

Installation Manual for PAYONE PrestaShop

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

Release Date: Mon, 07 Aug 2023 14:01:06 +0200
Version: 3.0.275

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

E-Mail: info@sellxed.com

Telefon:

CH: +41 (0)44 505 13 60

DE: +49 (0)40 2999 60117

UK: +44 (0)161 850 6890

US: +1 (0)205 557 5869

© copyright by wallee AG Mon, 07 Aug 2023 14:01:06 +0200

####conditional####

Table of Contents

1	Introduction	5
2	PAYONE Channels	6
2.1	Installation Process	6
2.2	System Requirements	7
3	PAYONE - Backend Configuration	8
3.1	Payment Portal Setup	8
3.1.1	Shop Portal Administration: Tab General	8
3.1.2	Shop Portal Administration: Tab Extended	8
3.1.3	Shop Portal Administration: API-Parameter	9
3.2	Authorization Methods	10
3.3	Account Activation	10
4	Module Installation and Update in the PrestaShop Shop	11
4.1	Installation	11
4.2	Updates and Upgrades	11
4.2.1	Update Checklist	11
4.2.2	Update Instructions	12
5	Module Configuration in the PrestaShop Shop	13
5.1	Configuration of the Main Module	13
5.2	Defining the URL for the Transaction Feedback	13
5.4	Configuration of Payment Methods (for PrestaShop 1.7)	14
5.5	Direct Capturing of Transactions	14
5.6	Uncertain Status	14
5.6.1	Setting the order state	14
5.7	Optional: Validation	14
5.7.1	Usage of the Integrated Multishop Functionality of PrestaShop	15
6	Settings / Configuration of Payment Methods	16
6.1	General Information About the Payment Methods	16
6.2	Information on Payment Status	16
6.2.1	Order status "pending" / imminent payment (or similar)	16
6.2.2	Order status "cancelled"	16
7	The Module in Action	17
7.1	Capturing of Orders	17

7.1.1	1. Via Orders > PAYONE Transactions	17
7.1.2	2. Capture the transaction through the order and the PAYONE transaction tab	18
7.2	Useful Transaction Information on the Order	19
7.3	Using Invoice Details of a Processor	20
7.3.1	PrestaShop Order Confirmation (E-Mail)	20
7.3.2	PrestaShop Invoice (PDF)	20
7.3.3	PrestaShop-Backend (Transaction details)	20
7.3.4	PrestaShop Success-Page	21
7.3.5	Payment Information in Email Template	22
7.4	Place Orders in the backend of PrestaShop	22
7.5	Refunds	23
7.5.1	1. Transactiontable via Orders > PAYONE transactions	23
7.5.2	2. Refund the transaction through the order and the PAYONE transaction tab	23
7.5.3	3. Refund with the PrestaShop internal/default functionality.	24
7.6	Usage of the Alias Managers / Token Solution	26
7.7	One Page Checkout	26
7.8	Setting up Cron Job	27
8	Testing	28
8.1	Test Data	28
9	Errors and their Solutions	33
9.1	Modul Performance	33
9.2	The Referrer URL appears in my Analytics Tool	34
10	Compatibility with Third-Party Plugins	35
10.1	Fee's and discount's within PrestaShop	35
10.2	Birthday and gender in PrestaShop	35
11	Error Logging	36
11.1	Log Levels	36
11.2	Log Location	36
12	Advanced Information	37
12.1	Transaction Object	37

1 Introduction

This manual describes how to install configure and use the payment module for PrestaShop and PAYONE.

Before you get started, make sure to have all necessary data at hand.

- You received a user name and a password from PAYONE. Log in to the PAYONE Merchant Interface. (<https://pmi.pay1.de/>)
- PrestaShop payment module from sellxed.com/shop
- Login data for your server and shop

2 PAYONE Channels

According to the functions of the module which you want to use, you have to request the different channels at PAYONE. With the numbers of channels come various costs on the part of the PAYONE. Here you'll find an overview of the different functions and their corresponding channels.

- **Channel Frontend:** Payment page
- **Channel Client-API:** Hidden, Alias Manager, Ajax, Moto
- **Server-API:** Refund, Capture, Cancel

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

2.1 Installation Process

This document contains all information necessary to install the module. Make sure to follow the described steps strictly in order to ensure the safe use of the module in compliance with all security regulations.

1. Configuration of the PAYONE test administration surface. The test platform can be found under <https://pmi.pay1.de/>
2. Configuration of the main settings
3. Configuration of the payment methods
4. Conducting a test order by means of the [Test Data](#) enclosed at the end of this document

Installation Service

Our payment plugins should have per default the correct settings for most of our customers' preferences. That means once you have entered the required credentials in the plugin configuration to connect your account to your website, the plugin should be fully operational. Should you be willing to receive detailed information on a setting you do not know, you may contact our support team who will be able to assist you further.

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

.htaccess Directory Protection

In order to test the module, any kind of directory protection or IP blocking on your server must be deactivated. This is crucial as otherwise the payment feedback of PAYONE might not get through to the shop.

2.2 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.

3 PAYONE - Backend Configuration

First, log on to the PAYONE Merchant Interface (<https://pmi.pay1.de/>)

3.1 Payment Portal Setup

Under **Configuration > Payment Portals** you can set up the payment portal for your shop. Among other things you define the TransactionStatus URL. This is the URL that the parameters for further processing are sent to after payment has taken place.

3.1.1 Shop Portal Administration: Tab General

General settings such as portal name, Shop URL and the sender e-mail can be defined in the tab 'General'. These settings can be defined independently.

Make sure that the Server API, Front-end and Client API are activated in the Channel settings as shown in the screenshot.

The screenshot displays the 'Shop portal administration' interface. At the top, there is a navigation bar with 'PAYONE WEBSITE' and a 'HELP' button. The main header includes the 'PAYONE MERCHANT INTERFACE' logo and a user login status: 'You are logged in as info.19405 (Account: customweb_TEST [19405])' with 'LOGOUT' and 'deutsch' options. A breadcrumb trail shows 'Homepage > Payment portals'. A left sidebar contains a menu with categories like 'CUSTOMER ACCOUNTS', 'CHANNELS', 'CONFIGURATION', 'PAYMENT PORTALS', 'REPORTING', 'EXPORT', 'DOWNLOADS', 'ACCOUNTING', and 'ADMINISTRATION'. The main content area is titled 'Shop portal administration' and shows 'Portal: Customweb / Woocommerce'. It features several tabs: 'General', 'Extended', 'Options', 'API-Parameter', and 'Riskcheck'. The 'General' tab is active, showing fields for 'Portal name*' (Customweb / Woocommerce), 'URL' (http://dev.customweb.com), and 'Sender email*' (info@customweb.com). Below these are 'Select channels' with checkboxes for 'FinanceGate Server-API', 'FinanceGate Frontend', and 'FinanceGate Client-API', all of which are checked. There are also sections for 'Additional response-data' for 'Mode Live' and 'Mode Test', each with 'Switched on' and 'Switched off' radio buttons. The 'Switched on' buttons are selected. At the bottom right, there are 'Delete portal' and 'Save' buttons. The footer contains '© PAYONE' and 'Top of page' with an upward arrow.

Figure 3.1: Tab 'General'

3.1.2 Shop Portal Administration: Tab Extended

In this tab you define the TransactionStatus URL. The URL you need to enter can be found directly on the general information site of the module in your shop. More information can be found in the section [Transaction-Feedback](#)). The remaining fields can be left empty. They will be filled by the module.

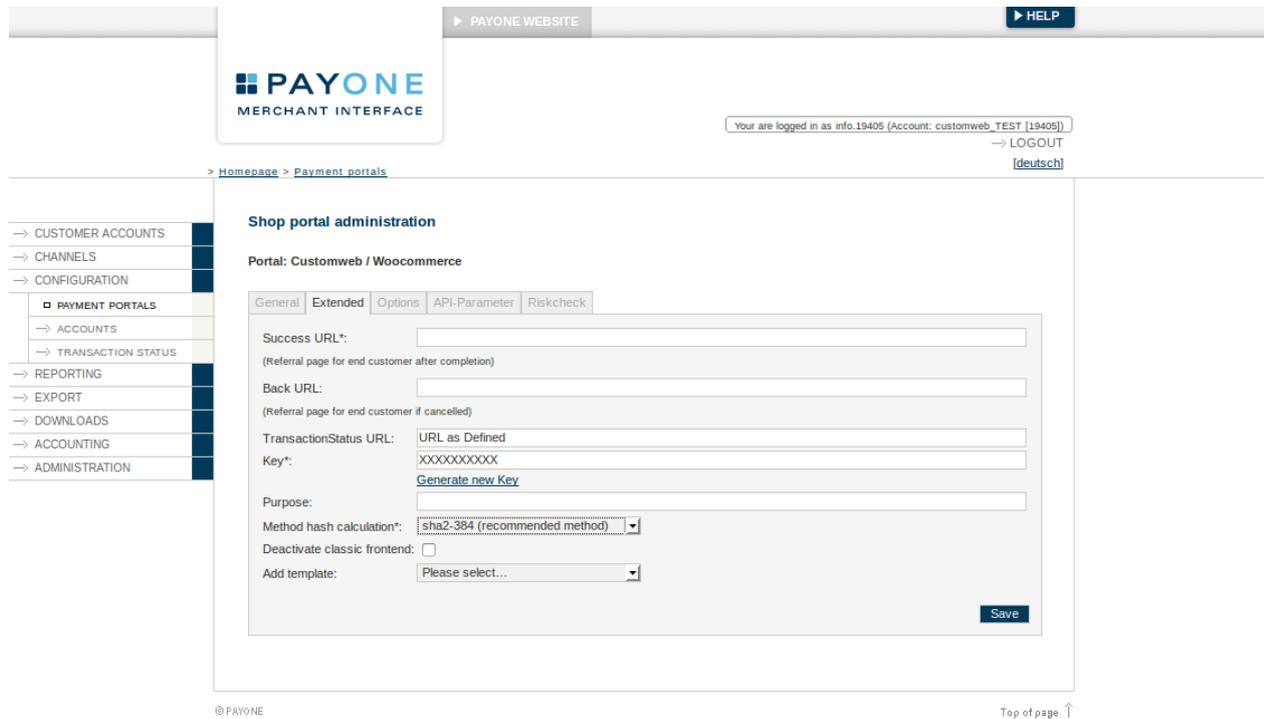


Figure 3.1: Extended configuration of the payment portal

3.1.3 Shop Portal Administration: API-Parameter

This tab contains all relevant information to enter in the [Main Module](#).

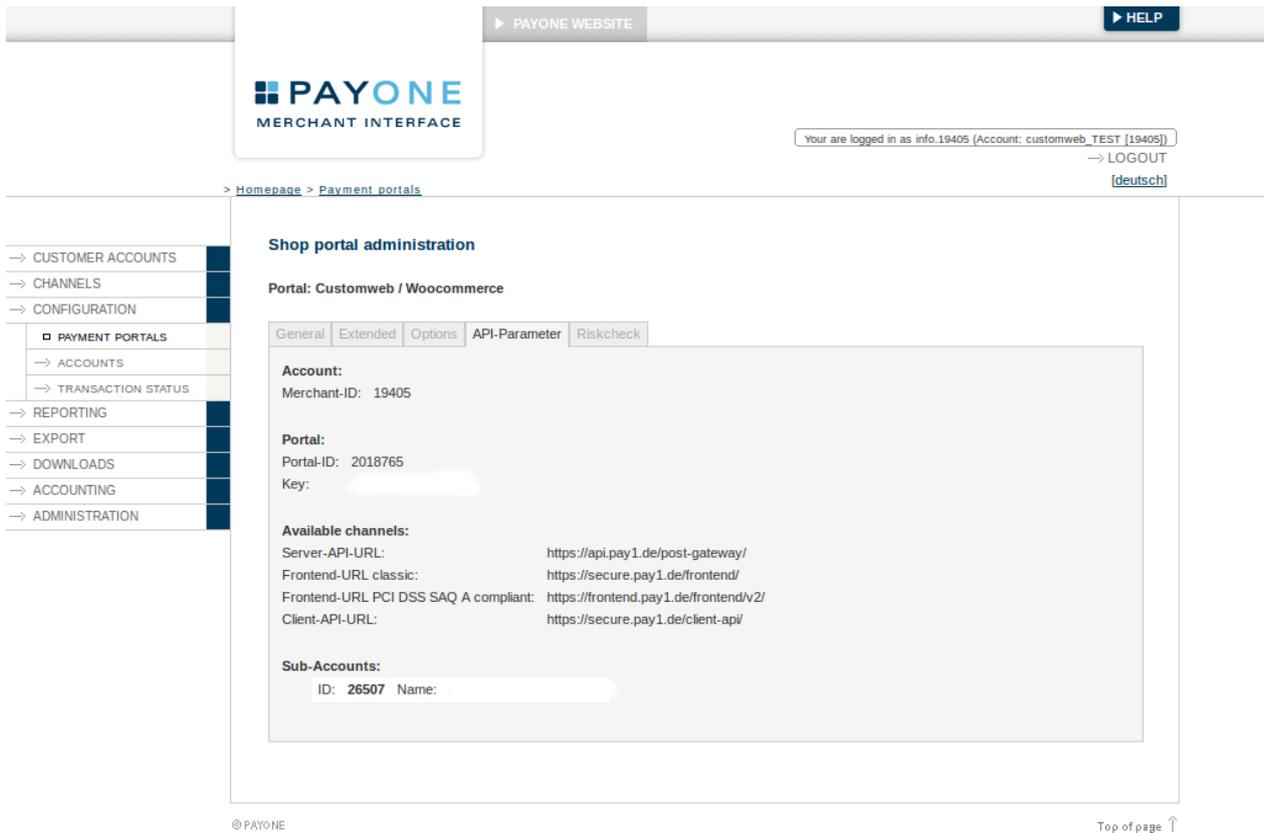


Figure 3.1: API-Parameter Configuration.

3.2 Authorization Methods

PCI 3.1 - SAQ A-EP

Please note that with the changes in PCI new rules apply regarding the applicable self assessment questionnaire. If you host the forms to entering of the credit cards directly in your webshop (Hidden Authorization) or Ajax authroization new rules apply. If you want to continue to work with SAQ-A, you have to use Payment Page or the Widget Authorization.

In the configuration of the payment method you have the possibility to switch between various authorization methods. These regard primarily the depiction of the credit card forms in the shop. You'll find further information about that in chapter [authorization methods](#).

3.3 Account Activation

Further information on the payment method configuration and the implementations of the settings can be found [here](#). After the activation and configuration of the payment methods you can conduct a test by means of the [Test Data](#) provided in this manual. As soon as the tests As soon as the tests have been successful you can contact PAYONE to demand the activation of your account. You will be able to process payments immediately.

4 Module Installation and Update in the PrestaShop Shop

4.1 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.

4.2 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.

4.2.1 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.

4.2.2 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.

5 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.

5.1 Configuration of the Main Module

You will find the settings for the module under **Modules**, in the group **Checkout**, **PAYONE 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 PAYONE. 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.

5.2 Defining the URL for the Transaction Feedback

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

5.3 Configuration of Payment Methods (for PrestaShop 1.6)

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

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

5.4 Configuration of Payment Methods (for PrestaShop 1.7)

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

5.5 Direct Capturing of Transactions

The option "Capture" allows you to specify if you wish to debit payments directly or if you first wish to authorise them and then debit the payment at a later point.

Depending on your acquiring contract, a reservation is only guaranteed for a specific period of time. Should you fail to debit the payment within that period, the authorisation may therefore no longer be guaranteed. Further information on this process can be found below.

Different settings between PAYONE and the module

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

5.6 Uncertain Status

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

5.6.1 Setting the order state

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

5.7 Optional: Validation

Note: It can be that this option is not visible in your module. In this case just ignore this section.

With the option 'Validation' you can define the moment when the payment method should be made visible to the customer during the checkout process. This setting is relevant for modules where the usage depends on the customer's compliance with specific preconditions. For example, if a solvency check has to be carried out or if the payment method is only available in certain countries. In order for the credit check or address validation to also work with European characters, the charset of the "Blowfish mode" must be set to "UTF-8" for certain PSP settings.

You have the choice between these options:

- **Validation before the selection of the payment method:** A validation verification is carried out before the customer selects the payment method. If the customer does not fulfill the requirements, the payment method is not displayed
- **Validation after selection of the payment method:** The verification of the compliance occurs after the selection of the payment method and before the confirmation of the order
- **During the authorisation:** The validation verification is carried out by PAYONE during the authorisation process. The payment method is displayed in any case

5.7.1 Usage of the Integrated Multishop Functionality of PrestaShop

The payment module supports the multishop feature of PrestaShop. No further modifications are necessary. The module automatically recognizes the shop the order belongs to. In order for the multishop functionality to work, it is, however, necessary that the individual sub-shops within PrestaShop have been configured correctly.

6 Settings / Configuration of Payment Methods

6.1 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 PAYONE 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.

6.2 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 PAYONE** or any similar pending status which is implemented by the module.

6.2.1 Order status "pending" / imminent payment (or similar)

Orders with the status 'pending PAYONE' 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 PAYONE are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of PAYONE.

6.2.2 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.

7 The Module in Action

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

7.1 Capturing of Orders

Please note

The transaction management between your shop and PAYONE is not synchronized. If you capture payments with PAYONE, 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.

7.1.1 1. Via Orders > PAYONE Transactions

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

The screenshot shows the PrestaShop admin interface. The breadcrumb trail is 'Orders / Customweb Transactions'. The page title is 'Customweb Transactions'. Below the title is a table with the following data:

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

Figure 7.1: 1. View Transactions via Orders > PAYONE 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.

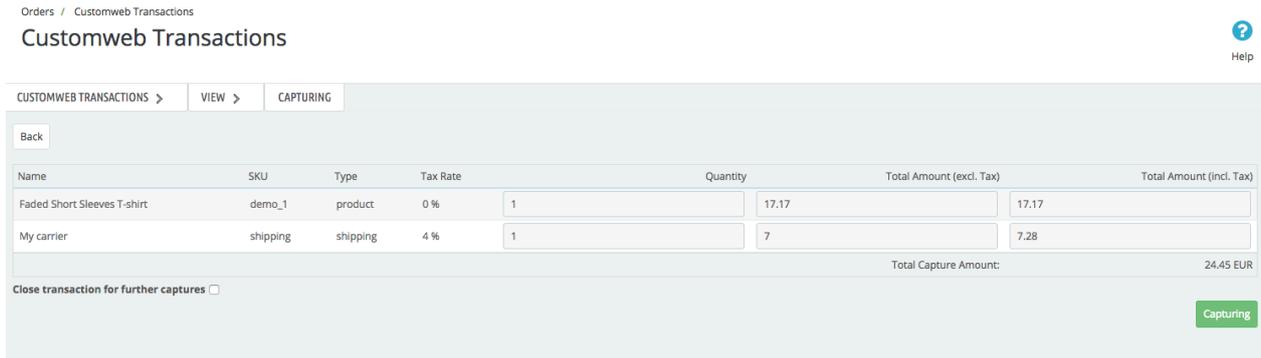


Figure 7.1: Invoice capturing in PrestaShop

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 PAYONE.

7.1.2 2. Capture the transaction through the order and the PAYONE transaction tab

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

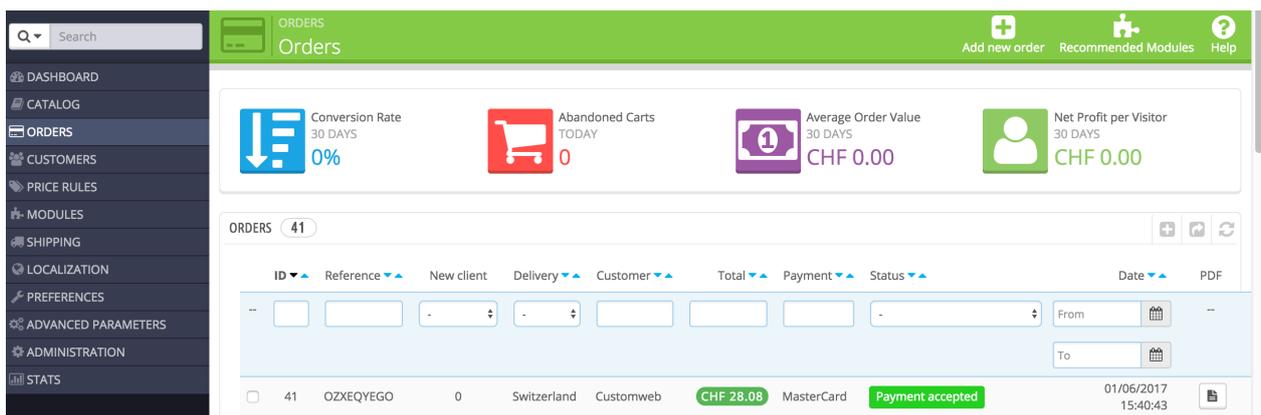


Figure 7.1: Open order and view the transaction tab.

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 PAYONE.

ORDERS View

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

#	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 7.1: 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 7.1: 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 PAYONE.

7.2 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 7.1: Transaction information within PrestaShop.

7.3 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:

7.3.1 PrestaShop Order Confirmation (E-Mail)

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

7.3.2 PrestaShop Invoice (PDF)

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

7.3.3 PrestaShop-Backend (Transaction details)

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

Orders / Customweb Transactions

Edit

GETTING STARTED WITH PRESTASHOP

Customize your shop | Add products | Configure payments | Choose your shipping options

Take a tour: get started with PrestaShop

Hey Customweb, welcome on your own online shop. Follow the guide and take the first steps with your online shop!

No thanks! ✕ | Let's start! >

CUSTOMER TRANSACTIONS > VIEW

Capturing | Cancel

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

TRANSACTION HISTORY

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

CUSTOMER DATE

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

Figure 7.1: Transaction details within PrestaShop.

7.3.4 PrestaShop Success-Page

SALE 70% OFF ALL PRODUCTS

GET SAVINGS NOW

Call us now: 0123-456-789

Contact us | English | Sign out | André Müller

Your Logo
a new experience

Search

Cart (empty)

WOMEN | DRESSES | T-SHIRTS

Order confirmation

ORDER CONFIRMATION

01. Summary | 02. Sign in | 03. Address | 04. Shipping | 05. Payment

Order reference	NHRCXPRKD
Amount	55.07 CHF
State	Payment accepted
Date	03/07/2017

Payment Information

Bank: Customweb Test Bank
Account Holder: Customweb GmbH
IBAN: DE2502400000TEST000000000004
BIC: 9000
Reference Number: BP3575510/2749

< View your order history

Figure 7.1: Payment information on the PrestaShop "Success-Page".

7.3.5 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}          payonecwpayment_information          payonecw_payment_information
payonecw_payment_information_txt {/code}
```

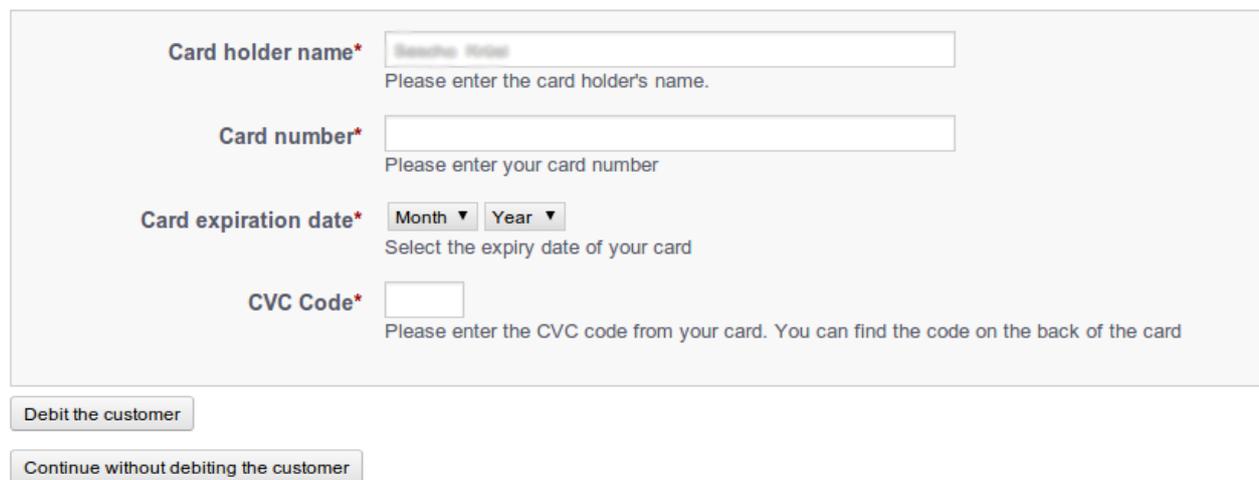
7.4 Place Orders in the backend of PrestaShop

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 PAYONE 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*
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 7.1: MoTo Transactions in PrestaShop

7.5 Refunds

You can refund already captured transactions and automatically transmit them to PAYONE. 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.

7.5.1 1. Transactionable via Orders > PAYONE transactions

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

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

Figure 7.1: 1. transaction table via orders > PAYONE 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.

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 7.1: 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 PAYONE 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.

7.5.2 2. Refund the transaction through the order and the PAYONE transaction tab

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

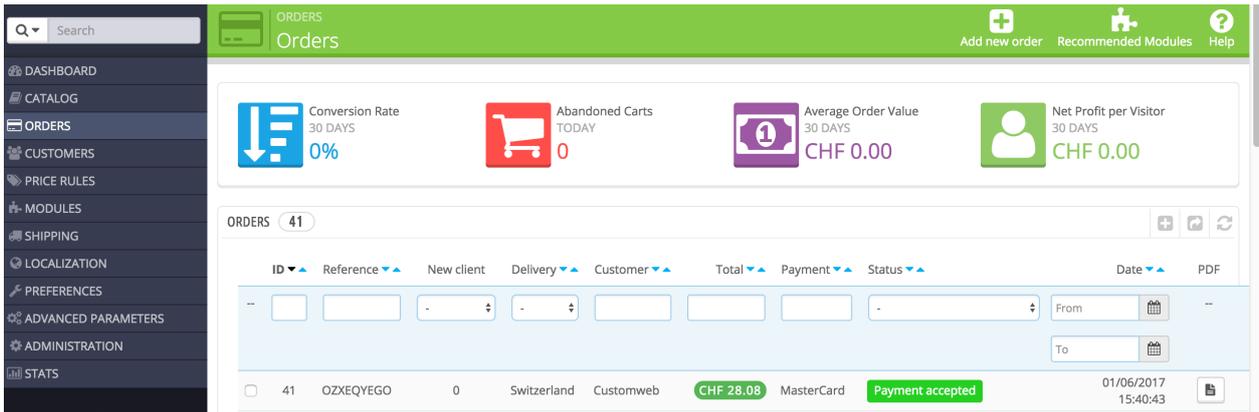


Figure 7.1: Open order and view the transaction tab.

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

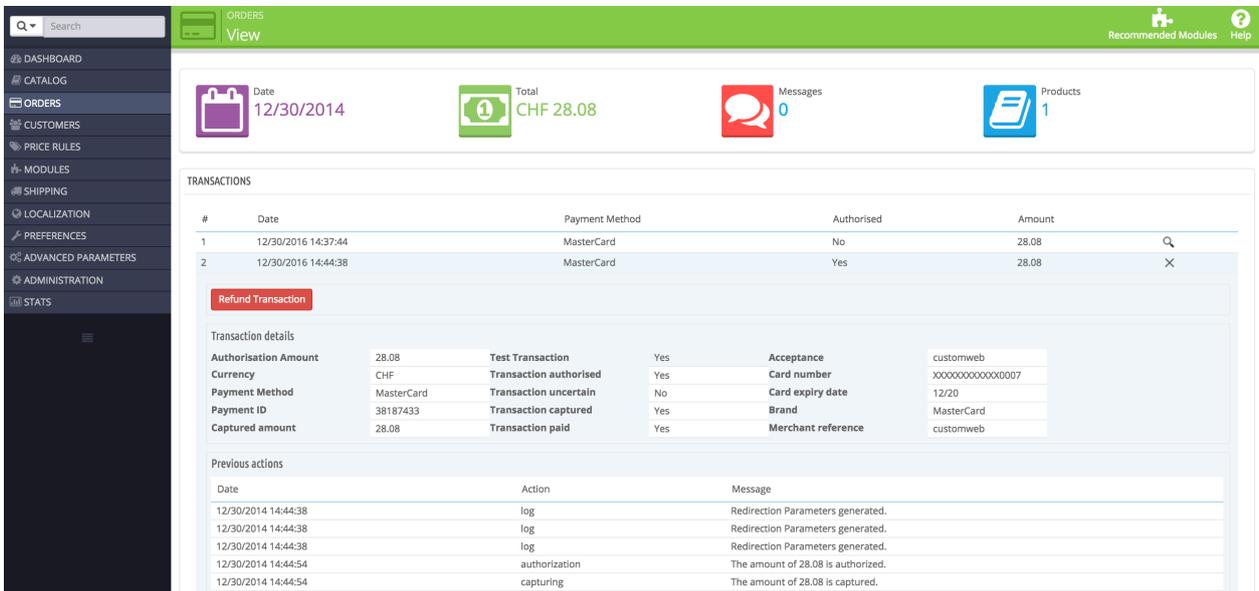


Figure 7.1: 2. transaction details in the transaction tab of a specific order.

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

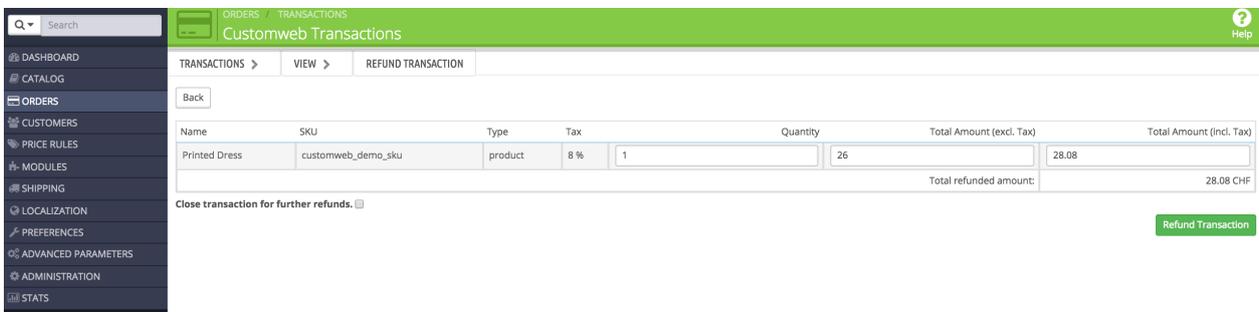


Figure 7.1: Refund of the transaction within PrestaShop.

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 PAYONE 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.

7.5.3 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.

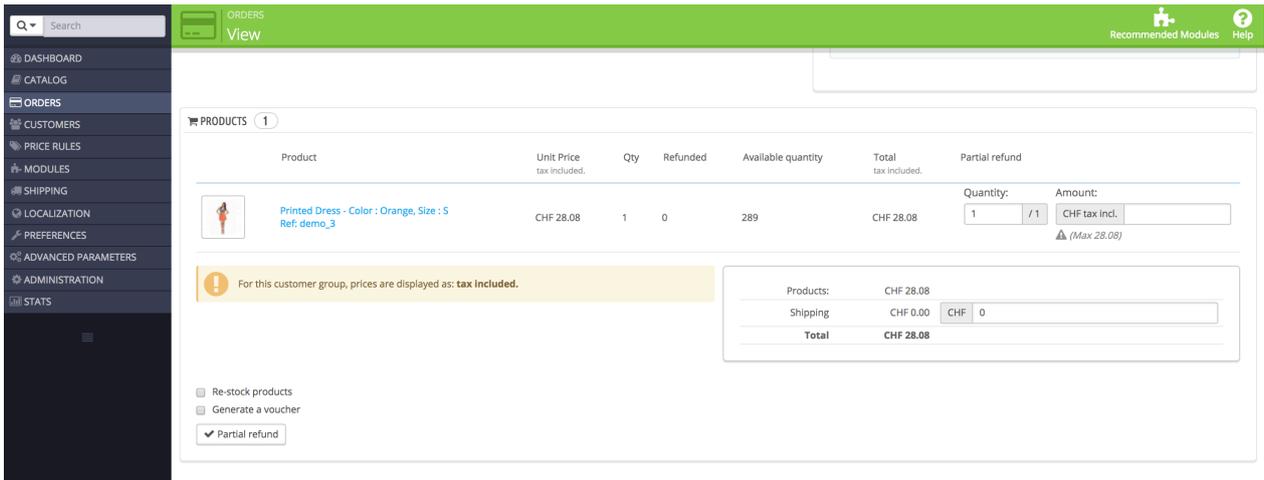


Figure 7.1: Refund of transactions within PrestaShop.

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

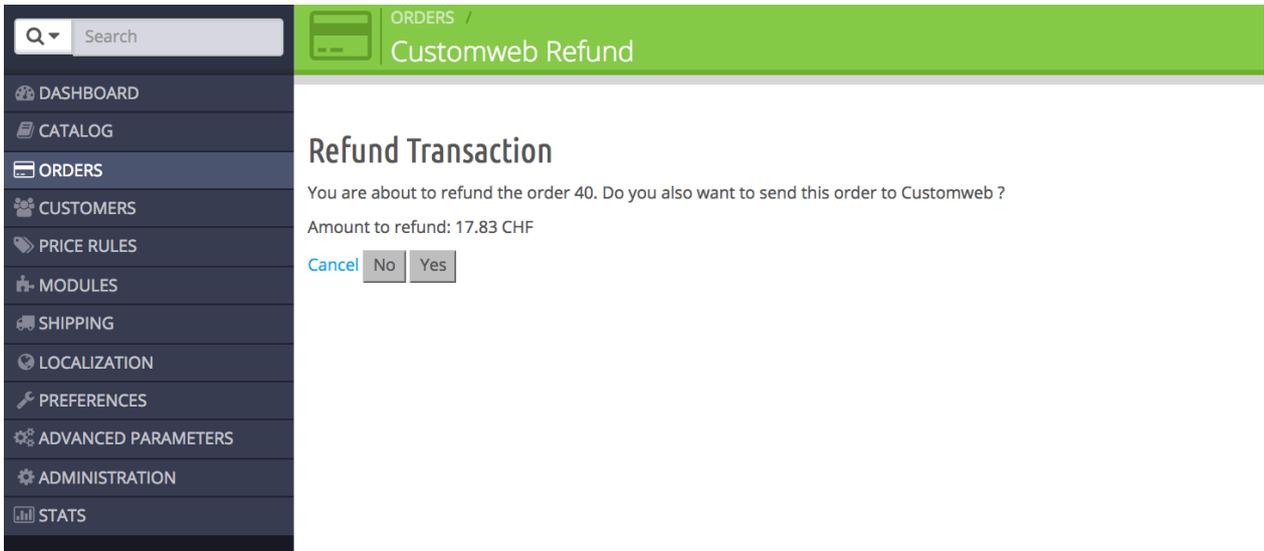


Figure 7.1: Confirm the transaction refund in PrestaShop.

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.

7.6 Usage of the Alias Managers / Token Solution

With the Alias Manager, your customers can securely save their credit cards with PAYONE 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

Figure 7.1: Alias Manager Usage Within PrestaShop.

Please pay attention!

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

7.7 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 'one-page checkout' in the drop-down menu for **Order-process type**.

7.8 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 > PAYONE 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.

8 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.

8.1 Test Data

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

SOFORT

Sofort	
IBAN	DE85123456782599100003
BIC	TESTTEST
Bank account	2599100003
Bank code	12345678

giropay

Sofort	
IBAN	DE46940594210000012345
BIC	TESTDETT421
ID / PIN	sepatest1 / 12345
NR / TAN	MAS_Test / 123456

Direct Debits

Hidden Mandate	Accept
IBAN	DE00123456782599100004
BIC	TESTTEST
Hidden Mandate	Denied - Invalid BIC
IBAN	DE00123456782599100004
BIC	TESTTESX

Credit / Debit Card

VISA	Verified by Visa	Visa 3D
Card number	4012 0010 3714 1112	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
3-D Secure Password	12345	
VISA	CH	Visa CH
Card number	4111 1111 1111 1111	
Expiry Date:	12/2020	

Name	Hans Muster	
CVC:	123	
VISA	DE	Visa DE
Card number	4111 1310 1011 1111	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
VISA	AT	Visa AT
Card number	4111 1210 1111 1111	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
MasterCard	MasterCard SecureCode	Mastercard 3D
Card number	5453 0100 0008 0200	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
3-D Secure Password	12345	
Mastercard		Mastercard
Card number	5500 0000 0000 0004	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
American Express		American Express
Card number	340 0000 0000 0009	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	1234	
JCB	JCB J/Secure	JCB 3D
Card number	3528 4501 3100 3315	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
3-D Secure Password	12345	
JCB		JCB
Card number	3088 0000 0000 0009	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
Maestro		Maestro
Card number	5000 0000 0000 0009	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	

Carte Bleue		Carte Bleue
Card number	4973 0100 0000 0004	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
Diners Club		Diners Club
Card number	30 0000 0000 0004	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
Discover		Discover Card
Card number	6011 1111 1111 1117	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
MasterCard		
Mastercard		Mastercard
Card number	5500 0000 0000 0004	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
MasterCard	MasterCard SecureCode	Mastercard 3D
Card number	5453 0100 0008 0200	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
3-D Secure Password	12345	
Visa		
VISA	CH	Visa CH
Card number	4111 1111 1111 1111	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
VISA	DE	Visa DE
Card number	4111 1310 1011 1111	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
VISA	AT	Visa AT
Card number	4111 1210 1111 1111	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	

VISA	Verified by Visa	Visa 3D
Card number	4012 0010 3714 1112	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
3-D Secure Password	12345	
American Express		
American Express		American Express
Card number	340 0000 0000 0009	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	1234	
Diners Club		
Diners Club		Diners Club
Card number	30 0000 0000 0004	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
Discover Card		
Discover		Discover Card
Card number	6011 1111 1111 1117	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
Carte Bleue		
Carte Bleue		Carte Bleue
Card number	4973 0100 0000 0004	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
JCB		
JCB		JCB
Card number	3088 0000 0000 0009	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
JCB	JCB J/Secure	JCB 3D
Card number	3528 4501 3100 3315	
Expiry Date:	12/2020	
Name	Hans Muster	
CVC:	123	
3-D Secure Password	12345	

Maestro

Maestro

Maestro

Card number

5000 0000 0000 0009

Expiry Date:

12/2020

Name

Hans Muster

CVC:

123

9 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>

9.1 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 PAYONE Integration under the **displayBackOfficeHeader** Menu.

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

The screenshot shows the 'Positions' page in the PrestaShop back office. The page title is 'Positions' and the breadcrumb is 'MODULES / POSITIONS'. The page contains a list of hooks with the following details:

Hook Name	Description	Number of Modules
actionAdminMetaSave	This hook is displayed after saving the configuration in AdminMeta	0 Module
actionAttributeDelete	This hook is called while deleting an attributes features value	1 Module
actionAttributeGroupDelete	This hook is called while deleting an attributes group	1 Module
actionAttributeGroupSave	This hook is called while saving an attributes group	1 Module
actionAttributePostProcess	This hook is called on post-process in admin feature value	1 Module

Each hook entry includes a 'Show' dropdown menu, a 'Display non-positionable hooks' checkbox, and an 'Edit' button. A 'LIVE EDIT' button is also visible on the right side of the page.

Figure 9.1: Disable the PrestaShop Hook.

9.2 The Referrer URL appears in my Analytics Tool

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

10 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.

10.1 Fee's and discount's within PrestaShop

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

- [Payment Fees](#)

10.2 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](#)

11 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.

11.1 Log Levels

You can configure the log level in the PAYONE 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.

11.2 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**.

12 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.

12.1 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/payonecw/payonecw.php';
require_once _PS_ROOT_DIR_.'/modules/payonecw/lib/PayoneCw/Entity
/Transaction.php';
```

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

Load the transaction by Id:

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

Load transactions by Order ID:

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