Installation Manual for Stripe e-Commerce

This manual describes the installation and usage of the Stripe 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 Stripe.

Before you can begin with the installation, make sure that you have all the necessary data at hand. You will need:

- Stripe Public Key
- Stripe Secret Key
- e-Commerce payment module from sellxed.com/shop
- Login data for you server and shop

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 the module. When activating the module each step must be followed carefully. This ensures the safe use of the module in compliance with all security regulations.

1. Configuration of the Main Module
2. Configuration of the accepted payment methods as well as the authorization methods
3. Conducting a test order
4. Activating your Stripe 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 Stripe might not get through to the shop.

2 Stripe Backend Configuration

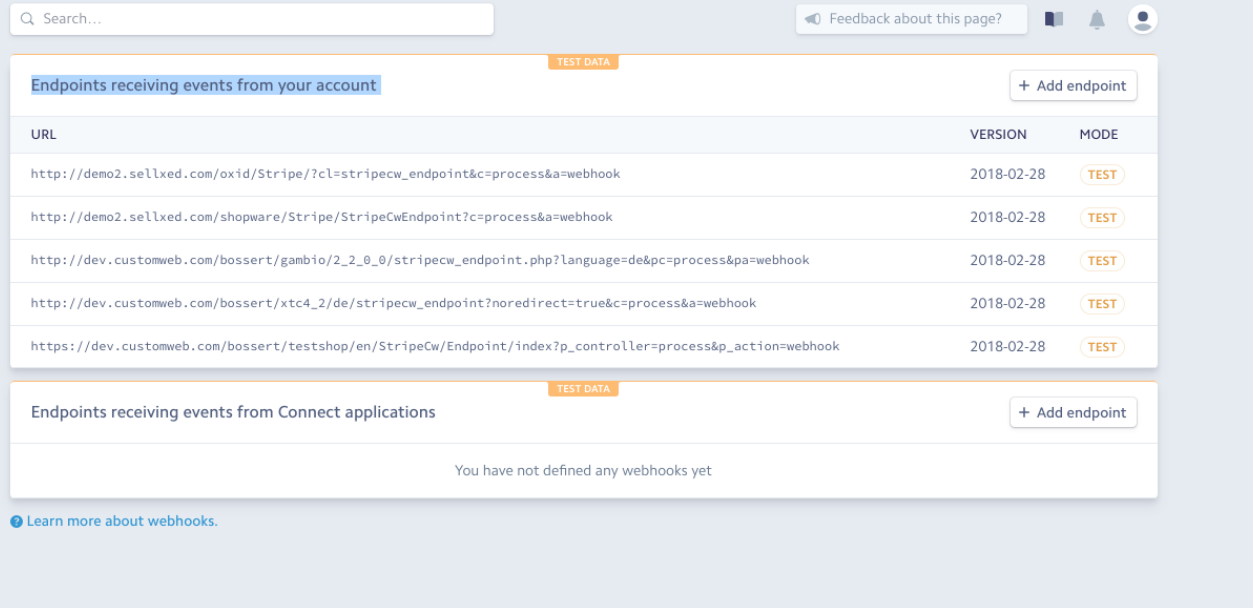
You can find an overview of the transactions and settings in the backend of Stripe:

- Test Environment: https://dashboard.stripe.com/login
- Live Environment:

2.1 Configuration of the Main Module

This is a brief installation instruction of the main and most important installation steps. It is important that you strictly follow the checklist. Only by doing so, the secure usage in correspondence with all security regulations can be guaranteed.

- After having opened your account at Stripe, enter the access data that you received from Stripe into the main module in the space provided.
- Copy the Secret Key that you find in the Stripe Dashboard under Developers > API Keys.
- Copy the Publishable Key that you find in the Stripe Dashboard under Developers > API Keys.
- Create a new endpoint in the Stripe Dashboard under Developers > Webhooks, and enter the link provided in the setup form of the plugin.
- Open the previously created endpoint, and copy the Signing Key. The Signing Key needs to be entered in the main settings of the plugin in the field 'Webhook Secret'.
- Select 'Update Details' and activate the endpoint for the following events: charge.failed, charge.succeeded, source.canceled, source.chargeable, source.failed
- Optional: If you use SEPA, do not forget to configure your merchant name.



Endpoints receiving events from your account

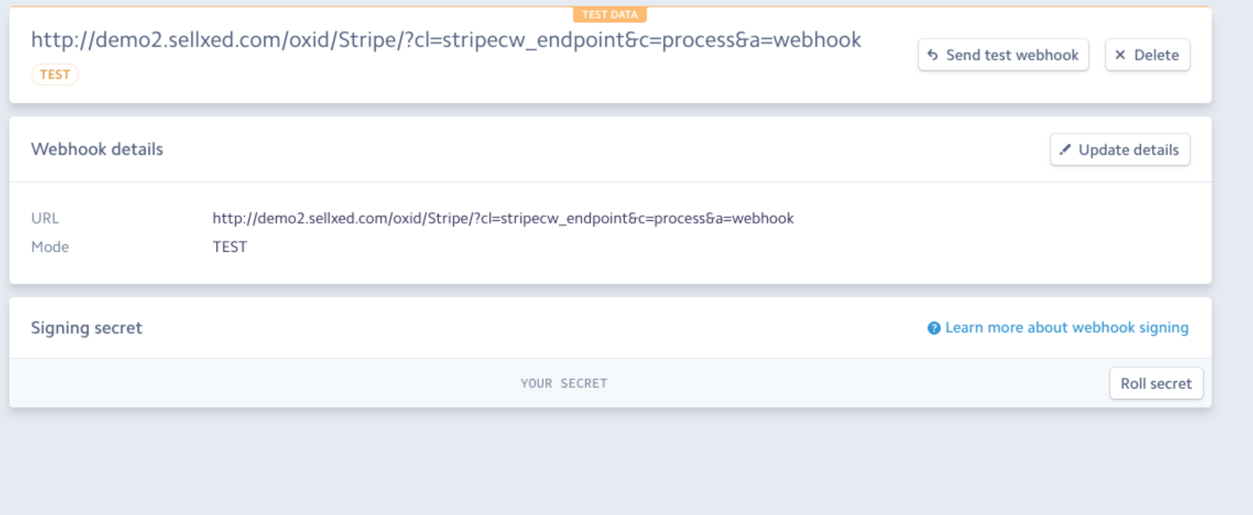
URL	VERSION	MODE
http://demo2.sellxed.com/oxid/Stripe/?cl=stripecw_endpoint&c=process&a=webhook	2018-02-28	TEST
http://demo2.sellxed.com/shopware/Stripe/StripeCwEndpoint?c=process&a=webhook	2018-02-28	TEST
http://dev.customweb.com/bossert/gambio/2_2_0_0/stripecw_endpoint.php?language=de&pc=process&pa=webhook	2018-02-28	TEST
http://dev.customweb.com/bossert/xtc4_2/de/stripecw_endpoint?noredirect=true&c=process&a=webhook	2018-02-28	TEST
https://dev.customweb.com/bossert/testshop/en/StripeCw/Endpoint/index?p_controller=process&p_action=webhook	2018-02-28	TEST

Endpoints receiving events from Connect applications

You have not defined any webhooks yet

Learn more about webhooks.

Figure 2.1: Create Webhook Endpoint



TEST DATA

http://demo2.sellxed.com/oxid/Stripe/?cl=stripecw_endpoint&c=process&a=webhook

TEST

Webhook details

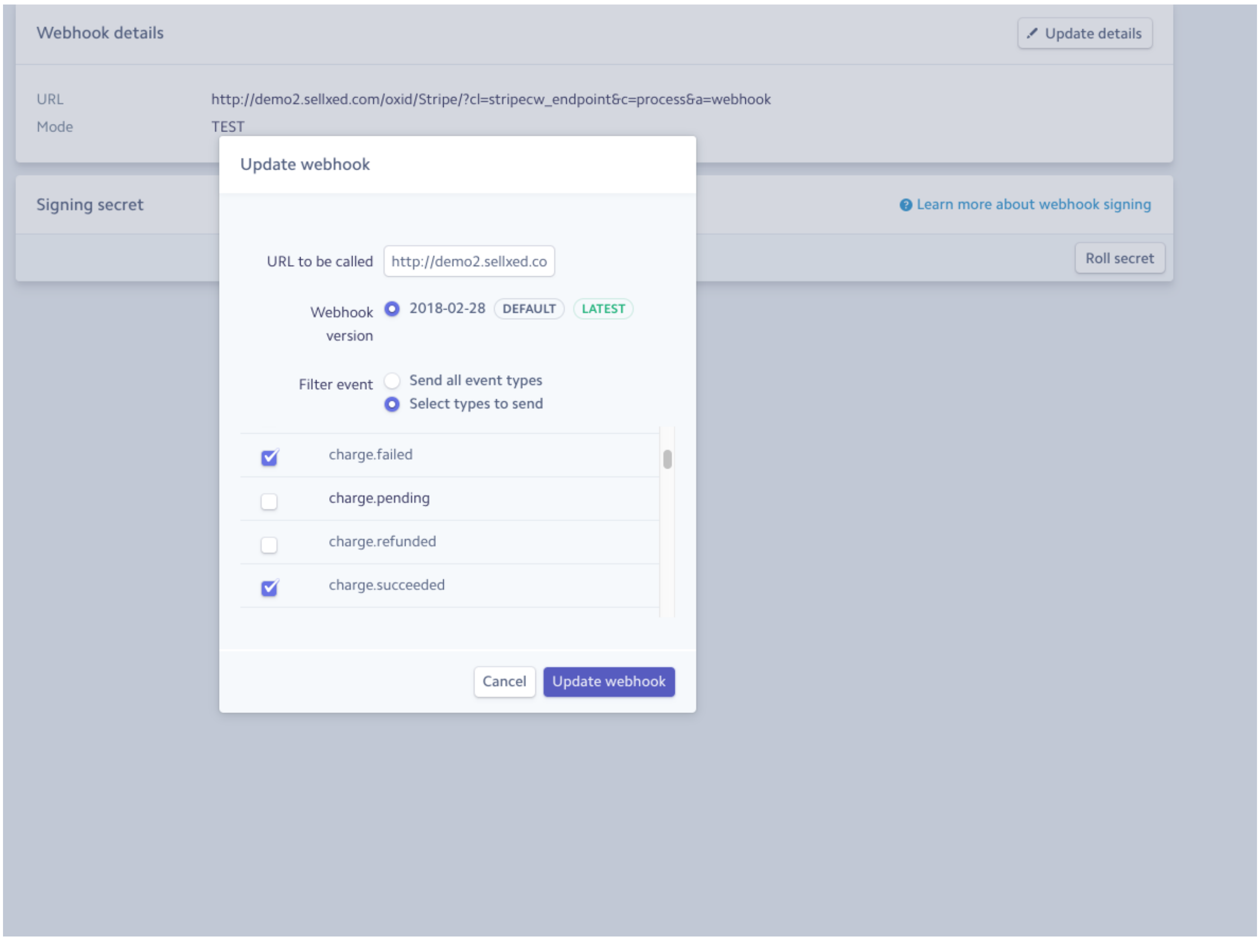
URL http://demo2.sellxed.com/oxid/Stripe/?cl=stripecw_endpoint&c=process&a=webhook

Mode TEST

Signing secret

YOUR SECRET

Figure 2.1: Copy Webhook Secret



Update webhook

URL to be called: http://demo2.sellxed.co

Webhook version: ● 2018-02-28 DEFAULT LATEST

Filter event:
○ Send all event types
● Select types to send

☑ charge.failed
□ charge.pending
□ charge.refunded
☑ charge.succeeded

Figure 2.1: Select Events

2.2 Configuration of the Payment Methods

For further information about the configuration of the payment methods and the meaning of each setting, click here. After having activated and configured the payment methods you can run a test by means of the published test data in the manual. If all the tests were successful, switch the operating mode in the main module to **Live**.

2.3 Apple Pay, Google Pay, Microsoft Pay.

These payment methods are only supported on mobile devices and with the required versions (OS and Browser)

When a customer is paying via Apple Pay, Googlr Pay, Microsoft Pay a button will be displayed on the screen. ONce this button is pushed the plugin will automatically detect the customers device and open the corresponding app. To use apple pay you need to be registered, all information on this can be found here: https://stripe.com/docs/stripe-js/elements/payment-request-button#verifying-your-domain-with-apple-pay

2.4 Additional Styling via Stripe.css

It is possible to style the fields of your form with CSS. For this, you may simply edit the provided stripe.css file inside the module. The input style is defined in .StripeElement, the container is defined in .StripeWrapper. For more information you may visit this link.

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.

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 Stripe in the **Plugin** menu.

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

4.2 Setting the Transaction Feedback URL

In order for payments to be processed in your shop you need to enter at least one Feedback URL in the Stripe configuration. The URL can be found in your e-Commerce shop under: **Stripe > Setup**.

4.3 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.

4.4 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 Stripe and the module
>
> It may be that settings saved in the payment modules overwrite settings saved in Stripe.

4.5 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.

4.5.1 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.

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

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.

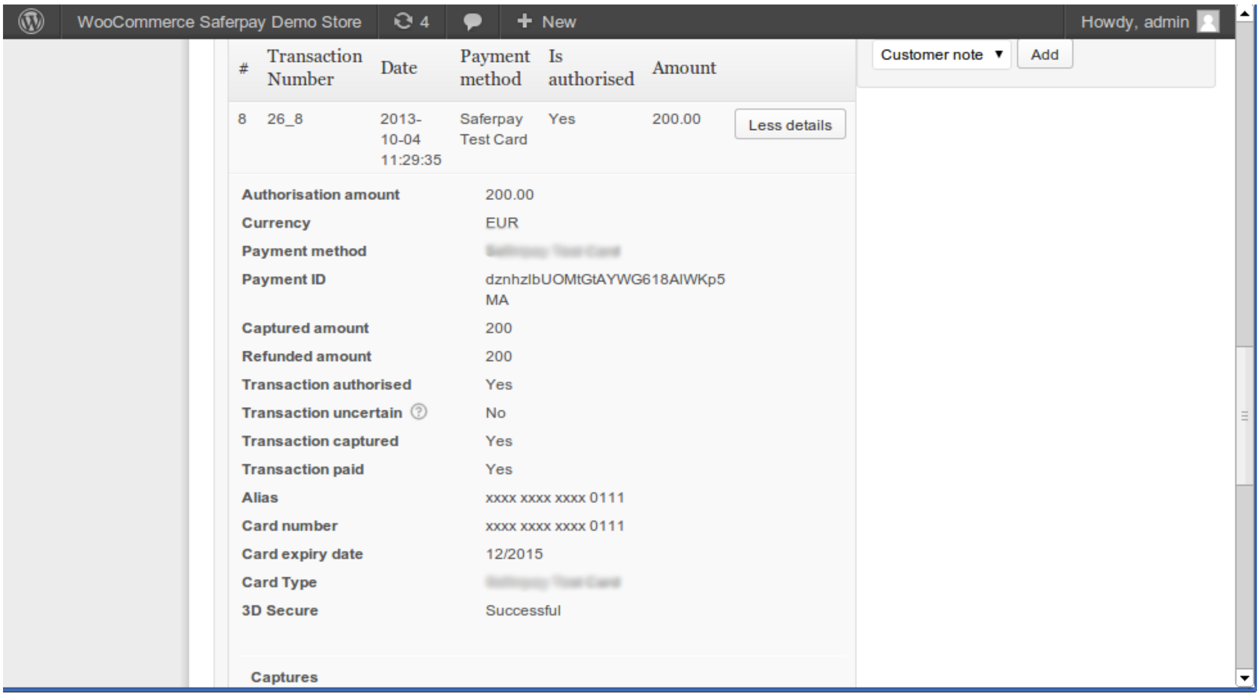
6 The Module in Action

Below you will find an overview of the most important features in the daily usage of the Stripe 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.



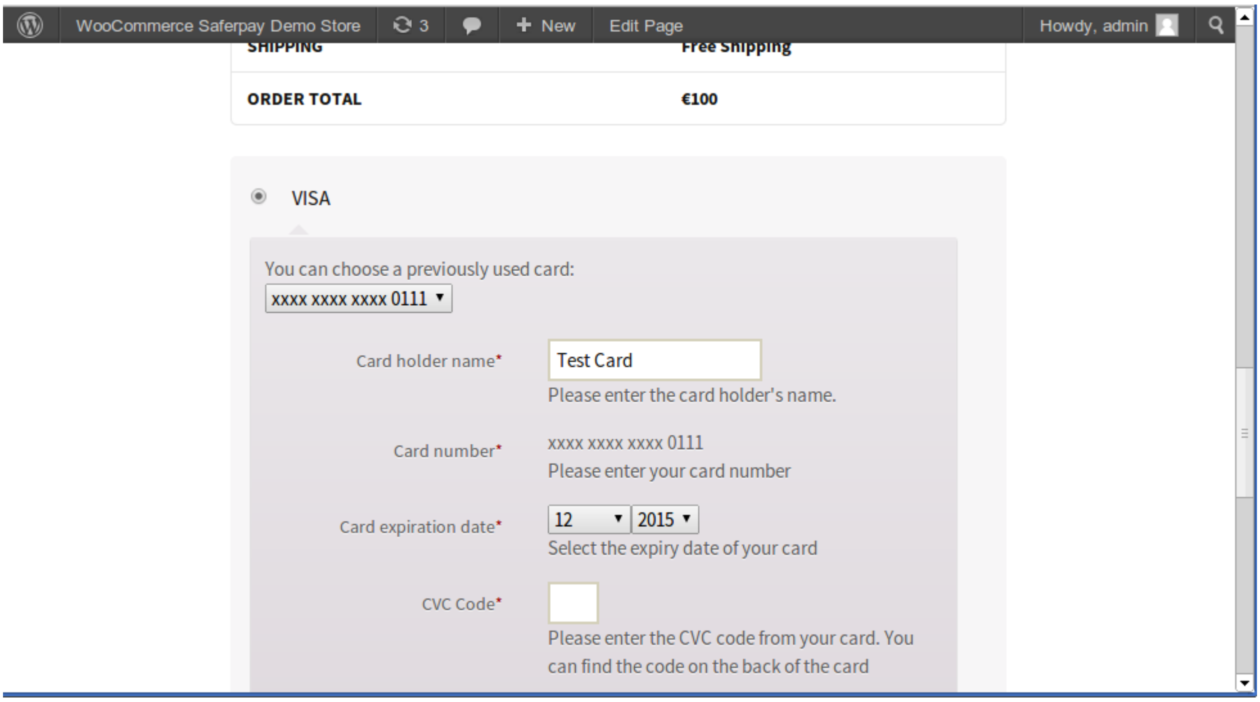
#	Transaction Number	Date	Payment method	Is authorised	Amount
8	26_8	2013-10-04 11:29:35	Saferpay Test Card	Yes	200.00

Authorisation amount	200.00
Currency	EUR
Payment method	[redacted]
Payment ID	dznhzlbUOMtGtAYWG618AlWKp5MA
Captured amount	200
Refunded amount	200
Transaction authorised	Yes
Transaction uncertain	No
Transaction captured	Yes
Transaction paid	Yes
Alias	xxxx xxxx xxxx 0111
Card number	xxxx xxxx xxxx 0111
Card expiry date	12/2015
Card Type	[redacted]
3D Secure	Successful

Figure 6.1: Transaction information in WordPress E-Commerce.

6.2 Alias Manager / Token Solution Usage

The Alias Manager allows you to store your customers' credit card data safely with Stripe. You can enable this by activating the option "Alias Manager" in the configuration of the Payment Method. The customer can then select between the saved cards when making purchases in the future and does not have to enter all credit card data again.



SHIPPING Free Shipping

ORDER TOTAL €100

○ VISA

You can choose a previously used card:
xxxx xxxx xxxx 0111 ▾

Card holder name* Test Card
Please enter the card holder's name.

Card number* xxxx xxxx xxxx 0111
Please enter your card number

Card expiration date* 12 ▾ 2015 ▾
Select the expiry date of your card

CVC Code*
Please enter the CVC code from your card. You can find the code on the back of the card

Figure 6.1: Alias Manager in WooCommerce

Alias Manager Options

In order to use the Alias Manager, the option has to be unlocked by Stripe. Please contact the support service if you wish to activate the option.

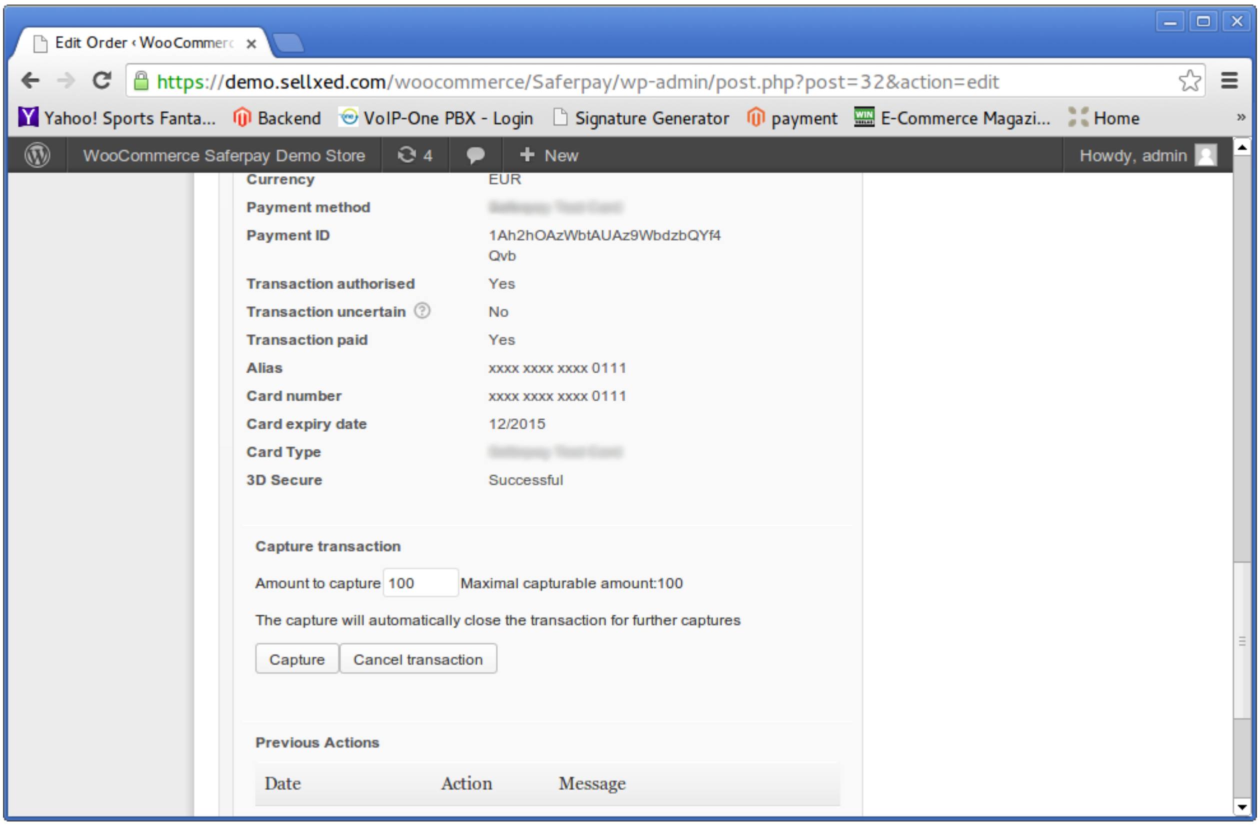
6.3 Capture / Cancel Orders

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



Currency	EUR
Payment method	[redacted]
Payment ID	1Ah2hOAzWbtAUAz9WbdzbQYf4 Qvb
Transaction authorised	Yes
Transaction uncertain	No
Transaction paid	Yes
Alias	xxxx xxxx xxxx 0111
Card number	xxxx xxxx xxxx 0111
Card expiry date	12/2015
Card Type	[redacted]
3D Secure	Successful

Capture transaction

Amount to capture 100 Maximal capturable amount:100

The capture will automatically close the transaction for further captures

Previous Actions

Date	Action	Message

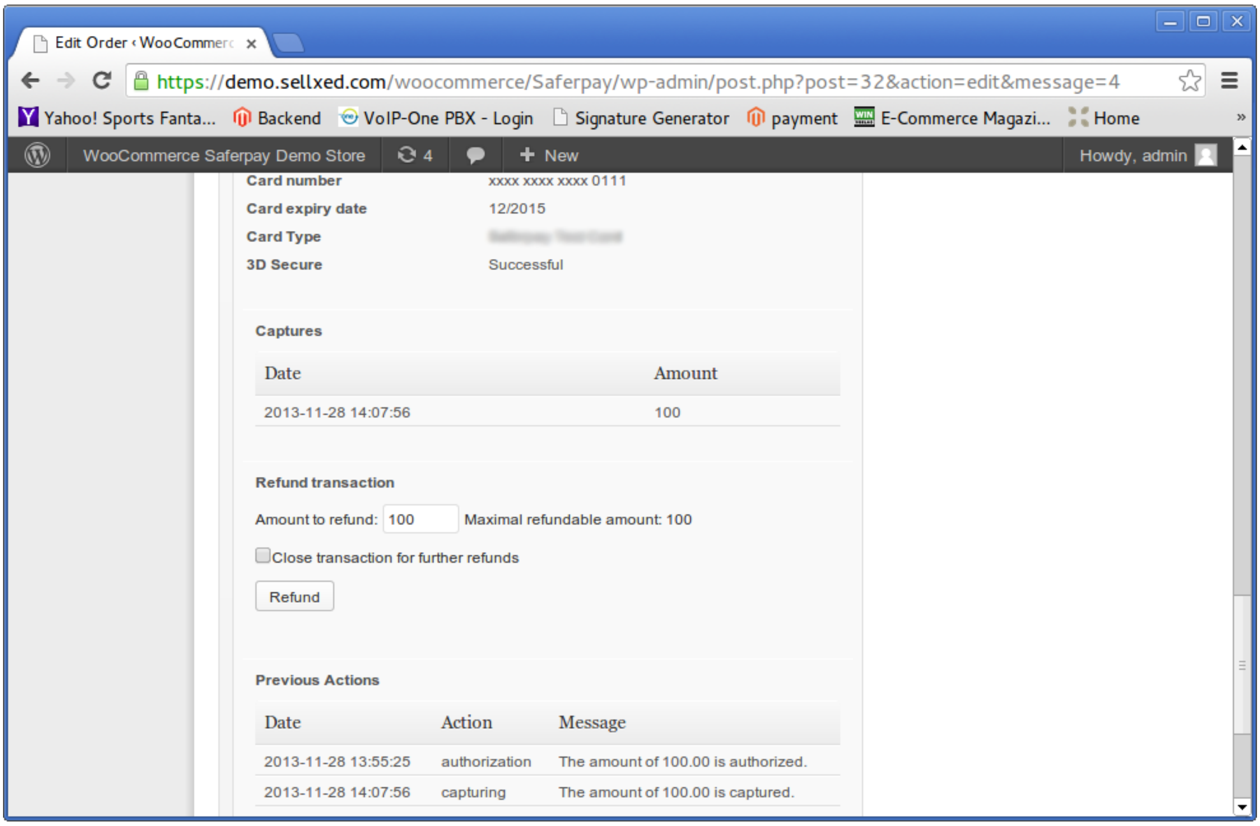
Figure 6.1: Cancelling and capturing orders

> ## Partial Capturing
>
> Please inquire, whether multiple captures are supported within your Stripe contract. Otherwise, partially captured transactions could be blocked from future captures.

6.4 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.



Card number	xxxx xxxx xxxx 0111
Card expiry date	12/2015
Card Type	[redacted]
3D Secure	Successful

Captures

Date	Amount
2013-11-28 14:07:56	100

Refund transaction

Amount to refund: 100 Maximal refundable amount: 100

□ Close transaction for further refunds

Refund

Previous Actions

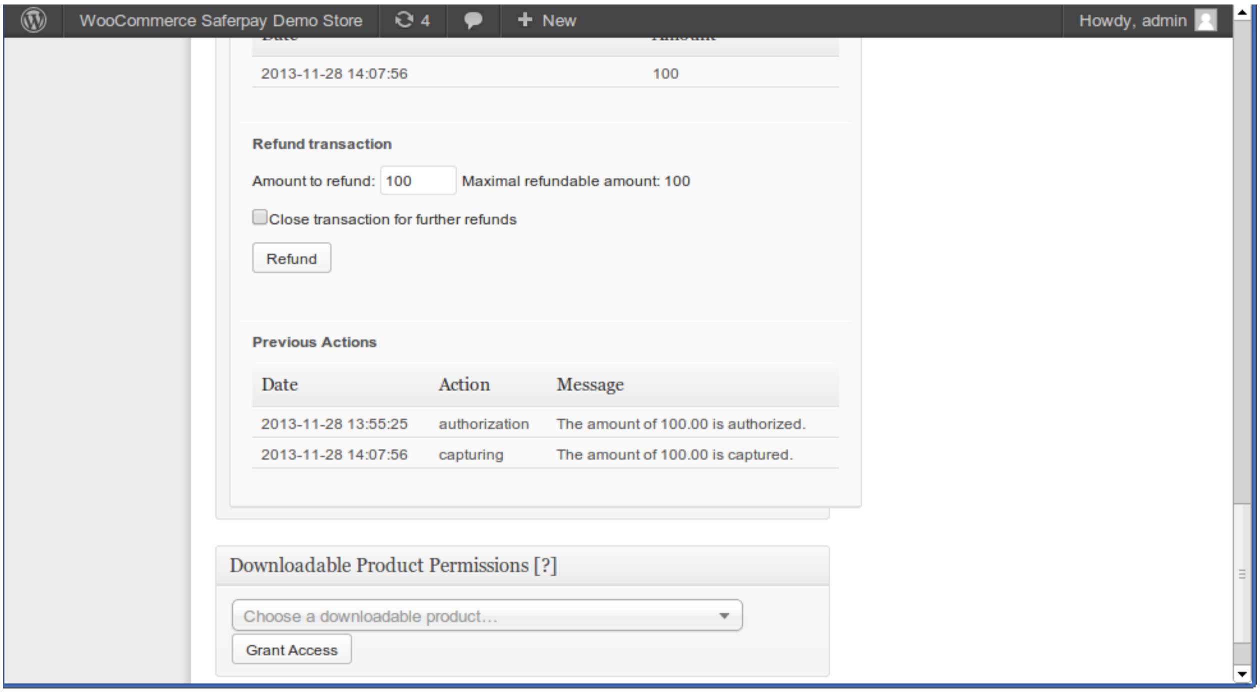
Date	Action	Message
2013-11-28 13:55:25	authorization	The amount of 100.00 is authorized.
2013-11-28 14:07:56	capturing	The amount of 100.00 is captured.

Figure 6.1: Refunds in WooCommerce for Stripe.

> ### Maximum Refund
>
> Our module restricts the refund amount to 100% of the originally authorised amount.

6.5 Transaction History

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



Date	Amount
2013-11-28 14:07:56	100

Refund transaction

Amount to refund: 100 Maximal refundable amount: 100

□ Close transaction for further refunds

Refund

Previous Actions

Date	Action	Message
2013-11-28 13:55:25	authorization	The amount of 100.00 is authorized.
2013-11-28 14:07:56	capturing	The amount of 100.00 is captured.

Downloadable Product Permissions [?]

Choose a downloadable product…

Grant Access

Figure 6.1: Transaction overview in the transaction history.

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 Stripe 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

Card number	4242424242424242	VISA
Expiry Date	12/2020	
CVC	123	
Card number	4000056655665556	VISA Debit
Expiry Date	12/2020	
CVC	123	
Card number	5555555555554444	MasterCard
Expiry Date	12/2020	
CVC	123	
Card number	5200828282828210	MasterCard Debit
Expiry Date	12/2020	
CVC	123	
Card number	378282246310005	American Express 1
Expiry Date	12/2020	
CVC	123	
Card number	371449635398431	American Express 2
Expiry Date	12/2020	
CVC	123	
Card number	6011111111111117	Discover 1
Expiry Date	12/2020	
CVC	123	
Card number	6011000990139424	Discover 2
Expiry Date	12/2020	
CVC	123	
Card number	3530111333300000	JCB 1
Expiry Date	12/2020	
CVC	123	

Card number	3566002020360505	JCB 2
Expiry Date	12/2020	
CVC	123	
Card number	30569309025904	Diners 1
Expiry Date	12/2020	
CVC	123	
Card number	38520000023237	Diners 2
Expiry Date	12/2020	
CVC	123	

Visa

Card number	4242424242424242	VISA
Expiry Date	12/2020	
CVC	123	
Card number	4000056655665556	VISA Debit
Expiry Date	12/2020	
CVC	123	

MasterCard

Card number	5555555555554444	MasterCard
Expiry Date	12/2020	
CVC	123	
Card number	5200828282828210	MasterCard Debit
Expiry Date	12/2020	
CVC	123	

American Express

Card number	378282246310005	American Express 1
Expiry Date	12/2020	
CVC	123	
Card number	371449635398431	American Express 2
Expiry Date	12/2020	
CVC	123	

Discover Card

Card number	6011111111111117	Discover 1
Expiry Date	12/2020	
CVC	123	
Card number	6011000990139424	Discover 2
Expiry Date	12/2020	
CVC	123	

JCB

Card number	3530111333300000	JCB 1
Expiry Date	12/2020	
CVC	123	

Card number	3566002020360505	JCB 2
Expiry Date	12/2020	
CVC	123	

Diners Club

Card number	30569309025904	Diners 1
Expiry Date	12/2020	
CVC	123	
Card number	38520000023237	Diners 2
Expiry Date	12/2020	
CVC	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 Stripe 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 Stripe 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_stripecw/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_stripecw/classes
/StripeCw/Util.php';
```

Now you can load the transaction and then extract the transactionObject.
Load the transaction by Id:

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

Load the transaction by the external Id:

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

Load transactions by the order id:

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