

# 2024 Shopify User Manual



## Document Version Control:

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2021.04.07	Initial version	v1.0.0	Stacy
2021.08.24	Add/modify merchant name	v1.0.1	Phoebe
2021.12.07	Addition of 4-4: Enable dark mode for the checkout page. Addition of 4-5: Enable English checkout page. Addition of 4-6: Configure installment payments in TWD.	v1.1.0	Kyle
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)	v1.2.0	Bruce
2023.12.19	Support for JPY transactions Support for switching language modes in the dropdown menu (Chinese, English, and Japanese)	v1.3.0	Clara
2024.03.12	TapPay Payment APP supports Apple Pay transactions	v1.3.1	Clara
2024.07.03	Supplement "Shopify Merchant Setup" with instructions on decimal point transactions Supplement 7-1. Card type settings for general credit card online transaction installation	v1.3.2	Clara

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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](mailto: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

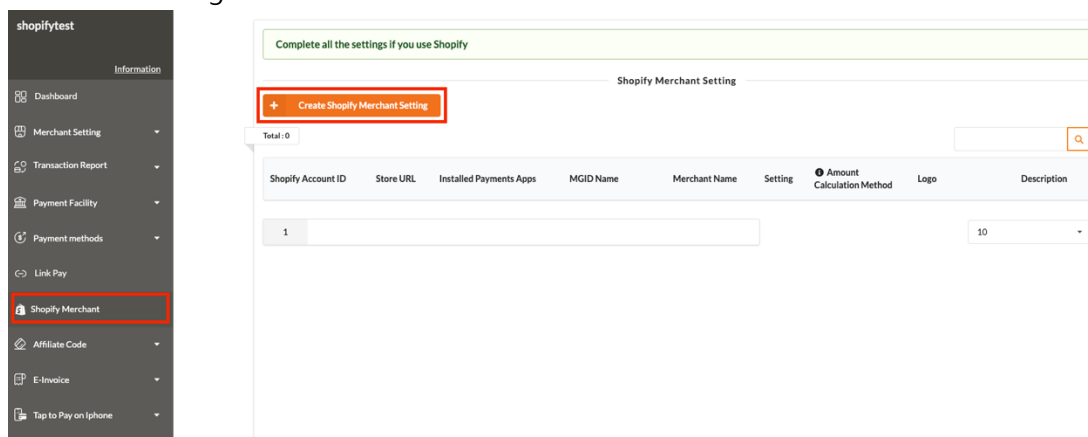
- About Shopify package of TapPay
- Remain native Shopify package to keep operations simple
- Only support online credit card transactions (do not support other functions such as ATM and E-invoice)
- If you require both USD\$ and NTD\$ transactions, please apply for USD\$ and NTD\$ acquirer accounts. 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 Pay	JKO Pay	LINE Pay
	VISA	MasterCard	JCB	VISA	MasterCard	JCB			
TWD	✓	✓	✓	✓	✓	✓	✓	✓	✓
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” .



**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.)

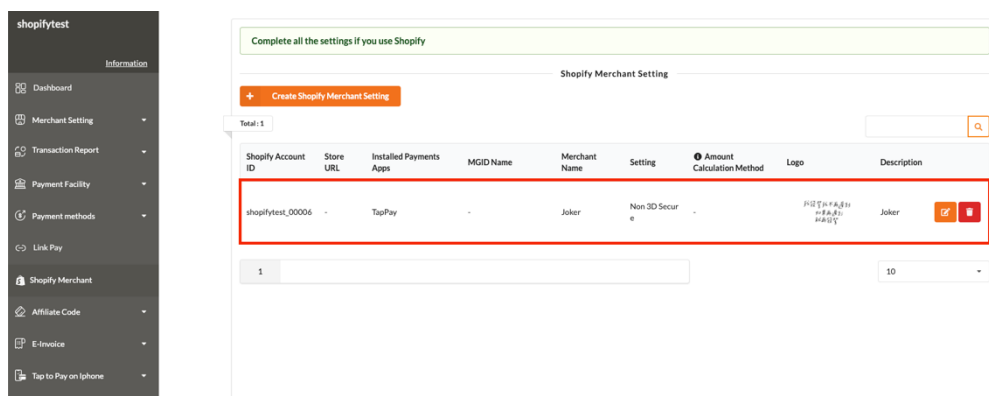
\*If you want to remove the logo, please click “Remove File” on the right side.

The screenshot shows the 'Edit Shopify Merchant Setting' form. It includes the following fields and options:

- Description: Text input field.
- 3D Secure (only support Direct Pay): Checkbox.
- Amount Calculation Method (Support TWD only): Dropdown menu with 'ROUND\_OFF' selected.
- Merchant Name (60 characters, Chinese and English are allowed + numbers. Please input a space if you don't want to show the name): Text input field with 'TapPay' entered.
- Upload Logo (format: .png / 500kb): File upload area with 'Choose file' button and 'No file selected' text.
- Shopify Payments App: Section with 'Enabled Payment Methods (Sandbox)' and 'Enabled Payment Methods (Production)'. Each has radio buttons for 'Direct Pay', 'LINE Pay', and 'JKO Pay'.
- Enable Dark Mode: Checkbox.
- Language Setting: Dropdown menu with 'Chinese' selected.
- Enable Instalment (Sandbox) and Enable Instalment (Production): Checkboxes with help icons.

At the bottom right, there are 'Submit' and 'Cancel' buttons. A red error message is visible at the bottom of the form.

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




### 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	The possible reasons for decimal points in TWD transactions: <ol style="list-style-type: none"> <li>1. Taxes were added to the product in the Shopify product settings.</li> <li>2. Decimal points were generated when setting the discount value as a percentage.</li> </ol>

	<p>*Please try to avoid generating decimal points in TWD transactions to prevent issues with subsequent transaction tracking.</p> <p>If you encounter TWD transactions with decimal points, there are four possible configuration methods:</p> <p>1. DISABLE (default use ROUND_DOWN)</p> <table border="1"> <thead> <tr> <th>Shopify Product Price Actual</th><th>Transaction Amount</th></tr> </thead> <tbody> <tr> <td>TWD 299.40</td><td>TWD 299.00</td></tr> <tr> <td>TWD 299.70</td><td>TWD 299.00</td></tr> </tbody> </table> <p>2. ROUND_OFF</p> <table border="1"> <thead> <tr> <th>Shopify Product Price Actual</th><th>Transaction Amount</th></tr> </thead> <tbody> <tr> <td>TWD 299.40</td><td>TWD 299.00</td></tr> <tr> <td>TWD 299.70</td><td>TWD 300.00</td></tr> </tbody> </table> <p>3. ROUND_UP</p> <table border="1"> <thead> <tr> <th>Shopify Product Price Actual</th><th>Transaction Amount</th></tr> </thead> <tbody> <tr> <td>TWD 299.40</td><td>TWD 300.00</td></tr> <tr> <td>TWD 299.70</td><td>TWD 300.00</td></tr> </tbody> </table> <p>1. ROUND_DOWN → Suggested options</p> <table border="1"> <thead> <tr> <th>Shopify Product Price Actual</th><th>Transaction Amount</th></tr> </thead> <tbody> <tr> <td>TWD 299.40</td><td>TWD 299.00</td></tr> <tr> <td>TWD 299.70</td><td>TWD 299.00</td></tr> </tbody> </table>	Shopify Product Price Actual	Transaction Amount	TWD 299.40	TWD 299.00	TWD 299.70	TWD 299.00	Shopify Product Price Actual	Transaction Amount	TWD 299.40	TWD 299.00	TWD 299.70	TWD 300.00	Shopify Product Price Actual	Transaction Amount	TWD 299.40	TWD 300.00	TWD 299.70	TWD 300.00	Shopify Product Price Actual	Transaction Amount	TWD 299.40	TWD 299.00	TWD 299.70	TWD 299.00
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Shopify Product Price Actual	Transaction Amount																								
TWD 299.40	TWD 299.00																								
TWD 299.70	TWD 299.00																								
Logo	Logo is optional, please upload if needed. (restriction: .png/.jpg, file size 500k)																								
Description	You can enter remarks for store notes.																								

► 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 how MGID is 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).

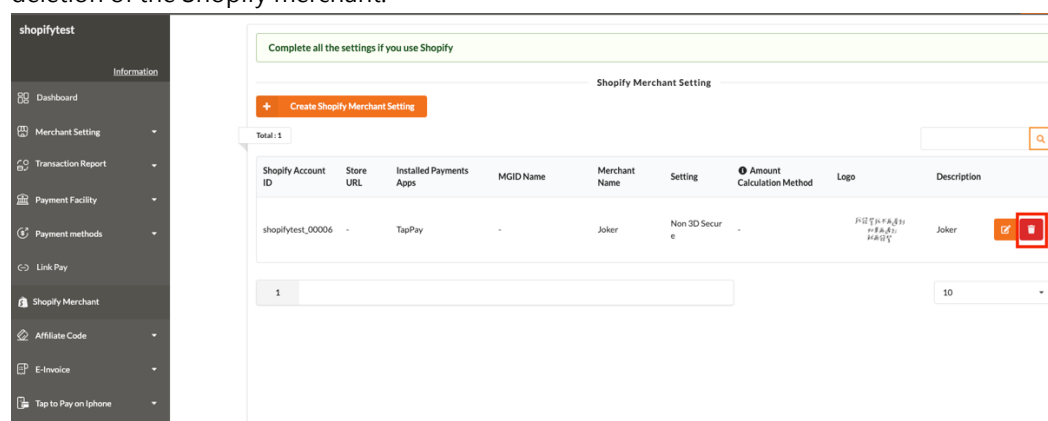
## 4.2. Delete Shopify Store

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

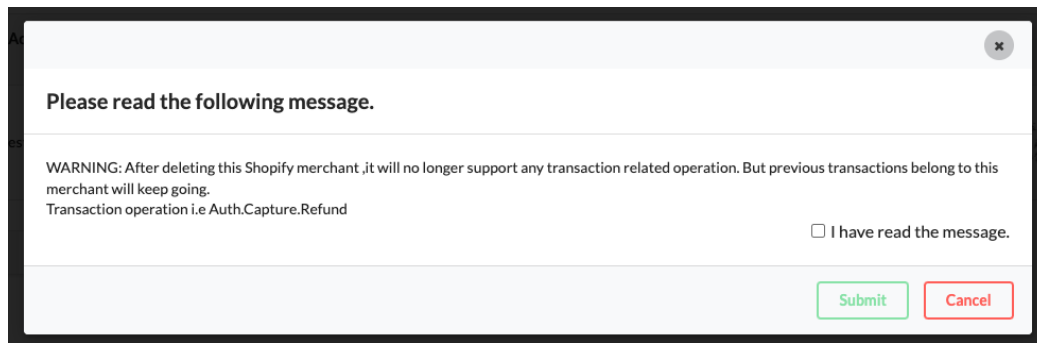
**Step 1.** Log in to the Portal > Go to Shopify Merchant Settings.

**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.



The screenshot displays the 'Shopify Merchant Setting' page. At the top, there is a green banner that says 'Complete all the settings if you use Shopify'. Below this is a search bar and a '+ Create Shopify Merchant Setting' button. A table lists the merchants, with columns for Shopify Account ID, Store URL, Installed Payments Apps, MGID Name, Merchant Name, Setting, Amount Calculation Method, Logo, and Description. The first row shows a merchant with ID 'shopifytest\_00006', Store URL '-', TapPay as the installed app, MGID Name '-', Merchant Name 'Joker', Setting 'Non 3D Secure', and Description 'Joker'. To the right of this row, there are two buttons: a green 'Edit' button and a red 'Delete' button. The 'Delete' button is highlighted with a red box. At the bottom of the table, there are pagination controls showing '1' of 10 items.

A screenshot of a warning message dialog box. The dialog has a title bar with a close button (X). The main content area contains the text: "Please read the following message." followed by a warning: "WARNING: After deleting this Shopify merchant ,it will no longer support any transaction related operation. But previous transactions belong to this merchant will keep going. Transaction operation i.e Auth.Capture.Refund". Below the warning text is a checkbox labeled "I have read the message." which is currently unchecked. At the bottom right of the dialog are two buttons: "Submit" (green border) and "Cancel" (red border).

Please read the following message.

WARNING: After deleting this Shopify merchant ,it will no longer support any transaction related operation. But previous transactions belong to this merchant will keep going.  
Transaction operation i.e Auth.Capture.Refund

☐ I have read the message.

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 [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

Shopify Payments App

Enabled Payment Methods (Sandbox)

No payment method set, please set MGID first

☒ Enable Dark Mode

Language Setting

Chinese

☐ Enable Instalment (Sandbox) ?

☐ Enable Instalment (Production) ?

Enabled Payment Methods (Production)

No payment method set, please set MGID first

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

\*\*\*\* \* 0000 0000

Expiration Date

MM / YY

CCV/CVC2

CCV

Confirm



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



Dark mode:

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

### Shopify Inc

Credit Card

**Card Number**

\*\*\*\* \* 0000 0000

**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
<hr/>	
Total	TWD <b>\$420.00</b>

#### 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)

No payment method set, please set MGID first

Enabled Payment Methods (Production)

No payment method set, please set MGID first

☒ Enable Dark Mode

Language Setting

Chinese

☐ Enable Instalment (Sandbox) ?

☐ Enable Instalment (Production) ?

Submit

Cancel

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

**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.

<p>Chinese</p>	<h3>Plusseven Test</h3> <p>信用卡結帳 Credit Card</p> <p>卡號 Card Number</p> <input type="text" value="**** *"/> <p>到期日 Expiration Date</p> <input type="text" value="MM / YY"/> <p>檢查碼 CCV/CVC2</p> <input type="text" value="CCV"/> <p>確認結帳 Confirm</p> <p>取消 Cancel</p> <p><b>TapPay</b></p> <p>本服務由喬睿科技 TapPay 提供。交易全程使用 TLS1.2 加密，請放心支付。</p> <p>This service is provided by Cherri Tech, Inc. TapPay. Payment data is safely encrypted with TLS1.2 .</p>	<h3>訂購明細 Order Details</h3> <p>小計 Subtotal \$2.00</p> <hr/> <p>總計 Total TWD <b>\$2.00</b></p>
<p>English</p>	<h3>Plusseven Test</h3> <p>Credit Card &amp; Debit Card</p> <p>Card Number</p> <input type="text" value="**** *"/> <p>Expiration Date</p> <input type="text" value="MM / YY"/> <p>CCV/CVC2</p> <input type="text" value="CCV"/> <p>Confirm</p> <p>Cancel</p> <p><b>TapPay</b></p> <p>This service is provided by Cherri Tech, Inc. TapPay. Payment data is safely encrypted with TLS1.2 .</p>	<h3>Order Details</h3> <p>Subtotal \$2.00</p> <hr/> <p>Total TWD <b>\$2.00</b></p>

Japanese

### Plusseven Test

クレジットカード

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 .

### 商品情報

小計 \$2.00

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合計金額 TWD **\$2.00**

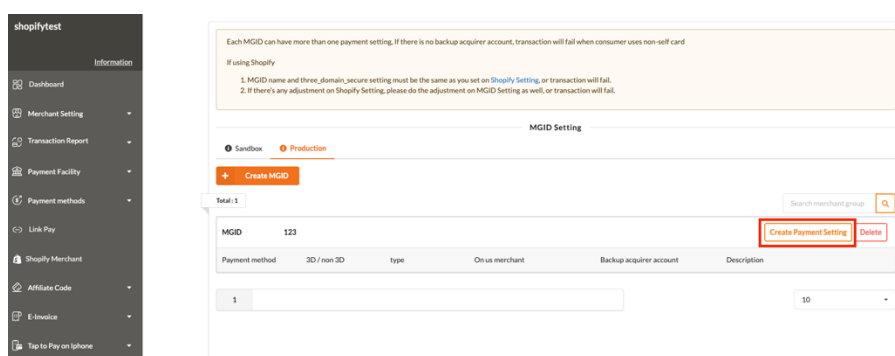
## 4.5. How to Enable Instalment for TWD

**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

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

MGID	shopify_test				<a href="#">Create Payment Setting</a>	<a href="#">Delete</a>
Payment method	3D / non 3D	type	On us merchant	Backup acquirer account	Description	
Direct Pay	non 3D	STANDARD	 TW_CATHAY			

**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 file

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

Shopify Payments App

Enabled Payment Methods (Sandbox)

Direct Pay

Enable Dark Mode

Language Setting

Chinese

☒ Enable Instalment (Sandbox) ?

NCCC

E.SUN Bank

Supported\_Banks ?

Taishin Bank ✕

Choose\_Periods

Taishin 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.

**Shopify Inc**

Credit Card

Card Number

Expiration Date

CCV/CVC2

CCV

**Installments**

Please select installments : ( \* The remaining amount will be charged in the first installment)

Installments	Supported banks
<input checked="" type="radio"/> TWD \$18 x 3	Mega International Commercial Bank, Taishin Bank, UNION BANK OF TAIWAN
<input type="radio"/> TWD \$9 x 6	Mega International Commercial Bank, Taishin Bank, UNION BANK OF TAIWAN
<input type="radio"/> TWD \$6 x 9	Mega International Commercial Bank, Taishin Bank, UNION BANK OF TAIWAN
<input type="radio"/> TWD \$5 x 10	Mega International Commercial Bank, CTBC Bank, UNION BANK OF TAIWAN
<input type="radio"/> TWD \$4 x 12	Mega International Commercial Bank, CTBC Bank, UNION BANK OF TAIWAN

### Order Details

Subtotal \$56.00

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Total TWD **\$56.00**

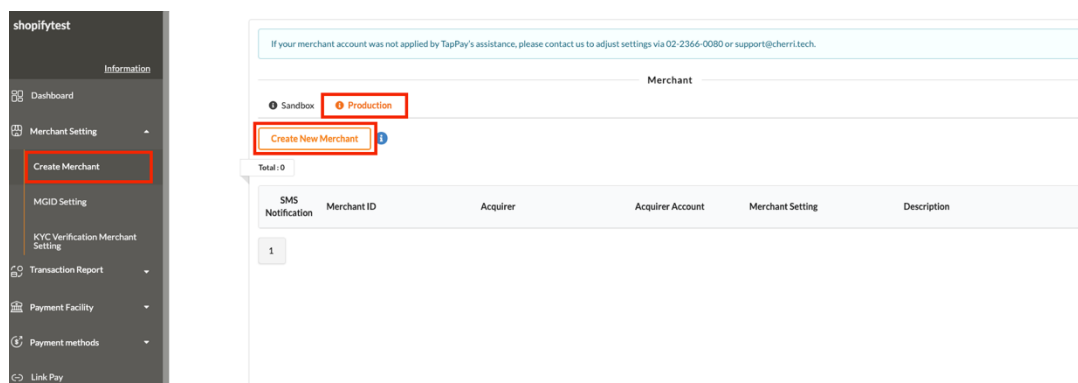
#### ► NOTE

- 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”.



**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

☐ UnionPay Non 3D ☐ 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\*

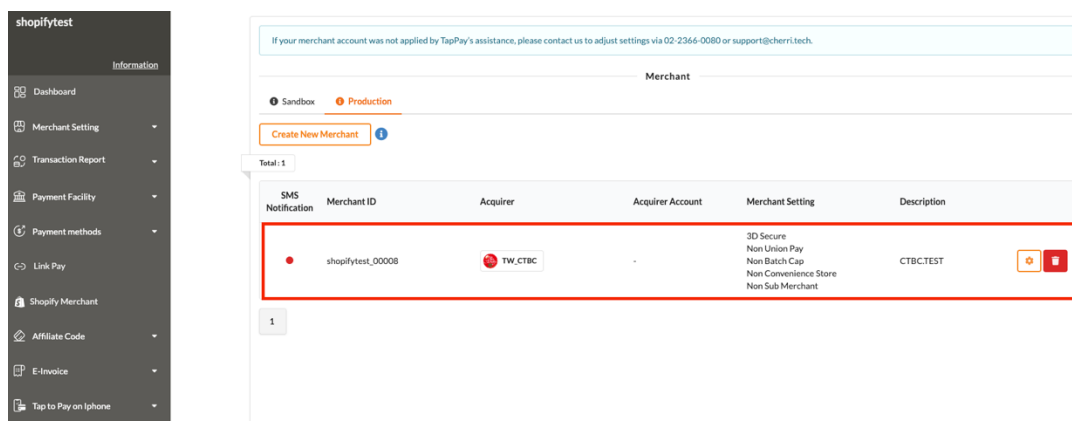
CTBC Merchant ID

Submit

Cancel

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

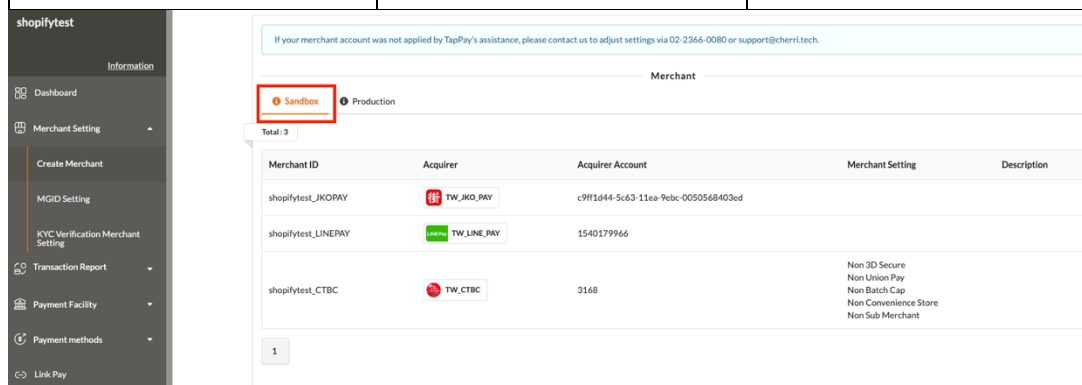




## 6. How to configure MGID on TapPay Portal?

**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.)

Complete all the settings if you use Shopify

Shopify Merchant Setting

+ Create Shopify Merchant Setting

Total: 4

Shopify Shared Secret	Shopify Account ID	MGID Name	Setting	Amount Calculation Method	Logo	Description
0bfAcY0UcB	24951774_00054	24951774_00054_spfy_backup	3D Secure	ROUND_OFF		
i9EgCSMKd4	24951774_00148	24951774_00148_spfy_backup	3D Secure	ROUND_OFF		none
JNQ1s5Quf	24951774_00146	24951774_00146_spfy_backup	3D Secure	ROUND_OFF		测试商家
1xvNPg1NU9	24951774_00145	24951774_00145_spfy_backup	3D Secure	DISABLE		test

1 10

**Step3.** Go to Merchant > MGID Setting > Sandbox, click “Create MGID” .

shopifytest

Information

- Dashboard
- Merchant Setting
  - Create Merchant
  - MGID Setting**
  - KYC Verification Merchant Setting
- Transaction Report
- Payment Facility

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

If using Shopify

1. MGID name and three\_domain\_secure setting must be the same as you set on [Shopify Setting](#), or transaction will fail.
2. If there's any adjustment on Shopify Setting, please do the adjustment on MGID Setting as well, or transaction will fail.

MGID Setting

☒ Sandbox ☐ Production

+ Create MGID

Total: 0

1 10

**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 Method	3D/ Non-3D	Standard/Redeem/Instalment	Backup Acquirer Account
----------------	------------	----------------------------	-------------------------

Direct Pay	3D	Standard	Acquirer Account 3168
Pay	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 :** [redacted]\_spfy\_backup

Description

Payment method: Direct Pay      3D / non 3D: 3D      type: STANDARD

**On us merchant**      Backup acquirer account

On us merchant

TW\_CTBC [button] [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]

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

1. MGID name and three\_domain\_secure setting must be the same as you set on Shopify Setting, or transaction will fail.  
2. If there's any adjustment on Shopify Setting, please do the adjustment on MGID Setting as well, or transaction will fail.

**MGID Setting**

Sandbox      Production

+ Create MGID

Total: 1

Search merchant group

MGID [redacted]\_spfy\_backup [Create Payment Setting] [Delete]

Payment method	3D / non 3D	type	On us merchant	Backup acquirer account	Description
Direct Pay	non 3D	STANDARD	TW_NCCC TW_ESUN TW_TAISHIN		

**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."

**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.

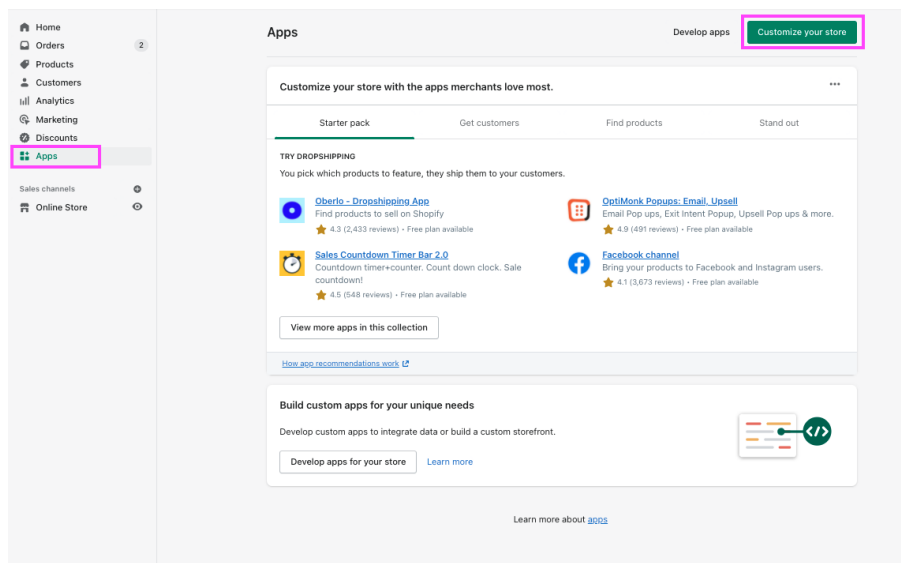
► **NOTE**

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.

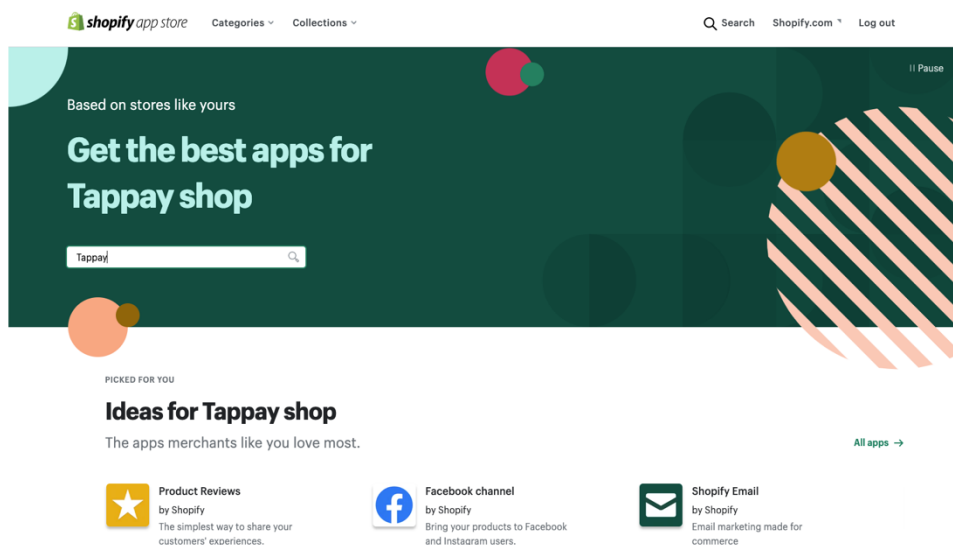
## 7. How to configure Setting on Shopify Portal?

### 7.1. Credit Card

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

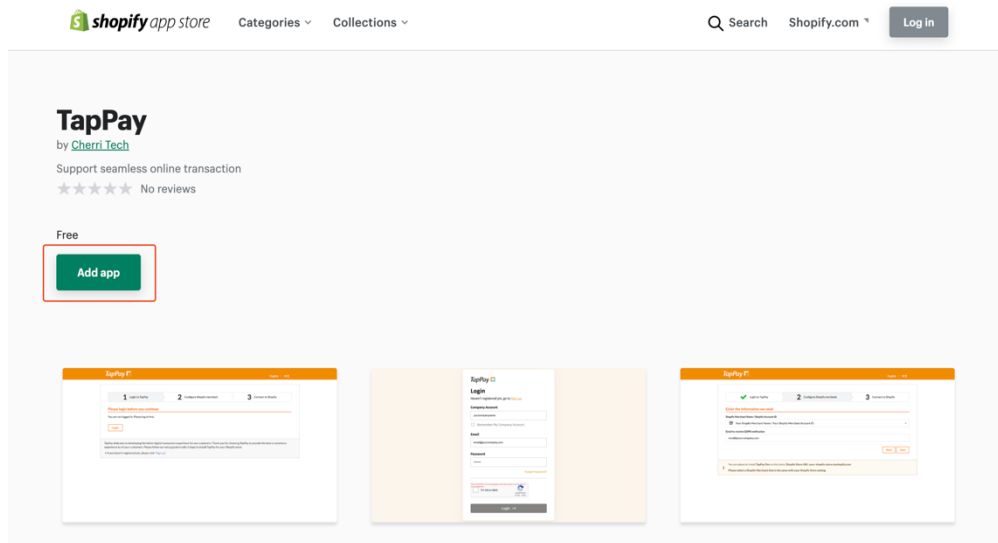


**Step2.** You will be redirected to Shopify App Store, fill-in “TapPay” in search bar, or using the direct link below to install:  
(<https://apps.shopify.com/tappay>)

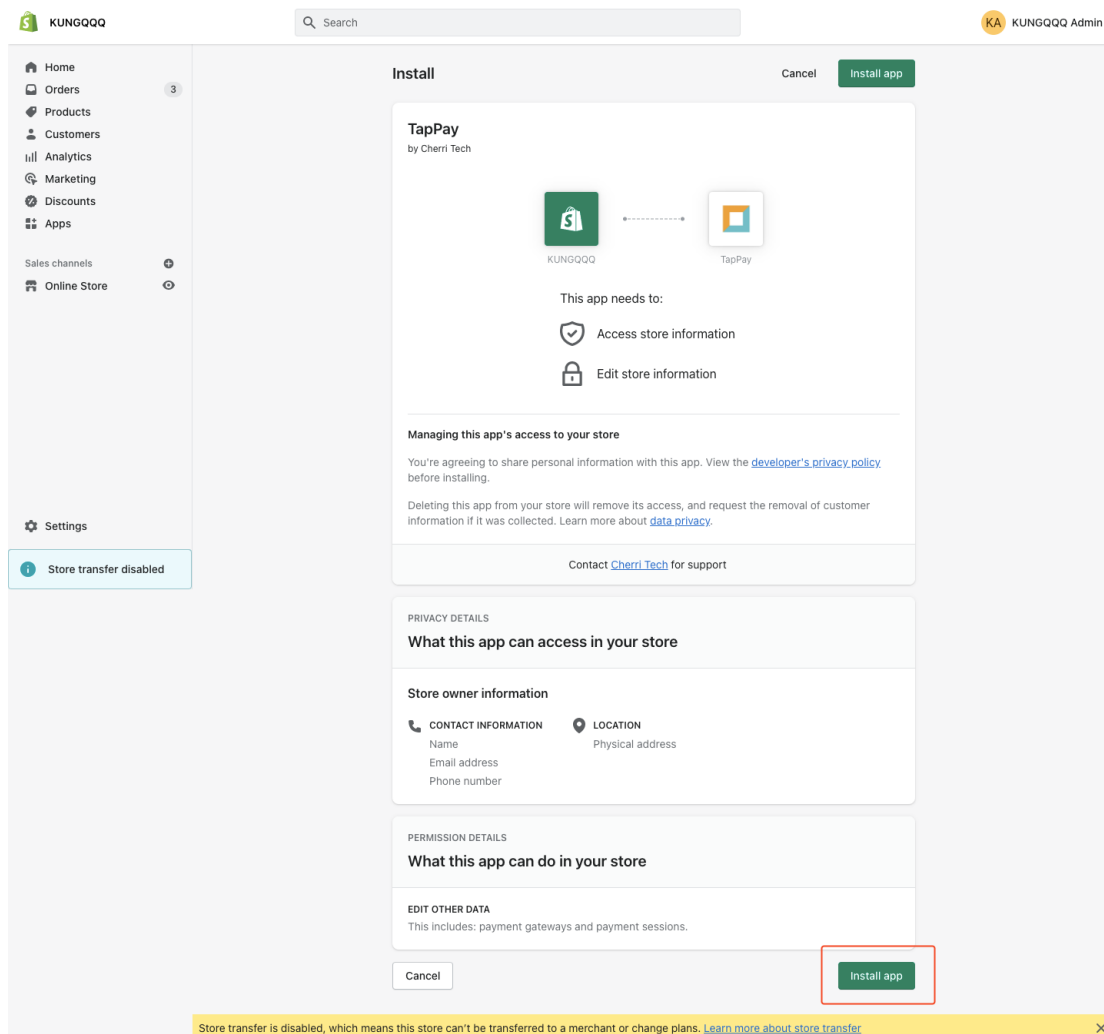


**Step3.** Select TapPay from the search result

**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 interface for configuring a Shopify merchant. The top navigation bar is orange with the TapPay logo and language options (English | 中文). The main content area has a progress bar with three steps: 1. Login to TapPay (completed with a green checkmark), 2. Configure Shopify merchant (active), and 3. Connect to Shopify. Below the progress bar, a red banner says "Please login before you continue". A message states "You are not logged in. Please log in first." with a "Login" button. A footer note mentions TapPay's dedication to a better digital transaction experience and provides a "Sign up" link for new users.

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 transaction experience for our customers. Thank you for choosing TapPay to provide the best e-commerce experience to all your customers. Please follow our setup guide in only 3 steps to install TapPay for your Shopify store.

\* If you haven't registered yet, please click "Sign up".

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

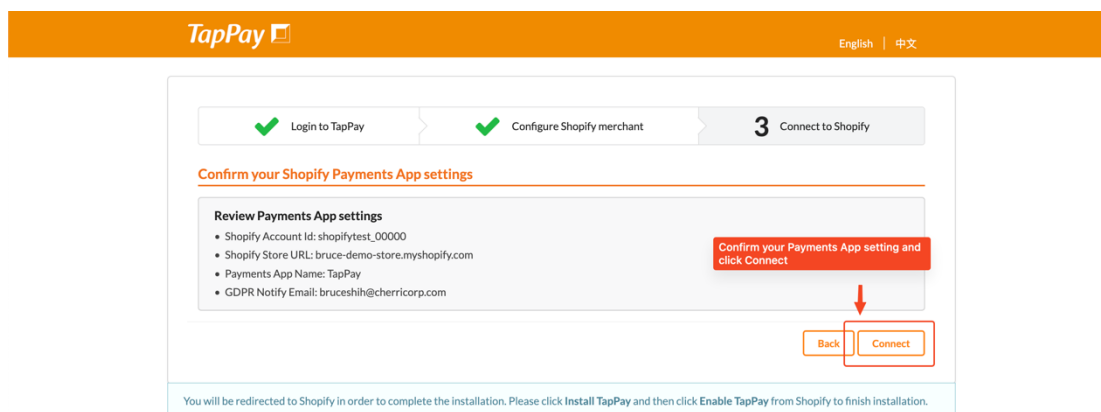
You are about to install TapPay to this store: Shopify Store URL: bruce-demo-store.myshopify.com

Please select a Shopify Merchant that is the same with your Shopify Store setting

Confirm your setting and click Next

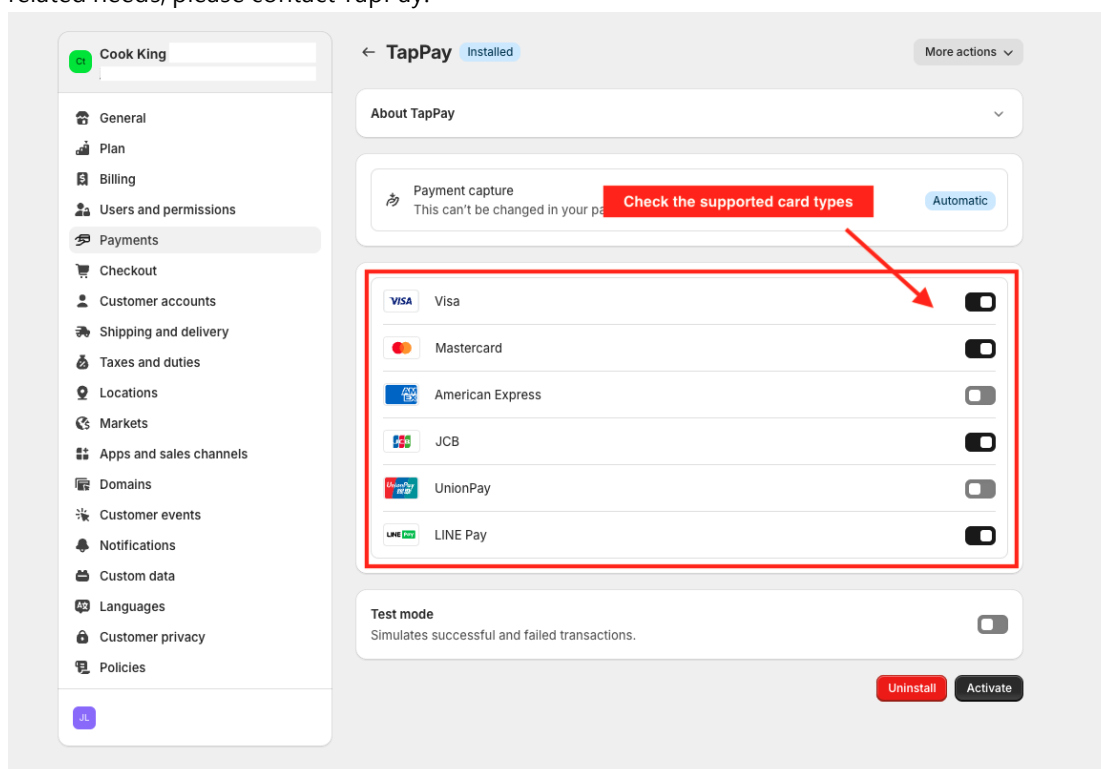
Please make sure that the Payments App you want to install and the Shopify Store will be installed the Payments App is correct

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



**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.







**Payment**

All transaction


The supported card types are set up, and their icons will be displayed on the consumer's checkout page.


☒ TapPay (Credit Card & Debit Card)





After clicking "Pay now", you will be redirected to TapPay (Credit Card & Debit Card) to complete your purchase securely.

☐ LINE Pay 

☐ JKOPay 

☐ Bank Deposit

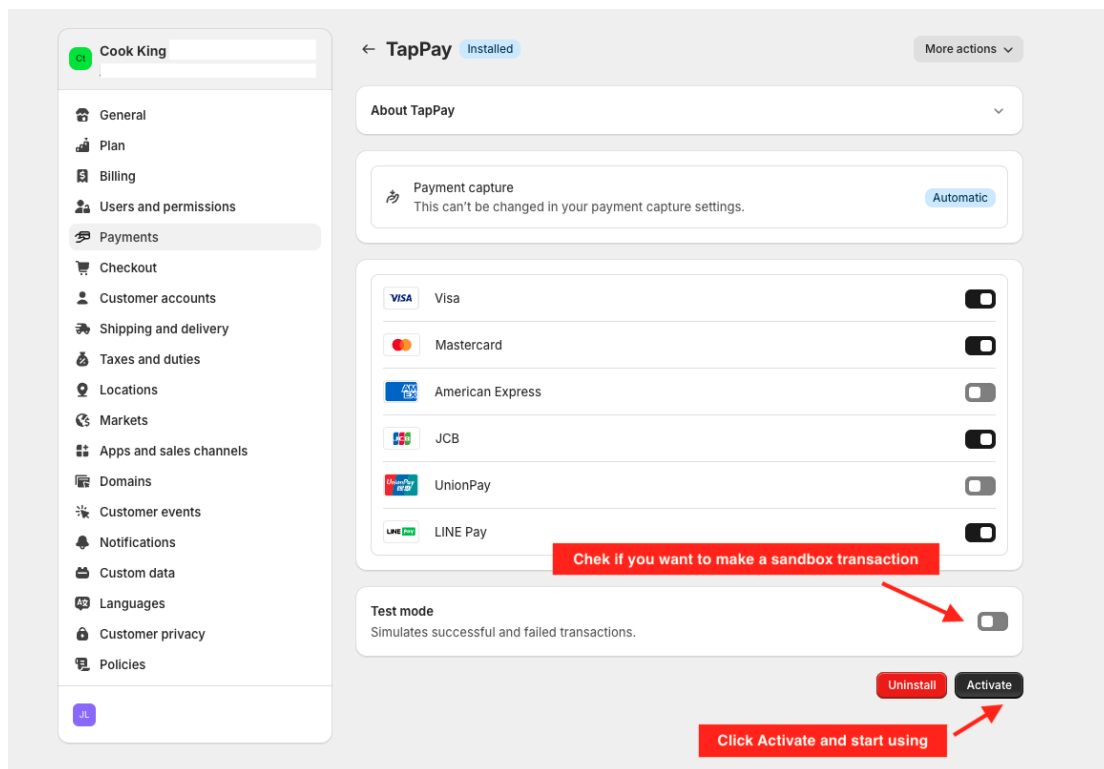
**Billing address**

☒ Same as shipping address

☐ Use a different billing address

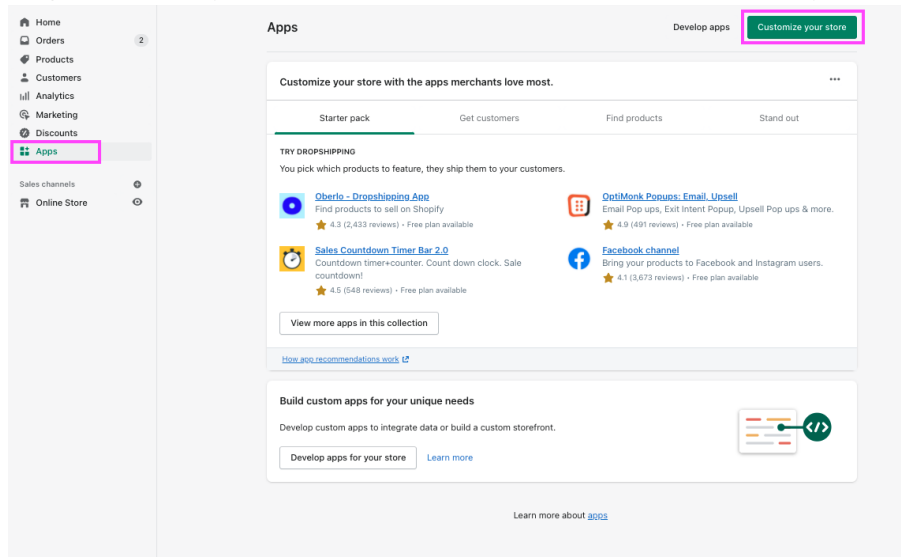
**Pay now**

**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.

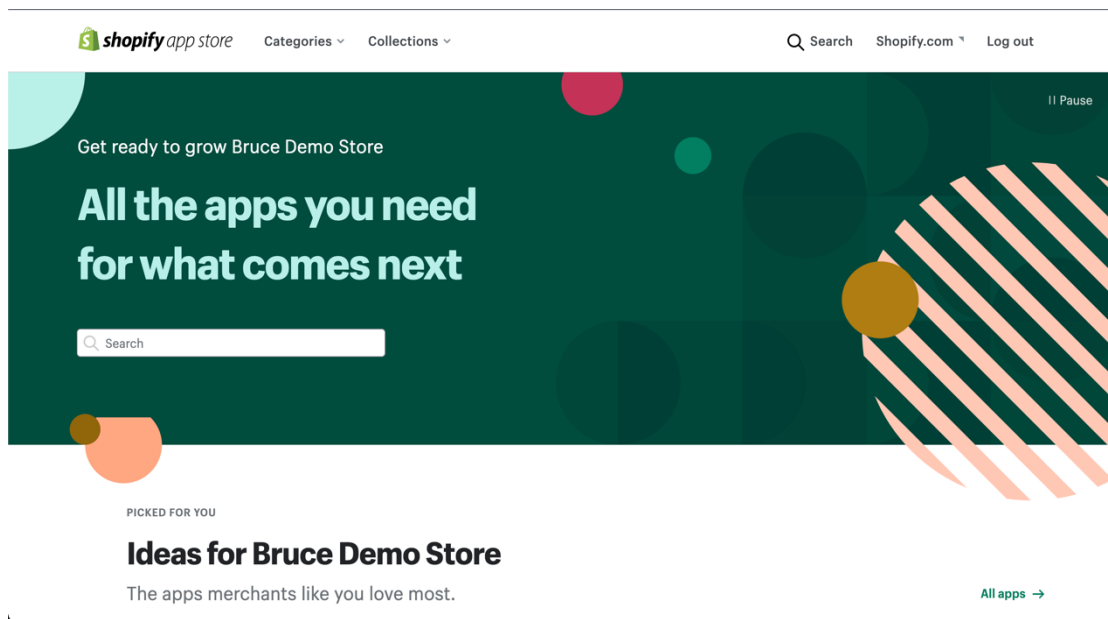


## 7.2. LINE Pay

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

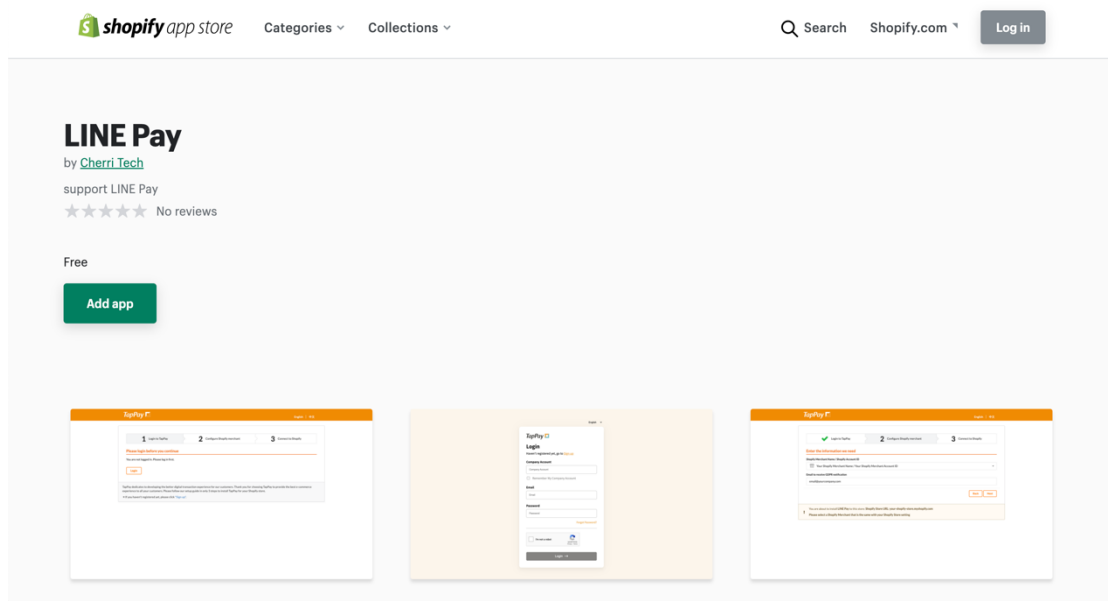


**Step2.** You will be redirected to Shopify App Store, fill-in “LINE Pay” in search bar

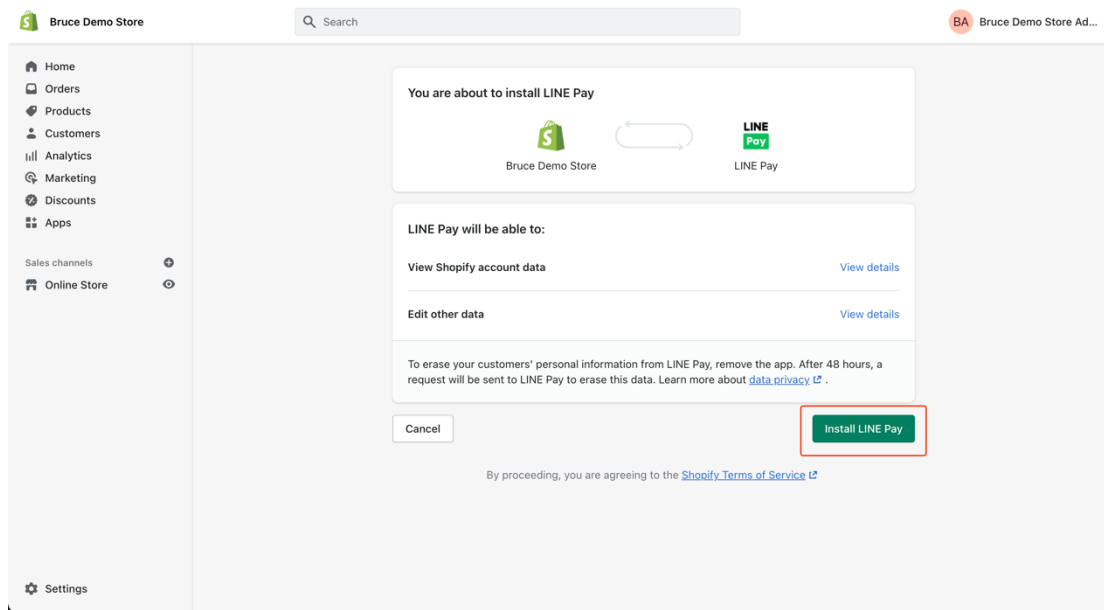


Step3. Select LINE Pay from the search result

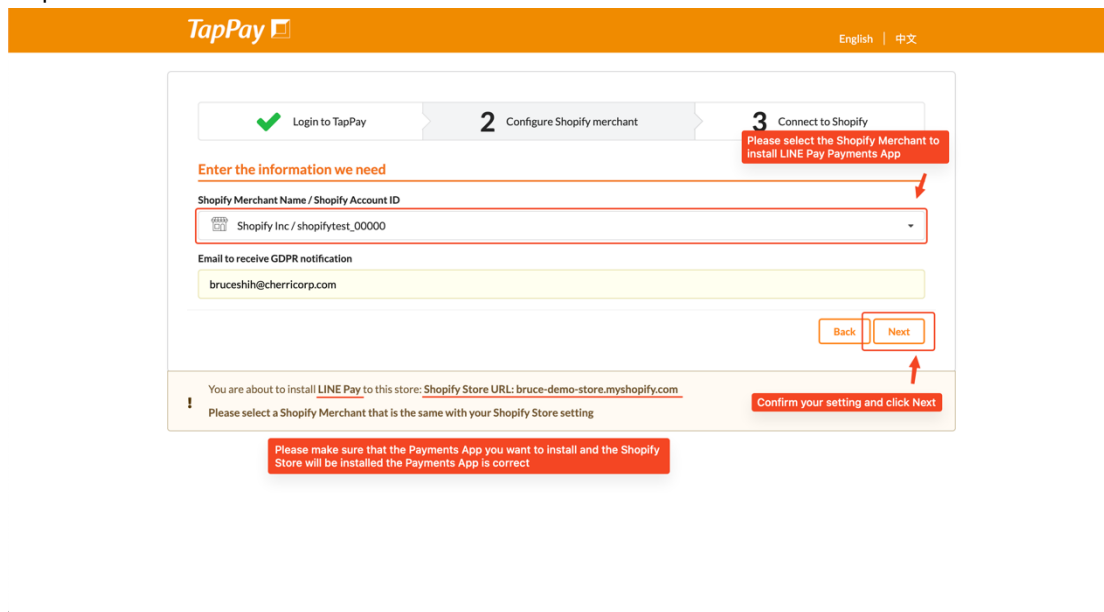
Step4. Click Add app



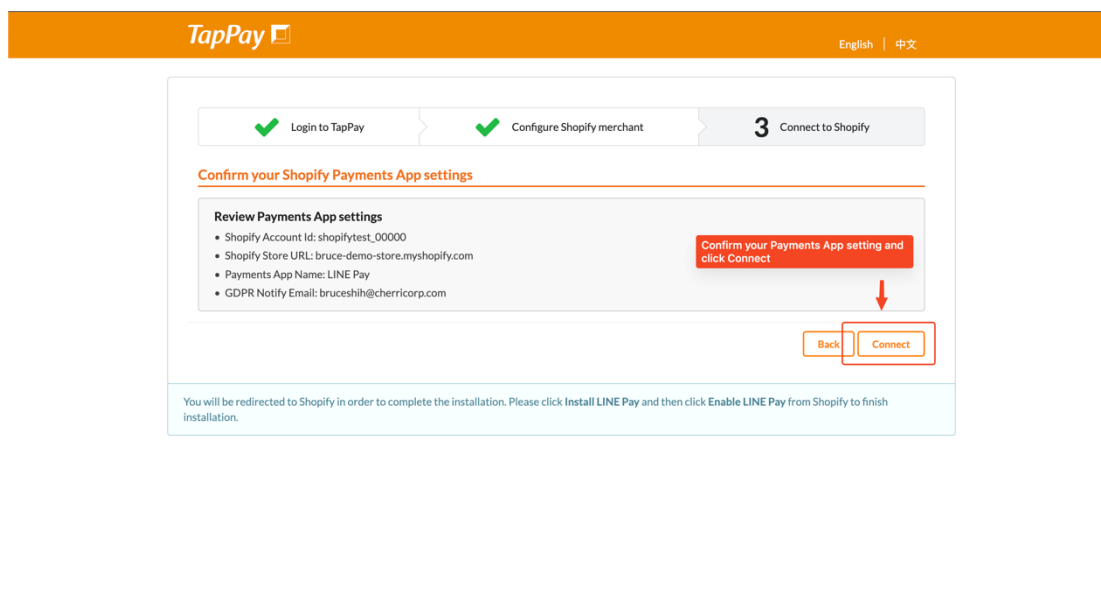
Step5. Click Install LINE Pay



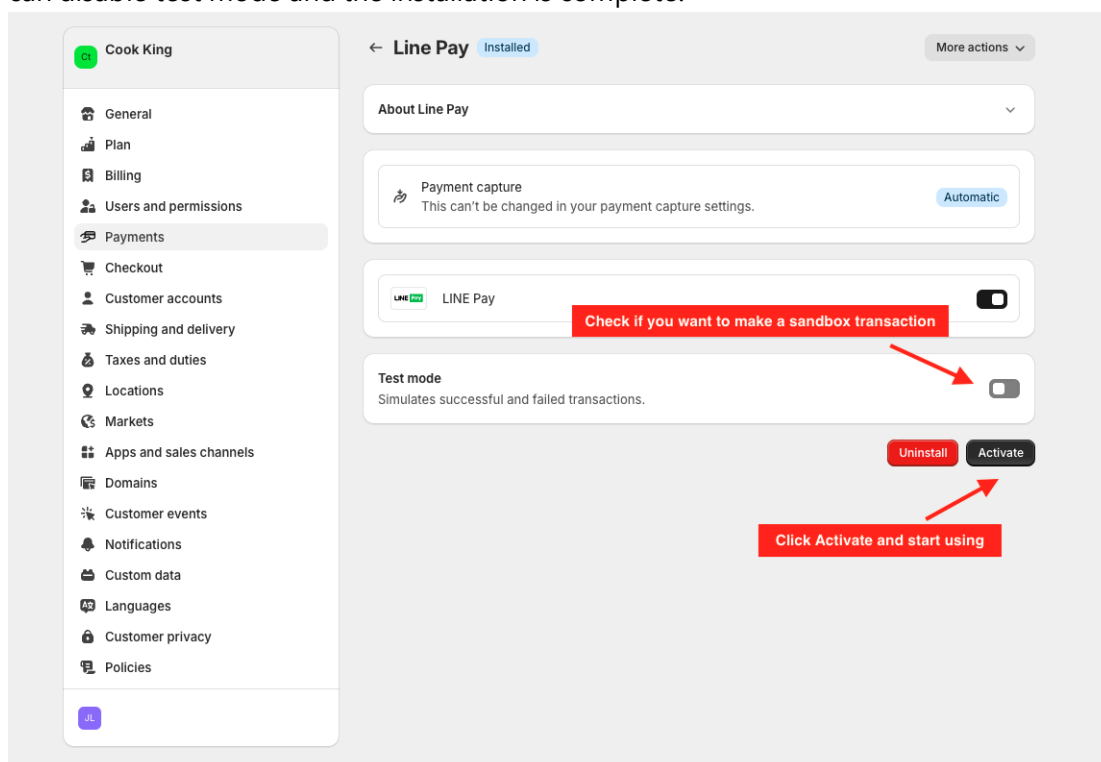
**Step6.** Follow the instructions on the page and login with your TapPay account, second, select a Shopify Merchant you would like to install the Payments App, finally, click Next to proceed.



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

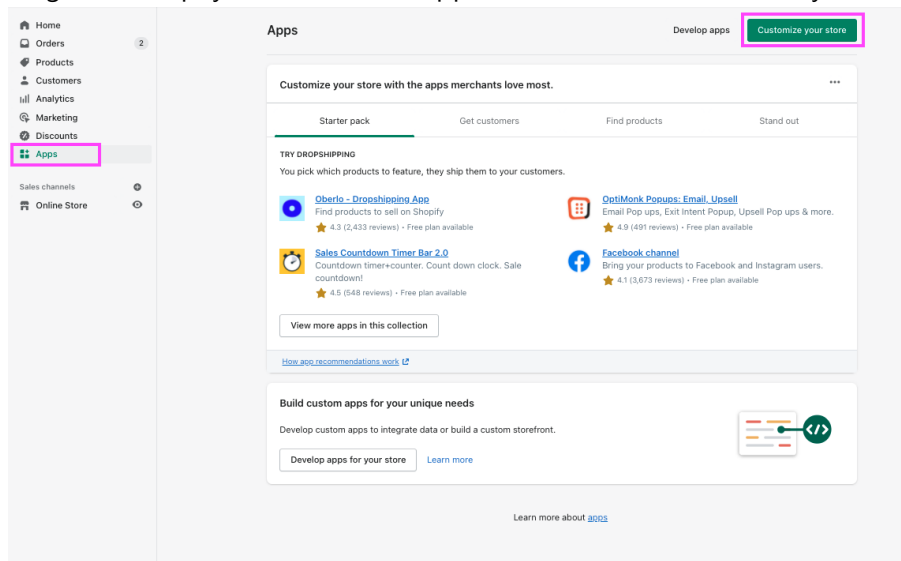


**Step8.** Check Enable test mode then click Activate LINE Pay. Next, make a test transaction from your Shopify Store to make sure all the configurations were correctly set, then you can disable test mode and the installation is complete.

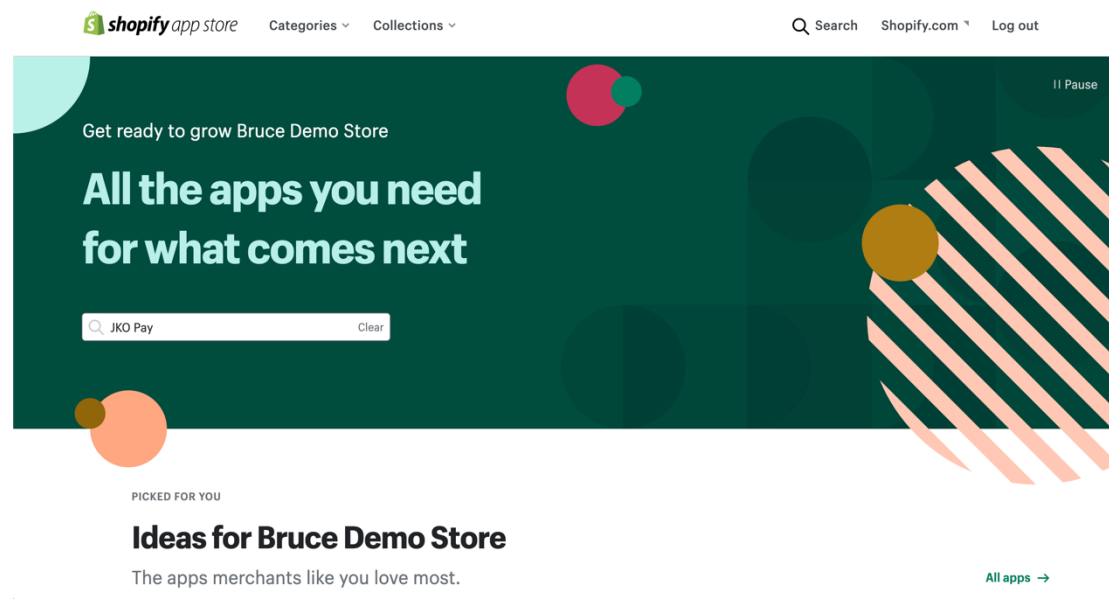


### 7.3. JKOPay

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

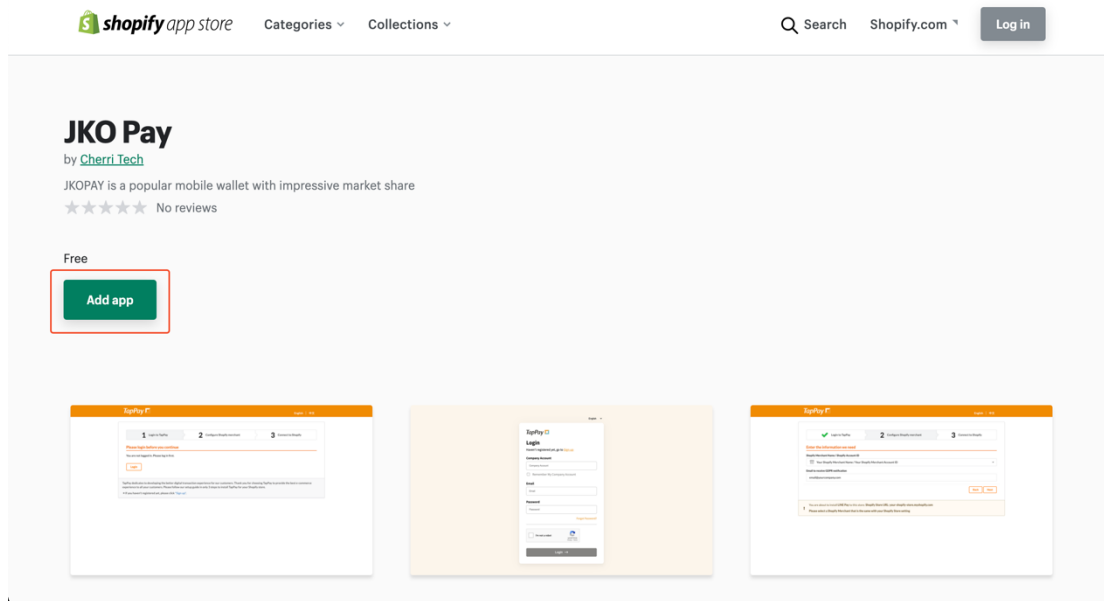


**Step2.** You will be redirected to Shopify App Store, fill-in “JKO Pay” in search bar

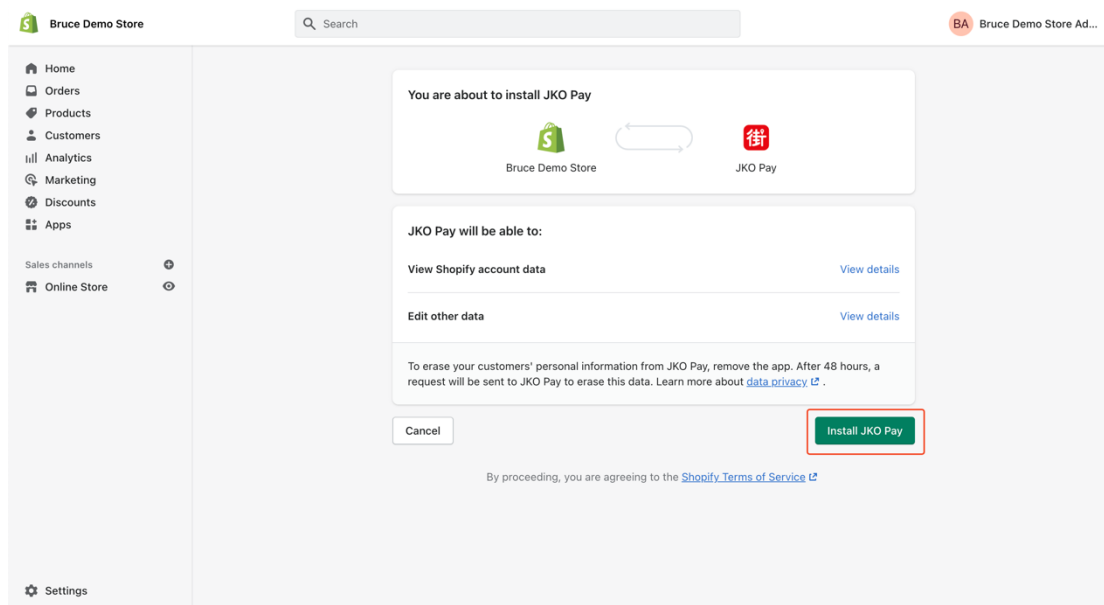


**Step3.** Select JKO Pay from the search result

**Step4.** Click Add app



### 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

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

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

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

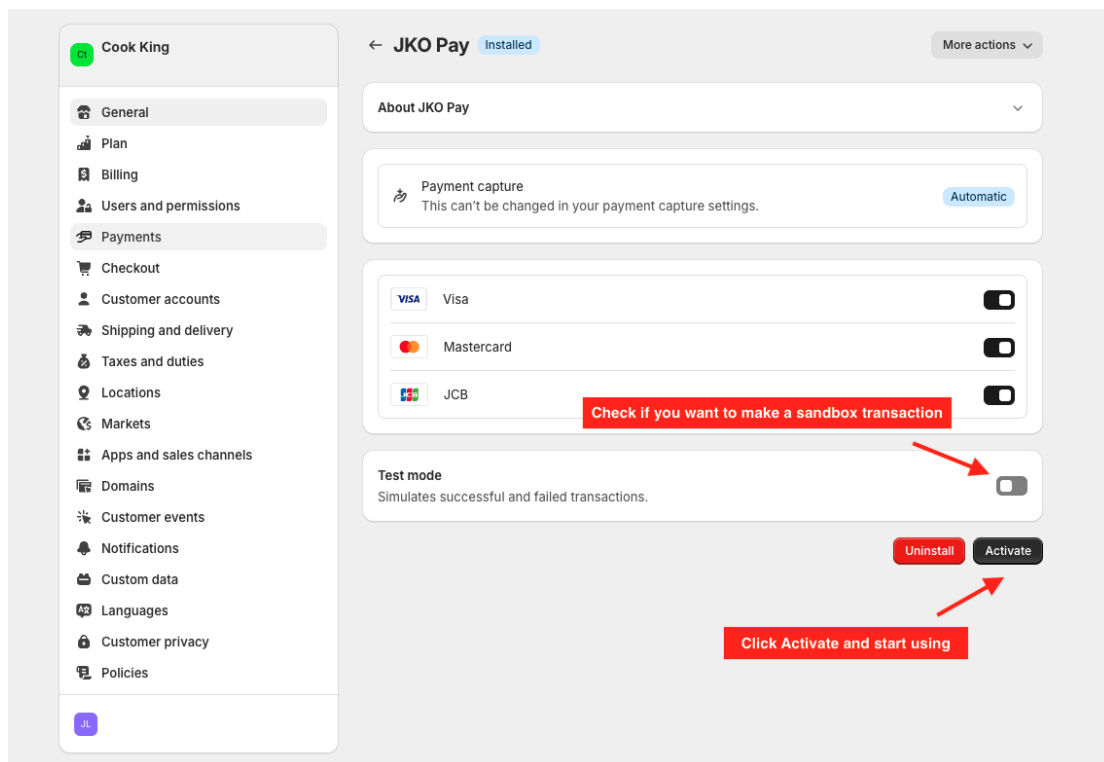
Confirm your Payments App setting then click Connect

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.

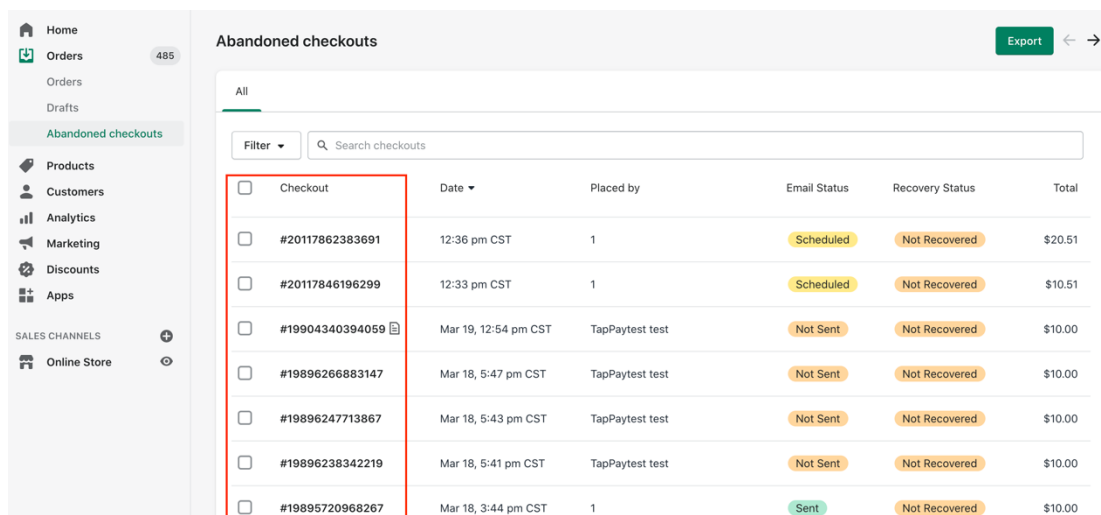




## 8. Q&A

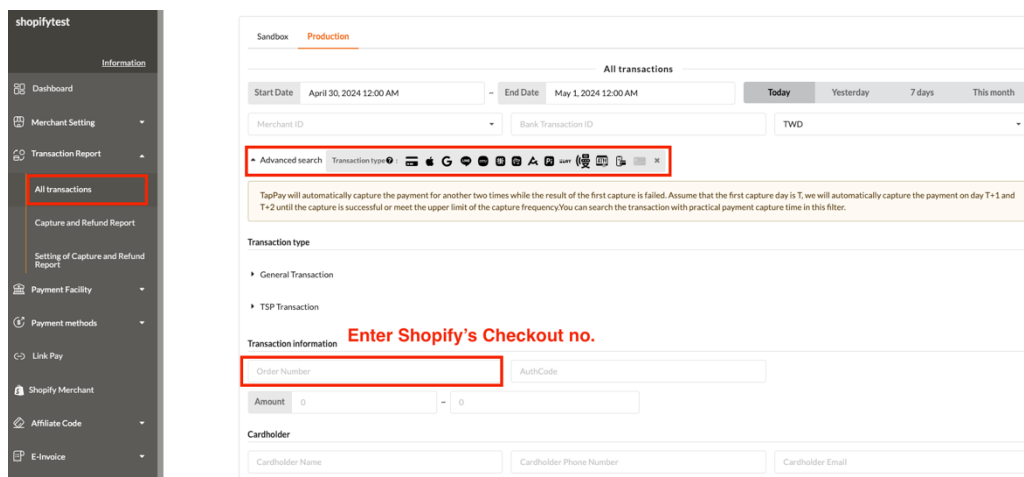
### 8.1. Searching for Abandoned checkouts

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



Transaction Report

Advanced search

Transaction information

Order Number

Enter Shopify's Checkout no.

## 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.

Cook King JOseph Stor... Search JL Joseph Liao

Order	Date	Customer	Total	Payment	Fulfillment	Items	Delivery method
#1485	Thursday at 11:17 am	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
#1484	Wednesday at 11:26 am	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
#1483	Wednesday at 11:25 am	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
#1482	Apr 1 at 11:50 am	TapPaytest test	\$10.51	Refunded	Unfulfilled	1 item	Standard
#1481	Apr 1 at 11:49 am	TapPaytest test	\$10.42	Partially paid	Unfulfilled	1 item	Standard
#1480	Mar 31 at 12:40 pm	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
#1479	Mar 22 at 4:47 pm	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
#1478	Mar 19 at 3:43 pm	1	\$10.51	Paid	Unfulfilled	1 item	Standard
#1477	Mar 19 at 3:42 pm	1	\$10.00	Paid	Unfulfilled	1 item	Standard
#1476	Mar 19 at 2:32 pm	No customer	\$20.51	Paid	Unfulfilled	2 items	Standard
#1475	Mar 19 at 12:19 pm	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
#1474	Mar 18 at 5:56 pm	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard

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

Cook King JOseph Stor... Search JL Joseph Liao

Home

Orders 485

Drafts

Abandoned checkouts

Products

Customers

Analytics

Marketing

Discounts

Apps

SALES CHANNELS

Online Store

Settings

Timeline

Show comments

JL Leave a comment... Post

Only you and other staff can see comments

APRIL 1

Unable to refund \$9.50 TWD. 11:57 AM

A \$9.50 TWD refund is pending. 11:57 AM

Order confirmation email was sent to TapPaytest test (TapPayTEST@test.com.tw). 11:49 AM

Resend email

A \$10.00 TWD payment was processed on TapPay. 11:49 AM

TapPaytest test placed this order on Online Store (checkout #20020786462795). 11:49 AM

test test 100 test Taiwan

BILLING ADDRESS Same as shipping address

Conversion summary

This is their 0th order

1st session was direct to your store

1 session over 1 day

View conversion details

Fraud analysis

Card Verification Value (CVV) isn't available

Billing address or credit card's address wasn't available

View full analysis

3. Click "Information from the gateway "

The screenshot shows the TapPay interface within a Shopify admin. The left sidebar contains navigation links: Home, Orders (485), Drafts, Abandoned checkouts, Products, Customers, Analytics, Marketing, Discounts, Apps, and SALES CHANNELS (Online Store). The main content area displays order details for a refund. Key information includes:

- Amount:** \$9.50
- Refunded items:** (empty list)
- Gateway:** TapPay
- Status:** failure
- Type:** refund
- Created:** Apr 1, 2021, 11:57 am
- Information from the gateway:** (highlighted with a red box)
- Tags:** reviewed, packed, delivered

The 'Information from the gateway' section contains a timeline of events:

- A \$9.50 TWD refund is pending. (11:57 AM)
- Order confirmation email was sent to TapPaytest test (TapPayTEST@test.com.tw). (11:49 AM) - Includes a 'Resend email' button.
- A \$10.00 TWD payment was processed on TapPay. (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.

This section provides detailed information from the gateway:

- Information from the gateway** (dropdown arrow)
- X account:** shopifytest
- X amount:** 9.50
- X currency:** TWD
- X gateway reference:** shopifytest\_6H9wyitp555WmZjX2ulvgelyC74VfKk7
- X reference:** 4659164610635
- X result:** failed
- X test:** true
- X timestamp:** 2021-04-01T03:57:09Z
- X transaction type:** refund
- X message:** Invalid arguments : amount(510)
- X signature:** 4c498c420231d6580aeabaa2fdea418a8214a3d40e8a5157ac88b12d4577d59e

The timeline of events is repeated below:

- A \$9.50 TWD refund is pending. (11:57 AM)
- Order confirmation email was sent to TapPaytest test (TapPayTEST@test.com.tw). (11:49 AM) - Includes a 'Resend email' button.
- A \$10.00 TWD payment was processed on TapPay. (11:49 AM)
- TapPaytest test placed this order on Online Store (checkout #20020786462795). (11:49 AM)

### 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.

Cook King Joseph Stor... Search

JL Joseph Liao

Home	Order	Date	Customer	Total	Payment	Fulfillment	Items	Delivery method
Orders 485	#1480	Friday at 10:37 am	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
Orders	#1485	Thursday at 11:17 am	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
Drafts	#1484	Wednesday at 11:26 am	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
Abandoned checkouts	#1483	Wednesday at 11:25 am	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
Products	#1482	Apr 1 at 11:50 am	TapPaytest test	\$10.51	Refunded	Unfulfilled	1 item	Standard
Customers	#1481	Apr 1 at 11:49 am	TapPaytest test	\$10.42	Partially paid	Unfulfilled	1 item	Standard
Analytics	#1480	Mar 31 at 12:40 pm	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
Marketing	#1479	Mar 22 at 4:47 pm	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
Discounts	#1478	Mar 19 at 3:43 pm	1	\$10.51	Paid	Unfulfilled	1 item	Standard
Apps	#1477	Mar 19 at 3:42 pm	1	\$10.00	Paid	Unfulfilled	1 item	Standard
SALES CHANNELS	#1476	Mar 19 at 2:32 pm	No customer	\$20.51	Paid	Unfulfilled	2 items	
Online Store	#1475	Mar 19 at 12:19 pm	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
	#1474	Mar 18 at 5:56 pm	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
	#1473	Mar 18 at 3:43 pm	1	\$10.00	Paid	Unfulfilled	1 item	Standard
	#1472	Mar 18 at 12:50 pm	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard

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

Cook King Joseph Stor... Search

JL Joseph Liao

Timeline

Leave a comment... Only you and other staff can see comments

APRIL 1

- Refund notification email was sent to TapPaytest test (TapPayTEST@test.com.tw). 11:56 AM
- \$11.00 TWD was refunded on TapPay. 11:56 AM
- A \$11.00 TWD refund is pending. 11:56 AM
- Order confirmation email was sent to TapPaytest test (TapPayTEST@test.com.tw). 11:50 AM
- A \$11.00 TWD payment was processed on TapPay. 11:50 AM
- TapPaytest test placed this order on Online Store (checkout #20020794327115). 11:50 AM

Conversion summary

- This is their 0th order
- 1st session was direct to your store
- 1 session over 1 day

Fraud analysis

- Card Verification Value (CVV) isn't available
- Billing address or credit card's address wasn't available

Tags

reviewed, packed, delivered

3. 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.

shopifytest

Information

- Dashboard
- Merchant Setting
- Transaction Report
- All transactions
- Capture and Refund Report
- Setting of Capture and Refund Report
- Payment Facility
- Payment methods
- Link Pay
- Shopify Merchant
- Affiliate Code
- E-Invoice

Sandbox Production

All transactions

Start Date April 30, 2024 12:00 AM End Date May 1, 2024 12:00 AM Today Yesterday 7 days This month

Merchant ID Bank Transaction ID TWD

Advanced search Transaction type

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

Transaction information Enter Shopify's Checkout no.

Order Number AuthCode

Amount 0 - 0

Cardholder

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.

Cook King JOseph Stor... Search Joseph Liao

Home Orders 485 Drafts Abandoned checkouts Products Customers Analytics Marketing Discounts Apps SALES CHANNELS Online Store

Orders

Export Create order

All Unfulfilled Unpaid Open Closed

Filter orders Status Payment status More filters Edit view Sort

Order	Date	Customer	Total	Payment	Fulfillment	Items	Delivery method
#1487	Friday at 10:58 am	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
#1486	Friday at 10:37 am	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
#1485	Thursday at 11:17 am	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
#1484	Wednesday at 11:26 am	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
#1483	Wednesday at 11:25 am	TapPaytest test	\$10.00	Paid	Unfulfilled	1 item	Standard
#1482	Apr 1 at 11:50 am	TapPaytest test	\$10.51	Refunded	Unfulfilled	1 item	Standard
#1481	Apr 1 at 11:49 am	TapPaytest test	\$10.42	Partially paid	Unfulfilled	1 item	Standard
#1480	Mar 31 at 12:40 pm	TapPaytest test	\$10.00	Paid	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

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

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