

# Installation Manual for BetterPayment e-Commerce

This manual describes the installation and usage of the BetterPayment extension for e-Commerce.

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# 1 Introduction

This manual describes the installation, configuration and use of the payment module for e-Commerce and BetterPayment.

Before you begin with the installation, make sure you have all the necessary data:

- You will receive a document from BetterPayment containing all the relevant access data which you will need for the Setup.
- You need the BetterPayment payment module from [www.sellxed.com/shop](http://www.sellxed.com/shop).

In case you don't have a contract with BetterPayment yet, we will gladly provide you with one.

**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 Procedure

This document provides you with all the necessary information regarding the installation of the module. You should follow the steps of the checklist carefully during the startup procedure. Only by doing so, the safe use in compliance with all the safety regulations can be ensured.

1. Configuration of the Sandbox and creating the technical accounts.
2. Configuration of the payment methods and the basic settings.
3. Carrying out a test order by means of the enclosed [Test data](#) at the end of this document.

### 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 BetterPayment might not get through to the shop.

## 2 Configuration BetterPayment

### 2.1 Test and Live Backend to Administrate the Test Transactions

You will find the administration and the display of transactions depending on which mode (live or test mode) via the following links:

- Test-Platform: <https://testapi.betterpayment.de/backend>.
- Live-Platform: <https://api.betterpayment.de/backend>.

### 2.2 Configuration of the Main Module

[Navigate to the main module](#) in your shop. Please fill the following data into the corresponding sections. You will receive all of the data in a document in advance directly from BetterPayment:

- API Key
- Shop ID (can be chosen freely, this only serves as an identification of the transaction)
- Incoming Key
- Outgoing Key

Save the data according to live or test mode.

### 2.3 Activating the payment methods

[Navigate to the payment methods](#) in you shop. You can activate the payment methods by pressing a button. Chose between **Payment Page or Iframe** in the authorization method.

Furthermore you can decide whether you want to activate the risk check in the payment methods. The transaction will then be examined based on additional criteria. The risk check is only available for SEPA Direct Debits, Giropay and Sofort. The risk check will be conducted automatically when paying by invoice.

### 2.4 Transactions Administration

You will find an overview of the transactions, if you log in to the back end. (see top) Here you will find an overview of the transactions made.

You can credit the transactions directly here. But make sure the status is not synchronized with the shop. If you credit a transaction here, you can't credit it at the shop again.

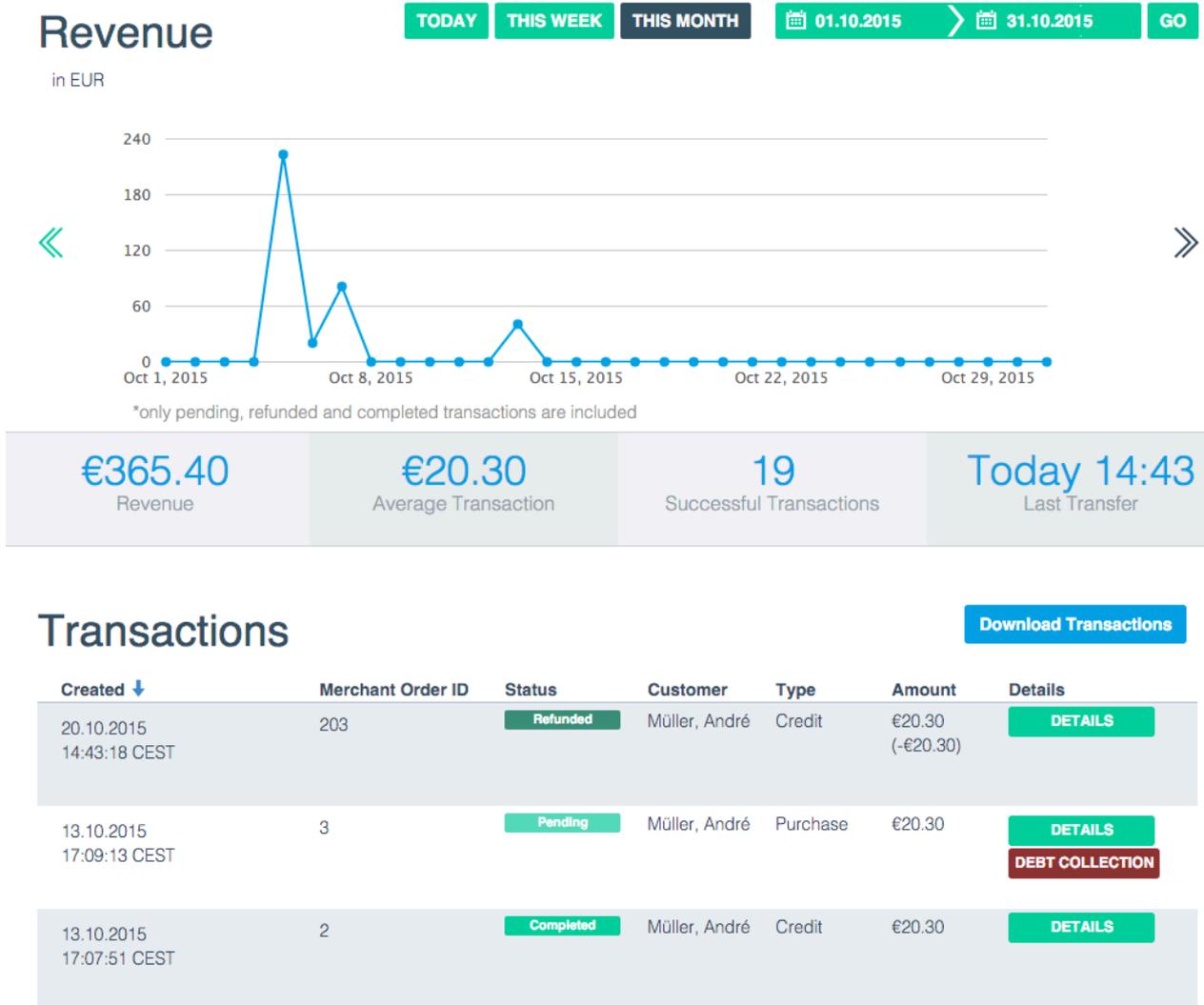


Figure 2.1: transaction overview at the back end of BetterPayment (icon).

## 2.5 Testing

Next you merely need to activate the payment method and run a test.

When you have activated and configured the payment methods you will run a test by means of the published [test data](#). If all the tests were successful, switch the operating mode in the main module to **Live**.

## 2.6 Updating the Risk Check Settings

If BetterPayment changes the risk check settings on a payment method, the currently saved configuration in your shop must be synchronized. This may be done in the backend form "Synchronize Risk Settings" by pressing the button "reset". During the next checkout, the new settings will be applied.

## 3 Module Installation and Update in the e-Commerce 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](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 e-Commerce 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 Basic Module Configuration

Activate the plugin by selecting the module E-commerce BetterPayment in the **Plugin** menu.

The settings for the basic module can be found at **BetterPayment > BetterPayment**. Fill out the fields, you should have already entered the necessary data in the BetterPayment backend or you received it as part of your correspondence with BetterPayment. Each option is explained in more detail in a short info text in the shop.

### 4.2 Payment Method Configuration

After the basic module has been configured successfully, you can proceed to the payment settings. The payment methods you want to accept in your shop can be adjusted at **Settings > Store > Payments**. Every payment method is listed individually. Activate the payment methods you would like to provide in your shop by ticking the corresponding boxes on the right side. Individual changes can be made for each payment method to adjust it to your processes.

## 4.3 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 BetterPayment and the module

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

## 4.4 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.

### 4.4.1 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.

## 4.5 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 BetterPayment during the authorisation process. The payment method is displayed in any case

## 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 BetterPayment 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 BetterPayment** 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 BetterPayment' 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 BetterPayment are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of BetterPayment.

#### 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 BetterPayment module.

### 6.1 Useful Information on Transactions

For each order processed with our module you can access an overview of the most important transaction information. Among other things, this allows you to identify each corresponding order to each transaction displayed in the backend.

You can find the orders at Dashboard > Store Sales.

#	Transaction Number	Date	Payment method	Is authorised	Amount	Customer note	Add
8	26_8	2013-10-04 11:29:35	Saferpay Test Card	Yes	200.00		Less details

<b>Authorisation amount</b>	200.00
<b>Currency</b>	EUR
<b>Payment method</b>	Saferpay Test Card
<b>Payment ID</b>	dznhzlbUOMtGAYWG618AIWkp5MA
<b>Captured amount</b>	200
<b>Refunded amount</b>	200
<b>Transaction authorised</b>	Yes
<b>Transaction uncertain</b> ?	No
<b>Transaction captured</b>	Yes
<b>Transaction paid</b>	Yes
<b>Alias</b>	xxxx xxxx xxxx 0111
<b>Card number</b>	xxxx xxxx xxxx 0111
<b>Card expiry date</b>	12/2015
<b>Card Type</b>	Saferpay Test Card
<b>3D Secure</b>	Successful

Figure 6.1: Transaction information in WordPress E-Commerce.

### 6.2 Capture / Cancel Orders

## 6.2.1 Capturing and Cancelling Orders

In order to capture orders, open the order first (Dashboard > Store Sales) and then open the transaction information. Enter the amount you want to capture into the input field. By clicking on Capture the card is charged directly.

An order can be **cancelled** by clicking "Cancel Transaction" and the transaction as well as the reserved amount is released on the customer's card immediately.

### Capturing Orders in the BetterPayment Backend

The transaction management between BetterPayment and your shop is not synchronised. When capturing payments in the BetterPayment, the status is not adjusted in the shop and a second capture is not possible.

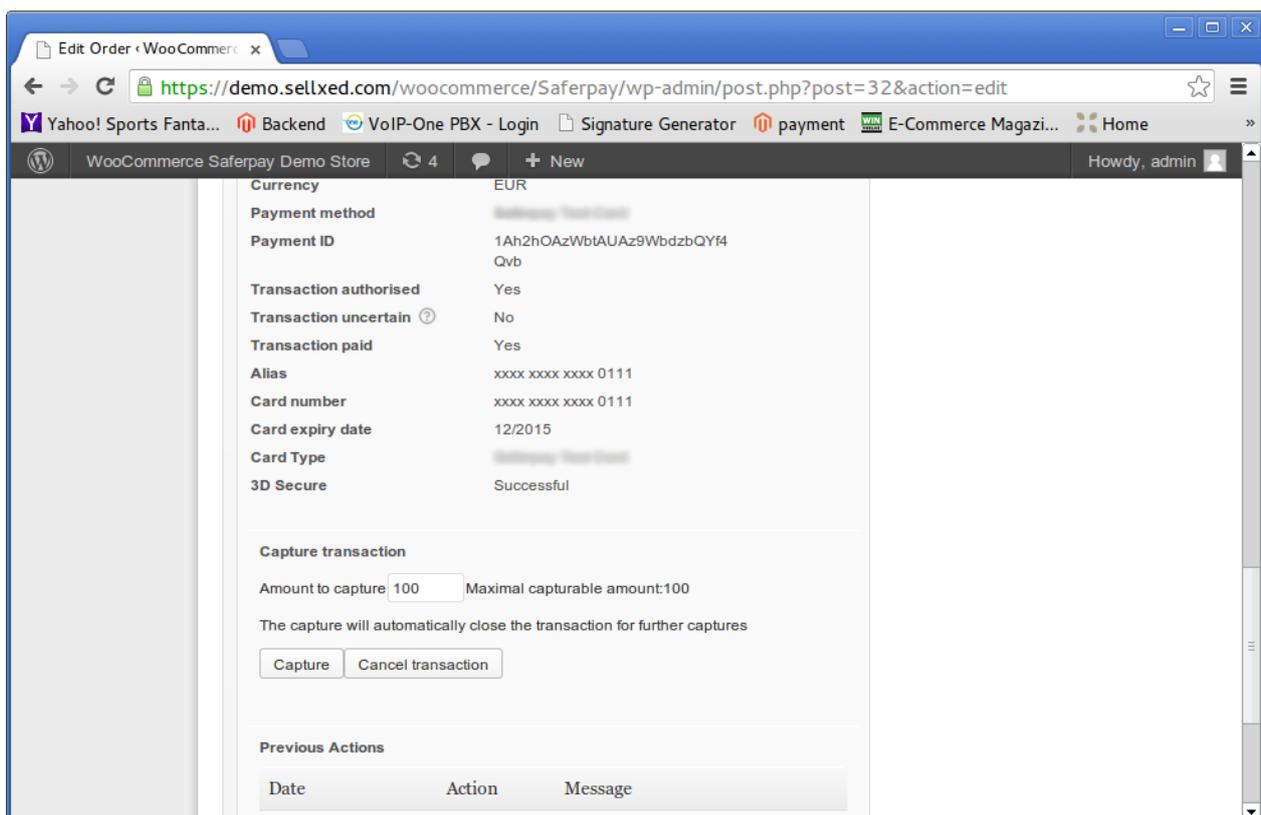


Figure 6.1: Cancelling and capturing orders

### Partial Capturing

Please inquire, whether multiple captures are supported within your BetterPayment contract. Otherwise, partially captured transactions could be blocked from future captures.

## 6.3 Order Refunds

In order to refund an order, open the transaction information (see above).

You can refund individual items or an arbitrary amount by adjusting the total amount or the number of items.

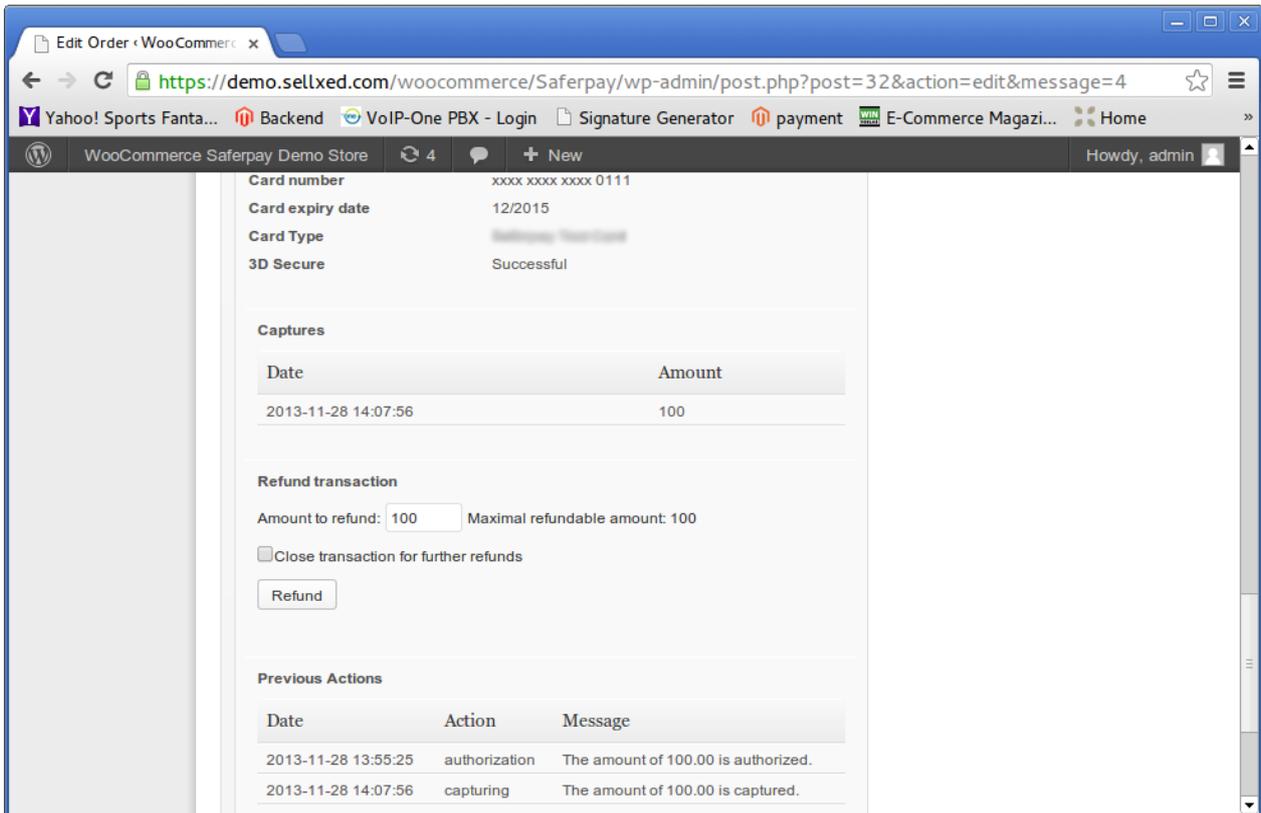


Figure 6.1: Refunds in WooCommerce for BetterPayment.

### Maximum Refund

Our module restricts the refund amount to 100% of the originally authorised amount.

## 6.4 Transaction History

Every action within the transaction management is processed through the module. Information on each transaction can be viewed in the corresponding order.

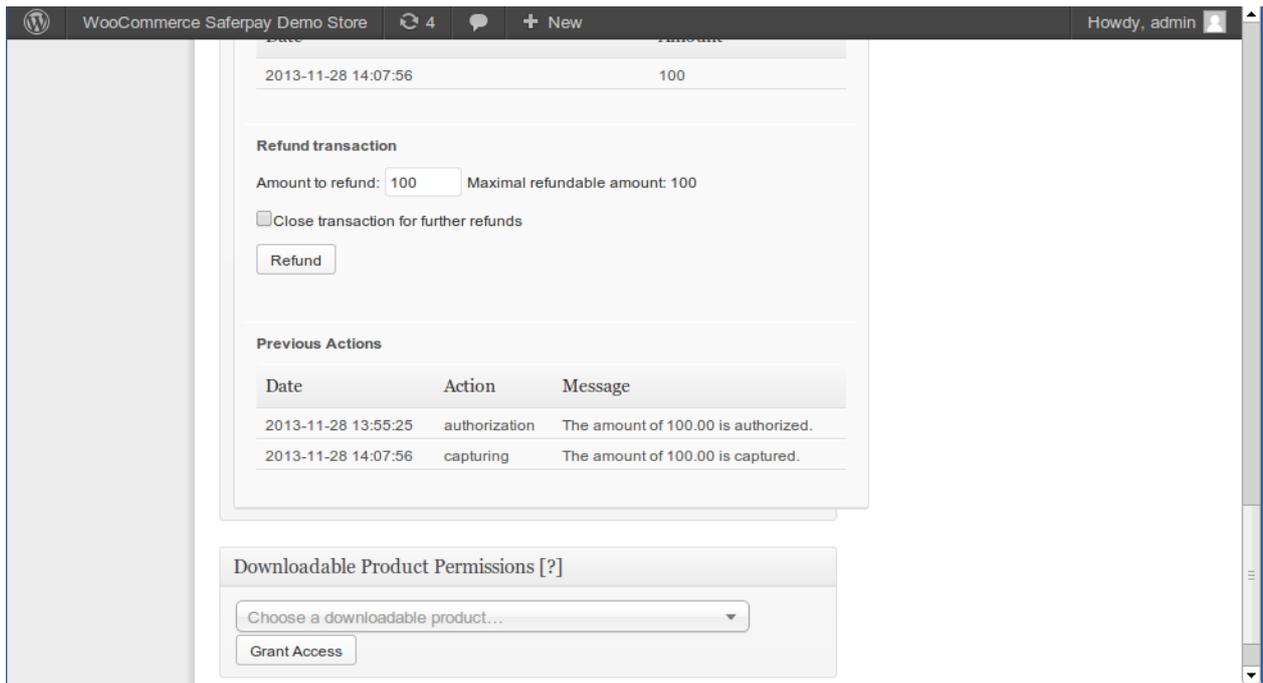


Figure 6.1: Transaction overview in the transaction history.

## 6.5 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:

### 6.5.1 e-Commerce Order Confirmation (E-Mail)

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

### 6.5.2 e-Commerce Invoice (PDF)

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

### 6.5.3 e-Commerce-Backend (Transaction details)

**Customweb Transactions**

#	Transaction Number	Date	Payment Method	Authorised	Amount
3	12	2017-03-07 15:12:01	Open Invoice	Yes	10.00

[Less Details](#)

**Authorisation Amount** 10      **Currency** EUR  
**Payment Method** Open Invoice      **Payment ID** 3575423  
**Test Transaction** Yes      **Transaction authorised** Yes  
**Transaction paid** Yes      **Transaction uncertain** No

**Payment Information**  
Bank: Customweb Test Bank  
Account Holder: Customweb GmbH  
IBAN: DE2501200000TEST000000000003  
BIC: TESTBIC0003  
Reference Number: BP3575423/2749

[Capture](#)

[Cancel](#)

**Previous actions**

Date	Action	Message
2017-03-07 15:12:22	authorization	The amount of 10.00 is authorized.

Figure 6.1: Transaction details within e-Commerce.

6.5.4 e-Commerce Success-Page

Thank you. Your order has been received.

- Order Number: **12**
- Date: **March 7, 2017**
- Total: **€10.00**
- Payment Method: **Open Invoice**

## Order Details

Product	Total
<u>Test</u> × 1	€10.00 (ex. tax)
<b>Subtotal:</b>	€10.00 (ex. tax)
<b>Payment Method:</b>	Open Invoice
<b>Total:</b>	€10.00

## Customer Details

<b>Email:</b>	info@customweb.com
<b>Telephone:</b>	12345678

## Billing Address

André Müller  
 Schöneeggstrasse 2  
 8004 Zürich

## Payment Information

Bank: Customweb Test Bank  
 Account Holder: Customweb GmbH  
 IBAN: DE2501200000TEST000000000003  
 BIC: TESTBIC0003  
 Reference Number: BP3575423/2749

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

## 6.6 Cron Job Setup

In order to activate the time-controlled plugin functions (e.g. update service, deleting pending orders etc.) you have to set up cron jobs in e-Commerce. The update function is especially

relevant - it allows you to fetch subsequent transaction changes at BetterPayment via the API. Please keep in mind that additional options might have to be activated.

The module uses the default e-Commerce cron. Information on the setup can be found [here](#).

## 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:

#### Credit / Debit Card

Test card

Card number 4111 1111 1111 1111

Expiry Date 03/2027

CID 123

## 8 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>

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

When a customer and the notification are redirected via Header Redirection, the BetterPayment 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 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.

### 9.1 Log Levels

You can configure the log level in the BetterPayment settings.

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

### 9.2 Log Location

The log file is stored in the logs folder of this plugin **wp-content/plugins/plugins/ecommerce\_betterpaymentcw/logs**. Please make sure the path exists and it is writable by the webserver.

## 10 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.

### 10.1 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 Wordpress initialized in your script, this is required for the database connection.

```
require_once( dirname(__FILE__) . '/wp-load.php' );
```

Include the modules Util class.

```
require_once ABSPATH.'wp-content/plugins/ecommerce_betterpaymentcw/classes/BetterPaymentCw/Util.php';
```

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

Load the transaction by Id:

```
$transactionById = BetterPaymentCw_Util::getTransactionById($transactionId);
$transactionObject = $transactionById->getTransactionObject();
```

Load the transaction by the external Id:

```
$transactionByExternal = BetterPaymentCw_Util::getTransactionByExternalId($externalId);
$transactionObject = $transactionByExternal->getTransactionObject();
```

Load transactions by the order id:

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