Manual credit card processing with Total Care/GlobeCharge Online Order Management service

Jobelle C. - 2021-12-12 - Payment Settings

PCI-Compliance UPDATE: Merchants who manually process credit card payments with Total Care/GlobeCharge Online Order Management account (where orders are securely stored on the Total Care server)

Credit card information (except the middle card digits) are securely stored on a PCI-compliant server in compliance with the Payment Card Industry (PCI) standards. The middle card digits will appear in the order notification email that merchants receive.

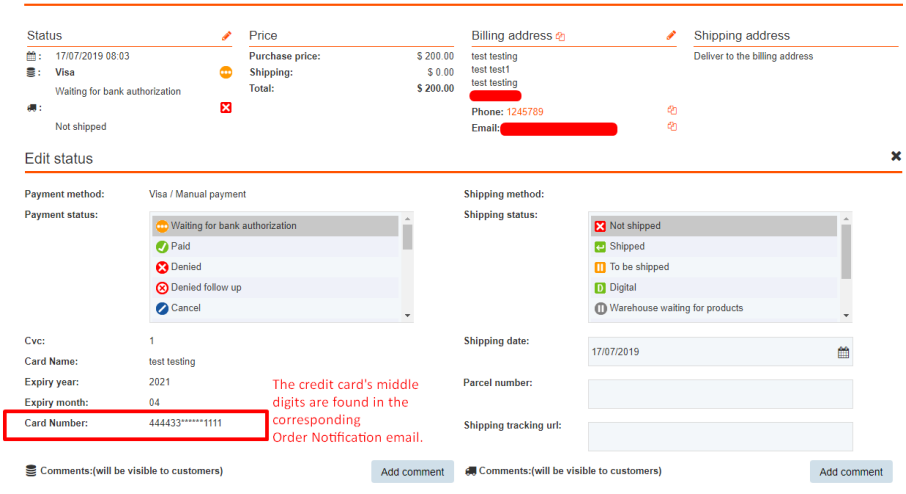
These changes are only applicable to merchants with a GlobeCharge/Total Care account who manually process customer credit card payments:

1. Pending order(Payment Status: Waiting for bank authorization) with partial card number and CVC/CVN. The middle digits of the credit card is in the corresponding Order Notification email. --- The credit card number of your customers must not be stored in one premise for security reasons. That is why you will now see the card number in split form. The first 6 digits and last 4 digits of the credit card can be found in your GlobeCharge/ Total Care account. While the middle digits are in the Order Notification email. To process the card payment, you will have to check both Order Notification email and your GlobeCharge account for that specific Order then put the card number together -> process payment using your merchant terminal.**IMPORTANT:** Once a payment has been processed, set the "Payment status" to PAID and click Submit. This will wipe out the credit card information from the system for better security.
2. Paid orders via a realtime payment processor will not include partial card number and cvc; No card details are stored in the Total Care system. The payment is processed through the secure payment gateway. This method is preferred and is more secure as merchants do not have to know their customers card information.

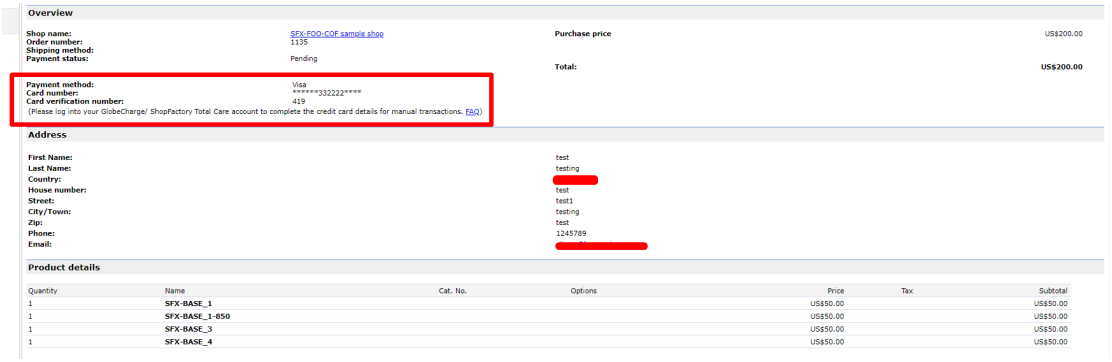
Manual Card processing:

In your GlobeCharge/Total Care account, the credit card number field will contain marked ******* part which should be in the ***Order Notification*** email.

Santu SF Cloud interface:



Order Notification Email:



Overview

Shop name: SFX-FOO-COF sample shop
Order number: 1135
Shipping method:
Payment status: Pending

Purchase price US$200.00

Total: **US$200.00**

Payment method: Visa
Card number: ******332222****
Card verification number: 419
(Please log into your GlobeCharge/ ShopFactory Total Care account to complete the credit card details for manual transactions. FAQ)

Address

First Name: test
Last Name: testing
Country: [redacted]
House number: test
Street: test
City/Town: testing
Zip: test
Phone: 1245789
Email: [redacted]

Product details

Quantity	Name	Cat. No.	Options	Price	Tax	Subtotal
1	**SFX-BASE_1**			US$50.00		US$50.00
1	**SFX-BASE_1-850**			US$50.00		US$50.00
1	**SFX-BASE_3**			US$50.00		US$50.00
1	**SFX-BASE_4**			US$50.00		US$50.00

IMPORTANT: Once a payment has been processed, set the "Payment status" to*PAID*and click Submit. This will wipe out the credit card information from the Total Care system for better security.