

Installation Manual for Buckaroo PrestaShop

This manual describes the installation and usage of the Buckaroo extension for PrestaShop.

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wallee AG
General-Guisan-Strasse 47
CH-8400 Winterthur

E-Mail: info@sellxed.com

Telefon:

CH: +41 (0)44 505 13 60

DE: +49 (0)40 2999 60117

UK: +44 (0)161 850 6890

US: +1 (0)205 557 5869

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1 Introduction

This manual describes the installation, configuration and usage of the payment module for PrestaShop and Buckaroo.

Before getting started, please make sure to have all necessary data at hand. You will need:

- Buckaroo Secret Key
- Buckaroo Website Key
- PrestaShop Payment module from sellxed.com/shop
- Access data to your server and shop

Attention: If you have not received a token yet, send a request to Buckaroo. Usually, the token will be sent to your mobile phone via text message. It consists of a combination of numbers and letters.

Note that you must use at least PHP version 5.6 for our plugins. PHP 8 or higher is currently not supported.

1.1 Installation Process

This document contains all the information necessary to install this module. Before activating the module you should follow the described steps strictly. This is the only way we can guarantee the safe use of the module in compliance with all security regulations.

1. [Main Module](#) configuration
2. Configuration of accepted [payment methods](#) incl. authorisation methods
3. Conducting a test order
4. Activating the Buckaroo 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 information 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 as otherwise the payment feedback of Buckaroo might not get through to the shop.

1.2 System Requirements

In general, the plugin has the same system requirements as PrestaShop. Below you can find the most important requirements of the plugin:

- PHP Version: 5.4.x or higher
- PrestaShop Version: 1.6.x or higher
- OpenSSL: Current version with support for TLS 1.2 or higher.
- fsockopen: The PHP function fsockopen must be enabled. The plugin must be able to connect to external systems over the Internet.
- PHP Functions: All common PHP functions must be enabled.

2 Buckaroo - Backend Configuration

For the configuration, log into the Buckaroo Merchant Interface. (<https://payment.buckaroo.nl/>)

2.1 Configuration of the Secret Key voor Digitale handtekening

The Secret Key can be set in the backend. Navigate to Configuratie > Secret key voor Digitale handtekening. Set a key according to your preferences and save the form. The same key has to be indicated in the main configuration of the module.

By using a digital signature it is possible to verify the sender of a message. We use this method to verify if a transaction request is sent by you Buckaroo. To be able to use this method, please provide us with a secret key. This secret key will be used to calculate the correct digital signature. The signature can be sent along with the transaction, or can be received along with a response message from the response page or push message.

Secret Key	<input type="text" value="your_secret"/>
------------	------------------------------------------

A secret key may contain only alphanumeric characters!

Figure 2.1: Setting the Secret Keys

2.2 Website Key Configuration

The website key is located at Profiel > Websites. It is generated by Buckaroo automatically. Copy the string directly into the main configuration.

General	Redirect	Push settings	3.0 Settings	2.0 Settings
---------	----------	---------------	--------------	--------------

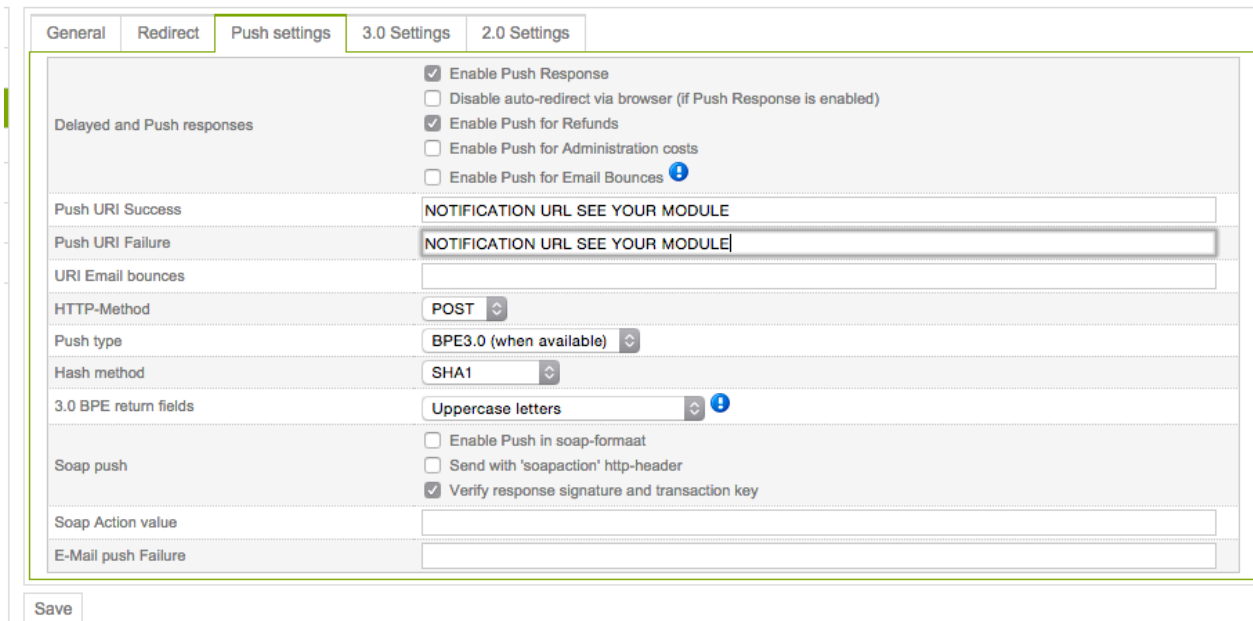
Key	YOUR WEBSITE KEY
Name	sellxed.com
Url	http://www.sellxed.com

Figure 2.1: Setting the Secret Keys

2.3 Push Setting Configuration

In order for the payment notification to arrive in your shop it is important to define the Push settings. (Profiel > Website > "Push Settings"). Enter the URL from the Tab 'Setup' in the main module of the shop (c.f. [Transaction Feedback](#)).

Additionally you need to make sure to configure the remaining settings in the Tab 'Push Settings' according to the screenshot.S

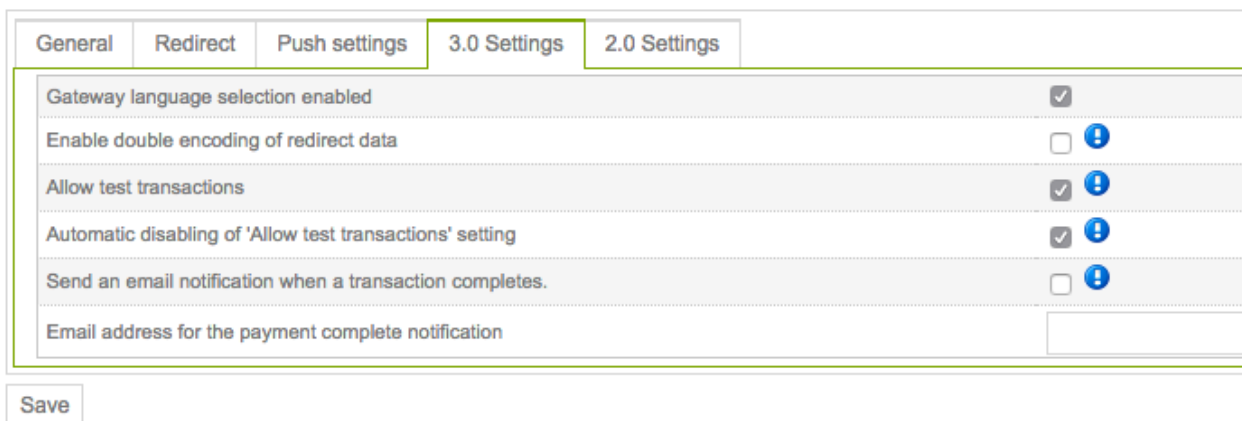


The screenshot shows the 'Push settings' tab with the following configuration:

- Delayed and Push responses:**
 - ☒ Enable Push Response
 - ☐ Disable auto-redirect via browser (if Push Response is enabled)
 - ☒ Enable Push for Refunds
 - ☐ Enable Push for Administration costs
 - ☐ Enable Push for Email Bounces ⓘ
- Push URI Success:** NOTIFICATION URL SEE YOUR MODULE
- Push URI Failure:** NOTIFICATION URL SEE YOUR MODULE
- URI Email bounces:**
- HTTP-Method:** POST
- Push type:** BPE3.0 (when available)
- Hash method:** SHA1
- 3.0 BPE return fields:** Uppercase letters ⓘ
- Soap push:**
 - ☐ Enable Push in soap-formaat
 - ☐ Send with 'soapaction' http-header
 - ☒ Verify response signature and transaction key
- Soap Action value:**
- E-Mail push Failure:**

A 'Save' button is located at the bottom left.

Figure 2.1: Push Settings



The screenshot shows the '3.0 Settings' tab with the following configuration:

- Gateway language selection enabled:** ☒
- Enable double encoding of redirect data:** ☐ ⓘ
- Allow test transactions:** ☒ ⓘ
- Automatic disabling of 'Allow test transactions' setting:** ☒ ⓘ
- Send an email notification when a transaction completes.** ☐ ⓘ
- Email address for the payment complete notification:**

A 'Save' button is located at the bottom left.

Figure 2.1: 3.0 Settings

2.4 Payment Method Configuration

Further information on the payment method configuration and the implementations of the settings are available [here](#). After the activation and configuration, conduct a test by means of the [test data](#) provided in this manual.

2.4.1 Further information:

- **BankTransfer:** The due date does not have any impact, it is just displayed in the template. If you enter 'None', no date will be displayed. '20' equals a time for payment of 20 days. The payment information is sent to the customer by Buckaroo an den Kunden.

2.5 Testing and Activation of the Module

After the activation and configuration of the payment methods, test your module with the [test data](#) you find in the manual. Make sure that you activate the Option "Allow Test Transaction" and the automatic disabling of the test transaction in the backend of Buckaroo(see screenshot below). If you don't activate it the tests will be rejected automatically with the error message 'Transaction Failed'. Error Code 490. If there is no such option in the backend of your Buckaroo shop, it has automatically been deactivated. Please contact Buckaroo to allow this option in your backend. If the tests were successful, switch to **Live** in your main module.



Figure 2.1: Testing

2.6 Account Activation

As soon as the tests have been conducted successfully, request the activation of your account through Buckaroo. Now you are ready to process payments.

3 Module Installation and Update in the PrestaShop 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 install 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 shop 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 that is 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.

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 backup 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. Those instructions can be found in the changelog. If there are no special remarks, you can proceed by just overwriting the files in your system.

4 Module Configuration in the PrestaShop 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 backups!

Please create a backup 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

You will find the settings for the module under **Modules**, in the group **Checkout , Buckaroo Integration**. Install the module and open the configuration mask by clicking **Configure**. Enter the individual options such as described above in the configuration of the administration interface of Buckaroo. You will find information on the individual options directly in the additional texts in the module

Do not forget to configure the main shop view first!

If you are using a multishop setup within PrestaShop, you will need to configure the payment plugin in the main shop view first. If you do not configure the settings of the plugin in the main shop view at all, the payment will not work properly. We strongly advise you to configure your main store first before moving on to the configuration of your subshops.

4.2 Defining the URL for the Transaction Feedback

To ensure correct payment processing in your shop, at least one Feedback URL has to be provided in the Buckaroo configuration. The URL to be entered can be found in your PrestaShop Shop under: **Modules > Buckaroo > Setup > Setup**

4.3 Configuration of Payment Methods (for PrestaShop 1.6)

After you have installed the main module you can install the corresponding payment methods. To do so you have to install the desired payment methods under **Modules** in the group of **Payments and Gateways**. You can save individual settings for each payment method and thereby optimally

adapt the payment to your processes. The most central are explained in more detail in this manual.

4.4 Configuration of Payment Methods (for PrestaShop 1.7)

After you have installed the main module you can install the corresponding payment methods. To do so you have to install the desired payment methods under **Modules > Module Catalog**. You can save individual settings for each payment method and thereby optimally adapt the payment to your processes. The most central are explained in more detail in this manual.

4.5 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 period 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 Buckaroo and the module

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

4.6 Uncertain Status

You can specifically label orders for which the money is not guaranteed to be received. This allows you to manually control the order before shipment.

4.6.1 Setting the order state

For each payment method you may select in which state the order should be set to depending on the booking state. This is the initial state of the order.

4.7 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. In order for the credit check or address validation to also work with European characters, the charset of the "Blowfish mode" must be set to "UTF-8" for certain PSP settings.

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 the customer 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 Buckaroo during the authorisation process. The payment method is displayed in any case

4.7.1 Usage of the Integrated Multishop Functionality of PrestaShop

The payment module supports the multishop feature of PrestaShop. 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 PrestaShop have been configured correctly.

5 Settings / Configuration of Payment Methods

5.1 General Information About the Payment Methods

The plugin contains 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 Buckaroo 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 Buckaroo** 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 Buckaroo' 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 Buckaroo are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of Buckaroo.

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 of the most important features in the daily usage of the Buckaroo module.

6.1 Capturing of Orders

Please note

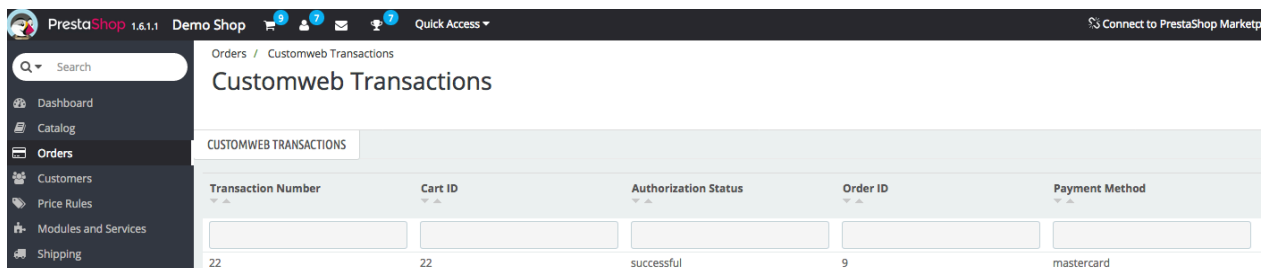
The transaction management between your shop and Buckaroo is not synchronized. If you capture payments with Buckaroo, the status in the shop will not be updated and a second capturing in the shop is not possible.

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

Transactions can be captured in different ways. The different options are explained below.

6.1.1 1. Via Orders > Buckaroo Transactions

You can view all transactions in the transaction table under Orders > Buckaroo transactions"



Transaction Number	Cart ID	Authorization Status	Order ID	Payment Method
22	22	successful	9	mastercard

Figure 6.1: 1. View Transactions via Orders > Buckaroo transactions.

Open the order and then click on the small magnifying glass in den transaction information overview. By clicking **Capture** button, you get into the following context.

Orders / Customweb Transactions

Customweb Transactions

Help

CUSTOMWEB TRANSACTIONS > VIEW > CAPTURING

Back

Name	SKU	Type	Tax Rate	Quantity	Total Amount (excl. Tax)	Total Amount (incl. Tax)
Faded Short Sleeves T-shirt	demo_1	product	0 %	1	17.17	17.17
My carrier	shipping	shipping	4 %	1	7	7.28

Total Capture Amount: 24.45 EUR

Close transaction for further captures ☐

Capturing

Figure 6.1: Invoice capturing in PrestaShop

Enter the amount and quantity that you wish to capture from the customer's authorization. By clicking **Capture** a direct capturing of the order occurs with Buckaroo.

6.1.2 2. Capture the transaction through the order and the Buckaroo transaction tab

Open the order and then click on the small magnifying glass in the Buckaroo transactions overview.

ORDERS Orders

Add new order Recommended Modules Help

Conversion Rate 30 DAYS 0%

Abandoned Carts TODAY 0

Average Order Value 30 DAYS CHF 0.00

Net Profit per Visitor 30 DAYS CHF 0.00

ORDERS (41)

ID	Reference	New client	Delivery	Customer	Total	Payment	Status	Date	PDF
41	OZXEYEGO	0	Switzerland	Customweb	CHF 28.08	MasterCard	Payment accepted	01/06/2017 15:40:43	

Figure 6.1: Open order and view the transaction tab.

A window will then drop down. Enter the amount of your choice that you wish to capture from the customer's authorization. By clicking **Capture** a direct capturing of the order occurs with Buckaroo.

ORDERS View

Date: 01/06/2017 Total: CHF 28.08 Messages: 0 Products: 1

TRANSACTIONS

#	Date	Payment Method	Authorised	Amount
150	01/06/2017 15:32:09	MasterCard	No	28.08
151	01/06/2017 15:32:15	MasterCard	No	28.08
152	01/06/2017 15:32:29	MasterCard	No	28.08
153	01/06/2017 15:32:48	MasterCard	Yes	28.08

Capturing **Cancel**

Transaction details

Authorisation Amount	28.08	Transaction authorised	Yes	Card expiry date	12/18
Currency	CHF	Transaction uncertain	No	Brand	MasterCard
Payment Method	MasterCard	Transaction paid	Yes	Merchant reference	customweb
Payment ID	3014807004	Acceptance	customweb		
Test Transaction	Yes	Card number	XXXXXXXXXXXX9999		

Previous actions

Date	Action	Message
01/06/2017 15:32:48	log	Redirection Parameters generated.
01/06/2017 15:32:48	log	Redirection Parameters generated.
01/06/2017 15:32:48	log	Redirection Parameters generated.
01/06/2017 15:40:43	authorization	The amount of 28.08 is authorized.

Figure 6.1: 2. Transaction details in the transaction tab of a specific order.

By clicking **Capturing** button, you get into the following context.

Orders / Customweb Transactions

Customweb Transactions

CUSTOMWEB TRANSACTIONS > VIEW > CAPTURING

Back

Name	SKU	Type	Tax Rate	Quantity	Total Amount (excl. Tax)	Total Amount (incl. Tax)
Faded Short Sleeves T-shirt	demo_1	product	0 %	1	17.17	17.17
My carrier	shipping	shipping	4 %	1	7	7.28

Total Capture Amount: 24.45 EUR

Close transaction for further captures ☐

Capturing

Figure 6.1: Deferred/Manual capture of transactions within PrestaShop

Enter the amount or quantity choice that you wish to capture from the customer's authorization. By clicking **Capture** a direct capturing of the order occurs with Buckaroo.

6.2 Useful Transaction Information on the Order

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

#	Date	Payment method	Is authorised	Amount	
46	2013-12-02 15:44:17	Master Card (Dynamic Template)	yes	124.58	✕
Transaction details					
Authorisation amount	124.58	Transaction authorised	Yes		
Currency	EUR	Transaction uncertain ⓘ	No		
Payment method	Master Card (Dynamic Template)	Transaction captured	Yes		
Payment ID	25815219	Transaction paid	Yes		
Captured amount	124.58	Alias	XXXXXXXXXXXX0007 (03/14)		
Alias Token	2403B927-26A3-4DAE-9EC3-CD000EAB349E				
Acceptance	test123				
Card number	XXXXXXXXXXXX0007				
Card expiry date	03/14				
Merchant reference	bc_ps_sell_46				

Figure 6.1: Transaction information within PrestaShop.

6.3 Using Invoice Details of a Processor

In the following context you can view or embed the "payment details" of for example an "Open Invoice" transaction:

6.3.1 PrestaShop Order Confirmation (E-Mail)

The "payment information" will be visible in the default "order confirmation e-mail" of PrestaShop.

6.3.2 PrestaShop Invoice (PDF)

The "payment information" will be visible in the default PrestaShop-Invoice.

6.3.3 PrestaShop-Backend (Transaction details)

You can view the transaction details in PrestaShop under **Orders > Buckaroo Transactions**.

Search

Dashboard

Catalog

Orders

Orders

Invoices

Merchandise Returns

Delivery Slips

Credit Slips

Statuses

Order Messages

Customweb Transactions

Customers

Price Rules

Modules and Services

Shipping

Localization

Preferences

Advanced Parameters

Administration

Stats

Orders / Customweb Transactions

Edit

GETTING STARTED WITH PRESTASHOP

Customize your shop

Add products

Configure payments

Choose your shipping options

Take a tour: get started with PrestaShop

Hey Customweb, welcome on your own online shop.

Follow the guide and take the first steps with your online shop!

No thanks!

Let's start!

CUSTOMWEB TRANSACTIONS

VIEW

Capturing

Cancel

Transaction ID	3
Transaction Number	3
Authorisation Status	successful
Order ID	6 View
Created On	2017-03-07 17:08:27
Updated On	2017-03-07 17:08:50
Customer ID	2
Payment ID	3575510
Authorisation Amount	55.07
Currency	CHF
Payment Method	Open Invoice
Payment ID	3575510
Test Transaction	Yes
Transaction authorised	Yes
Transaction uncertain	No
Transaction paid	Yes
Payment Information	Bank: Customweb Test Bank Account Holder: Customweb GmbH IBAN: DE2502400000TEST000000000004 BIC: 9000 Reference Number: BP3575510/2749

TRANSACTION HISTORY

Date	Action	Message
2017-03-07 17:08:50	authorization	The amount of 55.07 is authorized.

CUSTOMER DATE

Customer ID	2
Billing Address	Céline Fah Tödierrasse 17b CH-8004 Zürich Phone: 0041 44 111 22 33
Delivery address	Céline Fah Tödierrasse 17b CH-8004 Zürich

Figure 6.1: Transaction details within PrestaShop.

6.3.4 PrestaShop Success-Page

Call us now: 0123-456-789

Contact us

English

Sign out

André Müller

SALE 70% OFF ALL PRODUCTS

GET SAVINGS NOW

Your Logo

a new experience

Search

Q

Cart (empty)

WOMEN

DRESSES

T-SHIRTS

Order confirmation

ORDER CONFIRMATION

01. Summary

02. Sign in

03. Address

04. Shipping

05. Payment

Order reference

NHRCXPRKD

Amount

55.07 CHF

State

Payment accepted

Date

03/07/2017

Payment Information

Bank: Customweb Test Bank

Account Holder: Customweb GmbH

IBAN: DE2502400000TEST000000000004

BIC: 9000

Reference Number: BP3575510/2749

View your order history

Figure 6.1: Payment information on the PrestaShop "Success-Page".

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6.3.5 Payment Information in Email Template

If payment information is required for e.g. prepayment the merchant must manually change the files:

- mails/[language_code]/order_conf.html
- mails/[language_code]/order_conf.txt

The variables are defined as

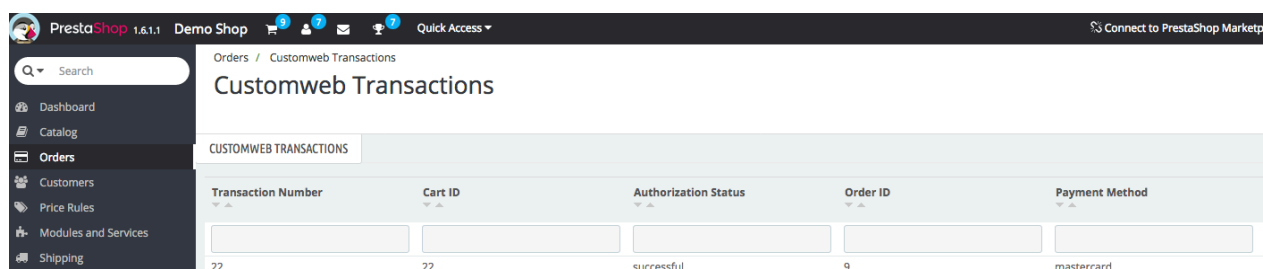
```
{code}      buckarooocwpayment_information      buckarooocw_payment_information
buckarooocw_payment_information_txt {/code}
```

6.4 Refunds

You can refund already captured transactions and automatically transmit them to Buckaroo. In order to do so, open the order. You have two alternatives for refunding the money. Either you use the refund tool or the partial refund process of PrestaShop. Both processes are explained in this passage.

6.4.1 1. Transactiontable via Orders > Buckaroo transactions

You can view all transactions in the transaction table under "Orders > Buckaroo transactions"



The screenshot shows the PrestaShop 1.6.1.1 interface. The top navigation bar includes 'PrestaShop 1.6.1.1', 'Demo Shop', and a 'Quick Access' dropdown. The left sidebar contains a search bar and a menu with 'Dashboard', 'Catalog', 'Orders', 'Customers', 'Price Rules', 'Modules and Services', and 'Shipping'. The main content area is titled 'Orders / Customweb Transactions' and 'Customweb Transactions'. Below this, there is a table with the following structure:

Transaction Number	Cart ID	Authorization Status	Order ID	Payment Method
22	22	successful	9	mastercard

Figure 6.1: 1. transaction table via rrders > Buckaroo transactions.

Open the order and then click on the small magnifying glass in den transaction information overview. By clicking **Refund** button, you get into the following context.

Figure 6.1: Refund of transactions within PrestaShop.

Just like for the capturing, you open the order and click on the magnifying glass next to the order of your choice. Enter any refund amount of your choice in the field provided for this purpose. By clicking **refund** the refund request will directly be sent to Buckaroo and the specified amount will be credited on the customer's credit card.

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

6.4.2 2. Refund the transaction through the order and the Buckaroo transaction tab

Open the order and then click on the small magnifying glass in the Buckaroo transactions overview.

Figure 6.1: Open order and view the transaction tab.

By clicking **Refund** button, you get into the following context.

ORDERS View

Date: 12/30/2014 Total: CHF 28.08 Messages: 0 Products: 1

TRANSACTIONS

#	Date	Payment Method	Authorised	Amount
1	12/30/2016 14:37:44	MasterCard	No	28.08
2	12/30/2016 14:44:38	MasterCard	Yes	28.08

Refund Transaction

Transaction details

Authorisation Amount	28.08	Test Transaction	Yes	Acceptance	customweb
Currency	CHF	Transaction authorised	Yes	Card number	XXXXXXXXXXXX000007
Payment Method	MasterCard	Transaction uncertain	No	Card expiry date	12/20
Payment ID	38187433	Transaction captured	Yes	Brand	MasterCard
Captured amount	28.08	Transaction paid	Yes	Merchant reference	customweb

Previous actions

Date	Action	Message
12/30/2014 14:44:38	log	Redirection Parameters generated.
12/30/2014 14:44:38	log	Redirection Parameters generated.
12/30/2014 14:44:38	log	Redirection Parameters generated.
12/30/2014 14:44:54	authorization	The amount of 28.08 is authorized.
12/30/2014 14:44:54	capturing	The amount of 28.08 is captured.

Figure 6.1: 2. transaction details in the transaction tab of a specific order.

By clicking **Refund** button, you get into the following context.

ORDERS TRANSACTIONS Customweb Transactions

TRANSACTIONS > VIEW > REFUND TRANSACTION

Back

Name	SKU	Type	Tax	Quantity	Total Amount (excl. Tax)	Total Amount (incl. Tax)
Printed Dress	customweb_demo_sku	product	8 %	1	26	28.08

Total refunded amount: 28.08 CHF

Close transaction for further refunds.

Refund Transaction

Figure 6.1: Refund of the transaction within PrestaShop.

Enter any refund amount of your choice in the field provided for this purpose. By clicking **refund** the refund request will directly be sent to Buckaroo and the specified amount will be credited on the customer's credit card.

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

6.4.3 3. Refund with the PrestaShop internal/default functionality.

You can carry out refunds with the Partial Refund Process of PrestaShop based on the product quantity. After having opened the order, click on **Partial Refund** in the top right corner. The browser will scroll down and you can specify the amount of the partial refund. If you wish, you can also directly add the item(s) to the stock. In order to do so, click on the corresponding check-box. By clicking **Partial Refund**, a new window opens up.

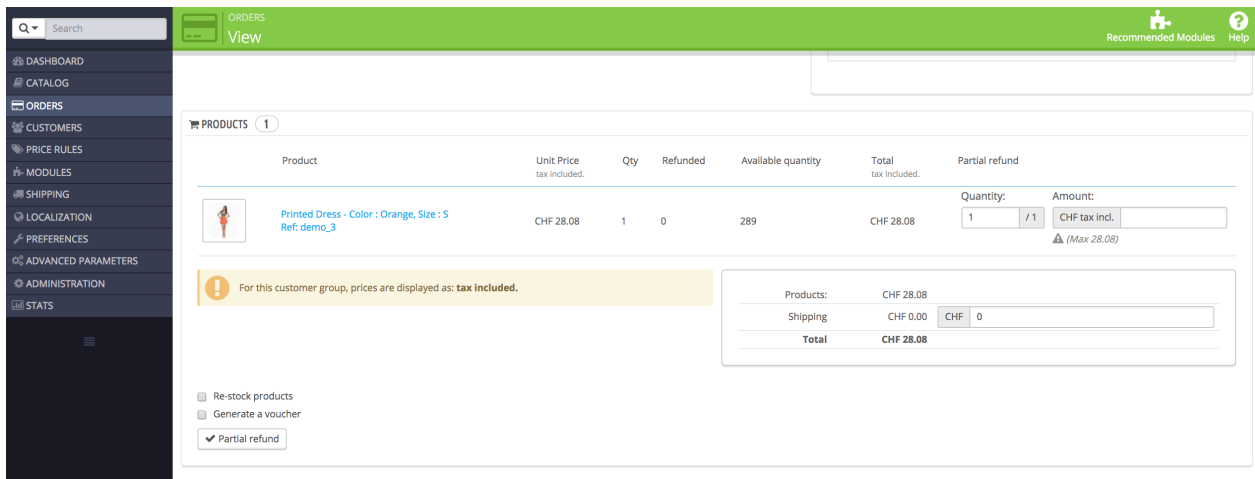


Figure 6.1: Refund of transactions within PrestaShop.

In the following window, click 'Yes' in order to transmit the refund to Buckaroo and the specified amount will be credited to the customer's credit card.

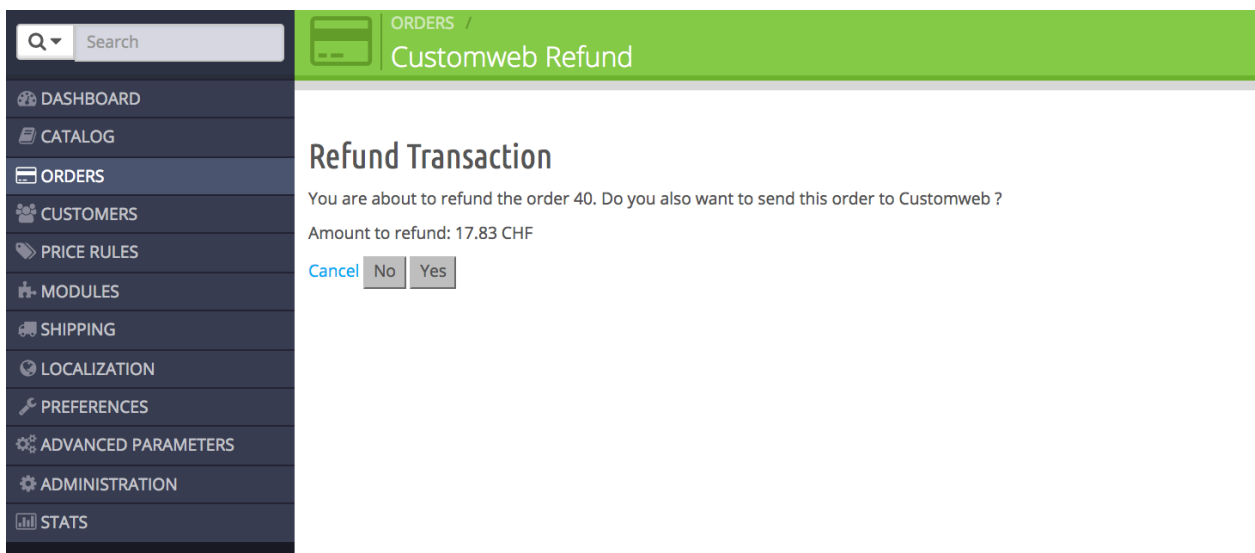


Figure 6.1: Confirm the transaction refund in PrestaShop.

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

Executing a refund will not change the status of the order.

6.5 One Page Checkout

The checkout of PrestaShop can be modified and reduced to one step. Our module support the standard OnePageCheckout of PrestaShop. No guarantee can be made in regards to the compatibility with third party modules.

You can activate the standard checkout by going to **Preferences, Orders**. Choose the option 'one-page checkout' in the drop-down menu for **Order-process type**.

6.6 Setting up Cron Job

In order to activate the time-controlled functions of the plugin (such as update service, deleting pending orders, etc.) set up a time-controlled request in your hosting provider backend using the URL which you will now find via Modules > Buckaroo in the tab "Extended Information". Invoking it regularly will trigger the actions.

Here we suggest you use a Cron Engine like for example [EasyCron](#). This allows you to open the file (URL) with an external service.

7 Testing

Before switching from test to live mode it is important that you test the module extensively.

Testing

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

7.1 Test Data

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

Visa

Card number 4012888888881881

MasterCard

Card number 5138477955880632

American Express

Card number 371849971840005

Maestro

Card number 6333333333333336

Direct Debits

BIC TESTNL2A
IBAN NL13TEST0123456789
Account holder TEST BANK USED BY IBAN SERVICE

giropay

BIC GENODETT588
VR-Netkey 55558888ASEPA
PIN 12345
TAN 123456

Bancontact

Card number 67034200554565015
Expiry Date 06/2020

8 Errors and their Solutions

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

8.1 Pending Transactions (esp. ING Homepay)

Transactions might remain pending, for example because the customer closes the window. In this case you will have to manually check whether the amount was transferred to your bank account. You can then change the status of the order in the shop manually. The transaction will appear as either pending or cancelled because of the timeout.

8.2 Modul Performance

Depending on your server specs it could be that the module results to performance issues in your store. In this case we suggest to do the following:

- Deactivate the PrestaShop Cache. We often saw already better results when the cache was disabled.
- Deactivate the PrestaShop displayBackOfficeHeader hook. For this go to > Modules > Hooks > and disable the hook Buckaroo Integration under the **displayBackOfficeHeader** Menu.

In case you want to undo the changes above you will need to re-install the base module again.

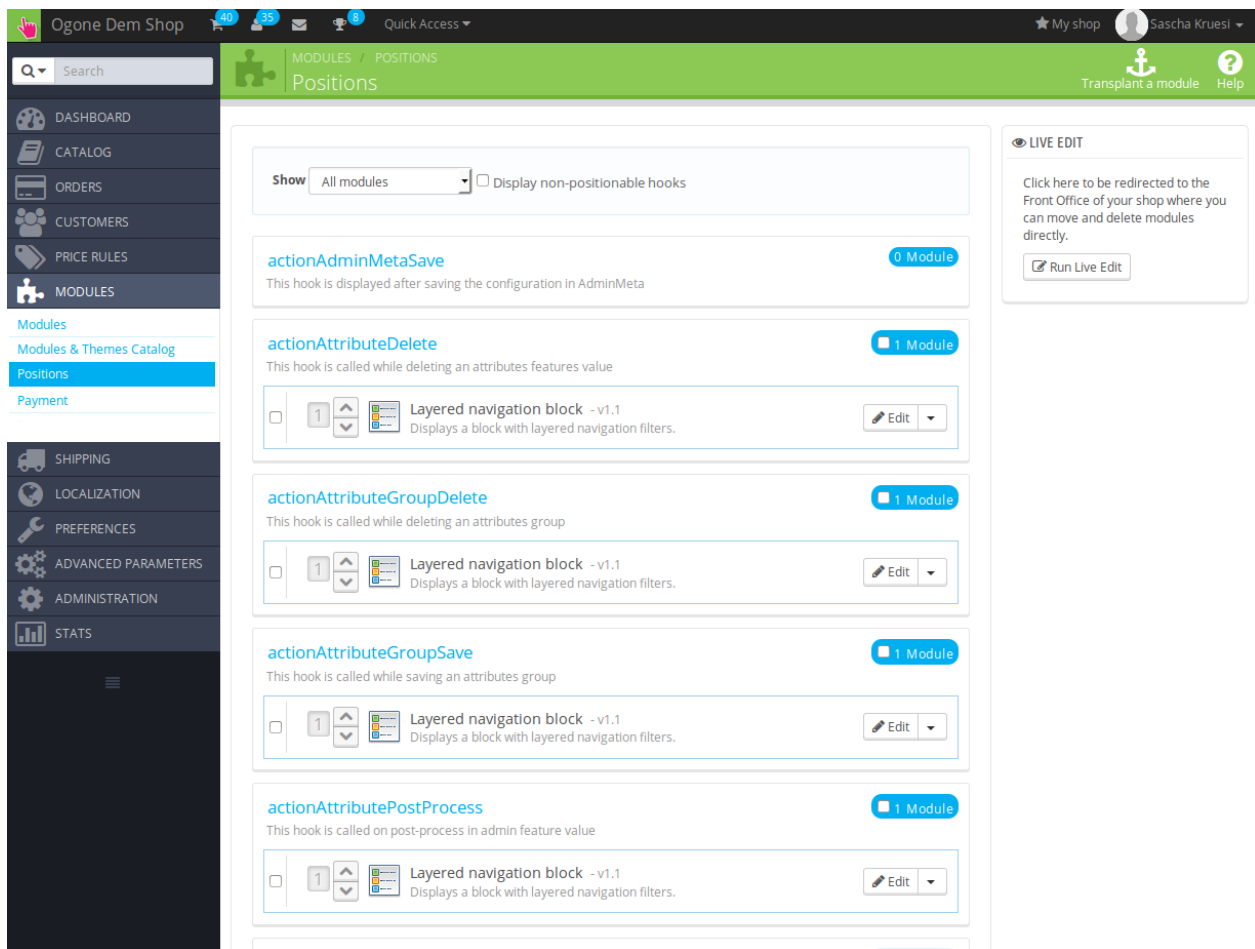


Figure 8.1: Disable the PrestaShop Hook.

8.3 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the Buckaroo 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](#).

9 Compatibility with Third-Party Plugins

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

9.1 Fee's and discount's within PrestaShop

To configure a Buckaroo payment gateways based fee and discount you will need the following 3rd-Party plugin.

- [Payment Fees](#)

9.2 Birthday and gender in PrestaShop

For certain payment service providers it is necessary to check the birthday and the gender of a customer. PrestaShop does not check this by default. Information on how to enable those checks can be found here:

- [Birthday](#)
- [Gender](#)

10 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.

10.1 Log Levels

You can configure the log level in the Buckaroo settings.

If you're using Prestashop Version 1.5, make sure you FTP access to the server before activating the logging, as you may need to fix the write permissions on the log file.

- Off: Nothing is logged. (Default)
- Error: Logs unexpected errors only.
- Info: Logs extended information.
- Debug: Logs information helpful for debugging.

10.2 Log Location

In PrestaShop 1.5 the FileLogger is used. The log file is stored in the log folder of your installation. Please make sure the path exists and it is writable by the webserver. (Default Path: {shopRootDirectory}/log/)

In PrestaShop 1.6 and newer the default PrestashopLogger is used and are therefore stored in the database. The log message are visible in the PrestaShop backend under the menu item **Advanced Parameters > Logs**.

11 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.

11.1 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 Prestashop initialized in your script, this is required for the database connection.

```
require(dirname(__FILE__).' /config/config.inc.php');
```

Include the module main file and modules Transaction class.

```
require_once _PS_ROOT_DIR_.'/modules/buckarocw/buckarocw.php';
require_once _PS_ROOT_DIR_.'/modules/buckarocw/lib/BuckarooCw/Entity
/Transaction.php';
```

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

Load the transaction by Id:

```
$transactionById = BuckarooCw_Entity_Transaction::loadById
($transactionId);
$transactionObject = $transactionById->getTransactionObject();
```

Load transactions by Order ID:

```
$transactionsByOrderId = BuckarooCw_Entity_Transaction::
getTransactionsByOrderId($orderId);
foreach($transactionsByOrderId as $transaction){
    $transactionObject = $transaction->getTransactionObject();
    //Do something with each object
}
```