Enable Instalment (Production)		
	Submit	Cancel

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

#### White mode:

Subtotal	\$420.00
Total	TWD \$420.00
	Subtotal

ТарРау

#### Dark mode:

** Warning ! ! Your are in sandbox mode, transaction would not be charged. 📄	Order Det	ails \$420.00
Shopify Inc		
Credit Card	Total	TWD <b>\$420.00</b>
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.		

#### 4.4. Language setting

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

#### **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	
Shopify Payments App	
Enabled Payment Methods (Sandbox)	Enabled Payment Methods (Production)
No payment method set, please set MGID first	No payment method set, please set MGID first
Enable Dark Mode	
Language Setting	
Chinese -	
Enable Instalment (Sandbox)	—
Enable Instalment (Production)	
	Submit Cancel

Step1. Follow <u>Create Shopify Merchant procedure to edit Shopify Merchant Setting</u>
Step2. Click "Language Setting" and Click "Submit" to save the change
Step3. Go to Shopify merchant to manage a transaction and see if checkout page is displayed.

Chinese	Plusseven Test 信用卡結帳 Credit Card 卡號 Card Number 	<b>訂購明細 O</b> 小計 Subtotal 總計 Total	rder Details s2.00 TWD \$2.00
	確認結帳 Confirm 取消 Cancel <b>TapPay ■</b> 本 履務由喬睿科技 TapPay 提供。交易全程使用 TLS1.2 加密,請放心支付。 This service is provided by Cherri Tech, Inc. TapPay. Payment data is safely encrypted with TLS1.2.		
English	Plusseven Test   Credit Card & Debit Card   Card Number   Expiration Date   MM / YY   CCV/CVC2   CCV     Confirm     Confirm     TapPag     This service is provided by Cherri Tech, Inc. TapPay. Payment data is safely encrypted with TLS1.2.	Order Details Subtotal Total	\$2.00 TWD <b>\$2.00</b>

Japanese		<b>商</b> 品情報	
	Plusseven Test	<b>「马」 ЦЦ 1,月 千以</b> 小計	\$2.00
	クレジットカード	合計金額	TWD <b>\$2.00</b>
	クレジットカード番号		
	**** **** **** ****		
	有効期限		
	MM / YY		
	セキュリティコード		
	CCV		
	決済する Confirm		
	キャンセル Cancel		
	TapPay 🗖		
	本決済サービスは TapPay により提供されています。決済は TLS 1.2 により暗号化さ れています。ご安心ください。		
	This service is provided by Cherri Tech, Inc. TapPay. Payment data is safely encrypted with TLS1.2 .		

#### 4.5. How to Enable Instalment for TWD

**Step1.** Complete <u>Create Shopify Merchant</u> 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.

shopifytest	
	Each MGID can have more than one payment setting. If there is no backup acquirer account, transaction will fail when consumer uses non-self card
Information	If using Shopily
80 Dashboard	<ol> <li>MGID name and three, domain, secure setting must be the same as you set on ShopPy Setting, or transaction will fail.</li> <li>If there's any adjustment on ShopPy Setting, please do the adjustment on MGID Setting as well, or transaction will fail.</li> </ol>
🖽 Merchant Setting 🔺	
	MGID Setting
Create Merchant	Sandbox     Production
MGID Setting	+ Create MOID
KYC Verification Merchant Setting	Tetal 10 Search merchant group
💮 Transaction Report 🚽	1 10 *
🟦 Payment Facility 🔹	
Payment methods •	
C-D Link Pay	

Step2-2. Merchant Setting > MGID Setting, click "Create MGID", click "Create Payment Setting"

shopifytest	
	Each MGID can have more than one payment setting. If there is no backup acquirer account, transaction will fail when consumer uses non-self card
Information	It using Soly (V) 1. MOD neme and three, density, secure setting much its life lasens as you set on Songlify Setting, or tomaction will fail. 2. If there's any adjustment on Shoply Setting, please do the adjustment on MGD Setting as well, or transaction will fail.
💮 Merchant Setting 👻	MGID Settine
C Transaction Report	O Sandbox O Production
會 Payment Facility •	+ Create MGID
Payment methods •	Total: 1 Search merchant group Q
C) Link Pay	MGID 123 Create Payment Setting Dolete
🗿 Shopify Merchant	Payment method 3D / non 3D type On us merchant Backup acquirer account Description
🖉 Affiliate Code 🔹	1 10 -
E-Invoice •	
🕞 Tap to Pay on Iphone 🔹	

**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"

Description			
Instalment			
Payment method	3D / non 3D	type	
Direct Pay	<b>→</b> 3D		MENT
On us merchant	kup acquirer account		
On us merchant			
💮 тw_ствс		Merchant ID: sho	ppifytest_CTBC Delete
		Merchant ID: sho	pifytest_NCCC Delete
Create on us merchant			
Select on us merchant			
Please read the following me	ssage.		
After submit on us merchant /	backup acquirer account will update immediate	ly.	
If there is no backup acquirer a	count transaction will fail when consumer use	s pop-self card	

**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

MGID sho	pify_test				Create	e Payment Setting Delete
Payment method	3D / non 3D	type	On us merchant	Backup acquirer account	Description	
Direct Pay	non 3D	STANDARD			test	¢ 🖬 💼

**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	
ROUND_OFF	•
Merchant Name (60 characters, Chinese and English are allowed + numbers. Please input a space if you don't want to show the name)	
shopifytest	
Upload Logo (format: .png/ 500kb)	_
Choose file logo.png Remove fi	le
If you re-select the file, the original one will be replaced	-
Shopify Payments App     Enabled Payment Methods (Production)       Direct Pay     No payment method set, please set MGID first	
C Enable Dark Mode	
Language Setting	
Chinese *	
Enable Instalment (Sandbox)	ור
NCCC E.SUN Bank	
Choose_Periods	
Taishin Bank         3       6       9       10       12       18       24       30       36         Periods       Periods       Periods       Periods       Periods       Periods       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 Canc	el

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



#### ► 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 Setting > Create Merchant and select "production environment". Click "Create New Merchant".

shopifytest	
	If your merchant account was not applied by TapPay's assistance, please contact us to adjust settings via 02-2366-0080 or support@cherritech.
Information	Merchant
80 Dashboard	O Sandbox O Production
🚻 Merchant Setting 🔺	Create New Merchant
Create Merchant	Total (0
MGID Setting	SMS Notification Merchant ID Acquirer Acquirer Acquirer Account Merchant Setting Description
KYC Verification Merchant Setting	1
🕤 Transaction Report 🚽	
🚊 Payment Facility 🛛 👻	
🛞 Payment methods 🛛 👻	
← Link Pay	

**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	
O UnionPay Non 3D O UnionPay 3DS2.0(also supports non-3D payment)	
Batch Cap(Set up with CTBC, it only supports convenience.)	
☑ 3D Secure	
Create Sub Merchant(Currently only support Direct Pay)	
MeriD*	
Account ID provided by Acquirer, Bank or Processor	
CTBC Merchant ID *	
CTBC Merchant ID	
Submit	Cancel
Submit	Cancer

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

shopifytest			If your merch	ant account was not applied by TapPa	ay's assistance, please contact us to	adjust settings via 02-2366-0080 or :	support@cherri.tech.		
	Information					Merchant			
80 Dashboard			Sandbox	Production					
(III) Merchant Setting		ſ	Create New	Merchant					
CO Transaction Report		То	otal : 1						
童 Payment Facility			SMS Notification	Merchant ID	Acquirer	Acquirer Account	Merchant Setting	Description	
Payment methods							3D Secure Non Union Pay		
C→ Link Pay			•	shopifytest_00008	🍪 тw_ствс		Non Batch Cap Non Convenience Store Non Sub Merchant	CTBC.TEST	•
🛐 Shopify Merchant		L							
🖉 Affiliate Code			1						
E-Invoice									
📜 Tap to Pay on Iphon	ne 👻								

## 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	(partner_account)_CTBC	3168	
transaction			
3D verification transaction			
Apple Pay			
LINE Pay	(partner_account)_LINEPAY	1540179966	
ЈКОРау	(partner_account)_JKOPAY	c9ff1d44-5c63-11ea-9ebc-	
		0050568403ed	

Shophytest	If your merchant account was not applied by TapPay's assistance, please contact us to adjust settings via 02-2366-0080 or support@cherritech.									
Information	Merchant   O Sandbox  O Production									
🖽 Merchant Setting 🔺	Total : 3									
Create Merchant	Merchant ID	Acquirer	Acquirer Account	Merchant Setting	Description					
MGID Setting	shopifytest_JKOPAY	街 ТW_JKO_PAY	c9ff1d44-5c63-11ea-9ebc-005056840	led						
KYC Verification Merchant Setting	shopifytest_LINEPAY	LANDARY TW_LINE_PAY	1540179966							
G Transaction Report • 윤 Payment Facility •	shopifytest_CTBC	<b>М</b> тw_ствс	3168	Non 3D Secure Non Union Pay Non Batch Cap Non Convenience Store Non Sub Merchant						
Payment methods •	1									
C→ Link Pay										

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

Create Shopify Me	rchant Setting		Shopify	Merchant Setting			
al: 4							
hopify Shared Secret	Shopify Account ID	MGID Name	Setting	Amount     Calculation Method	Logo	Description	
bFAcYOUcB	24951774_00054	24951774_00054_spf γ_backup	3D Secure	ROUND_OFF			2
EgCSMKd4	24951774_00148	24951774_00148_spf y_backup	3D Secure	ROUND_OFF		none	6
NQ1sSQquf	24951774_00146	24951774_00146_spf y_backup	3D Secure	ROUND_OFF	un	测试商家	6
xvNPg1NU9	24951774_00145	24951774_00145_spf y_backup	3D Secure	DISABLE	на станата и станат И станата и ста	test	2

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

shopitytest	
	Each MGID can have more than one payment setting, If there is no backup acquirer account, transaction will fail when consumer uses non-self card
Information	If using Shopify
82 Dashboard	<ol> <li>MGID name and three, domain_secure setting must be the same as you set on Shopity Setting, or transaction will fail.</li> <li>If there's any adjustment on Shopity Setting, please do the adjustment on MGID Setting as well, or transaction will fail.</li> </ol>
Merchant Setting	MGID Setting
Create Merchant	Sandbox     Production
MGID Setting	+ Create MGID
KYC Verification Merchant Setting	Total 0 Search merchant group Q
😜 Transaction Report 🗸	1 10 -
🚔 Payment Facility 🔹	

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)

	×
Create MGID	
MGID (Self define, half shape english and number less than 50 character.)	
should be the same as the one on Shopify Setting page	
	Next Cancel

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

Payment	3D/	Standard/Redeem/Instalme	Backup Acquirer Account
Method	Non-3D	nt	

TapPay	

Direct	3D	Standard	Acquirer Account 3168
Рау	Non-3D		Acquirer Account 3168
Apple	Non-3D		Acquirer Account 3168
Рау			
LINE Pay	Non-3D		Acquirer Account 1540179966
JKOPAY	Non-3D		Acquirer Account
			c9ff1d44-5c63-11ea-9ebc-
			0050568403ed

MGID:	_spfy_	backup			
Description					
Payment method		3D / non 3D		type	
Direct Pay	~	3D	Ŧ	STANDARD	~
On us merchant  On us merchant TW_CTBC Create on us merchant	ickup acquirer a	ccount			Delete
Select on us merchant					•
<ul> <li>Please read the following m</li> <li>1. After submit on us merchant</li> <li>2. If there is no backup acquired</li> </ul>	essage. / backup acquire r account, transa	er account will update immer Iction will fail when consume	diately. r uses non-self card	Subm	it Cancel

**Step 6.** After clicking "Submit," you will see the following screen, indicating that the setup is complete.

complete.	•								
80 Dashboard		1. MGID nar 2. If there's a	1. MGID name and three, domain_secure setting must be the same as you set on ShopPy Setting, or transaction will fail. 2. If there's any adjustment on ShopPy Setting, please do the adjustment on MGID Setting as well, or transaction will fail.						
💮 Merchant Setting			MGID Settler						
C Transaction Report		Sandbox	Production						
會 Payment Facility		+ Create MC	ID						
(* Payment methods		Total : 1					Search merchant group		
← Link Pay		MGID	_spfy_t	packup			Create Payment Setting Delete		
Shopify Merchant		Payment method	3D / non 3D	type	On us merchant	Backup acquirer account	Description		
🖉 Affiliate Code		Direct Bro	20	STANDARD					
E-Invoice		Direct Pay	non 3D	STANDARD					

**Step 7.** Once setup is complete, proceed to conduct test transactions to ensure that all your settings are correct. If everything is confirmed to be accurate, please create an MGID in the "Production Environment."

ТарРау

**Step 8**. If you have set up Apple Pay, JKO Pay, and Line Pay in MGID, the Shopify checkout page's express checkout will display the corresponding payment methods.

Apple Pay is supported on all browsers on iPhone iOS 16 or later and on MacOS Safari browser.

#### ► NOTE

- 1. Please ensure that the name of the MGID in the Production Environment matches the MGID name on the Shopify settings page, otherwise, transactions will fail.
- 2. Please use the acquiring account you added in the Production Environment in your merchant settings.
- 3. If you have adjusted the settings for 3D/non-3D on the Shopify settings page, be sure to synchronize these adjustments on the MGID page to avoid transaction abnormalities.

#### 7. How to configure Setting on Shopify Portal?

#### 7.1. Credit Card

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

Home Orders 2	Apps	Develop apps Customize your store
Products     Customers     III Analytics	Customize your store with the apps merchants love most.	
Marketing     Discounts	Starter pack Get customers	Find products Stand out
# Apps	TRY DROPSHIPPING You pick which products to feature, they ship them to your custome	rs.
Sales channals O	<ul> <li>Parka - Arcexination Adm</li> <li>Parka - Arcexinati</li></ul>	<ul> <li>Control Propues Cond. Used Hand Propues, Exit Intent Popue, Used propues &amp; more. <ul> <li>◆ 0 (40 review) - Year bana valate</li> </ul> </li> <li>Control Condence III Propues Propuesting Propue</li></ul>

**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)

S shopify app store Categories ~ Collections ~	Q Search Shopify.	com 🌂 Log out
Based on stores like yours		II Pause
Get the best apps for		
Tappay shop		
Tappay Q		
PICKED FOR YOU		
Ideas for Tappay shop		
The apps merchants like you love most.		All apps $\rightarrow$
Product Reviews by Shopify The simplest way to share your customers' experiences.	Innel Shopify Email by Shopify Lucts to Facebook users. Shopify Email marketing made for commerce	

Step3. Select TapPay from the search result

Step4. Click Add app

<b>3 shopify</b> app store Categories ~	Collections $\checkmark$	Q Search Shopify.com * Log in
TapPay by <u>Cherri Tech</u> Support seamless online transaction		
Free Add app		
Liphing P         Non-NA           1         2         Statustations         3         Statustations           Non-NA         2         Statustations         3         Statustations           Non-NA         Statustations         3         Statustations         Statustations           Non-NA         Statustations         Statustations         Statustations         Statustations	International and the second and th	Europy C. Second State S

## Step5. Click Install TapPay

🛐 ΚυΝGQQQ	Q Search			KA KUNGQQQ Admin
<ul> <li>Home</li> <li>Orders</li> <li>Products</li> <li>Customers</li> <li>Iul Analytics</li> <li>Discounts</li> <li>Apps</li> <li>Sales channels</li> <li>Online Store</li> </ul>		Install          TapPay         by Cherri Tech         Image: Constraint of the second se	e developer's privacy policy	
Settings     Store transfer disabled		before installing. Deleting this app from your store will remove its access, and reques information if it was collected. Learn more about <u>data privacy</u> . Contact <u>Cherri Tech</u> for support	t the removal of customer	
		PRIVACY DETAILS What this app can access in your store Store owner information Store owner information Name Email address Phone number PERMISSION DETAILS What this app can do in your store		
	Store transfer is disabled, which mean	EDIT OTHER DATA This includes: payment gateways and payment sessions. Cancel s this store can't be transferred to a merchant or change plans. Learn m	Install app nore about store transfer	X

ТарРау

**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
Please login before you continue You are not logged in. Please log in first. Login		
TapPay dedicates to developing the better digital 1 experience to all your customers. Please follow ou * If you haven't registered yet, please click "Sign u	ransaction experience for our customers. Thank you for ch r setup guide in only 3 steps to install TapPay for your Shop p".	ioosing TapPay to provide the best e-commerce ify store.

TapPay 🗖	English   中文
Login to TapPay 2 Configure Shopify merchant	3 Connect to Shopify Please select the Shopify Merchant to install TapPay Payments App
Shopify Merchant Name / Shopify Account ID Shopify Inc / shopifytes_00000	•
Email to receive GDPR notification bruceshih@cherricorp.com	
You are about to install TapPay to this store: Shopify Store URL: bruce-demo-store.myshopify.com	Back
Please select a Shopify Merchant that is the same with your Shopify Store setting Please make sure that the Payments App you want to install and the Shopify Store will	Confirm your setting and click Next

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

TapPay 🗖	English   中文
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: TapPay	Confirm your Payments App setting and click Connect
GDPR Notify Email: bruceshih@cherricorp.com	<b>↓</b>
	Back Connect
You will be redirected to Shopify in order to complete the installation. Please click Install TapPay and	then click <b>Enable TapPay</b> from Shopify to finish installation

**Step 8**. On the payment functionality page, set the supported card types. Once configured, these will be displayed on the consumer's checkout page.

Note! The acquiring bank must support the card type for the transaction to be successful. All acquiring banks support Visa/Mastercard/JCB. CTBC Bank and Taishin Bank support UnionPay card transactions, and American Express is directly connected with American Express. If you have related needs, please contact TapPay.

Cook King	← TapPay Installed	More actions $\checkmark$
중 General 과 Plan	About TapPay	~
Billing     Users and permissions     Payments	Payment capture This can't be changed in your pa	Automatic
Checkout Customer accounts	Vica Vica	
Shipping and delivery     Taxes and duties	Mastercard	
Locations     Markets	American Express	
Apps and sales channels     Domains	JCB	
Customer events	UnionPay	
Custom data		
Customer privacy	Test mode Simulates successful and failed transactions.	
IL FORCIES		Jninstall Activate

Payment All transactior	The supported card ty displayed on the	pes are s ne consu	et up, a mer's cl	nd th tecko	eir icc ut pa	ons wi ge.	ll be
TapPay	(Credit Card & Debit Card)		VISA	•	933		UnionPay HEAL
	After clicking "Pay no TapPay (Credit Card & I purcha	– w", you will Debit Card Ise securel	be redire ) to comp y.	ected 1 blete y	:o our		
LINE Pa	у						
JKOPay	,				VISA		533
Bank D	eposit						
Billing addre	ss						
<ul> <li>Same a</li> </ul>	s shipping address						
🔵 Use a d	ifferent billing address						
	Ра	iy now					

**Step9.** Check Enable test mode then click Activate. 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.

General	About TapPay	~
Plan		
Billing	Durant contra	
Users and permissions	This can't be changed in your payment capture settings.	Automatic
Payments		
Checkout		
Customer accounts	visa Visa	
Shipping and delivery	Mostereord	
Taxes and duties	Widster card	
Locations	American Express	
S Markets	255 ICP	
Apps and sales channels		
Domains	Channey UnionPay	
🖌 Customer events		
Notifications	Chek if you want to make a sandh	ox transaction
Custom data		
Languages	Test mode	
Customer privacy	Simulates successful and failed transactions.	
Policies		

#### 7.2. LINE Pay

 $\label{eq:step1.log} \textbf{Step1. Log in to Shopify Admin, click "Apps", then click "Customize your store".$ 

Home Orders 2 Reducts	Apps	Develop apps Customize your store
Customers	Customize your store with the apps merchants love most.	
Marketing     Discounts	Starter pack Get customers	Find products Stand out
11 Apps	TRY DROPSHIPPING	
Sales channels	You pick which products to feature, they ship them to your customers.	
Sales channels O	Derde - Drochhinging Ade         Pud grodicutts to sell on Shoping         Pud grodicutts to sell on Shoping         2 18, 13.3 revellar - Free plan available         Dourdidom Immer-Counter. Count down clock. Sale         Pud grodicutts         Pud grodicutts	<ul> <li>Carbona Poruse: Enail Lyosal</li> <li>Bair Poorus, Exit Hendt Poorus, Lyosal Poorus &amp; mon.</li> <li></li></ul>

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

opp otoro	Categories ~	Collections ~		Q	Search	Shopify.com 🤊	Log in
LINE Pay							
by <u>Cherri Tech</u>							
support LINE Pay							
$\star$							
Free							
Add app							
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Zapahoy E 1. juenchos Paranga kalon posatasa Paranga kalon posatasa	ragen ( 48).		Nor - Taping C - Lagis - Lagis - Lagis - Lagis - Lagis - Lagis -		TopPhy F.	2 Colgos Barlowskie 3 const	ligen   48 Silver
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Zaphing E 1 westike Parage lake second Parage lake second we	3 menten		No Righty D Gage and an Anno. Here and an Anno. Here and an Anno.		TapAby F.	2 talesteductures 3 talest	age 1 45
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Exploy C 1 Intel Mar 2 Interfaces Mar Annual Control	Apple 2.2		No a		ZgPAy F. Landaria Bard for demonstrates and Bard for demonstrates for demonstrates Bard for dem	2 Salas Sada maka at a Salas	
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Lackar C 1 and 2			NO 2		ZeeNy C	2 international 3 mer menunant anternatural anternatural	

#### Step5. Click Install LINE Pay

ŝ	Bruce Demo Store	Q Search			BA Bruce Demo Store Ad
	Home Orders Products Customers Analytics Marketing	Yo	ou are about to install LINE Pay	LINE Poy INE Pay	
9 11	Apps	u	INE Pay will be able to:		
Sale	s channels Online Store O	Vi	iew Shopify account data	View details	
		Ec	dit other data	View details	
		To	o erase your customers' personal information from LINE Pay, remo quest will be sent to LINE Pay to erase this data. Learn more abou	ve the app. After 48 hours, a It <u>data privacy</u> 🗗 .	
		Ca	ancel	Install LINE Pay	
			By proceeding, you are agreeing to the Shopify Terr	ns of Service 12	
¢	Settings				

**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.

Image: Configure Shopify merchant       Image: Configure Shopify merchant         Image: Configure Shopify merchant       Image: Configure Shopify Merchant to Image: Configure Shopify Merchant to Image: Configure Shopify Merchant Name / Shopify Store URL: bruce-demo-store.myshopify.com       Image: Confirm Your setting and click Next         You are about to install LINE Pay to this store: Shopify Store URL: bruce-demo-store.myshopify.com       Confirm your setting and click Next         You are about to install LINE Pay to this store: Shopify Store URL: bruce-demo-store.myshopify.com       Confirm your setting and click Next         You are about to install LINE Pay to this store: Shopify Store URL: bruce-demo-store.myshopify.com       Confirm your setting and click Next         You are about to install et the Payments App you want to install and the Shopify       Confirm your setting and click Next	TapPay 🗖	English   中文
Shopify Merchant Name / Shopify Account ID  Shopify Inc / shopifytest_00000  Email to receive GDPR notification  bruceshih@cherricorp.com  You are about to install LINE 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  Please make sure that the Payments App you want to install and the Shopify Store will be installed the Payments App is correct	Login to TapPay 2 Configure Shopify merchant	3 Connect to Shopify Please select the Shopify Merchant to Install LINE Pay Payments App
Email to receive GDPR notification  Email to receive GDPR notification  Proceshih@cherricorp.com  You are about to install LINE 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  Please make sure that the Payments App you want to install and the Shopify Store will be installed the Payments App is correct	Shopify Merchant Name / Shopify Account ID	
bruceshih@cherricorp.com         Back       Next         You are about to install LINE Pay to this store: Shopify Store URL: bruce-demo-store.myshopify.com       Confirm your setting and click Next         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	Email to receive GDPR notification	-
You are about to install LINE 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 Please make sure that the Payments App you want to install and the Shopify Store will be installed the Payments App is correct	bruceshih@cherricorp.com	Back
Please make sure that the Payments App you want to install and the Shopify Store will be installed the Payments App is correct	You are about to install LINE 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.

Login to TapPay       Configure Shopify merchant       3 Connect to Shopify         Confirm your Shopify Payments App settings       Shopify Account Id: shopifytest_00000       Shopify Store URL: bruce-demo-store.myshopify.com         9 ayments App Name: LINE Pay       GDPR Notify Email: bruceshih@cherricorp.com       Confirm your Payments App setting and
Review Payments App settings         • Shopify Account Id: shopifytest_00000         • Shopify Store URL: bruce-demo-store.myshopify.com         • Payments App Name: LINE Pay         • GDPR Notify Email: bruceshih@cherricorp.com
Back Connect

**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.

Cook King	← Line Pay Installed	More actions v
General	About Line Pay	~
Plan		
Billing	Payment canture	
Users and permissions	This can't be changed in your payment capture settings.	Automatic
Payments		
Checkout		
Customer accounts	LINE Pay	
Shipping and delivery	Check if you want to make a sandb	ox transaction
Taxes and duties	<b></b>	
Locations	Simulates successful and failed transactions.	
§ Markets		
Apps and sales channels		Uninstall Activate
Domains		
Customer events		
Notifications	Click Ac	tivate and start using
Custom data		
Languages		
Customer privacy		
Policies		

#### 7.3. 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

<b>Shopify</b> app store Categories ~ Collect	ions ~	Q Search Shopify.com * Log in
JKO Pay by <u>Cherri Tech</u> JKOPAY is a popular mobile wallet with impressive market share No reviews Free	2	
Taylor (*		In pring 15 to the set of the set

#### Step5. Click Install JKO Pay

ŝ	Bruce Demo Store	Q Search			BA Bruce Demo Store Ad
	Home Orders Products Customers Analytics Marketing		You are about to install JKO Pay	<b>街</b> ККО Рау	
Sal	Discounts Apps es channels O Online Store O		JKO Pay will be able to: View Shopify account data Edit other data	View details View details	
			To erase your customers' personal information from JKO Pay, remo request will be sent to JKO Pay to erase this data. Learn more abou	ve the app. After 48 hours, a It <u>data privacy</u> C .	
			By proceeding, you are agreeing to the <u>Shopify Ter</u>	ms of Service C	
\$	Settings				

**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.

Login to TapPay     2 Configure Shopify merchant     3 Connect to Shopify Please select the Shopify Merchant to     Texter the Information we need     Shopify Merchant Name / Shopify Account ID     Shopify Inc / shopifytest_00000     Configure Shopify Loc / Shopify Inc / shopifytest_0000     Configure Shopify Merchant Name / Shopify Account ID     Shopify Inc / shopifytest_00000     Configure Shopify Merchant Name / Shopify Account ID     Shopify Inc / shopifytest_00000     Configure Shopify Shore URL: bruce-demo-store.myshopifycom     Please select a Shopify Merchant that is the same with your Shopify Store setting     Please make sure that the Payments App you want to install and the	TapPay 🗖	English   中文
	✓ Login to TapPay 2 Configure Shopify merchant	3 Connect to Shopify
Shopify Merchant Name / Shopify Account ID         Image: Shopify Inc / shopify Inc / shopify Store URL: bruce-demo-store.myshopify.com         Image: Shopify Inc / shopify Inc / shopify Inc / shopify Store Setting         Image: Shopify Inc / shopify	Enter the information we need	Please select the Shopity Merchant to install JKO Pay Payments App
	Shopify Merchant Name / Shopify Account ID	
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 Please make sure that the Payments App you want to install and the	Shopify Inc / shopifytest_00000	-
bruceshih@cherricorp.com       Back       Next         You are about to install JKO Pay to this store: Shopify Store URL: bruce-demo-store.myshopify.com       Image: Confirm your setting and Click Next         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       Email of the same with your Shopify Store Setting	Email to receive GDPR notification	
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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 Please make sure that the Payments App you want to install and the		Back
Please select a Shopify Merchant that is the same with your Shopify Store setting Confirm your setting and Click New Please make sure that the Payments App you want to install and the	You are about to install JKO Pay to this store: Shopify Store URL: bruce-demo-store.myshopify.com	<b>†</b>
Please make sure that the Payments App you want to install and the	Please select a Shopify Merchant that is the same with your Shopify Store setting	Confirm your setting and Click Next
Shopity Store will be installed the Payments App is correct	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
Login to TapPay 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
fou will be redirected to Shopify in order to complete the installation. Please click Install JKO Pay and nstallation.	d then click Enable JKO Pay from Shopify to finish

**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.

R Cook King	← JKO Pay Installed More actions ∨
🔓 General	About JKO Pay ~
å Plan	
Billing	Payment canture
Users and permissions	This can't be changed in your payment capture settings.
Payments	
Checkout	
Customer accounts	VISA Visa
Shipping and delivery	
Taxes and duties	Mastercard
Locations	JCB
🚯 Markets	Check if you want to make a sandbox transaction
Apps and sales channels	
Comains	Test mode Simulates successful and failed transactions.
Customer events	
Notifications	Uninstall Activate
Custom data	
Languages	
Customer privacy	Click Activate and start using
Policies	

## 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.

	Home		Abando	aned checkouts				Export ←
t,	Orders	485	Abanat	Shed checkouts				Export
	Orders		All					
	Drafts							
	Abandoned checkout	ts	Filte	r 🗸 🔍 Search checko	outs			
•	Products Customers			Checkout	Date 👻	Placed by	Email Status Recovery S	tatus Total
<b>,</b>	Analytics Marketing	alytics Inketing		#20117862383691	12:36 pm CST	1	Scheduled Not Reco	vered \$20.51
Ø ∎	Discounts Apps			#20117846196299	12:33 pm CST	1	Scheduled Not Reco	vered \$10.51
SALE	S CHANNELS	•		#19904340394059 🗎	Mar 19, 12:54 pm CST	TapPaytest test	Not Sent Not Reco	vered \$10.00
Ħ	Online Store	0		#19896266883147	Mar 18, 5:47 pm CST	TapPaytest test	Not Sent Not Reco	vered \$10.00
			#19896247713867	Mar 18, 5:43 pm CST	TapPaytest test	Not Sent Not Reco	vered \$10.00	
				#19896238342219	Mar 18, 5:41 pm CST	TapPaytest test	Not Sent Not Reco	vered \$10.00
				#19895720968267	Mar 18, 3:44 pm CST	1	Sent Not Reco	vered \$10.00

 Log in to TapPay backstage, click [Transaction Report > All transactions]. Click [Advanced Search] and fill in Order Number(order\_number), and then execute search to see the status and result.

hopifytest	Sandbox Production			
Information		All transactions		
2 Dashboard	Start Date April 30, 2024 12:00 AM	~ End Date May 1, 2024 12:00 AM	Today Yesterday	7 days This month
9 Merchant Setting 👻	Merchant ID	Bank Transaction ID	TWD	•
C Transaction Report	▲ Advanced search Transaction type : 📻 🖠	i G 🗢 🛢 🗑 🗛 🛛 🛶 峙 💷 💈		
All transactions	TapPay will automatically capture the payment	for another two times while the result of the first capture is failed. Assur	ne that the first capture day is T, we will automatically cap	oture the payment on day T+1 and
Capture and Refund Report	T+2 until the capture is successful or meet the u	upper limit of the capture frequency. You can search the transaction with	practical payment capture time in this filter.	
Setting of Capture and Refund Report	General Transaction			
Payment Facility -	TSP Transaction			
Payment methods -	Enter Sho	pify's Checkout no.		
) Link Pay	Order Number	AuthCode		
Shopify Merchant	Amount 0	- 0		
Affiliate Code 👻	Cardholder			
P E-Invoice -	Cardholder Name	Cardholder Phone Number	Cardholder Email	

## 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.

Ŝ	Cook King J0seph Stor			Q Search						JL Joseph Li
A	Home	_	Order	Date	Customer	Total	Payment	Fulfillment	Items	Delivery method
C)	Orders 485	5	#1485	Thursday at 11:17 am	TapPaytest test	\$10.00	Paid	O Unfulfilled	1 item	Standard
	Orders		#1484	Wednesday at 11:26 am	TapPaytest test	\$10.00	Paid	O Unfulfilled	1 item	Standard
	Abandoned checkouts		#1483	Wednesday at 11:25 am	TapPaytest test	\$10.00	Paid	O Unfulfilled	1 item	Standard
	Products		#1482	Apr 1 at 11:50 am	TapPaytest test	\$10.51	Refunded	O Unfulfilled	1 item	Standard
	Customers		#1481	Apr 1 at 11:49 am	TapPaytest test 🔻	\$10.42	Partially paid	O Unfulfilled	1 item 👻	Standard
al	Analytics		#1480	Mar 31 at 12:40 pm	TapPaytest test	\$10.00	Paid	O Unfulfilled	1 item	Standard
Ą	Marketing		#1479	Mar 22 at 4:47 pm	TapPaytest test	\$10.00	Paid	O Unfulfilled	1 item	Standard
Ø	Discounts		#1478	Mar 19 at 3:43 pm	1	\$10.51	Paid	O Unfulfilled	1 item	Standard
	Apps		#1477	Mar 19 at 3:42 pm	1	\$10.00	Paid	O Unfulfilled	1 item	Standard
SALE	S CHANNELS	)	#1476	Mar 19 at 2:32 pm	No customer	\$20.51	Paid	O Unfulfilled	2 items	
n	Online Store	•	#1475	Mar 19 at 12:19 pm	TapPaytest test	\$10.00	Paid	O Unfulfilled	1 item	Standard
			#1474	Mar 18 at 5:56 pm	TapPaytest test	\$10.00	Paid	O Unfulfilled	1 item	Standard

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

5	Cook King J0seph Stor	୍ ପ୍ର	arch		
A	Home Orders 44 Orders	35 Tim	eline	Show comments	test test 100 test Taiwan
	Drafts Abandoned checkouts	JL	Leave a comment	@ # Ø Post	BILLING ADDRESS Same as shipping address
· II · · · · · · · · · · · · · · · · · · ·	Customers Analytics Marketing Discounts Apps	•	APRIL 1 Unable to refund \$9.50 TWD. ↓ A \$9.50 TWD refund is pending. ↓ Order confirmation email was sent to TapPaytest test (TapPayTEST@test.com.tw).	11:57 AM 11:57 AM 11:49 AM	Conversion summary
F	Online Store 🛛 🤇	9	Resend email A \$10.00 TWD payment was processed on TapPay.  TapPaytest test placed this order on Online Store (checke #20020786462795).	11:49 AM out 11:49 AM	Fraud analysis Card Verification Value (CVV) isn't available Billing address or credit card's address wasn't available
*	Settings				

3. Click "Information from the gateway "

ŝ	Cook King J0seph S	tor	Q s	earch			JL
<b>∩</b> €	Home Orders	485		Amount \$9.50 Refunded items		<ul> <li>Billing address or credit card's address wasn't available</li> </ul>	
	Orders Drafts			Gateway TapPay Status		<u>View full analysis</u>	
	Abandoned checkou Products	its		failure <b>Type</b> refund		Tags View all tag	gs
۱۱ ال	Analytics		F	Created Apr 1, 2021, 11:57 am		reviewed, packed, delivered	
₹ Ø	Marketing Discounts			Information from the gateway. >			
	Apps	•	•	A \$9.50 TWD refund is pending.	11:57 AM		
	Online Store	0	•	Order confirmation email was sent to TapPaytest test (TapPayTEST@test.com.tw).	11:49 AM		
			•	Resend email	11:49 AM		
			•	TapPaytest test placed this order on Online Store (checkout #20020786462795).	11:49 AM		

Please screenshot the information below and provide it for TapPay.

L	Information from the gateway 💌	
	X account shopifytest	
	X amount 9.50	
	X currency TWD	
l	X gateway reference shopifytest_6H9wyitp555WmZjX2ulvgelyC74VfKk7	
	X reference 4659164610635	
	X result failed	
	X test true	
l	X timestamp 2021-04-01T03:57:09Z	
l	X transaction type refund	
	X message Invalid arguments : amount(510)	
	X signature 4c498c420231d6580aeabaa2fdea418a8214a3d40e8a5157ac88b12d4	1577d59e
	A \$9.50 TWD refund is pending. ▶	11:57 AN
	Order confirmation email was sent to TapPaytest test (TapPayTEST@test.com.tw).	11:49 AN
	Resend email	
	A \$10.00 TWD payment was processed on TapPay.	11:49 AN
	TapPaytest test placed this order on Online Store (checkout #20020786462795).	11:49 AN

## 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.

ŝ	Cook King J0seph Stor			aph Stor Q Search								
•	Home			Order	Date	Customer	Total	Payment	Fulfillment	Items	Delivery method	
4	Orders	485	U	#1480	Friday at 10.37 am	lapPaytest test	\$10.00	Paid	Ountuitillea	i item	Standard	
	Orders			#1485	Thursday at 11:17 am	TapPaytest test	\$10.00	Paid	O Unfulfilled	1 item	Standard	
	Drafts			#1484	Wednesday at 11:26 am	TapPaytest test	\$10.00	Paid	O Unfulfilled	1 item	Standard	
	Abandoned checko	uts		#1483	Wednesday at 11:25 am	TapPaytest test	\$10.00	• Paid	O Unfulfilled	1 item	Standard	
	Products			#1482	Apr 1 at 11:50 am	TapPaytest test 👻	\$10.51	Refunded	O Unfulfilled	1 item 👻	Standard	
-	Customers			#1481	Apr 1 at 11:49 am	TapPaytest test	\$10.42	Partially paid	O Unfulfilled	1 item	Standard	
	Analytics			#1480	Mar 31 at 12:40 pm	TapPaytest test	\$10.00	• Paid	O Unfulfilled	1 item	Standard	
ø	Discounts			#1479	Mar 22 at 4:47 pm	TapPaytest test	\$10.00	• Paid	O Unfulfilled	1 item	Standard	
	Apps		#1478	Mar 19 at 3:43 pm	1	\$10.51	Paid	O Unfulfilled	1 item	Standard		
CAL		•		#1477	Mar 19 at 3:42 pm	1	\$10.00	Paid	O Unfulfilled	1 item	Standard	
SALL C	Online Store	0		#1476	Mar 19 at 2:32 pm	No customer	\$20.51	Paid	O Unfulfilled	2 items		
				#1475	Mar 19 at 12:19 pm	TapPaytest test	\$10.00	Paid	O Unfulfilled	1 item	Standard	
				#1474	Mar 18 at 5:56 pm	TapPaytest test	\$10.00	Paid	O Unfulfilled	1 item	Standard	
				#1473	Mar 18 at 3:43 pm	1	\$10.00	Paid	O Unfulfilled	1 item	Standard	
				#1472	Mar 18 at 12:50 pm	TapPaytest test	\$10.00	• Paid	O Unfulfilled	1 item	Standard	

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

S	Cook King JOse	oh Stor						
•	Home		Imeline		comments	Same as shipping address		
¢,	Orders	485		eque a comment	00#0	Post		
	Orders			eave a comment	0 4 0	FOST	Conversion summary	
	Drafts			Onl	y you and other staff can see	comments	🔛 This is their 0th order	
	Abandoned che	ckouts	APR	NL 1			1st session was direct to your store	
-	Products		Ref	und notification email was sent to TapPay	test test	11:56 AM	1 session over 1 day	
-	Customers		(Tap	pPayTEST@test.com.tw).			View conversion details	
al	Analytics		R	esend email				
4	Marketing					11-66 AM		
Ø	Discounts		<b>\$</b> 11.	.00 TWD was refunded on TapPay. #		11-30 AM	Fraud analysis	
	Apps		• A \$	11.00 TWD refund is pending. >		11:56 AM	<ul> <li>Card Verification Value (CVV) isn't available</li> </ul>	
SALE	S CHANNELS	O	Ord	der confirmation email was sent to TapPay	test test	11:50 AM	Billing address or credit card's	
A	Online Store	o	(Tap	pPayTEST@test.com.tw).			address wasn't available	
			R	esend email			Man full exclusion	
			• A \$	11.00 TWD payment was processed on Ta	pPay. 🕨	11:50 AM	view full analysis	
			• Tap	Paytest test placed this order on Online S 0020794327115).	itore (checkout	11:50 AM	Tags View all tags	
							reviewed, packed, delivered	

 Log in to TapPay backstage, click [Transaction Report > All transactions]. Click [Advanced Search] and fill in Order Number(order\_number), You can see the status and details of this order.

nopifytest	Sandbox Production			
Information		All transactions		
] Dashboard	Start Date April 30, 2024 12:00 AM	~ End Date May 1, 2024 12:00 AM	Today Yesterday	7 days This month
Merchant Setting 👻	Merchant ID	Bank Transaction ID	TWD	-
Transaction Report	▲ Advanced search Transaction type 🛛 : 📻 🧉	: G � ● □ □ ▲ □ (慢  ⊫ ×		
All transactions	TapPay will automatically capture the payment fr	or another two times while the result of the first capture is failed. Assum	e that the first capture day is T, we will automatically cap	ture the payment on day T+1 and
Capture and Refund Report	T+2 until the capture is successful or meet the up	pper limit of the capture frequency.You can search the transaction with p	ractical payment capture time in this filter.	
Setting of Capture and Refund Report	Transaction type General Transaction			
Payment methods	• TSP Transaction	pify's Checkout no.		
Link Pay	Order Number	AuthCode		
Shopify Merchant	Amount 0	~ 0		
Affiliate Code 👻	Cardholder			
E-Invoice 👻	Cardholder Name	Cardholder Phone Number	Cardholder Email	

#### 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.

S	Cook King J0seph Stor			Search					JL Joseph Liao
•	Home Orders	485	Orders					Export	Create order
	Orders		All Unfulfille	ed Unpaid Open	Closed				
	Drafts Abandoned checko	uts	Q Filter orders			Status 👻 P	ayment status 👻 More filt	ters 🗎 🚖 Edit v	iew 14 Sort
ø	Products		Order	Date	Customer	Total Payme	nt Fulfillment	Items	Delivery method
-	Customers								
- itl	Analytics		#1487	Friday at 10:58 am	TapPaytest test	\$10.00 • Paid	O Unfulfilled	1 item	Standard
- 📢	Marketing		#1486	Friday at 10:37 am	TapPaytest test	\$10.00 • Paid	O Unfulfilled	1 item	Standard
Ø	Discounts		#1485	Thursday at 11:17 am	TapPaytest test	\$10.00 Paid	O Unfulfilled	1 item	Standard
	Apps		#1484	Wednesday at 11:26 am	TapPaytest test	\$10.00 Paid	O Unfulfilled	1 item	Standard
SAL	ES CHANNELS	0	#1483	Wednesday at 11:25 am	TapPaytest test	\$10.00 • Paid	O Unfulfilled	1 item	Standard
n	Online Store	o	#1482	Apr 1 at 11:50 am	TapPaytest test	\$10.51 • Refu	nded O Unfulfilled	1 item	Standard
			#1481	Apr 1 at 11:49 am	TapPaytest test	\$10.42	o Unfulfilled	1 item	Standard
			#1480	Mar 31 at 12:40 pm	TapPaytest test	\$10.00 • Paid	O Unfulfilled	1 item	Standard

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

ttributes	Cancelled at	Payment Method	Payment Reference	Refunded Amount	Vendor	ld	Tags	Risk Level	Source	Lineitem disco
		TapPay	c12783910158411.2	0.00	J0seph Store	2199870242891		Low	580111	C

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