4-0008-EN-Secure Order Processing - Options Available t...

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If you have ShopFactory 8 (Fixed Version), you have three options for secure processing of orders.

If you have ShopFactory 8 Total Care subscription, then item 2 applies to you and you can combine multiple realtime payment gateways with several manual payment methods in your shop.

These services are only available for websites built with ShopFactory software:

 1. **Process orders by using Free SSL** in conjunction with the encryption program PGP. *Note:* PGP encryption must be enabled if you manually accept credit card payments.
For more details, refer to
http://support.shopfactory.com/kayako/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=558

 2. **Using GlobeCharge Online Order Management service**, to store your orders on a secure server, where you login to read your orders online on a secure server. If you don't have a GlobeCharge account yet, you must upgrade to the latest version of ShopFactory to enable this service. Please upgrade via http://subscribe.shopfactory.com/register_12/?upgrade=8

For ShopFactory 8 Total Care users, simply click on *Properties* -> *Payment Methods Accepted* -> and you will be redirected to the GlobeCharge Payment setup page.

3. Integrate your shop with a real time payment provider that would look after your credit card processing on your behalf i.e. *PayPal*

 Option 1:
SSL is used to make the processing of payment details secure. If you are working with the default server for the processing of your payments you will also find that SSL is already included by default for greater security.

You can use ShopFactory's free SSL server. Your site can be hosted on a provider without a secure certificate (e.g. Http not https) but you should accept sensitive credit card information in your online shop in
a secured environment (HTTPS) , in which all orders get encrypted while being transferred over the Net.

 Most browsers support a special encryption method to ensure nobody can read an order, while it is being sent via the Internet. This encryption method is called SSL. Because of the high security SSL offers, it is
 widely used in Internet shops to secure orders.

 ShopFactory includes SSL support. Because SSL is widely known and accepted, you should always use it when accepting orders online, to make customers feel more secure.

Also tell them right on your home page that your shop is secure. The more you inform them about security, the better they will feel about buying from your shop.
 Then you would need to setup a PGP key with us and with your email account. This is because the orders - while processed securely - are then sent to your email account. If they are unencrypted this can be insecure.

 PGP Key ID
 The Payment Wizard allows you to enter a Public PGP Key ID to use PGPencryption with ShopFactory shops if you do NOT use a real time payment serviceprovider.

We highly recommend PGP if you do NOT use a realtime payment service provider.

 PGP is the world's most widely used encryption tool, and is used for greater security for your e-mail correspondence. All it takes to decrypt an order securely delivered over the Internet is clicking on one button in your MAPI-compliant email program, such as Microsoft Outlook. Please allow yourself sufficient time to get to know PGP and to run a few tests as a few people may find there is a bit of a learning curve involved.

 Option2:
 The monthly fee for using GlobeCharge/Total Care service gives you access to your orders over a secure connection whereby you can check your orders anywhere in the world by logging in to your online account.
 If you don't have a GlobeCharge account yet, you must upgrade to the latest version of ShopFactory to enable this service. Please upgrade via
http://subscribe.shopfactory.com/register_12/?upgrade=8

Option 3:
You can use a real-time payment service provider processing the payments on your behalf - they have a PCI-compliant environment and you don't have to worry about securing your customers payment details.
These payment providers charge some fees but it means you have a 3rd party taking care of security issues. Many of these services also can screen out a number of fraudulent transactions.

If this is done through ShopFactory without a GlobeCharge (now called "Total Care") account then you can only use one Real time Processor but if you have a Total Care account you can set up multiple Real time processors such as PayPal, WorldPay, SecurePay, eWAY, 2Checkout, AuthorizeNet, iDEAL, and many others.