

# Installation Manual for Open Payment Platform e-Commerce

This manual describes the installation and usage of the Open Payment Platform extension for e-Commerce.

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# 1 Introduction

This manual explains the installation, configuration and usage of the payment module for e-Commerce and Open Payment Platform.

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

- User name and password for the login to the backend of Open Payment Platform
- e-Commerce payment module by [sellxed.com/shop](https://sellxed.com/shop)
- Access data to your server and shop

In case you don't yet have a contract with Open Payment Platform, you can acquire it directly through us.

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

## 1.1 Installation Procedure

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

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

## 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 Open Payment Platform might not get through to the shop.

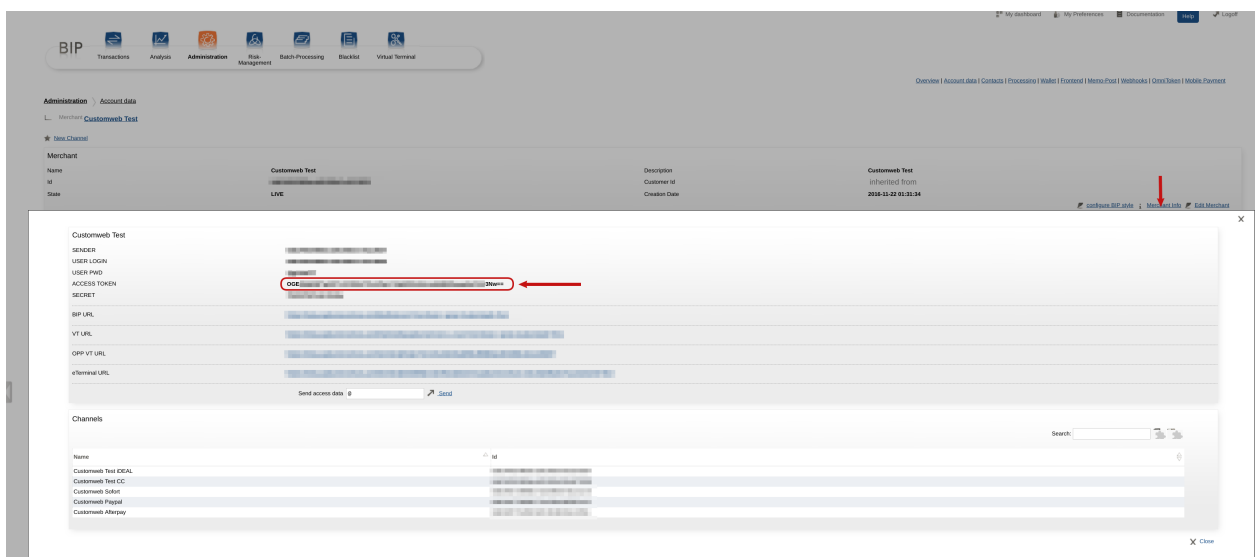
## 2 Configuration

### 2.1 Basic configuration of the main module

The access data for the test environment () is provided to you by Open Payment Platform.

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

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



**Figure 2.1:** The Authorization Bearer Token in the Open Payment Platform backend.

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

### 2.2 Configuration of the Payment Methods

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

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

Channel Conditions

the unit which comes transactions into the system.

[STORE VIEW]

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

Entity ID (MoTo)

[STORE VIEW]

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

COPYandPAY Style

[STORE VIEW]

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

Authorised status

[STORE VIEW]

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

Uncertain status

[STORE VIEW]

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

Captured status

[STORE VIEW]

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

Approved payment Status

[STORE VIEW]

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

Denied Payment Status

[STORE VIEW]

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

Authorisation Method

[STORE VIEW]

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



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

### PCI: New Authorization Method **Widget**

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

## 2.3 Configuration Webhook

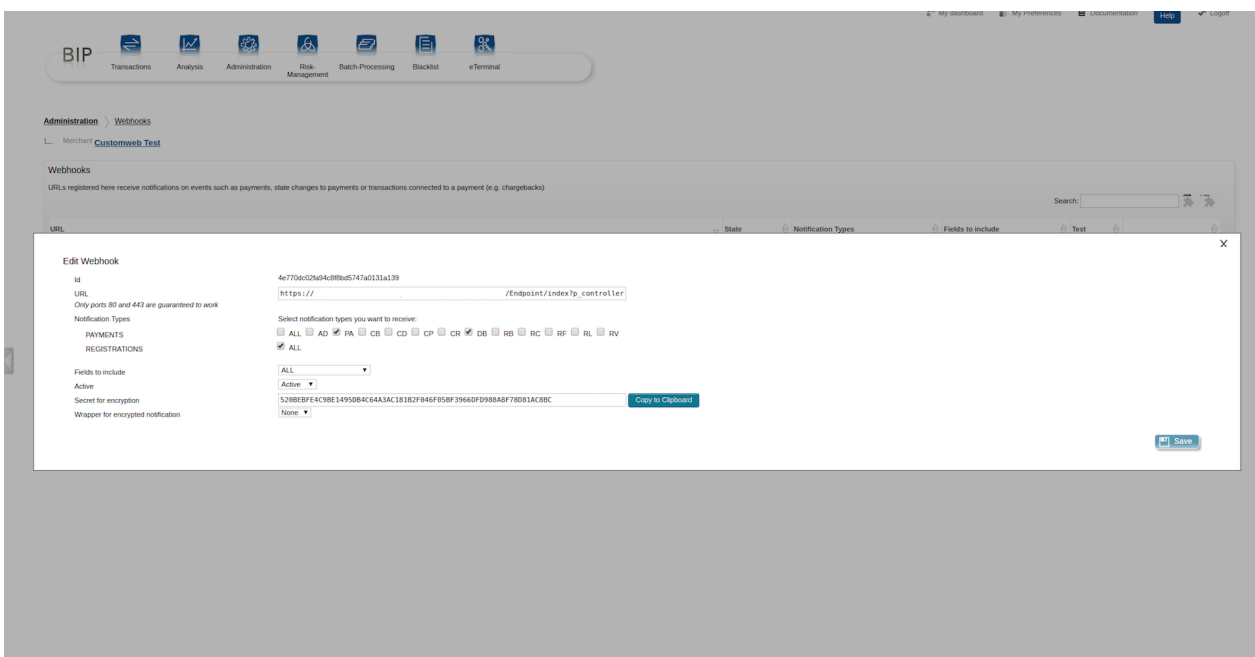
In some special cases it may happen that the payment notification sent by Open Payment Platform can not be proceed by your e-Commerce shop. We recommend to configure a so called webhook in the Open Payment Platform backen under **Administration > Webbhook**. Please make sure that you configure the correct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

### 2.3.1 Configuration Webhook by Merchant

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

#### Customweb "secret for encryption" Generator

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



**Figure 2.1:** Open Payment Platform Webhook configuration in the backend under **Administration > Webhook**.

### 2.3.2 Configuration Webhook by Open Payment Platform

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

## 2.4 Activation and Testing

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

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

## 3 Module Installation and Update in the e-Commerce Shop

### 3.1 Installation

At this time you should already be in possession of the module. Should this not be the case, you can download the necessary files in your customer account in the [sellxed shop](#) (Menu "My Downloads Downloads"). In order to install the module in your shop, please carry out the following steps:

1. Download the plugin. The download can be found in your sellxed.com account under "My Downloads".
2. Unzip the archive you have just downloaded.
3. In the unzipped folder navigate to the folder "files"
4. For some shops there are different versions of the plugin provided. If this is the case open the folder which corresponds to your shop version.
5. Using your preferred FTP client upload **entire content** of this folder into the root directory of your shop. For some shops there is a specific folder containing the plugins. If that is the case upload the plugin into this folder. Make sure that the folders aren't replaced but merely merged.
6. If you haven't yet done so, log back into your shop.

### 3.2 Updates and Upgrades

You have direct and unlimited access to updates and upgrades during the duration of your support contract. In order to receive constant information about available updates we ask you to subscribe to our RSS feed that we publish for your module.

More information regarding the subscription of this RSS feed can be found under: [http://www.sellxed.com/en/updates\\_upgrades](http://www.sellxed.com/en/updates_upgrades).

We only recommend an update if something doesn't work in your shop, if you want to use new feature or if there is a necessary security update.

#### 3.2.1 Update Checklist

We ask you to strictly comply with the checklist below when doing an update:

1. Always do a backup for your database and your files in your shop
2. Use always a test system to test the update process.
3. Wait until all the files are copied to the shop, clear the cache if there is one in your shop and then visit the configuration page of the main module so that the update process will be initialized.

### Do not do updates directly in the live environment

Please test the update procedure first in your test shop. Our support team is able and willing to help you if you experience problems with the update process. However, if you decide to perform the update directly in your live shop there is the possibility of a downtime of the shop of more than two days depending on the availability of our support if you do not want to book our [complementary support](#).

Depending on the version it could be that the database has to be migrated. We recommend you therefore, to perform the updates in times when the shop is not visited too frequently by your customers.

### 3.2.2 Update Instructions

Please always read the update instruction. Those instructions can be found in the changelog. If there are no special remarks, you can proceed by just overwriting the files in your system.

## 4 Module Configuration in the e-Commerce Shop

The configuration consists of two steps. The first step is the configuration of the main module with all the basic settings (cf. [Configuration of the Main Module](#)). During the second step you can then carry out individual configurations for each [payment method](#). This allows for full flexibility and perfect adaptation to your processes.

### Create backups!

Please create a backup of the main directory of your shop. In case of problems you will then always be able to return your shop to its original state.

We furthermore recommend testing the integration on a test system. Complications may arise with third party modules installed by you. In case of questions, our support is gladly at your disposal.

### 4.1 Basic Module Configuration

Activate the plugin by selecting the module E-commerce Open Payment Platform in the **Plugin** menu.

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

### 4.2 Payment Method Configuration

After the basic module has been configured successfully, you can proceed to the payment settings. The payment methods you want to accept in your shop can be adjusted at **Settings > Store > Payments**. Every payment method is listed individually. Activate the payment methods you would like to provide in your shop by ticking the corresponding boxes on the right side. Individual changes can be made for each payment method to adjust it to your processes.

## 4.3 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 Open Payment Platform and the module

It may be that settings saved in the payment modules overwrite settings saved in Open Payment Platform.

## 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 Open Payment Platform during the authorisation process. The payment method is displayed in any case

## 5 Settings / Configuration of Payment Methods

### 5.1 General Information About the Payment Methods

The plugin contains the most common payment methods. In case a desired payment method is not included per default, please contact us directly.

In order to be able to use a payment method, it must be activated in your account with Open Payment Platform 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 Open Payment Platform** 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 Open Payment Platform' 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 Open Payment Platform are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of Open Payment Platform.

#### 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 Klarna

You can process Klarna directly via Open Payment Platform. In the following we will expand on the characteristics of the Klarna setup.

### 5.3.1 Supported / Unsupported Functions

The module does not support the following functions:

- You can not create or change any orders in the backend of e-Commerce .
- Partial activation and refunds can only be performed through the backend of Open Payment Platform () Full activation and full refunds can be performed directly inside e-Commerce. For more information visit the Chapter around [transaction management](#).

#### Edit Klarna transaction within e-Commerce

Please make sure that you **never** modify or edit any Klarna transaction in your e-Commerce backend.

The remaining functions are supported by the module. In the following you will find a description of the most important functions.

### 5.3.2 Set Up / Configuration of the Payment Method

Activate the payment method as usual. Please note the following regarding the installation:

#### 5.3.2.1 Displayed Name of the Payment Method

You may change the displayed name in the frontend via **title**. Please use the title **Invoice**. Furthermore, you can define whether the Klarna logo is visible to your customers in the frontend via **Display Logo**.

#### 5.3.2.2 Description of the Payment Method

You may change the description of the payment method in the frontend via **description**. Please make sure you display the following description in your frontend: "**Pay within 14 days**".

#### 5.3.2.3 Select Authorization Method

We recommend to set **Server** as authorization method. In this case you will not be redirected to the payment page of Open Payment Platform.

#### 5.3.2.4 Klarna Merchant ID

In the payment method you can also define the **Klarna Merchant ID (EID)**. You will either find this in your Klarna account or ask for it directly at Open Payment Platform.

### 5.3.3 Canceling the Invoice

How to cancel invoices will be explained below in the chapter Activating / Canceling Orders. For further questions please refer to this section.

### 5.3.4 Full Activating Invoices

For more information visit the Chapter around [transaction management](#).

### 5.3.5 Partial Refund and Partial Activation

Partial refunds and partial activations can only be done through the [BIP](#) of Open Payment Platform.

### 5.3.6 On Hold Orders (Pending)

Pending orders are not supported by the module. In order you want those to be handled correctly by the system, please leave the field "Status Check interval" blank in your BIP. Please contact Open Payment Platform to make this setting.

### 5.3.7 Testing

In order for you to test the payment method Klarna you will need specific test data. But first make sure the the **operation mode is on test and the test mode is on external**.

You will find the official test data for Klarna directly in the developer portal via this link: <https://developers.klarna.com/en/de+php/kpm/test-credentials>.

### 5.3.8 Payment fees

If you want to charge payment fees for a specific payment method, feel free to use the compatible [payment fees](#) modules. Those fees are directly transmitted to Klarna.

#### Payment Fees

Please make sure to not charge payment fees within the Open Payment Platform [BIP Backend](#). Please use exclusively the compatible modules as described above.

## 6 The Module in Action

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

### 6.1 Useful Information on Transactions

For each order processed with our module you can access an overview of the most important transaction information. Among other things, this allows you to identify each corresponding order to each transaction displayed in the backend.

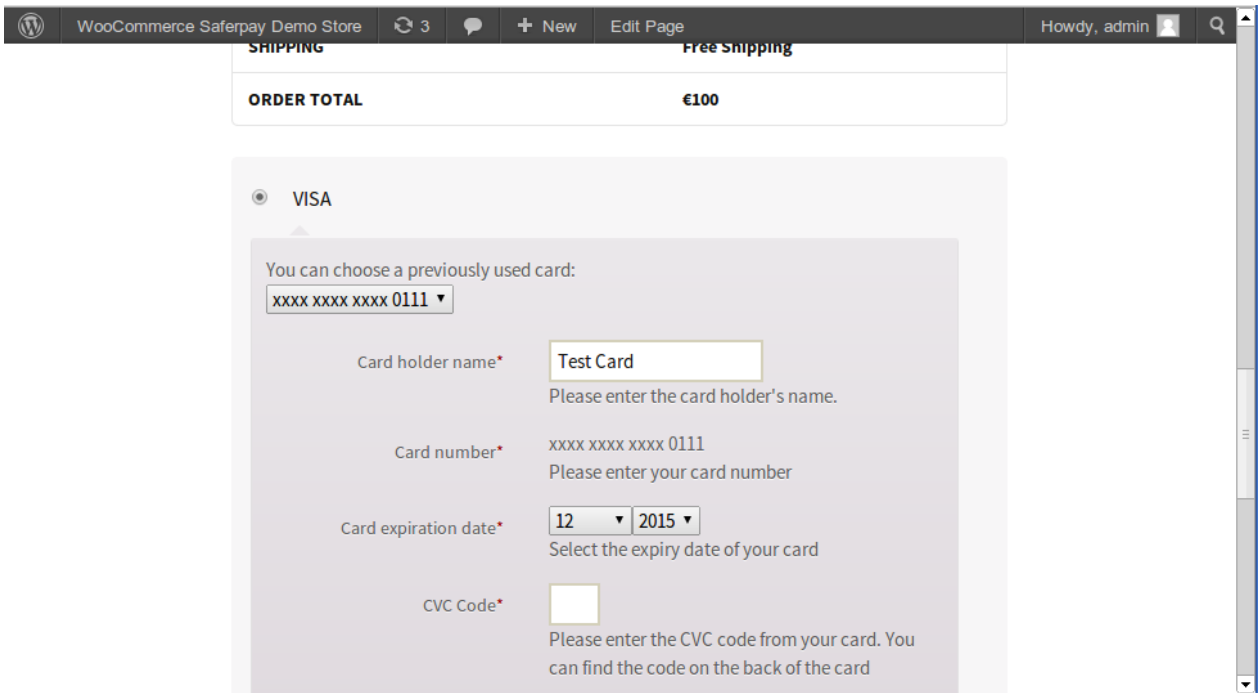
You can find the orders at Dashboard > Store Sales.

#	Transaction Number	Date	Payment method	Is authorised	Amount	Customer note	Add
8	26_8	2013-10-04 11:29:35	Saferpay Test Card	Yes	200.00		Less details
<b>Authorisation amount</b>			200.00				
<b>Currency</b>			EUR				
<b>Payment method</b>			Saferpay Test Card				
<b>Payment ID</b>			dznhzlbUOMtGAYWG618AIWKp5MA				
<b>Captured amount</b>			200				
<b>Refunded amount</b>			200				
<b>Transaction authorised</b>			Yes				
<b>Transaction uncertain</b> ?			No				
<b>Transaction captured</b>			Yes				
<b>Transaction paid</b>			Yes				
<b>Alias</b>			xxxx xxxx xxxx 0111				
<b>Card number</b>			xxxx xxxx xxxx 0111				
<b>Card expiry date</b>			12/2015				
<b>Card Type</b>			Saferpay Test Card				
<b>3D Secure</b>			Successful				
<b>Captures</b>							

Figure 6.1: Transaction information in WordPress E-Commerce.

### 6.2 Alias Manager / Token Solution Usage

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



**Figure 6.1:** Alias Manager in WooCommerce

### Alias Manager Options

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

## 6.3 Capture / Cancel Orders

### 6.3.1 Capturing and Cancelling Orders

In order to capture orders, open the order first (Dashboard > Store Sales) and then open the transaction information. Enter the amount you want to capture into the input field. By clicking on Capture the card is charged directly.

An order can be **cancelled** by clicking "Cancel Transaction" and the transaction as well as the reserved amount is released on the customer's card immediately.

#### Capturing Orders in the Open Payment Platform Backend

The transaction management between Open Payment Platform and your shop is not synchronised. When capturing payments in the Open Payment Platform, the status is not adjusted in the shop and a second capture is not possible.

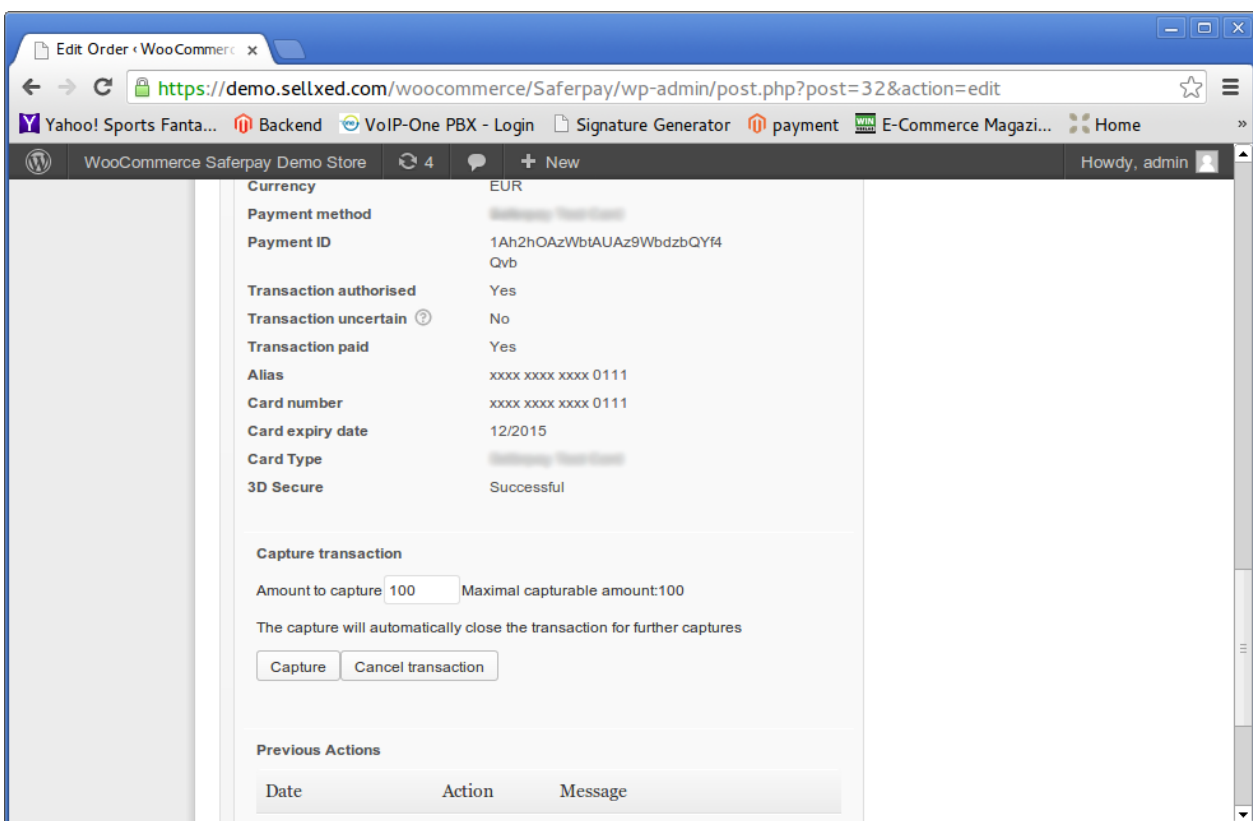


Figure 6.1: Cancelling and capturing orders

#### Partial Capturing

Please inquire, whether multiple captures are supported within your Open Payment Platform contract. Otherwise, partially captured transactions could be blocked from future captures.

## 6.4 Order Refunds

In order to refund an order, open the transaction information (see above).

You can refund individual items or an arbitrary amount by adjusting the total amount or the number of items.

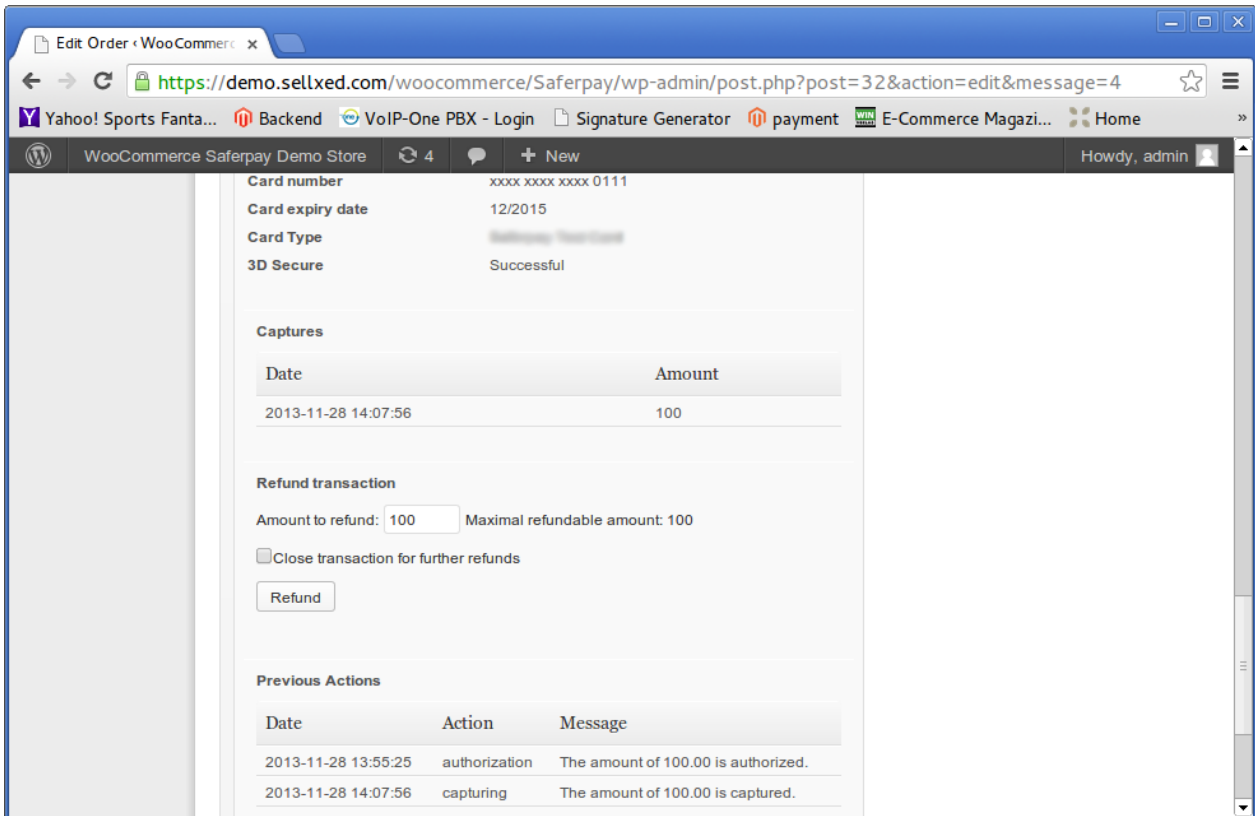


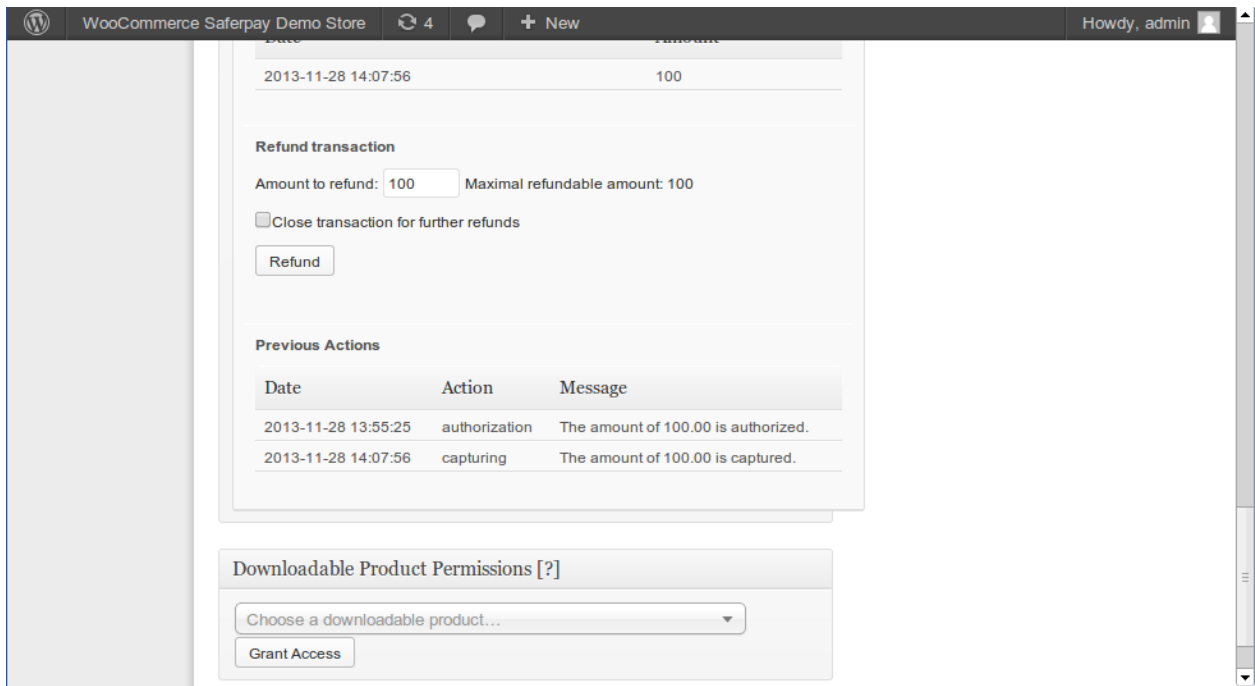
Figure 6.1: Refunds in WooCommerce for Open Payment Platform.

### Maximum Refund

Our module restricts the refund amount to 100% of the originally authorised amount.

## 6.5 Transaction History

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



**Figure 6.1:** Transaction overview in the transaction history.

## 6.6 Cron Job Setup

In order to activate the time-controlled plugin functions (e.g. update service, deleting pending orders etc.) you have to set up cron jobs in e-Commerce. The update function is especially relevant - it allows you to fetch subsequent transaction changes at Open Payment Platform via the API. Please keep in mind that additional options might have to be activated.

The module uses the default e-Commerce cron. Information on the setup can be found [here](#).

## 7 Testing

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

### Testing

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

### 7.1 Test Data

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

#### American Express

Card number	377777777777770	No 3D Secure
Expiry Date	12/2020	
CVC	123	
Card number	375987000000005	3D Secure
Expiry Date	12/2020	
CVC	123	

#### Carte Bleue

Card number	5555555555554444
Expiry Date	12/2020
CVC	123

#### Dankort

Card number	5019717010103742
Expiry Date	12/2020
CVC	123

#### Diners Club

Card number	36961903000009
Expiry Date	12/2020
CVC	123

#### Sepa Direct Debits

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

#### Discover Card



Card number 6011587918359498  
 Expiry Date 12/2020  
 CVC 123

**giropay**

IBAN AT152011128161647502 Austria (AT)  
 BIC GIBAATWWXXX

IBAN DE23100000001234567890 Germany (DE)  
 BIC MARKDEF1100

IBAN ES9121000418450200051332 Spain (ES)  
 BIC CAIXESBBXXX

**JCB**

Card number 3541599999092431  
 Expiry Date 12/2020  
 CVC 123

**Klarna Invoice**

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

**Maestro**

Card number 67998510000000032  
 Expiry Date 12/2021  
 CVC 123

**MasterCard**

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

Card number 5212345678901234 3D Secure  
 Expiry Date 12/2021  
 CVC 123

**Visa**

Card number 4200000000000000 No 3D Secure  
 Expiry Date 12/2020  
 CVC 123

Card number 4012001037461114 3D Secure  
 Expiry Date 12/2020  
 CVC 123

Card number 4000000000000010 3D Secure 2.0  
 Expiry Date 12/2021

CVC 123

**V PAY**

Card number 48220000000000000003

Expiry Date 12/2020

CVC 123

## 8 Errors and their Solutions

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

### 8.1 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the Open Payment Platform Referrer URL might appear in your Analytics Tool thus hiding the original traffic source. However, most Analytic Tools are able to minimize this problem.

In case you are using Google Analytics as reporting tool, this step by step guide may help you to exclude the URLs: [under bullet point 4](#).

## 9 Error Logging

The module will log different unexpected errors or information depending on the configured level. If there is any issue with the module, this log can help identify the cause.

### 9.1 Log Levels

You can configure the log level in the Open Payment Platform settings.

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

### 9.2 Log Location

The log file is stored in the logs folder of this plugin `wp-content/plugins/plugins/ecommerce_oppcw/logs`. Please make sure the path exists and it is writable by the webserver.

## 10 Advanced Information

This section of the manual is for advanced usage of the module. The content is for advanced users with special requirements. Everything in this section is optional and not required for the daily usage of the module.

### 10.1 Transaction Object

This section describes how to extract information from a transaction, if you need it for further processing. E.g. you require more information of the transaction for further processing an order in your ERP system.

The code snippets in this section assume your script resides in the root folder of the shop with the default shop folder structure.

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

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

Include the modules Util class.

```
require_once ABSPATH.'wp-content/plugins/ecommerce_oppcw/classes/OPPCw/Util.php';
```

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

Load the transaction by Id:

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

Load the transaction by the external Id:

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

Load transactions by the order id:

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