

Installation Manual for PaySquare Online PrestaShop

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

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Table of Contents

1	Introduction	5
1.1	Installation Procedure	5
1.2	System Requirements	6
2	Configuration	7
2.1	Basic configuration of the main module	7
2.2	Configuration of the Payment Methods	7
2.3	Configuration Webhook	9
2.3.1	Configuration Webhook by Merchant	10
2.3.2	Configuration Webhook by PaySquare Online	10
2.4	Activation and Testing	11
3	Module Installation and Update in the PrestaShop Shop	12
3.1	Installation	12
3.2	Updates and Upgrades	12
3.2.1	Update Checklist	12
3.2.2	Update Instructions	13
4	Module Configuration in the PrestaShop Shop	14
4.1	Configuration of the Main Module	14
4.3	Configuration of Payment Methods (for PrestaShop 1.7)	15
4.4	Direct Capturing of Transactions	15
4.5	Uncertain Status	15
4.5.1	Setting the order state	15
4.6	Optional: Validation	15
4.6.1	Usage of the Integrated Multishop Functionality of PrestaShop	16
5	Settings / Configuration of Payment Methods	17
5.1	General Information About the Payment Methods	17
5.2	Information on Payment Status	17
5.2.1	Order status "pending" / imminent payment (or similar)	17
5.2.2	Order status "cancelled"	17
6	The Module in Action	18
6.1	Capturing of Orders	18
6.1.1	1. Via Orders > PaySquare Online Transactions	18
6.1.2	2. Capture the transaction through the order and the PaySquare Online transaction tab	19

6.2	Useful Transaction Information on the Order	20
6.3	Place Orders in the backend of PrestaShop	21
6.4	Refunds	22
6.4.1	1. Transactiontable via Orders > PaySquare Online transactions	22
6.4.2	2. Refund the transaction through the order and the PaySquare Online transaction tab	22
6.4.3	3. Refund with the PrestaShop internal/default functionality.	23
6.5	Usage of the Alias Managers / Token Solution	25
6.6	One Page Checkout	25
6.7	Setting up Cron Job	26
7	Testing	27
7.1	Test Data	27
8	Errors and their Solutions	29
8.1	Modul Performance	29
8.2	The Referrer URL appears in my Analytics Tool	30
9	Compatibility with Third-Party Plugins	31
9.1	Fee's and discount's within PrestaShop	31
9.2	Birthday and gender in PrestaShop	31
10	Error Logging	32
10.1	Log Levels	32
10.2	Log Location	32
11	Advanced Information	33
11.1	Transaction Object	33

1 Introduction

This manual explains the installation, configuration and usage of the payment module for PrestaShop and PaySquare Online.

Before beginning with the installation, please make sure that you are in possession of all necessary data:

- User name and password for the login to the backend of PaySquare Online
- PrestaShop payment module by sellxed.com/shop
- Access data to your server and shop

In case you don't yet have a contract with PaySquare Online, you can acquire it directly through us.

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

In this document you will find all important information for the installation of the module. It is important that you strictly follow the checklist. Only by doing so a secure usage in correspondence with all security regulations can be guaranteed.

1. Configuration of the test environment by means of the integration data from PaySquare Online. These can be found on the test platform under <https://paysquare.test.ctpe.info>
2. Configuration of the basic settings of the payment module
3. Configuration of the payment methods
4. Carrying out of a test purchase by means of the attached [test data](#) at the end of this document
5. If the test was successful, you can configure the live data in your shop. Log into the live environment with the obtained access data under: <https://paysquare.ctpe.info/>

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 PaySquare Online 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 Configuration

2.1 Basic configuration of the main module

The access data for the test environment (<https://paysquare.test.ctpe.info>) is provided to you by PaySquare Online.

Navigate to the [main module](#) in your Shop and fill in the following access data:

- Authorization Bearer Token (Access Token)
- Entity ID (CHANNEL ID)
- The User ID and Password are deprecated and not required anymore, use the new Authorization Bearer Token instead.
- You no longer need the parameter **Security Sender and Security and Hash Secret** for the integration. You can simply ignore this entry.
- The boxes for "Security Hash" and "Security Hash Secret" can be left empty unless your Payment Service Provider instructs you to do otherwise

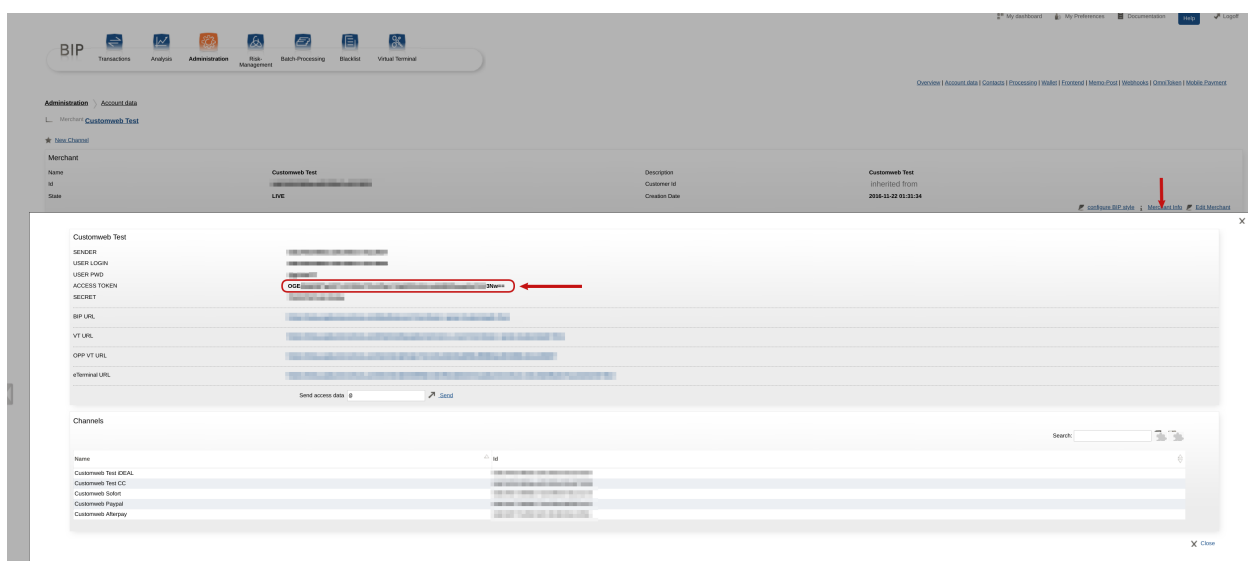


Figure 2.1: The Authorization Bearer Token in the PaySquare Online backend.

You also have more entry options. For example the **Custom Parameters**. In principle you leave these blank unless PaySquare Online requires you to do otherwise.

2.2 Configuration of the Payment Methods

In order to activate the payment methods and to change other payment specific settings, navigate to the settings. (A description as to where to find these settings is listed here [hier](#))

In the configuration of the payment methods you can define which Entity ID (Channel ID) should be used for which amount. This allows you to use a non-3D Secure Channel in case of small figures. In order for you to be able to set up and get the corresponding contract please contact PaySquare Online.

Channel Conditions

[STORE VIEW]

- ▲ Beside the default channel ID a set of channel IDs depending on the order total amount can be defined. Each line must contain a lower amount, an upper amount and the applicable Channel ID. The format is as follow 'lower amount;upper amount;Channel ID' as shown in the following example: '10.00;200.00;23413113213131231353'. The upper boundaries are not included. If you leave this field empty or if an amount is outside any range the default channel id is applied. If multiple conditions match the last one is taken.

Entity ID (MoTo)

[STORE VIEW]

- ▲ If this payment method should support recurring and moto transactions, you have to specify a second entity ID without 3D secure.

COPYandPAY Style

[STORE VIEW]

Card

- ▲ Define the style to be used for the COPYandPAY payment form.

Authorised status

[STORE VIEW]

Complete

- ▲ This status is set when the payment was successful and it is authorised.

Uncertain status

[STORE VIEW]

On Hold

- ▲ You can specify the order status for new orders that have an uncertain authorisation status.

Captured status

[STORE VIEW]

Don't change order status

- ▲ You can specify the order status for orders that are captured either directly after the order or manually in the back-end.

Approved payment Status

[STORE VIEW]

Complete

- ▲ You can specify the order status for orders that are approved after being in an uncertain state.

Denied Payment Status

[STORE VIEW]

Canceled PayUnity

- ▲ You can specify the order status for orders that are denied after being in an uncertain state.

Authorisation Method

[STORE VIEW]

Server Authorization

- ▲ Select the authorisation method to use in order to process this payment method.

Figure 2.1: Configuration of the payment method using the example Magento (icon image, can differ from your version of the image).

PCI: New Authorization Method **Widget**

Please note that the use of the Hidden Mode comes with additional certification requirements (compare with our [blog entry](#) regarding this subject). For this reason we will no longer supply our new versions with the hidden mode. If you still use the hidden mode in you payment methods please solely use **Widget**. The support of the hidden mode will be terminated shortly.

2.3 Configuration Webhook

In some special cases it may happen that the payment notification sent by PaySquare Online can not be proceed by your PrestaShop shop. We recommend to configure a so called webhook in the PaySquare Online backen under **Administration > Webbhook**. Please make sure that you configure the correct URL which you can find in your PrestaShop shop under **Modules > PaySquare Online > Setup**.

2.3.1 Configuration Webhook by Merchant

If you have to configure the the webhook on your own, you can find the webhook URL in your PrestaShop shop at **Modules > PaySquare Online > Setup** . Make sure you configure it in the PaySquare Online Backend under **Administration> Webhook**. Furthermore you have to define a so called "secret for encryption" key. Make sure that you also save the same values in the corresponding fields, as on the Picture below.

Customweb "secret for encryption" Generator

Please note that only ASCII characters may be used for the generation of this key pass phrases. Please use our ["secret for encryption" generator](#) so that you do not enter invalid characters.

Figure 2.1: PaySquare Online Webhook configuration in the backend under **Administration > Webhook**.

2.3.2 Configuration Webhook by PaySquare Online

In some PaySquare Online accounts you can not configure the webhook by yourself. Therefore you have to provide the webhook URL to PaySquare Online once they setup it for you, they will provide you a specific "secret for encryption" key, which you have to configure in the main module configuration of the module in your shop.

2.4 Activation and Testing

When you have activated and configured the payment methods you can run a test with help from the manual [Test data](#).

If the tests were successful you now switch the operation mode from test mode to "Live Mode" and replace the safety features above with your personal access data for the live platform. You will receive this data directly from your Payment Service Provider. Normally the USER ID etc. should be identical for the Live Mode.

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 , PaySquare Online 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 PaySquare Online. 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 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.

4.3 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.

4.4 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 PaySquare Online and the module

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

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 PaySquare Online during the authorisation process. The payment method is displayed in any case

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

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 PaySquare Online module.

6.1 Capturing of Orders

Please note

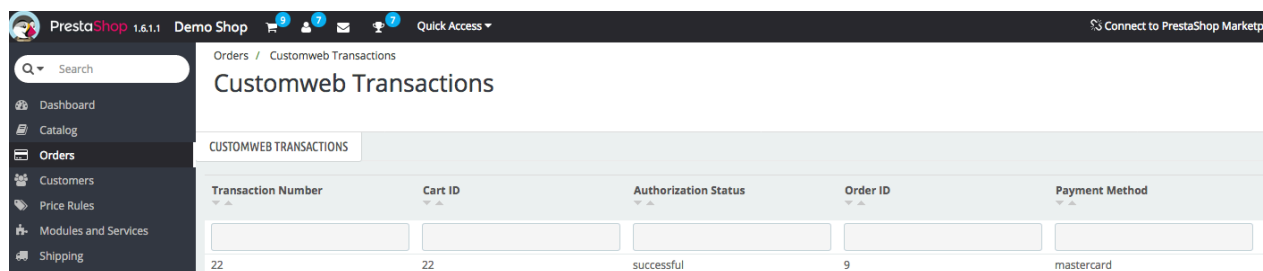
The transaction management between your shop and PaySquare Online is not synchronized. If you capture payments with PaySquare Online, the status in the shop will not be updated and a second capturing in the shop is not possible.

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 > PaySquare Online Transactions

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



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

Figure 6.1: 1. View Transactions via Orders > PaySquare Online 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 PaySquare Online.

6.1.2 2. Capture the transaction through the order and the PaySquare Online transaction tab

Open the order and then click on the small magnifying glass in the PaySquare Online 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 PaySquare Online.

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 PaySquare Online.

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 Place Orders in the backend of PrestaShop

With the PrestaShop payment module you can place orders and capture the payment directly in the shop; so called Mail Order / Telephone Order (MOTO).

1. Go to the order overview and click on "Create New Order"
2. A window will open up. Search for the customer for whom you wish to place an order or manually create a new customer
3. Search for the product in question and add it to your cart
4. Before clicking **Create Order**, select the payment method
5. Depending on the authorization method that you have saved for the selected payment method, you will either be redirected to the Payment Page of PaySquare Online or the mask for the credit card will appear such as in the image below. Enter the customer's credit card information and click **Debit the customer**.

Mail order / Telephone order

You are about to create a new order. With the following form you can debit the customer:

Card holder name*

Please enter the card holder's name.

Card number*

Please enter your card number

Card expiration date*

Month ▼
Year ▼

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

Debit the customer

Continue without debiting the customer

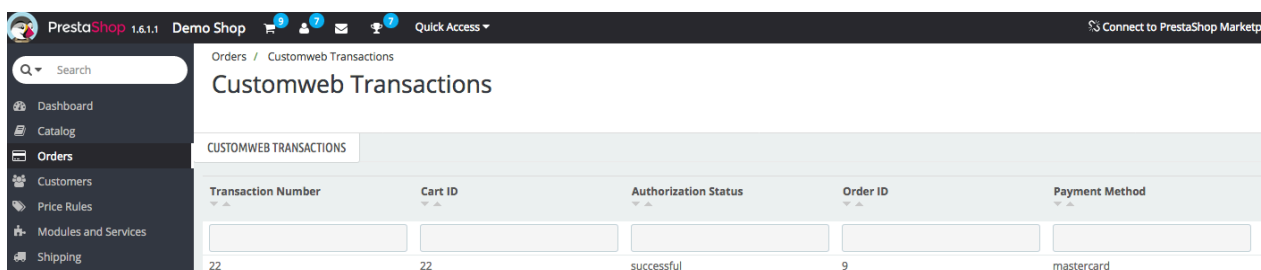
Figure 6.1: MoTo Transactions in PrestaShop

6.4 Refunds

You can refund already captured transactions and automatically transmit them to PaySquare Online. 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 > PaySquare Online transactions

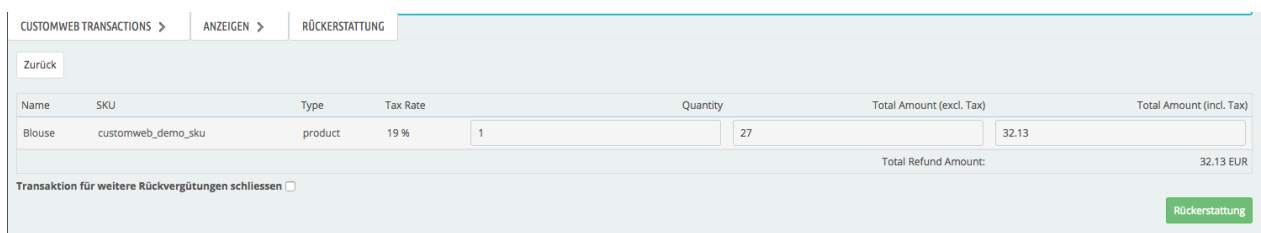
You can view all transactions in the transaction table under "Orders > PaySquare Online transactions"



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

Figure 6.1: 1. transaction table via orders > PaySquare Online transactions.

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



Name	SKU	Type	Tax Rate	Quantity	Total Amount (excl. Tax)	Total Amount (incl. Tax)
Blouse	customweb_demo_sku	product	19 %	1	27	32.13

Total Refund Amount: 32.13 EUR

Transaktion für weitere Rückvergütungen schließen ☐

Rückerstattung

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 PaySquare Online 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 PaySquare Online transaction tab

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

ORDERS (41)

ID	Reference	New client	Delivery	Customer	Total	Payment	Status	Date	PDF
41	OZQEYEGO	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.

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

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

Field	Value
Authorisation Amount	28.08
Currency	CHF
Payment Method	MasterCard
Payment ID	38187433
Captured amount	28.08
Test Transaction	Yes
Transaction authorised	Yes
Transaction uncertain	No
Transaction captured	Yes
Transaction paid	Yes
Acceptance	customweb
Card number	XXXXXXXXXXXX0007
Card expiry date	12/20
Brand	MasterCard
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.

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 PaySquare Online 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 checkbox. By clicking **Partial Refund**, a new window opens up.

Product	Unit Price tax included	Qty	Refunded	Available quantity	Total tax included	Partial refund
Printed Dress - Color : Orange, Size : S Ref: demo_3	CHF 28.08	1	0	289	CHF 28.08	Quantity: 1 / 1 Amount: CHF tax incl. (Max 28.08)

For this customer group, prices are displayed as: **tax included**.

Products:	CHF 28.08
Shipping:	CHF 0.00
Total	CHF 28.08

☐ Re-stock products
☐ Generate a voucher
☒ Partial refund

Figure 6.1: Refund of transactions within PrestaShop.

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

ORDERS / Customweb Refund

Refund Transaction

You are about to refund the order 40. Do you also want to send this order to Customweb ?

Amount to refund: 17.83 CHF

[Cancel](#)
[No](#)
[Yes](#)

Figure 6.1: Confirm the transaction refund in PrestaShop.

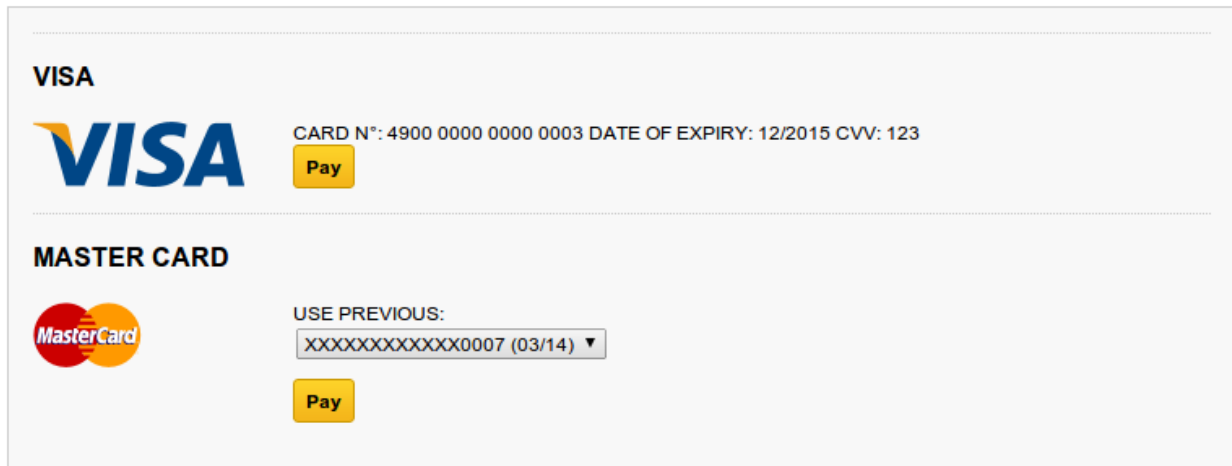
Please note that you can't refund more than 100% of the original amount.

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

6.5 Usage of the Alias Managers / Token Solution

With the Alias Manager, your customers can securely save their credit cards with PaySquare Online for later purchases. You can enable this by activating the option "Alias Manager" in the configuration of the [Payment Method](#). The customer can then choose from his or her saved credit cards without having to re-enter all the details.

3 Please choose your payment method



The screenshot displays the 'Please choose your payment method' step in PrestaShop. It features two main sections: 'VISA' and 'MASTER CARD'. The 'VISA' section shows the VISA logo, a card number '4900 0000 0000 0003', an expiry date '12/2015', and a CVV '123'. Below this is a yellow 'Pay' button. The 'MASTER CARD' section shows the MasterCard logo, a 'USE PREVIOUS:' label, a dropdown menu with the value 'XXXXXXXXXXXX0007 (03/14)', and a yellow 'Pay' button.

Figure 6.1: Alias Manager Usage Within PrestaShop.

Please pay attention!

The usage of the Alias Managers requires the activation of the correct option with PaySquare Online. To do so, please contact the support directly.

6.6 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**.

6.7 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 > PaySquare Online 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:

American Express

Card number	377777777777770	No 3D Secure
Expiry Date	12/2020	
CVC	123	
Card number	3759870000000005	3D Secure
Expiry Date	12/2020	
CVC	123	

Sepa Direct Debits

IBAN	AT152011128161647502	Austria (AT)
BIC	GIBAATWWXXX	
IBAN	DE23100000001234567890	Germany (DE)
BIC	MARKDEF1100	
IBAN	ES9121000418450200051332	Spain (ES)
BIC	CAIXESBBXXX	

Klarna Invoice

Klarna (Approved)
 Klarna (Denied)
 Klarna (Pending -> Approved)
 Klarna (Pending -> Denied)

Maestro

Card number	67998510000000032
Expiry Date	12/2021
CVC	123

MasterCard

Card number	5454545454545454	No 3D Secure
Expiry Date	12/2021	
CVC	123	

Card number	5212345678901234	3D Secure
Expiry Date	12/2021	
CVC	123	
Visa		
Card number	4200000000000000	No 3D Secure
Expiry Date	12/2020	
CVC	123	
Card number	4012001037461114	3D Secure
Expiry Date	12/2020	
CVC	123	
Card number	40000000000000010	3D Secure 2.0
Expiry Date	12/2021	
CVC	123	
V PAY		
Card number	4822000000000000003	
Expiry Date	12/2020	
CVC	123	

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 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 PaySquare Online Integration under the **displayBackOfficeHeader** Menu.

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

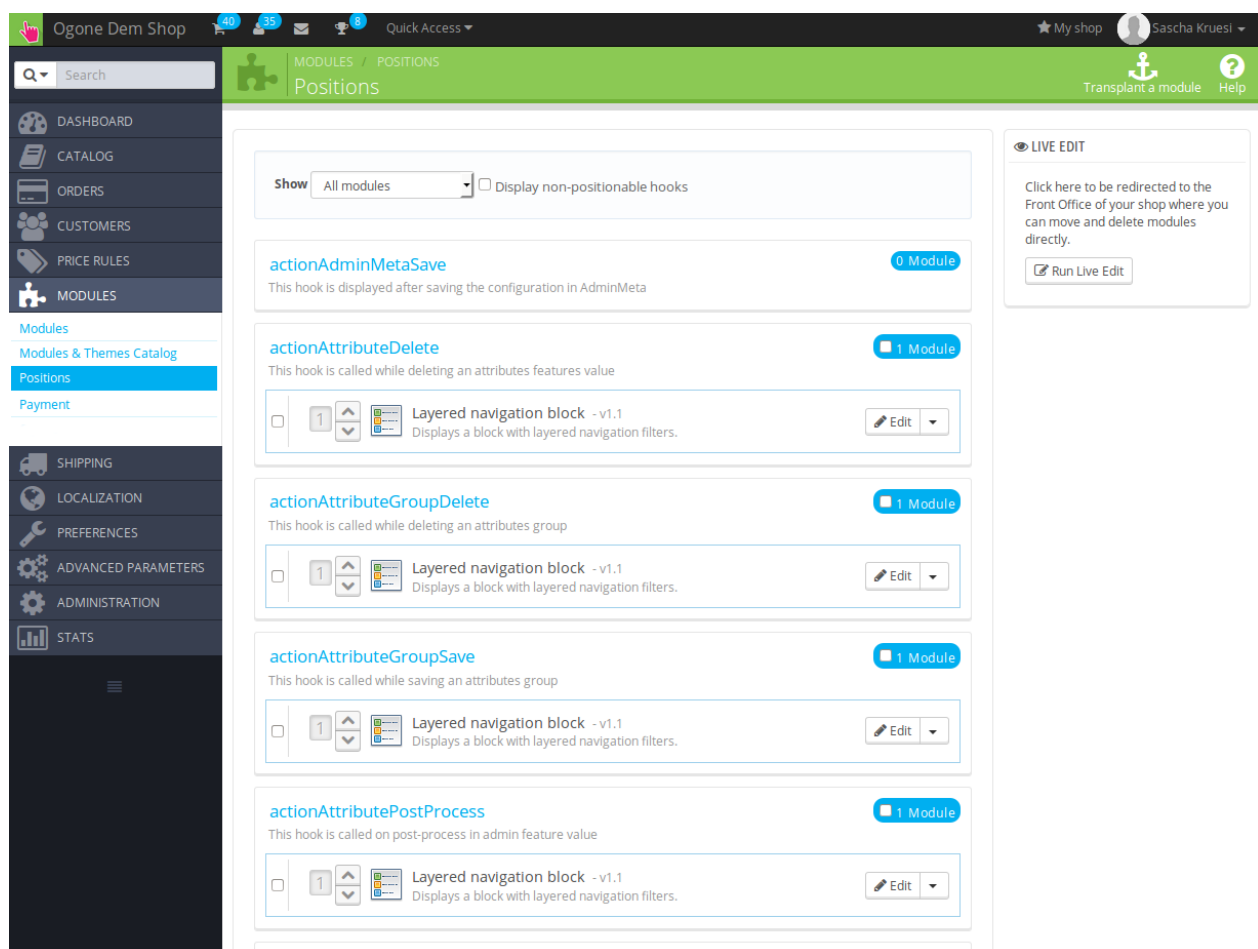


Figure 8.1: Disable the PrestaShop Hook.

8.2 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the PaySquare Online 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 PaySquare Online 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 PaySquare Online 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/paysquareonlinecw/paysquareonlinecw.php';
require_once _PS_ROOT_DIR_.'/modules/paysquareonlinecw/lib/PaySquareOnlineCw/Entity/Transaction.php';
```

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

Load the transaction by Id:

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

Load transactions by Order ID:

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