Installation Manual for InterCard PrestaShop

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

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1 Introduction

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

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

- You should have received a Merchant ID from InterCard for the test account. Furthermore, you have received the corresponding user name and password
- Encryption password and HMAC-Key
- An Analytics Password which you require for logging into InterCard Analytics
- PrestaShop payment module by sellxed.com/shop
- Access data to your server and shop

In case you don't yet have a contract with InterCard, you can gladly 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 Process of the Installation

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, can a secure usage in correspondence with all security regulations be guaranteed.



- 1. Basic configuration of the server including the setting up of the notify script
- 2. Configuration of the basic settings of the payment module
- 3. Configuration of the payment methods
- 4. Carrying out of a test purchase with the attached <u>test data</u> at the end of this document
- 5. If the test was successful, your account can be activated

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

.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 InterCard 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 of the Payment Module and the Server

In order to perform the configuration of the <u>main module</u> of PrestaShop, the following information is necessary. You should have received the information from InterCard.

- InterCard Live Merchant ID
- InterCard Live Encryption Key
- InterCard Live Signature Passphrase

Enter the credentials directly inside the configuration of the <u>main module</u>. After you performed some test payments, you can switch between Live Mode and Test Mode.

2.1 Configuration of the Payment Module

For the usage of the gateway in your shop, fill in all received access data at its corresponding place in the <u>main module</u> and in the <u>payment methods</u>.

Hidden Mode

Please Note if you use hidden this poses additional PCI requirements to your shop that have to be met. Get in touch with InterCard to get additional information.

Also if you use Hidden in your Module please advise InterCard that they are able to configure your paynow settings accordingly.



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 <u>sellxed shop</u> (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: <u>http://www.</u> <u>sellxed.com/en/updates_upgrades</u>.

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 <u>complementary support</u>.

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. <u>Configuration of the Main Module</u>). During the second step you can then carry out individual configurations for each <u>payment method</u>. 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**, **InterCard 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 InterCard. 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 Catelog**. 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 InterCard and the module

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

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

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.



5.3 Payment Methods

The modules differentiate between the standard and the professional version. In the professional version, all payment methods available for InterCard are integrated. With the standard version, however, you only receive the most common payment methods. Should a desired payment method not be available, please contact us directly.

6 The Module in Action

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

6.1 Capturing of Orders

Please note

The transaction management between your shop and InterCard is not synchronized. If you capture payments with InterCard, 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 <u>payment method configuration</u>.

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

6.1.1 1. Via Orders > InterCard Transactions

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

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쓭	Customers	Transaction Number	Cart ID	Authorization Status	Order ID	Payment Method
۲	Price Rules	▼ ▲	▼ ▲	▼ ▲	▼ ▲	▼ ▲
ġ.	Modules and Services					
	Shipping	22	22	successful	9	mastercard

Figure 6.1: 1. View Transactions via Orders > InterCard 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.

0

Orders / Customweb Transactions

						Help			
CUSTOMWEB TRANSACTIONS	VIEW > CAPTURI	NG							
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Name	SKU	Туре	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 capi	tures 🗌					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 InterCard.

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

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

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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 InterCard.

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		01/06/2017	15:40:43		authorization		The amount of 28.08 is au	horized.				

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						0
Customweb Trai	nsactions					Help
CUSTOMWEB TRANSACTIONS >	VIEW > CAPTUR	NG				
Back						
Name	SKU	Туре	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 capture	res 🗌					
						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 InterCard.

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				
2013-12-02 15:44:17	Master Card (Dyna	mic Template)	yes	124.58	\times			
Transaction details								
Authorisation amount	124.58	Transaction authorised	Yes					
Currency	EUR	Transaction uncertain 🕕	No					
Payment method	Master Card (Dynamic Template)	Transaction captured	Yes		24.58 X			
Bayment ID	25815219	Transaction paid	Yes					
Payment ID Captured amount	124.58	Alias	XXXXXXXXXXXXX0007 (03/14)					
Alias Token	2403B927-26A3-4DAE- 9EC3-CD000EAB349E							
Acceptance	test123							
Card number	XXXXXXXXXXXXXX0007							
Card expiry date	03/14							
Merchant reference	bc_ps_sell_46							

Figure 6.1: Transaction information within PrestaShop.

6.3 Using Invoice Details of a Processor

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

6.3.1 PrestaShop Order Confirmation (E-Mail)

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

6.3.2 PrestaShop Invoice (PDF)

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

6.3.3 PrestaShop-Backend (Transaction details)

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

æ	Search Dashboard	Orders / Customweb Transactions Edit						() Help
-	Catalog							
	Orders	GETTING STARTED WITH PRESTASHOP						
		Take a tour: get started wit	Customize your shop	Add products	Configure payments	Choose your shipping options		
	Merchandise Returns Delivery Slips Credit Slips	Take a tour: get started with Hey Customweb, welcome on your own Follow the guide and take the first steps	online shop.				No thanks! 🗙	Let's start! >
	Statuses	CUSTOMWEB TRANSACTIONS > VIEW						
	Order Messages	Capturing Cancel						
~	Customers	Capturing Cancer						
	Price Rules	Transaction ID	3					
	Modules and Services	Transaction Number	3					
		Authorisation Status	successful					
	Shipping	Order ID	6 View 2017-03-07 17:08:27					
0	Localization	Created On Updated On	2017-03-07 17:08:27					
۶	Preferences	Customer ID	2					
0 %		Payment ID	3575510					
۰		Authorisation Amount	55.07					
Last.		Currency	CHF					
		Payment Method	Open Invoice					
		Payment ID	3575510					
		Test Transaction	Yes					
		Transaction authorised	Yes					
		Transaction uncertain	No					
		Transaction paid	Yes					
		Payment Information	Bank: Customweb Test Bank Account Holder: Customweb GmbH IBAN: DE25024000007E5T00000000004 BIC: 9000 Reference Number: BP3575510/2749					
		TRANSACTION HISTORY						
		Date	Action	Message				
		2017-03-07 17:08:50	authorization		of 55.07 is authorized.			
		CUSTOMER DATE						
		Customer ID	2					
		Billing Address	Céline Fáh Tödistrasse 17b CH-8004 Zürich Phone: 0041 44 111 22 33					
		Delivery address	Céline Fāh Tödistrasse 17b CH-8004 Zürich					

Figure 6.1: Transaction details within PrestaShop.

6.3.4 PrestaShop Success-Page

		SA	LE 70% O	FF ALL PF	ODUCTS	GET SAVINGS NOW
📞 Call us now: 🕻	0123-456-789				Cont	act us English 🔻 Sign out André Müller
		go	Search		Q	Cart (empty)
WOMEN	DRESSES	T-SHIRTS				
A Order	confirmation					
ORDER CON	FIRMATION					
)3. Address	04. Shipping	05. Payment
01. Summa	ary	02. Sign in			or outputs	03. Payment
Order	NHRCXPRKD	02. Sign in			on ompping	U. Payment
Order reference Amount State	NHRCXPRKD 55.07 CHF Payment accepted	02. Sign in			en enpping	vu rayinent
Order reference Amount State Date	NHRCXPRKD 55.07 CHF Payment accepted 03/07/2017	U2. Sign in				US. Payinent
Order reference Amount State Date Payment Info	NHRCXPRKD 55.07 CHF Payment accepted 03/07/2017 rrmation	U2. Sign in				us Payment
Order reference Amount State Date Payment Info Bank: Customwel Account Holder: (IBAN: DE250240 BIC: 9000	NHRCXPRKD 55.07 CHF Payment accepted 03/07/2017 rrmation					US Payment

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

6.3.5 Payment Information in Email Template

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

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

The variables are defined as

{code} intercardcwpayment_information intercardcw_payment_information_txt {/code}

6.4 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 InterCard 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	te 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



6.5 Refunds

You can refund already captured transactions and automatically transmit them to InterCard. In order to to 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.

6.5.1 1. Transactiontable via Orders > InterCard transactions

1.6.1.1 Demo Shop 🚽 🙎 🔽 👳 🖓 Quick Access 🗸 🚳 PrestaS S Connect to PrestaShop Ma Orders / Custom Q - Search **Customweb Transactions** Dashboard Catalog CUSTOMWEB TRANSACTIONS Orders Payment Method Transaction Number Cart ID Authorization Status Order ID Price Rules Modules and Service Shipping mastercard

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

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

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

CUSTOMWE	B TRANSACTIONS > ANZEIGEN >	RÜCKERSTATTU	NG						,
Zurück									
Name	SKU	Туре	Tax Rate		Quantity		Total Amount (excl. Tax	0	Total Amount (incl. Tax)
Blouse	customweb_demo_sku	product	19 %	1		27		32.13	
							Total Refund Amount	ti	32.13 EUR
Transaktion	für weitere Rückvergütungen schliessen	0							
									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 InterCard 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.

6.5.2 2. Refund the transaction through the order and the InterCard transaction tab

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

Q ▼ Search	Orders Orders	Add new order	Recommended Modules	? Help
🚳 DASHBOARD				
E CATALOG	Conversion Rate Abandoned Carts Average Order Value		Net Profit per Visitor	
CRDERS	30 DAYS TODAY 30 DAYS		30 DAYS	
SUSTOMERS	0 CHF 0.00		CHF 0.00	
S PRICE RULES				
A MODULES	ORDERS (41)			
🛲 SHIPPING	OKDERS 41			3 3
Columnation	ID 🗸 Reference 🔽 New client Delivery 🔽 Customer 🔽 Total 🖛 Payment 🛰 Status 🛰		Date 💌 🔺	PDF
✤ PREFERENCES				
🕸 ADVANCED PARAMETERS		\$	From	-
ADMINISTRATION			То	
	41 OZXEQYEGO 0 Switzerland Customweb CHF 28.08 MasterCard Payment acc Payment acc	epted	01/06/2017	B
	a sincertaira castonineo (ni zoto) Mastercara Taynencaco	epico	15:40:43	

Figure 6.1: Open order and view the transaction tab.

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

Q - Search		orders /iew						Recommended Modules
B DASHBOARD								
CATALOG								
		Date		Total		Messages	Products	
CUSTOMERS		12/30/2014		(1) CHF 28.08				
PRICE RULES								
MODULES								
	TRANSACTI	ONS						
SHIPPING								
LOCALIZATION	#	Date		Payment Metho	bd	Authorised	Amount	
^C PREFERENCES	1	1 12/30/2016 14:37:44		MasterCard		No	28.08	٩,
ADVANCED PARAMETERS	2	2 12/30/2016 14:44:38		MasterCard	MasterCard		28.08	×
ADMINISTRATION								
	Ref	fund Transaction						
	Trans	saction details						
	Auth	orisation Amount	28.08	Test Transaction	Yes	Acceptance	customweb	
	Curr	ency	CHF	Transaction authorised	Yes	Card number	000000000000000000000000000000000000000	
		nent Method	MasterCard	Transaction uncertain	No	Card expiry date	12/20	
		nent ID	38187433	Transaction captured	Yes	Brand	MasterCard	
	Capt	ured amount	28.08	Transaction paid	Yes	Merchant reference	customweb	
	Previ	ious actions						
	Dat	e		Action		Message		
	12/3	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.		
		30/2014 14:44:54		authorization		The amount of 28.08 is authorized.		
	12/3	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.

Q ▼ Search		Customweb Transactions Peep								
DASHBOARD CATALOG	TRANSACTIONS >	VIEW >	REFUND TRANSACTION							
	Back									
	Name	SKU		Туре	Тах		Quantity	Total Amount (excl.	ax)	Total Amount (incl. Tax)
S PRICE RULES	Printed Dress	customweb	_demo_sku	product	8%	1		26	28.08	
								Total refunded amo	nt:	28.08 CHF
@ LOCALIZATION	Close transaction for fu	irther refunds.								
										Refund Transaction
C ADVANCED PARAMETERS										
ADMINISTRATION										

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 InterCard 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.

6.5.3 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.

Q.▼ Search	ORDERS View								Recommended Modules
a DASHBOARD									
E CATALOG									
- ORDERS									
📽 CUSTOMERS	TRODUCTS 1								
SPRICE RULES		Product	Unit Price tax included.	Qty	Refunded	Available quantity	Total tax included.	Partial refund	
SHIPPING OLOCALIZATION PREFERENCES	*	Printed Dress - Color : Orange, Size : S Ref: demo_3	CHF 28.08	1	0	289	CHF 28.08	Quantity:	Amount: CHF tax incl.
ADVANCED PARAMETERS									
	For this	s customer group, prices are displayed as: tax in	cluded.			Products:	CHF 28.08		
II STATS						Shipping	CHF 0.00	CHF 0	
≣						Total	CHF 28.08		
	 Re-stock prov Generate a v ✓ Partial refur 	roucher							

Figure 6.1: Refund of transactions within PrestaShop.

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

Q Search	Customweb Refund
🚳 DASHBOARD	
	Refund Transaction
📽 CUSTOMERS	You are about to refund the order 40. Do you also want to send this order to Customweb ?
	Amount to refund: 17.83 CHF
n- MODULES	Cancel No Yes
🛲 SHIPPING	
© LOCALIZATION	
J PREFERENCES	
C ADVANCED PARAMETERS	
ADMINISTRATION	
III STATS	
	i de la constante de

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.



6.6 Usage of the Alias Managers / Token Solution

With the Alias Manager, your customers can securely save their credit cards with InterCard for later purchases. You can enable this by activating the option "Alias Manager" in the configuration of the <u>Payment Method</u>. 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



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 InterCard. To do so, please contact the support directly.

6.7 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 'onepage checkout' in the drop-down menu for **Order-process type**.

6.8 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 > InterCard in the tab "Extended Information". Invoking it regularly will trigger the actions.

Here we suggest you use a Cron Engine like for example <u>EasyCron</u>. 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:

Credit Card (Intercard) Card number Expiry Date CVC	5555555555554444 12/2023 123	Mastercard
Card number Expiry Date CVC	4000012892688323 12/2020 123	Visa
Direct Debits		
		Direct
Last Name First Name Birtday Street Postcode City Country Phone	Wischnewski Hans-Jürgen 1973-12-27 Müllerstraße 137 13353 Berlin DE 03018425165	RatePay: B2C
Company Name Sales Tax Number Last Name First Name Birtday Street Postcode City Country Phone	Imperium UG DE123456789 Descartes René 1973-12-27 Odeonplatz 1 80539 München DE 08945687541	RatePay: B2B
BIC IBAN	BYLADEM1ROS DE3671150000009290701	InterCard: Accepted

Customer ID Company Gender Firstname Lastname Street Post Code City Country Phone E-Mail Birtday	customer1 Must be empty FEMALE Julia Tester Aalener Str. 57 73492 Rainau DE 07361889969 julia@tester.com 1987-10-25	Paymorrow: Accepted
PayU CEE Card number Expiry Date CVC	4355084355084358 12/2020 000	Visa
Invoice		
Procedure	Use any valid German address. The first two attempts are succesful. The third will fail.	BillPay
Company Firstname Lastname Street Post Code City Phone	Must be empty Paul Positiv Teststr. 4 49084 Osnabrück 095198009	BillSAFE: Accepted
Test Data	http://developers.klarna.com/en /testing/invoice-and-account	Klarna
Last Name First Name Birtday Street Postcode City Country Phone	Wischnewski Hans-Jürgen 1973-12-27 Müllerstraße 137 13353 Berlin DE 03018425165	RatePay: B2C
Company Name Sales Tax Number Last Name First Name Birtday Street Postcode	Imperium UG DE123456789 Descartes René 1973-12-27 Odeonplatz 1 80539	RatePay: B2B

City	München
Country	DE
Phone	08945687541

7.2 Testing - InterCard Simulation Mode

Any kind of payment method can be tested with our modules. The "Operation Mode" corresponds to the simulation mode with InterCard. Payments with a total of less than 10'000 EUR are always accepted.

8 Errors and their Solutions

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

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 InterCard Integration under the **displayBackOfficeHeader** Menu.

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

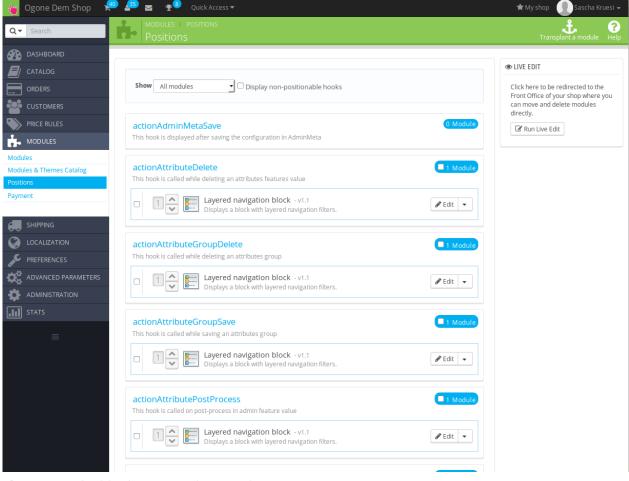


Figure 8.1: Disable the PrestaShop Hook.



8.2 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the InterCard 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: <u>under bullet point 4</u>.



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 InterCard 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:

- <u>Birthday</u>
- <u>Gender</u>

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 InterCard 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/intercardcw/intercardcw.php';
require_once _PS_ROOT_DIR_.'/modules/intercardcw/lib/InterCardCw/Entity
/Transaction.php';
```

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

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

Load transactions by Order ID:

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