

Le lundi, novembre 23, 2020, 6:09 PM, Stripe Support <support@stripe.com> a écrit :

Hi Xavier,

Thank you so much for chatting with me earlier. It was really nice talking to you and I'm glad we were able to clear out your doubts about SCA payments. Remember that, since you're using a third party to process payments with Stripe, depending on their integration the way they implement this SCA standards. At this point you would need to get in touch with Hikamarket to make sure you're SCA ready:

<https://www.hikashop.com/support/contact-us.html>

You can also take a look at how we implement SCA payments for our merchants processing directly with Stripe:

<https://stripe.com/docs/strong-customer-authentication>

Hope this information helps to clear any doubts. However, if you have any more questions or future issues, you can always reach out to us whenever you need it and we will be more than happy to help.

You will find below the transcript of our conversation. Hope you have a wonderful day!

Best wishes,
John

Chat started: 2020-11-23 02:26 PM UTC

(02:26:12 PM) Julie Triplet (jardinieritripletjulie@yahoo.com): Hi, I'm Xavier, webmaster, we have tested our first payment.

But there have been no SCA authentication, for instance through a code sent to mobile phone.

How to activate SCA?

Thanks.

(02:26:18 PM) *** John joined the chat ***

(02:26:40 PM) John: Hi Julie, thanks for getting in touch. This is John from Stripe support.

(02:26:54 PM) John: I see you need assistance implementing SCA payments, is that correct?

(02:27:20 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): This Xavier (not Julie) but no problem.

Yes it's correct.

(02:27:47 PM) John: I'm so sorry Xavier, don't worry I'll be glad to assist you on this.

(02:28:11 PM) John: Let me check some information and I'll be right back with you.

(02:28:24 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): Our thirdparty solution is Hikamarket.

(02:30:36 PM) John: Thanks for confirming that Xavier, let me take a look at your account record.

(02:34:57 PM) John: Thanks for waiting Xavier! Okay, so this payment was made through Hikamarket, right?

(02:35:05 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): yes

(02:35:36 PM) John: Thanks for confirming that, please stay with me while I verify some details with the department in charge. Thank you!

(02:35:48 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): ok no problem

(02:44:08 PM) John: Thank you so much for your patience, I really appreciate it. I want to let you know that I'm still looking into this with the department in charge, and I'll be bringing you any updates I can find very soon.

(02:44:37 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): ok i'm still waiting, no problem

(02:55:15 PM) John: Thanks for your patience Xavier! I apologize for the delay, we're still gathering some information from your account. Please stay with me.

(02:55:48 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): ok

(03:02:47 PM) John: Thanks for waiting Xavier! So, after verifying with the department in charge, since you're processing payments with a third party, you would need to verify with them to make sure you're SCA ready.

(03:02:56 PM) John: You can reach them out on the following support link: <https://www.hikashop.com/support/contact-us.html>

(03:03:50 PM) John: You can also take a look at our policies and how we implement SCA payments processing directly with Stripe:

(03:03:52 PM) John: <https://stripe.com/docs/strong-customer-authentication>

(03:04:29 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): Hum waiting for so long for links I already know ...

(03:04:55 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): I still don't understand which responsibility it is : yours or Hikamarket's

(03:04:58 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): ?

(03:05:25 PM) John: The thing is Xavier, that since you're using a third party to process payments, you need to verify with Hikamarket if their integration with Stripe is SCA ready.

(03:05:46 PM) John: Since they build their own integration with us, we are not able to check if they are SCA ready.

(03:06:15 PM) John: If you process payments directly with Stripe, we will offer you our

tools to process payments SCA complaint.

(03:06:59 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): They say their payments are SCA ready

(03:07:42 PM) John: In that case your payments should be good to go with SCA standards.

(03:08:37 PM) John: Now, keep in mind they will apply this SCA policies depending on their integration.

(03:09:34 PM) John: So they might use certain ways to apply this Strong Customer Authentication.

(03:10:36 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): You say "they" so you definitely state that it's Hikamarket reponsability ? There's no specific setting inside Stripe?

(03:12:27 PM) John: That is correct, it depends on how they implement this SCA standards on their integration. There is no setting inside Stripe unless you process payments directly with us, no third parties or applications.

(03:13:00 PM) John: If you would process directly with us, we would offer you the tools to be SCA complaint.

(03:13:35 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): Ok I understand, thanks.
Regards

(03:13:50 PM) John: My pleasure! Is there anything else I can assist with today Xavier?

(03:14:41 PM) Julie Triplet (jardinerietripletjulie@yahoo.com): No thanks, bye

(03:15:13 PM) John: Perfect, I will be following up on you by email in case you may need further assistance. Hope you have a wonderful rest of your day Xavier!

(03:17:07 PM) *** John left the chat ***