

# Installation Manual for PowerPay Shopware

This manual describes the installation and usage of the PowerPay extension for Shopware.

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# 1 Introduction

This manual describes the installation, configuration and usage of the payment module for Shopware and PowerPay.

Before starting the installation, make sure to have all necessary data at hand:

- PowerPay Merchant ID
- PowerPay Branch ID
- PowerPay Terminal ID
- PowerPay Authentication User and Password
- Shopware payment module from [sellxed.com/shop](https://sellxed.com/shop)
- Login data for your server and shop

## 1.1 Installation Process

This document contains all the information you need to install the module. When activating the module, you should follow the described steps strictly as they guarantee the safe use of the module in compliance with all security regulations.

1. Enter the [General Configuration](#) into the main module
2. Configure the [payment methods](#)
3. Conduct a test order
4. Activate your account

### Installation Service

Our payment plugins should have per default the correct settings for most of our customers' preferences. That means once you have entered the required credentials in the plugin configuration to connect your account to your website, the plugin should be fully operational. Should you be willing to receive detailed informations on a setting you do not know, you may contact our support team who will be able to assist you further.

Our support team is at your disposal during regular business hours at: <http://www.sellxed.com/support>. Furthermore, you have the option of ordering our installation service. We will make sure the plugin is installed correctly in your shop: <http://www.sellxed.com/shop/de/integration-und-installation.html>

### .htaccess Directory Protection

In order to test the module, any kind of directory protection or IP blocking on your server must be deactivated. This is crucial; otherwise the payment feedback of PowerPay might not get through to the shop.

## 2 Configuration

### 2.1 General Configuration

In order to configure the module, go to the setting page in the [main module](#) of your shop and enter the data into the respective fields.

### 2.2 Payment Method Configuration

The next step is the [payment method](#) configuration. As a new payment method, you should find PowerPay Open Invoice among the available payment methods of your webshop. Activate this payment methods.

Define whether you want to process invoices as monthly invoices or as order invoices in the field **invoice type**. The option you select has to be enabled in your customer account as well. If you decide to go with the option order invoices, you will receive the ESR data from PowerPay in the backend of your shop. The invoice will not be sent out by the plugin so you will need the data to create the invoices. If you prefer to carry out the authorization before the payment methods are displayed, a credit check can be conducted in advance. The payment method will only be displayed if the PowerPay credit check yielded a positive result. In order to activate this method, set the Validation to before payment method display.

### 2.3 Testing

You can conduct a test with any address data. After successful testing, set the **mode** in the main module to Live.

## 3 Module Installation and Update in the Shopware Shop

### 3.1 Installation

At this time you should already be in possession of the module. Should this not be the case, you can download the necessary files in your customer account in the [sellxed shop](#) (Menu "My Downloads Downloads"). In order to download the module in your shop, please carry out the following steps:

1. Download the plugin. The download can be found in your sellxed.com account under "My Downloads".
2. Unzip the archive you have just downloaded.
3. In the unzipped folder navigate to the folder "files"
4. For some shops there are different versions of the plugin provided. If this is the case open the folder which corresponds to your shops version.
5. Using your preferred FTP client upload **entire content** of this folder into the root directory of your shop. For some shops there is a specific folder containing the plugins. If thats the case upload the plugin into this folder. Make sure that the folders aren't replaced but merely merged.
6. If you haven't yet done so, log back into your shop.

### 3.2 Updates and Upgrades

You have direct and unlimited access to updates and upgrades during the duration of your support contract. In order to receive constant information about available updates we ask you to subscribe to our RSS feed that we publish for your module. More information regarding the subscription of this RSS feed can be found under: [http://www.sellxed.com/en/updates\\_upgrades](http://www.sellxed.com/en/updates_upgrades)

We only recommend an update if something doesn't work in your shop, if you want to use new feature or if there is a necessary security update.

#### 3.2.1 Update Checklist

We ask you to strictly comply with the checklist below when doing an update:

1. Always do a back up for your database and your files in your shop
2. Use always a test system to test the update process.
3. Wait until all the files are copied to the shop, clear the cache if there is one in your shop and then visit the configuration page of the main module so that the update process will be initialized.

### Do not do updates directly in the live environment

Please test the update procedure first in your test shop. Our support team is able and willing to help you if you experience problems with the update process. However, if you decide to perform the update directly in your live shop there is the possibility of a downtime of the shop of more than two days depending on the availability of our support if you do not want to book our [complementary support](#).

Depending on the version it could be that the database has to be migrated. We recommend you therefore, to perform the updates in times when the shop is not visited too frequently by your customers

### 3.2.2 Update Instructions

Please always read the update instruction. They can be found on the plugin page in the shop under the section change log on the lower end of the page. If there are no special remarks, you can proceed by just overwriting the files in your system



## 4 Module Configuration in the Shopware Shop

The configuration consists of two steps. The first step is the configuration of the main module with all the basic settings (cf. [Configuration of the Main Module](#)). During the second step you can then carry out individual configurations for each [payment method](#). This allows for full flexibility and perfect adaptation to your processes.

### Create back-ups!

Please create a back-up of the main directory of your shop. In case of problems you will then always be able to return your shop to its original state.

We furthermore recommend testing the integration on a test system. Complications may arise with third party modules installed by you. In case of questions, our support is gladly at your disposal.

### 4.1 Configuration of the Main Module

In order to install the main module search for PowerPay under **Settings > Plug-in Manager**. Click on the + symbol in order to begin the installation process. Afterwards, click the "edit" symbol and configure the main module.

Enter the individual options which you partly may have already used for the configuration of the administration interface of PowerPay. Should an option not be clear to you, you can click on the question mark and will find further information on the settings.

### 4.2 Configuration of the Payment Method

After having configured the main module, you will find all payment methods under **Settings > Payment Methods**. Activate each payment method you wish to offer in your shop. You can save individual settings for each payment method (and for each shop in case of a multi-shop set-up) and thereby optimally adapt the payment methods to your existing processes. The most central options are described in more detail further below.

The screenshot shows the configuration interface for a payment method in a German shop. The settings are as follows:

Setting	Value
Autorisierungsmethode:	Hidden Authorization (Authorization Interface)
Authorized Status:	Komplett bezahlt
Uncertain Status:	Der Kredit wurde vorlaeufig akzeptiert.
Cancelled Status:	Vorgang wurde abgebrochen.
Captured Status:	Don't change order status
Kundenadresse:	Keine Adresse senden
Capturing:	Directly after order
Minimaler Gesamtbetrag:	
Maximaler Gesamtbetrag:	
New Order Status:	Offen
Validation:	Nach dem Wählen der Zahlungsart

Figure 4.1: Configuration of the Payment Method

### 4.3 Assigning the Payment Method to the Shipping Costs

In order for the transactions and the shipping costs to be matched correctly to the payment methods you need to assign the payment methods to the shipping methods. Go to settings > shipping costs. Open **all** the shipping costs and add a payment method.

**Versandkosten**

Konfiguration

Name: Standard Versand

Beschreibung: Beschreibung

Tracking-URL:

Kommentar:

Sortierung: 0

Aktiv:

Shop: Alle Shops

Kundengruppe: Alle Gruppen

Versandkosten-Berechnung nach: Gewicht

Versandkosten frei ab: Nie

Versandart-Typ: Standard Versandart

Zahlungsart-Aufschlag: Als eigene Warenkorb-Position

Steuersatz: Höchster Steuersatz

Versandkosten | Zahlart Auswahl | Länder Auswahl | Kategorien sperren | **Erweiterte Einstellungen**

Verfügbar

SEPA

Ausgewählt

Debit

On delivery

Invoice

Prepayment

Test Payment Method

Abbrechen | **Speichern**

**Figure 4.1:** Assigning the Payment Method to the Shipping Method.

## Attributing Payment Methods to the Shipping Method

Depending on the amount of delivered payment methods, it may be that certain payment methods can't be attributed to a specific shipping method as not all payment methods can be displayed. This is a known bug of Shopware. Merely the first 30 payment methods are displayed. Please delete all payment methods that you don't need and then all other payments will be displayed.

## 4.4 Shop ID

In the case of a multi-store set up (cf. [chapter: Multi-Store](#)), the parameter Shop ID identifies the

shop's request and, therefore, redirects the feedback of PowerPay based on the shop ID.

## 4.5 Order Prefix

With the option order prefix you can define your own order scheme for the transmission to PowerPay. This option helps you identify to which shop a transaction the back-end of PowerPay is related to. The tag "{id}" will automatically be replaced by the consecutive order number.

## 4.6 Selecting the Authorisation Method

You can choose between two options of authorizing credit card payments. By selecting one of the two under the option 'Authorisation Methods', you define how you want to process the individual payment methods.

Further information on the various authorisation methods can be found on our [sellxed website](#).

### Payment Processing

Please pay attention to the fact that you require the activation of further options with PowerPay in order to use some of the authorisation methods.

It may be that certain authorization methods are not available for every payment method.

Alongside the introduction of PCI 3 there are additional certification requirements in case you are using the authorization method Hidden or AJAX. Please contact PowerPay for further information or switch to another authorization method.

## 4.7 Direct Capturing of Transactions

The option "Capture" allows you to specify if you wish to debit payments directly or if you first wish to authorise them and then debit the payment at a later point.

Depending on your acquiring contract, a reservation is only guaranteed for a specific amount of time. Should you fail to debit the payment within that period, the authorisation may therefore no longer be guaranteed. Further information on this process can be found below.

### Different settings between PowerPay and the module

It may be that settings saved in the payment modules overwrite settings saved in PowerPay.

## 4.8 Uncertain Status Status

You can specifically label orders for which no 3D-Secure verification nor any other security mechanism was carried out. This allows you to manually control the order before shipment.

## 4.9 Optional: Validation

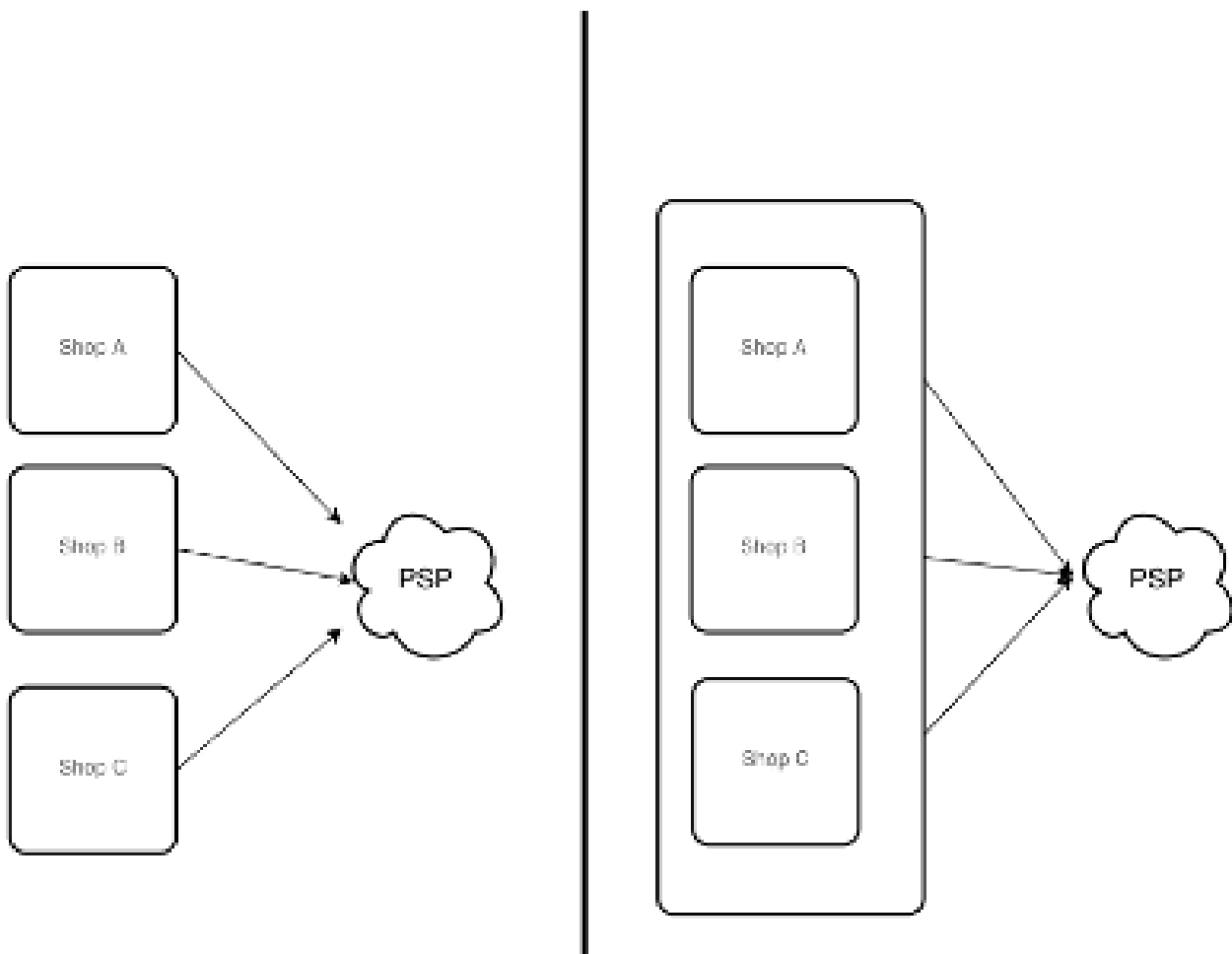
Note: It can be that this option is not visible in your module. In this case just ignore this section.

With the option 'Validation' you can define the moment when the payment method should be made visible to the customer during the checkout process. This setting is relevant for modules where the usage depends on the customer's compliance with specific preconditions. For example, if a solvency check has to be carried out or if the payment method is only available in certain countries. You have the choice between these options:

- **Validation before the selection of the payment method:** A validation verification is carried out before the customer selects the payment method. If he or she does not fulfill the requirements, the payment method is not displayed
- **Validation after selection of the payment method:** The verification of the compliance occurs after the selection of the payment method and before the confirmation of the order
- **During the authorisation:** The validation verification is carried out by PowerPay during the authorisation process. The payment method is displayed in any case

## 4.10 Multi-Shop Set-Up

The payment module is designed for the usage of one PowerPay contract for several shops. It must be differentiated, however, between the case of an integrated multi-shop functionality and independent shops:



**Figure 4.1:** Multi-shop set-up

## Licensing

In the case of independent shops, you require a payment module license for each shop. For scale prices, please contact us directly.

### **4.10.1 Usage of the Integrated Multishop Functionality of Shopware**

The payment module supports the multishop feature of Shopware. No further modifications are necessary. The module automatically recognizes the shop the order belongs to. In order for the multishop functionality to work, it is, however, necessary that the individual sub-shops within Shopware have been configured correctly.

## 5 Settings / Configuration of Payment Methods

### 5.1 General Information About the Payment Methods

All sellxed payment modules are delivered with the most common payment methods. In case a desired payment method is not included per default, please contact us directly.

In order to be able to use a payment method, it must be activated in your account with PowerPay as well as in your shop. Information about the configuration of the payment methods can be found further above.

Below you can find important information for specific payment methods that deviate from the standard process.

### 5.2 Information on Payment Status

For each payment method you can define an initial payment status (status for authorized payments etc.). You hereby define the payment status for each state depending on the processing type of the order (captured, authorized, etc.). It's the initial status which the order assumes. Depending on the mutation carried out by you, the status can change.

#### Important info regarding Order Status

Never set the status to **Pending PowerPay** or any similar pending status which is implemented by the module.

#### 5.2.1 Order status "pending" / imminent payment (or similar)

Orders with the status 'pending PowerPay' are pending orders. Orders are set to that status if a customer is redirected in order to pay but hasn't returned successfully or the feedback hasn't reached your shop yet (Customer closed window on the payment page and didn't complete payment). Depending on the payment method these orders will automatically be transformed into cancelled orders and the inventory will be cleared (so long as the Cronjob is activated). How long this takes depends on the characteristics of the payment method and cannot be configured.

If you have a lot of pending orders it usually means that the notifications from your webserver to PowerPay are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of PowerPay.

#### 5.2.2 Order status "cancelled"

Orders with the status "cancelled" have either been set to that status automatically due to a timeout, as described above, or have been cancelled directly by the customer.

## 6 The Module in Action

Below you will find an overview over the most important features in the daily usage of the PowerPay module.

### 6.1 Capturing / Canceling of Orders

#### 6.1.1 Capturing Orders

##### Please note

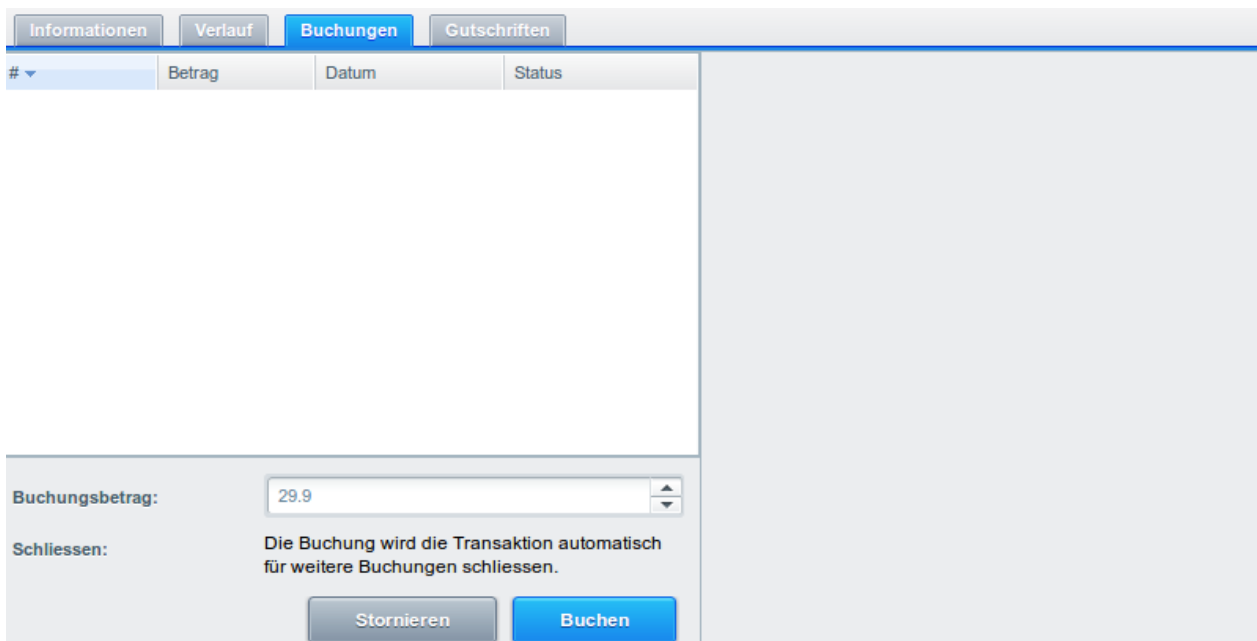
The transaction management between your shop and PowerPay is not synchronized. If you capture payments with PowerPay, the status in the shop will not be updated and a second capturing in the shop is not possible.

In order to be able to capture orders, you must make sure that you have set 'Capturing' to **deferred** in the configuration of the [payment method](#).

Open the order you wish to capture and switch to the tab **Transactions**. Here you will find the tab **Captures**. Enter the amount you wish to debit from the customer's card. By clicking **Capture**, a direct capturing of the order occurs with PowerPay.

#### 6.1.2 Cancellation

By clicking the button **Cancel**, you delete the initial authorization on the customer's card. The pre-authorized amount is released from the customer's card.



#	Betrag	Datum	Status
---	--------	-------	--------

**Buchungsbetrag:**

**Schliessen:** Die Buchung wird die Transaktion automatisch für weitere Buchungen schliessen.



Figure 6.1: Capturing/Cancellation of orders in Shopware

## 6.2 Useful Transaction Information on the Order

In each order, processed via the sellxed module, you can find an overview over the most important information about the transaction as well as a transaction history.

In order to get to the transaction information, open the order and switch to the tab **Transactions**. Here you will find all authorization attempts and the related information.

Bestellungs-Details: 20006

Übersicht Details Kommunikation Positionen Dokumente Status History **Transaktionen**

#	Datum	Zahlungsmethode	Ist Autorisiert	Betrag
19	20.11.2013 11:06:11	Visa	aktiv	29,90

Seite 1 von 1 Anzeige Eintrag 1 - 1 von 1

Informationen Verlauf Buchungen Gutschriften

Autorisierungsbetrag:	29.9	Transaktion verbucht:	Ja
Währung:	EUR	Transaktion bezahlt:	Ja
Zahlungsmethode:	VISA	Kartenummer:	xxxx xxxx xxxx 0111
Zahlungsid:	80C26IAU017rUAj3v7fQAn6fQnGb	Kartenablaufdatum:	10/24
Verbuchter Betrag:	29.9	Card Type:	VISA
Transaktion autorisiert:	Ja	3D Secure:	Erfolgreich
Transaktion ist unsicher:	Nein		

Figure 6.1: Transaction Information in Shopware.

## 6.3 Refunds

You can refund already captured transactions and automatically transmit them to PowerPay. In order to do so, open the order. Switch to the tab **Transactions**. A new window will open up in which you must then switch to the tab **Refunds** in order to refund orders.

To refund a line item you need to enter the quantity you wish to refund. By clicking **Refund**, the refund is automatically transmitted to PowerPay. It will then be refunded via the payment method the customer chose for the transaction.

Transaktionsdetails: 23
X

Information
Verlauf
Verbuchungen
Gutschrift

#	Betrag	Datum	Status

Name	SKU	Typ	MwSt.	Menge	Total (exkl. MwSt.)	Total (inkl. MwSt.)
ELASTIC MÜTZE	SW10153	product	19.00 %	1	12.56	14.95
Standard Versand	shipping	shipping	19.00 %	1	3.28	3.9
<b>Total gutgeschriebener Betrag</b>						<b>18.85</b>

Transaktion für weitere Rückvergütungen schliessen
 Rückerstattung

**Figure 6.1:** Refunding Orders in Shopware.

Please note that you can't refund more than 100% of the original amount.

## 6.4 Usage Abo Commerce / Recurring Payments

Abo-Commerce increases long-term customer loyalty. Customers can choose as many products as they wish and have them home to them in cycles of their choice. The advantage for customers: products that are required regularly are automatically delivered to their home.

Shopware offers you the possibility of offering Abo Commerce in your shop. In order to do so, a special module has been developed by Shopware ([Abo Commerce Module](#)). All sellxed payment modules are compatible with the Abo Commerce module of \_\_\_\_shopSystemName\_\_\_\_. In case of questions concerning the Abo Commerce Module, please contact Shopware directly.

### Abo Commerce requires the additional option with PowerPay

The usage of Abo Commerce requires the activation of additional options with PowerPay.

## 7 Getting the Credit Card Data via Shopware REST API

When connecting ERP systems to Shopware it may be that further information is required via Shopware API. The sellxed modules provide you with a lot of payment information also via Shopware REST API.

Basic Information about the usage of the REST API of Shopware can be found in the [Shopware Developers Guide](#).

The service can be called up under <https://www.shop-url.com/api/PowerpaycwTransactions>. The call of the above URL leads to the listing of all transactions. By adding the Transaction ID you can filter by the corresponding Transaction ID. The Transaction ID can be found in the order overview (Customer > Payments > PowerPay )

Additionally, you can also access the transaction via the Payment ID (transmitted through PowerPay). To do so, the parameter 'usePaymentId=1' has to be added as a parameter to the URL.

## 8 Set-up a cron job to activate the timed operations

To activate the timed operations of the plugin (e.g. update service, deleting pending orders, etc.) make sure that you set up the Shopware Cron engine. Especially the update function allows you to automatically retrieve additional information or changes of your order directly via the API of PowerPay. For payment methods which use a delayed authorisation process this is mandatory. Please note it could be that in order to use the update feature it may be necessary that PowerPay activates additional options in your account.

The module uses the standard cron engine of Shopware. More information regarding the set up can be found here: [https://community.shopware.com/Cronjobs\\_detail\\_1102.html](https://community.shopware.com/Cronjobs_detail_1102.html).

## 9 Testing

Before switching from test to live mode it is important that you test the module extensively. You can find all relevant test credit card data under: <http://www.sellxed.com/de/testen>.

### Testing

Do not forget to switch the operating mode from test to live after having successfully tested the module.

### 9.1 Test Data

In the following section you can find the test data for the various payment methods:

#### Open Invoice

First Name	Good	Accepted
Last Name	Customer	
Notice	Other fields can be filled at your discretion.	
Reason	Unknown customer	Denied
First Name	Unknown	
Last Name	Customer	
Gender:	Male	
Street	via castello 4	
Postcode	6500	
City	Bellinzona	
Country	Switzerland	
Reason	Other	Denied
First Name	Bad	
Last Name	Customer	
Gender:	Male	
Street	via paradiso 5	
Postcode	6600	
City	Locarno	
Country	Switzerland	

## 10 Errors and their Solutions

You can find detailed information under <http://www.sellxed.com/en/faq>. Should you not be able to solve your problem with the provided information, please contact us directly under: <http://www.sellxed.com/en/support>

### 10.1 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the PowerPay Referrer URL might appear in your Analytics Tool thus hiding the original traffic source. However, most Analytic Tools are able to minimize this problem.

In case you are using Google Analytics as reporting tool, this step by step guide may help you to exclude the URLs: [under bullet point 4](#).

# 11 Compatibility with Third-Party Plugins

The plugins listed below are compatible with our payment modules and allow you to handle certain tasks in a easier way.

## 11.1 Birthday and gender in Shopware

For certain payment service providers it is necessary to check the birthday an the gender of a customer. Shopware does not check this by default. To enable these checks go to "Configuration > Basic Settings > Frontend > Login / Registration" and check the following parameters:

- Show Birthday Field
- Birthday is required
- Show "I am" select field



## 12 Error Logging

The module will log different unexpected errors or information depending on the configured level. If there is any issue with the module, this log can help identify the cause.

### 12.1 Log Levels

You can configure the log level in the PowerPay settings.

- Error: Logs unexpected errors only. (Default)
- Info: Logs extended information.
- Debug: Logs information helpful for debugging.

### 12.2 Log Location

The log file is stored in the Shopware log directory. Please make sure the path exists and it is writable by the webserver. (Default Path: {shopRootDirectory}/logs or {shopRootDirectory}/var/log)

## 13 Advanced Information

This section of the manual is for advanced usage of the module. The content is for advanced users with special requirements. Everything in this section is optional and not required for the daily usage of the module.

### 13.1 Transaction Object

This section describes how to extract information from a transaction, if you need it for further processing. E.g. You require more information of the transaction for further processing an order in your erp system.

The code snippets in this section assume your script resides in the root folder of the shop with the default shop folder structure.

Have Shopware initialized in your script, this is required for the database connection.

```
require __DIR__ . '/autoload.php';
use Shopware\Kernel;
$environment = 'production';
$kernel = new Kernel($environment, false);
$kernel->boot();
```

Register the module classes.

```
$pluginPath = 'engine/Shopware/Plugins/Local/Frontend/PowerpayCw';
Shopware()->Loader()->registerNamespace('Customweb', 'Customweb/');
Shopware()->Loader()->registerNamespace('PowerpayCw_Helpers', $pluginPath
. '/Helpers/');
Shopware()->Loader()->registerNamespace('PowerpayCw_Entities',
$pluginPath . '/Entities/');
Shopware()->Loader()->registerNamespace('PowerpayCw_Components',
$pluginPath . '/Components/');
Shopware()->Loader()->registerNamespace('Shopware\Components\Api',
$pluginPath . '/Components/Api/');
Customweb_Core_Util_Class::registerClassLoader(function ($className){
    return Shopware()->Loader()->loadClass($className);
});
```

Now you can load the transaction and then extract the transactionObject.

Load the transaction by Id:

```
$transactionById = PowerpayCw_Helpers_Util::loadTransaction
($transactionId);
$transactionObject = $transactionById->getTransactionObject();
```