Installation Manual for Availabill WooCommerce

This manual describes the installation and usage of the Availabill extension for WooCommerce.

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1 Introduction

This manual describes how to install, configure and use the payment module for WooCommerce and Availabill.

Before getting started, make sure to have all necessary information at hand. You will need:

- The Availabill Webshop ID
- Availabill Username
- Availabill Password
- WooCommerce payment module from sellxed.com/shop
- Login data to your server and shop

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

1.1 Installation Process

This document contains all information you will need in order to install the module. It is essential to follow the steps described in this manual strictly. This ensures the safe use of the module in compliance with all security regulations.

1. Configuration of the Main Module
2. Configuration of the accepted payment methods and authorization methods
3. Performing a test order
4. Switch the operation mode to Live

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

1.2 System Requirements

In general, the plugin has the same system requirements as WooCommerce. Below you can find the most important requirements of the plugin:

- PHP Version: 5.4.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 Availabill Backend Configuration

2.1 Backend Access Availabill

In the Accarda Backend you are able to view / administer all transaction request sent to Availabill

2.1.1 Live Backend

An overview of all transactions and settings can be found in the Availabill backend. You can access the backend under: https://kargui.availabill.ch/karGui/login

2.1.2 Test Backend

In order to access the test backend use this url: https://karguitest.availabill.ch/karGui/login/

Figure 2.1: You can access and manage the payments in the backend.

2.2   Configuration of the Main Module

In order to configure the main module, copy the WebshopID, username and password in the according field in the configuration of the Main Module.

2.3   Payment Method Configuration

2.3.1   Activation of the payment method depending on the invoice delivery

After the installation of the module you should find 4 new payment methods in your shop. The different method depend on the delivery method of the invoice (email / postal). Activate the payment method which corresponds the agreement with Availabill.

2.3.2   Payment Method Configuration / Scoring

You are able to configure independently for B2C and B2B customers when the validation / scoring should take place. We distinguish between three different events when the scoring can take place:

- During the validation: The validation takes place as soon as the payment is finalized. The payment method will always be displayed.
- After the selection of the payment method: The scoring takes place after the selection of the payment method in the shop.
- Prevalidation - before the payment method is displayed: The payment method is only shown if the scoring result is positive.

Configure the scoring according your agreement with Availabill.

Further information on the payment method configuration and the implementations of the settings can be foundhere. After activating and configuring the payment method you need to conduct a test order with the test data from this manual.

2.4   Activating and testing your Account

After activating and configuring the payment method you need to conduct a test order with the test data from this manual.

After successfully completing the tests, switch the operation modus to Live. Now you are able to process payments.

3 Module Installation and Update in the WooCommerce 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 WooCommerce 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 can activate the plugin by clicking "activate" under the module WooCommerce Availabill in the menu **Plugins**.

After the Installation of the plugin a new menu on the dashboard will appear called **Availabill** . Enter all data in the corresponding fields. Each option is, furthermore, explained in short info texts in the shop.

4.2 Configuration of the Payment Module

After having successfully configured the main module, you can find the settings for the individual payment methods in your shop under **WooCommerce > Settings > Checkout** (In earlier version it was **WooCommerce > Settings > Payment Gateways**). Each payment method is listed individually. Install the payment methods you wish to offer to your customers. You can carry out individual settings for each payment method and thereby optimally adapt the payment methods to your existing processes. The most central options are described in more detail further below.

By clicking on **Enable** the payment method is activated in your shop. For more detailed information on the settings, please refer to information provided directly within the module configuration.

4.3 Direct Capturing of Transactions

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

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

> ### Different settings between Availabill and the module
>
> It may be that settings saved in the payment modules overwrite settings saved in Availabill.

4.4 Uncertain Status

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

4.4.1 Setting the order state

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

4.5 Optional: Validation

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

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

You have the choice between these options:

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

4.6   Redirection / Payment Form Error

If the successful redirection to the payment page suddenly stops working or you are only able to see the header and footer of your template instead of the payment form, you might be affected of the following issue. As a first step, you should update your payment plugin to the latest version, deactivate it in the backend of WooCommerce and activate it again.

If you are using **WPML** it can happen that the page for the redirection of the customer to Availabill payment page results in a '404 Page Not Found' error. In this case, you will have to duplicate our checkout page under 'Pages' in the corresponding languages. In order to do so please follow these steps:

1. Go to the WooCommerce backend and select: Pages > All Pages. There you should find a Page called "Availabill Checkout".
2. Delete all existing pages called "Availabill Checkout".
3. In the plugin section of your Wordpress dashboard, deactivate the WooCommerce Availabill plugin and activate it again. This will help you to generate a new redirection page.
4. Navigate again to Pages > All Pages. Open the configuration of the new redirection page.
5. On the right hand side under 'languages' you can now duplicate the content of this page for all of your installed languages. When you have successfully saved the changes, this page will be active for all of your languages and the error should have disappeared.

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

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 Availabill module.

6.1   Useful Transaction Information on the Order

You can find an overview of the transaction information in within the order detail view. Among others, this information allows for the definite attribution of the orders to their corresponding transaction, seen in the backend of Availabill.

Figure 6.1: Transaction Information in WooCommerce.

6.2   Capturing of Orders

Please note

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

Open the order and look for the Availabill transaction tab at the bottom. Capturing via the internal operation of WooCommerce is not supported.

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Customweb Transactions

#	Transaction Number	Date	Payment Method	Authorised	Amount	
6	16	2017-01-06 10:23:49	MasterCard	Yes	10.00	Less Details

Authorisation Amount	10		Currency	CHF
Payment Method	MasterCard		Payment ID	4S2Wtjb3E7d7tASKGxK1bCEWx hdA
Test Transaction ❓	Yes		Transaction authorised	Yes
Transaction uncertain ❓	No		Transaction paid	Yes
Payment Method Name	MasterCard		Payment Details	xxxx xxxx xxxx 0000
Card holder name	Customweb		Card Expiry Date	12 / 20
Card Country Origin	DE		Acquirer Reference	000000
3ds Authentication	Yes		3ds Liability Shift	Yes
Authorisation Method	PaymentPage			

[Capture]

[Cancel]

Previous actions

Date	Action	Message
2017-01-06 10:24:21	authorization	The amount of 10.00 is authorized.

Figure 6.1: Transactiondetails in the transaction tab of a specific order.

Click on "More Details" to view the transaction details. By clicking **Capture** button, you get into the following context.

Name	SKU	Type	Tax	Quantity	Total Amount (excl. Tax)	Total Amount (incl. Tax)
Testproduct	Testproduct	product	0 %	1	10.00	10.00
				Total captured amount:		10.00CHF

[Back]   [Capturing]

Figure 6.1: Deferred/Manual capture of transactions within WooCommerce

Enter the amount of your choice that you wish to capture from the customer's card. By clicking **Capture** a direct capturing of the order occurs with Availabill.

Please be aware that cancelling the transaction does not cause a status change of the order.

6.3 Refunds

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

> ### Please note
>
> That the default WooCommerce functionality is not supported by our plugin.

Customweb Transactions

#	Transaction Number	Date	Payment Method	Authorised	Amount	
4	13	2016-11-04 14:50:07	MasterCard	Yes	20.00	Less Details

Authorisation Amount	20	Currency	EUR	
Payment Method	MasterCard	Payment ID	b3YMh8bj8d4pvAnj0ddGAGvj3t9A	
Captured amount	20	Test Transaction ❓	Yes	
Transaction authorised	Yes	Transaction uncertain ❓	No	
Transaction captured	Yes	Transaction paid	Yes	
Payment Method Name	MasterCard	Payment Details	xxxx xxxx xxxx 0000	
Card holder name	Customweb	Card Expiry Date	12 / 20	
Card Country Origin	DE	Acquirer Reference	000000	
3ds Authentication	Yes	3ds Liability Shift	Yes	
Authorisation Method	PaymentPage			

[Refund]

Captures

Date	Amount	State
2016-11-04 14:51:34	20	succeed

Previous actions

Date	Action	Message
2016-11-04 14:51:33	authorization	The amount of 20.00 is authorized.
2016-11-04 14:51:34	capturing	The amount of 20.00 is captured.

Figure 6.1: Transactionsdetails via Orders > Availabill Transactions.

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

Figure 6.1: Refund of transactions within WooCommerce

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 Availabill 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.

Furthermore, please be aware that processing a refund will not cause a status change of the order.

6.4   Transaction Process

Each action affiliated with transaction management is logged by the module.

Figure 6.1: Transactions in the Overview of the Transaction Process

6.5 Setup a Cron Job to Activate the Timed Operations

To activate the timed operations of the plugin (e.g. update service, deleting pending orders, etc.) make sure that you set up the WooCommerce Cron engine. Especially the update function allows you to automatically retrive additional information or changes of your order directly via the API of Availabill. Please note it could be that in order to use the update feature it may be necessary that Availabill activates additional options in your account.

The module uses the standard cron engine of WooCommerce. More infromation regarding the set up can be found here.

7 Testing

Before switching from test to live mode it is important that you test the module extensively.

> **Testing**
>
> Do not forget to switch the operating mode from test to live after having successfully tested the module.

7.1 Test Data

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

7.1.1 Invoice

The age of the customer must be over 20 years. The surname of the customer is used to influence the outcome of the test purchase. It is comprised of the original name and two modifiers:

[Name] [Modifier_Invoice] [Modifier_Installments]

There are 3 results which can be triggered:

- OK: The order is accepted
- NOK: The order is not accepted
- NV: Needs Verification - A mobile confirmation is required

If the original name was "Hans Müller" it could be changed to: "Hans Müller OK NOK" which would mean that invoices are accepted but the installments is declined.

8 Errors and their Solutions

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

8.1 Page Not Found Error prior to the redirection to Payment Page

If you are using WPML it can occur that the Pages for the display of the payment methods or for the redirection to Availabill end in a Page Not Found Error.

In this case you have to duplicate our Pages in the corresponding languages. In order to do so please follow these steps:

1. Go to the main menu and select **Pages > All Pages**. There you should find a Page called Availabill Checkout.
2. Open the configurations.
3. On the right hand side under languages you can now duplicate the content of this page for all of your installed languages. When you have successfully saved the changes this page will be active for all of your languages and the Error should have disappeared.

8.2 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the Availabill 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 WooCommerce

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

- Checkout Fees for WooCommerce

9.2 Multilingual WooCommerce sites

To run multilingual WooCommerce sites you will need the following 3rd-Party plugin.

- WPML for WooCommerce

9.3 Birthday and gender in WooCommerce

For certain payment service providers it is necessary to check the birthday and the gender of a customer. WooCommerce does not check this by default.

> ### How to enable gender and birthday checks in your shops checkout
>
> 1. Either add custom checkout field yourself or download Flexible Checkout Fields to do so.
> 2. Modify the order context getters to return the value of your custom checkout field from the order / session (or wherever the previous step saves the data).
>
>   Order Context Getters
>
>   - AbstractOrderContext
>   - getBillingDateOfBirth()
>   - getBillingGender()
>
>   These functions can be found in "wp-plugins/woocommerce_accardacw/classes /AccardaCw/AbstractOrderContext.php".

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 Availabill settings.

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

10.2 Log Location

The log file is stored in **wp-content/uploads/wc-logs**. Please make sure the path exists and it is writable by the webserver.

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

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

Include the modules Util class.

```
require_once ABSPATH.'wp-content/plugins/woocommerce_accardacw/classes
/AccardaCw/Util.php';
```

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

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

Load the transaction by the external Id:

```
$transactionByExternal = AccardaCw_Util::getTransactionByTransactionNumber
($externalId);
$transactionObject = $transactionByExternal->getTransactionObject();
```

Load transactions by Post ID, this is the internal WooCommerce order id:

```
$transactionsByPostId = AccardaCw_Util::getTransactionsByPostId($orderId);
foreach($transactionsByPostId as $transaction){
    $transactionObject = $transaction->getTransactionObject();
    //Do something with each object
}
```